



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB19-N-001A

**ISSUE DATE:**  
MARCH 2019

**GROUP:**  
ELECTRICAL



CV

## NONCOMPLIANCE RECALL

### INCORRECT ODOMETER DISPLAY INSPECTION AND REPLACEMENT 19V-064 (Transport Canada 2019-052)

#### AFFECTED VEHICLES

- Certain 2019MY Isuzu N-Series Vehicles Produced Between August 24, 2018 and November 17, 2018 and Equipped with 5.2L (4HK1) Diesel Engines

***This bulletin supersedes campaign bulletin CB19-N-001. This bulletin is being revised to include the US Owner Letter. Please discard previous bulletin CB19-N-001.***

#### INFORMATION

##### CONDITION

Isuzu Motors Limited has decided that certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 101 - Controls and Displays and Canada Motor Vehicle Safety Standard No. 101 - Location and Identification of Controls and Displays. Some vehicles may have an odometer which accurately records the distance traveled, but erroneously indicates the incorrect unit in the LCD display. For example, the vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles.

##### CORRECTION

Isuzu dealers will inspect and if necessary replace the meter cluster with one that has the correct/matching odometer LCD display. The new odometer will be reprogrammed to reflect the correct distance traveled that was indicated on the original odometer. This service will be performed **free of charge**.

##### VEHICLES INVOLVED

Involved are certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines.

**Important:** 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 receive a report available if they have no involved vehicles currently assigned.

## 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.

When placing your order, please ensure it is in accordance with Information Bulletin “IB17-X-003A Instrument Clusters (IPC) Now Supplied With Mileage Programmed”. Be sure to provide the **exact** value shown on the odometer so that the new part can be reprogrammed properly.

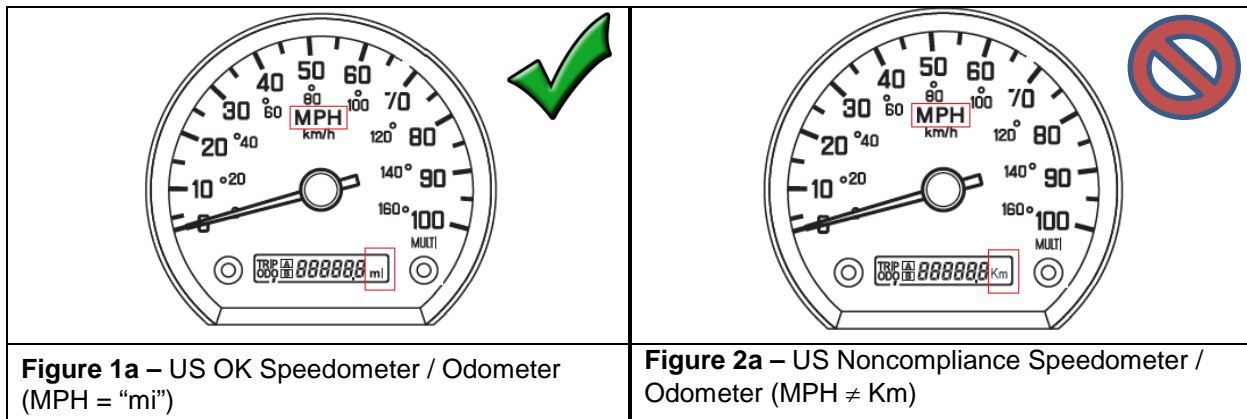
**NOTE: Please return the replaced odometer clusters for warranty parts collection.**

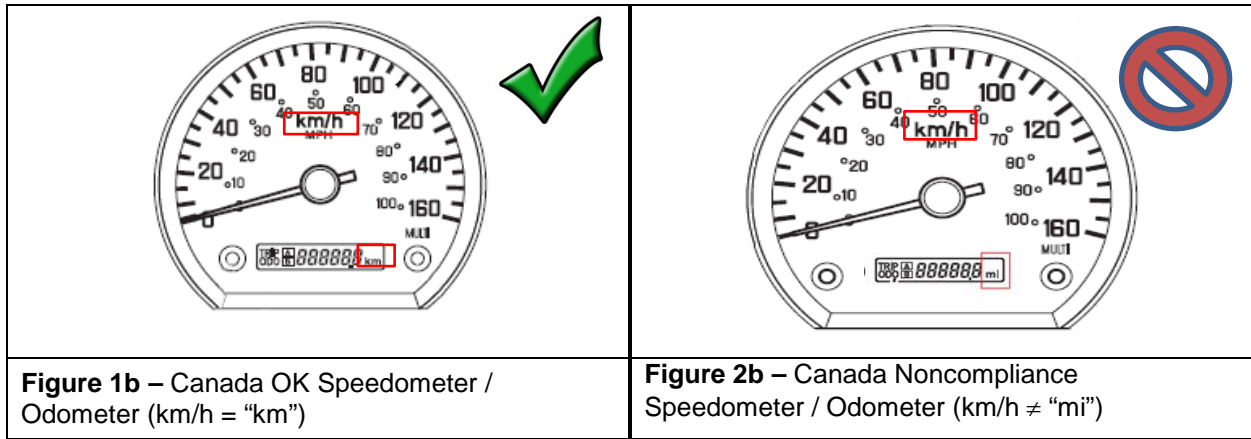
Part Number	Description	Qty
8-98319-844-2	Meter Compl; Cluster (US)	1
8-98332-703-2	Meter Compl; Cluster (CAN)	1

## SERVICE PROCEDURE

### INSPECTION

1. From the driver’s side, press the odometer switch to display the odometer reading.
  - a. If the odometer reading displays the proper units for your country (“mi” for US, and “Km” for Canada), IP cluster assembly replacement is **NOT** required. (See Figures 1a and 1b.) Proceed to Applying the Campaign Label to complete the campaign.
  - b. If the odometer reading does **NOT** match the IP cluster, the IP cluster assembly **MUST** be replaced. (See Figures 2a and 2b.) Proceed to Step 2.



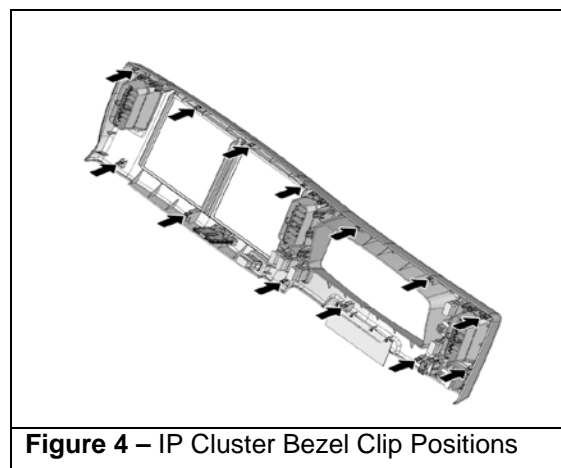


**REPLACEMENT PROCEDURE**

2. Block the vehicle wheels and apply the parking brake.
3. Disconnect the battery ground (-) cable.
4. Pull the column shaft lever to the front and adjust the column angle. Ensure the column shaft lever is locked in place. (See Figure 3.)



5. Remove the IP cluster bezel.
  - a. Remove the bezel at its thirteen (13) clip positions. (See Figure 4.)



b. Disconnect the cab harness connectors.

**NOTE: Be sure not to scratch the bezel or damage the connectors when removing the bezel.**

6. Remove the old IP cluster assembly and set it aside so it can be returned to the Parts Department.

a. Remove the four (4) Torx® bolts (T25) and set aside for reuse. (See Figure 5.)



**Figure 5 – Remove Torx® Bolts**

b. Disconnect the cab harness connectors.

## **INSTALLATION**

7. Install the new IP cluster assembly. (See Figure 6.)

a. Connect the cab harness connectors.

b. Reinstall the four (4) Torx® bolts (T25).

**NOTE: Be careful not to pinch the harness between the IP cluster assembly and the instrument panel.**



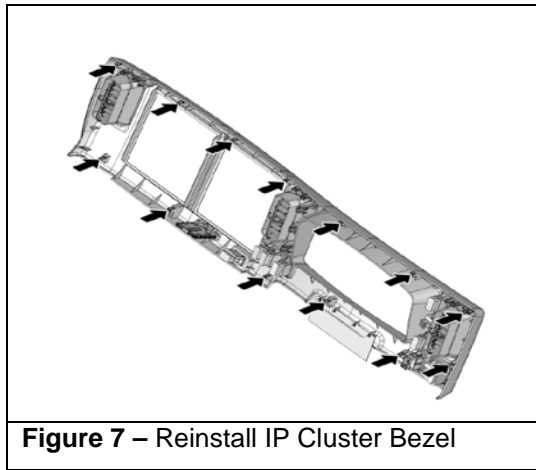
**Figure 6 – New IP Cluster**

8. Reinstall the IP cluster bezel. (See Figure 7.)

a. Connect the cab harness connectors.

b. Push and install the IP cluster bezel at its thirteen (13) clip positions.

**NOTE: Be sure not to scratch the bezel or damage the connectors when reinstalling the bezel.**



**Figure 7 – Reinstall IP Cluster Bezel**

9. Reconnect the battery ground (-) cable to the battery.
10. Press the odometer switch to display the odometer reading to ensure it displays the proper unit for your country (“mi” for US, and “Km” for Canada).
11. Proceed to Applying the Campaign Label.

**APPLYING THE CAMPAIGN LABEL**

12. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 19V-064 (US) or 2019-052 (Canada), Isuzu dealer code, and repair date.
13. Affix the campaign label onto the driver's side B-pillar.



**CLAIM INFORMATION**

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

Submit only **one** claim as indicated below.

**NOTE: Please return the replaced odometer clusters for warranty parts collection.**

Labor Code	Description	Labor Hours
V1901I	Odometer Noncompliance Inspection Only	0.2
V1901	Odometer Noncompliance Meter Cluster Replacement – Includes Inspection Time	0.5

*\*Includes 0.1 hours for administrative allowance*

**DEALER RESPONSIBILITY**

All unsold vehicles in dealers' possession and subject to this noncompliance recall must be held and inspected/repaired per the inspection and service procedures of this 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 for you to conduct the inspection and, if necessary, to make the required correction according to the instructions contained in this bulletin. A copy of the applicable owner notification 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 campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the specified inspection and (if applicable) repair have been made before selling or releasing the vehicle.

**OWNER NOTIFICATION**

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

[SAMPLE OWNER LETTER – US]

**IMPORTANT NONCOMPLIANCE RECALL**  
**NHTSA Recall 19V-064**

This notice applies to your vehicle, <VIN>

MARCH 2019

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> 2019 model year Isuzu N-Series is involved in noncompliance recall 19V-064.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 101. Some vehicles may have an odometer which accurately records the distance traveled in miles, but erroneously indicates “km” in the LCD display. The vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles. An incorrect odometer reading could lead to an unintended delay in critical safety related maintenance, potentially impairing the safe operation of the vehicle and increasing the risk of a crash.

**WHAT WE WILL DO**

An Isuzu dealer will inspect and if necessary replace the meter cluster with one that has an odometer LCD that indicates “mi” (miles). The new odometer will be reprogrammed to reflect the number of miles traveled that was indicated on the original odometer. This service will be performed **free of charge**.

**WHAT YOU SHOULD DO**

Inspect the odometer LCD on your vehicle. If the distance traveled indicates “mi” miles, the display is correct. Please complete the odometer check postcard included with this letter and drop it in the mail to inform us of your inspection result. No additional action is required. If the distance traveled indicates “km” kilometers, the meter cluster must be replaced. If you prefer not to perform the inspection yourself or have completed the inspection and determined the meter cluster indicates “km” kilometers, please contact your Isuzu dealer to schedule an appointment to have the meter cluster replaced **free of charge**. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Bulletin CB19-N-001A. Isuzu estimates that the repair will take approximately 24 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.com), click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of America**  
**Customer Relations**  
**1-866-441-9638**

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency’s toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

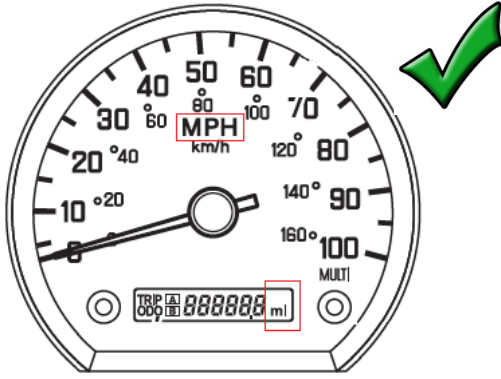
We regret any inconvenience which this action may cause you.

Sincerely,

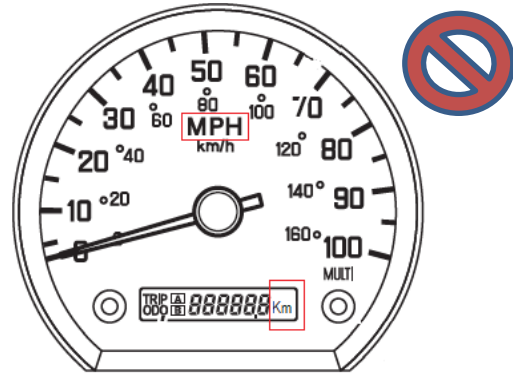
Isuzu Commercial Truck of America, Inc.

*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.*

*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.*



USA OK Speedometer/Odometer  
MPH = "mi"



USA Noncompliance  
Speedometer/Odometer  
MPH ≠ Km

**IMPORTANT NONCOMPLIANCE RECALL**

This notice applies to your vehicle, <VIN>

MARCH 2019

Dear Customer,

This notice is being sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle <VIN> 2019 model year Isuzu N-Series is involved in noncompliance recall Transport Canada 2019-052.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines fail to comply with the requirements of Canada Motor Vehicle Safety Standard No. 101 - Location and Identification of Controls and Displays. Some vehicles may have an odometer which accurately records the distance traveled in kilometers, but erroneously indicates “mi” in the LCD display. The vehicle odometer display may incorrectly list the distance traveled in miles when it is actually being recorded in kilometers.

**WHAT WE WILL DO**

An Isuzu dealer will inspect and if necessary replace the meter cluster with one that has an odometer LCD that indicates “km” (kilometers). The new odometer will be reprogrammed to reflect the number of kilometers traveled that was indicated on the original odometer. This service will be performed **free of charge**.

**WHAT YOU SHOULD DO**

Inspect the odometer LCD on your vehicle. If the distance traveled indicates “km” kilometers, the display is correct. Please complete the odometer check postcard included with this letter and drop it in the mail to inform us of your inspection result. No additional action is required. If the distance traveled indicates “mi” miles, the meter cluster must be replaced. If you prefer not to perform the inspection yourself or have completed the inspection and determined the meter cluster indicates “mi” miles, please contact your Isuzu dealer to schedule an appointment to have the meter cluster replaced **free of charge**. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Bulletin CB19-N-001. Isuzu estimates that the repair will take approximately 24 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzutruck.ca](http://www.isuzutruck.ca), click on the dealer locator link and enter your postal code or province. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of Canada  
Customer Relations  
1-866-441-9638**

If you have any questions or concerns about this recall, we recommend that you call Isuzu customer relations at 1-866-441-9638.

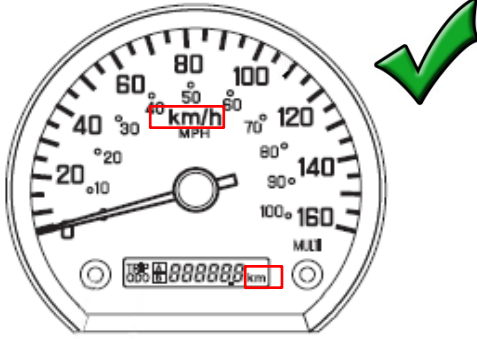
We regret any inconvenience which this action may cause you.

Sincerely,

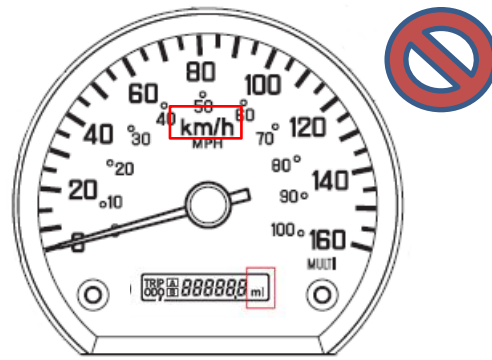
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km/h = "km"



Canada Noncompliance  
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