

#### **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).

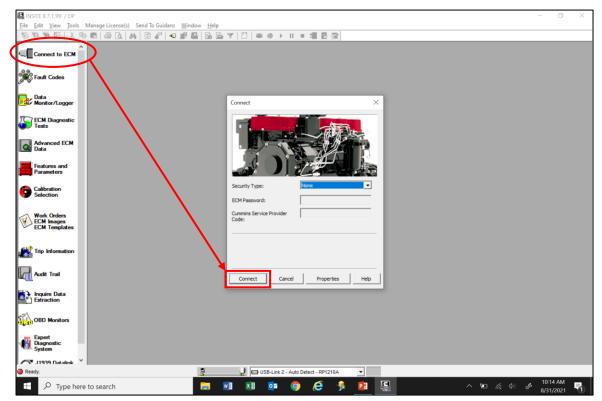
For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification numbers has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

#### 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	$\times$
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※ ※ ※ 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.** 

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	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	<ul> <li>Minimum Vehicle Speed</li> </ul>	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		
	<ul> <li>Maximum Accelerator Vehicle Spe</li> </ul>	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.