



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB23-J-003

ISSUE DATE:
OCTOBER 2023

GROUP:
ENGINE

CUSTOMER SATISFACTION CAMPAIGN

TIRE SIZE REPROGRAMMING – ENGINE CONTROL MODULE (ECM) AND MIMAMORI UNIT (MMU) (V2303)



AFFECTED VEHICLES

- 2022-2023MY F-Series Vehicles Equipped with RPO 5U5 Tire Size 255/70R22.5

INFORMATION

CONDITION

In some 2022-2023 MY Isuzu F-Series trucks equipped with RPO 5U5 Tire Size 255/70R22.5, a calibration error caused the affected vehicles to be built with an incorrect tire size value. As a result, the speedometer will show a vehicle speed higher than the actual vehicle speed while driving and the odometer will accumulate miles faster (approximately 14% faster) than the “actual” or “True” vehicle miles. Additionally, mileage data collected and stored in the Mimamori Unit (MMU) will be incorrect.

CORRECTION

Isuzu dealers will have the Cummins Engine Control Module (ECM) reprogrammed with the correct tire size value and reprogram the MMU. This service will be provided **free of charge**.

Isuzu is, by federal law, prohibited from adjusting the odometer to account for the inaccurate mileage accumulated prior to the repair. To ensure the customer receives the appropriate warranty coverage, Isuzu will also extend the ending mileage of the affected truck's emission warranty by 14,000 miles.

VEHICLES INVOLVED

Involved are certain 2022-2023 model year Isuzu F-Series vehicles equipped with RPO 5U5 Tire Size 255/70R22.5.

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.

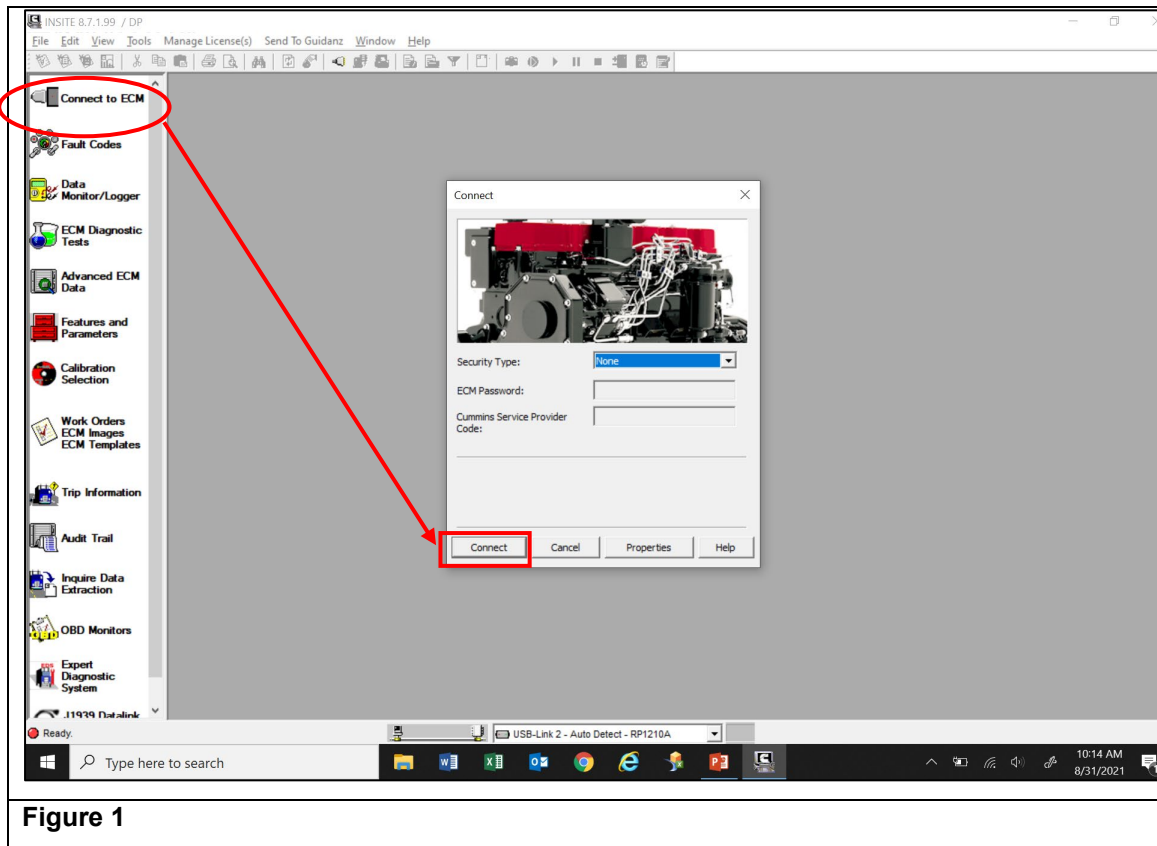
SERVICE PROCEDURE

1. Look up the VIN in the Isuzu Vehicle Information System (IVIS) and confirm the vehicle is affected by this campaign.
2. Physically inspect the vehicle's tires and record the tire's size value. The tire size should be 255/70R22.5.
 - a. If the value **IS NOT** 255/70R22.5, contact the Isuzu Technical Assistance Center 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. Contact the local Cummins Certified Service Facility to have the ECM reprogrammed per the procedure below.
 - a. If you (the Isuzu dealer) are also a Cummins Certified Service Facility, this procedure should be performed at your location, as you are the closest Cummins Certified Service Facility.
 - b. If you (the Isuzu dealer) are not a Cummins Certified Service Facility, you should arrange to have this procedure performed at the closest Cummins Certified Service Facility; you can find the closest Cummins Certified Service Facility on the web at <https://www.cummins.com/locations>.
4. Provide the "Procedure" section of this bulletin to the Cummins Certified Service Facility to have a Cummins trained technician reprogram the ECM with the correct Tire Size value settings using the Cummins INSITE tool.

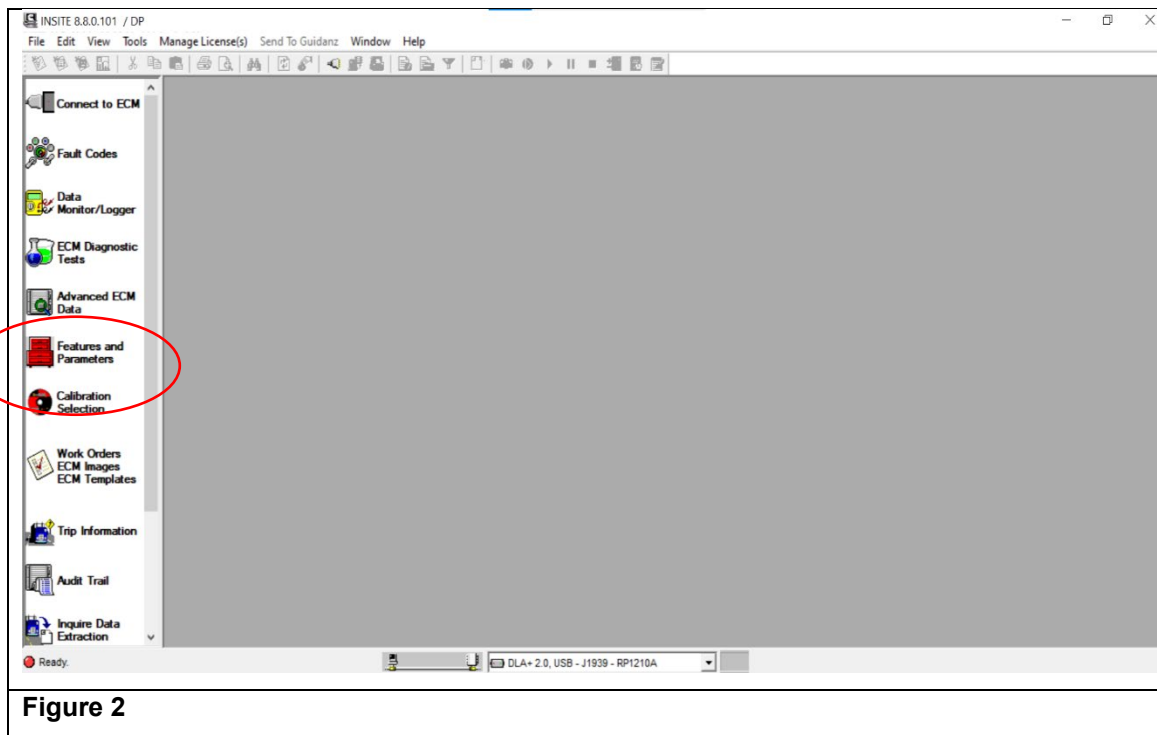
NOTE: Once the Cummins procedure is completed, proceed to Step 17.

PROCEDURE (to be performed by a Cummins Certified Service location using INSITE)

5. Using the Cummins INSITE tool (version 8.8.0.101 or later), from the Main Screen, select **Connect to ECM** to establish communication with ECU, and select **Connect**. (See Figure 1.)



6. Navigate to “Features and Parameters”. (See Figure 2.)



7. Navigate to “Vehicle Speed Source”. (See Figure 3.)

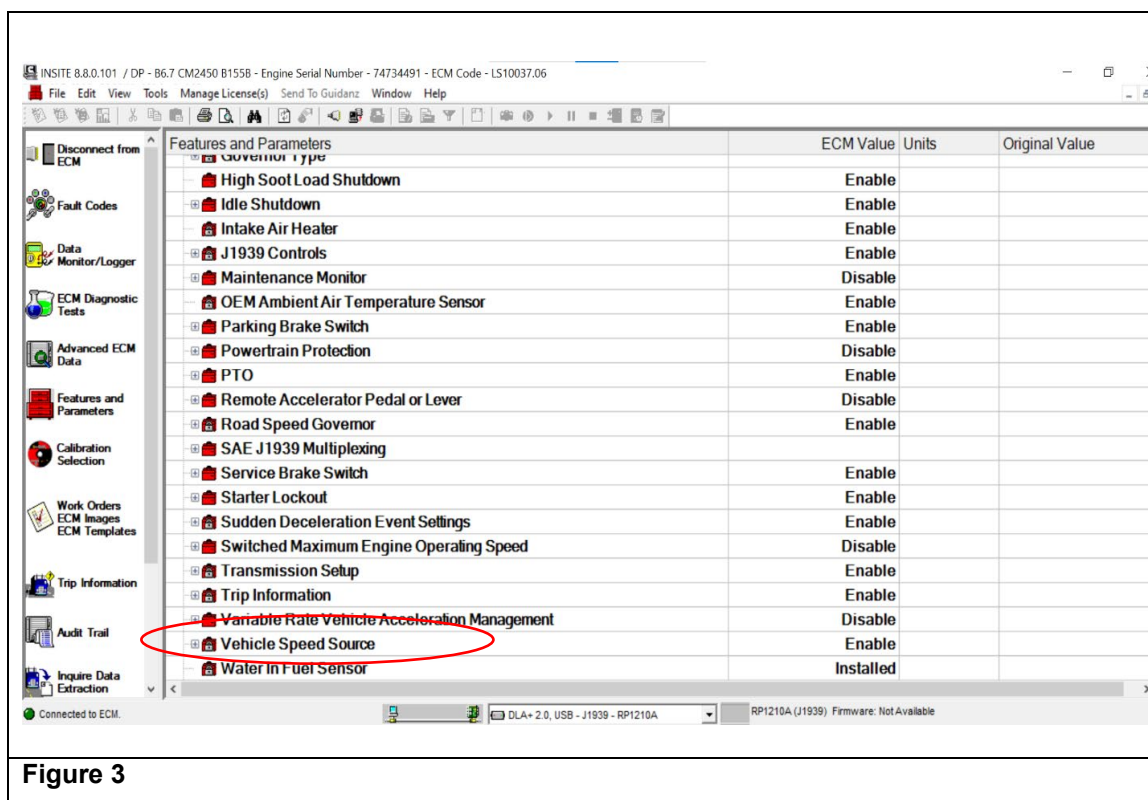


Figure 3

8. Navigate to “Tire Size”. (See Figure 4.)

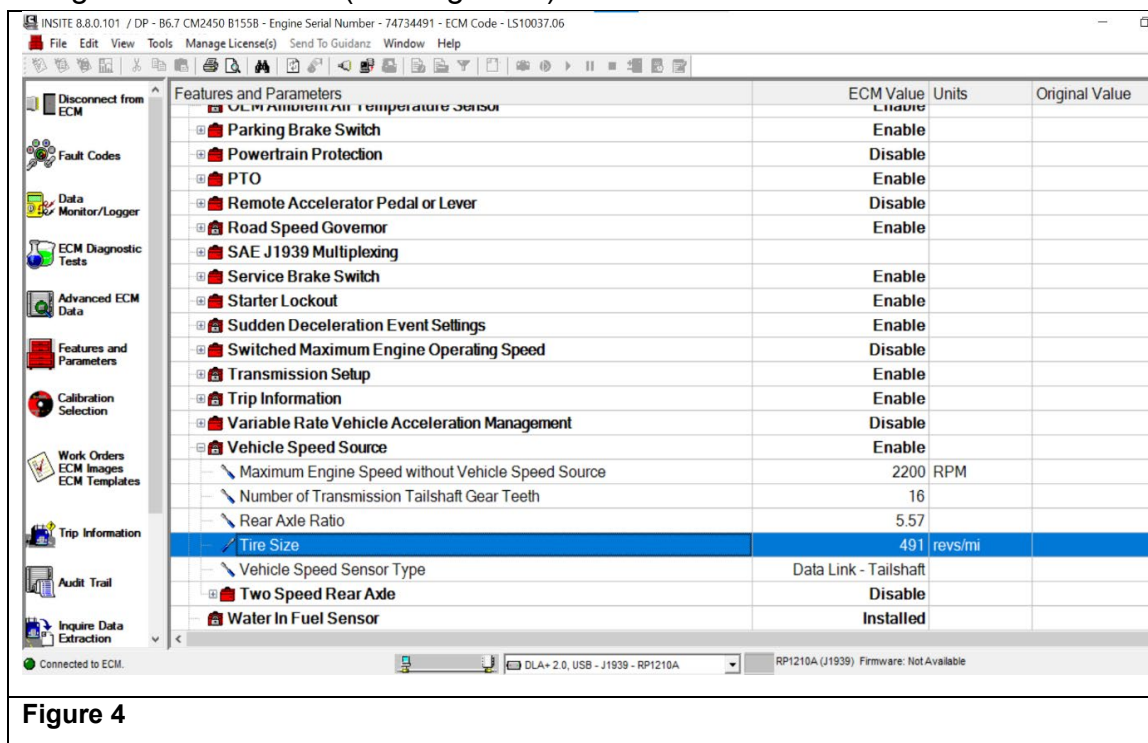


Figure 4

9. Change the Tire Size calibration from 491 revs/mile (current ECM Value) to: **563 revs/mile (low profile tire size value)**. (See Figure 5.)

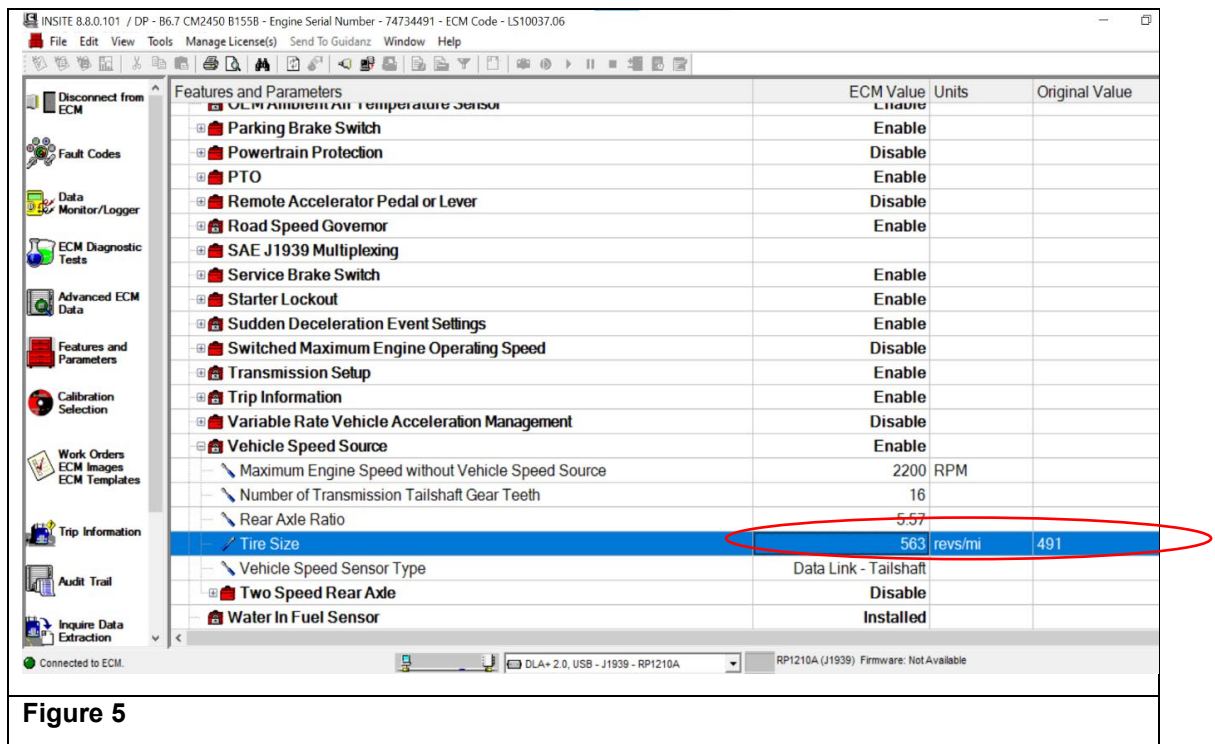


Figure 5

10. Navigate to “File”, select “Send To”, and select “ECM”. (See Figure 6.)

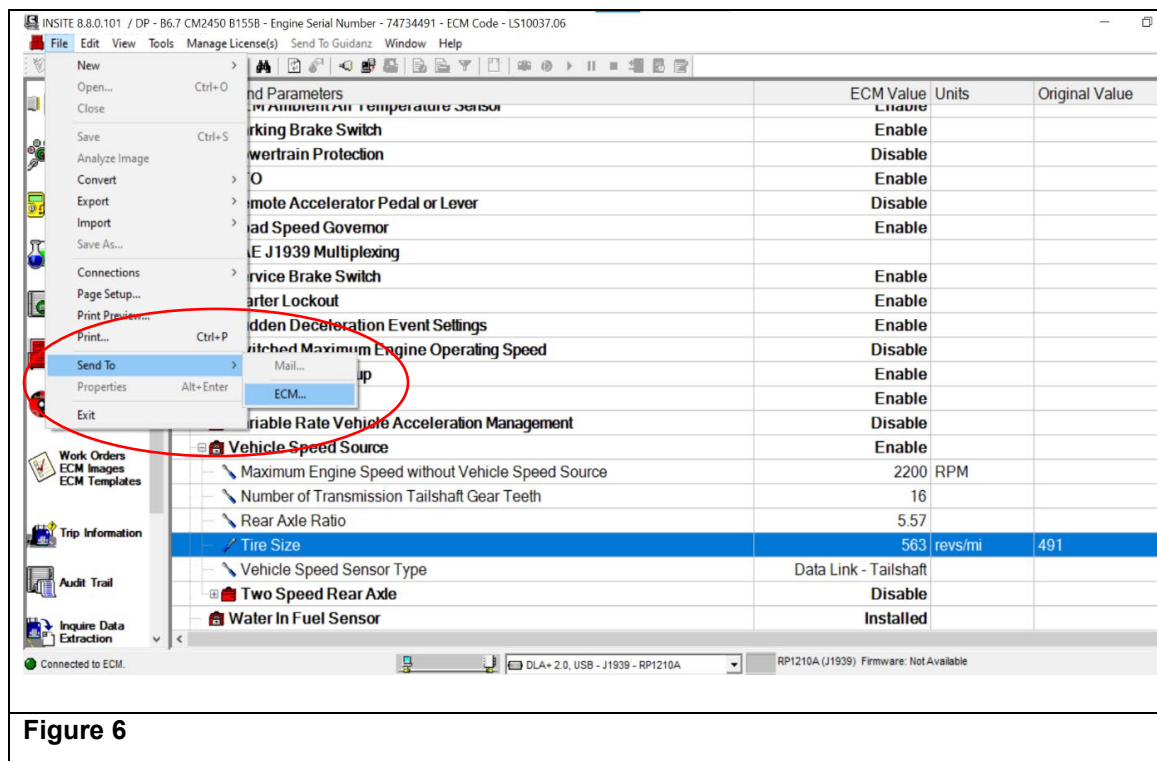


Figure 6

11. Click OK to Confirm ECM Adjustment. (See Figure 7.)

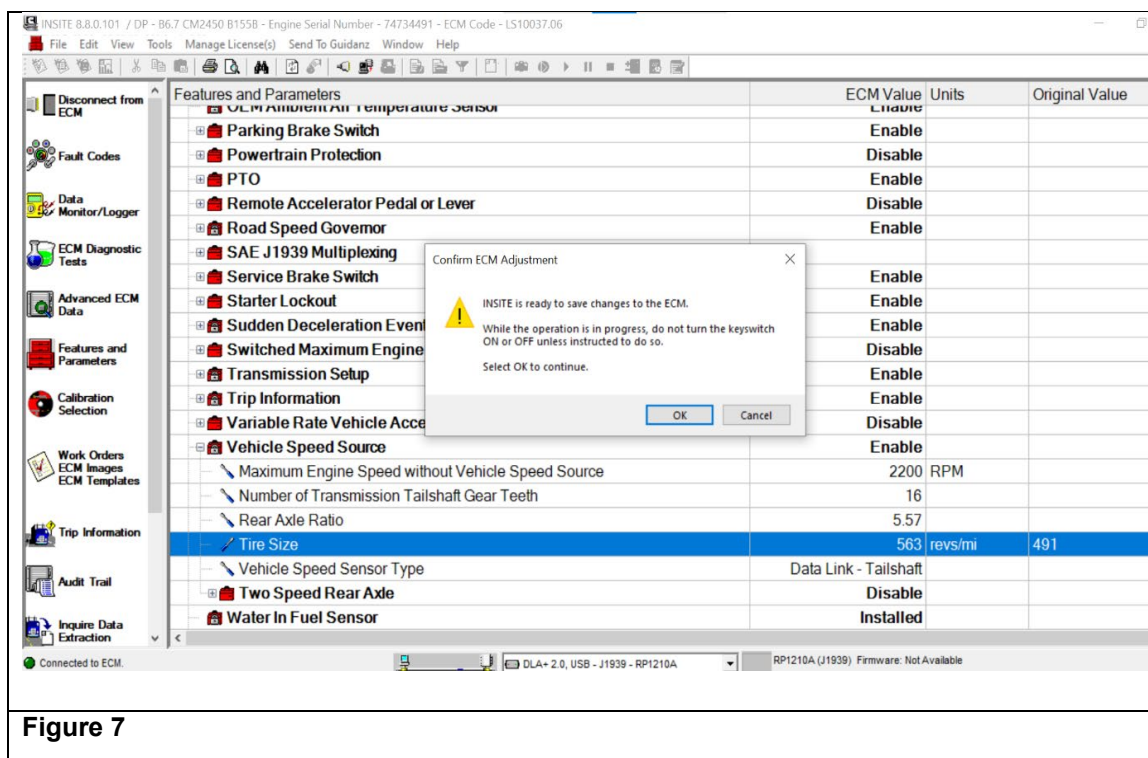


Figure 7

12. Turn key switch OFF, and click OK. (See Figure 8.)

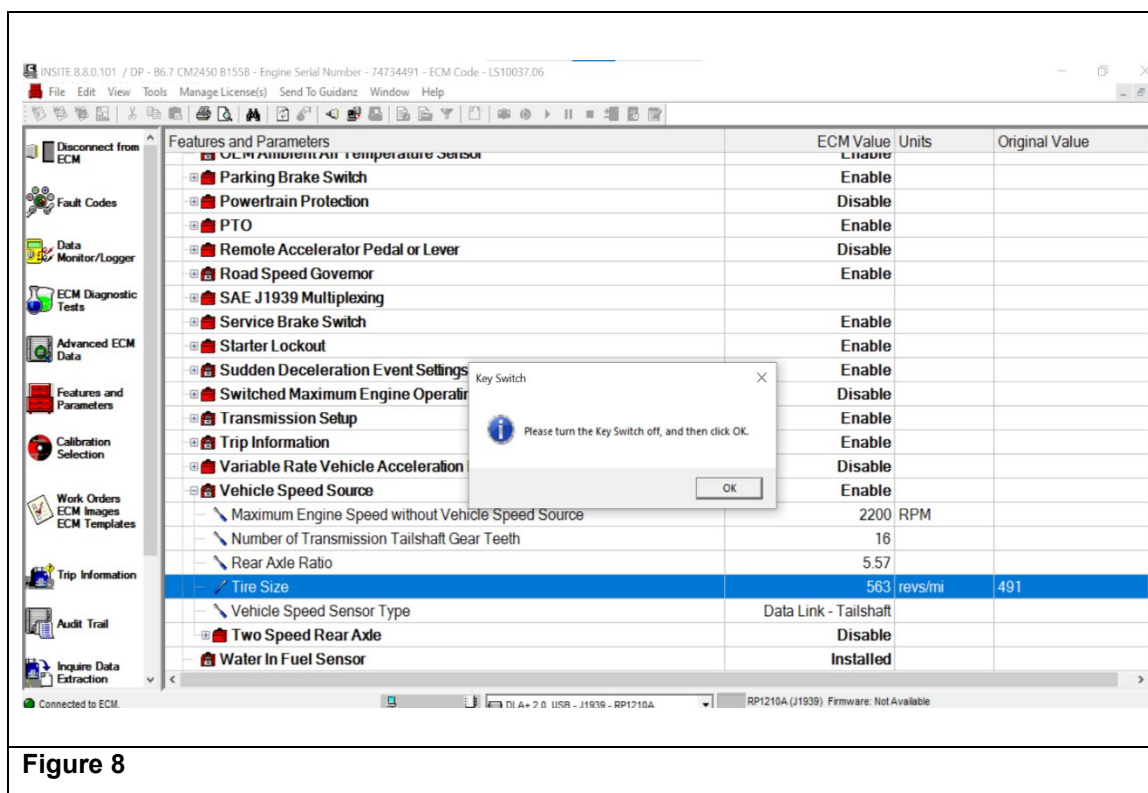


Figure 8

13. Wait for the progress bar to complete. (See Figure 9.)

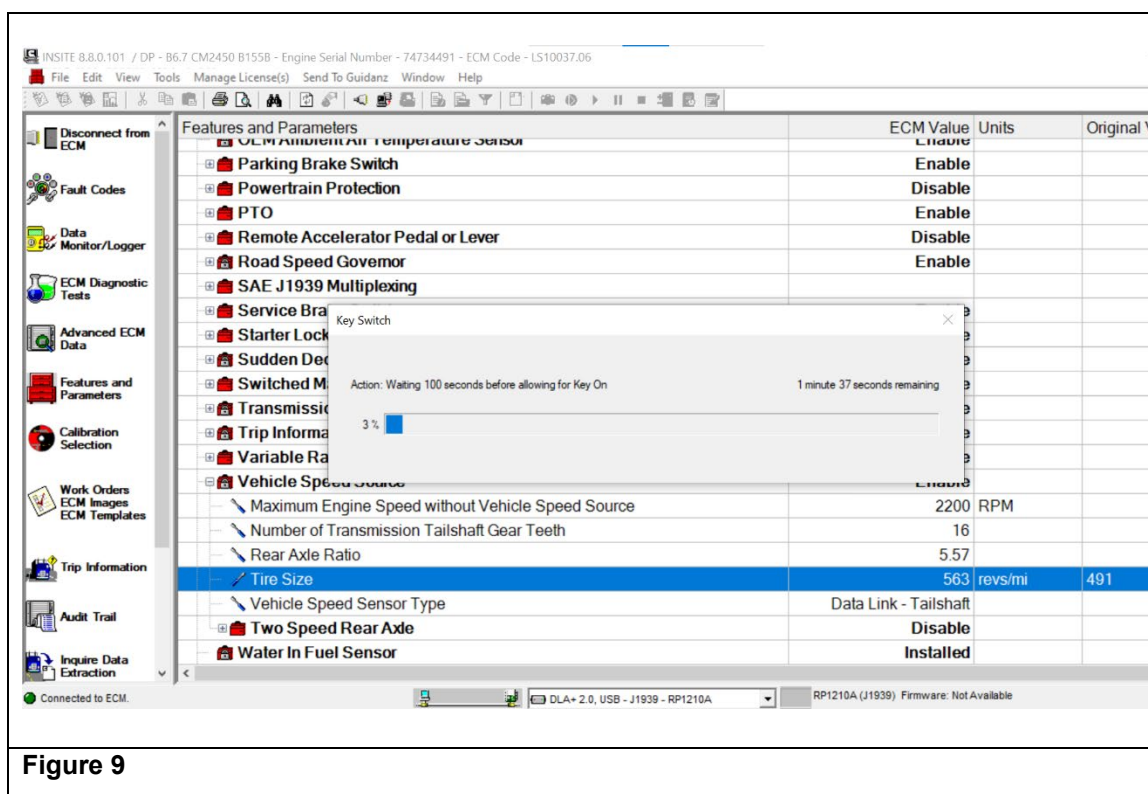


Figure 9

14. Turn key switch ON, and click OK. (See Figure 10.)

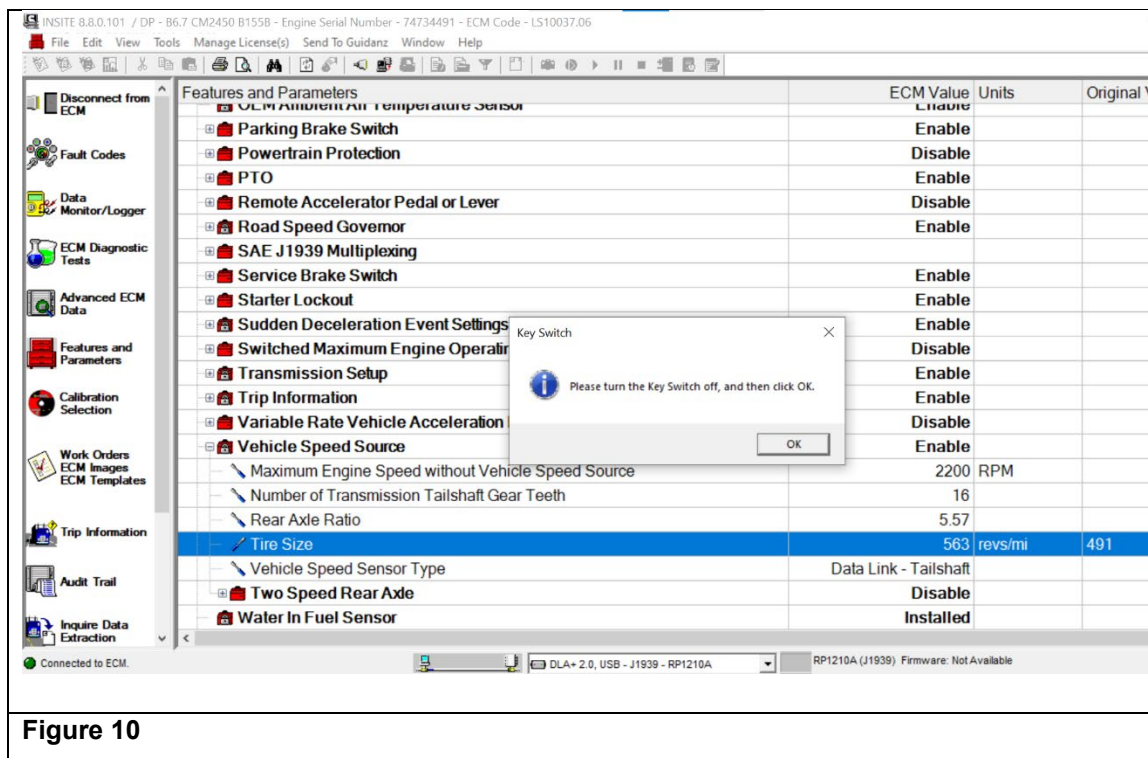


Figure 10

15. The corrected value will show stored in the ECM. Confirm corrected “Tire Size” ECM Value. (See Figure 11.)

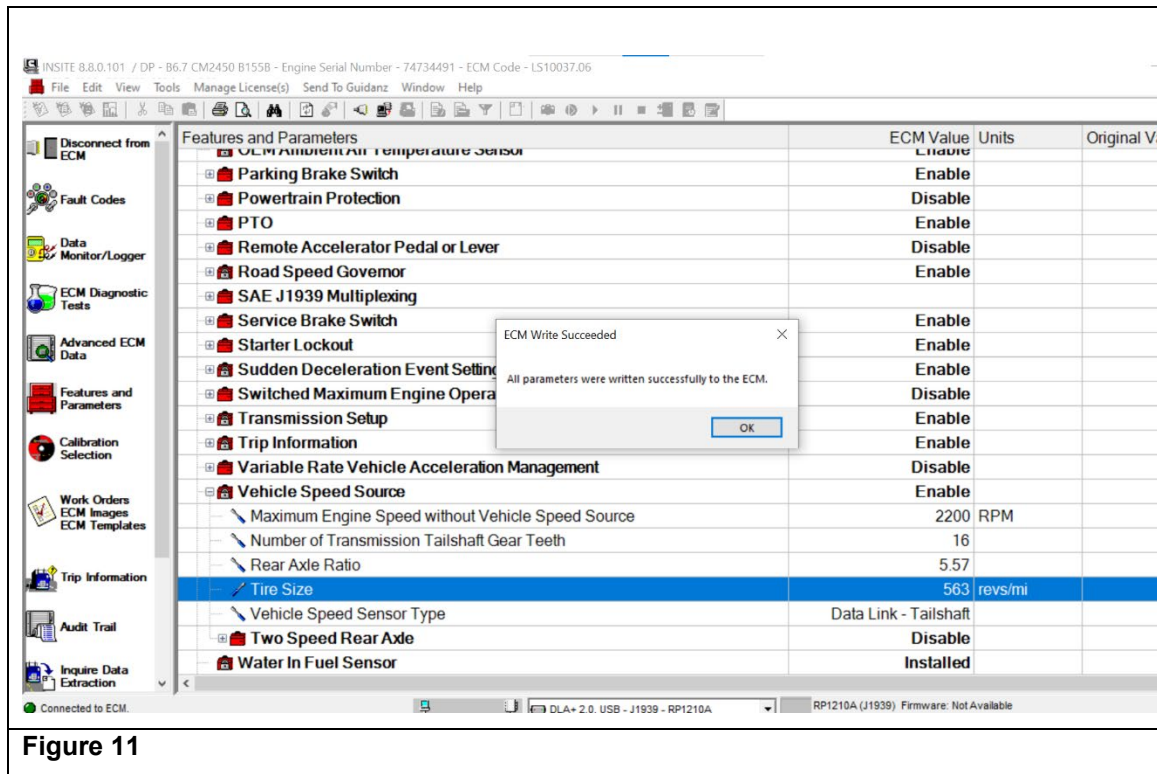


Figure 11

16. Once the ECM has been reprogrammed, return the vehicle to the Isuzu dealer; ISUZU DEALER should proceed to “MMU Reprogramming Via IDSS”.

MMU REPROGRAMMING VIA IDSS

17. 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 12.)

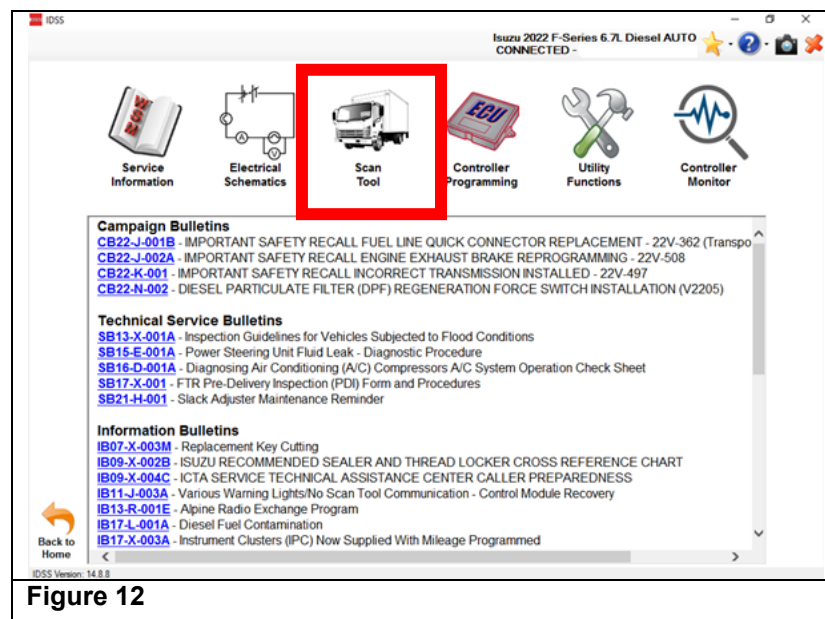


Figure 12

18. Navigate to “Data Display” and “Mimamori ECU”. (See Figure 13.)

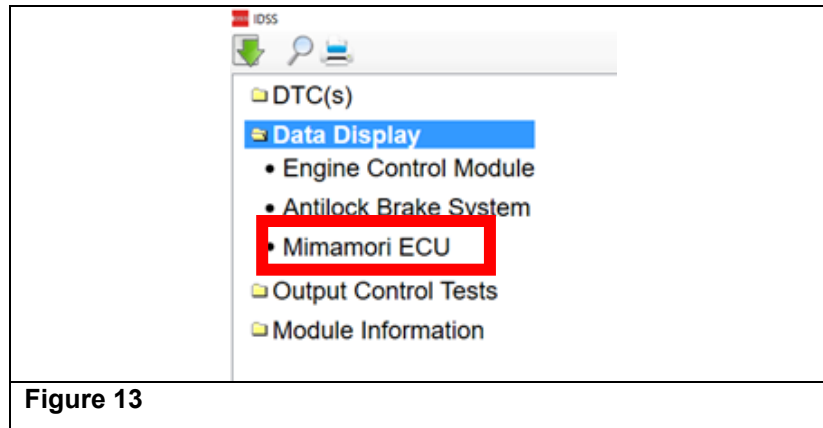


Figure 13

19. Use the drop-down arrow to select the “Configuration Data” datalist. (See Figure 14.)

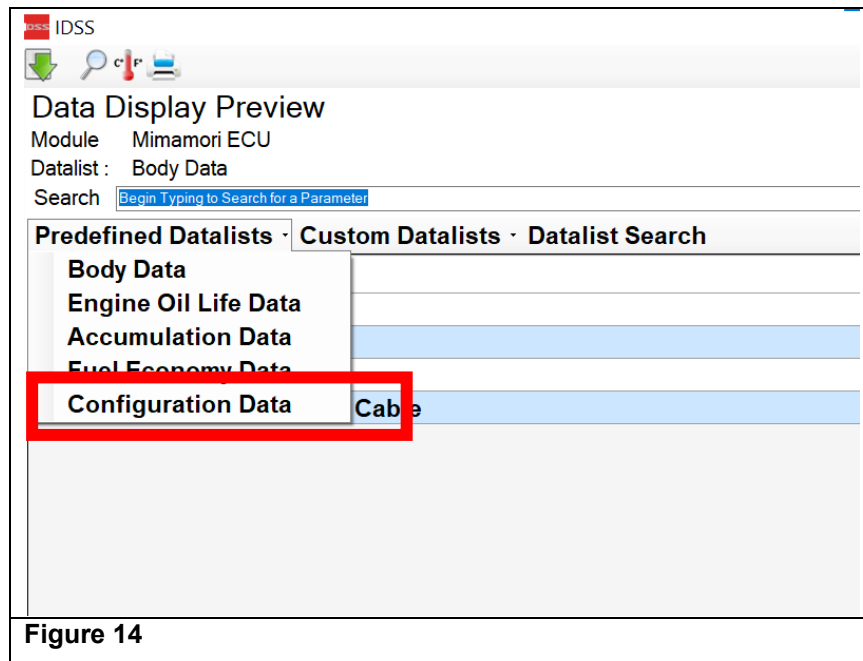
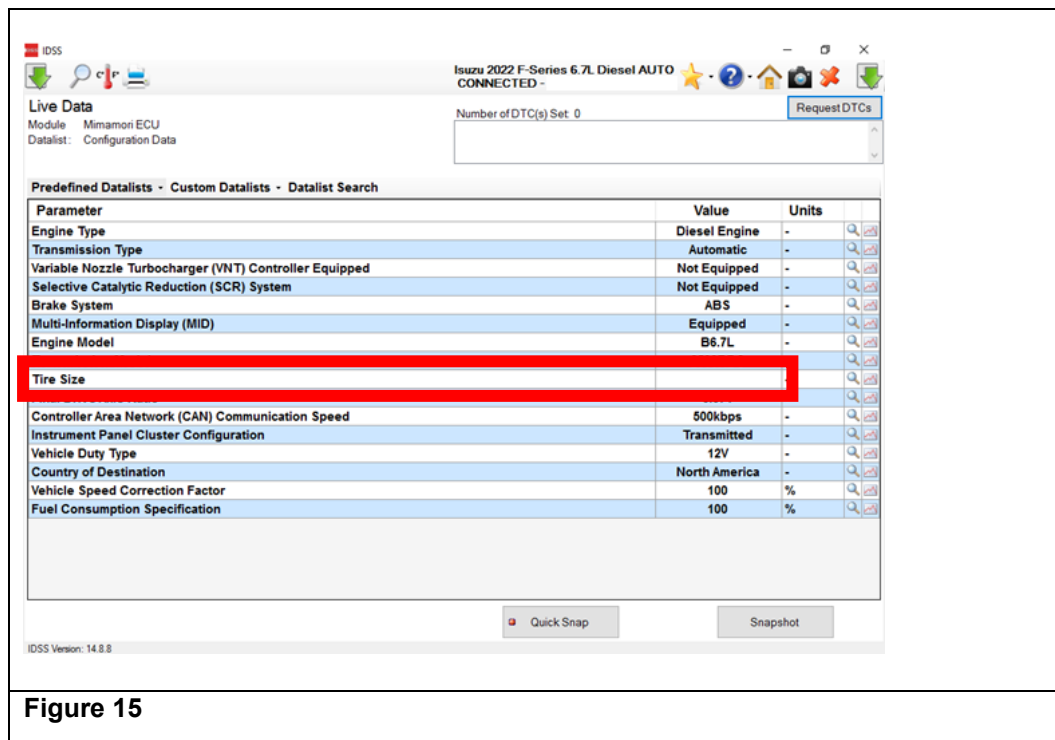


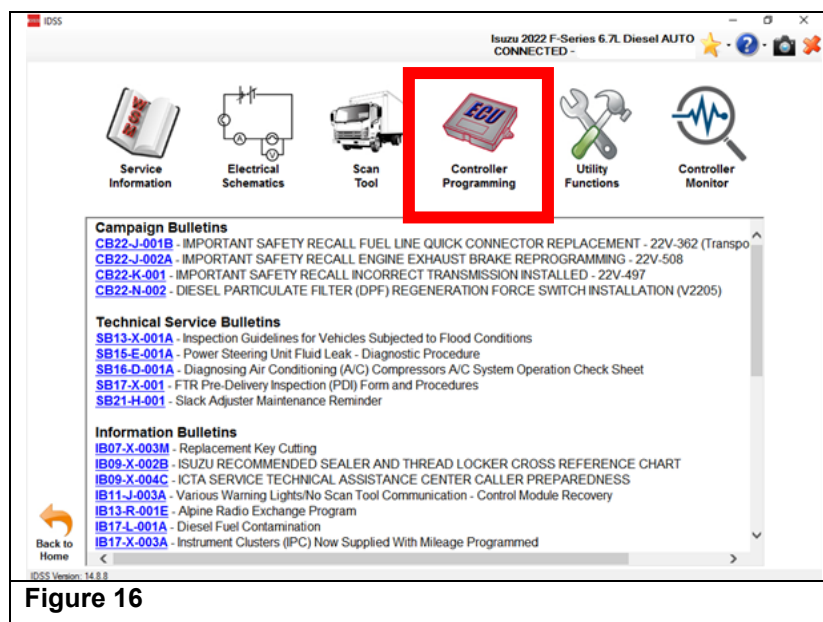
Figure 14

20. Check the “Tire Size” value. (See Figure 15.)

- 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.



21. Navigate to “Controller Programming”. (See Figure 16.)



22. Select “Mimamori ECU”, then “Software and Calibrations” and then “Replace and Reprogram Controller”. (See Figure 17.)

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

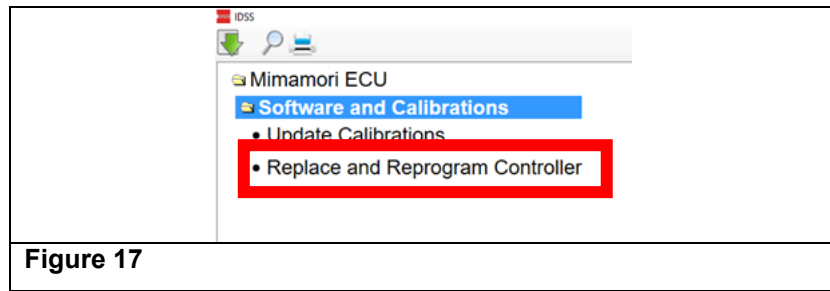


Figure 17

23. Verify the VIN number matches the vehicle. If OK, click “Next”. (See Figure 18.)

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

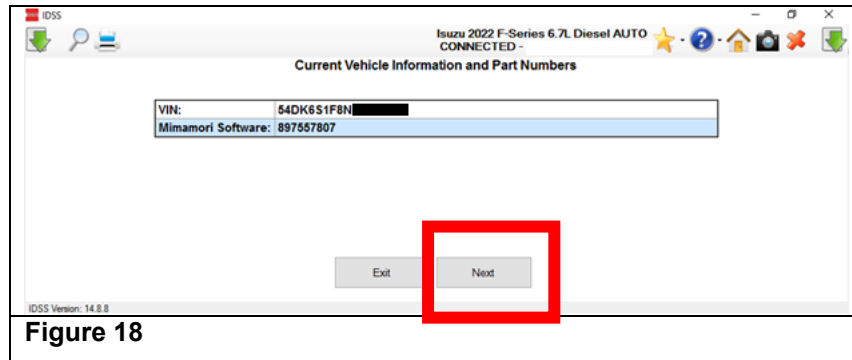


Figure 18

24. On this screen click “No”. You are not replacing the module so this step should be ignored. (See Figure 19.)

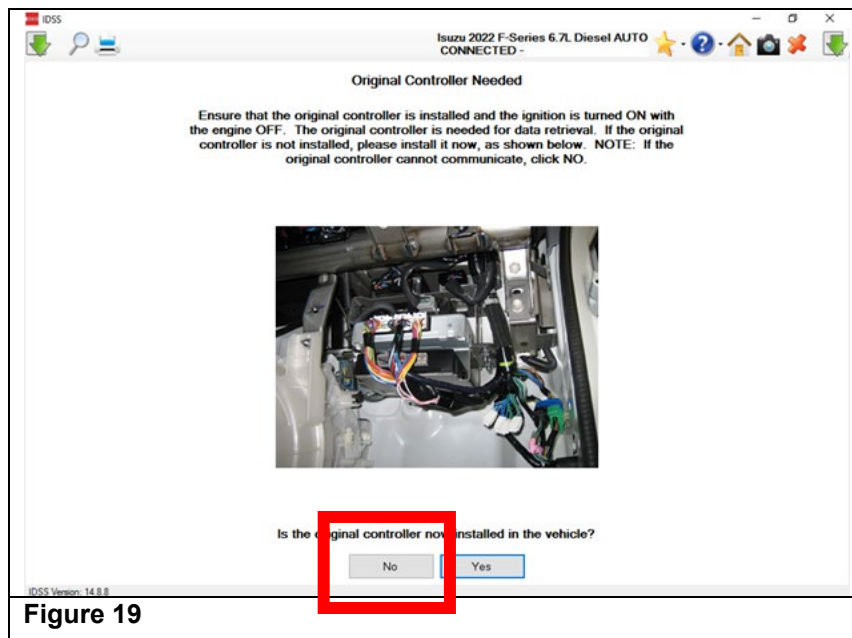
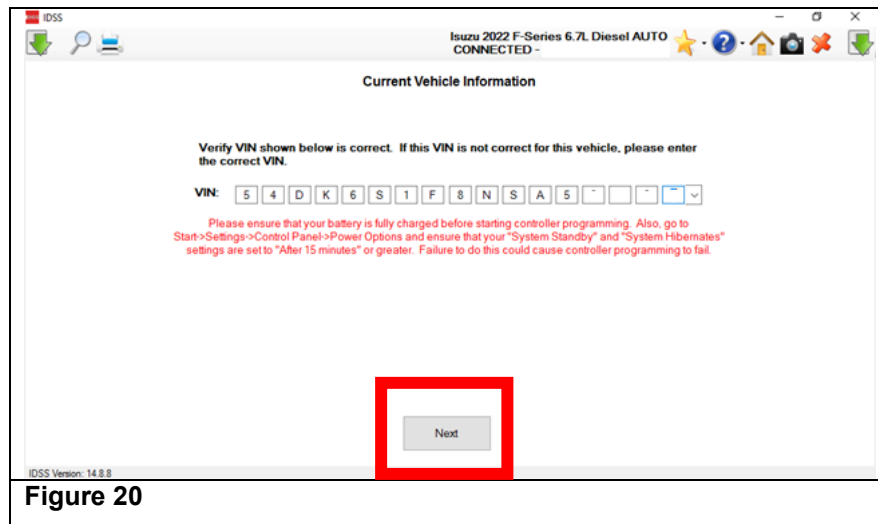


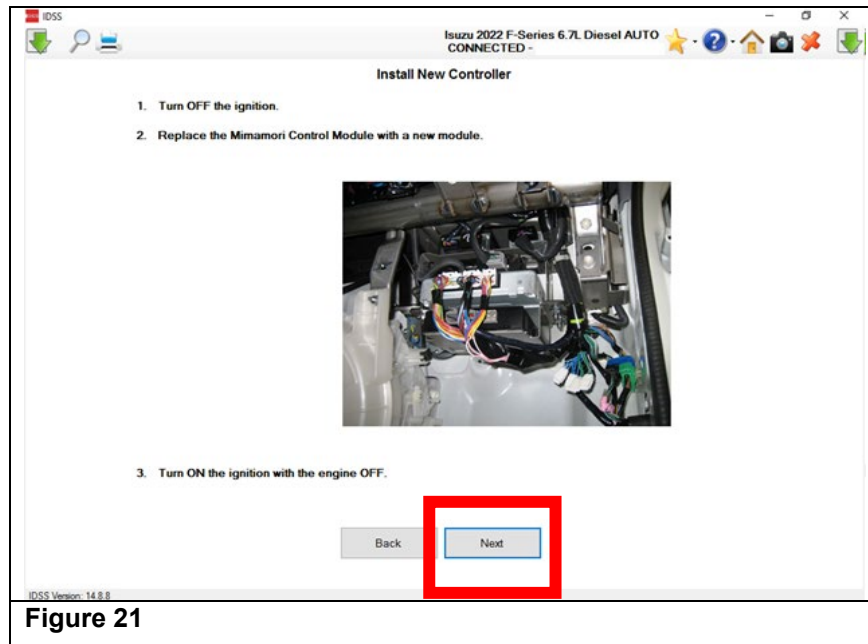
Figure 19

25. Confirm the VIN again. If OK, click “Next”. (See Figure 20.)

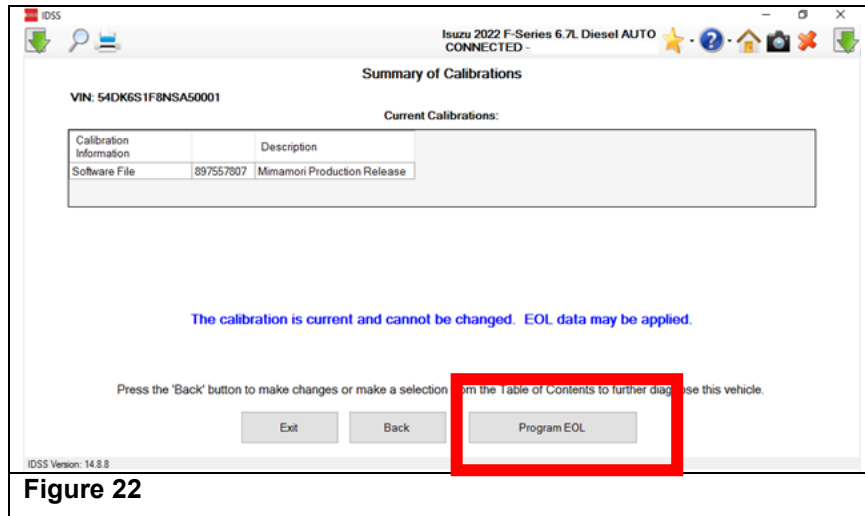
NOTE: If the VIN does not match the vehicle, contact TAC for further assistance.



26. On this screen click “Next”. You are not replacing the module so this step should be ignored. (See Figure 21.)



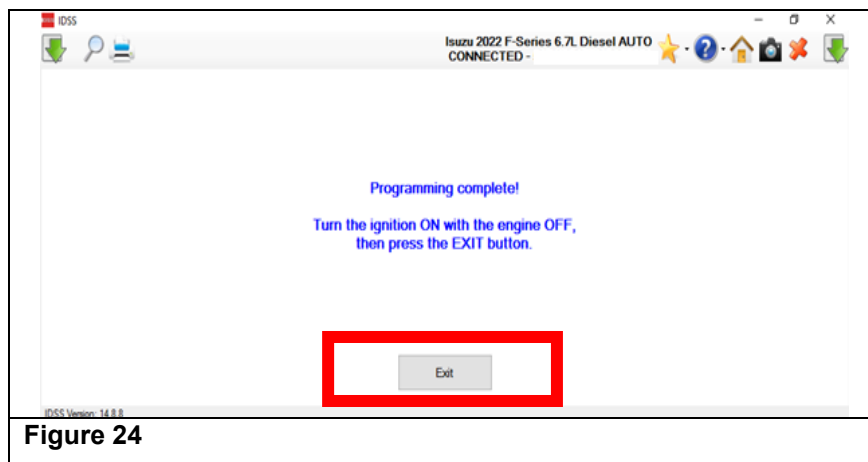
27. Click “Program EOL” and wait for the program event to finish. (See Figure 22.)



28. Turn the ignition “OFF” and click “Next”. (See Figure 23.)



29. Wait for the reset to finish. The screen will display “Programming complete!” when finished. Then click “Exit”. (See Step 24.)



30.Repeat Steps 17 through 20 and confirm the correct tire size value was programmed.

31.Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

32.Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2303, Isuzu dealer code, and repair date.

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

ISUZU
CAMPAIGN NUMBER

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

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	Sublet
V2303	ECM & MMU Reprogram Customer Satisfaction Campaign	0.5*	Cummins Service Repair Cost**
	ADD: Reprogram MMU	0.4	

**Includes 0.1 hours for administrative allowance, coordination with Cummins Certified Service Facility and campaign label installation.*

*** Use "Sublet C" for reimbursement of reprogramming expense from the Cummins location. Dealers must attach the paid invoice, from the Cummins Certified Service Facility, to the claim for reimbursement. If there are other expenses incurred during this process, please contact your DSPM for additional direction on payment or reimbursement.*

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

A sample of the customer satisfaction campaign letter that will be sent to owners of affected vehicles already retailed in the United States is 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 227 (two hundred and twenty-seven) 2022-2023 Model Year (MY) Isuzu F-Series trucks equipped with RPO 5U5 Tire Size 255/70R22.5. Your <model year> model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

WHAT IS THE CONDITION?

In some 2022-2023 MY Isuzu F-Series trucks equipped with RPO 5U5 Tire Size 255/70R22.5, a calibration error caused the affected vehicles to be built with incorrect information about the tire size. As a result of this error, your speedometer will show a vehicle speed higher than the actual vehicle speed while driving and your odometer will accumulate miles faster (approximately 14% faster) than the “actual” or “true” vehicle miles you have driven. Additionally, mileage data collected and stored in the Mimamori Unit (MMU), is incorrect.

WHAT WE WILL DO

Your Isuzu dealer will have the Cummins ECM reprogrammed with the correct tire size value (causing the speed to display correctly on the speedometer and the odometer to accumulate mileage correctly going forward) and reprogram the MMU. This service will be provided **free of charge**.

Isuzu is, by federal law, prohibited from adjusting the odometer to account for the inaccurate mileage accumulated prior to the repair. To ensure you receive the appropriate warranty coverage, we will also extend the ending mileage of your truck’s emission warranty by 14,000 miles. Keep this letter with your other important glove box literature for future reference.

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-J-003. We estimate this service may take approximately 60 minutes to perform, if your Isuzu dealer is also a Cummins Certified Service Facility. However, if your dealer is not a Cummins Certified Service Facility and depending on how appointments are scheduled and processed, additional time may be necessary. 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.

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.