



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

**BULLETIN NUMBER:**

CB23-H-001A

**ISSUE DATE:**

FEBRUARY 2023

**GROUP:**

BRAKES

## IMPORTANT SAFETY RECALL

### ANTI-LOCK BRAKE SYSTEM (ABS) & ADVANCED DRIVER ASSISTANCE SYSTEM (ADAS) RECALIBRATION – 23V-017

(Transport Canada 2023-017)



CV

#### 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

***This bulletin supersedes previous campaign bulletin CB23-H-001. This bulletin is being updated to include US and Canada sample owner letters. Please discard previous campaign bulletin CB23-H-001.***

#### 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.

ABS ECU Configuration

Engine: 5.2L  
Transmission: AUTO  
GVW: 19,500 lb

Wheelbase:

28W / IA8 = 2765 mm (109 in.)  
34W / IA9 = 3365 mm (132.5 in.)  
38W / IB1 = 3815 mm (150 in.)  
45W / ENW = 4475 mm (176 in.)  
**51W / EM2 = 5080 mm (200 in.)**  
**54W / EL5 = 5385 mm (212 in.)**

ISUZU MO  
V.I.N.  
M.D.  
ENGINE  
TRANS  
TIRE  
S  
B COLOR/TRIM 729/155  
OPTION  
C60 J00 RRE ULA 38W

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.

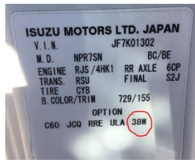
Is this vehicle equipped with ADAS Stereo Camera System?

**Figure 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 23V-017 (US) or 2023-017 (Canada), 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

Sample recall letters that are being sent to owners of affected vehicles already retailed in the United States and Canada are attached below. Recall letters are being mailed to owners Friday, February 17, 2023.

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall 23V-017**

This notice applies to your vehicle, <VIN>

FEBRUARY 2023

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 N-Series vehicle is involved in safety recall NHTSA 23V-017.

**WHAT IS THE 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**.

**WHAT WE WILL DO**

Your Isuzu dealer will recalibrate the ABS Control Module with the correct wheelbase length. 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 CB23-H-001A. We estimate that the remedy may take up to 24 minutes to perform. To locate the nearest Isuzu dealer, you can visit our website at [www.isuzucv.com](http://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.*

**IMPORTANT SAFETY RECALL**  
**NHTSA Recall 23V-017**

This notice applies to your vehicle, <VIN>

FEBRUARY 2023

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 N-Series vehicle is involved in safety recall NHTSA 23V-017.

**WHAT IS THE 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 and Advanced Driver Assistance System (ADAS) camera were 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 and with the ADAS system activated, the Automatic Emergency Braking System (AEBS) and its accompanying warning light may be delayed in reacting and illuminating, therefore **increasing the risk of a crash.**

**WHAT WE WILL DO**

Your Isuzu dealer will recalibrate the ABS Control Module and ADAS Stereo Camera. 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 CB23-H-001A. We estimate that the remedy may take up to 1 hour 18 minutes to perform. Additional time will be necessary if the engine needs to be repaired or replaced. To locate the nearest Isuzu dealer, you can visit our website at [www.isuzucv.com](http://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>.

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## IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>  
<MY> model year ISUZU N-SERIES

FEBRUARY 2023

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 2023-017.

### WHAT IS THE 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**.

### WHAT WE WILL DO

Your Isuzu dealer will recalibrate the ABS Control Module with the correct wheelbase length. 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 CB23-H-001A. We estimate that the remedy may take up to 24 minutes to perform. To locate the nearest Isuzu dealer, you can visit our website at [www.isuzutruck.ca](http://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**

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 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.*

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