

**BULLETIN NUMBER:**

CB13-J-002

**ISSUE DATE:**

AUGUST 2013

**GROUP:**

ENGINE

## **Safety Recall Oil Pan Heater Extension Cord - #13V-259 (Transport Canada # TC2013-212/213)**

### **AFFECTED VEHICLES**

2000 - 2009 Chevrolet or GMC W3500/W4500  
2000 - 2010 Chevrolet or GMC W3500/W4500/W5500  
2001 - 2004 Chevrolet or GMC WT5500  
2001 - 2004 Isuzu FRR  
2001 - 2004 Isuzu NPR/NPRHD/NQR  
2001 - 2013 Isuzu NPR/NPRHD  
2005 - 2013 Isuzu NPR/NPRHD/NQR/NRR  
2012 - 2013 Isuzu NPR

### **SERVICE INFORMATION**

#### AFFECTED VEHICLES

- 2001-2013MY Isuzu N-Series
- 2000-2010MY Chevrolet/GMC W-Series
- 2001-2004MY Isuzu FRR
- 2001-2004MY Chevrolet/GMC WT5500

Equipped with an Optional Extension Cord for Oil Pan Heater RPO Code IG3

#### INFORMATION

#### CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain MY 2001-2013MY Isuzu N-Series, 2000-2010MY Chevrolet/GMC W-Series, 2001-2004MY Isuzu FRR and 2001-2004MY Chevrolet/GMC trucks equipped with an optional extension cord connected to oil pan heater RPO code IG3.

When the optional oil pan heater was installed at the port, the installer was instructed to connect the extension cord to the oil pan heater plug and secure the cord to the exterior of the vehicle. Isuzu recently learned that during vehicle use over time, dust, dirt and moisture may collect at the contact point between the oil pan heater plug and the extension cord causing a carbon tracking phenomenon. This condition may cause overheating of the extension cord, which could melt the oil pan heater plug and/or block heater plug (if equipped), producing odor and smoke and result in an increased risk of fire.

#### CORRECTION

To correct this condition, remove the extension cord, place a new extension cord inside the vehicle, inspect the oil pan heater cable plug and block heater cable plug (If equipped) and install protective caps. If either heater plug is melted the cable must be replaced.

**DEALER RESPONSIBILITY**

Dealers are to service all vehicles subject to this program at **no charge** to customers, regardless of mileage, age of 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 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 for service, you must take the steps necessary to be sure the program correction has been made 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 enclosed copies).

**VEHICLES INVOLVED**

Involved are certain 2001-2013MY Isuzu N-Series, 2000-2010MY Chevrolet/GMC W-Series, 2001-2004MY Isuzu FRR and 2001-2004MY Chevrolet/GMC trucks equipped with an optional extension cord connected to oil pan heater RPO code IG3.

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

**SERVICE PROCEDURE**

- 1. Locate the blue oil pan heater extension cord and remove it from the vehicle. Cut the extension cord into at least 2 pieces using wire cutters and retain at least one end for warranty part return.

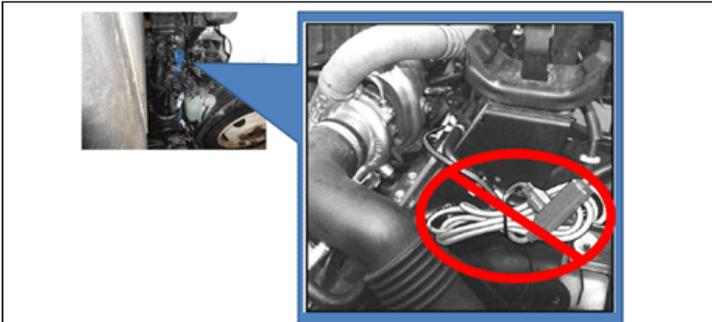


Figure 1 – Optional Oil Pan Heater Cord Location

- 2. Place the new extension cord inside the vehicle cab.

**IMPORTANT:** If the oil pan heater plug is found to be melted during the inspection, replace the oil pan heater assembly. If the block heater cable (If equipped) plug is found to be melted during the inspection, replace the block heater cable.

3. Inspect the oil pan heater plug (and block heater cable plug if equipped). Dirt, dust and carbon tracking evidence must be cleaned from the plug terminals (Figure 2). Use a wire brush, emery cloth or medium grade sanding pad (Figure 3) to clean the plug terminals. After cleaning blow away any residual debris with air pressure or electrical contact cleaner.

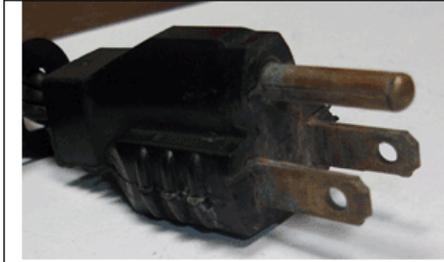


Figure 2 – Dirty, Dusty Plug



Figure 3 - Suggested Cleaning Methods



Figure 4 - Plug End and Wire Brush

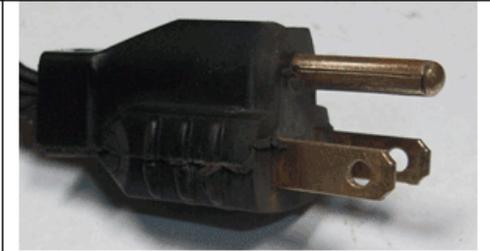


Figure 5 - Clean Plug End

NOTE: Replacement heater cables come equipped with new plug caps.

4. Remove and discard the original plug cap. Install a new plug cap onto the oil pan heater plug (and block heater cable plug if equipped).



Figure 6 – Plug and Protective Plug Cap

5. 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-259, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.



**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.

Part Number	Description	Quantity	Comment
2-90055-906-1	Extension Cord	1	
2-90055-911-0	Plug Cap	1	2 - if equipped with an engine block heater
2-90055-910-0	Oil Pan Heater		Only if plug is melted
2-90055-901-0	Block Heater Cable		Only if plug is melted

NOTE: All oil pan heaters and block heater cables will be requested by the warranty parts return system. Be sure to have these parts available for return when requested. Failure to return requested parts will result in a claim chargeback.

**CLAIM INFORMATION**

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

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

LABOR OP	REPAIR PERFORMED	LABOR HOURS
V1302A	Extension Cord Removal, Clean and Install Plug Caps	0.4
V1302B	Extension Cord Removal and Oil Pan Heater Replacement	1.2
V1302C	Extension Cord Removal and Block Heater Cable	0.8
V1302D	Extension Cord Removal, Oil Pan Heater and Block Heater Cable Replacement	1.6

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**OWNER NOTIFICATION LETTER – US**

**URGENT SAFETY RECALL**

AUGUST 2013

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your [model year] model year [make] [series], VIN [VIN] is involved in safety recall 13V-259.

**WHAT IS THE CONDITION?**

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain MY 2001-2013 Isuzu N-Series, 2001-2010 Chevrolet/GMC W-Series, 2001-2004 Isuzu FRR and 2001-2004 Chevrolet/GMC trucks equipped with an optional extension cord connected to oil pan heater RPO code IG3.

When the optional oil pan heater was installed at the port, the installer was instructed to connect the extension cord to the oil pan heater plug and secure the cord to the exterior of the vehicle. Isuzu recently learned that during vehicle use over time, dust, dirt and moisture may collect at the contact point between the oil pan heater plug and the extension cord causing a carbon tracking phenomenon. This condition may cause overheating of the extension cord, which could melt the oil pan heater plug and/or block heater plug (if equipped), producing odor and smoke and result in an increased risk of fire.

**WHAT WE WILL DO**

To correct this condition, your Isuzu dealer will remove and discard the extension cord, place a new extension cord **inside** the vehicle, inspect the oil pan heater cable plug and block heater cable plug (if equipped) and install protective caps. If either heater plug shows signs of heat damage, the cable will be replaced. This remedy will be provided at **no charge**.

**Note: Once you obtain a new extension cord, do not store it by attaching it to the outside of your vehicle. Be sure to store the extension cord indoors or within the cab’s interior when not in use.**

**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-J-002. Isuzu estimates that the repair will take approximately 20 minutes 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 link 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

**REIMBURSEMENT**

If you have already paid for repairs to address the condition covered by this safety recall, 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. Among other things, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and costs of that repair.

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.

**OWNER NOTIFICATION LETTER – CANADA**

**URGENT SAFETY RECALL**

AUGUST 2013

Dear Isuzu Customer:

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your [Year] model year Isuzu NPR/NQR/NRR [SERIES], VIN [VIN], is involved in safety recall Transport Canada TC2013-212 (NHTSA 13V-259).

**WHAT IS THE CONDITION?**

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2013 model year Isuzu N-Series vehicles produced between October 2007 and December 2012 equipped with an optional extension cord connected to the oil pan heater (RPO code IG3).

When the optional oil pan heater was installed at the port, the installer was instructed to connect the extension cord to the oil pan heater plug and secure the cord to the exterior of the vehicle. Isuzu recently learned that during vehicle use over time, dust, dirt and moisture may collect at the contact point between the oil pan heater plug and the extension cord causing a carbon tracking phenomenon. This condition may cause overheating of the extension cord, which could melt the oil pan heater plug and/or block heater plug (if equipped), producing odor and smoke and result in an increased risk of fire.

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Isuzu Commercial Truck of Canada, Inc.  
Customer Relations  
1-866-441-9638

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