



Campaign Service BULLETIN

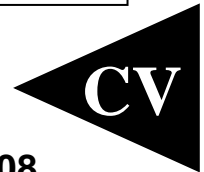
**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
CB22-J-002A

ISSUE DATE:
AUGUST 2022

GROUP:
ENGINE



IMPORTANT SAFETY RECALL ENGINE EXHAUST BRAKE REPROGRAMMING – 22V-508

AFFECTED VEHICLES

- 2022MY Isuzu F-Series Vehicles (See affected 11 VINs below)

This bulletin supersedes previous campaign bulletin CB22-J-002. This bulletin is being updated to include a sample of the US owner letter. Please discard previous campaign bulletin CB22-J-002.

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect exists in certain 2022 model year Isuzu F-Series vehicles. Due to a software calibration error, the affected vehicles were built without engine exhaust braking functionality. Without engine braking, a driver may experience longer stopping distances than expected, **increasing the risk of a crash.**

CORRECTION

Isuzu dealers will have the Cummins Engine Control Module (ECM) reprogrammed with the correct calibration setting for the engine exhaust brake. This service will be performed **free of charge.**

VEHICLES INVOLVED

Involved are certain 2022MY Isuzu F-Series vehicles (See affected 11 VINs below)

Model	Vehicle ID No.	Engine Serial Number
FTR	54DK6S1F1NSA50583	74884120
FTR	54DK6S1F1NSA50602	74885423
FTR	54DK6S1F9NSA50637	74881280
FVR	54DM6S1F9NSB50603	74885431
FTR	54DK6S1F2NSA50608	74885435
FTR	54DK6S1F2NSA50642	74881312

Model	Vehicle ID No.	Engine Serial Number
FTR	54DK6S1F6NSA50627	74886734
FTR	54DK6S1F7NSA50586	74884123
FTR	54DK6S1F7NSA50636	74882861
FTR	54DK6S1F7NSA50961	74884103
FTR	54DK6S1F4NSA50609	74885425

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

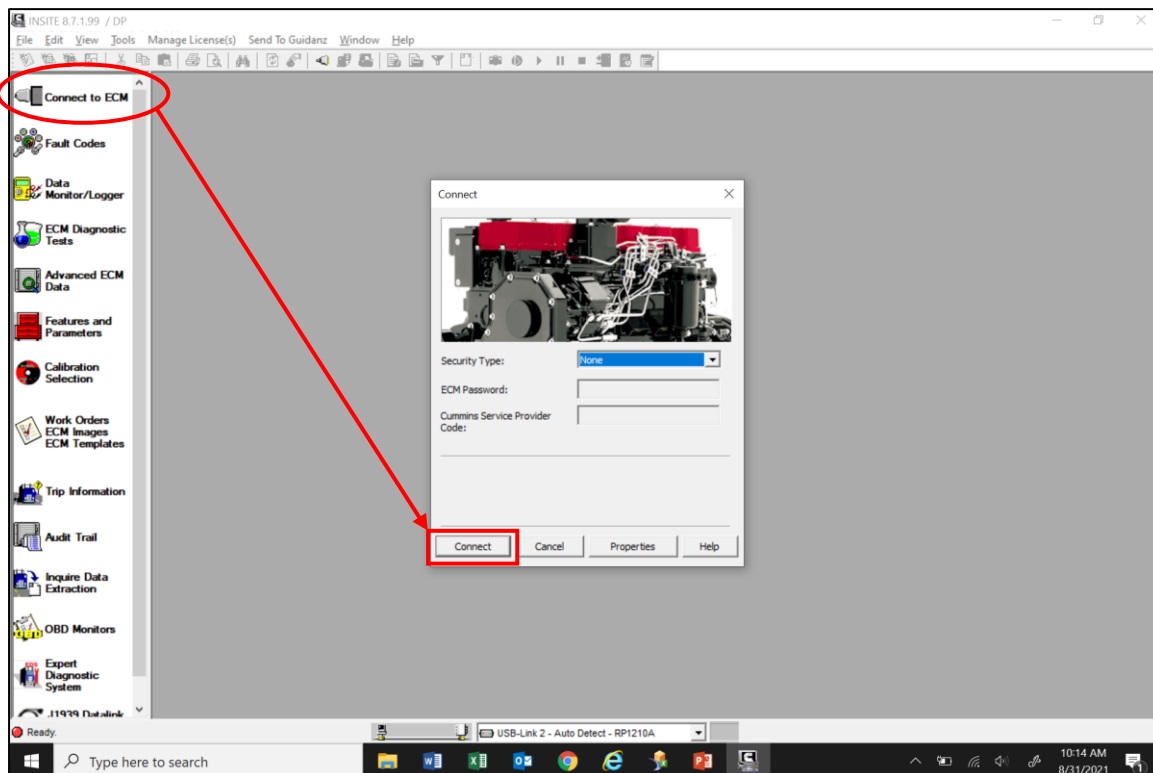
For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

SERVICE PROCEDURE

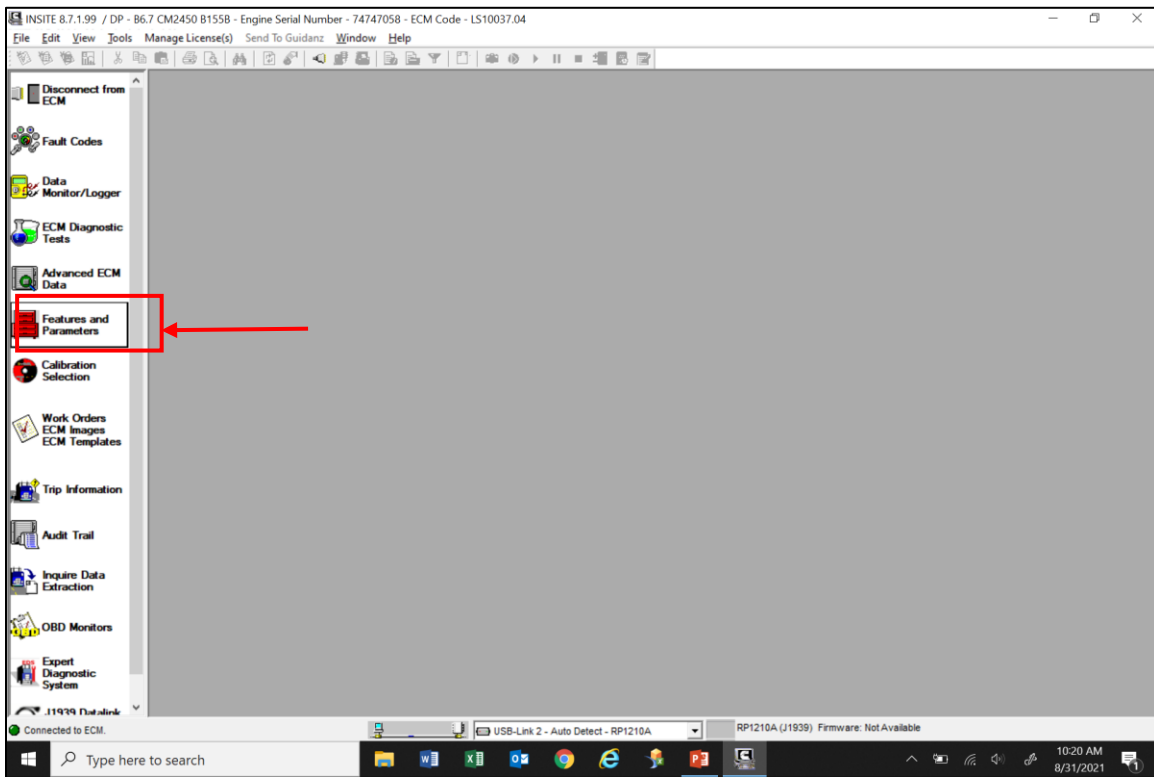
1. Confirm the VIN is an affected vehicle in IVIS.
2. Contact the local Cummins Certified Service location to have the ECM reprogrammed per the procedure below.
 - a. If you (the Isuzu dealer) are also a Cummins Certified Service location, this procedure should be performed at your location, as you are the closest Cummins Certified Service location.
 - b. If you (the Isuzu dealer) are not a Cummins Certified Service location, you should arrange to have this procedure performed at the closest Cummins Certified Service location; you can find the closest Cummins Certified Service location on the web at <https://www.cummins.com/locations>.
3. Provide the “Procedure” section of this bulletin to the Cummins location to have a Cummins trained technician reprogram the ECM with the correct Engine Exhaust Brake settings using the Cummins INSITE tool.

PROCEDURE (to be performed by a Cummins Certified Service location using INSITE)

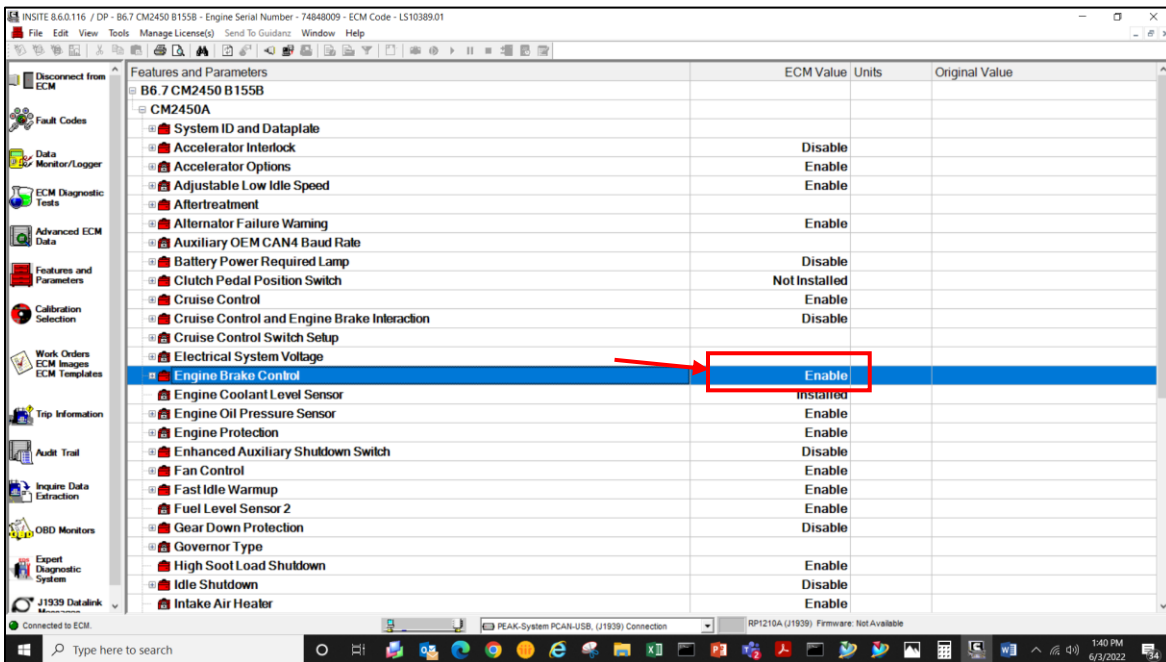
4. Using the Cummins INSITE tool (version 8.7.1.99 or later), from the Main Screen select **Connect to ECM** to establish communication with ECU, and then select **Connect**.



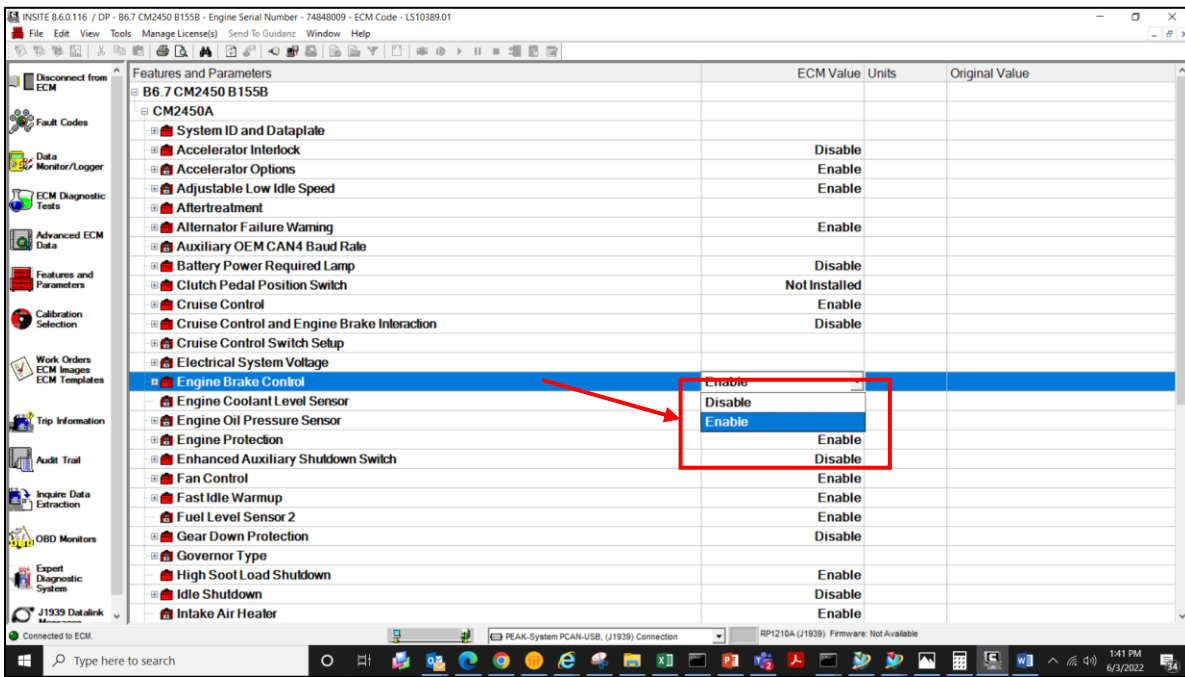
5. Select Features and Parameters.



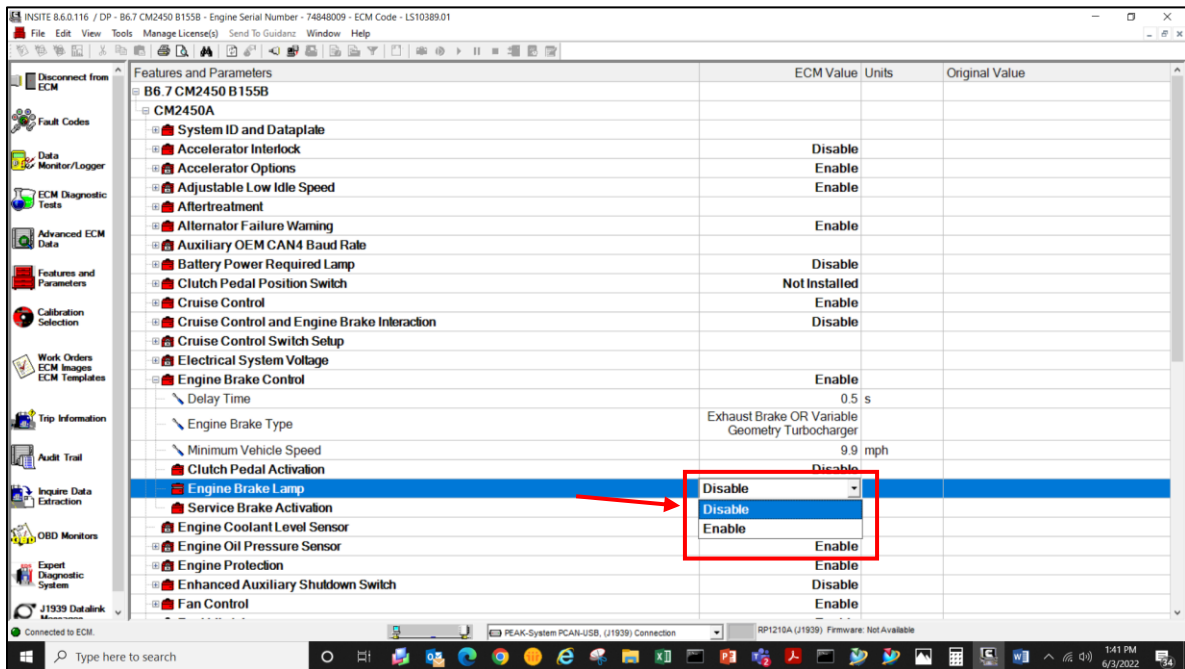
6. Select Engine Brake Control and confirm it is "Enabled".



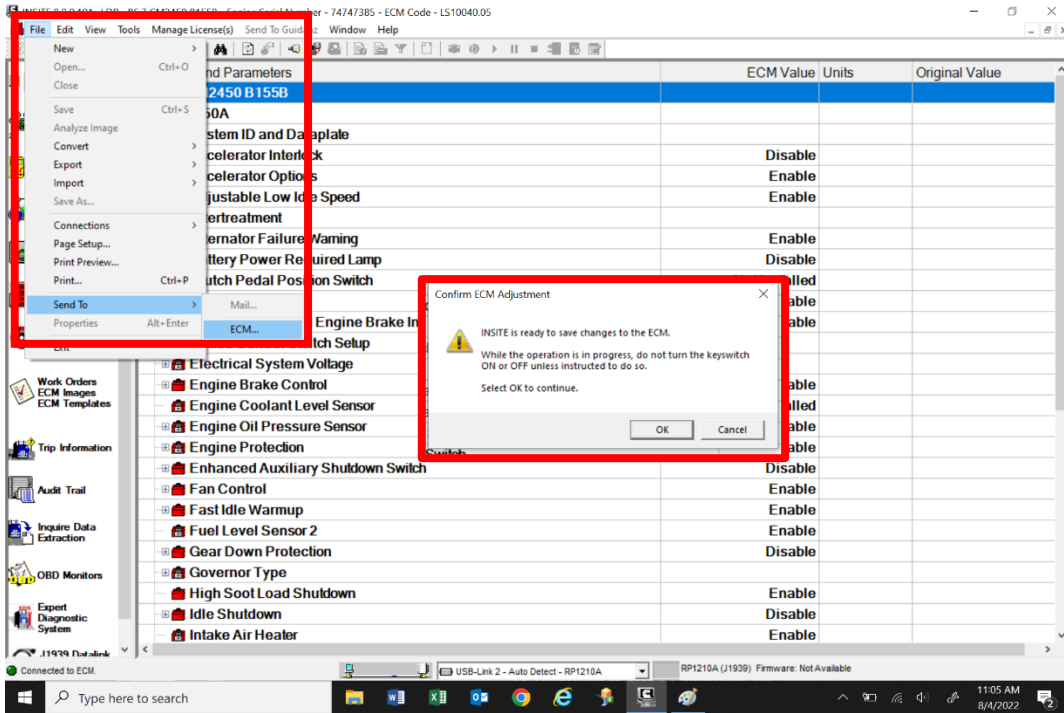
7. If it is not Enabled, select **Enable** for Engine Brake Control at the drop-down menu.



8. Expand “ENGINE BRAKE CONTROL” by selecting the “+” and ensure “ENGINE BRAKE LAMP” is **DISABLED**.



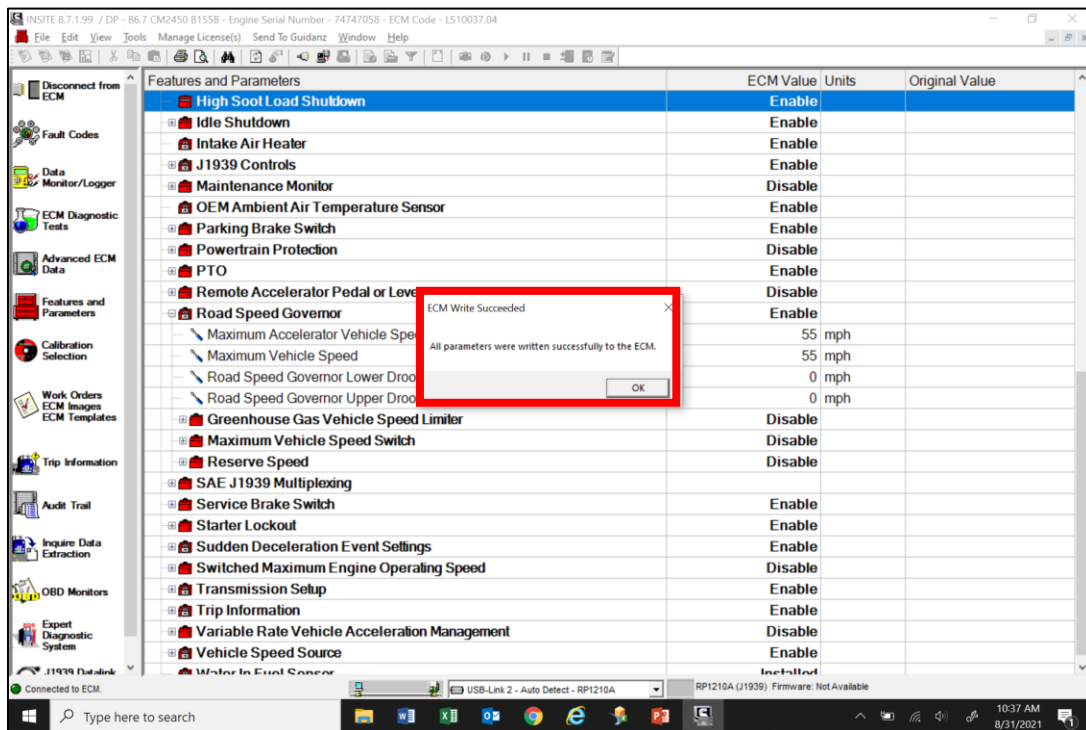
9. Select **FILE** and select **Send to ECM**. Select **OK** from the Confirm ECM Adjustment pop up.



10. Follow the following Cummins INSITE instructions to complete download.

- Key switch off, then click OK.
- Wait 100 seconds.
- Key switch on, then click OK.

11. Confirm all parameters were written successfully.



12. After the ECM reprogramming is completed, the Isuzu dealer must complete the recall by applying the Campaign Label. Proceed to Applying The Campaign Label.

APPLYING THE CAMPAIGN LABEL

13. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 22V-508, Isuzu dealer code, and repair date.

14. Affix the campaign label onto the driver's side B-pillar.

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

CLAIM INFORMATION

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

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

Labor Code	Description	Labor Hours	Sublet
V2204	Ex. Brake Reprogramming Recall	0.5*	Cummins Service Repair Cost**

**Includes 0.1 hours for administrative allowance, coordination with Cummins service location and campaign label installation.*

*** Use "Sublet C" for reimbursement of reprogramming expense from the Cummins location. Dealers must attach the paid invoice, from the Cummins Certified Service Location, to the claim for reimbursement. If there are other expenses incurred during this process, please contact your DSPM for additional direction on payment or 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

A sample of the recall letter that will be sent to owners of affected vehicles already retailed in the United States is attached below.

IMPORTANT SAFETY RECALL
NHTSA Recall 22V-508

This notice applies to your vehicle, <VIN>

SEPTEMBER 2022

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 F-Series vehicle is involved in safety recall NHTSA 22V-508.

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect exists in certain 2022 model year Isuzu F-Series vehicles. Due to a software calibration error, the affected vehicles were built without engine exhaust braking functionality. Without engine braking, a driver may experience longer stopping distances than expected, **increasing the risk of a crash.**

WHAT WE WILL DO

Isuzu dealers will have the Cummins Engine Control Module (ECM) reprogrammed with the correct calibration setting for the engine exhaust brake. 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 CB22-J-002A. We estimate that the reprogramming will take 24 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed and whether or not your Isuzu dealership also is a Cummins certified service location. 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 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.