



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

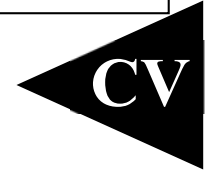
- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
CB21-N-001

ISSUE DATE:
SEPTEMBER 2021

GROUP:
ELECTRICAL

CUSTOMER SATISFACTION CAMPAIGN



E-98/E-97 GROUND INSPECTION (V2104)

AFFECTED VEHICLES

- 2012 - 2017MY Isuzu N-Series Vehicles
Equipped with 6.0L Gasoline Engines

INFORMATION

CONDITION

In some 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines, the E-98 and E-97 ground terminals may have excess tape or glue on the ground terminal surfaces from the engine harness manufacturing process. Over time, this condition may result in a poor ground connection. If the resistance of these grounds becomes too high, the engine may surge. If the engine surges as the vehicle is coming to a stop or just after it has stopped, and at the same time the driver is applying very light brake pressure (e.g., the driver only partially depresses the brake pedal or uses just the tip of their foot to press the brake pedal) or the driver is not applying any pressure on the brake pedal, the vehicle may move slightly.

CORRECTION

Isuzu dealers will clean, inspect, and, if necessary, replace the E-98 and E-97 ground terminals. This service will be provided **free of charge**.

VEHICLES INVOLVED

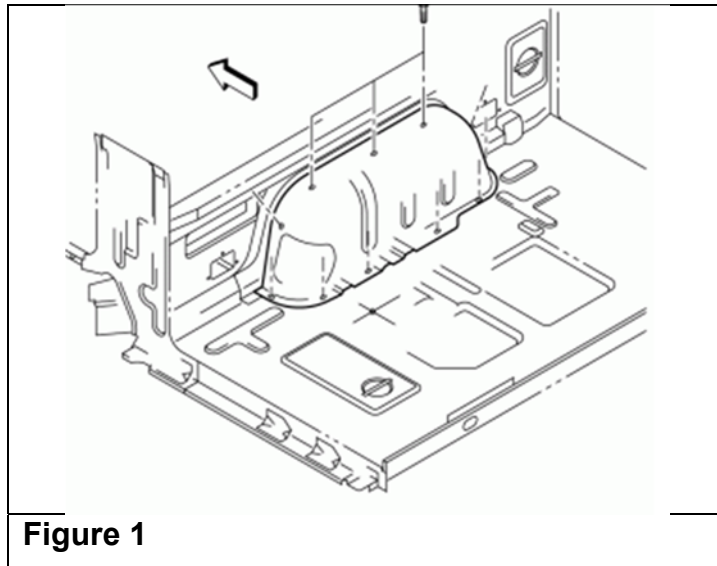
Involved are certain 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines.

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.

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, and remove the key from the ignition switch.
2. Disconnect the negative battery cable.
3. For non-crew cab models, safely tilt the cab and insert the safety pin per the instructions in the applicable Workshop Manual (WSM). If the vehicle is a crew cab model, remove the in-cab rear engine cover. (See Figure 1.)



4. Remove the bolt attaching the E-97 and E-98 ground terminals located at the rear of the engine block on the driver side. (See Figures 2 and 3.)

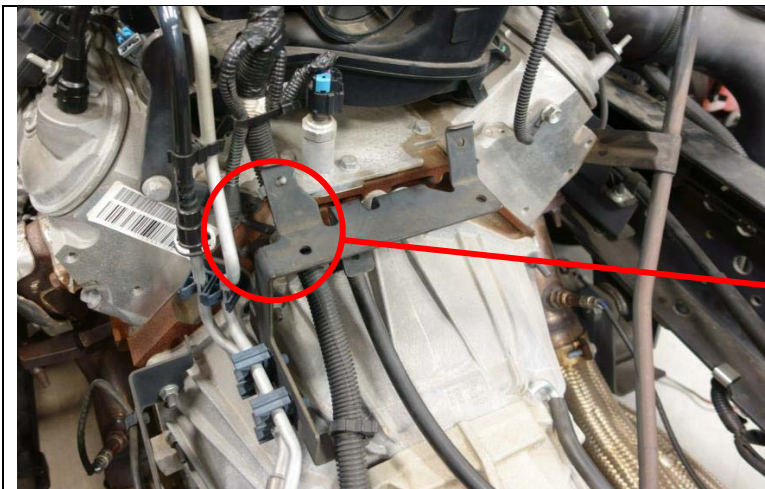
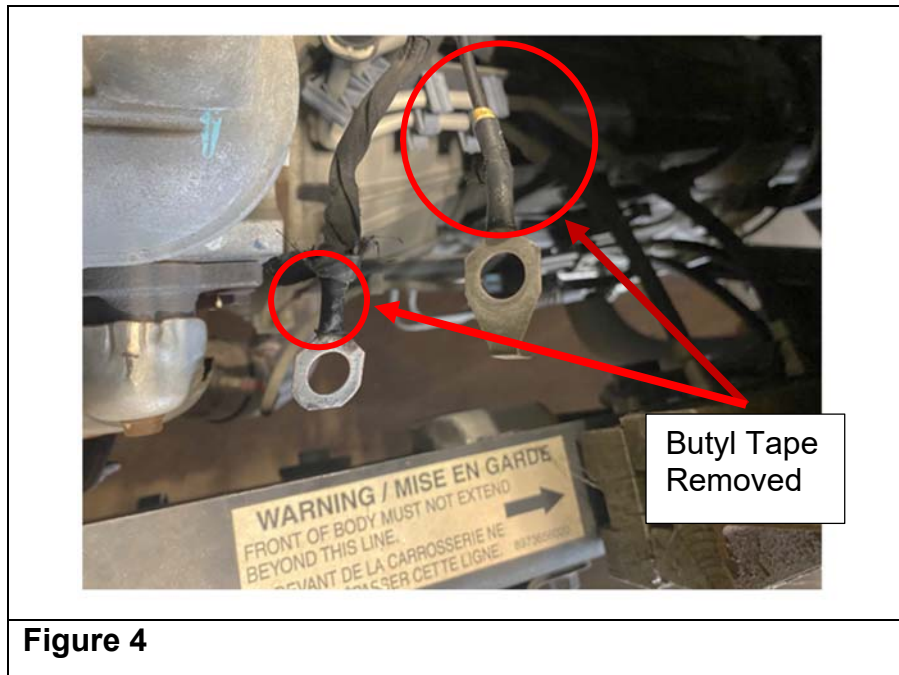


Figure 2



Figure 3

5. Remove enough of the outer layer of the butyl tape from the E-97 and E-98 terminals to fully expose each terminal loop. (See Figure 4.)



6. Use an emery cloth to remove any surface corrosion (if present) on both sides of each E-97 and E-98 ground terminal.
 - a. If either ground terminal has excessive corrosion or the wiring near the crimp area is damaged, take a photo of both sides of the ground terminals and wiring and email it to isuzuta@icta-us.com. Then call the Isuzu Technical Assistance Line at 1-877-478-9828, Prompt 3 for **further instructions**. Document the TAL case number on the repair order. This case number will be required for claim submission.
 - b. If there is minimal or no corrosion on either ground terminal **and** no damage to the wiring, proceed to Step 7.
7. Inspect the E-97 and E-98 ground terminals for evidence of sealant or tape where each metal terminal makes contact with the engine block. Use a scale to measure that there is 4mm of clear metal clearance between the center of each terminal and where the tape begins. (See Figure 5.) Refer to Figure 6 for an example of interfering tape.

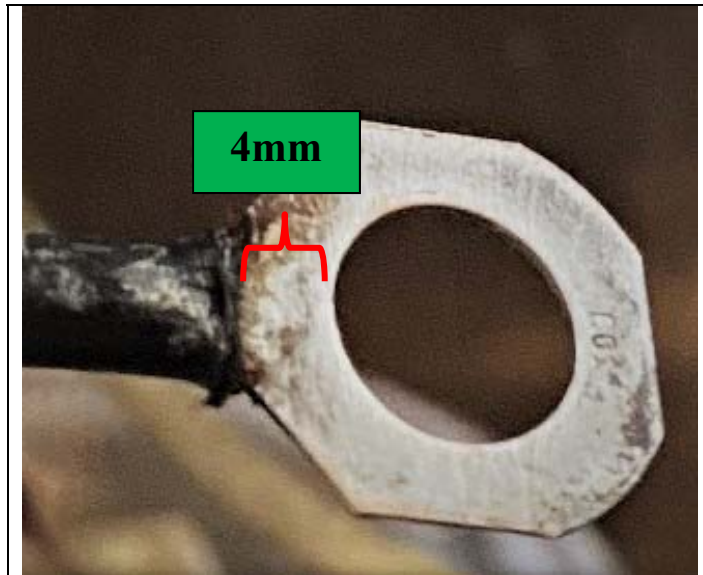


Figure 5

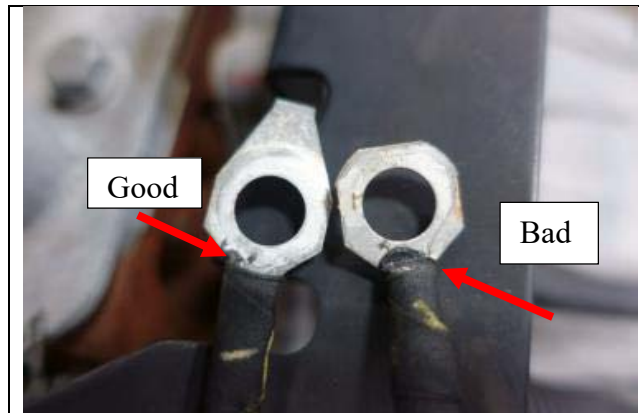


Figure 6

- a. If there is tape or sealant within the 4mm area on either side of the terminals, use a razor blade to carefully trim away the excess sealant/tape as necessary. (See Figure 7.)

IMPORTANT: Do NOT cut away beyond the required 4mm area. Doing so may expose the copper wires underneath.

- b. If the 4mm area on either side of the terminals are clear of tape and sealant, proceed to Step 8.



Figure 7

8. Use an emery cloth to remove any surface corrosion on the engine block ground mounting location.
9. Reapply any butyl tape that was removed in Step 5 to terminals E-97 and E-98. Ensure that the tape does not encroach onto the 4mm area shown in Figure 5.
10. Install and hand tighten the bolt for the E-97 and E-98 ground terminals on the engine block mounting location. Ensure that the E-97 terminal is installed directly on the block and that the E-98 ground terminal (has the anti-rotation tab) is installed on top of the E-97 ground terminal. (See Figures 8 and 9.)

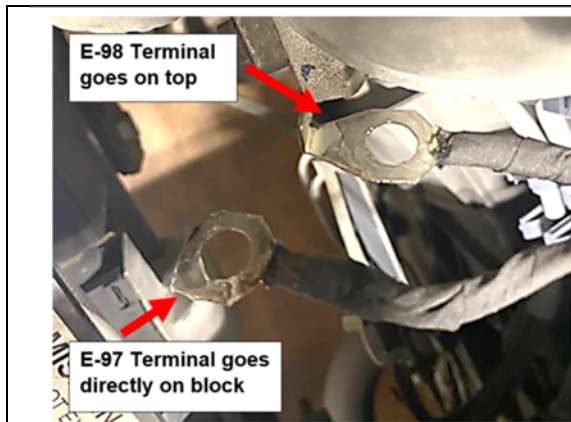


Figure 8

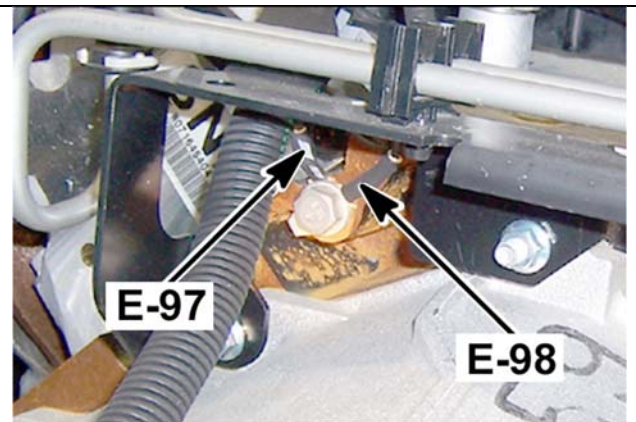


Figure 9

11. Confirm the terminals lay completely flat (against the engine block, each other and the bolt) without any interference from the insulation or butyl tape.
12. Tighten the bolt. **Tightening Torque:** 33Nm (24.5 lb ft).
13. Apply dielectric grease or protective coating spray at the ground location to prevent future corrosion.
14. Reattach the negative battery cable and tighten the fastener to **Tightening Torque:** 17 Nm (12.5 lb ft).
15. For non-crew cab models, remove the safety pin, lower the cab and properly lock it in place per the instructions in the applicable WSM. If the vehicle is a crew cab model, reinstall the in-cab rear engine cover that was removed in Step 3 and tighten the fasteners to **Tightening Torque:** 6.5 Nm (4.8 lb ft).
16. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

- Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2104, Isuzu dealer code, and repair date.
- 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
V2104	E-98/E-97 Ground Inspection and Cleaning Base Time* (Tilt Cab)	0.4
	(Crew Cab)	0.9
	ADD: Replacing One or Both Terminals**	0.5

*Includes 0.1 hours for administrative allowance.

**TAL case number is required for repair confirmation per Step 6 in this bulletin.

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 campaign 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).

[SAMPLE OWNER LETTER – US]

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

SEPTEMBER 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 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines. Your <model year> model year Isuzu N-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines, the E-98 and E-97 ground terminals may have excess tape or glue on the ground terminal surfaces from the engine harness manufacturing process. Over time, this condition may result in a poor ground connection. If the resistance of these grounds becomes too high, the engine may surge. If the engine surges as the vehicle is coming to a stop or just after it has stopped, and at the same time the driver is applying very light brake pressure (e.g., the driver only partially depresses the brake pedal or uses just the tip of their foot to press the brake pedal) or the driver is not applying any pressure on the brake pedal, the vehicle may move slightly.

WHAT WE WILL DO

Your Isuzu dealer will clean, inspect, and, if necessary, replace the E-98 and E-97 ground terminals. 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-N-001. We estimate this service may take approximately 26 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, please contact our Customer Relations Department at 1-866-441-9638.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this customer satisfaction campaign, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

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>

SEPTEMBER 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 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines. Your <model year> model year Isuzu N-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2012 – 2017MY Isuzu N-Series trucks equipped with 6.0L gasoline engines, the E-98 and E-97 ground terminals may have excess tape or glue on the ground terminal surfaces from the engine harness manufacturing process. Over time, this condition may result in a poor ground connection. If the resistance of these grounds becomes too high, the engine may surge. If the engine surges as the vehicle is coming to a stop or just after it has stopped, and at the same time the driver is applying very light brake pressure (e.g., the driver only partially depresses the brake pedal or uses just the tip of their foot to press the brake pedal) or the driver is not applying any pressure on the brake pedal, the vehicle may move slightly.

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REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this customer satisfaction campaign, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com