



# Campaign Service BULLETIN

**IMPORTANT SERVICE  
INFORMATION FOR:**

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

BULLETIN NUMBER:  
**CB13-K-001**

ISSUE DATE:  
**JUNE 2013**

GROUP:  
**TRANSMISSION**

## Product Safety Recall

### AISIN TRANSMISSION C1 CLUTCH – 13V-206

(Transport Canada #2013-165)



#### AFFECTED VEHICLES

- 2013MY Isuzu N-Series  
Equipped with Aisin 6-Speed Transmissions

#### SERVICE INFORMATION

##### CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2013MY Isuzu N-Series vehicles equipped with Aisin 6-speed transmissions. In the affected vehicles, the retaining ring of the forward clutch drum of the transmission assembly can become dislodged. If the retaining ring dislodges from the groove of the forward clutch drum while the vehicle is in motion, the vehicle may lose forward driving power and increase the risk of a crash.

##### CORRECTION

Isuzu dealers are to replace the Aisin Transmission Assembly.

##### VEHICLES INVOLVED

Involved are *certain* 2013 model year Isuzu N-Series vehicles equipped with Aisin 6-speed transmissions.

**Important:** Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles may be involved.

For dealers with involved vehicles, a listing 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.

## PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Application	Qty
2-90525-890-0	Aisin Transmission Assembly	5.2L 4HK1	1
2-90028-700-0	Campaign Label		1

## SERVICE PROCEDURE

**NOTE: An IQC case is not required for this campaign.**

1. Replace the Aisin transmission assembly. Refer to the appropriate service manual for repair procedures.
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 Number 13V-206, Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.

<b>ISUZU</b>
<b>CAMPAIGN NUMBER</b>
_____
<b>DEALER CODE:</b> _____
<b>REPAIR DATE:</b> _____
<small>P/N 2-90028-700-0</small>

## CLAIM INFORMATION

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

Submit only **one** claim with the applicable Labor Code as indicated below.

Labor Code	Description	Labor Hours
V1305	Aisin Transmission C1 Clutch Safety Recall	4.0

**OWNER NOTIFICATION**

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

**DEALER RESPONSIBILITY**

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

## OWNER LETTER – US

# URGENT SAFETY RECALL

JUNE 2013

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your 2013 model year Isuzu N-Series, VIN <VIN> is involved in safety recall 13V-206.

### WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2013MY Isuzu N-Series vehicles equipped with Aisin 6-speed transmissions. In the affected vehicles, the retaining ring of the forward clutch drum of the transmission assembly can become dislodged. If the retaining ring dislodges from the groove of the forward clutch drum while the vehicle is in motion, the vehicle may lose forward driving power and increase the risk of a crash.

### WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the Aisin transmission assembly in your vehicle at **no charge**.

### WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB13-K-001. Isuzu estimates that the repair will take approximately 4 hours to perform. However, 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.isuzucv.com](http://www.isuzucv.com), click on the dealer locator icon and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of America  
Customer Relations  
1-866-441-9638**

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153), or go to <http://www.safercar.gov>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America

***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.***

## URGENT SAFETY RECALL

JUNE 2013

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your 2013 model year Isuzu N-Series, VIN <VIN> is involved in safety recall Transport Canada #2013-165.

### WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2013MY Isuzu N-Series vehicles equipped with Aisin 6-speed transmissions. In the affected vehicles, the retaining ring of the forward clutch drum of the transmission assembly can become dislodged. If the retaining ring dislodges from the groove of the forward clutch drum while the vehicle is in motion, the vehicle may lose forward driving power and increase the risk of a crash.

### WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the Aisin transmission assembly in your vehicle at **no charge**.

### WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB13-K-001. Isuzu estimates that the repair will take approximately 4 hours to perform. However, 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](http://www.isuzutruck.ca), and click on the dealer locator icon and enter your province. Should you not have access to a computer terminal please contact our Customer Relations Department by calling the number listed below.

**Isuzu Commercial Truck of Canada  
Customer Relations  
1-866-441-9638**

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada

***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.***

## RAPPEL DE SÉCURITÉ URGENT

JUIN 2013

Cher Clients,

Cet avis vous est envoyé conformément aux exigences de la Loi sur la sécurité des véhicules automobiles du Canada. Votre véhicule de la série N Isuzu d'année modèle 2013, NIV <VIN>est impliqué dans le rappel de sécurité numéro #2013-165 de Transport Canada.

### QUELLE EST LA CONDITION?

Le fabricant, Isuzu Motors Limited, a décidé qu'un défaut, qui se rapporte à la sécurité des véhicules automobiles, existe dans certains véhicules de Séries N Isuzu d'année modèle 2013 équipés avec une transmission Aisin à 6 vitesses. Dans les véhicules affectés, la bague de retenue du tambour d'embrayage avant de la transmission peut se déloger. Si la bague de retenue se déloge de la cannelure du tambour d'embrayage avant lorsque le véhicule est en mouvement, le véhicule peut perdre la puissance motrice avant et augmenter le risque d'accident.

### CE QUE NOUS ALLONS FAIRE

Pour corriger cette condition, votre concessionnaire Isuzu remplacera la transmission Aisin assemblée dans votre véhicule **sans frais**.

### CE QUE VOUS DEVEZ FAIRE

Nous vous recommandons de contacter votre concessionnaire pour planifier un rendez-vous. Présenter cette lettre de Notification du propriétaire au moment de votre rendez-vous ou se référer au numéro du Bulletin CB13-K-001. Isuzu estime que la réparation prendra environ 4 heures à effectuer. Cependant, un délai supplémentaire peut être nécessaire selon les rendez-vous prévus et traités chez votre concessionnaire. Pour trouver le concessionnaire Isuzu le plus près vous pouvez visiter notre site Web à [www.isuzutruck.ca](http://www.isuzutruck.ca) et cliquez sur Trouver un Concessionnaire et choisir votre province. Si vous n'avez pas accès à l'Internet veuillez communiquer avec notre Département de Service à la Clientèle en composant le numéro énuméré ci-dessous.

**Isuzu Camions Commerciaux du Canada, Inc.**  
**Service à la Clientèle**  
**1-866-441-9638**

Nous regrettons tout inconvénient que cette action peut vous causer.

Sincèrement,

Isuzu Camions Commerciaux du Canada, Inc.

***Important: Si vous avez vendu ou échangé votre véhicule Isuzu, s'il vous plaît entrez le numéro d'identification, le nom du nouveau propriétaire, et leur adresse, s'il est connu, dans le «Changement d'information» sur la carte postale jointe. Frais de port a déjà été payée. Nous contacterons le nouveau propriétaire.***