



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB21-L-001

ISSUE DATE:
AUGUST 2021

GROUP:
FUEL & EXHAUST

CUSTOMER SATISFACTION CAMPAIGN

CV

DTC P225C CALIBRATION UPDATE – REPROGRAM DEF CONTROL UNIT (DCU) (V2105)

AFFECTED VEHICLES

- 2021MY Isuzu F-Series Vehicles

This campaign bulletin supersedes service bulletin SB21-L-001. Please discard service bulletin SB21-L-001.

INFORMATION

CONDITION

In some 2021MY Isuzu F-Series trucks, operators may experience an illuminated Malfunction Indication Light (MIL) with Diagnostic Trouble Code (DTC) P225C NOx Sensor Offset High Error Sensor 1 in the DEF Control Unit (DCU). We have determined a DCU calibration error is causing this DTC to set, not the NOx Sensor. Therefore, this DTC may be resolved by reprogramming the DCU with a revised calibration.

CORRECTION

Isuzu dealers will reprogram the DCU with a corrected service calibration. This service will be provided **free of charge**.

VEHICLES INVOLVED

Involved are certain 2021MY Isuzu F-Series trucks.

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.

SERVICE PROCEDURE

1. Using Isuzu Diagnostic Service System (IDSS II) version 13.9.7 or later, reprogram the DCU to the latest service calibration part number.

IMPORTANT: IDSS II releases prior to 13.9.7 will not correct this condition. Be sure IDSS II is updated to or beyond version 13.9.7 before reprogramming.

The corrected calibration part number is listed for reference only.

MY	Model	Calibration #
2021	F-Series	97684092

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 V2105, 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

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
V2105	DTC P225C – Calibration Update Reprogram DCU	0.4

*Includes 0.1 hours for administrative allowance.

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this campaign at no charge to customers, regardless of mileage, age of the vehicle, or ownership. 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 perform the required correction according to the instructions contained in this bulletin. Program follow-up cards should not be used for this purpose, since the customers may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to ensure the campaign remedy has been implemented before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see sample owner letters attached below).

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

AUGUST 2021

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 2021MY Isuzu F-Series trucks. Your <model year> model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2021MY Isuzu F-Series trucks, operators may experience an illuminated Malfunction Indication Light (MIL) with Diagnostic Trouble Code (DTC) P225C NOx Sensor Offset High Error Sensor 1 in the DEF Control Unit (DCU). We have determined a DCU calibration error is causing this DTC to set, not the NOx Sensor. Therefore, this DTC may be resolved by reprogramming the DCU with a revised calibration.

WHAT WE WILL DO

Your Isuzu dealer will reprogram the DCU with a corrected service calibration. This service will be provided **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 CB21-L-001. We estimate this service may take approximately 26 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

This notice applies to your vehicle, <VIN>

AUGUST 2021

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 2021MY Isuzu F-Series trucks. Your <model year> model year Isuzu F-Series, VIN <VIN>, is involved in this campaign.

CONDITION

In some 2021MY Isuzu F-Series trucks, operators may experience an illuminated Malfunction Indication Light (MIL) with Diagnostic Trouble Code (DTC) P225C NOx Sensor Offset High Error Sensor 1 in the DEF Control Unit (DCU). We have determined a DCU calibration error is causing this DTC to set, not the NOx Sensor. Therefore, this DTC may be resolved by reprogramming the DCU with a revised calibration.

WHAT WE WILL DO

Your Isuzu dealer will reprogram the DCU with a corrected service calibration. This service will be provided **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 CB21-L-001. We estimate this service may take approximately 26 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.isuzutruck.ca. 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 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.