



**IMPORTANT SERVICE
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

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GROUP:
FUEL & EXHAUST

SPECIAL POLICY ADJUSTMENT – NUMBER 1 NOX SENSOR V1403

AFFECTED VEHICLES

- 2011 MY Isuzu N-Series
Equipped with 5.2L (4HK1) Diesel Engine and Selective Catalyst
Reduction

INFORMATION

CONDITION

The Number 1 NOx Sensor of the Selective Catalyst Reduction (“SCR”) System in some 2011 MY Isuzu N-Series vehicles may fail internally, setting various Diagnostic Trouble Codes (“DTC”) such as P2201, P2206, P2207, P1490 or P2000. If this occurs, the Check Engine Malfunction Indicator Lamp (MIL), Exhaust System Warning Lamp and Diesel Exhaust Fluid (DEF) Indicator Lamp will illuminate.

SPECIAL POLICY ADJUSTMENT

This special policy covers the condition described above for a period of ten (10) years from the date the vehicle was originally placed in service, regardless of ownership, or 150,000 miles (241,000km), whichever occurs first.

Owners are being instructed to contact an Isuzu dealer if they believe their vehicle has the described condition. Dealers are to replace the Number 1 NOx Sensor if it is determined to have an internal failure and update the software, if applicable. The repair, if needed, will be done at **no charge** to the customer during the special policy coverage period.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 29, 2014, are covered by this special policy and must be submitted using the labor operation codes provided in this bulletin. Claims with repair orders prior to August 29, 2014, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are: 2011 MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines and SCR.

PARTS INFORMATION

Parts required to complete this special policy are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Normal orders should be placed on a stock order. In an emergency situation, parts should be ordered on a VOR order (Vehicle Off Road).

Part Number	Description	Qty
8-98231-391-1	Number 1 NOx Sensor	1

SERVICE PROCEDURE

1. Diagnose DTC P2201, P2206, P2207, P1490 or P2000 as outlined in the applicable service manual.

NOTE: DTCs P2201, P2206, P2207, P1490 or P2000 that result from failures of components other than the Number 1 NOx Sensor are NOT covered under this special policy.

IMPORTANT: Any time DTC P2201, P2206 or P2207 sets in the DEFCM, the ECM will automatically set DTC P20C9. This is a normal condition.

2. If the Number 1 NOx Sensor is determined to have an internal failure, download Health Report.
3. Replace the Number 1 NOx Sensor.
4. Check the current calibration part numbers using the Isuzu Diagnostic Service System (IDSS) and list them on the repair order for future reference and warranty claim submission.
5. Reprogram the ECM and DEFCM with the latest software and calibrations using IDSS if the calibration part number is NOT listed below.

NOTE: IDSS must be up to date prior to performing any diagnostics or reprogramming.

Model Year	Eng.	Trans.	Corrected DEFCM Cal, #
2011	5.2L 4HK1	MT	8982065310 or Higher
		AT	8982065320 or Higher

Model Year	Eng.	Trans.	Corrected ECM Cal, #
2011	5.2L 4HK1	AT (w/o HBB)	98209933 or Higher
		AT (w/HBB)	98209934 or Higher
		MT (w/o HBB)	98209931 or Higher
		MT (w/HBB)	98209932 or Higher

WARRANTY INFORMATION

Submit only **one** claim with the applicable Labor Code as indicated below:

Labor Code	Description	Labor Time
V1403A	Replace Number 1 NOx Sensor <i>Includes:</i> Download Health Report Data <i>Includes:</i> Diagnosis	0.9

V1403B	Reprogram DEFCM, ECM and replace Number 1 NOx Sensor <i>Includes: Download Health Report Data</i> <i>Includes: Diagnosis</i>	1.4
V1403C	Customer Reimbursement for Number 1 NOx Sensor Replacement	0.1

CUSTOMER REIMBURSEMENT

If a customer has already paid for repairs to address the condition covered by this special policy, they may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, the customer will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

IMPORTANT: Do NOT reimburse customers until after the submitted claim is approved.

Dealers that receive a Customer Reimbursement Claim Form may also submit a warranty claim to request reimbursement on the behalf of the customer. Complete a regular warranty claim using the labor operation code listed in this bulletin for customer reimbursement. Submit the total cost for reimbursement as a "Sublet" expense. Dealers may submit 0.1 labor hours for administrative time reimbursement.

The Customer Reimbursement Claim Form and required documents must be scanned and emailed to the Warranty Review Center (WRC) at ICTAWARR@icta-us.com. Be sure to include the Isuzu warranty claim number, starting with the dealer code and the words: "Customer Reimbursement" in the subject line of the email. If there are any questions regarding the reimbursement, please call 1-877-ISUZUCV (1-877-478-9828), choose your language option, select Prompt 2, and then Prompt 5.

OWNER NOTIFICATION

Isuzu Commercial Truck of America, Inc. will notify customers of this special policy on their vehicles (see copy of sample letter included with this bulletin).

OWNER NOTIFICATION LETTER - US

Dear Customer:

As the owner of a <MY> <make> <series> vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that the Number 1 NOx Sensor of the Selective Catalyst Reduction ("SCR") System in some 2011 MY Isuzu N-Series vehicles may fail internally, setting various Diagnostic Trouble Codes ("DTC") such as P2201, P2206, P2207, P1490 or P2000. If this occurs, the Check Engine Malfunction Indicator Lamp (MIL), Exhaust System Warning Lamp and Diesel Exhaust Fluid (DEF) Indicator Lamp will illuminate.

You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless you believe that your vehicle has the condition described above.

WHAT WE HAVE DONE

Isuzu Commercial Truck of America, Inc. is providing owners with additional protection for the Number 1 NOx Sensor. If this condition occurs on your vehicle within ten (10) years of the date your vehicle was originally placed in service or 150,000 miles (241,000km), whichever occurs first, the condition will be repaired for you at **no charge**. Repair for conditions other than the condition described above is not covered under this special policy.

WHAT YOU SHOULD DO

Repairs and adjustments qualifying under this special policy must be performed by an Isuzu dealer. If you believe your vehicle has the condition described above, you may want to contact your Isuzu dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this special policy, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of America, Inc.

OWNER NOTIFICATION LETTER - CANADA

Dear Customer:

As the owner of a <MY> <make> <series> vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that the Number 1 NOx Sensor of the Selective Catalyst Reduction ("SCR") System in some 2011 MY Isuzu N-Series vehicles may fail internally, setting various Diagnostic Trouble Codes ("DTC") such as P2201, P2206, P2207, P1490 or P2000. If this occurs, the Check Engine Malfunction Indicator Lamp (MIL), Exhaust System Warning Lamp and Diesel Exhaust Fluid (DEF) Indicator Lamp will illuminate.

You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless you believe that your vehicle has the condition described above.

WHAT WE HAVE DONE

Isuzu Commercial Truck of Canada is providing owners with additional protection for the Number 1 NOx Sensor. If this condition occurs on your vehicle within ten (10) years of the date your vehicle was originally placed in service or 241,000km (150,000 miles), whichever occurs first, the condition will be repaired for you at **no charge**. Repair for conditions other than the condition described above is not covered under this special policy.

WHAT YOU SHOULD DO

Repairs and adjustments qualifying under this special policy must be performed by an Isuzu dealer or Isuzu-authorized service facility. If you believe your vehicle has the condition described above, you may want to contact your Isuzu dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this special policy, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca and click on the dealer locator icon and enter your province. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of Canada

CUSTOMER REIMBURSEMENT CLAIM FORM

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Request for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized dealer.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

E-Mail Address: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this recall.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive an explanation or letter with the reason(s) for the denial, or
- Incomplete, you will receive a request or letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Present this form and required documents to your local dealer or mail them directly to:

**Isuzu Owner Relations Department
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806**

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email at: cvc@icta-us.com