



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB20-H-001A

ISSUE DATE:
MAY 2020

GROUP:
BRAKES



CV

IMPORTANT SAFETY RECALL

BRAKE LINE CLIP INSPECTION AND INSTALLATION – 20V-193

(Transport Canada 2020-142)

AFFECTED VEHICLES

- 2019MY Isuzu N-Gas Vehicles Produced Between July 8 and July 12, 2019

This bulletin supersedes service bulletin CB20-H-001. This bulletin is being revised to include the sample owner letters for US and Canada. Please discard previous bulletin CB20-H-001.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between July 8 and July 12, 2019. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

CORRECTION

Dealers will inspect the brake line mounting clips to determine if they were installed correctly. If the clips are not installed correctly, the brake line will be replaced. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2019MY Isuzu N-Gas vehicles Produced between July 8 and July 12, 2019.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using IVIS (Isuzu Vehicle Information System).

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

Additional parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Quantity
8-98382-769-0	Pipe Asm; 4/5/6 Way	1
8-94316-410-0	Clip; Pipe (L)	6
8-97326-158-1	Clip; Pipe, Brk	2
8-94146-043-0	Clip; Brake & Clutch Pipe	1
NPN	DOT 3 Brake Fluid	As Necessary

SERVICE PROCEDURE

INSPECTION

1. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
2. Inspect the two (2) brake pipe clips on the inside of the Right Hand Frame Channel as shown in Figure 1 for proper placement.
 - If the brake pipe clips are in the correct locations (see Figure 1), skip to “Applying the Campaign Label”.
 - If the brake pipe clips are **NOT** in the correct location (see Figure 2), the brake line must be replaced. Proceed to Step 3.

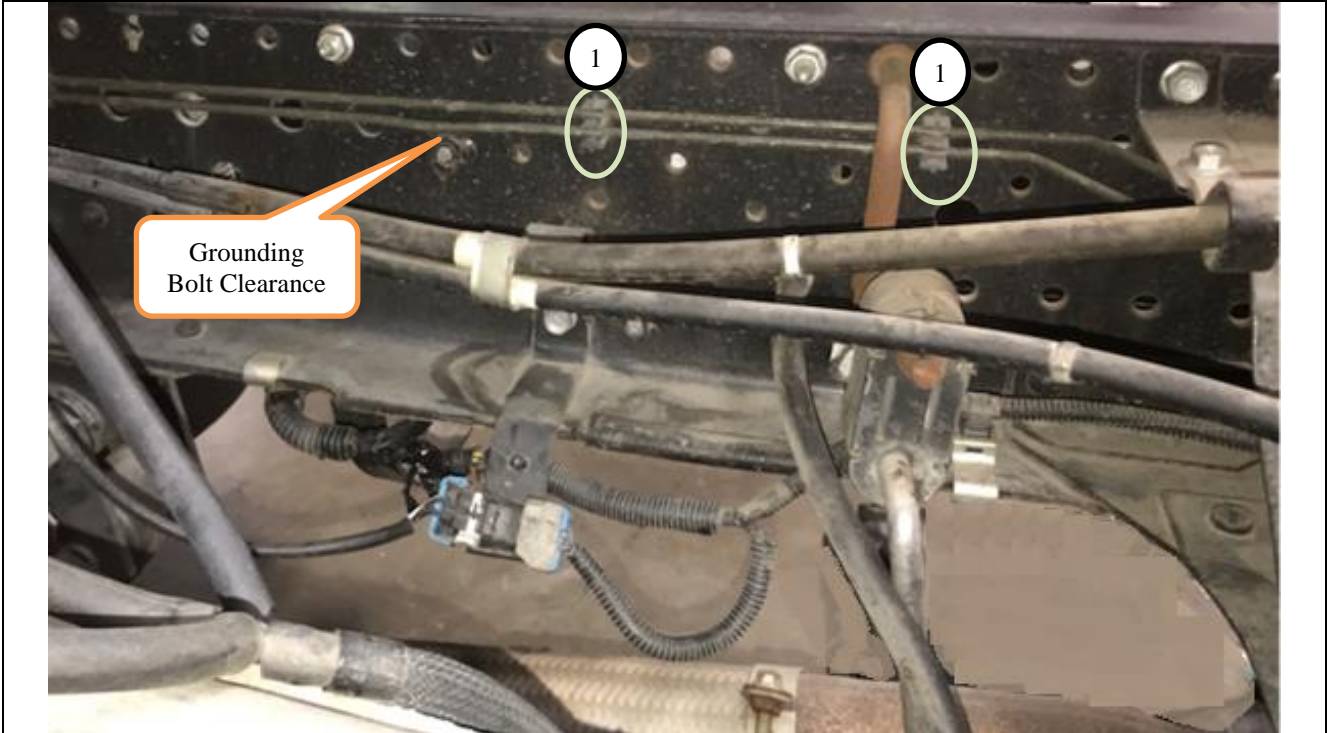


Figure 1 – 1-Pipe Clip Correct Location

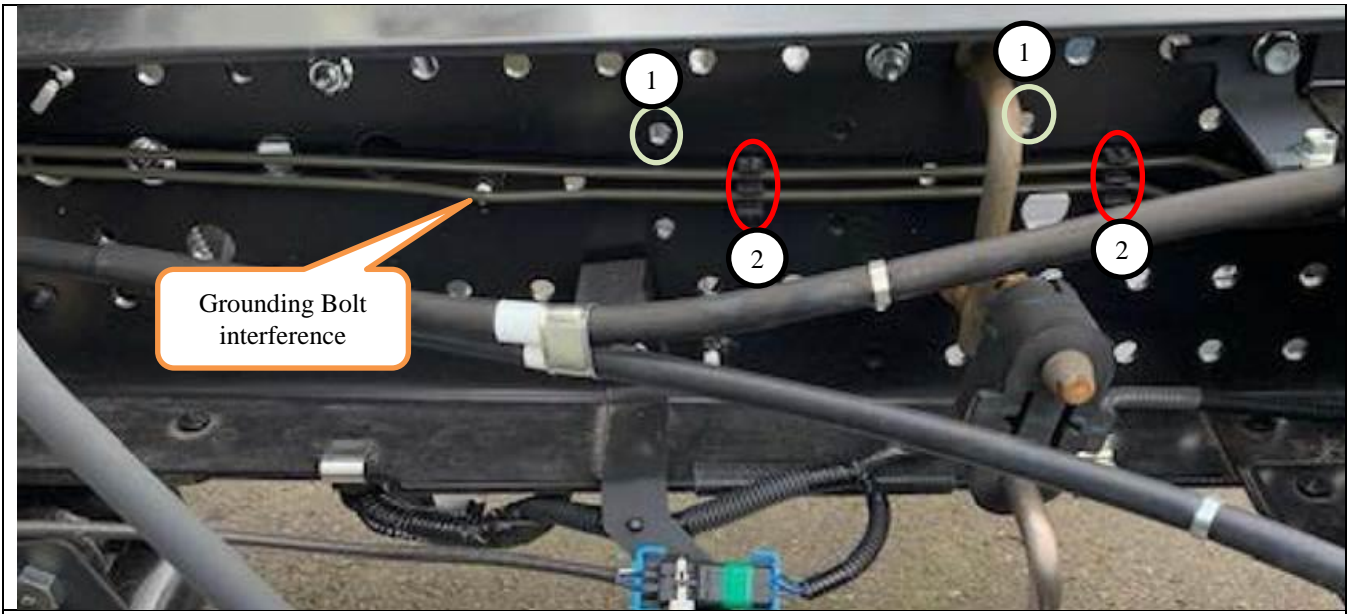
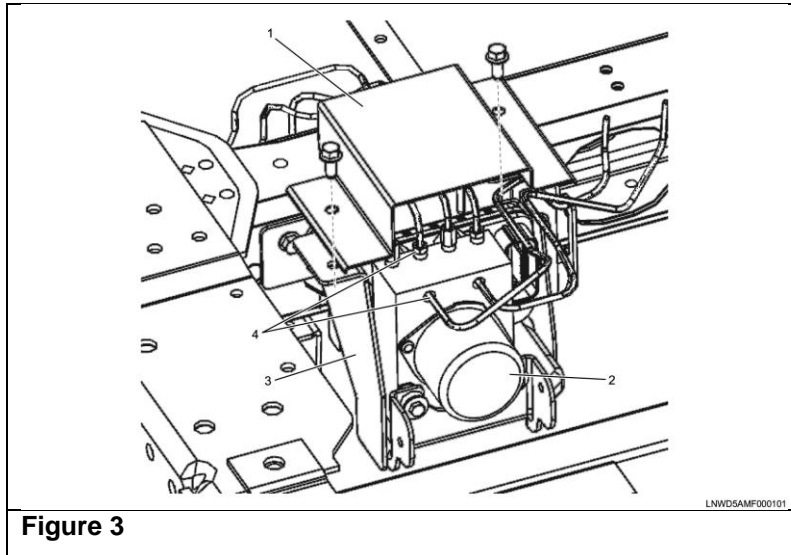


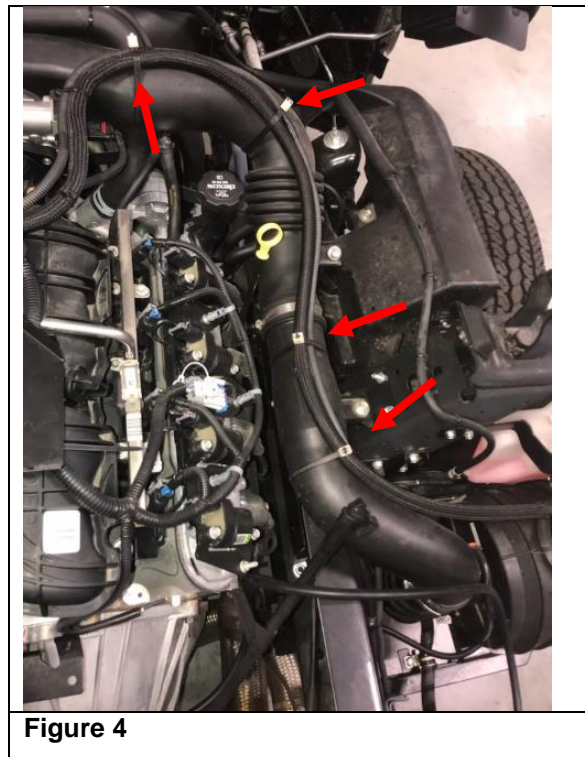
Figure 2 – 1-Correct Location
2- Pipe Clip INCORRECT Location

BRAKE LINE REPLACEMENT

3. Remove front lower grill (1 x Phillips screw and clips).
4. Remove the ABS Module cover (2 bolts). (See Figure 3.)



5. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab and install the safety lock pin.
6. Remove the tie straps (4) holding the PCV vent line to the air cleaner outlet duct. (See Figure 4.) Set aside the tie straps for reuse later.



7. Disconnect the PCV hose from the air intake duct. (See Figure 5.)

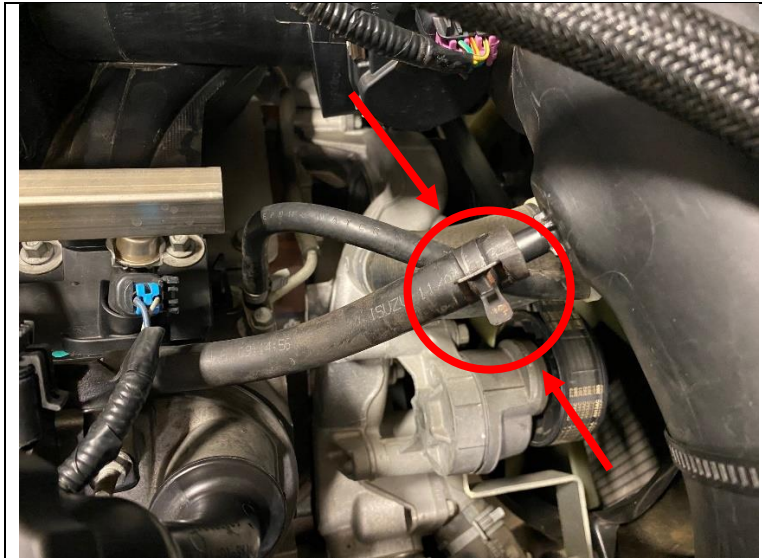


Figure 5

8. Remove the two (2) bolts, two (2) hose clamps, and the Mass Air Flow (MAF) Sensor wire clamp to remove the complete Air Intake Duct Assembly. Set aside for reuse later.
9. Remove the two (2) nuts holding the shift and parking brake cable clamps onto the right side frame mounted heat shield. (See Figure 6). Remove the clamps off of the studs but leave the clamps wrapped around the cables.

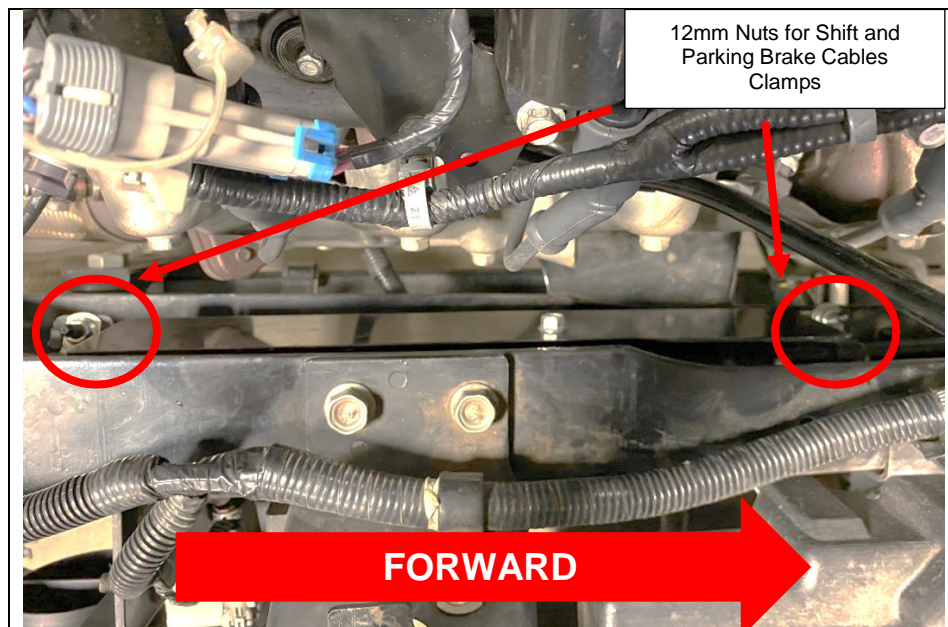


Figure 6

10. Remove the right side frame mounted heat shield by taking off one (1) 12mm bolt from inside the frame rail. (See Figure 7.) Then remove the one (1) 12mm nut on the outside of the frame rail, along with the one (1) 10mm nut and lock washer on the outside of the frame rail. (See Figure 8.) Move the heat shield to the rear and downward to remove it from the frame. Set aside for later reuse.

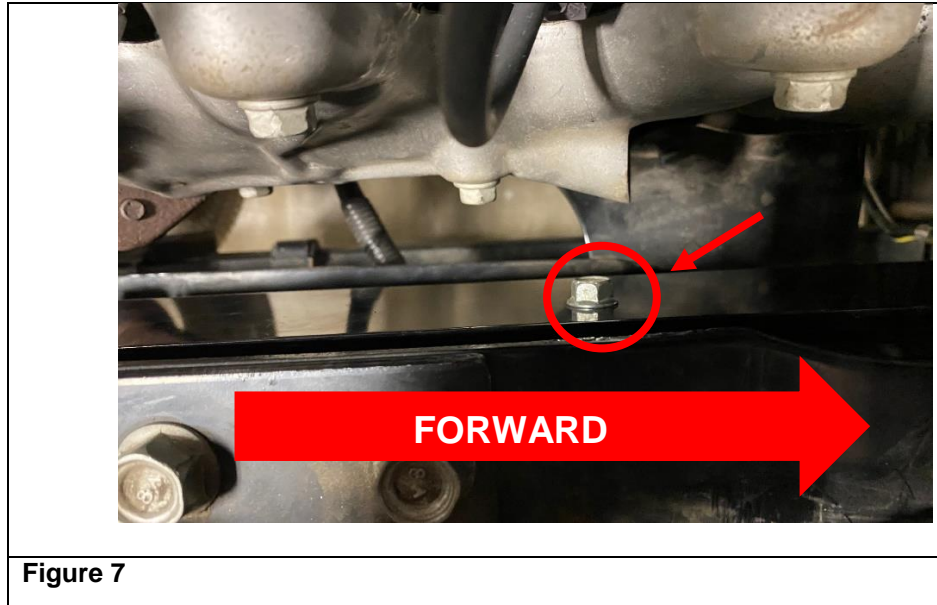
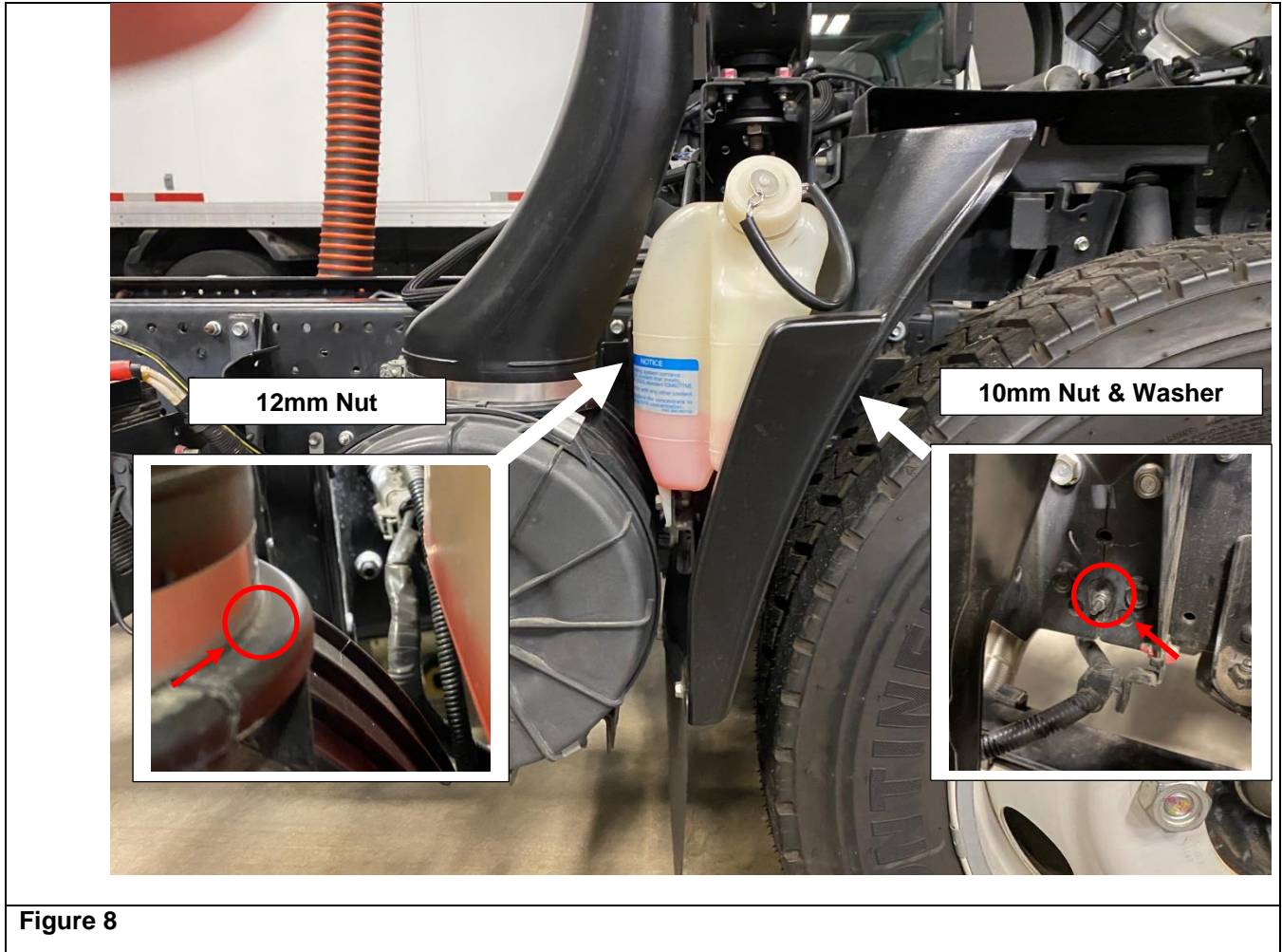


Figure 7



11. Make note of the type and location of each of the 8 plastic clips securing the brake lines. Use a paint pen or chalk to draw a circle around the correction hole for each clip hole on the outside of the frame. (See Figure 9.) Ensure that the **correct holes** for both of the two improperly installed clips shown in Figure 2 are marked.

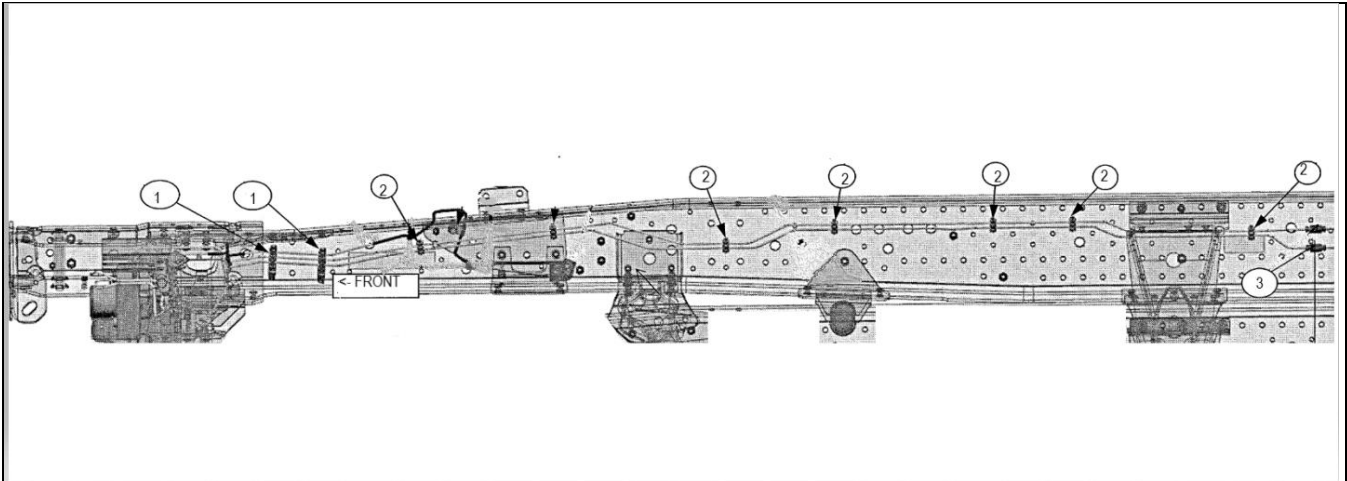


Figure 9

- 1- Large (White) Pipe Clip
- 2- Small (Gray or Black) Pipe Clip
- 3- Brake Pipe Union Joint

IMPORTANT: Do not scratch the brake pipes when removing the plastic clips.

12. Remove the brake line separator clip directly behind the ABS Electronic Hydraulic Control Unit (EHCU). (See Figure 10.) The clip can be broken while removing it, as it will be replaced with a new clip.



Figure 10

13. Remove the 8 plastic clips securing the brake lines to the frame one at a time. The clips may be broken when removing them. Replace each clip with the same type of new clip as each old one is removed. Ensure that each new clip is installed in the correct location with the correct (original) orientation. Ensure that any pipe clips that were originally installed in an incorrect location are newly installed in the proper location. (See Figures 1, 2, and 9.)

NOTE: Use the reference marks made on the frame in Step 11 to install each clip in the proper location. It is critical that each clip is properly installed in its correct location.

14. Snap the two (2) upper brake lines (one thick and one thin) into the clips in their original location on the two (2) white clips. Continue to snap the upper brake line into the remaining five (5) clips in its original location on each one.

NOTE: Do not snap the lowest brake line into any of the clips at this point, as this is the brake line that is being replaced.

15. Place drip pans underneath the ABS EHCU and the Brake Line Union Fitting half way down the right side of the frame.

16. Use a 10mm line wrench to loosen the flare nuts for the Right Hand Side, Bottom brake line at the ABS EHCU and the Brake Line Union Fitting (hold the union fitting with a 14mm open end wrench as necessary). (See Figures 11 and 12.)

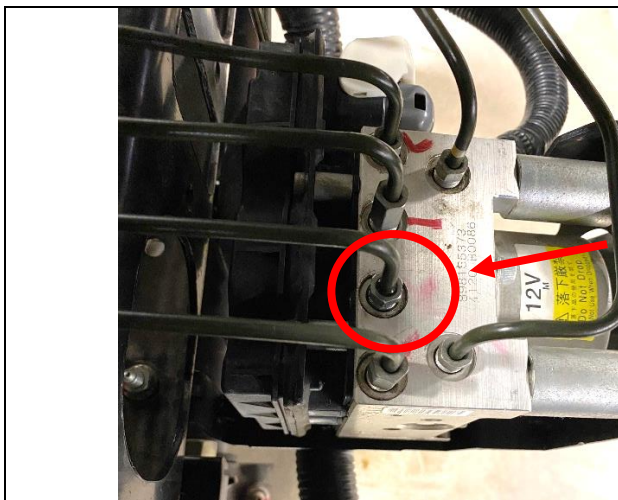


Figure 11

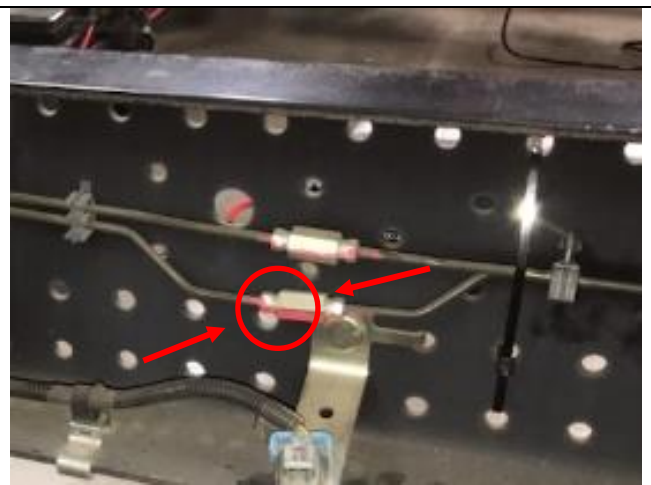


Figure 12

17. Use a 10mm open end wrench to remove the flare nuts from the ABS EHCU and the Union Fitting.

18. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place.

19. Remove the now completely disconnected lower brake line by carefully bringing it forward from the ABS EHCU through the opening where the front grill was removed.

20. With the cab still lowered, insert the new brake line/pipe assembly through the open area of the removed grill. Reverse the process that was used in Step 19 to carefully route the pipe into position. Do not bend or kink the pipe. Ensure that the pipe is properly routed inside the frame channel before attaching it to any clips, the ABS EHCU, or the Union Fitting.

21. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab up and install the safety lock pin.

22. Start each of the 10mm flare nuts on the new pipe assembly a few turns by hand into the ABS Actuator and the Union Fitting. Snap the new brake line/pipe assembly into the 8 frame mounted clips in the appropriate slot.
23. Use a 10mm open end wrench to tighten the 10mm flare nuts down snugly into the ABS Actuator and the Union Fitting.
24. Use a 10mm crow's foot and a torque wrench to tighten both flare nuts to 16 N•m (12 lb ft). Use a 14mm open end wrench to hold the Union Fitting steady while tightening the flare nuts.
25. Attach a new plastic separating clip on the brake lines near the rear of the ABS EHC. Position the new clip in the same location as it was before removing it in Step 12. (See Figure 10.)
26. Install the ABS Module cover (2 bolts). Tighten the bolts to 20 N•m (15 lb ft).
27. Install the frame mounted heat shield removed in Step 10. Tighten the 12 mm nut and bolt to 16 N•m (12 lb ft). Tighten the 10mm nut to 6 N•m (53 lb in).
28. Install the two (2) clamps holding the brake and shifter cables to the right hand frame heat shield. Install the two (2) 12mm nuts in place on the clamp studs and tighten the nuts to 16 N•m (12 lb ft). (See Figure 6.)
29. Install the Air Intake Duct Assembly. Install the two (2) 12mm mounting bolts and tighten to 16 N•m (12 lb ft). Tighten the two (2) hose clamps on either end of the Intake Tube Assembly. Install the MAF Sensor wire clamp back into the Air Intake Duct.
30. Install the previously removed tie straps (4) holding the PCV vent line to the Air Intake Duct. (See Figure 4.)
31. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place..
32. Install the front lower grill (1 Phillips screw and clips).
CAUTION: Air bleeding without starting the engine will result in damage to the brake booster. Be sure to remove the ABS 60A [FL-11] fuse. Be sure to replace the fuse when the air bleeding procedure is complete.
33. Remove the ABS FL-11 Fuse. (See Figure 13.)

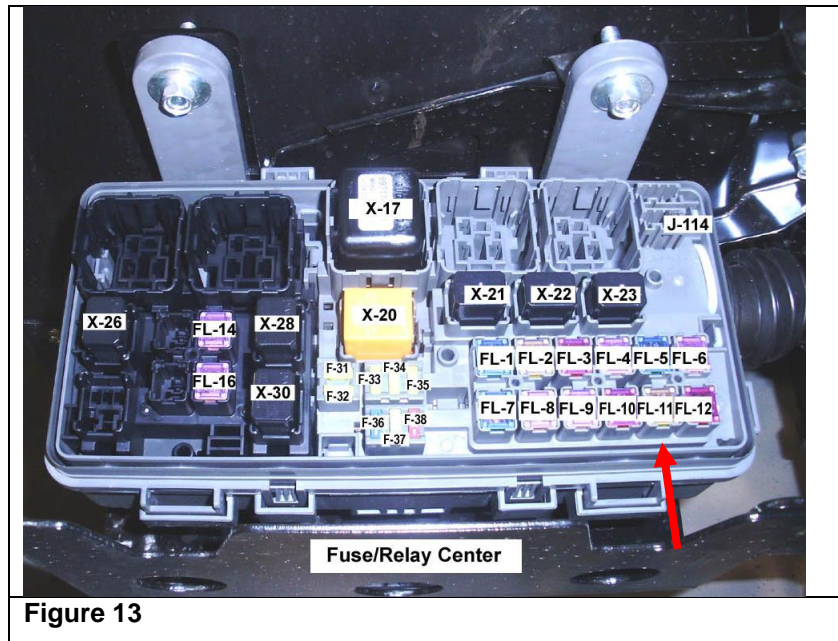


Figure 13

34. Fill the reservoir with brake fluid DOT 3 or equivalent and keep it at least one-half full of fluid during the bleeding operation. (See Figure 14.)

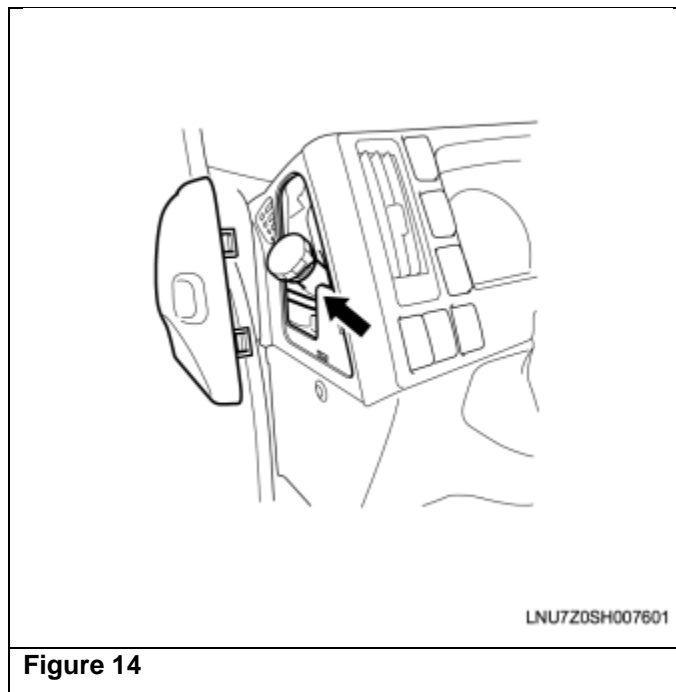


Figure 14

35. Remove the bleeder screw valve cap at the Left-Rear Wheel.
 36. Place a 10mm box end wrench over the bleeder screw, attach a hose over the screw and allow the end to hang in a glass jar containing enough brake fluid to cover the end of the hose. (See Figure 15.)

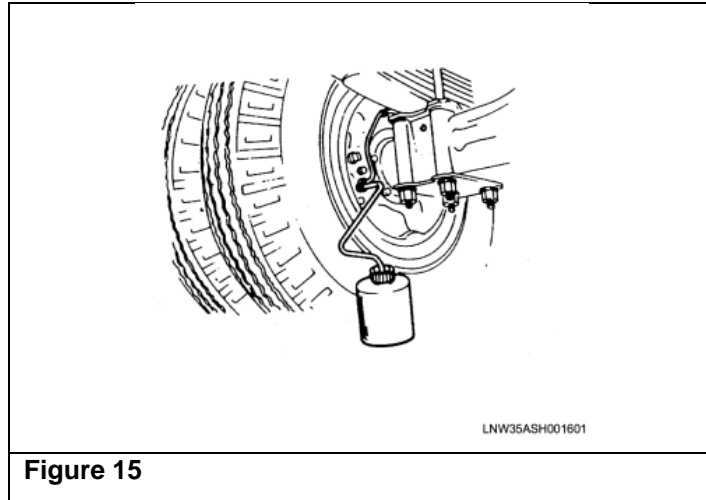


Figure 15

37. Start the engine.
38. Open the bleeder screw about one-half turn and fully depress the brake pedal. Observe flow from the hose. (See Figure 16.)

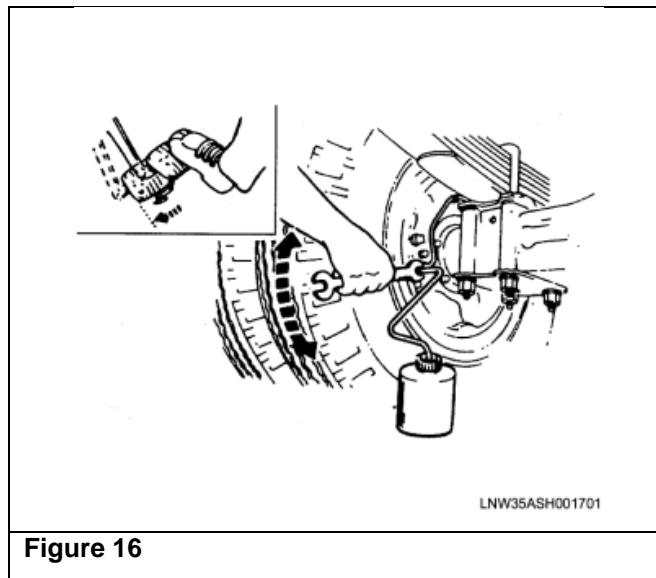


Figure 16

39. Close the bleeder screw as soon as bubbles stop and the fluid flows in a solid stream. Release the brake pedal after closing the bleeder screw.
40. Repeat Steps 38-39 as necessary until all the air has been purged from the recently replaced brake line and the brake pedal feels firm.
41. Replace the bleeder cap.
42. Turn off the engine.
43. Per the instructions in the applicable Work Shop Manual (WSM), safely tilt the cab up and install the safety lock pin.
44. Inspect for leaks on the brake line/pipe just replaced. Use a shop towel and solvent to remove any residual brake fluid.
45. Per the instructions in the applicable WSM, remove and properly stow the safety lock pin and tilt the cab back down. Ensure the cab is locked into place..

46. Reinstall the ABS fuse previously removed.
47. Ensure the brake fluid reservoir is properly filled.
48. Start the engine and inspect for any brake or ABS warning lights.
49. With the engine running, check for proper pedal height and pressure while depressing the brake pedal. Carefully check the brake operation at low speed before test-driving.
50. Proceed to Applying the Campaign Label

APPLYING THE CAMPAIGN LABEL

51. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-193 (US) or 2020-142 (Canada), Isuzu dealer code, and repair date.
52. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<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 claim or claims as indicated below.

Labor Code	Description	Labor Hours
V2002	Inspection Brake Line Clip Correct (Campaign Complete – Repair Not Needed)	0.3
V2002A	* Inspection Brake Line Clip Incorrect (Awaiting Brake Line Replacement)	0.3
V2002B	* Brake Line Replacement (Only available with V2002A)	1.6

Includes 0.1 hours for administrative allowance

*Both claims must be submitted for processing

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign 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 campaign 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 IVIS (Isuzu Vehicle Information System). 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.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL

NHTSA Recall 20V-193

This notice applies to your vehicle, <VIN>

MAY 2020

Dear Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> 2019 model year Isuzu <SERIES> is involved in safety recall NHTSA 20V-193.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2019MY Isuzu N-Gas vehicles produced between July 8 and July 12, 2019. In some of the affected vehicles, the brake line clip(s) for the rear driver side brake line (which is routed inside the passenger side frame rail) may have been incorrectly installed, potentially allowing the brake line to make contact with a grounding bolt. Repeated contact with the bolt could compromise the rear driver side brake line, leading to a loss of brake fluid and resulting in a drop in the hydraulic brake pressure and a reduction or loss of the rear driver side braking performance. All of the remaining brakes (front, passenger side rear and parking brake) will continue to operate normally. If the rear driver side brake fails, the braking performance of the vehicle can be reduced, increasing the risk of a crash.

WHAT WE WILL DO

Dealers will inspect the brake line mounting clips to determine if they were installed correctly. If the clips are not installed correctly, the brake line will be 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 CB20-H-001A. We estimate that the inspection may take up to 18 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if it is necessary to replace the brake line. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com or 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.nhtsa.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>
2019 model year ISUZU <SERIES>

MAY 2020

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 2020-142.

WHAT IS THE CONDITION?

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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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