



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-X-002

ISSUE DATE:
APRIL 2016

GROUP:
MISCELLANEOUS

NONCOMPLIANCE RECALL

VIN LABEL PRINTER ERROR - 16V-105



AFFECTED VEHICLES

- 2016MY Isuzu N-Series Trucks (See Attached VIN List)
Equipped with 5.2L (4HK1) Diesel Engines Wholesaled Between
October 19, 2015 and November 5, 2015

INFORMATION

CONDITION

Isuzu Motors Limited has decided that certain 2016 model year Isuzu N-Series trucks fail to comply with the requirements of 49 C.F.R. 567 due to a typographical error in the rim size on the certification label in those trucks. If the rim size, tire pressure and weight information cannot be referenced and understood, the owner may overload the vehicle or underinflate the tires. These conditions may increase the risk of a crash.

CORRECTION

The old certification label (which includes a typographical printer error) will be removed and a new, corrected label will be affixed. Owners of affected vehicles will be requested to contact their Isuzu dealer/authorized service facility to schedule a time to replace the label at **no charge** to customers regardless of mileage, age of vehicle or ownership.

VEHICLES INVOLVED

Involved are certain 2016 model year Isuzu N-Series trucks equipped with 5.2 (4HK1) diesel engines wholesaled between October 19, 2015 and November 5, 2015. See VIN list provided with this bulletin.

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.

PARTS INFORMATION

Dealers with involved vehicles must confirm the vehicle is still present at their location and request the label by contacting their District Service and Parts Manager (DSPM).

Labels requested for vehicles in dealer inventory will also be provided on a no-charge basis.

NOTE: All misprinted labels will be requested by the Warranty Parts Return system. Be sure to have these parts available when requested. Failure to return requested parts will result in a claim chargeback.

SERVICE PROCEDURE

TOOLS REQUIRED:

- Lint Free Cloth
- 3M™ Scotchcal™ Application Squeegee
- CRC™ Gasket Remover (Item No.05021)
- 91% Isopropyl Alcohol
- Spray Bottle
- Dawn® Dishwashing Liquid
- Distilled Water

 **CAUTION**

Failure to follow instructions identified by this symbol could result in accident, death or serious injury to you, and/or other people. The caution area will inform you of potential hazards followed by what to do to avoid the hazard. It is important to read these cautions to avoid injury to yourself or others.

 **ADVICE**

Failure to follow instructions identified by this symbol could cause malfunction or damage to your vehicle.

 **NOTE**

*This symbol identifies information you need to know.
This symbol also identifies useful information for operating the vehicle.*

PREPARATION

 **NOTE**

The room, parts and vehicle temperature must be between 60°F and 90°F for optimum installation.

- 1) Verify that the new and old labels have matching VIN numbers before replacing.

REMOVAL



ADVICE

In order to avoid paint damage, DO NOT use metallic sharp edge objects to remove the old label.

- 1) Carefully remove old label from B-pillar door jamb (driver's side door) using the 3M™ Scotchcal™ application squeegee to avoid paint damage (See Figure 1).



Figure 1

- 2) Remove old label glue residue by applying a light coat of CRC™ gasket remover (See Figure 2a) and letting it soak for no more than two (2) minutes before wiping it off with a clean cloth (See Figure 2b).

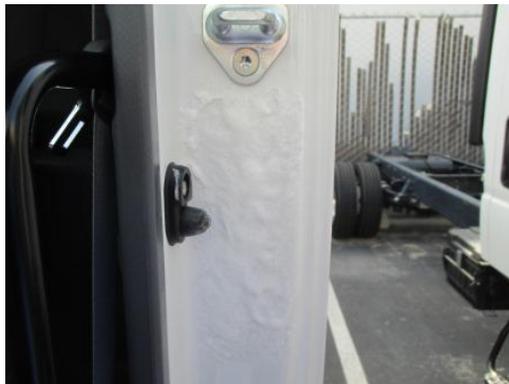


Figure 2a

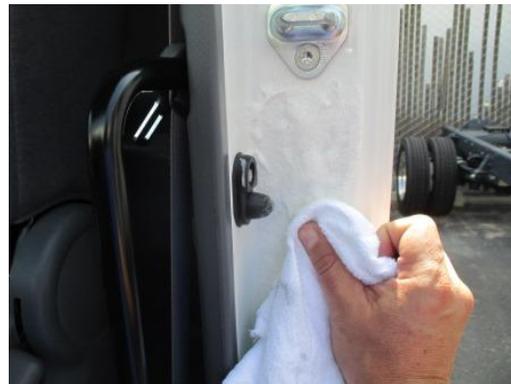


Figure 2b

INSTALLATION

- 1) Clean the application area with a solution of one part isopropyl alcohol diluted with one part water. Immediately wipe the installation area dry using a clean, lint-free cloth.



NOTE

VIN and Weight Rating label can only be applied once; DO NOT remove and re-apply to correct air pockets or wrinkles.

- 2) Apply the new corrected certification label in area shown (See Figure 3), located **5mm below the striker** in the driver's door jamb. Be careful **not to wrap label over door jamb edge**.



Figure 3

- 3) Apply the label starting from the inboard edge using the back of the label to keep it straight avoiding air pockets and wrinkles (See Figure 4).



Figure 4



NOTE

The back of the protective film is split to ease installation. Remove only one half of the backing at a time (larger side first).

- 4) To apply protective film over the VIN and Weight Rating label, peel half of the backing away from protective film (See Figure 5).



Figure 5

- 5) Apply water/soap solution (5 drops of Dawn® dishwashing liquid per 32 fl. oz. of distilled water) to the new installed label (See Figure 6a) and to the application side of protective film (See Figure 6b) to ease film installation.



Figure 6a



Figure 6b



NOTE

Note that the protective film is slightly larger than the new certification label. Make sure that protective film covers the label entirely.

- 6) Apply the protective film to the label starting with the outboard edge (Figure 7a). Use the squeegee to hold the protective film in place (See Figure 7b).



Figure 7a



Figure 7b

- 7) Peel the second half of the film backing, apply water/soap solution to protective film as needed and remove excess water/soap solution using the 3M™ Scotchcal™ application squeegee (See Figure 8).

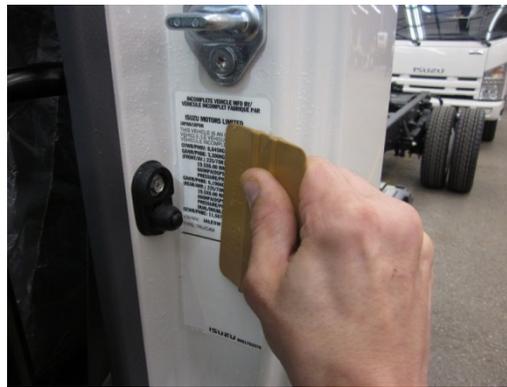


Figure 8

- 8) Carefully finish the edges around the label by removing any excess water/soap residue (See Figure 9).



Figure 9

- 9) 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 16V-105, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar below the new VIN and Weight Rating label.

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

WARRANTY INFORMATION

Submit a Campaign Claim with the information indicated below.

LABOR CODE	REPAIR PERFORMED	LABOR TIME
V1604	Install Vehicle Emission Label	0.5

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

NOTE: All misprinted labels will be requested by the Warranty Parts Return system. Be sure to have these parts available when requested. Failure to return requested parts will result in a claim chargeback.

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 program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles.

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.