



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
IB19-R-002B

ISSUE DATE:
NOVEMBER 2024

GROUP:
ACCESSORIES

MOBILEYE TROUBLESHOOTING AND EXCHANGE PROGRAM

AFFECTED VEHICLES

- 2023MY to Present Isuzu N-Series Vehicles Equipped with RPO I4V and Mobileye 8
- 2023MY to Present Isuzu F-Series Vehicles Equipped with RPO I4V and Mobileye 8

This bulletin supersedes IB19-R-002A. This bulletin is being updated to revise content and applicable vehicles. Please discard previous bulletin IB19-R-002A.

INFORMATION

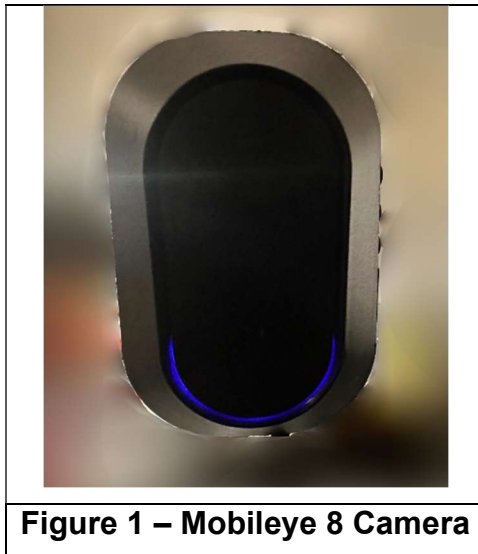
This bulletin outlines the procedures for using the Mobileye Exchange Program. Replacement Mobileye 8 components can be obtained for vehicles that qualify under this exchange program.

NOTE: Mobileye will determine if the camera or components are eligible for the Mobileye Exchange Program. If the vehicle is not covered by the Mobileye Exchange Program, but is still covered under Isuzu's warranty, parts are available from Isuzu Commercial Truck of America. Refer the Parts Information section below as necessary.

IMPORTANT: Isuzu will only authorize Mobileye parts for vehicles that had Mobileye originally installed at the time of new vehicle delivery. Any attempt to retrofit a Mobileye system on a vehicle that was not originally equipped at delivery will not be supported by Isuzu.

SERVICE PROCEDURE

1. Confirm the vehicle is equipped with Mobileye 8 system by inspecting the installed camera, (See Figure 1) and then continue to Step 2. If the vehicle is not equipped with a Mobileye 8 system, refer to bulletin IB24-R-001.



2. Verify the customer's complaint, then diagnose the problem using the standard troubleshooting procedures listed in the applicable Workshop Manual (WSM).

NOTE: Regardless of warranty coverage, Isuzu encourages dealers to contact Mobileye for diagnostic assistance.

3. Diagnostic assistance is available directly from Mobileye by sending an email to support-us@mobileye.com. Include in this email pictures of any visible issue and the information listed below:
 - The Dealer name, address, and Dealer Code
 - Email address and phone number to receive confirmation of any Returned Merchandise Authorization (RMA)
 - The Vehicle Identification Number (VIN)
 - A description of the failure
 - The Mobileye Camera serial number (See Figures 2.)
 - Whether or not the blue light is illuminating on the camera (See Figures 3.) while the start (ignition) switch is turned to the On position.

NOTE: The blue light is an indication that the camera is receiving power and ground.

- Any codes or errors that are present on the EyeWatch. (See Figures 4 and 5.)

The following conditions are **NOT EXCHANGEABLE/WARRANTABLE**

- Liquid spill
- Attempted theft
- Modifications
- Tampered Units

Mobileye Technical Support will confirm your diagnosis or provide further recommendations for repairing the system.



Figure 2 – Mobileye 8 Serial Number

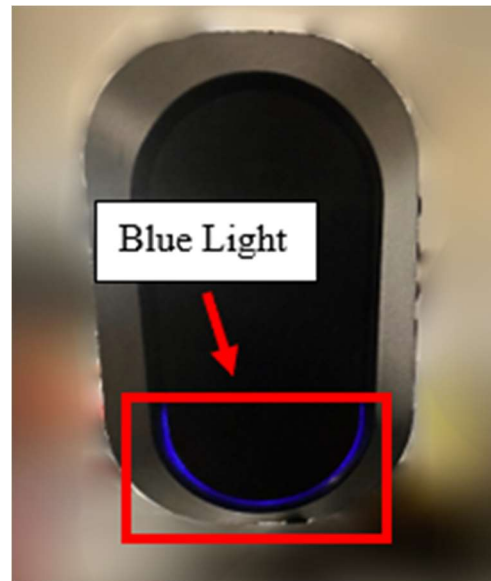


Figure 3 – Mobileye 8 Camera Light



Figure 4 – Trouble Code



Figure 5 – Connection Error

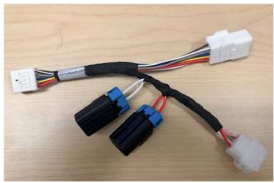
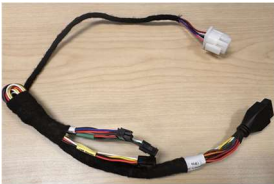



4. After this information is sent to Mobileye, call (877) 867-4900, Ext 3. M-F 10:00 am to 6:00 pm Eastern time to confirm a diagnosis with a Mobileye representative.
5. If Mobileye determines that any components are covered by the Exchange Program, Mobileye will provide further instructions on how to receive the exchange replacement parts. However, if the components are not exchangeable, but the vehicle is still covered under Isuzu's warranty, refer to the Parts Information section below to order replacement parts from Isuzu.

NOTE: If an exchange camera is provided, it will come as a complete Mobileye installation kit along with the RMA. It is not necessary to replace all of the other parts in the kit. Swap only the old camera with the one included in the kit.

6. Refer to the applicable WSM for component replacement instructions.
7. If the camera was replaced, return the faulty camera along with the other unused Mobileye installation kit parts and RMA provided by Mobileye.

PARTS INFORMATION

Part orders may be placed with American Isuzu Parts Distribution Network (AIPDN).

Part Number	Description	Application	Picture of Part
7552018240	T-Harness	Mobileye 8	
7552559700	Signal Harness		
7552536020	Camera Cable		
7552040160*	ME CAN Sensor		
8975511890*	EyeWatch		
7552018080*	Camera Kit F-Series	Mobileye 8	
29009E4000*	Camera Kit F-Series 2018-2021		
7552018120*	Camera Kit N-Gas		
7552018260**	Camera Kit N-Diesel		
In Process	Camera Kit N-Gas 2021 PSI (6.0L)		

* Parts have been Manual Allocation Coded (MAC) "E" to ensure parts are available for repairs. After placing the order, contact the Technical Assistance Center (TAC) by using Isuzu Connect or by calling: 1-877-ISUZUCV (1-877-478-9828), Prompt 2, and then Prompt 3.

NOTE: The part will be on hold until the Technical Assistance Center (TAC) receives your request and verifies the proper steps have been taken to diagnose the issue. Once TAC has determined that the proper steps have been taken, the part will be released and shipped to you from the American Isuzu Parts Distribution Network (AIPDN).

NOTE: Explanation of diagnosis is only required for repairs under warranty, policy, or goodwill.

WARRANTY INFORMATION

For vehicles covered under the Isuzu New Vehicle basic warranty, the below labor operation codes are provided to better identify these repairs. Please select the appropriate labor operation code based on the repair.

Labor Operation Code	Description	Hours
R0530	Mobileye Camera Replacement	See Published Labor Time
R0540	Mobileye EyeWatch Replacement	See Published Labor Time
R0550	Mobileye Harness Repair	See Published Labor Time
R0560	Mobileye CAN Reader Replacement	See Published Labor Time
R0570	Mobileye Signal Harness Replacement	See Published Labor Time
R0580	Mobileye T-Harness Replacement	See Published Labor Time
R0590	Mobileye Camera Cable Replacement	See Published Labor Time
R0600	Mobileye 6 to 8 Retrofit	See Published Labor Time