



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB25-G-003

ISSUE DATE:
OCTOBER 2025

GROUP:
ELECTRIC VEHICLE

CUSTOMER SATISFACTION CAMPAIGN

NRR-EV VEHICLE CONTROL UNIT (VCU) RECALIBRATION (V2505)



AFFECTED VEHICLES

- 2025-2026MY Isuzu NRR-EV Vehicles (Electric Vehicles)

INFORMATION

CONDITION

In some 2025-2026MY Isuzu NRR-EV vehicles, customers may experience High Voltage (HV) battery charging issues where charging may be unexpectedly interrupted. Vehicles exhibiting these charging issues may set DTCs P0E89[00] OBC Input Current Too High and/or P0D22[00] Quick Charge Failure in the Vehicle Control Unit (VCU) and cause the EV system malfunction warning light (amber) to illuminate on the instrument panel (IP). This condition may be resolved by reprogramming the VCU with a revised calibration.

CORRECTION

Dealers will reprogram the VCU with a revised service calibration to reduce the likelihood for these certain DTCs. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2025-2026MY Isuzu NRR-EV vehicles (Electric Vehicles).

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. Ensure that IDSS has an internet connection and is up to date.
3. Connect IDSS to the vehicle and turn the EV control switch "ON".
4. Click on "Auto Detect" and go to: **Controller Programming > Vehicle Control Unit > Software and Calibrations > Update Calibrations** and read the Vehicle Control Unit (VCU) calibration part number. If the calibration part number does NOT match the calibration number in the table below, go to the next step. *If the VCU has already been updated, this campaign does not apply to this vehicle.*

MY	Vehicle	# of Battery Packs	Battery Capacity (kWh)	Calibration #
2025 - 2026	NRR-EV	3	60kWh	7552978930
		5	100kWh	7552978940
		7	140kWh	7552978960
		9	180kWh	7552978950

5. Verify the VIN.
6. Verify new calibration number as shown in table above. Once verified, reprogram the controller by following the on-screen instructions.
7. When reprogramming is completed, turn the EV control switch to the LOCK position for five (5) minutes.
8. Once five (5) minutes has passed, turn the EV control switch to the ON position and clear any DTC's that may have set.
9. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

10. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2505, Isuzu dealer code, and repair date.
11. Affix the campaign label onto the driver's side B-pillar.



The image shows a rectangular label form with the Isuzu logo at the top. Below the logo, it says "CAMPAIGN NUMBER". There are two lines for text entry, labeled "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
V2505	NRR-EV VCU Recalibration Customer Satisfaction Campaign	0.5

**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 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

Samples of recall letters that will be sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

CUSTOMER SATISFACTION CAMPAIGN

Campaign V2505

This notice applies to your vehicle, <VIN>

OCTOBER 2025

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America, Inc. is conducting a customer satisfaction campaign that affects some 2025-2026MY Isuzu NRR EV vehicles.

WHAT IS THE CONDITION?

We have determined that in some 2025-2026MY Isuzu NRR-EV vehicles, customers may experience High Voltage (HV) battery charging issues where charging may be unexpectedly interrupted. Vehicles exhibiting these charging issues may set DTCs P0E89[00] OBC Input Current Too High and/or P0D22[00] Quick Charge Failure in the Vehicle Control Unit (VCU) and cause the EV system malfunction warning light (amber) to illuminate on the instrument panel (IP). This condition may be resolved by reprogramming the VCU with a revised calibration.

WHAT WE WILL DO

Your Isuzu dealer will reprogram the VCU with a revised service calibration to reduce the likelihood for these certain DTCs.. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer to schedule an appointment to bring your vehicle in to have this service performed. Present this Owner Notification Letter at the time of your appointment or refer to Customer Satisfaction Campaign Bulletin CB25-G-003. We estimate this service may take up to 30 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

If you have questions or concerns, 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 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.

CUSTOMER SATISFACTION CAMPAIGN

Campaign V2505

This notice applies to your vehicle, <VIN>

OCTOBER 2025

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of Canada, Inc. is conducting a customer satisfaction campaign that affects some 2025-2026MY Isuzu NRR-EV vehicles.

WHAT IS THE CONDITION?

We have determined that in some 2025-2026MY Isuzu NRR-EV vehicles, customers may experience High Voltage (HV) battery charging issues where charging may be unexpectedly interrupted. Vehicles exhibiting these charging issues may set DTCs P0E89[00] OBC Input Current Too High and/or P0D22[00] Quick Charge Failure in the Vehicle Control Unit (VCU) and cause the EV system malfunction warning light (amber) to illuminate on the instrument panel (IP). This condition may be resolved by reprogramming the VCU with a revised calibration.

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WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer to schedule an appointment to bring your vehicle in to have this service performed. Present this Owner Notification Letter at the time of your appointment or refer to Customer Satisfaction Campaign Bulletin CB25-G-003. We estimate this service may take up to 30 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca.

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.