



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service

BULLETIN

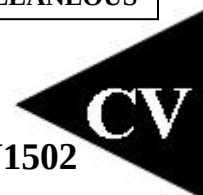
BULLETIN NUMBER:
CB15-X-001

ISSUE DATE:
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GROUP:
MISCELLANEOUS

SB-10059012-4294

VOLUNTARY EMISSION RECALL INCORRECT VIN AND WEIGHT RATING/GHG LABEL #V1502



AFFECTED VEHICLES

- 2015MY Isuzu NPR Vehicles (See Attached VIN List)
Equipped with 3.0L (4JJ1) Diesel Engines

INFORMATION

CONDITION

Isuzu Motors Limited has decided to conduct a Voluntary Emission Recall on certain 2015 model year Isuzu NPR vehicles. The VIN and Weight Rating label for 4JJ1 vehicles is a single label located on the B-pillar jamb (driver's side door) with the upper half containing the VIN and vehicle weight specifications; however the lower half of the label was misprinted and mistakenly contains Greenhouse Gas (GHG) information that applies to and is required for Isuzu's 5.2L 4HK1 engine model. The lower half of the VIN and Weight Rating label for 4JJ1 vehicles was not intended to have GHG information and should have been left blank.

CORRECTION

The old label which includes the VIN, Weight Rating, and GHG information will be removed and a new label will be affixed with the lower portion of the label blank (as was intended). Owners of affected vehicles will be requested to contact their Isuzu dealer/authorized service facility to schedule a time to replace the label at **no charge** to customers regardless of mileage, age of vehicle or ownership.

NOTE: California dealers must issue a "Proof of Correction Certificate" to owners of the affected vehicles after completing the work specified below. Please instruct the Isuzu owner to keep that Certificate as the California Department of Motor Vehicles may ask for proof of this campaign completion before renewal of the registration.

IMPORTANT: Dealers must fill out every field on the Proof of Correction Certificate.

VEHICLES INVOLVED

Involved are 2015 model year Isuzu NPR vehicles equipped with 3.0 (4JJ1) Diesel Engines. See VIN list provided with this bulletin.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS) below.

For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

Dealers with involved vehicles must confirm the vehicle is still present at their location and request the label by contacting their District Service and Parts Manager (DSPM). Labels requested for vehicles in dealer inventory will also be provided on a no-charge basis.

NOTE: All misprinted labels will be requested by the Warranty Parts Return system. Be sure to have these parts available when requested. Failure to return requested parts will result in a claim chargeback.

SERVICE PROCEDURE

TOOLS REQUIRED:

- Lint Free Cloth
- 3M™ Scotchcal™ Application Squeegee
- CRC™ Gasket Remover (Item No.05021)
- 91% Isopropyl Alcohol
- Spray Bottle
- Dawn® Dishwashing Liquid
- Distilled Water



CAUTION

Failure to follow instructions identified by this symbol could result in accident, death or serious injury to you, and/or other people. The caution area will inform you of potential hazards followed by what to do to avoid the hazard. It is important to read these cautions to avoid injury to yourself or others.



ADVICE

Failure to follow instructions identified by this symbol could cause malfunction or damage to your vehicle.



NOTE

*This symbol identifies information you need to know.
This symbol also identifies useful information for operating the vehicle.*

PREPARATION



NOTE

The room, parts and vehicle temperature must be between 60°F and 90°F for optimum installation.

- 1) Verify new and old labels have matching VIN numbers. Note that the correct VIN and Weight Rating label will not include the GHG information on the lower half of the label titled, "Vehicle Emission Control Information" (Figure 1).

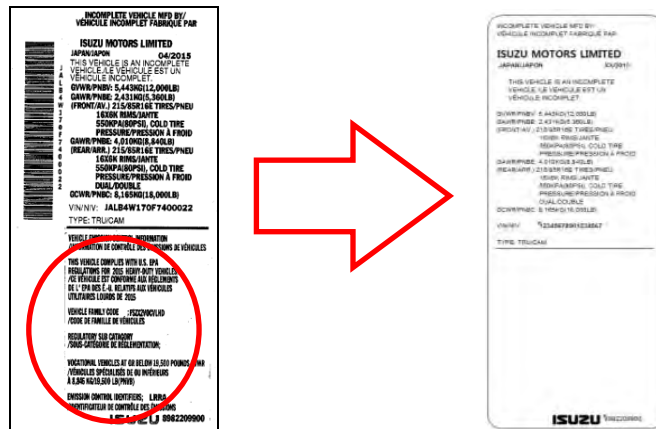


Figure 1

REMOVAL



ADVICE

In order to avoid paint damage, DO NOT use metallic sharp edge objects to remove the old label.

- Carefully remove old label from B-pillar door jamb (driver's side door) using the 3M™ Scotchcal™ application squeegee to avoid paint damage (Figure 2).



Figure 2

- Remove old label glue residue by applying a light coat of CRC™ gasket remover (Figure 3a) and letting it soak for no more than two (2) minutes before wiping it off with a clean cloth (Figure 3b).

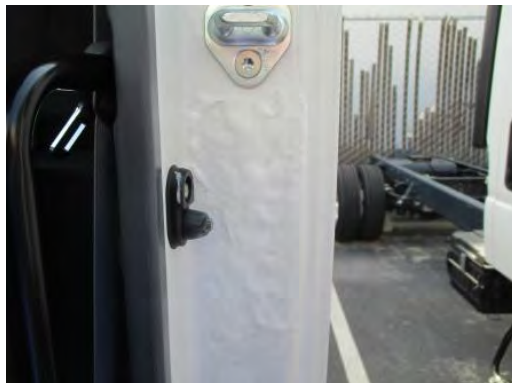


Figure 3a

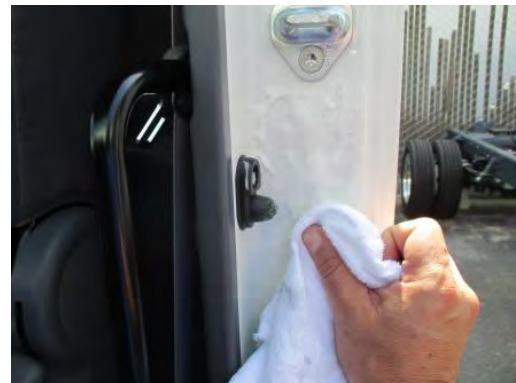


Figure 3b

INSTALLATION

- 3)** Clean the application area with a solution of one part isopropyl alcohol diluted with one part water. Immediately wipe dry the installation area using a clean lint free cloth.



NOTE

VIN and Weight Rating label can only be applied once; DO NOT remove and re-apply it to correct air pockets or wrinkles.

- 4) Apply new VIN and Weight Rating label in area shown (Figure 4), located **5mm below striker** in driver's door jamb. Be careful **not to wrap label over door jamb edge**.

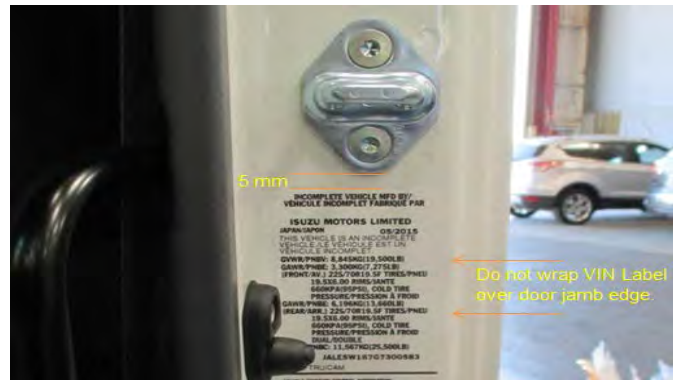


Figure 4

- 5) Apply label starting from the inboard edge using the back of the label to keep it straight avoiding air pockets and wrinkles (Figure 5).



Figure 5



NOTE

The back of the protective film is split to ease installation. Remove only one half of the backing at a time (larger side first).

- 6) To apply protective film over the VIN and Weight Rating label, peel half of the backing away from protective film. (Figure 6)



Figure 6

- 7) Apply water/soap solution (5 drops of Dawn® dishwashing liquid per 32 fl. oz. of distilled water) to the new installed label (Figure 7a) and to the application side of protective film (Figure 7b) to ease film installation.



Figure 7a



Figure 7b



NOTE

Note that protective film is slightly larger than VIN and Weight Rating label. Make sure that protective film covers label entirely.

- 8) Apply protective film to label starting with the outboard edge (Figure 8a). Use squeegee to hold film in place (Figure 8b).



Figure 8a



Figure 8b

- 9) Peel the second half of the film backing, apply water/soap solution to protective film as needed and remove excess with 3M™ Scotchcal™ application squeegee (Figure 9).

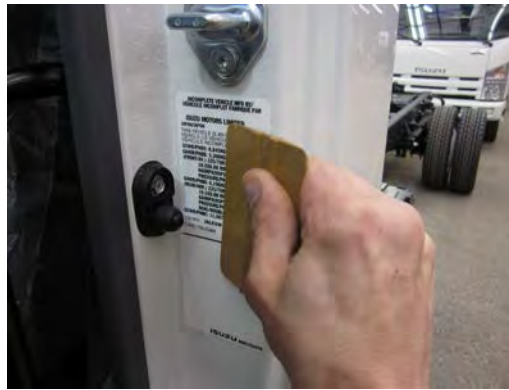


Figure 9

- 10) Carefully finish the edge around label removing any water/soap residue. (Figure 10)



Figure 10

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V1502, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU CAMPAIGN NUMBER _____ DEALER CODE: _____ REPAIR DATE: _____ P/N 2-90028-700-0

CALIFORNIA VEHICLES ONLY

When a California emissions campaign is completed by an Isuzu dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate", which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration. As set forth in the sample owner notification letter below, the owner will need to submit the correction certificate to the DMV only if the DMV requests it. Otherwise, we recommend that owners keep the certificate for their records.

ISUZU				Vehicle Emission Recall - Proof of Correction											
License Number	Make	Model Year	Body Type	Vehicle Identification Number											
Manufacturer				Recall Number											
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.															
Dealer's Name				Address, City, State and Zip											
Date				Dealership's Authorized Signature											
This certificate must be returned to the DMV with your billing notice															

Example, Proof of Correction Certificate

WARRANTY INFORMATION

Submit a Campaign Claim with the information indicated below.

LABOR CODE	REPAIR PERFORMED	LABOR TIME
V1502	Install Vehicle Emission Label	0.5

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

NOTE: All misprinted labels will be requested by the Warranty Parts Return system. Be sure to have these parts available when requested. Failure to return requested parts will result in a claim chargeback.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed. (See enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

**VOLUNTARY EMISSION RECALL INCORRECT
VIN AND WEIGHT RATING LABEL #V1502**

This notice applies to your vehicle, <VIN>

AUGUST 2015

Dear Customer:

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle, <VIN>, 2015MY NPR.

CONDITION

The Vehicle Identification Number (VIN) and Weight Rating label for your vehicle, which has an Isuzu 4JJ1 model diesel engine, is a single label located on the B-pillar jamb (driver's side door) with the upper half containing the tire and vehicle loading information and vehicle weight specifications along with the VIN; however the lower half of the label was misprinted and mistakenly contains Greenhouse Gas (GHG) information that applies to and is required for a vehicle with a different model engine (Isuzu's 5.2L 4HK1 engine model). The lower half of the VIN and Weight Rating label for 4JJ1 vehicles was not intended to have GHG information and should have been left blank.

WHAT WE WILL DO

The old label which includes the VIN, Weight Rating information, and GHG information will be removed and a new label will be affixed with the lower portion of the label blank (as was intended).

WHAT YOU SHOULD DO

Owners of affected vehicles are requested to contact their Isuzu dealer to schedule a time to replace the label with a corrected label at **no charge** to the customers regardless of mileage, age of vehicle or ownership.

EMISSION WARRANTY INFORMATION

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, it is recommended that you have your vehicle serviced as soon as possible. In addition, in some states participation in an emission recall may be necessary to renew the vehicle registration.

CALIFORNIA OWNERS

Once the campaign is completed, you will receive a "Proof of Correction Certificate", from the dealer performing the campaign, which may need to be presented to the California Department of Motor Vehicles when renewing vehicle registration.

To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator link 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.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

**VOLUNTARY EMISSION RECALL INCORRECT
VIN AND WEIGHT RATING LABEL #V1502**

This notice applies to your vehicle, <VIN>

AUGUST 2015

Dear Customer:

This notice is sent to inform you that Isuzu Motors Limited is conducting a voluntary emission recall that includes your vehicle, <VIN>, 2015MY NPR.

CONDITION

The Vehicle Identification Number (VIN) and Weight Rating label for your vehicle, which has an Isuzu 4JJ1 model diesel engine, is a single label located on the B-pillar jamb (driver's side door) with the upper half containing the tire and vehicle loading information and vehicle weight specifications along with the VIN; however the lower half of the label was misprinted and mistakenly contains Greenhouse Gas (GHG) information that applies to and is required for a vehicle with a different model engine (Isuzu's 5.2L 4HK1 engine model). The lower half of the VIN and Weight Rating label for 4JJ1 vehicles was not intended to have GHG information and should have been left blank.

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WHAT YOU SHOULD DO

Owners of affected vehicles are requested to contact their Isuzu dealer to schedule a time to replace the label with a corrected label at **no charge** to the customers regardless of mileage, age of vehicle or ownership.

EMISSION WARRANTY INFORMATION

In order to ensure your full protection under the emission warranty made applicable to your vehicle by Environment Canada, it is recommended that you have your vehicle serviced as soon as possible. In addition, in some provinces participation in an emission recall may be necessary to renew the vehicle registration.

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

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

AFFECTED VINS
JALB4W17XF7F00003
JALB4W170F7F00009
JALB4W170F7F00012
JALB4W17XF7F00017
JALB4W17XF7F00020
JALB4W172F7400023
JALB4W17XF7400027
JALB4W17XF7400030
JALB4W171F7400031
JALB4W170F7400036
JALB4W178F7400043
JALB4W17XF7400044
JALB4W171F7400045
JALB4W173F7400046
JALB4W179F7F00106
JALB4W170F7F00107
JALB4W179F7F00123
JALB4W17XF7F00132
JALB4W17XF7F00146
JALB4W178F7F00131
JALB4W178F7F00145
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