



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:

CB21-J-001A

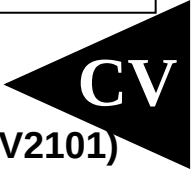
ISSUE DATE:

MARCH 2021

GROUP:

ENGINE

CUSTOMER SATISFACTION CAMPAIGN

CV

ENGINE OIL DIPSTICK & OWNER MANUAL REPLACEMENT (V2101)

AFFECTED VEHICLES

- 2020MY N-Series Vehicles

Equipped with 6.6L L8T Gasoline Engines

This bulletin supersedes campaign bulletin CB21-J-001. This bulletin is being revised to correct the US Owner Manual part number. Please discard previous campaign bulletin CB21-J-001.

INFORMATION

CONDITION

In some 2020MY Isuzu N-Series trucks equipped with 6.6L L8T gasoline engines, the original equipment engine oil dipsticks were incorrectly calibrated and the information in the vehicles' owner manual regarding oil capacity during maintenance is inaccurate. As a result, it is difficult for technicians to refill, adjust and measure the engine oil level accurately during vehicle maintenance.

CORRECTION

Isuzu dealers will replace the engine oil dipstick and owner manual so the engine oil level can be set correctly. (The relevant pages of the owner manual regarding the specified oil level have been corrected and replaced.) 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 new Engine Oil Dipsticks and replacement Owner Manuals in order to complete immediate repairs. Additional Engine Oil Dipstick orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal (non-emergency) 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.
8-97798-337-0	Engine Oil Dipstick	1
NPG20-ONM-C02 2 nd Edition	US Replacement Owner Manual	1*
NPG20-ONM-CAN02 2 nd Edition	CANADA Replacement Owner Manual	1*

* Additional Owner Manuals may be requested by contacting the Isuzu Warranty Review Center at ictawarr@icta-us.com. Refer to this Customer Satisfaction Campaign in the email subject line.

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.
2. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab and install the safety lock pin. (On crew cab models, raise the passenger seat cushion and secure in place.) See Figures 1 and 2.

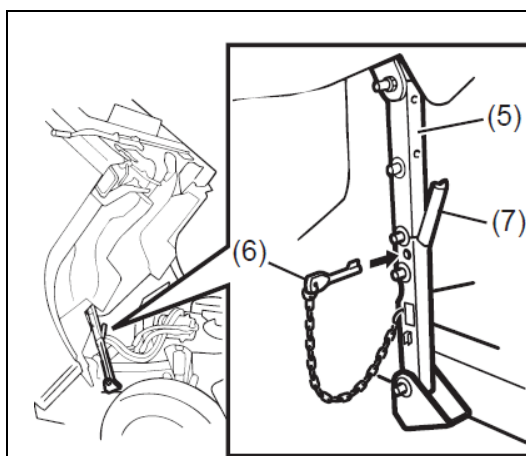


Figure 1: Dipstick Access (Tilt Cab)

5. Cab Support
6. Safety Lock Pin
7. Lock Lever

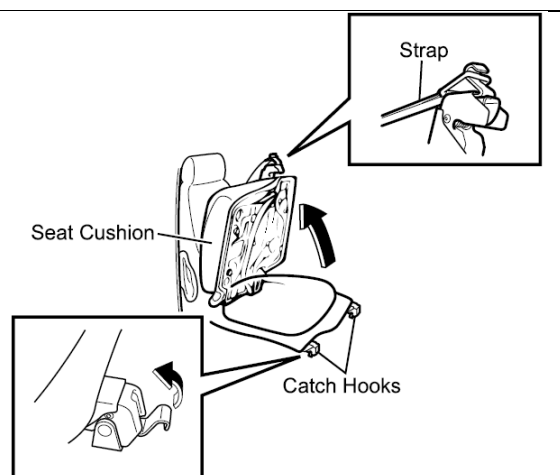
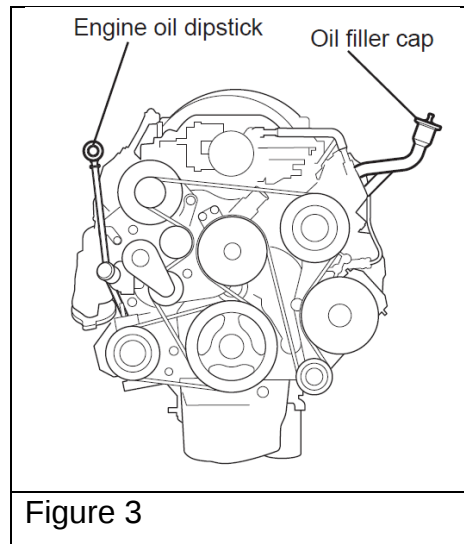
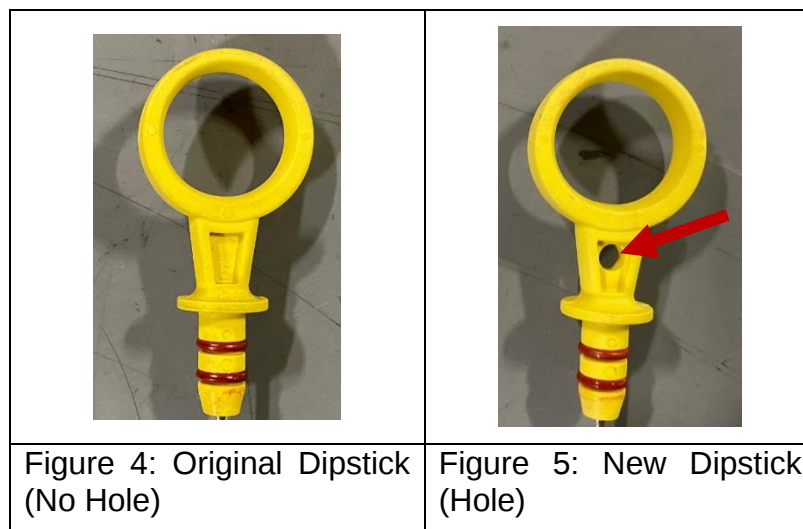


Figure 2: Dipstick Access (Crew Cab)

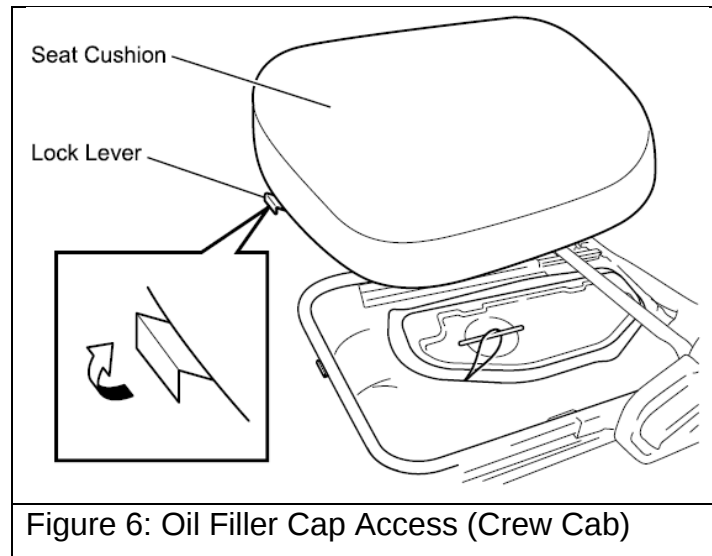
3. Locate the engine oil dipstick. See Figure 3.



4. Remove the original engine oil dipstick (see Figure 4) and replace it with the new dipstick (see Figure 5).



5. Check the engine oil level. If the engine oil level is above the “Max” range, no adjustment is necessary. If the engine oil is below the “Min” range, add enough engine oil to bring the level between the “Min” and “Max” range. See Figure 3 for the oil fill location and Figure 6 for the access location for crew cab models.



6. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place. (On crew cab models, secure the seat cushion(s)).
7. Remove the owner manual package from vehicle.
8. Remove the owner manual from the plastic bag.
9. Discard the original owner manual.
10. 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 second edition owner manual on the front passenger seat for the customer.
11. Using appropriate wire cutters cut the original engine oil dipstick in half and return it to the parts department for storage per Isuzu's service policies and procedures.
12. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

13. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2101, Isuzu dealer code, and repair date.
14. 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

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	N.P.N.
V2101	Engine Oil Dipstick & Owner Manual Replacement	0.3	\$7.58

*Includes 0.1 hours for administrative allowance.

N.P.N. to be used only when the engine oil level is low after dipstick replacement. Amount covers up to one (1) liter of engine oil.

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).

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 original equipment engine oil dipsticks were incorrectly calibrated and the information in the vehicles' owner manual regarding oil capacity during maintenance is inaccurate. As a result, it is difficult for technicians to refill, adjust and measure the engine oil level accurately during vehicle maintenance.

WHAT WE WILL DO

Your Isuzu dealer will replace the engine oil dipstick and the owner manual so the engine oil level can be set correctly. (The relevant pages of the owner manual regarding the specified oil level have been corrected and replaced.) This service will be provided **free of charge**.

WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer to 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 customer satisfaction campaign bulletin CB21-J-001. We estimate this service may take approximately 18 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

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 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.

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 original equipment engine oil dipsticks were incorrectly calibrated and the information in the vehicles' owner manual regarding oil capacity during maintenance is inaccurate. As a result, it is difficult for technicians to refill, adjust and measure the engine oil level accurately during vehicle maintenance.

WHAT WE WILL DO

Your Isuzu dealer will replace the engine oil dipstick and the owner manual so the engine oil level can be set correctly. (The relevant pages of the owner manual regarding the specified oil level have been corrected and replaced.) This service will be provided **free of charge**.

WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer to 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 customer satisfaction campaign bulletin CB21-J-001. We estimate this service may take approximately 18 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzutruck.ca.

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 this action may cause you.

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.