



**IMPORTANT SERVICE  
INFORMATION FOR:**

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

# Campaign Service

## BULLETIN

BULLETIN NUMBER:  
**CB23-N-003**

ISSUE DATE:  
**OCTOBER 2023**

GROUP:  
**ELECTRICAL**

## **CUSTOMER SATISFACTION CAMPAIGN**

### **TIRE VALUE INCORRECT – MIMAMORI UNIT (MMU) REPROGRAMMING (V2304)**



#### **AFFECTED VEHICLES**

- 2023MY F-Series Vehicles

#### **INFORMATION**

##### **CONDITION**

In certain 2023 model year Isuzu F-Series trucks the Mimamori Control module (MMU) was not programmed with the correct tire size value. This error does not affect the drivability or performance of the affected vehicles. However, should Isuzu collect data from the MMU, this error will cause the accumulated mileage value shown in the captured data to be incorrect. As a result, the Isuzu Vehicle Health Report will incorrectly calculate mileage-based information such as the “next recommended service” date.

##### **CORRECTION**

Dealers will reprogram the MMU to correct the mileage accumulation. This service will be provided **free of charge**.

##### **VEHICLES INVOLVED**

Involved are certain 2023 model year Isuzu F-Series vehicles.

**NOTE: It is not necessary to open a TAC case or generate a health report in order to submit a warranty claim for this campaign.**

**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. Look up the VIN in the Isuzu Vehicle Information System (IVIS) and confirm the vehicle is affected by this campaign.
2. Before connecting to Isuzu Diagnostic Service System (IDSS), physically inspect the vehicle's tires and record the tire's size value, which will be needed later in Step 6. The tire size should be 255/70R22.5.
  - a. If the value **IS NOT** 255/70R22.5, contact the Isuzu Technical Assistance Center (TAC) at 1-877-ISUZUCV (1-877-478-9828) for further assistance.
  - b. If the value **IS** 255/70R22.5, continue to the next step.
3. Connect Isuzu Diagnostic Service System (IDSS) version 15.0.9 or later, to the vehicle and click on the "Auto Detect" button and then select "Scan Tool". (See Figure 1.)

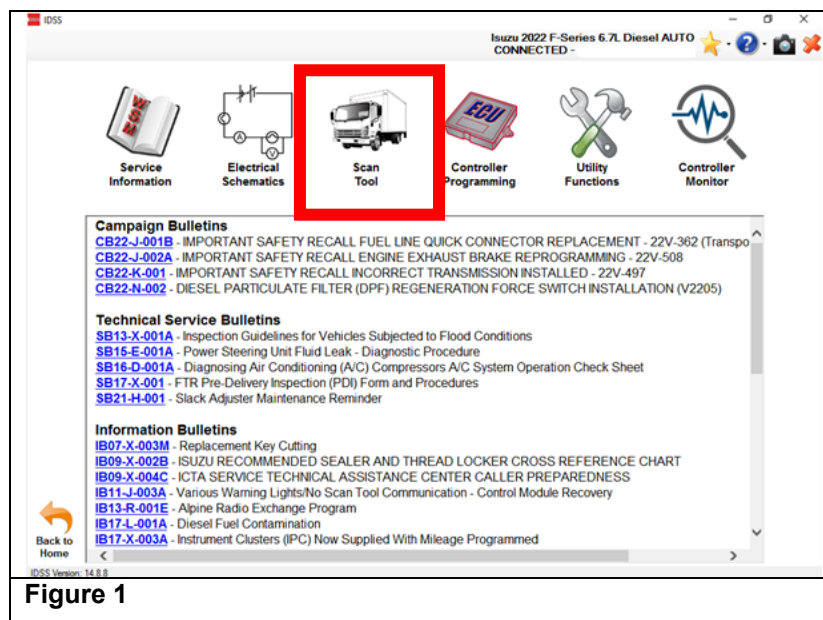


Figure 1

4. Navigate to "Data Display" and "Mimamori ECU". (See Figure 2.)

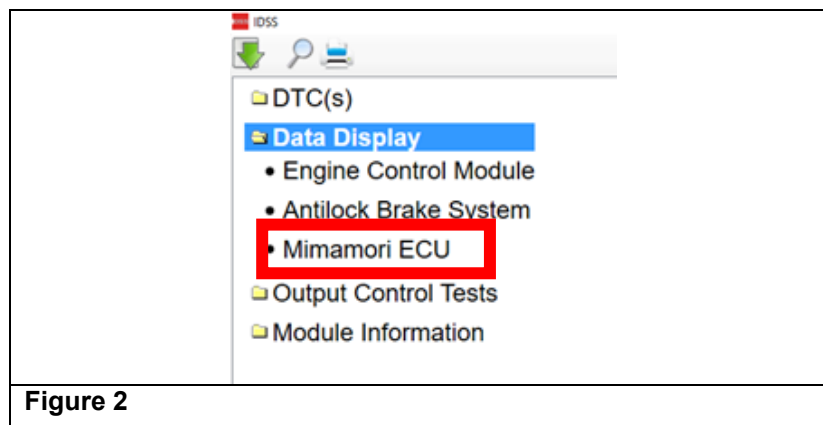
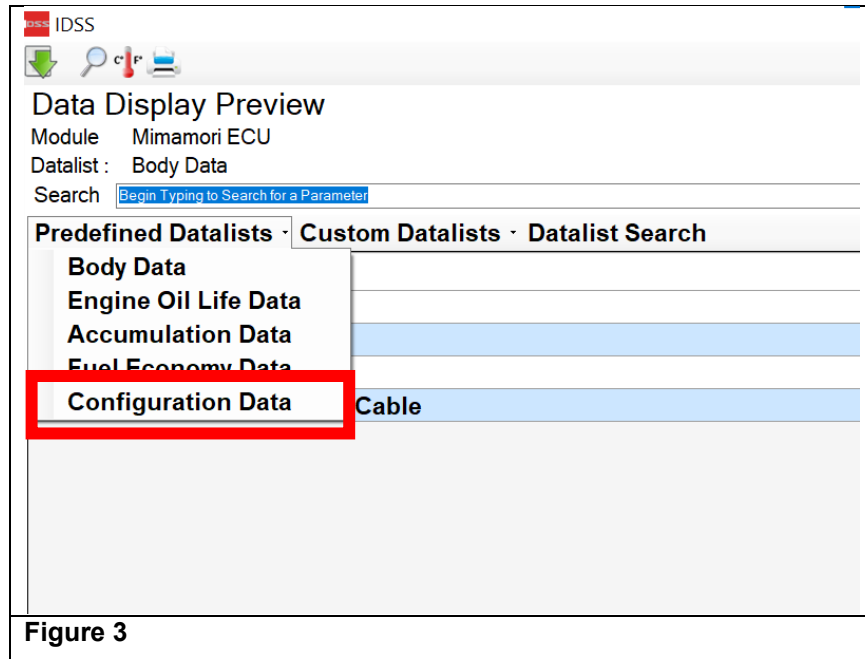
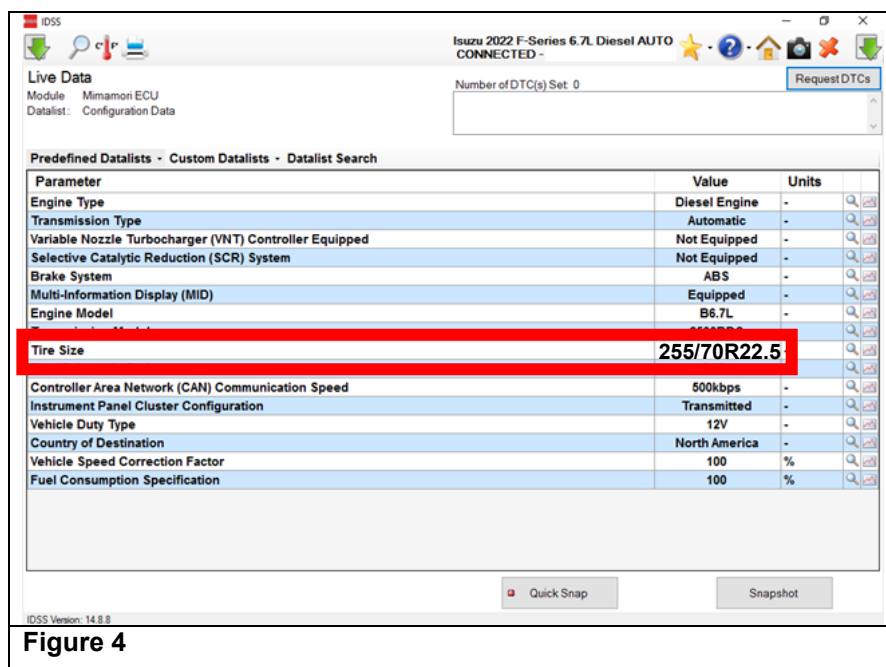


Figure 2

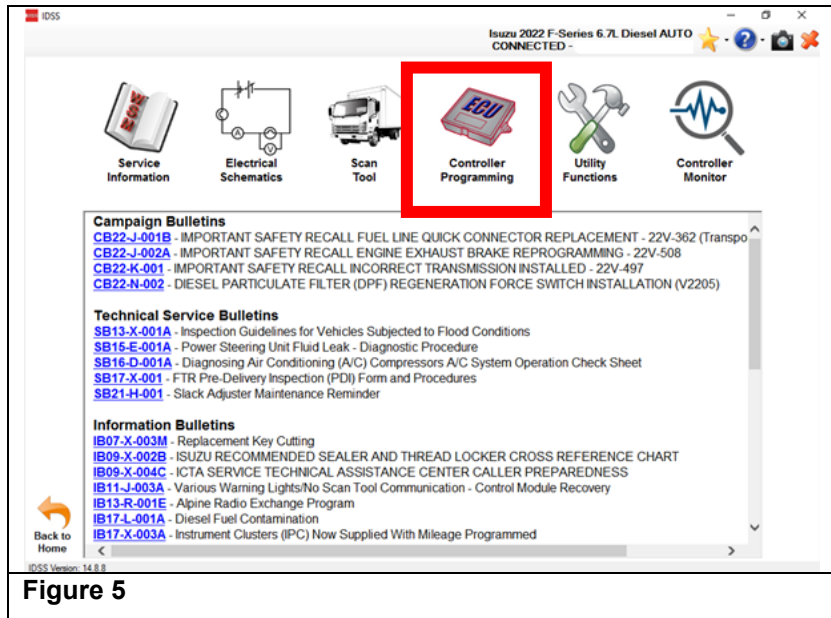
5. Use the drop-down arrow to select the “Configuration Data” datalist. (See Figure 3.)



6. Check the “Tire Size” value. (See Figure 4.)
  - a. If the value that was recorded in the inspection conducted in Step 2 **IS** 255/70R22.5 and the MMU value is 255/70R22.5, the tire size value is **CORRECT**. No programming action is required. Proceed to “Apply the Campaign Label”.
  - b. If the value that was recorded in the inspection conducted in Step 2 is 255/70R22.5 and the MMU is 11R22.5, the tire size value is **INCORRECT**. Continue to the next step to reprogram the correct tire value.

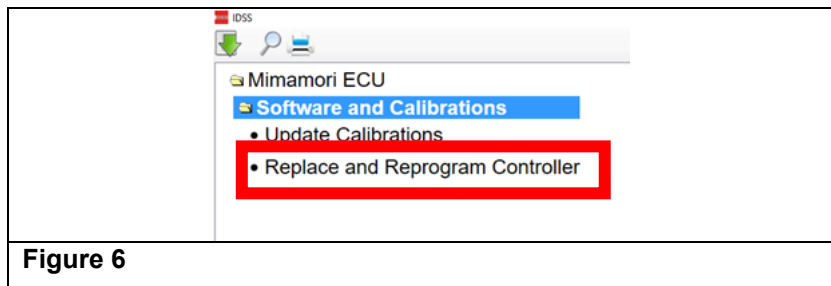


7. Navigate to “Controller Programming”. (See Figure 5.)



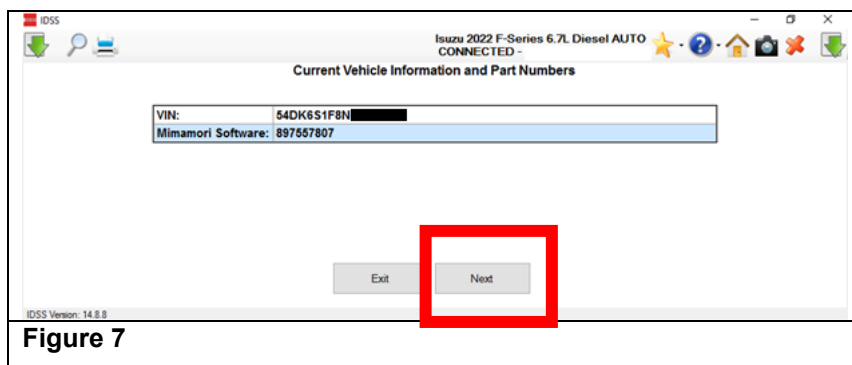
8. Select “Mimamori ECU”, then “Software and Calibrations” and then “Replace and Reprogram Controller”. (See Figure 6.)

**IMPORTANT: DO NOT USE Update Calibration. This will NOT correct the EOL settings in the MMU.**

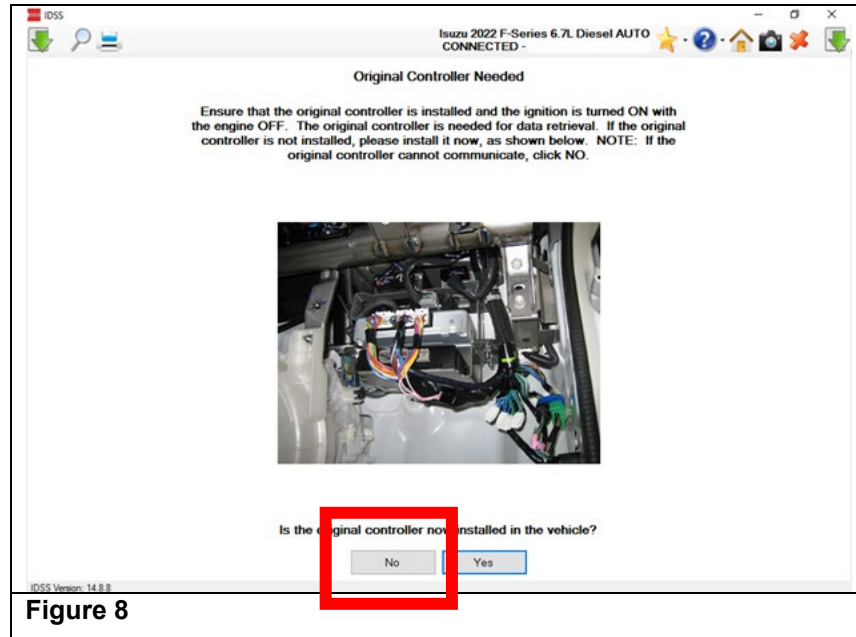


9. Verify the VIN number matches the vehicle. If OK, click “Next”. (See Figure 7.)

**NOTE: If the VIN does not match the vehicle, contact TAC for further assistance.**

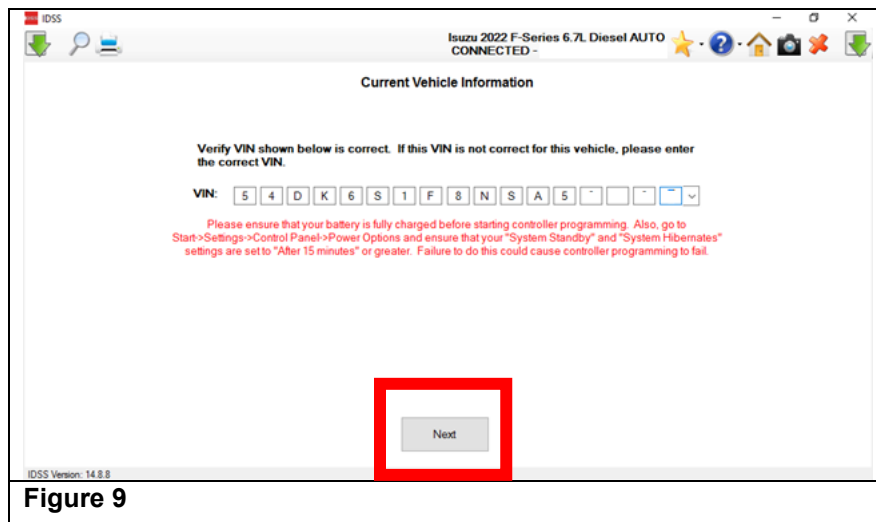


10. On this screen click “No”. You are not replacing the module so this step should be ignored. (See Figure 8.)

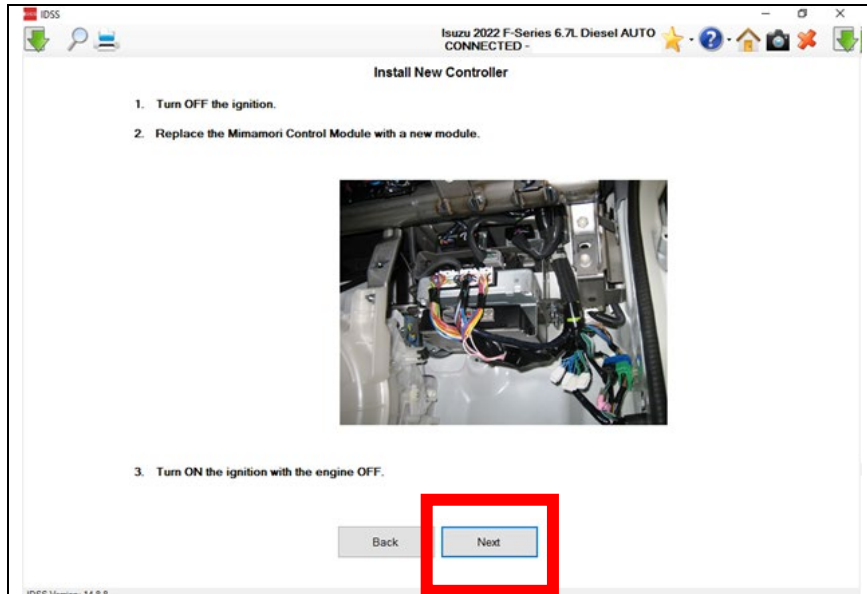


11. Confirm the VIN again. If OK, click “Next”. (See Figure 9.)

**NOTE: If the VIN does not match the vehicle, contact TAC for further assistance.**

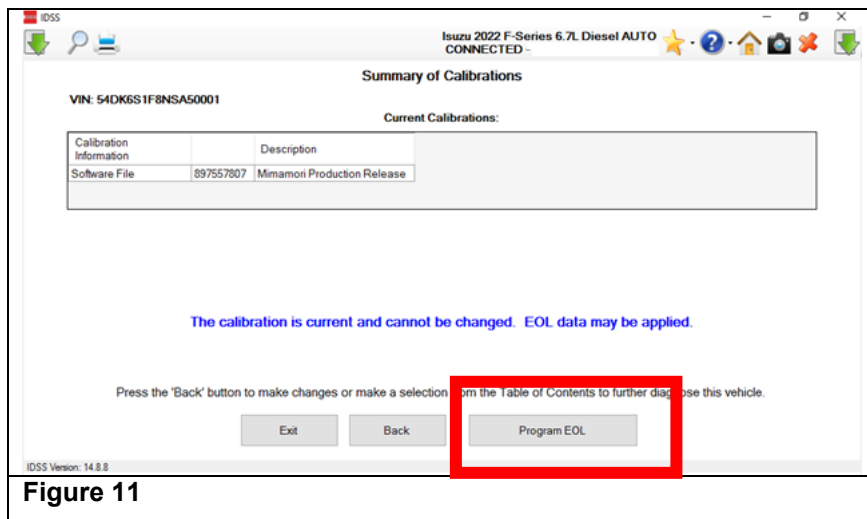


12. On this screen click “Next”. You are not replacing the module so this step should be ignored. (See Figure 10.)



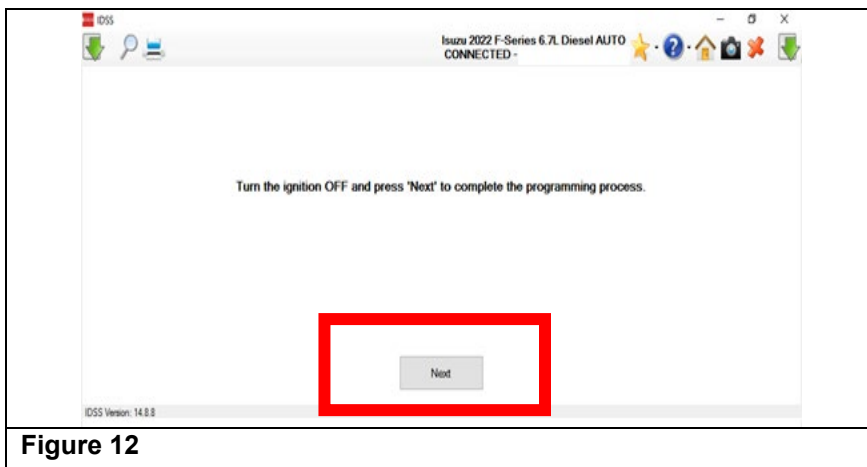
**Figure 10**

13. Click “Program EOL” and wait for the program event to finish. (See Figure 11.)



**Figure 11**

14. Turn the ignition “OFF” and click “Next”. (See Figure 12.)



**Figure 12**

15. Wait for the reset to finish. The screen will display “Programming complete!” when finished. Then click “Exit”. (See Step 13.)



**Figure 13**

16. Repeat Steps 3 through 6 and confirm the correct tire size value was programmed.

17. Proceed to Applying the Campaign Label.

**APPLYING THE CAMPAIGN LABEL**

18. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2304, Isuzu dealer code, and repair date.

19. Affix the campaign label onto the driver's side B-pillar.



**CAMPAIGN CLAIM INFORMATION**

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

**NOTE: It is not necessary to open a TAC case or generate a health report in order to submit a warranty claim for this campaign.**

LABOR CODE	DESCRIPTION	LABOR HOURS
V2304	MMU Tire Value Reprogramming Customer Satisfaction Campaign	0.4

## **DEALER RESPONSIBILITY**

All vehicles in dealers' possession and subject to this customer satisfaction campaign must be held and repaired per the service procedure 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 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 customer satisfaction campaign 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**

Samples of the customer satisfaction campaign letters that are being sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

## CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

OCTOBER 2023

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 34 (thirty-four) 2023 Model Year (MY) Isuzu F-Series trucks. Your <model year> model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

### WHAT IS THE CONDITION?

In some 2023 MY Isuzu F-Series trucks, the Mimamori Control Unit (MMU) was programmed with the incorrect tire size value. This programming error does not affect the drivability or performance of the affected vehicles. However, should Isuzu collect data from the MMU, this error will cause the accumulated mileage value shown in the captured data to be incorrect. As a result, the Isuzu Vehicle Health Report will incorrectly calculate mileage-based information such as the “next recommended service” date.

### WHAT WE WILL DO

Your Isuzu dealer will reprogram the Mimamori Control Unit (MMU), which will correct the mileage accumulation in the MMU and provide the dealer with an accurate understanding of your vehicle’s service needs. 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 CB23-N-003. We estimate this service may take approximately 24 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](http://www.isuzucv.com). 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.*

## CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

OCTOBER 2023

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 1 (one) 2023 Model Year (MY) Isuzu F-Series truck. Your <model year> model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

### WHAT IS THE CONDITION?

In some 2023 MY Isuzu F-Series trucks, the Mimamori Control Unit (MMU) was programmed with the incorrect tire size value. This programming error does not affect the drivability or performance of the affected vehicles. However, should Isuzu collect data from the MMU, this error will cause the accumulated mileage value shown in the captured data to be incorrect. As a result, the Isuzu Vehicle Health Report will incorrectly calculate mileage-based information such as the “next recommended service” date.

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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. 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.*