



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
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GROUP:
ACCESSORIES

MOBILEYE 6 TROUBLESHOOTING

AFFECTED VEHICLES

- 2019MY to 2023 Isuzu N-Series Vehicles Equipped with Gasoline Engines and RPO I4V Mobileye 6
- 2019MY to 2023 Isuzu N-Series Vehicles Equipped with Diesel Engines and RPO I4V Mobileye 6
- 2019MY to 2023 Isuzu F-Series Vehicles equipped with RPO I4V Mobileye 6

This bulletin supersedes IB24-R-001. This bulletin is being updated to revise content. Please discard previous bulletin IB24-R-001.

INFORMATION

This bulletin outlines the service procedures for diagnosis and parts information for repair of the Mobileye 6 system. Figure 1 below is an example of the camera used on a Mobileye 6 system. The procedure discussed in this bulletin must be used for repairing any Mobileye 6 system.

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 a Mobileye 6 system by inspecting the installed camera (See Figure 1), ensure that the vehicle was originally installed with Mobileye at the time of new vehicle delivery, and then continue to Step 2. If the vehicle is not equipped with a Mobileye 6 system, refer to the bulletin “Mobileye Troubleshooting and Exchange Program”.



Figure 1 Mobileye 6 – Camera

2. Verify the customer's complaint, then diagnose the problem using the standard troubleshooting procedures listed in the applicable Workshop Manual (WSM).
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
 - The Vehicle Identification Number (VIN)
 - A description of the failure
 - The Mobileye Camera serial number (See Figure 2.)
 - Whether or not the blue light is illuminating on the camera (See Figure 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 for examples.)

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



Figure 2 – Mobileye 6 Camera



Figure 3 – Mobileye 6 Camera Blue 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 faulty, order the replacement parts using the parts information section below.

NOTE: If the camera is faulty, you must retrofit to a Mobileye 8 system. See Parts Information section for more information about the “Camera”.

6. Follow the applicable WSM for component replacement instructions.

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

Part Number	Description	Application	Picture of Part
8975421250	T-Harness	Mobileye 6	
8975421260	Camera Cable		
8975511890*	EyeWatch		
N/A	Camera		Part is discontinued. Repairing the Mobileye 6 system is no longer possible. Retrofit to a Mobileye 8 system. Refer to the appropriate service manual section Accessories > Mobileye 6 > Mobileye 6 to 8 Retrofit for repair details and bulletin MOBILEYE TROUBLESHOOTING AND EXCHANGE PROGRAM for parts information.

*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 call and verifies that the proper steps have been taken to diagnose the issue. Once determined the proper steps have been taken, the part will be released by TAC.

WARRANTY INFORMATION

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

Labor Operation Code	Description	Hours

R0540	Mobileye EyeWatch Replacement	See Published Labor Time
R0550	Mobileye Harness Repair	See Published Labor Time
R0580	Mobileye 6 T-Harness Replacement	See Published Labor Time
R0590	Mobileye 6 Camera Cable Replacement	See Published Labor Time