



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB25-L-001

ISSUE DATE:
NOVEMBER 2025

GROUP:
FUEL & EXHAUST

CUSTOMER SATISFACTION CAMPAIGN

P2201 CALIBRATION ERROR – REPROGRAM ECM AND DCU (V2507)



AFFECTED VEHICLES

- 2025MY N-Series Vehicles Equipped with 5.2L (4HK1) Diesel Engines

This Customer Satisfaction campaign bulletin supersedes Technical Service bulletin SB25-L-001A. Please discard previous Technical Service bulletin SB25-L-001A.

INFORMATION

CONDITION

In some 2025MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines, operators may experience an illuminated Check Engine Malfunction Indicator Lamp (MIL) with Diagnostic Trouble Code (DTC) P2201 NOx Sensor Circuit Performance Sensor 1. We have determined a calibration error is causing this DTC to set. This DTC may be resolved by reprogramming the Engine Control Module (ECM) and DEF Control Unit (DCU) with revised calibrations.

CORRECTION

Isuzu dealers will reprogram the ECM and the DCU with the latest service calibrations. This service will be performed **free of charge until December 13, 2029 or until the expiration of the New Truck Emission warranty coverage, whichever is longer.**

VEHICLES INVOLVED

Involved are certain 2025MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines.

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. Using the Isuzu Diagnostic Service System (IDSS), software version 16.4.4 or later, reprogram the ECM and DCU to the latest service calibration numbers.

IMPORTANT: IDSS releases prior to 16.4.4 will not correct this condition. Be sure IDSS is updated to or beyond version 16.4.4 before reprogramming.

NOTE: If only one control module has a newer calibration part number available, it is only necessary to program that particular module.

2. Proceed to **Applying the Campaign Label**.

APPLYING THE CAMPAIGN LABEL

3. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2507, Isuzu dealer code, and repair date.
4. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER
DEALER CODE: _____
REPAIR DATE: _____
P/N 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 Operation Code	Description	Labor Time
V2507	DTC P2201 ECM & DCU Calibration Reprogram	0.6

**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

Samples of the customer satisfaction campaign letters that are being sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

CUSTOMER SATISFACTION CAMPAIGN

Campaign V2507

This notice applies to your vehicle, <VIN>

DECEMBER 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 2025 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines.

WHAT IS THE CONDITION?

In some 2025MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines, operators may experience an illuminated Check Engine Malfunction Indicator Lamp (MIL) with Diagnostic Trouble Code (DTC) P2201 NOx Sensor Circuit Performance Sensor 1. We have determined a calibration error is causing this DTC to set. This DTC may be resolved by reprogramming the Engine Control Module (ECM) and DEF Control Unit (DCU) with revised calibrations.

WHAT WE WILL DO

Isuzu dealers will reprogram the ECM and the DCU with the latest service calibrations. This service will be performed **free of charge until December 13, 2029 or until the expiration of the New Truck Emission warranty coverage, whichever is longer.**

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-L-001. We estimate this service may take approximately 36 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 V2507

This notice applies to your vehicle <VIN>

2025 model year ISUZU N-SERIES

DECEMBER 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 2025 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines.

WHAT IS THE CONDITION?

In some 2025MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines, operators may experience an illuminated Check Engine Malfunction Indicator Lamp (MIL) with Diagnostic Trouble Code (DTC) P2201 NOx Sensor Circuit Performance Sensor 1. We have determined a calibration error is causing this DTC to set. This DTC may be resolved by reprogramming the Engine Control Module (ECM) and DEF Control Unit (DCU) with revised calibrations.

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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-L-001. We estimate this service may take approximately 36 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 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.