



Campaign Service BULLETIN

**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
CB16-J-001

ISSUE DATE:
FEBRUARY 2016

GROUP:
ENGINE

VOLUNTARY EMISSION RECALL

DTC P0401 CALIBRATION ERROR – REPROGRAM ECM (#V1602)



AFFECTED VEHICLES

- 2016MY Isuzu N-Series Trucks
Equipped with 5.2L (4HK1) Diesel Engines

INFORMATION

CONDITION

Isuzu Motors Limited has determined that certain 2016 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines were built with an Engine Control Module (ECM) containing an On Board Diagnostic (OBD) calibration error for Diagnostic Trouble Code (DTC) P0401.

CORRECTION

Dealers are to reprogram the ECM with a corrected service calibration. This service will be performed for the customer at **no charge**.

NOTE: California dealers must issue a "Proof of Correction Certificate" to owners of the affected vehicles after completing the work specified below. Please instruct the Isuzu owner to keep that Certificate as the California Department of Motor Vehicles may ask for proof of this campaign completion before renewal of the registration.

IMPORTANT: Dealers must fill out every field on the Proof of Correction Certificate.

VEHICLES INVOLVED

Involved are certain 2016 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines.

IMPORTANT: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry 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 Isuzu Diagnostic Service System (IDSS II) version 9.3.1 or later, reprogram the ECM to the latest service calibration part number.

IMPORTANT: IDSS II releases prior to 9.3.1 will not correct this condition. Be sure IDSS II is updated to or beyond version 9.3.1 before reprogramming.

Affected calibration part numbers are listed for reference only.

Model	OBD Error Affected Calibration Part Number
NPRHD	98344932 or Higher
NPRXD	
NQR	
NRR	

2. Apply the campaign label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with campaign #V1602, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
P/N 2-90028-700-0

CALIFORNIA VEHICLES ONLY

When a California emissions campaign is completed by an Isuzu dealer, the dealer must provide the vehicle owner a "Proof of Correction Certificate", which the owner may need to present to the California Department of Motor Vehicles (DMV) when renewing their vehicle registration. Without this correction certificate, the owner may be unable to renew their vehicle registration. As set forth in the sample owner notification letter below, the owner will need to submit the correction certificate to the DMV only if the DMV requests it. Otherwise, we recommend that owners keep the certificate for their records.

ISUZU				Vehicle Emission Recall - Proof of Correction											
License Number	Make	Model Year	Body Type	Vehicle Identification Number											
Manufacturer				Recall Number											
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.															
Dealer's Name				Address, City, State and Zip											
Date				Dealership's Authorized Signature											
X															
This certificate must be returned to the DMV with your billing notice															

Example, Proof of Correction Certificate

WARRANTY INFORMATION

Submit a Campaign Claim with the information indicated below.

LABOR CODE	DESCRIPTION	LABOR TIME
V1602	OBD Calibration Error Update (DTC P0401)	0.4

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed. (See enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the inspection and service procedures of this recall 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 recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

VOLUNTARY EMISSION RECALL

DTC P0401 CALIBRATION ERROR – REPROGRAM ECM (#V1602)

This notice applies to your vehicle, <VIN>

MARCH 2016

Dear Customer:

This notice is sent to inform you that Isuzu Commercial Truck of America, Inc. is conducting a voluntary emission recall that includes your vehicle, <VIN>, 2016MY <series>.

CONDITION

Isuzu Motors Limited has determined that certain 2016 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines were built with an Engine Control Module (ECM) containing an On Board Diagnostic (OBD) calibration error for Diagnostic Trouble Code (DTC) P0401.

WHAT WE WILL DO

The ECM will be reprogrammed with the proper OBD calibration. This service will be performed for you at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your local Isuzu dealer as soon as possible to schedule an appointment. Instructions for reprogramming the ECM have been sent to your dealer. Isuzu estimates that the remedy will take approximately 20 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership.

EMISSION WARRANTY INFORMATION

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, it is recommended that you have your vehicle serviced as soon as possible. In addition, in some states participation in an emission recall may be necessary to renew the vehicle registration.

CALIFORNIA OWNERS

Once the campaign is completed, you will receive a “Proof of Correction Certificate” from the dealer performing the campaign, which may need to be presented to the California Department of Motor Vehicles when you renew your vehicle registration.

To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator link and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

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.