



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB23-N-001

ISSUE DATE:
SEPTEMBER 2023

GROUP:
ELECTRICAL

IMPORTANT SAFETY RECALL



IGNITION COIL PACK FUSE (New Dealer Inventory Only) – 23V-564 (Transport Canada 2023-444)

AFFECTED VEHICLES

- 2023 – 2024MY Isuzu N-Series Vehicles Equipped with 6.6L (L8T) Gasoline Engines

INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in certain 2023-2024MY N-Series vehicles equipped with 6.6L (L8T) gasoline engines. In the affected vehicles, an incorrectly sized wire seal was selected for the 2 externally mounted engine ignition coil pack fuse holders. This results in the potential for water intrusion into the fuse holders and eventual corrosion or failure of the fuses.

If the ignition coil pack fuses corrode or fail, one or more of the following events may occur, in each case **increasing the risk of a crash**: (1) the Check Engine Malfunction Indicator Light (MIL) may illuminate and the engine may misfire and result in reduced power output and slower than normal acceleration; (2) the vehicle may derate and limit maximum vehicle speed to 5 MPH (power steering and power brake assist will still function normally); and (3) if you shut off the engine, it may stall when you try to start it and not restart.

CORRECTION

For New Vehicle Dealer Inventory Only: Isuzu dealers will apply a silicone sealant to the rear of the existing fuse holder plug.

Note: A separate campaign bulletin will be published which will include sample owner letters and a different service procedure applicable to affected customer-owned and used vehicles.

VEHICLES INVOLVED

Involved are certain 2023 – 2024MY Isuzu N-Series vehicles equipped with 6.6L (L8T) gasoline engines.

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.

PARTS INFORMATION

Dealers will each be shipped one tube of Super X silicone in order to complete immediate repairs to affected new vehicle inventory. Most dealers will NOT REQUIRE additional orders. However, if needed, additional orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering additional parts.

Part Number	Description	Quantity
2-90008-008-0	Super X Silicone	1 tube for up to 30 vehicles*
N/A	8” Black Zip Tie	2

****Super X silicone should be utilized within one (1) year of the manufacture date. Make sure to keep the cap on the adhesive any time it is not actually being applied. Store the adhesive in a cool, dry location out of direct sunlight.***

SERVICE PROCEDURE

FOR NEW VEHICLE INVENTORY ONLY

1. Disconnect the negative battery cable.
2. **(For NPR/NPRHD ONLY)** - Remove three (3) nuts and bolts (14mm) securing the transmission cooler lines and release one (1) chassis harness clip. (See Figure 1.)

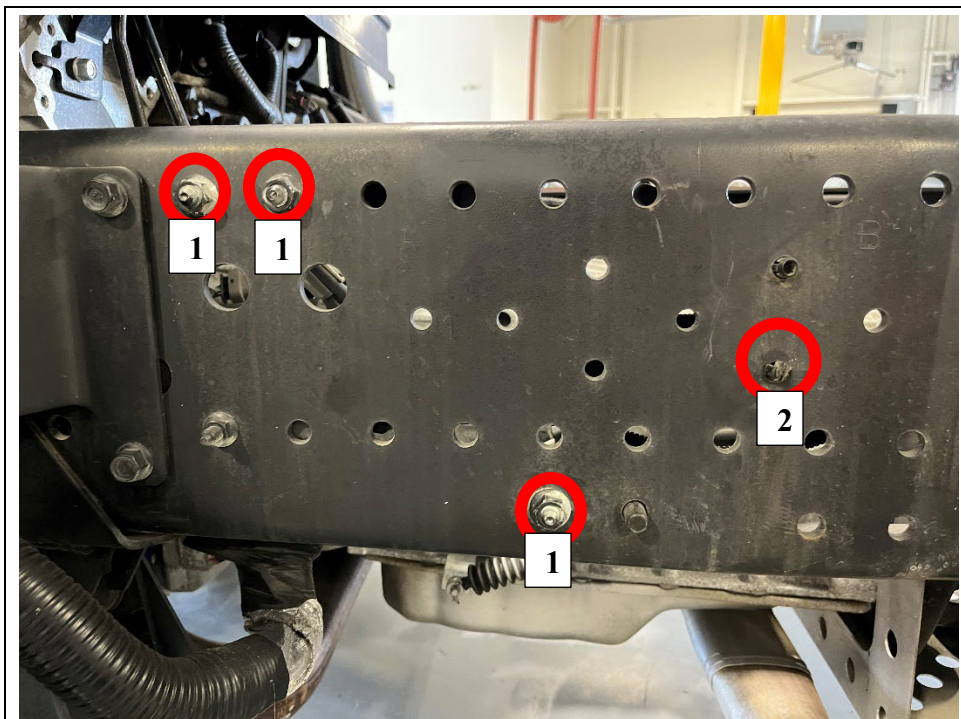


Figure 1 (NPR/NPRHD)

1. Transmission Cooler Line Bracket Nut & Bolt
2. Harness Clip

3. **(For NPR/NPRHD ONLY)** - Gently pull the transmission cooler lines away from the frame rail to create access to the inline ignition fuse holders.

4. If a body mounting bolt or other upfitter modification interferes with access to these fuse holders, loosen and move those parts out of the way to access this location.
5. Locate the inline ignition fuse holders J-432 and J-433. Cut and remove two (2) zip ties and tape securing the fuse holders. (See Figures 2 & 3.)

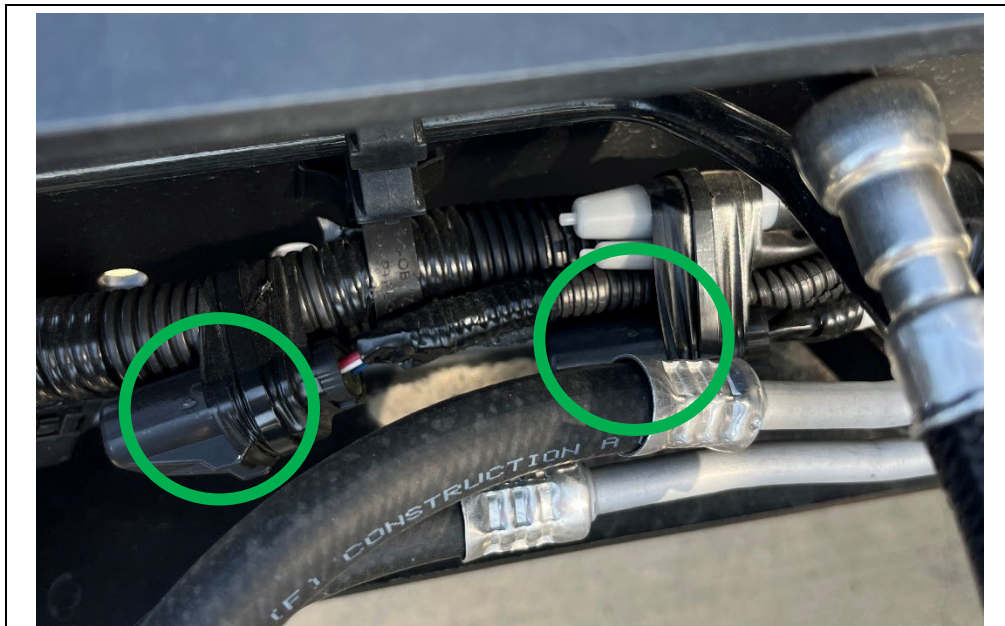


Figure 2 (NPR/NPRHD)

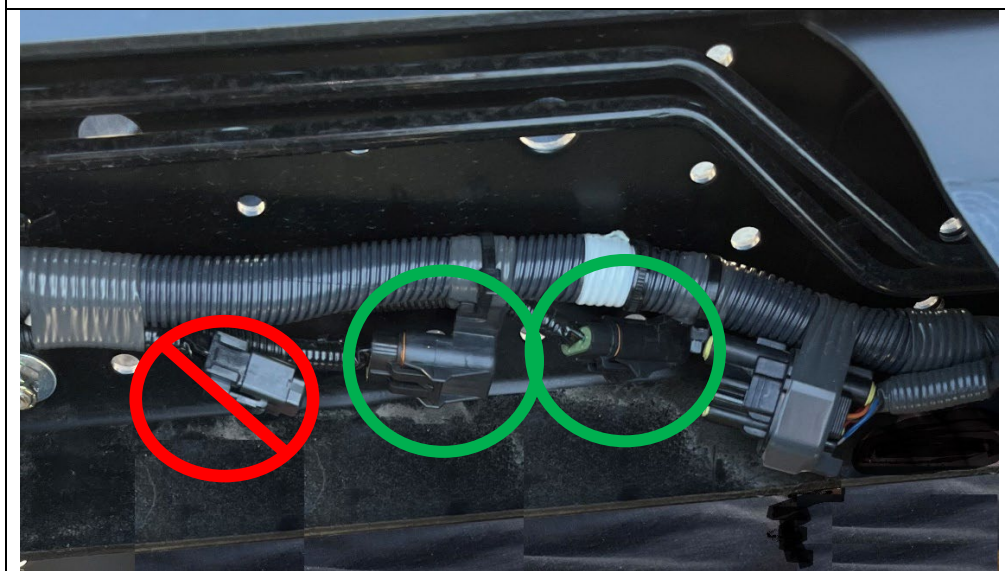


Figure 3 (NQR/NRR)

6. Gently pull back the corrugated tube and PVC tape away from the fuse holder. (See Figure 4.)

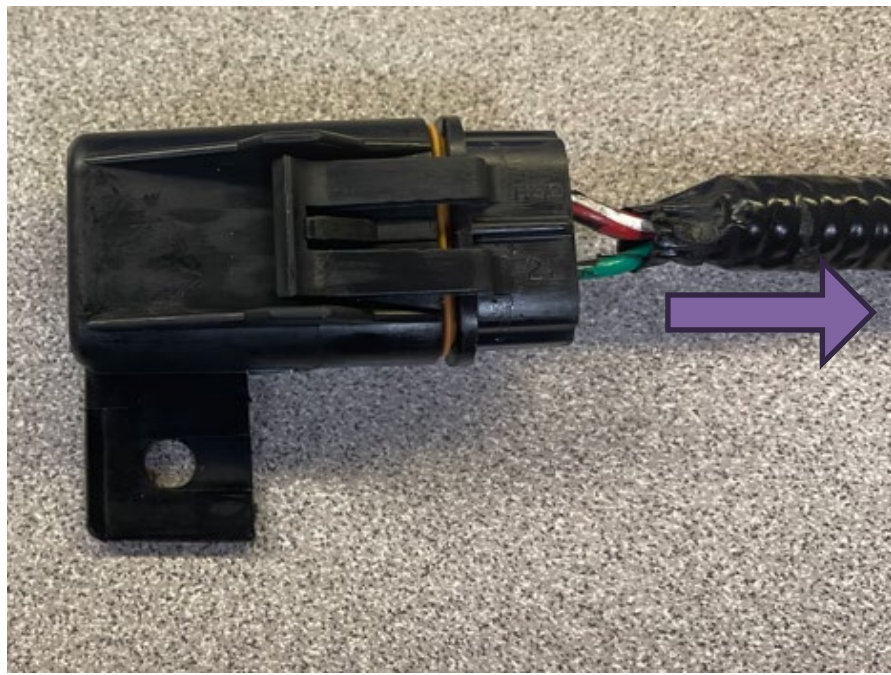


Figure 4

7. Clean the harness side of the fuse holder with electrical contact cleaner. (See Figure 5.)
 - a. Use plastic bristle brush. Spray cleaner onto the brush and remove debris.
 - b. Wipe dry with clean paper towel or cloth.

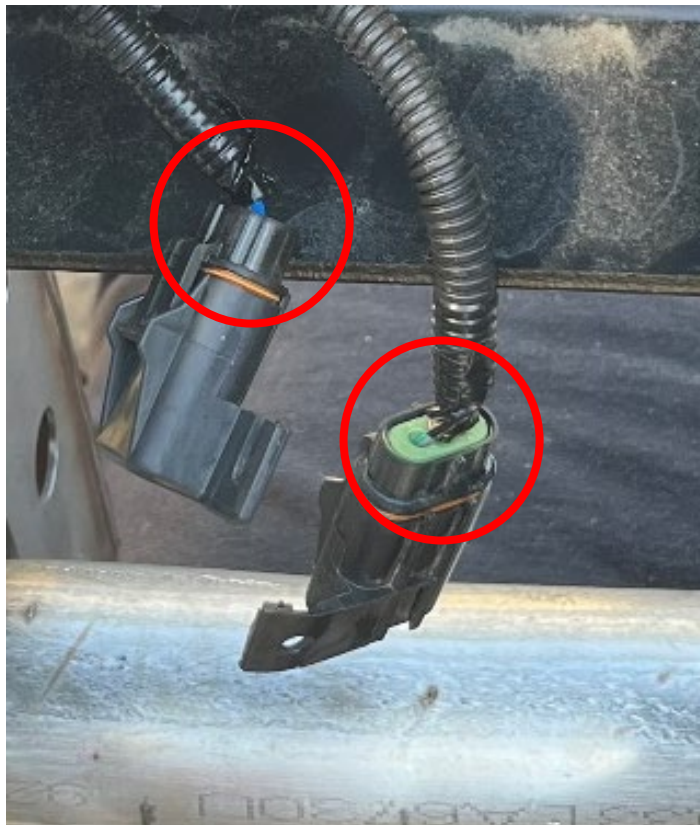
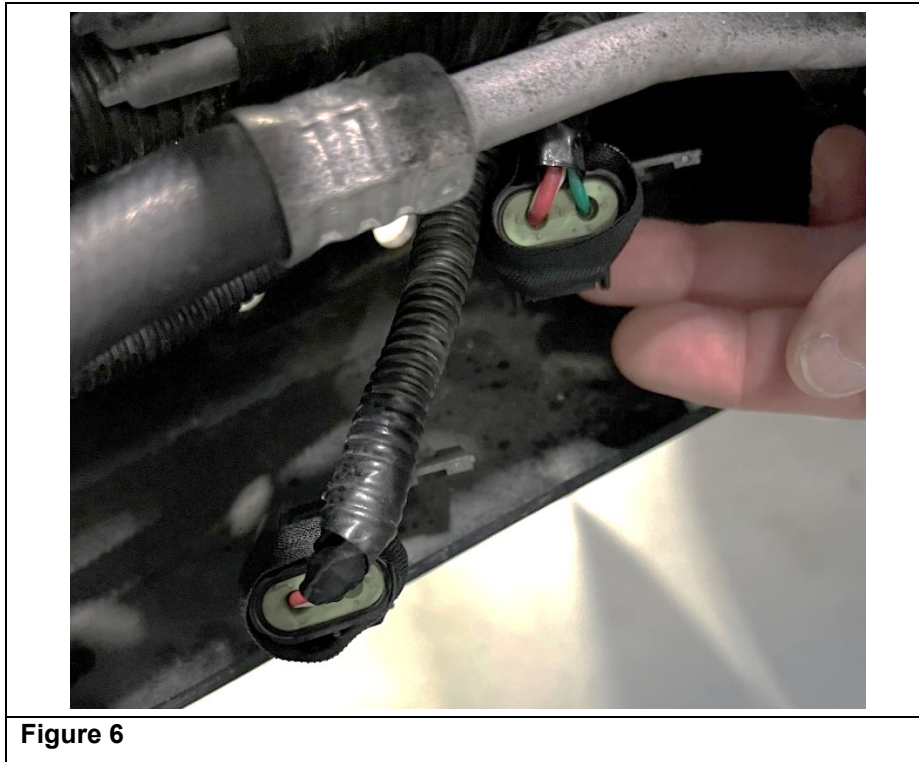


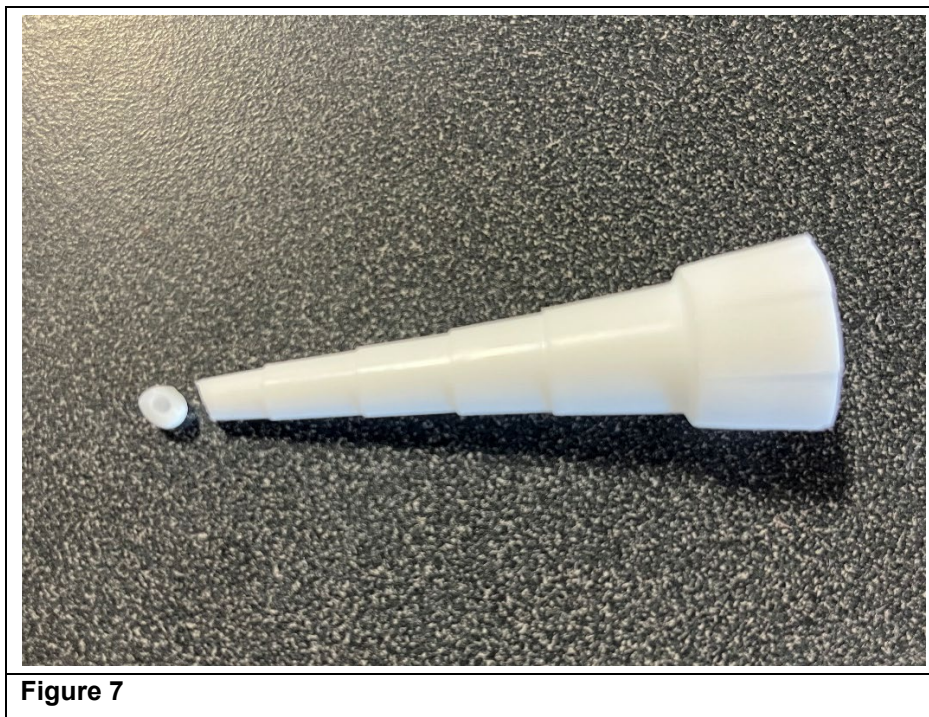
Figure 5

Locations to prepare for sealant

8. Wrap the base of the fuse holder with PVC electrical tape (any PVC tape is acceptable). This will create a small cavity or cup to retain the Super X silicone. (See Figure 6.)



9. Prepare the Super X silicone by cutting the very tip of the applicator nozzle off. (See Figure 7.)



NOTE: Wear latex/disposable gloves while using Super X silicone to reduce clean up.

10. Apply the Super X silicone onto the fuse holder where the wires pass through the connector insulation. (See Figure 8.)



Figure 8

11. After ensuring each wire is covered where it exits the connector, fill the remaining area of the cup with the Super X silicone. Allow the Super X silicone to “set” (about 5 minutes @ 73°F / 23°C) so it will not run out of the cup. (See Figure 9.)



Figure 9

12. Secure each fuse holder back into position onto the chassis harness with a zip tie.

- a. **(NPR NPRHD ONLY)** See Figure 10. Then proceed to Step 13.
- b. **(NQR NRR ONLY)** See Figure 11. Then proceed to Step 16.

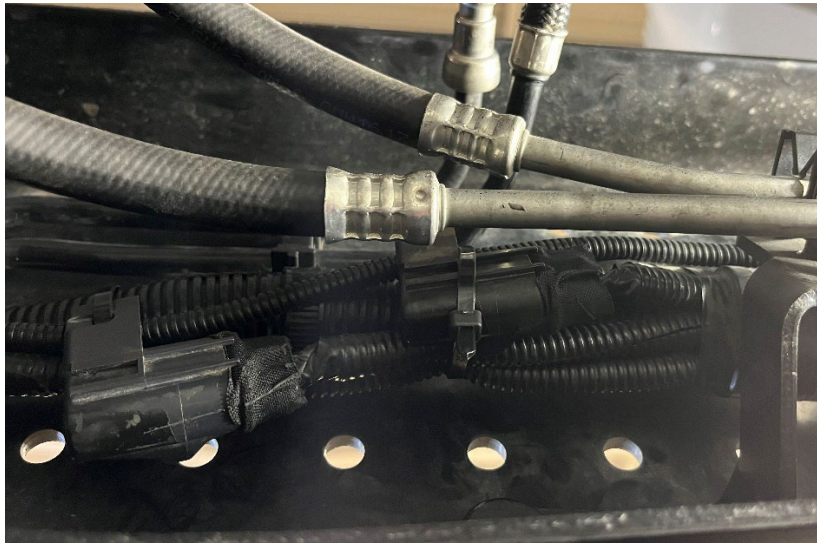


Figure 10 (NPR/NPRHD)



Figure 11 (NQR/NRR)

13. **(NPR NPRHD ONLY)** - Secure the chassis harness to the frame by pushing the one (1) clip removed in Step 2 back into the frame. (See Figure 1.)
14. **(NPR NPRHD ONLY)** - Install the transmission cooler line mounting bracket bolts and nuts and torque to specification. (See Figure 1.) **Torque specification 40 Nm (30 ft lb)**
15. **(NPR NPRHD ONLY)** – Check the transmission cooler line position. Be sure the white tape mark on the cooler line lines up with the clip on the mounting bracket. (See Figure 12.)

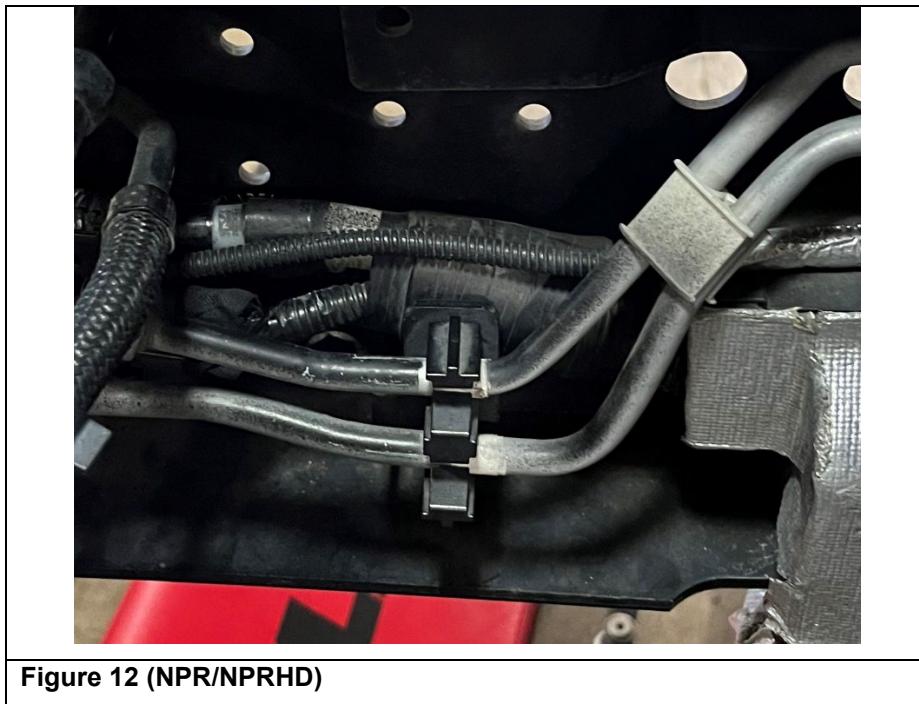


Figure 12 (NPR/NPRHD)

16. Reinstall any upfitter components that were removed to access the fuse holders. Refer to the upfitter for any necessary torque specifications and guidance in resecuring these parts.
17. Connect the negative battery cable.
18. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

19. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 23V-564 (US) or 2023-444 (Canada), Isuzu dealer code, and repair date.
20. Affix the campaign label onto the driver's side B-pillar.

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

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	Sublet Allowance
V2305D	Apply Super X Silicone 23V-564 Safety Recall <ul style="list-style-type: none"> • NQR/NRR • NPR/NPRHD Body Interference -- Submit for OLH	0.4* 0.5* OLH	\$5.00 (Reimbursement for 2 zip ties and 1/30 of the cost of Super X Silicone)

*Includes 0.1 hours for administrative allowance.

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 will be sent to owners of affected vehicles already retailed in the United States and Canada will be added in a future bulletin revision.