



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB20-N-002A

ISSUE DATE:
SEPTEMBER 2020

GROUP:
ELECTRICAL

IMPORTANT SAFETY RECALL

GROUND CABLE REPLACEMENT – 20V-554
(Transport Canada 2020-429)



CV

AFFECTED VEHICLES

- 2018-2021MY Isuzu FTR Vehicles Produced Before 8/14/2020

This bulletin supersedes service bulletin CB20-N-002. This bulletin is being revised to add information for completing customer vehicles. The procedure for repairing NEW vehicles in dealer inventory remains unchanged. Please discard previous bulletin CB20-N-002.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to repeatedly start the engine after the cable has broken or holds key in the start position for an extended period of time, electrical current will flow through the steel braiding of the power steering hose, rather than through the broken cable, generating heat within the power steering hose. Enough generated heat may potentially damage or rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

CORRECTION

For Customer Vehicles: Isuzu dealers will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will be replaced if the ground cable was broken or if the power steering hose is bulging/swelling or leaking. This service will be performed **free of charge**.

For Affected New Vehicles in Dealer Inventory: Isuzu dealers will replace only the ground cable.

VEHICLES INVOLVED

Involved are certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 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

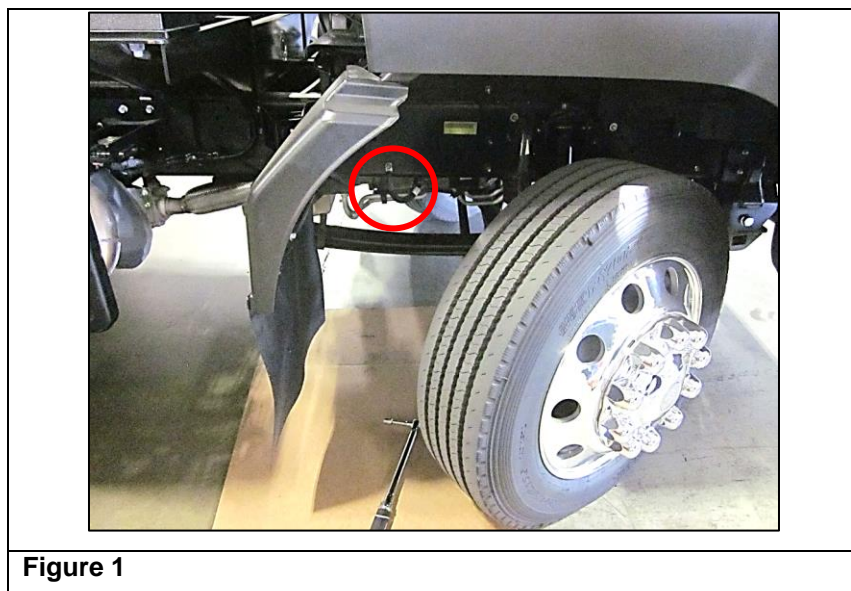
Dealers were shipped an initial quantity in order to complete immediate repairs. Additional parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock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

Part Number	Description	Quantity
8-97663-264-0	Starter Earth Cable	1

If the result of the technician’s inspection done in Step 5 of the Service Procedure below directs them to send a photo to the Technical Assistance Line (TAL), the power steering hose may require replacement to complete this recall. The power steering hose (8-98212-319-0) may not be ordered without direction and approval from TAL. Dealers are responsible to ensure parts are ordered using the correct affected VIN number.

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, turn the engine off and block the rear tires.
2. At the right side of the vehicle, close to rear of the front tire, locate the ground cable. See Figure 1.



3. Remove the bolt from the frame end of the ground cable. See Figure 2.

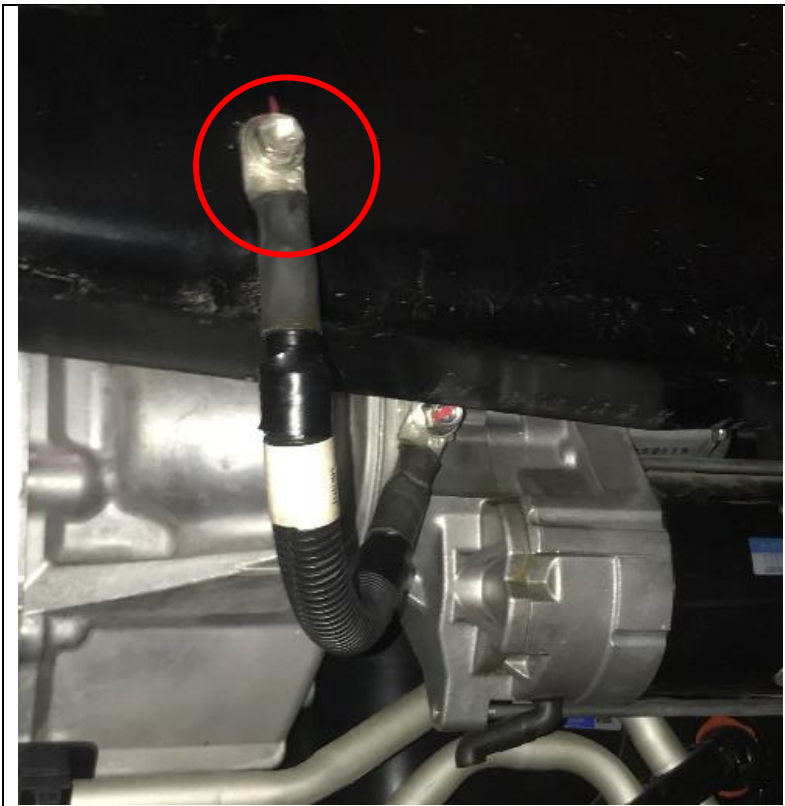


Figure 2

4. Remove the bolt from the starter end of the ground cable. See Figure 3.



Figure 3

5. Did the ground cable break during removal, or was it found broken when removed?
 - If the ground cable breaks or is found broken, take a photo of it and email it to isuzuta@icta-us.com. Order a replacement power steering hose, and after obtaining the order reference number, call the Isuzu Technical Assistance Line at 1-877-478-9828, Prompt 3. Provide the part number and order reference number and TAL will confirm and approve the replacement of the power steering hose (8-98212-319-0). Document the TAL case number on the repair order. This will be required for claim submission. Continue to Step 6.
 - If the ground cable is not broken and does not break during removal, continue to Step 6.
6. Clean the area of the frame and the starter where the ground cable is mounted. Remove any rust or dirt that may interfere with the connection.
7. Using the bolt removed in Step 4 above, first attach the eyelet of the new ground cable closest to the part number label to the starter. Ensure that the flat side of the eyelet is flush to the starter housing; Torque to 40 Nm (30 ft.lb.). See Figure 4.

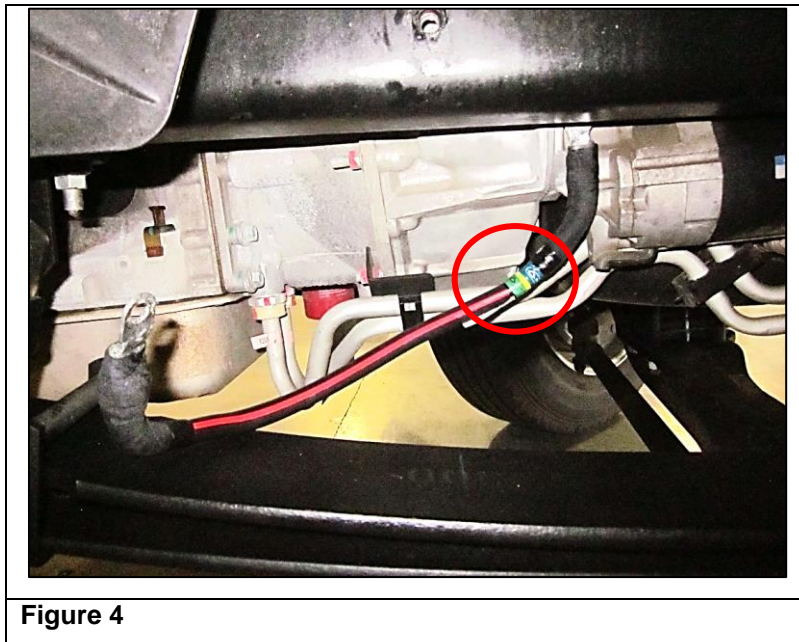


Figure 4

8. Using the bolt removed in Step 3 above, attach the new ground cable to the frame. Ensure that the flat side of the eyelet is flush to the frame; Torque to 20 Nm (15 ft.lb.).
9. Ensure that the ground cable is installed and routed as shown in Figure 5.

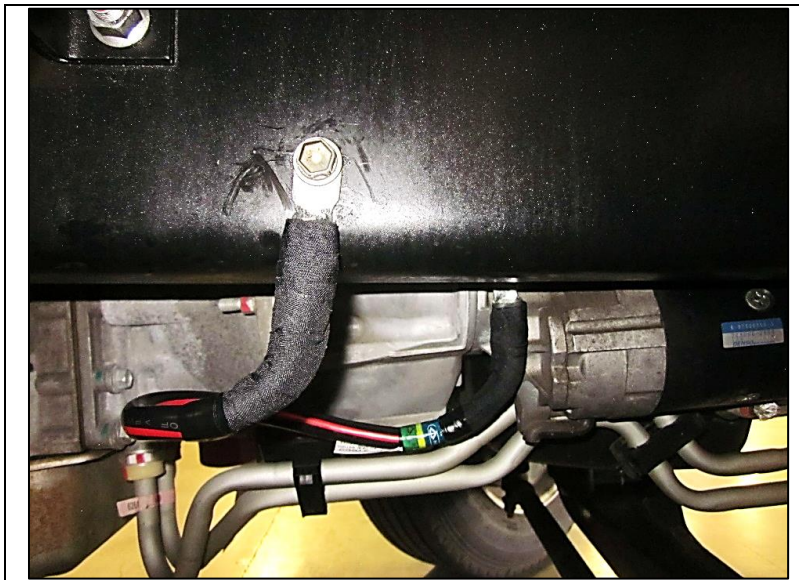


Figure 5

10. Paint the bolt heads with a high-visibility paint marker after proper torque has been completed. See Figure 6.



Figure 6

11. If the ground harness broke upon removal or was found broken in Step 5, continue to the **Power Steering Hose Replacement** section in this bulletin to complete the campaign. If the ground harness was not broken, proceed to Step 12.

12. Check the last 9 digits of the VIN against the VIN table below. If the VIN is included in the table, continue to the **Power Steering Hose Replacement** section in this bulletin to complete the campaign. If VIN is NOT included in the table, proceed to Step 13.

0JSG00964	4JSG00904	6JSG00046	9JSG00106
1JSG00679	5JSG00183	6JSG00502	XJSG00194
2KSG00627	5JSG00913	8JSG00503	XJSG00518

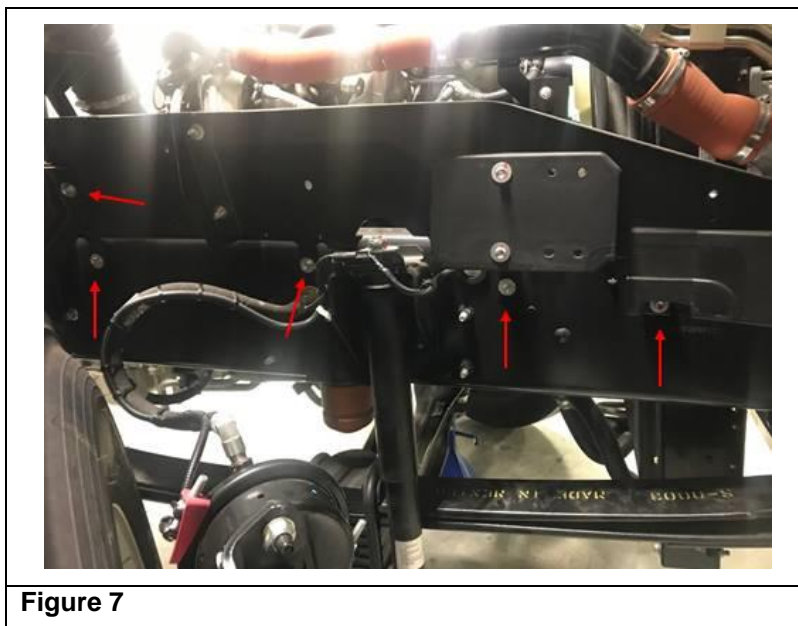
13. Inspect the power steering hose (no.3), shown in Figure 8, for unusual bulging/swelling or leaking from the rubber flexible section of the hose.

- If the power steering hose is bulging/swelling or leaking, take a photo of it and email it to isuzuta@icta-us.com. Order a replacement power steering hose, and after obtaining the order reference number, call the Isuzu Technical Assistance Line at 1-877-478-9828, Prompt 3. Provide the part number and order reference number, and TAL will confirm and approve the replacement of the power steering hose (8-98212-319-0). Document the TAL case number on the repair order. This will be required for claim submission. Continue to the Power Steering Hose Replacement section in this bulletin to complete this campaign.
- If the hose is not bulging/swelling or leaking, proceed to the Applying the Campaign Label section in this bulletin.

NOTE: The power steering hose should be replaced ONLY if (a) the starter ground cable was found broken or broke upon removal, or (b) the power steering hose was bulging/swelling or leaking.

POWER STEERING HOSE REPLACEMENT

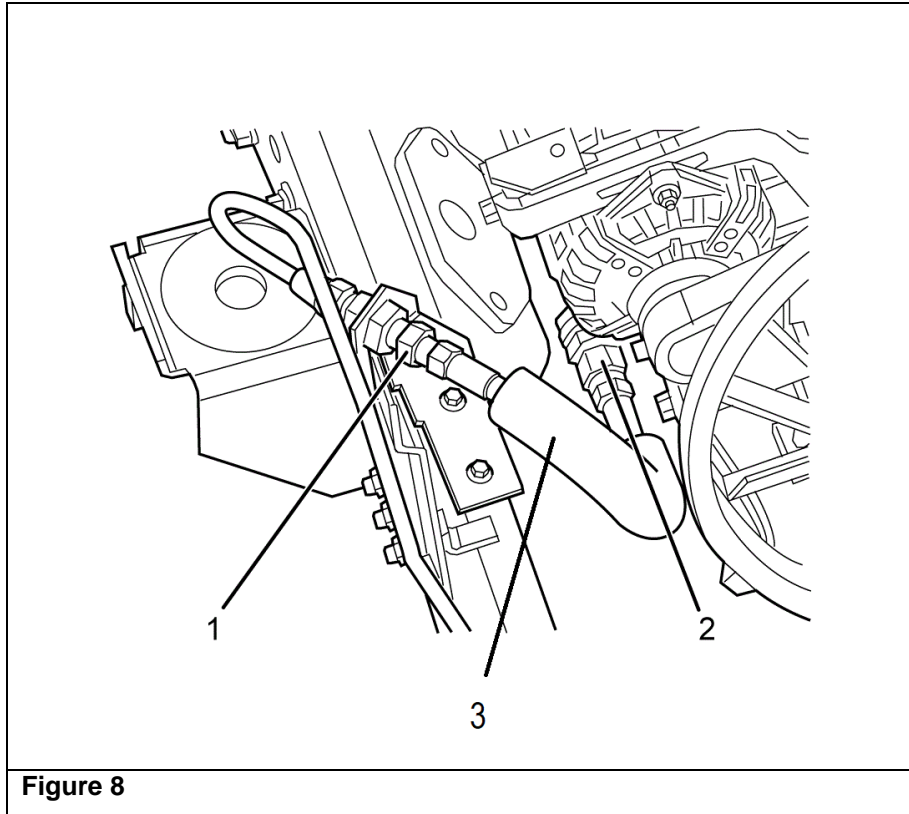
14. Remove the right side noise cover from the frame by removing the five (5) bolts. Set the bolts aside for reuse later. See Figure 7.



15. Place a drain pan under the power steering hose frame union fitting.

NOTE: Be sure to use a wrench to hold the solid pipe fitting so it does not turn when loosening the hose nuts.

16. Remove the lower power steering hose nut (no. 2) from the power steering pump pipe. See Figure 8.
17. Remove the upper power steering hose nut (no. 1) from the frame union. See Figure 8.
18. Remove the power steering hose from the vehicle.



IMPORTANT: The power steering hose must not be twisted or bent during installation. Do not bend or distort the hose to make installation easier. Failure to follow these procedures could result in damage to the hose.

19. Route the new power steering hose in the same position the old hose occupied prior to removal.
20. Smoothly route the new power steering hose in order to avoid sharp bends and kinking.

NOTE: Be sure to use a wrench to hold the solid pipe fitting so it does not turn when tightening the hose nuts.

21. Install the lower power steering hose nut (no. 2) to the power steering pump pipe. Tighten the hose to 49-74 N·m (36-55 lb ft). See Figure 8.
22. Install the upper power steering hose nut (no. 1) to the frame union. Tighten the hose to 49-74 N·m (36-55 lb ft). See Figure 8.
23. Fill the power steering system to the proper level indicated on the power steering reservoir using Dexron VI fluid only.
24. Install the right side noise cover onto the frame using the five (5) bolts set aside in Step 13. Tighten the bolts to 20.0 N·m (14 lb·ft). See Figure 7.

25. Remove the drain pan from under the vehicle.
26. Start the engine, and bleed the air from the power steering system. Top off the power steering reservoir using Dexron VI fluid.
27. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

28. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 20V-554 (US) or 2020-429 (Canada), Isuzu dealer code, and repair date.
29. 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.**

Labor Operation Code	Description	Labor Time	N.P.N.
V2004	Ground Cable Replacement Safety Recall ADD for P/S Hose Replacement	0.5* 0.4	\$7.58

**Includes 0.1 hours for administrative allowance.*

N.P.N. to be used only when the power steering hose is replaced. Amount covers up to 1 liter of power steering fluid.

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 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-554

This notice applies to your vehicle, <VIN>

OCTOBER 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-554.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to repeatedly start the engine after the cable has broken or holds key in the start position for an extended period of time, electrical current will flow through the steel braiding of the power steering hose, rather than through the broken cable, generating heat within the power steering hose. Enough generated heat may potentially damage or rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

WHAT WE WILL DO

Isuzu dealers will replace the ground cable in all affected vehicles and will inspect the power steering hose for any damage. The power steering hose will be replaced if it is found to be damaged or, even in the absence of any apparent damage, if the ground cable was broken. 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-002A. 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 power steering hose 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

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement.

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

OCTOBER 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 2020-429.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2018-2021MY Isuzu FTR vehicles produced before August 14, 2020. In the affected vehicles, the ground cable connecting the starter motor to the vehicle frame may break at the starter-side eyelet, which can result in an engine no-crank or slow-crank condition, causing the vehicle not to start. If the driver attempts to repeatedly start the engine after the cable has broken or holds key in the start position for an extended period of time, electrical current will flow through the steel braiding of the power steering hose, rather than through the broken cable, generating heat within the power steering hose. Enough generated heat may potentially damage or rupture the power steering hose. If the power steering hose ruptures, power steering fluid may leak onto a hot engine or exhaust surface increasing the risk of a fire.

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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-002A. 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 power steering hose 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**

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement.

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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com