



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB16-J-002

ISSUE DATE:
APRIL 2016

GROUP:
ENGINE

VOLUNTARY EMISSION RECALL **INCORRECT VEHICLE EMISSION CONTROL** **INFORMATION (VECI) LABEL – V1603**



AFFECTED VEHICLES

- 2016MY Isuzu N-Series Vehicles
Equipped with 6.0L Gasoline Engines

INFORMATION

CONDITION

Isuzu Motors Limited has determined that certain 2016 model year Isuzu N-Series trucks equipped with 6.0L gasoline engines were built with an incorrect vehicle emission control information (VECI) label that is not compliant with US EPA and CEPA 1999 regulations and must be corrected.

CORRECTION

Dealers are to install a new vehicle emission control label.

Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with installation instructions. Customers may install the label on to the engine or if they desire, they may take the label to their dealer for installation at **no charge**.

IMPORTANT: California dealers must issue a “Proof of Correction Certificate” to owners of the affected vehicles after completing the work specified below. Advise the Isuzu owner to keep the 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 certain 2016 model year Isuzu N-Series trucks equipped with 6.0L gasoline engines.

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

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

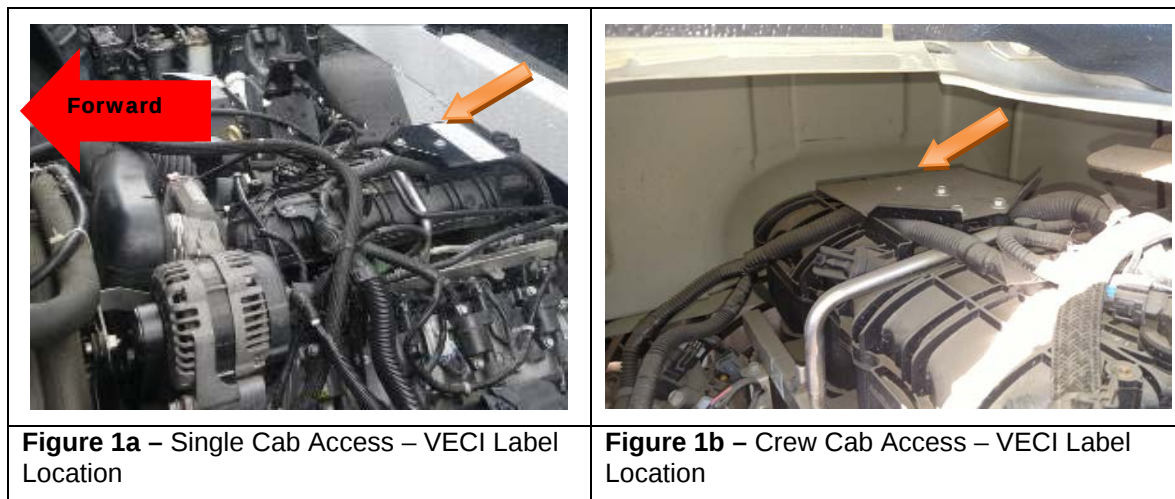
VECI labels will be mailed to owners of record on a no charge basis. If the customer has lost the provided label, complete the attached VOLUNTARY EMISSION RECALL LABEL REQUEST FORM and FAX it to 1-714-938-0470, Attn: Isuzu Customer Relations to receive a new label.

Dealers with involved vehicles must confirm the vehicle is still present at their location and request the label using the attached VOLUNTARY EMISSION RECALL LABEL REQUEST FORM. Labels requested for dealer involved vehicles will also be provided on a no charge basis.

SERVICE PROCEDURE

- Access the engine bay of the truck.
 - Single Cab** – Tilt open the cab.
 - Crew Cab** – Open the engine inspection sub cover located beneath the passenger seat; securing it open with the nylon strap (located behind the head rest).
- Locate the corresponding incorrect label that is to be replaced, on top of the engine cover.

NOTE: Do not remove the incorrect label.



MODEL	OLD LABEL	NEW LABEL
12,000 GVWR Gasoline Trucks		
14,500 GVWR Gasoline Trucks		

Figure 1c – VECI Labels

3. Affix the new corrected VECI label over the old label:
 - a. Ensure the application area is clean and dry. With a non-oil based cleaner, preferably isopropyl alcohol (rubbing alcohol), wipe down the area using a clean cloth.
 - b. Remove the backing from the new label.
 - c. Apply the new label and smooth from the center out.

IMPORTANT: This is a tamper-proof label. Attempting to remove or reposition the label after application will result in damaging the label.

4. Close the engine bay of the truck.
 - a. **Single Cab** – Tilt the cab closed.
 - b. **Crew Cab** – Release the nylon strap from the catch hook from the passenger seat and close the engine inspection sub cover.
5. Apply the campaign label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V1603, 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

CLAIM INFORMATION

If an owner decides to bring in their VECI label to have the dealer perform the service procedure on their behalf, dealers are to call the Warranty Review Center at 1-877-ISUZUCV (1-877-478-9828); choose language, select Prompt 2, then Prompt 3 to speak with a Warranty Specialist prior to a submitting claim.

Submit a Campaign Claim with the information indicated below:

LABOR CODE	REPAIR PERFORMED	LABOR TIME
V1603	Install VECI Label	0.2

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

OWNER NOTIFICATION

Notification letters and corrected VECI labels with installation instructions 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 recall must be held and inspected/repaired per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

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 recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

VOLUNTARY EMISSION RECALL

This notice applies to your vehicle, <VIN>

APRIL 2016

Dear Customer:

This notice is sent to inform you that Isuzu Commercial Truck of America, Inc. is conducting a voluntary emission recall that includes your vehicle.

CONDITION

Your 2016 model year N-Series truck that is equipped with a 6.0L gasoline engine was built with an incorrect vehicle emission control information (VECI) label that is not compliant with EPA regulations and must be corrected.

CORRECTION

A corrected VECI label will need to be installed on top of the engine cover. Since this label can be easily installed (and to reduce your inconvenience) the corrected label and installation instructions are included with this letter. However if you desire, you may take the label to your Isuzu dealer for installation. This service will be performed for you at **no charge**.

WHAT YOU SHOULD DO

If you would like an Isuzu dealer to install the label, we recommend that you contact your local dealer as soon as possible to schedule an appointment. Be sure to take the VECI label with you to your appointment. We estimate that the installation will take approximately 10 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled at your dealership. 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.

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.

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

This notice applies to your vehicle, <VIN>

APRIL 2016

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999 (CEPA 1999)*.

CONDITION

Isuzu Motors Limited has determined certain 2016 model year N-Gas Series trucks equipped with 6.0L gasoline engines were built with an incorrect vehicle emission control information (VECI) label that is not compliant with CEPA 1999 and US EPA regulations and must be corrected.

This letter is to inform you that Isuzu Commercial Truck of Canada, Inc. has identified your vehicle, <VIN>, 2016MY <series> as being involved in this campaign. It has been evaluated that this does not present a pollution risk to the environment.

CORRECTION

A corrected VECI label will need to be installed on top of the engine cover. Since this label can be easily installed (and to reduce your inconvenience) the corrected label and installation instructions are included with this letter. However if you desire, you may take the label to your dealer for installation. This service will be performed for you at **no charge**.

WHAT YOU SHOULD DO

If you would like an Isuzu dealer to install the label, we recommend that you contact your local dealer as soon as possible to schedule an appointment. Be sure to take the VECI label with you to your appointment. Isuzu estimates that the installation will take approximately 10 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca, click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal or if you have any difficulty having this recall performed, 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, 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.

IMPORTANT – PLEASE READ FIRST

ISUZU

1400 S. Douglass Road Suite 100

Attn: Customer Relations

Telephone Number: (866) 441-9638

CUSTOMER INFORMATION

CUSTOMER NAME: _____ **ADDRESS:** _____

CITY: _____ **STATE:** _____ **ZIP:** _____

[illegible]

MILEAGE:		PRO DATE:		/	
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REASON FOR REPLACEMENT: (check box)

	OPEN CAMPAIGN
	OTHER (requires explanation)
Explanation: _____ _____	

DEALER NUMBER:					DEALER NAME: _____
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CONTACT PERSON: _____ **TEL:** (____) _____ - _____

REGULATIONS

Personnel at franchised dealers are authorized to affix such labels to vehicles and are therefore subject to this regulation and the attendant penalties.

1. DO NOT SELL LABELS OVER THE COUNTER, ALWAYS INSTALL THE LABEL ON THE VEHICLE.