

IMPORTANT SERVICE INFORMATION FOR:

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

Campaign Service

BULLETIN

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 | Model | Vehicle ID No. | Engine Serial Number |
|-------|-------------------|----------------------|-------|-------------------|----------------------|
| FTR | 54DK6S1F1NSA50583 | 74884120 | FTR | 54DK6S1F6NSA50627 | 74886734 |
| FTR | 54DK6S1F1NSA50602 | 74885423 | FTR | 54DK6S1F7NSA50586 | 74884123 |
| FTR | 54DK6S1F9NSA50637 | 74881280 | FTR | 54DK6S1F7NSA50636 | 74882861 |
| FVR | 54DM6S1F9NSB50603 | 74885431 | FTR | 54DK6S1F7NSA50961 | 74884103 |
| FTR | 54DK6S1F2NSA50608 | 74885435 | FTR | 54DK6S1F4NSA50609 | 74885425 |
| FTR | 54DK6S1F2NSA50642 | 74881312 | | | |

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

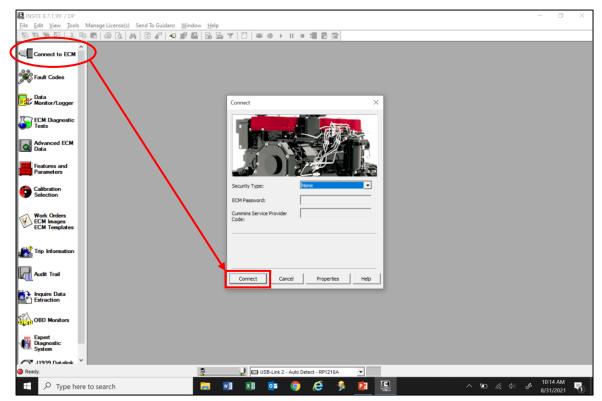
For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

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.

| 😫 INSITE 8.7.1.99 / DP - 86.7 CM2450 81558 - Engine Serial Number - 74747058 - ECM Code - LS10037.04 | - | Ð | \times |
|--|-----------------|------------|----------|
| Eile Edit View Jools ManageLicense(s) Send To Guidanz Window Help | | | |
| ※ ※ ※ 第 第 8 2 4 5 2 4 2 5 4 5 5 1 1 1 1 2 2 1 2 2 2 2 2 2 2 2 2 2 2 | | | |
| ECM Connect from | | | |
| Fault Codes | | | |
| Data Monitor/Logger | | | |
| Tests | | | |
| Advanced ECM | | | |
| Parameters | | | |
| Selection | | | |
| Work Orders ECM Images ECM Templates | | | |
| Trip Information | | | |
| Audet Trail | | | |
| Inquire Data | | | |
| See Monitors | | | |
| RE Expert System | | | |
| 1939 Unitabilité V | | | |
| Connected to ECM. P1210A (J1939) Firmware: Not Available | | | |
| 📲 🔎 Type here to search 🛛 📰 💷 💿 🧔 🍰 🕺 🛆 🗠 🕫 🧔 | 10:20 8/31/2 | AM 2021 | 1 |

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

| ^ | Features and Parameters | ECM Value Units | Original Value | |
|----------------------------|---|-----------------|----------------|--|
| ECM | B6.7 CM2450 B155B | Lonrado onto | onginal Falao | |
| Fault Codes | GM2450A | | | |
| | System ID and Dataplate | | | |
| Data | Accelerator Interlock | Disable | | |
| Data Monitor/Logger | - 🖲 👩 Accelerator Options | Enable | | |
| CON Discounting | - 🗄 💼 Adjustable Low Idle Speed | Enable | | |
| ECM Diagnostic Tests | - III 📥 Aftertreatment | | | |
| | - 🗉 🧰 Alternator Failure Waming | Enable | | |
| Advanced ECM Data | Auxiliary OEM CAN4 Baud Rate | | | |
| | Battery Power Required Lamp | Disable | | |
| Features and Parameters | Clutch Pedal Position Switch | Not Installed | | |
| | - B 💼 Cruise Control | Enable | | |
| Calibration Selection | 🗉 💼 Cruise Control and Engine Brake Interaction | Disable | | |
| | 🗉 💼 Cruise Control Switch Setup | | | |
| Work Orders | - 🗄 💼 Electrical System Voltage | | | |
| ECM Templates | 📲 🧰 Engine Brake Control | Enable | | |
| | - 💼 Engine Coolant Level Sensor | Installed | | |
| Trip Information | 🐵 💼 Engine Oil Pressure Sensor | Enable | | |
| | - 🗄 💼 Engine Protection | Enable | | |
| Audit Trail | 🗉 💼 Enhanced Auxiliary Shutdown Switch | Disable | | |
| | - 🗉 💼 Fan Control | Enable | | |
| Inquire Data | 🗉 💼 Fast Idle Warmup | Enable | | |
| | E Fuel Level Sensor 2 | Enable | | |
| OBD Monitors | - 🗉 🧰 Gear Down Protection | Disable | | |
| | - 🖲 💼 Governor Type | | | |
| Expert Diagnostic | High Soot Load Shutdown | Enable | | |
| System | - 🗉 💼 Idle Shutdown | Disable | | |
| J1939 Datalink 🗸 | 🚽 👩 Intake Air Heater | Enable | | |

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

| | 6.7 CM2450 B1558 - Engine Serial Number - 74848009 - ECM Code - LS10389.01 Is Manage License(s) Send To Guidanz Window Help | | | | - 0 × |
|--------------------------------|--|--------------------------|------------------|----------------|----------------------------|
| | | | | | = 0 A |
| Disconnect from | Features and Parameters | ECM Value | Units | Original Value | ^ |
| Disconnect from CECM | B6.7 CM2450 B155B | | | _ | |
| | -= CM2450A | | | | |
| Fault Codes | - 🗉 💼 System ID and Dataplate | | | | |
| Data | - | Disable | | | |
| Data Monitor/Logger | - B 💼 Accelerator Options | Enable | | | |
| | - B 👩 Adjustable Low Idle Speed | Enable | | | |
| ECM Diagnostic Tests | - I in Aftertreatment | | | | |
| | - 🗉 💼 Alternator Failure Warning | Enable | | | |
| Advanced ECM Data | - B 💼 Auxiliary OEM CAN4 Baud Rate | | | | |
| Features and | - 🖲 💼 Battery Power Required Lamp | Disable | | | |
| Parameters | - 🖲 💼 Clutch Pedal Position Switch | Not Installed | | | |
| Calibration | - 🗉 💼 Cruise Control | Enable | | | |
| Selection | - 🗉 💼 Cruise Control and Engine Brake Interaction | Disable | | | |
| | - B 💼 Cruise Control Switch Setup | | | | |
| Work Orders ECM Images | - B 🖻 Electrical System Voltage | | | | |
| ECM Templates | 📲 Engine Brake Control | Enable | | | |
| | — 💼 Engine Coolant Level Sensor | Disable | | | |
| Trip Information | - 🖩 💼 Engine Oil Pressure Sensor | Enable | | | |
| | - B Engine Protection | Enable | | | |
| Audit Trail | - 🗉 💼 Enhanced Auxiliary Shutdown Switch | Disable | | | |
| | - 🖲 💼 Fan Control | Enable | | | |
| Inquire Data | -® 💼 Fast Idle Warmup | Enable | | | |
| | - 💼 Fuel Level Sensor 2 | Enable | | | |
| OBD Monitors | - 🗉 💼 Gear Down Protection | Disable | | | |
| | - 🖲 💼 Governor Type | | | | |
| Expert Diagnostic System | - 💼 High Soot Load Shutdown | Enable | | | |
| System | - Idle Shutdown | Disable | | | |
| J1939 Datalink 🗸 | - 👩 Intake Air Heater | Enable | | | ~ |
| Connected to ECM. | PEAK-System PCAN-USB, (J1939) Connection | RP1210A (J1939) Firmware | e: Not Available | | |
| 🛨 🔎 Type here | to search O 🗄 🎉 🕵 💽 😶 🧀 🍋 💷 💷 | 🛎 😰 🍓 🗷 🛎 🔰 | 🦻 🎽 🔼 | 📰 🖳 💿 🔺 🧰 | 다)) 1:41 PM 6/3/2022 34 |

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

| | Is Manage License(s) Send To Guidanz Window Help I III ● ● ① A A III ● A III ● ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ ■ | | | | - 6 |
|-----------------------------|---|--|------------------|----------------|-----|
| | Features and Parameters | ECM Value | Lipite | Original Value | |
| Disconnect from | B6.7 CM2450 B155B | ECM Value | Units | Oliginal value | |
| | ■ CM2450A | | | | |
| Fault Codes | System ID and Dataplate | | | | |
| | Accelerator Interlock | Disable | | | |
| Data Monitor/Logger | Accelerator Options | Enable | | | |
| | Adjustable Low Idle Speed | Enable | | | |
| ECM Diagnostic Tests | - Aftertreatment | Liddio | | | |
| | | Enable | | | |
| Advanced ECM Data | - B Auxiliary OEM CAN4 Baud Rale | | | | |
| | Battery Power Required Lamp | Disable | | | |
| Features and Parameters | Glutch Pedal Position Switch | NotInstalled | | | |
| Calibration | - E Cruise Control | Enable | | | |
| | 🗄 💼 Cruise Control and Engine Brake Interaction | Disable | | | |
| | - B Cruise Control Switch Setup | | | | |
| Work Orders | Electrical System Voltage | | | | |
| ECM Images ECM Templates | - 🖷 💼 Engine Brake Control | Enable | | | |
| | > Delay Time | 0.5 | s | | |
| Trip Information | - N Engine Brake Type | Exhaust Brake OR Variable Geometry Turbocharger | | | |
| Audit Trail | Minimum Vehicle Speed | 9.9 | mph | | |
| | Clutch Pedal Activation | Disable | | | |
| Inquire Data | – 🚍 Engine Brake Lamp | Disable • | | | |
| _] Extraction | Service Brake Activation | Disable | | | |
| OBD Monitors | – 💼 Engine Coolant Level Sensor | Enable | | | |
| P ODD Monitors | - B 💼 Engine Oil Pressure Sensor | Enable | 1 | | |
| Expert Diagnostic | - 🗉 💼 Engine Protection | Enable | | | |
| System | 🐵 💼 Enhanced Auxiliary Shutdown Switch | Disable | | | |
| J1939 Datalink | -® 💼 Fan Control | Enable | | | |
| Connected to ECM. | PEAK-System PCAN-USB, | (J1939) Connection RP1210A (J1939) Firmwar | e: Not Available | | |

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

| New | > | A 🖸 🖉 🔍 | | 🖺 🖷 🔿 🕨 II = 📲 🖪 🗃 | | | |
|-----------------------------|---------------|-------------------|-------------------|---|-------------------------------|-------|----------------|
| Open | Ctrl+O | nd Parameters | | | ECM Value | Units | Original Value |
| Close | | 2450 B155B | | | | | |
| Save | Ctrl+S | 50A | | | | | |
| Analyze Image | | stem ID and Da | aplate | | | | |
| Convert | > | celerator Interle | * | | Disable | • | |
| Export | , | celerator Optio | 5 | | Enable | • | |
| Save As | , | justable Low Id | e Speed | | Enable | , | |
| Connections | | ertreatment | | | | | |
| Page Setup | , | ernator Failure | Varning | | Enable | • | |
| Print Preview | | ttery Power Re | - | | Disable | | |
| Print | Ctrl+P | utch Pedal Pos | | | | 1 | |
| Send To | > | Mail | | Confirm ECM Adjustment | × | • | |
| Properties | Alt+Enter | | Engine Brake In | | able | | |
| Topenes | Pint · Eriter | ECM | tch Setup | INSITE is ready to save changes to the E | CM. | | |
| LAIL | E B B F | lectrical System | | While the operation is in progress, do n ON or OFF unless instructed to do so. | ot turn the keyswitch | | |
| Work Orders | | ngine Brake Con | - | Select OK to continue. | able | | |
| ECM Images ECM Templates | | ngine Coolant Le | | Select Ok to continue. | llec | | |
| | | ngine Oil Pressu | | | OK Cancel able | | |
| Trip Information | | ngine Protection | 0.001301 | | ok cancel able | | |
| | | 2 | ry Shutdown Switc | Cuitch | Disable | | |
| A | | an Control | 19 Shudown Switc | • | Enable | | |
| Audit Trail | | ast Idle Warmup | | | Enable | | |
| Inquire Data | | uel Level Sensor | • • | | Enable | | |
| Extraction | | ear Down Protec | - | | Disable | | |
| | | | uon | | DISable | , | |
| OBD Monitors | | overnor Type | | | C | | |
| Expert | | igh Soot Load Sl | nutdown | | Enable | | |
| Diagnostic System | _ | le Shutdown | | | Disable | | |
| | < 🖻 In | take Air Heater | | | Enable | • | |
| . I1939 Datalink Y | | | 물 _ (| | RP1210A (J1939) Firmware: Not | | |

- 10. Follow the following Cummins INSITE instructions to complete download.
 - a. Key switch off, then click OK.
 - b. Wait 100 seconds.
 - c. Key switch on, then click OK.
- 11. Confirm all parameters were written successfully.

| | Features and Parameters | ECM Value Unit | s Original Value | |
|-----------------------------|--|----------------|------------------|--|
| ECM | - 盲 High Soot Load Shuldown | Enable | | |
| <u>.</u> | - 🗉 💼 Idle Shutdown | Enable | | |
| Fault Codes | - 💼 Intake Air Heater | Enable | | |
| Data | - 🗉 💼 J1939 Controls | Enable | | |
| Monitor/Logger | 🗉 💼 Maintenance Monitor | Disable | | |
| ECM Diagnostic | - 👩 OEM Ambient Air Temperature Sensor | Enable | | |
| Tests | 🗉 💼 Parking Brake Switch | Enable | | |
| Advanced ECM | Powertrain Protection | Disable | | |
| Data | - 🗄 💼 PTO | Enable | | |
| | 🗉 💼 Remote Accelerator Pedal or Leve | Disable | | |
| Features and Parameters | Road Speed Governor | Enable | | |
| | Maximum Accelerator Vehicle Spe | 55 mph | | |
| Calibration Selection | All parameters were written successfully to the ECM. | 55 mph | | |
| | - NRoad Speed Governor Lower Droo | 0 mph | | |
| Work Orders | Коаd Speed Governor Upper Droo | 0 mph | | |
| ECM Images ECM Templates | 🐵 💼 Greenhouse Gas Vehicle Speed Limiter | Disable | | |
| | - I maximum Vehicle Speed Switch | Disable | | |
| Trip Information | - B 💼 Reserve Speed | Disable | | |
| | - # 💼 SAE J1939 Multiplexing | | | |
| Audit Trail | - B 💼 Service Brake Switch | Enable | | |
| · | - # 💼 Starter Lockout | Enable | | |
| Inquire Data | 🗄 💼 Sudden Deceleration Event Settings | Enable | | |
| | - 🗉 💼 Switched Maximum Engine Operating Speed | Disable | | |
| OBD Monitors | - 🗄 💼 Transmission Setup | Enable | | |
| | - # 💼 Trip Information | Enable | | |
| Expert Diagnostic | 🗄 💼 Variable Rate Vehicle Acceleration Management | Disable | | |
| System | - III 💼 Vehicle Speed Source | Enable | | |
| 💎 .11939 Datalink 🗡 | 🏟 Water In Fuel Sensor | Installod | | |

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.



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>

Dear Customer,

SEPTEMBER 2022

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 <u>www.isuzucv.com</u> 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 <u>http://www.nhtsa.gov</u>.

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.