



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB24-L-001

ISSUE DATE:
JULY 2024

GROUP:
FUEL & EXHAUST

CUSTOMER SATISFACTION CAMPAIGN

P2201/P20EE CALIBRATION ERROR – REPROGRAM ECM AND DCU (V2403)



AFFECTED VEHICLES

- 2022 – 2024MY N-Series Vehicles Equipped with 5.2L (4HK1) Diesel Engines and Option (IE1) 4-Wheel Disc Brakes

INFORMATION

CONDITION

We have determined that certain 2022 – 2024MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes were built with an Engine Control Module (ECM) and Diesel Exhaust Fluid Control Unit (DCU) containing an On Board Diagnostic (OBD) calibration error for Diagnostic Trouble Codes (DTC) P2201 NOx Sensor Circuit Performance Sensor 1 and P20EE Diesel Exhaust Fluid (DEF) System NOx Trap Low Efficiency.

CORRECTION

Consistent with the table found in Step 2 of the Service Procedure below, Isuzu dealers are to reprogram the ECM and/or the DCU with the corrected service calibrations. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain 2022 – 2024MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes.

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 VIN in the Isuzu Vehicle Information System (IVIS) and confirm the vehicle is affected by this campaign.
2. Using the Isuzu Diagnostic Service System (IDSS) version 15.5.8. or later, check the ECM and DCU calibration part numbers. If the calibration part numbers do NOT match the calibration numbers listed in the table below, reprogram both the ECM and the DCU. However, if only one calibration part number does not match, only reprogram the corresponding module.

MY	Vehicle	Engine	ECM Calibration #	DCU Calibration #
2022i	N-Series	5.2L	55243970	55243971
2023-2024 w/o ADAS	N-Series	5.2L	55243972	55243974
2023-2024 with ADAS	N-Series	5.2L	55243973	55243974

NOTE: If the ECM and DCU are already calibrated to the calibration numbers above and DTC P2201 and/or P20EE are still setting, follow the Intermittent Conditions diagnostics in the applicable Workshop Manual. Ensure that DTC P2201 and/or P20EE are cleared after the ECM and/or the DCU have been reprogrammed.

NOTE: If any DTCs other than DTC P2201 and/or P20EE are found, make a note on the RO and consult with the customer. The repairs associated with DTCs other than DTC P2201 and/or P20EE are not covered by this campaign (though the repair may still be covered under the New Vehicle Warranty).

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

APPLYING THE CAMPAIGN LABEL

4. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number V2403, Isuzu dealer code, and repair date.
5. 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 CODE	DESCRIPTION	LABOR HOURS
V2403	DTC P2201 and/or P20EE ECM & DCU Calibration Reprogram	0.8

**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 V2403

This notice applies to your vehicle, <VIN>

JULY 2024

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 2022 – 2024 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes.

WHAT IS THE CONDITION?

We have determined that certain 2022 – 2024MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes were built with an Engine Control Module (ECM) and Diesel Exhaust Fluid Control Unit (DCU) containing an On Board Diagnostic (OBD) calibration error for Diagnostic Trouble Codes (DTC) P2201 NOx Sensor Circuit Performance Sensor 1 and P20EE Diesel Exhaust Fluid (DEF) System NOx Trap Low Efficiency.

WHAT WE WILL DO

Isuzu dealers are to reprogram the ECM and/or the DCU with the corrected service calibrations. 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 CB24-L-001. We estimate this service may take approximately 48 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.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this Customer Satisfaction Campaign, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

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 V2403

This notice applies to your vehicle, <VIN>

JULY 2024

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 2022 – 2024 model year Isuzu N-Series trucks equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes.

WHAT IS THE CONDITION?

We have determined that certain 2022 – 2024MY Isuzu N-Series vehicles equipped with 5.2L (4HK1) diesel engines and option (IE1) 4-wheel disc brakes were built with an Engine Control Module (ECM) and Diesel Exhaust Fluid Control Unit (DCU) containing an On Board Diagnostic (OBD) calibration error for Diagnostic Trouble Codes (DTC) P2201 NOx Sensor Circuit Performance Sensor 1 and P20EE Diesel Exhaust Fluid (DEF) System NOx Trap Low Efficiency.

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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 CB24-L-001. We estimate this service may take approximately 48 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.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this Customer Satisfaction Campaign, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com