



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB20-N-001A

ISSUE DATE:
MAY 2020

GROUP:
ELECTRICAL



CV

IMPORTANT SAFETY RECALL

HARNES INSPECTION AND CLIP INSTALLATION – 20V-195
(Transport Canada 2020-143)

AFFECTED VEHICLES

- 2018-2020MY Isuzu FTR Vehicles Produced Between February 6, 2018 and February 5, 2020 (Canada Produced Between February 19, 2018 and December 4, 2019)

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

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2020MY Isuzu FTR vehicles produced between February 6, 2018 and February 5, 2020. In the affected vehicles, the chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

CORRECTION

Isuzu dealers will inspect the chassis harness and install additional clamps to ensure the wire harness is secured away from the hanger bracket. If the wire harness is chafed, it will be repaired or replaced. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2018-2020MY Isuzu FTR vehicles produced between February 6, 2018 and February 5, 2020.

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

Dealers were be shipped an initial quantity of Harness Hardware Kits in order to complete immediate repairs. 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
2-90KT2-010-0	Harness Hardware Kit	1

If the result of the technician's inspection done in Step 3 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. If directed to replace the harness by TAL, please contact TAL with the part number and order reference number after the part has been ordered.

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.
2. Disconnect the negative (-) battery cable.
3. Inspect the Harness for contact with the Left Front Leaf Spring's, Rear Hanger Bracket.

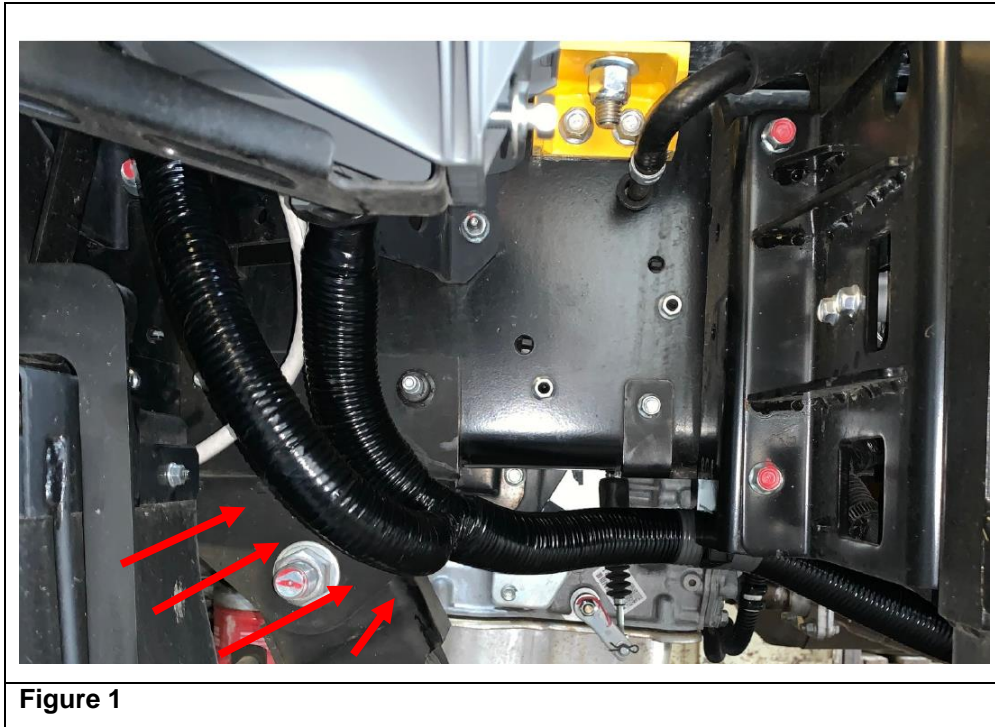


Figure 1

- a. If there is any damage to the harness or wires, take a photo of the damage and email it to 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. After the harness has been repaired or replaced per the instructions from the Isuzu Technical Assistance Line, continue to Step 4.
 - b. If the harness is not contacting the spring hanger and/or there is no sign of harness damage continue to Step 4.
4. Familiarize yourself with the parts of the Harness Hardware Kit shown in Figure 2.

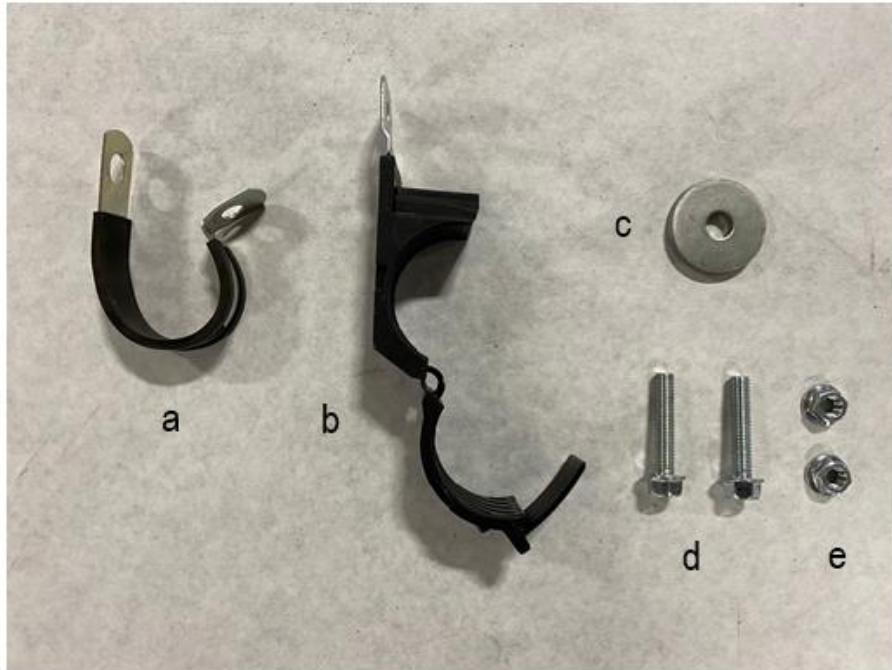


Figure 2

- a. Upper Clamp
- b. Lower Clamp
- c. Spacer
- d. Bolts x 2
- e. Nuts x 2

5. Remove the bolt and nut holding the forward tab of the wiring harness bracket as shown in Figure 3. Discard the bolt and nut just removed.

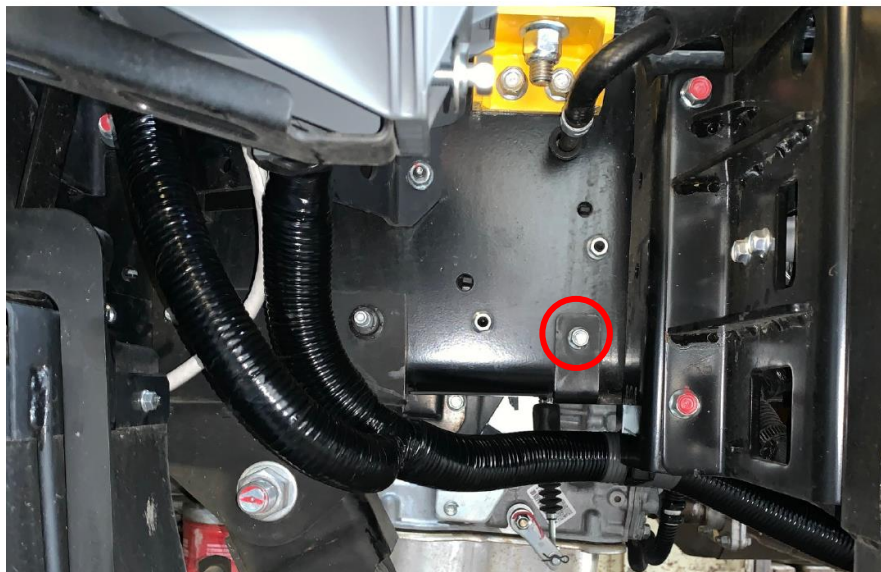


Figure 3

6. Insert one of the bolts from the kit through the hole in the fuse box bracket as shown in Figure 4. The threads of the bolt should be facing outwards from the bracket. Place the Upper Clamp over the harness approximately two (2) inches away from where the harness enters the fuse box. Firmly push upwards on the harness and slip the flat portion of the Clamp over the bolt. (See Figure 4.)



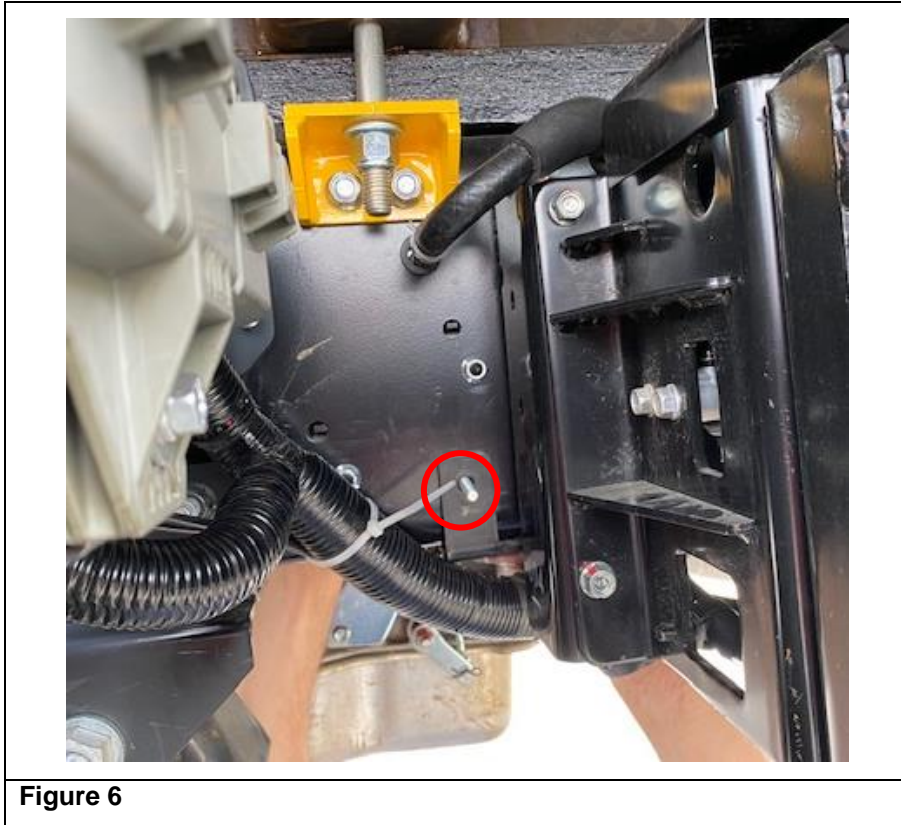
Figure 4

7. Firmly push or pull upwards on the harness while squeezing the Upper Clamp together in order to slip the outer hole of the clamp over the bolt. Turn a nut onto the bolt several turns by hand to hold clamp in place. (See Figure 5.)

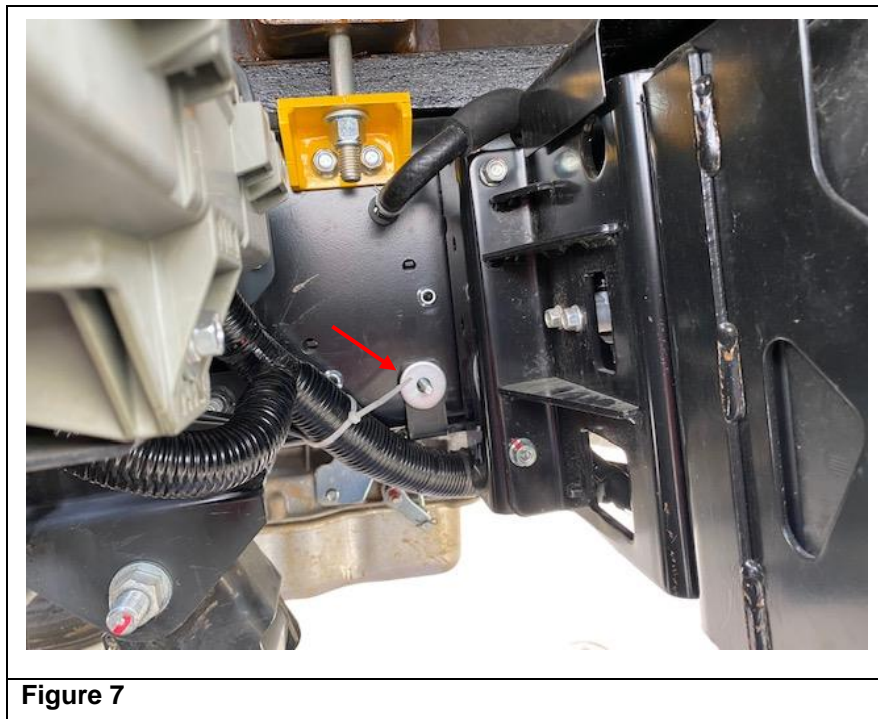


Figure 5

8. Insert the other bolt through the hole where the bolt was removed in Step 5. The threads should be facing outwards. (See Figure 6.)



9. Slip the Spacer onto the bolt that was inserted in Step 8. (See Figure 7.)



10. Place the Lower Clamp over the harness. (See Figure 8). Slip the Lower Clamp loop over the bolt, start a nut by hand several turns, and lightly snug the nut. (See Figure 9.) Lightly snap the ratcheting mechanism of the Lower Clamp onto the harness. (See Figure 9.)



Figure 8

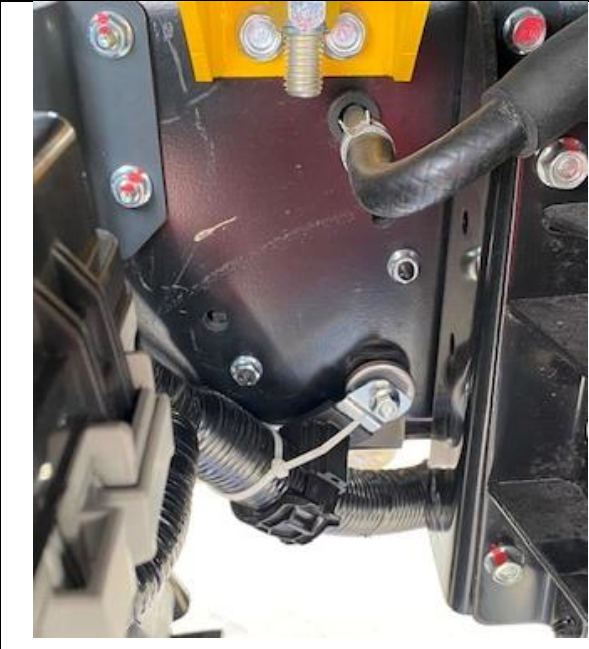


Figure 9

11. Adjust the Upper Clamp position until the harness has at least 15mm of clearance from the spring hanger bracket and bolt as shown in Figure 10. Position the Lower Clamp so that it is in line with the spring hanger bracket as shown in Figure 11. Hold the Lower Clamp in place when the clearance and Clamp position are correct and snug the nut down with a ratchet and socket.

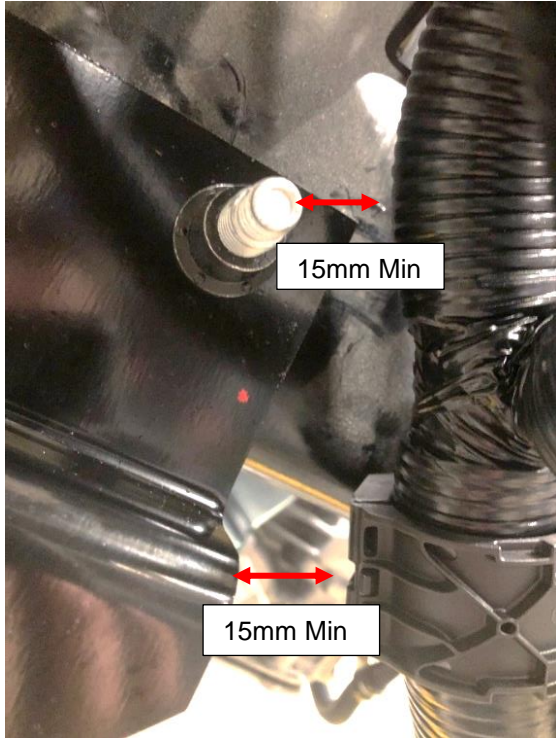


Figure 10

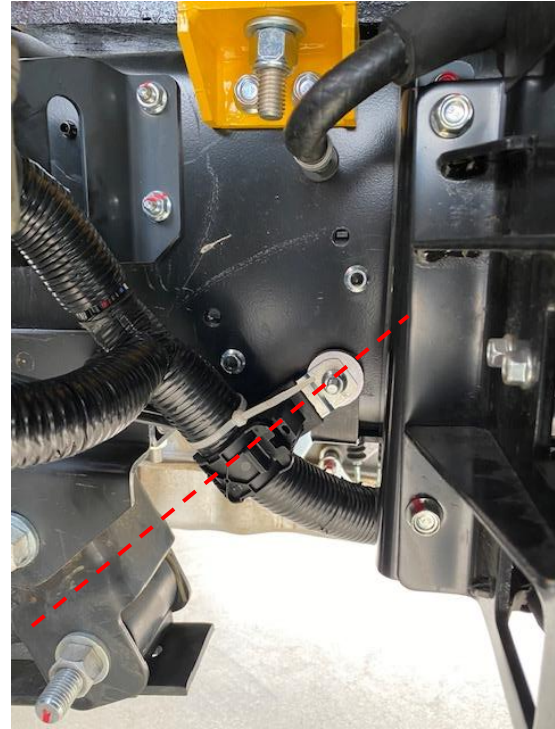


Figure 11

12. Place a wrench on the head of each bolt while tightening. Torque both Clamp Nuts to 20 Nm (14 lb-ft).
13. Firmly press the Lower Clamp ratcheting mechanism closed so that the harness is held steady in the clamp.
14. Connect the negative (-) battery cable.
15. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

16. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-195 (US) or 2020-143 (Canada), Isuzu dealer code, and repair date.
17. 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 only **one claim as indicated below.**

Labor Operation Code	Description	Labor Time
V2003	Harness Inspection & Clip Installation Only	0.5*
V2003T	Harness Inspection, Clip Installation & Repair**	ST

**Includes 0.1 hours for administrative allowance.*

***This requires pre-approval from Isuzu TAL. Ensure Step 3 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 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-195

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> <MY> model year Isuzu FTR is involved in safety recall NHTSA 20V-195.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2020MY Isuzu FTR vehicles produced between February 6, 2018 and February 5, 2020. In the affected vehicles, the chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

WHAT WE WILL DO

Isuzu dealers will inspect the chassis harness and install additional clamps to ensure the wire harness is secured away from the hanger bracket. If the wire harness is chafed, 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 CB20-N-001A. We estimate that the repair may take up to 30 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if harness repair or replacement is necessary. 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.

[SAMPLE OWNER LETTER – CANADA]

IMPORTANT SAFETY RECALL

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

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 2020-143.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2020MY Isuzu FTR vehicles produced between February 19, 2018 and December 4, 2019. In the affected vehicles, the chassis wire harness outside the relay box was improperly routed. As routed, it can contact the suspension's leaf spring hanger bracket, causing the harness to chafe and the wires to be damaged. Depending on which of the wires within the harness is affected, different systems could be impacted, yielding varying possible results including the possibility of a vehicle stall and/or reduced functionality of the ABS brake system. These results could increase the risk of a crash.

WHAT WE WILL DO

Isuzu dealers will inspect the chassis harness and install additional clamps to ensure the wire harness is secured away from the hanger bracket. If the wire harness is chafed, 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 CB20-N-001A. We estimate that the repair may take up to 30 minutes to perform. However, additional time may be necessary due to the dealer's schedule and/or if harness repair or replacement is necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**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.

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.