



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB19-N-001A

ISSUE DATE:
MARCH 2019

GROUP:
ELECTRICAL



CV

NONCOMPLIANCE RECALL

INCORRECT ODOMETER DISPLAY INSPECTION AND REPLACEMENT 19V-064 (Transport Canada 2019-052)

AFFECTED VEHICLES

- Certain 2019MY Isuzu N-Series Vehicles Produced Between August 24, 2018 and November 17, 2018 and Equipped with 5.2L (4HK1) Diesel Engines

This bulletin supersedes campaign bulletin CB19-N-001. This bulletin is being revised to include the US Owner Letter. Please discard previous bulletin CB19-N-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines fail to comply with the requirements of Federal Motor Vehicle Safety Standard No. 101 - Controls and Displays and Canada Motor Vehicle Safety Standard No. 101 - Location and Identification of Controls and Displays. Some vehicles may have an odometer which accurately records the distance traveled, but erroneously indicates the incorrect unit in the LCD display. For example, the vehicle odometer display may incorrectly list the distance traveled in kilometers when it is actually being recorded in miles.

CORRECTION

Isuzu dealers will inspect and if necessary replace the meter cluster with one that has the correct/matching odometer LCD display. The new odometer will be reprogrammed to reflect the correct distance traveled that was indicated on the original odometer. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2019 model year Isuzu N-Series trucks produced between August 24, 2018 and November 17, 2018 and equipped with 5.2L (4HK1) diesel engines.

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

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

When placing your order, please ensure it is in accordance with Information Bulletin “IB17-X-003A Instrument Clusters (IPC) Now Supplied With Mileage Programmed”. Be sure to provide the **exact** value shown on the odometer so that the new part can be reprogrammed properly.

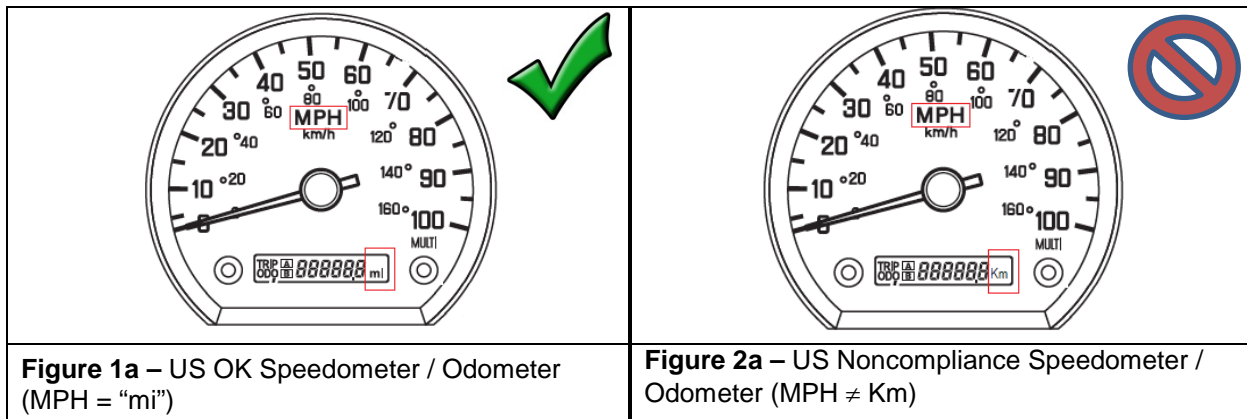
NOTE: Please return the replaced odometer clusters for warranty parts collection.

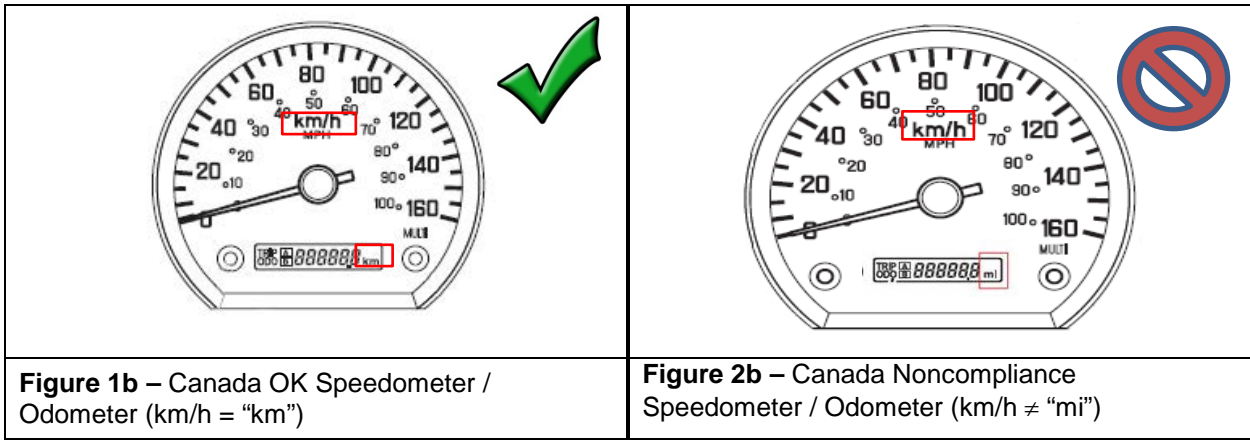
Part Number	Description	Qty
8-98319-844-2	Meter Compl; Cluster (US)	1
8-98332-703-2	Meter Compl; Cluster (CAN)	1

SERVICE PROCEDURE

INSPECTION

1. From the driver’s side, press the odometer switch to display the odometer reading.
 - a. If the odometer reading displays the proper units for your country (“mi” for US, and “Km” for Canada), IP cluster assembly replacement is **NOT** required. (See Figures 1a and 1b.) Proceed to Applying the Campaign Label to complete the campaign.
 - b. If the odometer reading does **NOT** match the IP cluster, the IP cluster assembly **MUST** be replaced. (See Figures 2a and 2b.) Proceed to Step 2.



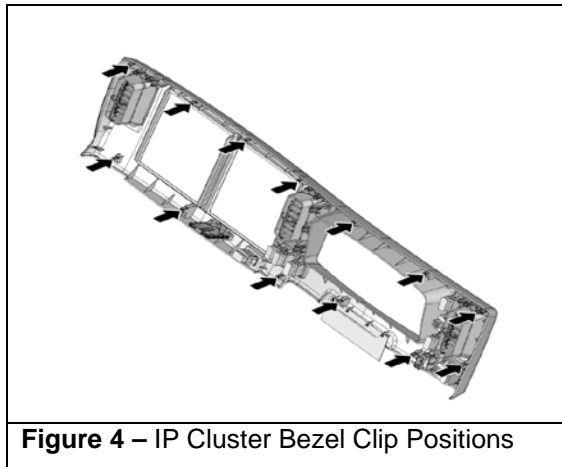


REPLACEMENT PROCEDURE

2. Block the vehicle wheels and apply the parking brake.
3. Disconnect the battery ground (-) cable.
4. Pull the column shaft lever to the front and adjust the column angle. Ensure the column shaft lever is locked in place. (See Figure 3.)



5. Remove the IP cluster bezel.
 - a. Remove the bezel at its thirteen (13) clip positions. (See Figure 4.)



b. Disconnect the cab harness connectors.

NOTE: Be sure not to scratch the bezel or damage the connectors when removing the bezel.

6. Remove the old IP cluster assembly and set it aside so it can be returned to the Parts Department.

a. Remove the four (4) Torx® bolts (T25) and set aside for reuse. (See Figure 5.)



Figure 5 – Remove Torx® Bolts

b. Disconnect the cab harness connectors.

INSTALLATION

7. Install the new IP cluster assembly. (See Figure 6.)

a. Connect the cab harness connectors.

b. Reinstall the four (4) Torx® bolts (T25).

NOTE: Be careful not to pinch the harness between the IP cluster assembly and the instrument panel.



Figure 6 – New IP Cluster

8. Reinstall the IP cluster bezel. (See Figure 7.)

a. Connect the cab harness connectors.

b. Push and install the IP cluster bezel at its thirteen (13) clip positions.

NOTE: Be sure not to scratch the bezel or damage the connectors when reinstalling the bezel.

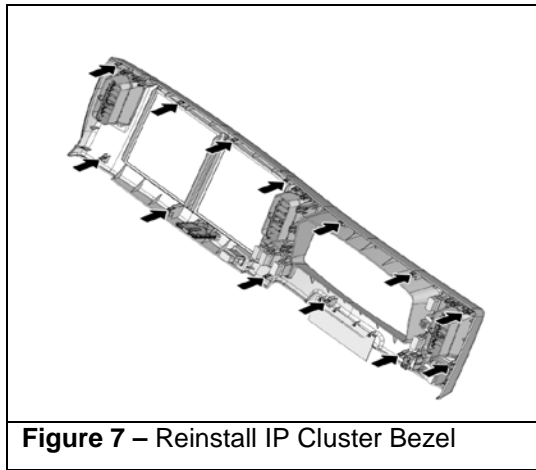


Figure 7 – Reinstall IP Cluster Bezel

9. Reconnect the battery ground (-) cable to the battery.
10. Press the odometer switch to display the odometer reading to ensure it displays the proper unit for your country (“mi” for US, and “Km” for Canada).
11. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

12. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 19V-064 (US) or 2019-052 (Canada), Isuzu dealer code, and repair date.
13. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Submit only **one** claim as indicated below.

NOTE: Please return the replaced odometer clusters for warranty parts collection.

Labor Code	Description	Labor Hours
V1901I	Odometer Noncompliance Inspection Only	0.2
V1901	Odometer Noncompliance Meter Cluster Replacement – Includes Inspection Time	0.5

**Includes 0.1 hours for administrative allowance*

DEALER RESPONSIBILITY

All unsold vehicles in dealers' possession and subject to this noncompliance recall must be held and inspected/repaired per the inspection and service procedures 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 for you to conduct the inspection and, if necessary, to make the required correction according to the instructions contained in this bulletin. A copy of the applicable owner notification 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 campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the specified inspection and (if applicable) repair have been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).