



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB22-J-003

ISSUE DATE:
DECEMBER 2022

GROUP:
ENGINE

VOLUNTARY EMISSIONS RECALL

DTC P0401 EXHAUST GAS RECIRCULATION (EGR) FLOW INSUFFICIENT CALIBRATION ERROR – REPROGRAM ECM (V2206)



AFFECTED VEHICLES

- 2015MY N-Series Vehicles Equipped with 5.2L (4HK1) Diesel Engines

INFORMATION

CONDITION

Isuzu Motors Limited has determined that certain 2015 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines were built with an Engine Control Module (ECM) containing an On-Board Diagnostic (OBD) calibration error for Diagnostic Trouble Code (DTC) P0401 Exhaust Gas Recirculation (EGR) Flow Insufficient. As a result, the ECM was not sensitive enough to detect DTC P0401 at the appropriate time, which would normally cause the check engine Malfunction Indicator Light (MIL) to illuminate. Isuzu has corrected the calibration so DTC P0401 can be detected appropriately.

CORRECTION

Dealers are to reprogram the ECM with the corrected service calibration. This service will be provided **free of charge**.

Per this emissions campaign, customers (owners of the affected vehicles) also will receive, from Isuzu, an additional 90 days of warranty coverage for emission system manufacturer defects that cause DTC P0401 to set. The warranty begins the day this campaign is completed. Maintenance items, modifications and/or damage that may cause this DTC to set are not covered by this warranty. See the “90-DAY WARRANTY CLAIM INFORMATION” section of this bulletin for details about submitting claims for this supplemental 90-day warranty.

IMPORTANT: California dealers must issue a “Proof of Correction Certificate” to owners of the affected vehicles after completing the work specified below. Advise the Isuzu owners to keep the Certificate, as the California Department of Motor Vehicles may ask for proof of this campaign completion before permitting renewal of the vehicles’ registration.

IMPORTANT: Dealers must fill out every field on the Proof of Correction Certificate.

VEHICLES INVOLVED

Involved are certain 2015 model year Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines.

NOTE: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Information 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 have a report available if they have no involved vehicles currently assigned.

SERVICE PROCEDURE

1. Using Isuzu Diagnostic Service System (IDSS) version 14.6.7 or later, check for DTC P0401.
 - a. If DTC P0401 is “present”, make a note to have a line added to your repair order (RO) and continue to Step 2 to complete the campaign. After completing the campaign, diagnose and repair the noted DTC P0401 separately using normal procedures found in the Isuzu Workshop Manual. Refer to the “90-DAY WARRANTY CLAIM INFORMATION” section of this bulletin for additional important information.
 - b. If no DTCs are found, continue to Step 2.
 - c. If any DTCs other than DTC P0401 are found, make a note on the RO and consult with the customer. The repairs associated with DTCs other than P0401 are not covered by this campaign. Continue to Step 2.
2. Using Isuzu Diagnostic Service System (IDSS) version 14.6.7 or later, reprogram the ECM to the latest service calibration part number.

IMPORTANT: IDSS releases prior to 14.6.7 will not correct this condition. Be sure IDSS is updated to or beyond version 14.6.7 before reprogramming.

The corrected calibration part number is listed for reference only.

MY	Model	Engine	Calibration #
2015	N-Series	5.2L 4HK1 Diesel	7551827670

3. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

4. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2206, Isuzu dealer code, and repair date.
5. Affix the campaign label onto the driver's side B-pillar.



CALIFORNIA VEHICLES ONLY

When a California emissions campaign is completed by an Isuzu dealer, the dealer must provide the vehicle owner a “Proof of Correction Certificate”, which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this Correction Certificate, the owner may be unable to renew their vehicle registration. As set forth in the sample owner notification letter below, the owner will need to submit the Correction Certificate to the DMV only if the DMV requests it. Otherwise, we recommend that owners keep the Certificate for their records.

Refer to information bulletin IB19-X-004 Proof of Correction Certificate For Emissions Campaigns.

Example, Proof of Correction Certificate

CAMPAIGN CLAIM INFORMATION

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

LABOR CODE	DESCRIPTION	LABOR HOURS
V2206	DTC P0401 OBD Calibration Error Update	0.3

90-DAY WARRANTY CLAIM INFORMATION

This 90-day warranty covers parts and labor only for emission system manufacturer defects that cause DTC P0401 to set. The warranty begins the day the campaign is completed. Maintenance items, damage, or modifications that may also cause DTC P0401 are not covered by this warranty.

For defect repairs during the 90-day warranty coverage, claims must be submitted as a **“Regular”** warranty claim through ICS. Detailed comments for the “Complaint”, “Cause” and “Correction” must be added to the claim. Be very clear in specifying which defective part caused DTC P0401 to set in the “Cause” comments. Check the Request Authorization box prior to claim submission. All claims will be reviewed by the WRC (Warranty Review Center). To avoid delays be sure your comments are clear. Use the labor operation code below to submit the claim.

LABOR CODE	DESCRIPTION	LABOR HOURS
V2206R	V2206 Campaign P0401 Warranty Repair	-

DEALER RESPONSIBILITY

All vehicles in dealers' possession and subject to this recall must be held and repaired per the service procedure of this emissions recall 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 to make the required correction according to the instructions contained in this bulletin. A copy of the customer 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 recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

A sample of the recall letter that will be sent to owners of affected vehicles already retailed in the United States are attached below.

VOLUNTARY EMISSIONS RECALL

Emissions Campaign V2206

This notice applies to your vehicle, <VIN>

DECEMBER 2022

Dear Customer:

This notice is sent to inform you that Isuzu Commercial Truck of America, Inc. is conducting a voluntary emissions recall that includes your 2015 model year N-Series diesel truck.

WHAT IS THE CONDITION?

Isuzu Motors Limited has determined that certain 2015 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines were built with an Engine Control Module (ECM) containing an On-Board Diagnostic (OBD) calibration error for Diagnostic Trouble Code (DTC) P0401 Exhaust Gas Recirculation (EGR) Flow Insufficient. As a result, the ECM was not sensitive enough to detect DTC P0401 at the appropriate time, which would normally cause the check engine Malfunction Indicator Light (MIL) to illuminate. Isuzu has corrected the calibration so DTC P0401 can be detected appropriately.

WHAT WE WILL DO

Your Isuzu dealer will reprogram the ECM with the corrected service calibration. Additionally, we are extending each emissions control system DEFECTS WARRANTY that came with your vehicle with respect (only) to defects that result in setting DTC P0401 for 90 days, beginning the day this campaign is completed on your vehicle. This service and the 90-day warranty extension 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 voluntary emissions recall campaign bulletin CB22-J-003. 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, please contact our Customer Relations Department at 1-866-441-9638.

EMISSION WARRANTY INFORMATION

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, it is recommended that you have your vehicle serviced as soon as possible. In addition, in some states participation in an emission recall may be necessary to renew the vehicle registration.

CALIFORNIA OWNERS

Once the campaign is completed, you will receive a “Proof of Correction Certificate” from the dealer performing the campaign, which may need to be presented to the California Department of Motor Vehicles when you renew your vehicle registration.

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.

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.