



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**  
CB23-H-001

**ISSUE DATE:**  
JANUARY 2023

**GROUP:**  
BRAKES

## IMPORTANT SAFETY RECALL



### ANTI-LOCK BRAKE SYSTEM (ABS) & ADVANCED DRIVER ASSISTANCE SYSTEM (ADAS) RECALIBRATION – V2301

#### AFFECTED VEHICLES

- 2022 – 2023MY Isuzu NQR/NRR Diesel Vehicles Produced After 7/26/2021 With RPO Code EM2 or EL5 (200” or 212” respectively) Wheelbase Factory Modifications

#### INFORMATION

##### CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2022 - 2023MY Isuzu N-Series Diesel Vehicles produced after 7/26/2021 with RPO Code EM2 or EL5 (200” or 212” respectively) Wheelbase Factory Modifications. When the subject vehicles were modified to extend the frame, the Anti-lock Brake System (ABS) module was not recalibrated to account for the different inputs from the vehicle resulting from the stretched frame. Therefore, when driving in a curve, the Electronic Stability Control (ESC) system, working together with the ABS, may react prematurely or be delayed in reacting, therefore **increasing the risk of a crash**.

If the vehicle is equipped with the optional Advanced Driver Assistance System (ADAS), the ADAS camera was also not recalibrated to account for the different inputs from the vehicle resulting from the stretched frame. Therefore, when driving in a curve with the optional ADAS system activated, the Automatic Emergency Braking System (AEBS) and its accompanying warning light may be delayed in reacting and illuminating, also **increasing the risk of a crash**.

##### CORRECTION

Isuzu dealers will recalibrate the ABS Control Module with the correct wheelbase length and, for the subject vehicles equipped with the optional ADAS (RPO I5D), reprogram the Stereo Camera. This service will be performed **free of charge**.

##### VEHICLES INVOLVED

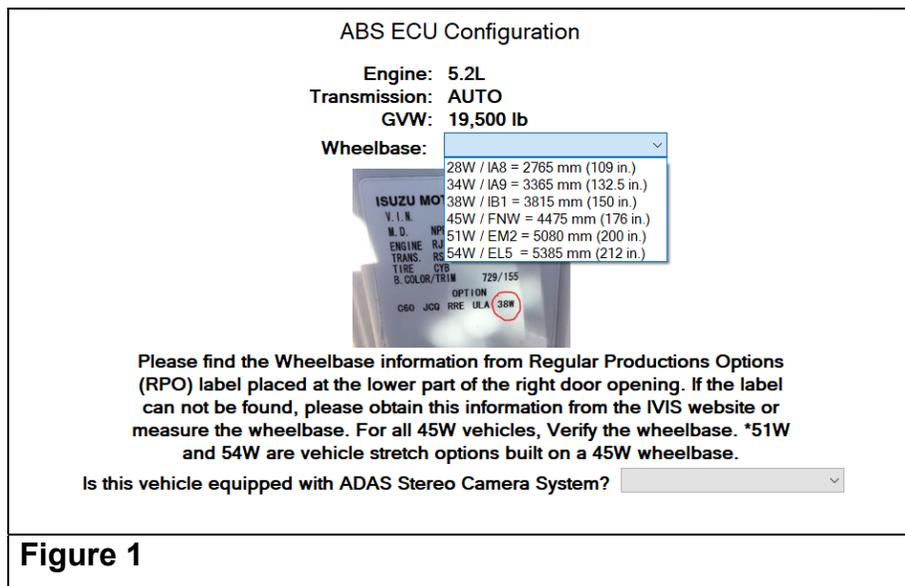
Involved are certain 2022 – 2023MY Isuzu NQR/NRR Diesel Vehicles produced after 7/26/2021 with RPO Code EM2 or EL5 (200” or 212” respectively) Wheelbase Factory Modifications.

**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. Look up the VIN in the Isuzu Vehicle Information System (IVIS) and confirm the wheelbase option code and length in the “Vehicle Build” section. (This information will be needed to complete the ABS recalibration.) For reference, RPO Code EM2 indicates a 200” wheelbase and RPO Code EL5 indicates a 212” wheelbase.
2. Shift vehicle to park, turn off engine, set parking brake, and block rear wheels.
3. Connect IDSS to the vehicle, click on the “Auto Detect” button and then select “Controller Programming” from the Table of Contents.
4. Select “ABS Setup” under Antilock Brake System and follow the prompts to reprogram the ABS ECU.
5. When prompted, select the correct wheelbase for the vehicle being programmed from the drop-down box. See Figure 1.



6. If the vehicle is equipped with ADAS (RPO I5D), select YES from the drop-down box; if it is not equipped with ADAS (RPO I5D), select NO. See Figure 2.

ABS ECU Configuration

Engine: 5.2L  
Transmission: AUTO  
GVW: 19,500 lb  
Wheelbase: 51W / EM2 = 5080 mm (200 in.)



Please find the Wheelbase information from Regular Productions Options (RPO) label placed at the lower part of the right door opening. If the label can not be found, please obtain this information from the IVIS website or measure the wheelbase. For all 45W vehicles, Verify the wheelbase. \*51W and 54W are vehicle stretch options built on a 45W wheelbase.

Is this vehicle equipped with ADAS Stereo Camera System?

**Figure 2**

7. Follow the prompts from IDSS to complete the ABS ECU programming.
8. After the ABS ECU programming is completed:
  - a. If the vehicle is equipped with ADAS (RPO I5D), proceed to Step 9.
  - b. If the vehicle is NOT equipped with ADAS (RPO I5D), proceed to **Applying the Campaign Label**.
9. Refer to and follow the instructions in the “Stereo Camera Programming” section of the appropriate Service Manual in IDSS to reprogram the ADAS Stereo Camera.
10. After completing the Stereo Camera Programming, proceed to **Applying the Campaign Label**.

## APPLYING THE CAMPAIGN LABEL

11. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2301, Isuzu dealer code, and repair date.
12. 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
V2301	Wheelbase Factory Modifications ABS ECU Recalibration Safety Recall	0.4*
	ADD: for Stereo Camera Reprogramming	0.9

*\*Includes 0.1 hours for administrative allowance.*

### 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 or is in 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

This section will be updated when approved US and Canada owner letters are available.