



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:

CB21-X-001A

ISSUE DATE:

MARCH 2021

GROUP:

MISCELLANEOUS

CUSTOMER SATISFACTION CAMPAIGN

OWNER MANUAL REPLACEMENT (V2102)



CV

AFFECTED VEHICLES

- 2020MY N-Series Vehicles
Equipped with 6.6L L8T Gasoline Engines

This bulletin supersedes campaign bulletin CB21-X-001. This bulletin is being revised to correct Owner Manual part numbers. Please discard previous campaign bulletin CB21-X-001.

INFORMATION

CONDITION

In some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines, the information in the vehicles' owner manual regarding engine oil capacity during maintenance is inaccurate. As a result, a technician or other person who relies on the vehicle's owner manual when refilling the engine oil may put in an inaccurate amount.

CORRECTION

Isuzu dealers are to replace the owner manuals of new affected vehicles in their inventory. The relevant pages of the owner manual regarding the proper oil level have been corrected and replaced. Owners of affected vehicles will receive a notification that will include a new (corrected) owner manual. If any customers bring an affected vehicle to your dealership and have not received a notice about this campaign along with a new owner manual, you may provide them with the corrected owner manual. This service will be provided **free of charge**.

VEHICLES INVOLVED

Involved are certain Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines.

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

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

PARTS INFORMATION

Affected dealers will be shipped an initial quantity of replacement Owner Manuals in order to complete immediate repairs. Additional Owner Manuals may be requested by completing the request form, in this campaign bulletin, and emailing it to the Isuzu Warranty Review Center at ictawarr@icta-us.com. Refer to this Customer Satisfaction Campaign V2102 in the email subject line.

Part Number	Description	Qty.
NPG20-ONM-C02 2 nd Edition	US Replacement Owner Manual	1
NPG20-ONM-CAN02 2 nd Edition	CANADA Replacement Owner Manual	1

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.
2. Remove the owner manual package from vehicle.
3. Remove the owner manual from the plastic bag.
4. Discard the original owner manual.
5. Insert a new second edition owner manual into the plastic bag and place the owner manual package back into the original location. If there is no owner manual or owner manual package in the vehicle when you perform this campaign, place the new (corrected) second edition owner manual on the front passenger seat for the customer.
6. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

7. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2102, Isuzu dealer code, and repair date.
8. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<small>P/N 2-90028-700-0</small>

CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only **one** claim as indicated below.

Labor Operation Code	Description	Labor Time
V2102	Owner Manual Replacement	0.2

**Includes 0.1 hours for administrative allowance.*

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of the 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 perform the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customers 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 for service, you must take the steps necessary to ensure the recall remedy has been implemented 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 sample owner letters attached below).

V2102 OWNER'S MANUAL REQUEST FORM

IMPORTANT – PLEASE READ FIRST

1. Make a copy of this form;
2. Complete all information;
3. Email to:

Isuzu Warranty Review Center:

ictawarr@icta-us.com



TO BE FILLED OUT COMPLETELY

DEALER INFORMATION

(Must be completed before owner's manual can be released)

DEALER NAME: _____ DEALER CODE:

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ADDRESS: _____ CITY: _____

STATE: _____ ZIP: _____

CONTACT PERSON: _____ TEL: (____) _____ - _____

OWNER'S MANUAL REPLACEMENTS (include quantities):

Part Number	Description	Quantities
NPG20-ONM-C02 2 nd Edition	US Replacement Owner Manual	
NPG20-ONM-CAN02 2 nd Edition	Canada Replacement Owner Manual	

CONTACT PERSON (please print name): _____

[SAMPLE OWNER LETTER – US]

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

MARCH 2021

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America, Inc. is conducting a customer satisfaction campaign that affects some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines. Your 2020 model year Isuzu N-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines, the information in the vehicles' owner manual regarding engine oil capacity during maintenance is inaccurate. As a result, a person who relies on the vehicle's owner manual when refilling the engine oil may put in an inaccurate amount.

WHAT WE WILL DO

Along with this notification, we are including a new owner manual. The relevant pages regarding the proper oil level have been corrected to specify the vehicle's 7.6L (8.0 Qts) oil capacity.

WHAT YOU SHOULD DO

Please discard the original owner manual received with your vehicle and replace it with the included new corrected version. Refer to this new owner manual when servicing your vehicle.

If you have questions or concerns, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience 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.

[SAMPLE OWNER LETTER – CANADA]

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

MARCH 2021

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of Canada, Inc. is conducting a customer satisfaction campaign that affects some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines. Your 2020 model year Isuzu N-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines, the information in the vehicles' owner manual regarding engine oil capacity during maintenance is inaccurate. As a result, a person who relies on the vehicle's owner manual when refilling the engine oil may put in an inaccurate amount.

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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.