

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-K-002

ISSUE DATE:
MAY 2016

GROUP:
TRANSMISSION

CV

SERVICE CAMPAIGN V1607 – AUTOMATIC TRANSMISSION SHIFT CABLE INSPECTION

AFFECTED VEHICLES

- 2013-2014 Isuzu NPR Stripped Chassis Vehicles (Reach Van)
With **Chassis** Manufactured During October 2013 and April 2014

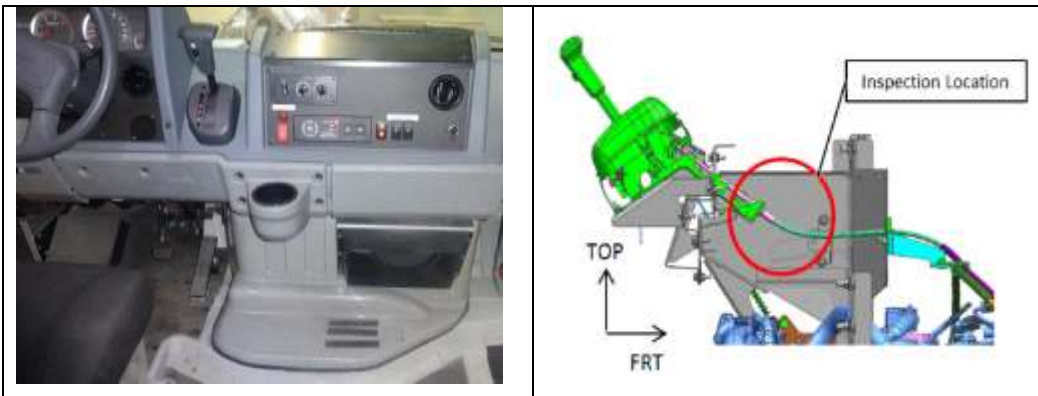
INFORMATION

CONDITION

In some 2013-2014MY Isuzu NPR Stripped Chassis (Reach Vans) with **chassis** manufactured by Isuzu Motors Limited during October 2013 and April 2014, the Automatic Transmission Shift Cable may be bent. Over time and with use, the bent cable may fatigue and break. If the cable breaks, the driver may be unable to shift the transmission out of Park or from one gear to another.

CORRECTION

The Automatic Transmission Shift Cable must be inspected and, if found to be bent, replaced. This service will be performed for customers at **no charge**.



DEALER RESPONSIBILITY

If any of the vehicles subject to this service campaign 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.

OWNER NOTIFICATION

There are 2 customers affected by this service campaign. Each customer will be notified on 5/27/16 (see enclosed copies of each letter).

VEHICLES INVOLVED

Involved are 2013-2014MY Isuzu Stripped Chassis manufactured during October 2013 and April 2014.

Important: Always confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry Systems (IVIS). Not all vehicles may be involved.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

PART NUMBER	DESCRIPTION	QTY
8-98156-695-4	CABLE; A/T	As necessary

SERVICE PROCEDURE

1. Engine OFF, apply the parking brake.
2. Block the front wheels.
3. Remove four (4) bolts to remove the dash board access panel (see Figure 1).

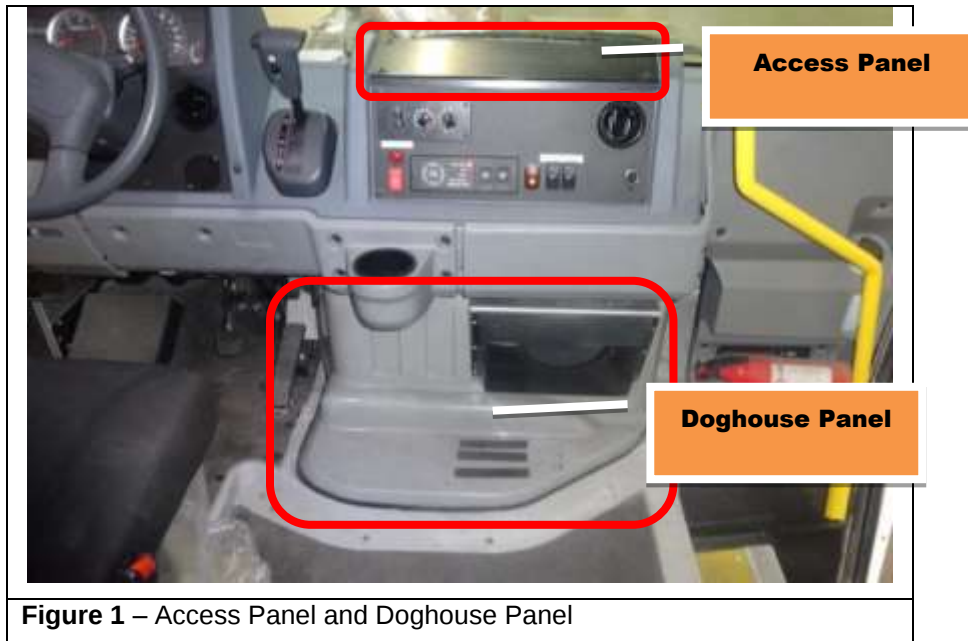
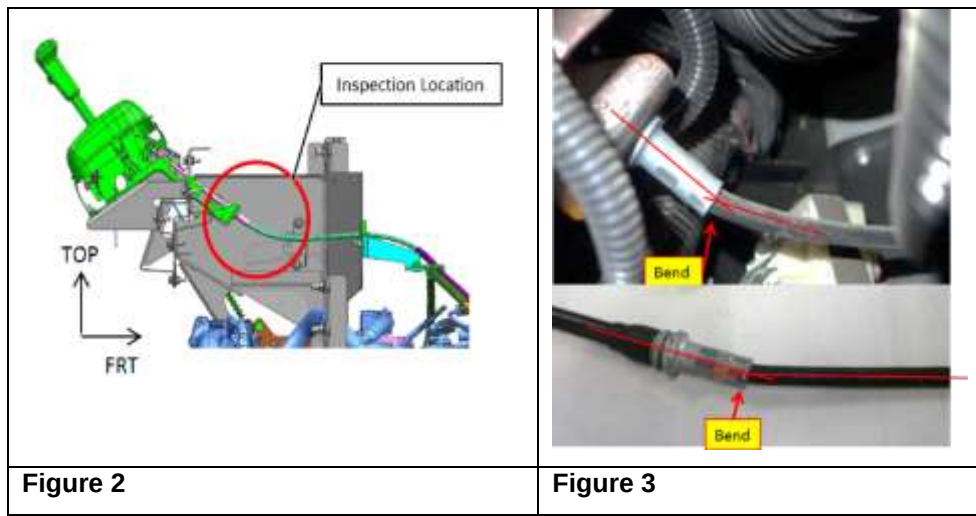


Figure 1 – Access Panel and Doghouse Panel

4. Inspect the shift cable for the bent condition at the location shown in Figures 2 and 3.
 - a. If the shift cable is **not** bent as shown in Figure 2, skip to Step 37.
 - b. If the shift cable is bent as shown in Figure 3, continue to Step 5.

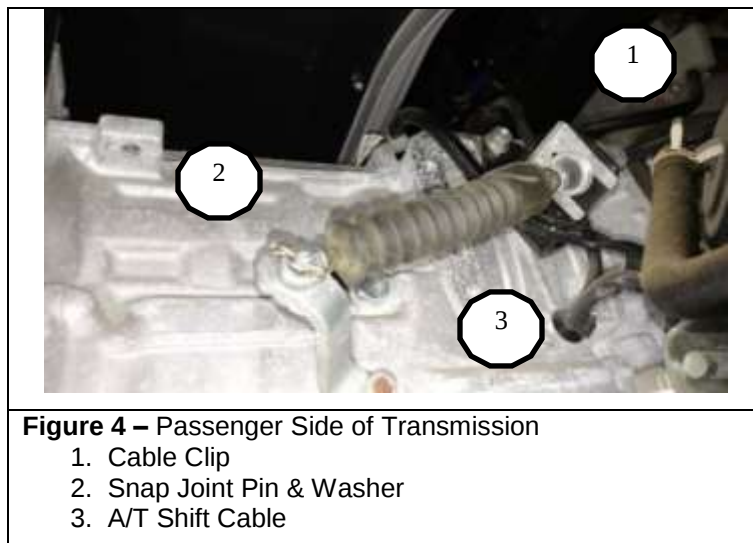


5. Remove the doghouse panel as shown in Figure 1 and open the hood.
6. Disconnect the negative (-) battery cable.
7. Working through the doghouse opening, remove the snap joint pin and washer which connects the shift cable to the transmission (see Figure 4) and save for reuse.

IMPORTANT: The cable clip may fling off during removal. Be careful not to lose it as it will be needed to install the new shift cable

8. Remove the cable clip that secures the shift cable to the transmission (see Figure 4) and save for reuse. Remove the shift cable from the bracket.

NOTE: Use a hook and pick tool and pry up at the middle of the clip for easy removal.



9. From the doghouse opening, remove the shift cable from the mounting bracket at the passenger frame rail next to the transmission flywheel housing. Remove the 12mm bolt and nut to separate the bracket from the frame rail (see Figure 5). Keep the bracket and mounting hardware for installation of the new shift cable.

NOTE: Make sure to keep track of each cable's position. It is important to remember this position when installing the new shift cable.



Figure 5 – Mounting Bracket at Passenger Frame Rail

10. Working through the dashboard access panel, remove the snap joint pin and washer which connects the shift cable to the shifter (see Figure 6) and save for reuse.

IMPORTANT: The cable clip may fling off during removal. Be careful not to lose it as it will be needed to install the new shift cable.

11. Remove the cable clip that secures the shift cable to the dashboard (see Figure 6) and save for reuse. Remove the shift cable from the bracket.

NOTE: Use a hook and pick tool and pry up at the middle of the clip for easy removal.

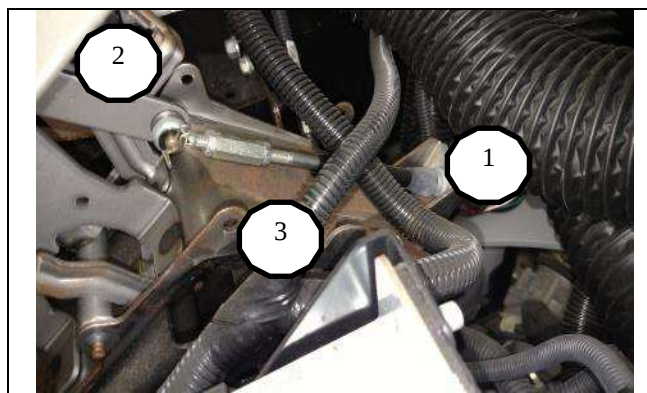


Figure 6 – From Under the Shifter

1. Cable Clip
2. Snap Joint Pin & Washer
3. A/T Shift Cable

12. Remove the rubber grommet at the engine wall (see Figure 7).



Figure 7 – Rubber Grommet at the Engine Wall

13. From the front of the vehicle, remove the shift cable from the mounting bracket above the engine. Loosen the 12mm retaining nut and move the top of the bracket to the side (see Figure 8).

NOTE: Make sure to keep track of each cable's position. It is important to remember this position when installing the new shift cable.



Figure 8 – Cover Bracket Location



Figure 9 – Clip Band Locations

14. Remove the shift cable from the two (2) clip bands at the frame rail on the passenger side (see Figure 9).

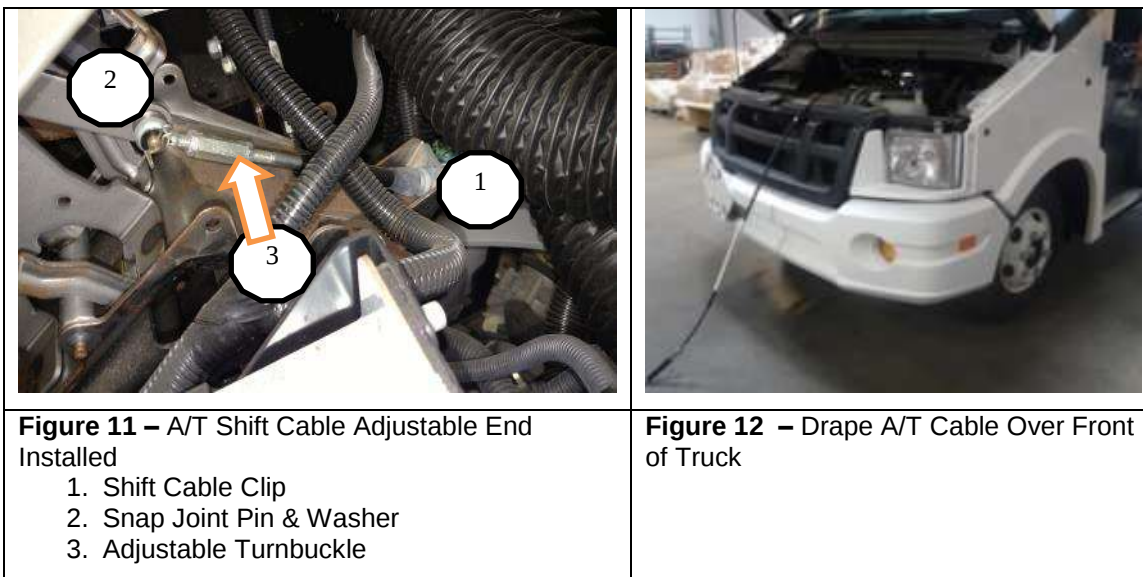
NOTE: Make sure to keep track of each cable's position. It is important to remember this position when installing the new shift cable.

15. Remove the shift cable assembly (see Figure 10).

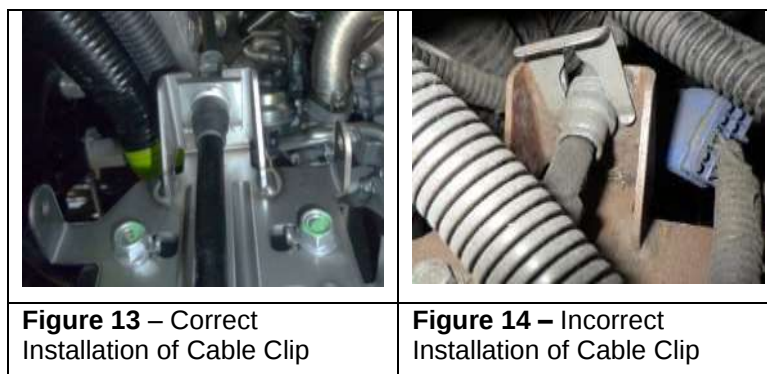


Figure 10 – A/T Shift Cable Removal

16. Partially install the new shift cable starting at the engine wall. Feed the end of the shift cable with the adjustable end through the engine wall, up to the base of the shift lever. Rest the other end of the shift cable over the front of the truck (see Figures 11 and 12).



17.Route the shift cable into the shifter frame bracket and properly secure with the cable clip (see Figures 13 and 14).



18.Install the snap joint pin and washer which connects the shift cable to the shifter (see Figure 11).

CAUTION: Never bend the cable to a radius less than 450mm (18") unless it is necessary for wiring purposes. Never bend the cable to a radius less than 180mm (7") during wiring. Always install the cable carefully without twisting the cable boots.

19.Carefully route the remainder of the shift cable (see Figure 15) over the parking brake cable and into the mounting bracket over the engine. Then feed the end of the cable back toward the transmission. The shift cable should be installed into the band clips and then the parking brake cable on top (see Figures 16, 17 and 18).

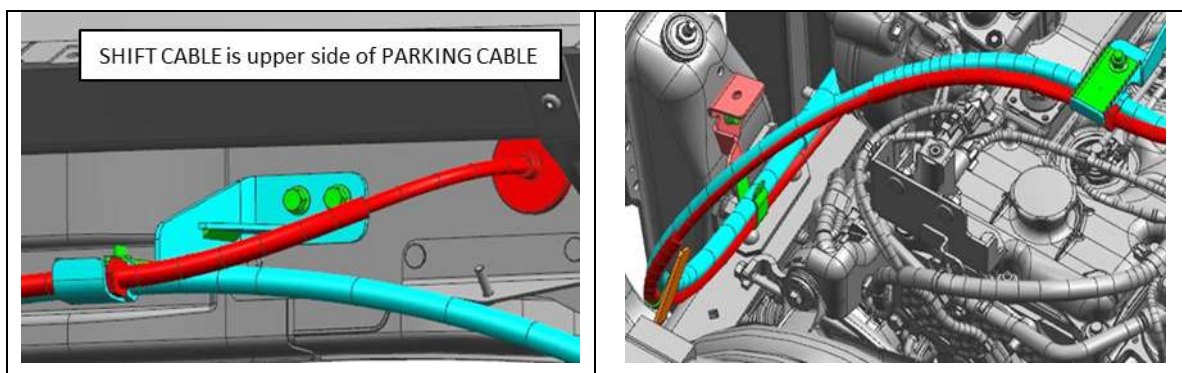
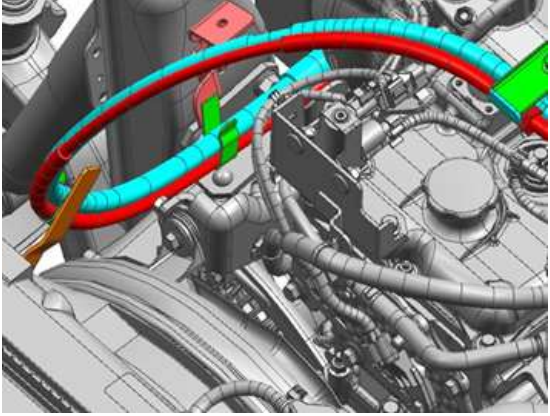
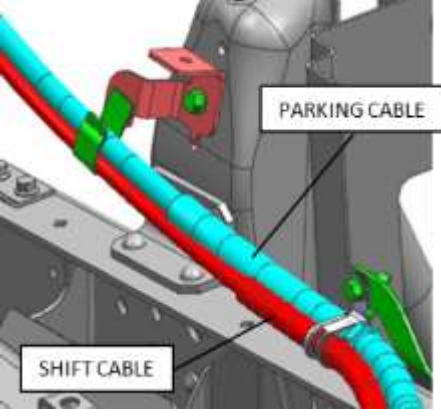
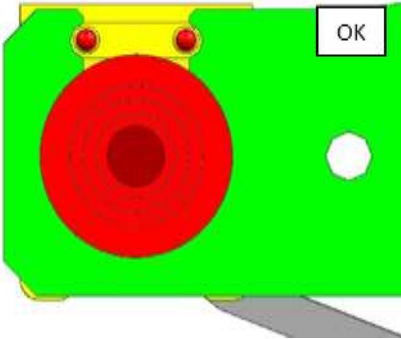


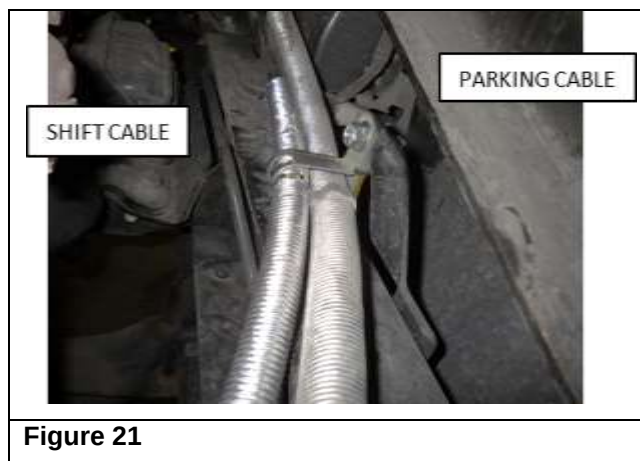
Figure 15 	Figure 16 
Figure 17	Figure 18

20. Insert the shift cable into the bracket at the transmission and install the cable clip. Be sure to completely install the clip (see Figures 19 and 20).

 Figure 19 – Correct Installation of the Cable Clip	 Figure 20 – Incorrect Installation of the Cable Clip
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21. Install the snap joint pin and washer which connects the shift cable to the transmission.
22. Secure the cables in the clip band and bolt to the frame (see Figure 21). Tighten to the specified torque.

Tightening Torque: 14-26 Nm (10-19 ft lb)



23. Reconfirm the shift cable is properly seated in the band clips (see Figure 17).

24. Secure the shift cable to the cover bracket (see Figure 15). Tighten to the specified torque.

Tightening Torque: 14-26 Nm (10-19 ft lb)

25. Reinstall the rubber grommet at the engine wall.

26. Reconnect the negative (-) battery cable.

27. Key ON, engine OFF.

28. Move the shift lever through all gear positions. See if the multi-information display (MID) matches the position selected with the shift lever (see Figure 22).

- If the selected gear and the MID display match in every position, no adjustment is necessary. Skip to Step 36.
- If any one position does not match, the cable must be adjusted. Continue to Step 29.



Figure 22 – Operation Check

29. Shift the transmission into Neutral (N) and connect IDSS – Navigate to the transmission control module data list and check the “Transmission Range (TR) Switch” parameter. It should display Neutral (N) (see Figure 23).

Data Display Preview		Module: Transmission
Transmission Data		Transmission Data
Parameter	Unit	
Check Transmission Lamp Command	-	
TCM Request Malfunction Indicator Lamp (MIL) Illumination	-	
Transmission Fluid Overtemperature Lamp Command	-	
Engine Speed	RPM	
Vehicle Speed	mph	
Speed Meter Signal	mph	
Accelerator Pedal Position (APP) 1	%	
Accelerator Pedal Position (APP) 2	%	
Engine Coolant Temperature (ECT)	°F	
Intake Air Temperature (IAT)	°F	
Transmission Range (TR) Switch	-	
Overdrive Switch	-	
Overdrive Off Lamp	-	
Commanded Gear	-	
Actual Gear	-	
Gear Ratio	:1	
Transmission Input Shaft Speed (ISS)	RPM	
Torque Converter Clutch (TCC) Slip Speed	RPM	
Transmission Output Shaft Speed (OSS)	RPM	

Figure 23 – Scan Tool Check

30. Loosen both lock nuts at the adjustment end of the shift cable at the base of the shifter.
31. Adjust the control cable length by rotating the turnbuckle until the pin touches the upper-right corner of the detent plate (see Figure 24).

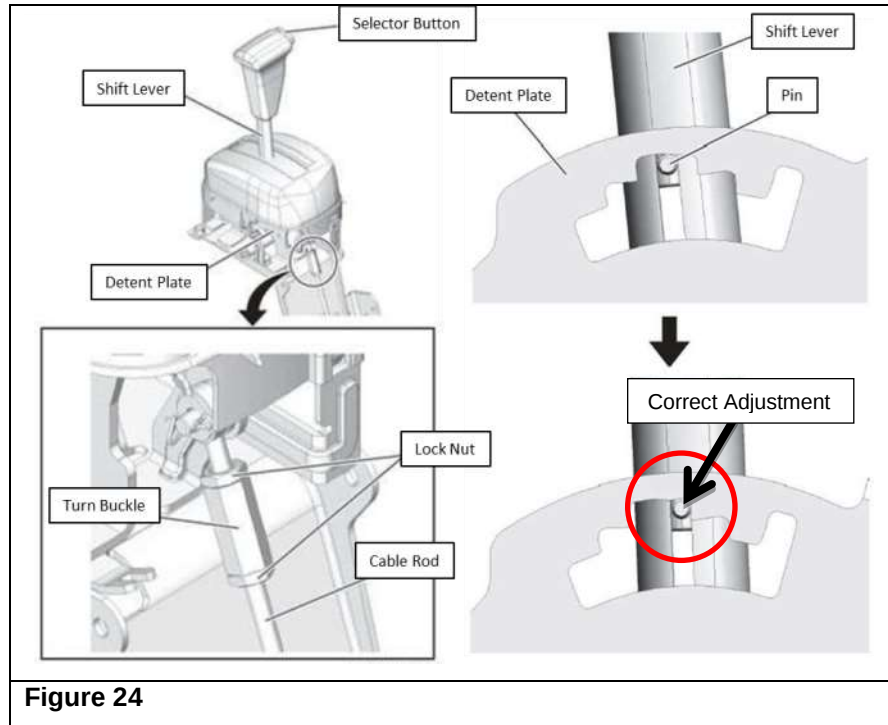


Figure 24

32. Push and release the selector button of the control lever three (3) times and confirm the pin smoothly operates without interference of the detent plate.
33. Tighten both 10mm turnbuckle lock nuts to the specified torque.

Tightening Torque: 6 Nm (53 lb in)

34. Shift through all positions again and confirm the selector button operation and pin movement is smooth without any interference between the pin and the detent plate.
35. Move the shift lever through all gear positions again. Confirm the MID now matches the position selected with the shift lever. **If the display does not match, this means the adjustment was not completed correctly, and you must return to and repeat from Step 28.**
36. Reinstall the doghouse panel.
37. Reinstall the access panel above the dash board panel.
38. Close the hood of the truck.
39. Unblock the front wheels.

Proceed to Applying the Campaign Label section in this bulletin.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign No. V1607, Isuzu dealer code, and the 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	

CLAIM INFORMATION

Any A/T shift cables found to be bent will be requested to be returned through the Warranty Parts Center for analysis.

When submitting a reimbursement claim for this service campaign, be sure to select the most appropriate labor operation code from the list provided below.

Labor Code	Description	Labor Hours
V1607	Inspect – Automatic Transmission Shift Cable	0.3
V1607A	Inspect and Replace – Automatic Transmission Shift Cable	0.9

*Includes 0.1 hours for administrative allowance

SERVICE CAMPAIGN

MAY, 2016

The purpose of this notice is to inform you that Isuzu Commercial Truck of America is conducting a service campaign that affects some 2013-2014MY Isuzu Stripped Chassis (Reach Vans). A list of Vehicle Identification Numbers (VINs) owned by your company and affected by this campaign and a copy of campaign bulletin CB16-K-002 are provided with this letter.

CONDITION

In some 2013-2014MY Isuzu NPR Stripped Chassis manufactured by Isuzu Motors Limited during October 2013 and April 2014, the Automatic Transmission Shift Cable may be bent. Over time and with use, the bent cable may fatigue and break. If the cable breaks, the driver may be unable to shift the transmission out of Park or from one gear to another.

WHAT WE WILL DO

Isuzu is requesting you to inspect and if necessary replace the Automatic Transmission Shift Cable of your affected vehicles utilizing your service network as outlined in the campaign bulletin. We will reimburse you for repair costs associated with inspection and, if needed, replacement of this cable, making the requested service **free of charge** to you.

WHAT YOU SHOULD DO

We request you schedule your vehicles for inspection as soon as possible. Isuzu estimates the inspection and, if necessary, replacement may take up to 54 minutes. Your service facilities may view the campaign bulletin on our website www.isuzutruckservice.com by referring to campaign bulletin number CB16-K-002. In the event that parts are needed, they are available to order from your local dealer. Please refer to the provided bulletin for part number information. In the event a vehicle is outside of your normal service network, you may choose to have this service completed by an Isuzu dealer. We recommend you contact the closest Isuzu dealer as soon as possible and schedule an appointment to bring your vehicle in to have this service performed. Refer to service campaign bulletin CB16-K-002 when making the appointment. To locate the dealer nearest to your vehicles please use the dealer locator on our website at www.isuzucv.com.

If you have questions or concerns regarding this campaign, please contact your Isuzu Fleet Representative.

We regret any inconvenience which this action may cause you.

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.

SERVICE CAMPAIGN

MAY, 2016

The purpose of this notice is to inform you that Isuzu Commercial Truck of America is conducting a service campaign that affects ten (10) 2013-2014MY Isuzu Stripped Chassis (Reach Vans) owned by your company. A list of Vehicle Identification Numbers (VINs) is provided with this letter.

CONDITION

In some 2013-2014MY Isuzu NPR Stripped Chassis manufactured by Isuzu Motors Limited during October 2013 and April 2014, the Automatic Transmission Shift Cable may be bent. Over time and with use, the bent cable may fatigue and break. If the cable breaks, the driver may be unable to shift the transmission out of Park or from one gear to another.

WHAT WE WILL DO

The Automatic Transmission Shift Cable will be inspected and, if necessary, replaced. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend you contact your Isuzu Dealer, RWC Isuzu Truck, located at 1301 N. Post Road Anchorage, AK 99501, as soon as possible, at (907) 279-9591, and schedule an appointment to bring your vehicle in to have this service performed. Present this Owner Notification Letter at the time of your appointment or refer to service campaign bulletin CB16-K-002. Isuzu estimates the inspection and, if necessary, replacement may take up to 54 minutes. Additional time may be necessary depending on how appointments are scheduled and processed at this dealership.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which this action may cause you.

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.