



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB25-K-001

ISSUE DATE:
JANUARY 2025

GROUP:
TRANSMISSION

CUSTOMER SATISFACTION CAMPAIGN

DTC P175E CALIBRATION UPDATE – REPROGRAM TRANSMISSION CONTROL MODULE (TCM) AND COMPLETE TRANSMISSION FAST LEARN PROCEDURE (V2501)



AFFECTED VEHICLES

- 2025MY Isuzu N-Series Vehicles Equipped with 6.6L Gasoline Engines and 8L90 Automatic Transmissions and Wholesaled Prior to December 13, 2024

This Customer Satisfaction Campaign bulletin supersedes Technical Service bulletin SB25-K-001. Please discard previous Technical Service bulletin SB25-K-001.

INFORMATION

CONDITION

In some 2025MY Isuzu N-Series vehicles equipped with 6.6L gasoline engines and 8L90 automatic transmissions and wholesaled prior to December 13, 2024, the original calibration in the Transmission Control Module (TCM) contained incorrect logic that may unnecessarily cause Diagnostic Trouble Code (DTC) P175E to set and illuminate the Check Engine Malfunction Indicator Light (MIL). An updated TCM calibration correcting this concern is now available. Additionally, the Transmission Fast Learn procedure must be completed after the TCM reprogramming has been completed.

CORRECTION

Dealers are to reprogram the TCM with a corrected service calibration and perform the Transmission Fast Learn procedure. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2025MY Isuzu N-Series vehicles equipped with 6.6L gasoline engines and 8L90 automatic transmissions and wholesaled prior to December 13, 2024.

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

For dealers with involved vehicles, a report of involved vehicles containing the complete vehicle identification number 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 Vehicle Identification Number (VIN) in the Isuzu Vehicle Information System (IVIS) and confirm the vehicle is affected by this campaign.
2. Block the wheels and apply the parking brake.
3. Ensure that IDSS has an internet connection and is up to date.
4. Connect IDSS to the vehicle and turn the ignition "ON".
5. Click on "Auto Detect" and go to: **Controller Programming > Transmission > Software and Calibrations > Update Calibrations** and read the TCM calibration part number.
 - a. If the calibration part number does NOT match the calibration number in the table below, reprogram the TCM and then proceed to Step 6.
 - b. If the calibration part number matches the calibration part number in the table below, proceed to **Applying the Campaign Label**.

MY	Vehicle	Engine	Trans	Calibration #
2025	NPR	6.6L	8L90	24069901
2025	NPR-HD	6.6L	8L90	24069900

WARNING: Perform this procedure outside or with proper exhaust ventilation equipment. Ensure that there are no obstacles or people in front of the vehicle while performing the Transmission Service Fast Learn procedure.

6. Start the engine and allow the transmission fluid temperature to begin warming up.

NOTE: If the transmission fluid temperature is not between 167°F (75°C) and 185°F (85°C) the scan tool will not allow you to perform the Transmission Service Fast Learn procedure.

NOTE: Depending on the ambient temperature, the vehicle may need to be driven to achieve the proper transmission fluid temperature.

7. Using IDSS, go to: **Output Control Test > Transmission > Transmission Service Fast Learn** and confirm the transmission fluid temperature is between 167°F (75°C) and 185°F (85°C) (See Figure 1.)

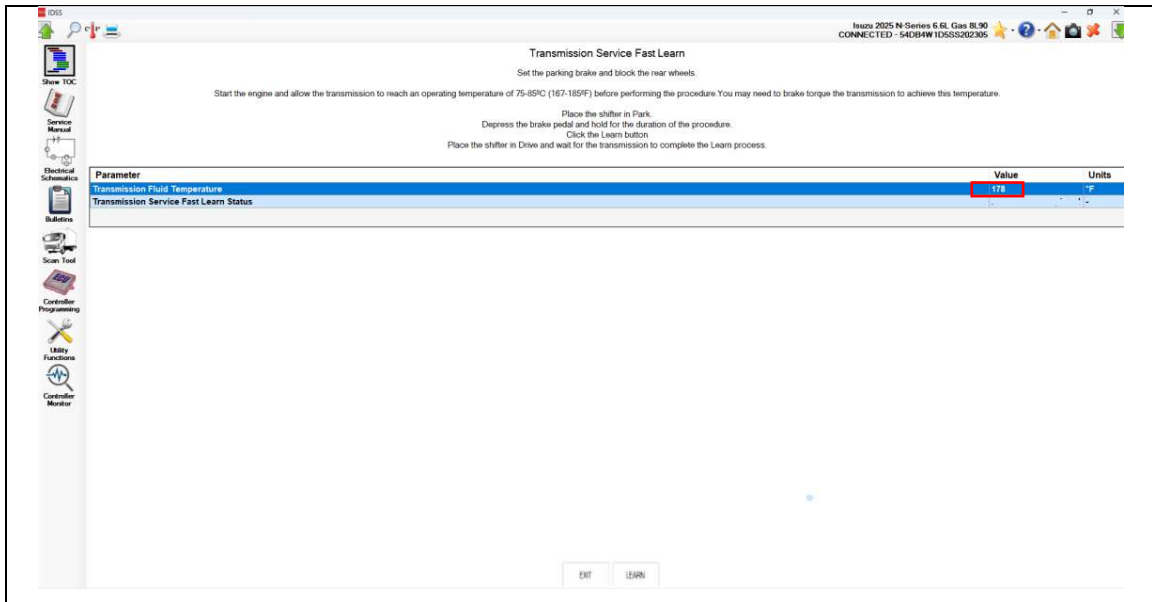


Figure 1

8. Ensure that the selector lever is in the “P” Park position.
9. Push down firmly on the brake pedal and maintain firm pressure through the duration of this procedure.

IMPORTANT: Keep the brakes applied until the Transmission Fast Learn Procedure is complete.

10. Click on the “Learn” button to enable the Transmission Fast Learn Procedure.
11. Place the selector lever into the “D” Drive position and wait for the transmission to complete the Fast Learn Procedure.

NOTE: It is normal for this process to take several minutes to complete.

12. When the Transmission Service Fast Learn Status reads “Fast Learn Completed” (See Figure 2.), proceed to Step 13.

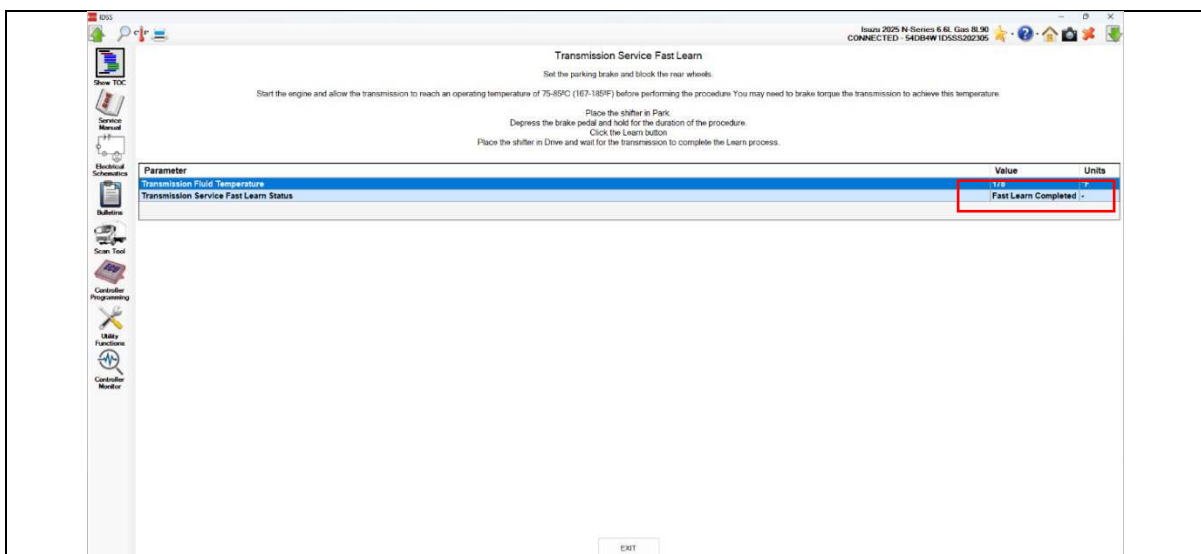


Figure 2

13. Once the Transmission Fast Learn Procedure is completed, put the selector lever into the "P" Park position, release the brake pedal and turn off the ignition for at least one (1) minute.
14. Proceed to **Applying the Campaign Label**.

APPLYING THE CAMPAIGN LABEL

15. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2501, Isuzu dealer code, and repair date.
16. Affix the campaign label onto the driver's side B-pillar.



The image shows a rectangular campaign label with the Isuzu logo at the top. Below the logo, it says "CAMPAIGN NUMBER" followed by a line for "V2501". Underneath, there are two lines for "DEALER CODE:" and "REPAIR DATE:". At the bottom, in small print, it says "PIN 2-90028-700-0".

CAMPAIGN CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission. Submit only **one claim as indicated below**.

NOTE: Failure to submit campaign claims in a timely manner may result in delayed payment. Accepted/Paid claims will change campaign status to "Closed" in IVIS. Submit claims as quickly as possible in order to close the campaign and ensure payment.

LABOR CODE	DESCRIPTION	LABOR HOURS
V2501	DTC P175E Calibration Update – Reprogram TCM & Complete Transmission Fast Learn Procedure Customer Satisfaction Campaign	0.6
	ADD: Additional time for warming up transmission for vehicles in colder weather.	0.3

**Includes 0.1 hours for administrative allowance.*

DEALER RESPONSIBILITY

All vehicles in dealers' possession and subject to this customer satisfaction campaign must be held and repaired per the service procedure of this campaign bulletin before customers take possession of these vehicles.

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 make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this customer satisfaction campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

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