



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB19-N-002B

**ISSUE DATE:**  
OCTOBER 2019

**GROUP:**  
ELECTRICAL



CV

## IMPORTANT SAFETY RECALL

**RELAY BOX INSPECTION – 19V-647**  
(Transport Canada 2019-452)

### AFFECTED VEHICLES

- 2018-2019MY Isuzu FTR Vehicles
- 2017-2019MY Isuzu N-Gas Vehicles  
Wholesaled on or before 9/9/2019

***This bulletin supersedes campaign bulletin CB19-N-002A. This bulletin is being revised to include the sample owner letters for US and Canada. Please discard previous campaign bulletin CB19-N-002A.***

### INFORMATION

#### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

#### CORRECTION

Isuzu dealers are to inspect and torque the power supply bolt in all affected vehicles. During the inspection, the harness and relay box will be checked for damage and any excess insulation. If there is any excessive insulation, the bolt will be removed, the excess insulation will be trimmed away and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced. This service will be performed **free of charge**.

#### VEHICLES INVOLVED

Involved are certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles.

**NOTE:** It is not necessary to generate a health report in order to submit a warranty claim.

**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 numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

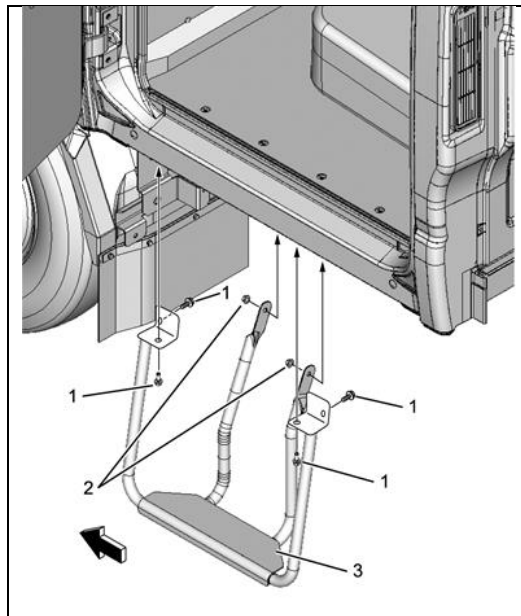
## PARTS INFORMATION

If the result of the technician's inspection done in Step 8 of the Service Procedure below directs them to send a photo to the Technical Assistance Line (TAL), additional parts (e.g., harness) may be required to complete this recall. Additional parts may not be ordered without direction and approval from TAL. Dealers are responsible to ensure parts are ordered using the correct affected VIN number. Harnesses mistakenly ordered by a dealer may not be returned.

All harnesses are E MAC coded. After placing a part order for this recall as directed by TAL, please contact TAL to update the TAL case with the appropriate order reference number to have your parts released.

## SERVICE PROCEDURE

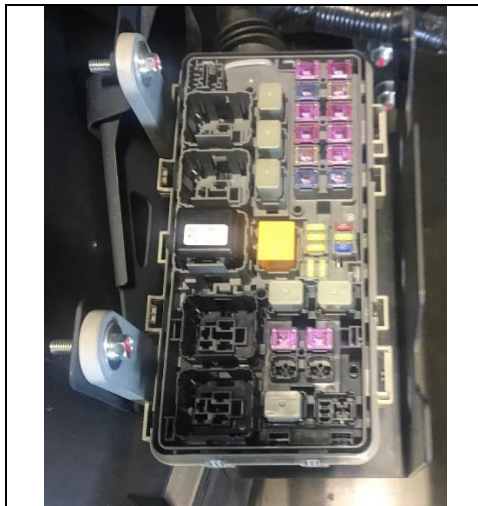
1. Place the vehicle in park, apply the parking brake, and remove the key from the engine control switch.
2. Disconnect the negative battery cable.
3. If the vehicle is a crew cab model, remove the driver side rear step. (See Figure 1.) If the vehicle is a standard cab, proceed to the next step.



**Figure 1**

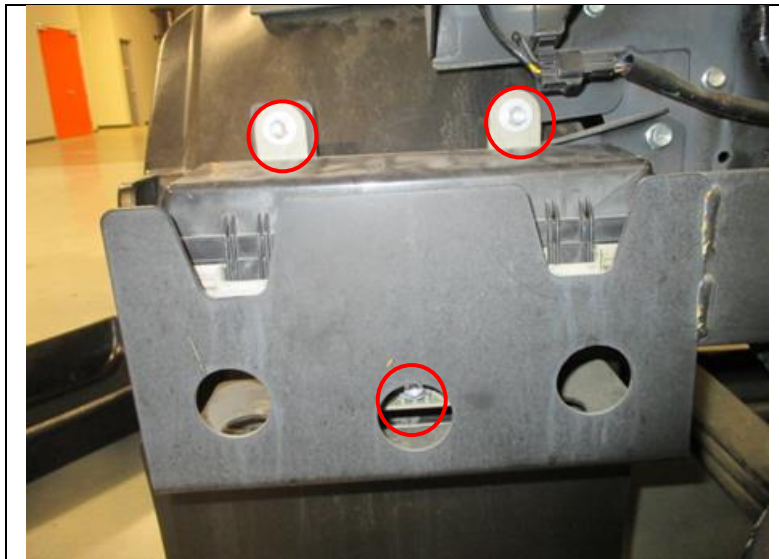
1. Bolt
2. Nut
3. Rear Step

4. Remove the fuse box lid to expose the relays and fuses. (See Figure 2.)



**Figure 2**

5. Remove the three (3) 12mm fuse box mounting bolts and set aside for later use. (See Figure 3.)

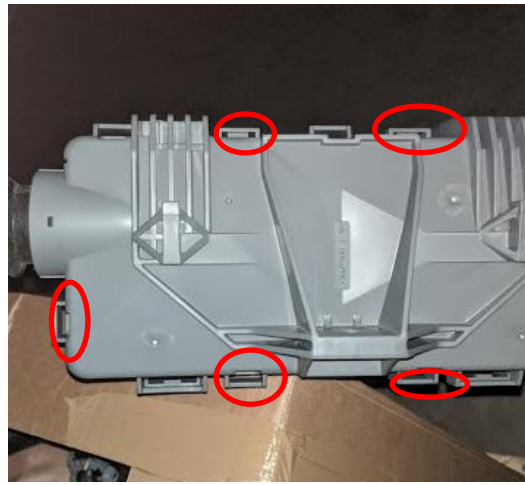


**Figure 3**

6. Flip the fuse box over and remove the lower cover using a flat blade screwdriver to release the five (5) locking tabs. Set the lower cover aside for later use. (See Figures 4 and 5.)



**Figure 4**



**Figure 5**

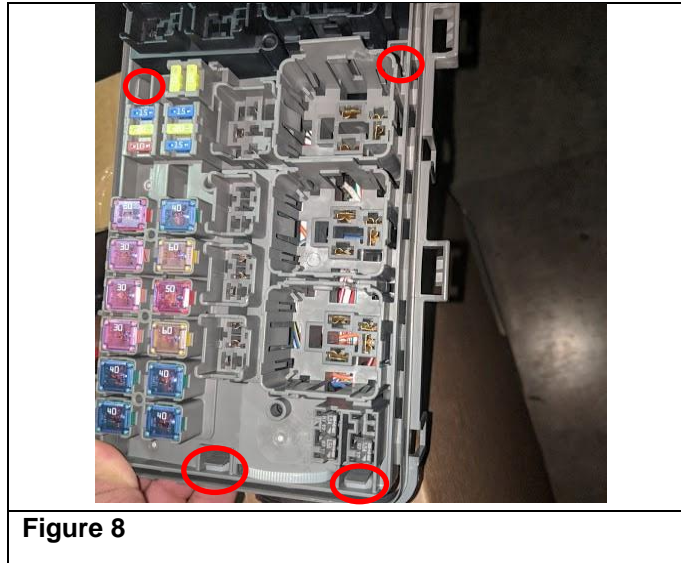
7. Remove the inner cover by removing the PVC tape, pulling the grommet off the end of the fuse box halves and using the same process to release the locking tabs as in Step 4. Set the cover to the side. (See Figures 6, 7 and 8.)



**Figure 6**

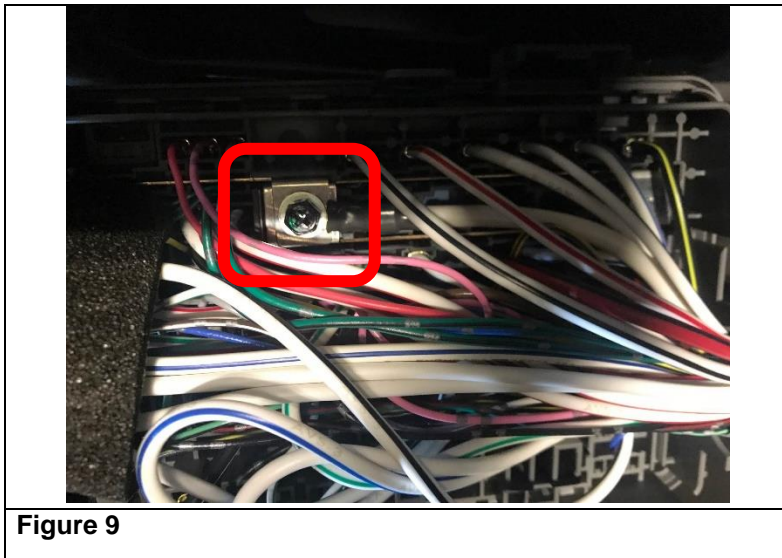


**Figure 7**



**Figure 8**

8. Inspect the condition of the relay box power wire. (See Figures 9 and 10 for OK condition.). Determine if there is any damage to the power wire and/or relay box:
  - a. If there is any damage, take a photo similar to Figure 9 and email it to [isuzuta@icta-us.com](mailto:isuzuta@icta-us.com). Then call the Isuzu Technical Assistance Line at 1-877-478-9828, Prompt 3 for further instructions. Document the TAL case number on the repair order. This will be required for claim submission.
  - b. If there is no evidence of damage from heat, continue to Step 9.
9. Inspect the wire terminal for excessive insulation. (See Figures 10 and 11.) If the insulation is OK, proceed to Step 11. If the insulation is Not OK, proceed to Step 10.



**Figure 9**





Figure 10 – OK Condition



Figure 11 – Not OK Condition

10. Remove the terminal bolt and lift the terminal away from the fuse box. Using a razor blade, carefully trim away any excess insulation as necessary. Then reinstall the bolt.
11. Torque the power supply terminal bolt to the specified torque.  
**Tightening Torque:** 30.1 lb in. (3.4 Nm).
12. Reinstall the white inner fuse box cover.
13. Reinstall the rubber grommet and tape as necessary.
14. Reinstall the fuse box lower cover.
15. Mount the fuse box onto the vehicle using the three (3) 12mm mounting bolts removed in Step 5. Tighten the bolts to the specified torque.  
**Tightening Torque:** 5.3 lb ft. (7.1Nm).
16. Reinstall the fuse box cover.
17. If the vehicle is a crew cab model, reinstall the driver side rear step and torque to the specified torque. (See Figure 1.) For standard cab, proceed to the next step.  
**Tightening Torque:** 13 lb ft. (18 Nm).
18. Reinstall the negative battery cable. Tighten the bolts to the specified torque.  
**Tightening Torque:** 53 lb in. (6 Nm).
19. Proceed to Applying the Campaign Label.

#### APPLYING THE CAMPAIGN LABEL

20. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 19V-647 (US) or 2019-452 (Canada), Isuzu dealer code, and repair date.
21. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<small>P/N 2-90028-700-0</small>

## CLAIM INFORMATION

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

If you are seeking reimbursement for completed and unclaimed inspection for the Fuse Box Bolt Dealer Service Campaign (V1904) please use labor code V1905. Submitting for reimbursement will also close this safety recall. The fuse box bolt inspection is only required once and may only be claimed once.

**NOTE: It is not necessary generate a health report in order to submit a warranty claim.**

Labor Code	Description	Vehicle Off Road (VOR) Order	Labor Hours
V1905	Fuse Box Bolt Inspection* <i>(Includes necessary time to trim harness insulation)</i>	N/A	0.5
	ADD: For Crew Cab Vehicles		0.3
V1905T	Fuse Box Harness Replacement Per TAL**	Overnight	ST

\*Includes 0.1 hours for administrative allowance

\*\*This requires pre-approval from Isuzu TAL. Ensure Step 8 of the service procedure was completed properly by the technician. Failure to receive approval from TAL may result in delayed or no reimbursement.

## DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of the vehicle, or ownership. 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 perform the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customers may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to ensure the recall remedy has been implemented before selling or releasing the vehicle.

### Important:

As required by Federal law, dealers are not to deliver any new vehicle in their inventory, which is covered by a Safety Recall, until the necessary remedy has been performed.

Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry Systems (IVIS). Not all vehicles may be involved.

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

## OWNER NOTIFICATION

Sample recall notification letters that will be sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall 19V-647**

This notice applies to your vehicle, <VIN>

OCTOBER 2019

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu <SERIES> is involved in safety recall NHTSA 19V-647.

**WHAT IS THE CONDITION?**

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

**WHAT WE WILL DO**

Isuzu dealers are to inspect and torque the power supply bolt in all affected vehicles. During the inspection, the harness and relay box will be checked for damage and any excess insulation. If there is any excessive insulation, the bolt will be removed, the excess insulation will be trimmed away and the bolt will then be torqued to the appropriate specification. If the harness or relay box is found to be damaged it will be repaired or replaced. This service will be performed **free of charge**.

**WHAT YOU SHOULD DO**

We recommend that you contact your Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB19-N-002B. Isuzu estimates that the repair may take up to 48 minutes to perform, but additional time may be necessary. To locate the nearest Isuzu dealer you can visit our website at [www.isuzucv.com](http://www.isuzucv.com), click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of America**  
**Customer Relations**  
**1-866-441-9638**

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>. We regret any inconvenience which 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.***

***Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.***



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>  
<MY> model year ISUZU <SERIES>

OCTOBER 2019

Dear Customer,

This notice is sent to you in accordance with the requirements of the *Motor Vehicle Safety Act*. This is to inform you that your vehicle may contain a defect that could affect the safety of a person. Safety Recall Transport Canada 2019-452.

### WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2019MY Isuzu FTR and 2017-2019MY Isuzu N-Gas vehicles wholesaled on or before 9/9/2019. In some of the affected vehicles, the power supply bolt in the relay box may not have been properly tightened during harness production at the supplier. This may lead to melting of the power wire and/or a loss of electrical power to the vehicle, which can lead to an engine stall. If the bolt is loose, the vehicle could lose electrical power and stall while being driven, increasing the risk of a crash.

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**Isuzu Commercial Truck of Canada  
Customer Relations  
1-866-441-9638**

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which 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.*

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