



IMMEDIATE INSPECTION REQUEST – FUSE BOX BOLT

Date: June 28, 2019

Subject: IMMEDIATE INSPECTION REQUEST – FUSE BOX BOLT DEALER SERVICE CAMPAIGN (V1904)

Affected Models: Certain Unsold Units in Dealer Inventory Only (Excluding Vehicles at the Body Company)

- **2018-2019MY Isuzu FTR Vehicles**
- **2017-2018MY Isuzu N-Gas Vehicles**

To: Isuzu Dealer Principal, Sales Manager and Service Manager

WHAT IS THE CONDITION?

Some 2018-2019MY Isuzu FTR and 2017-2018MY Isuzu N-Gas vehicles may have a loose fuse box power supply bolt. We are requesting an inspection of this bolt to determine if the bolt is loose and/or insulation is interfering with the clamping of the bolt.

WHAT WE WILL DO

We have provided below a service procedure for dealers to inspect the fuse box power supply bolt.

WHAT YOU SHOULD DO

Inspect your affected **dealer inventory** according to the service procedure provided, complete the online survey, and submit a warranty claim as soon as possible. It is important for dealers to complete the inspection and submit the online survey as soon as possible and in any event no later than July 31, 2019.

Important: Dealers are to confirm vehicle eligibility prior to beginning inspections by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles in the above affected models are involved.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

SERVICE PROCEDURE

1. Place the vehicle in park, apply the parking brake, and remove the key from the engine control switch.
2. Disconnect the negative battery cable.
3. If the vehicle is a crew cab model, also remove the driver side rear step. (See Figure 1.) If not, proceed to the next step.

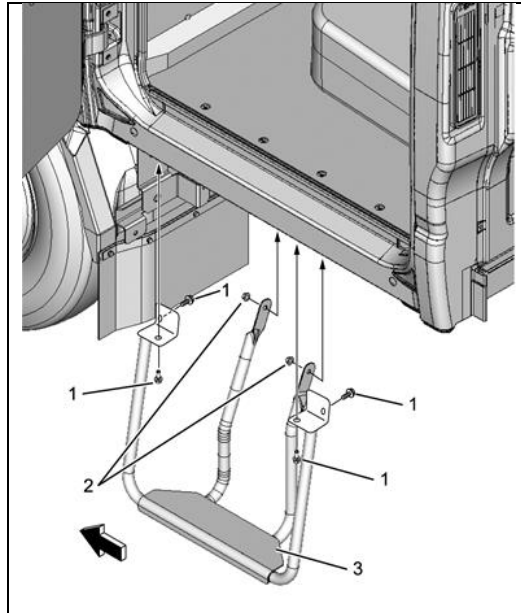


Figure 1

1. Bolt
2. Nut
3. Rear Step

4. Remove the fuse box lid to expose the relays and fuses. (See Figure 2.)



Figure 2

5. Remove the three (3) 12mm fuse box mounting bolts and set these aside for later use. (See Figure 3.)

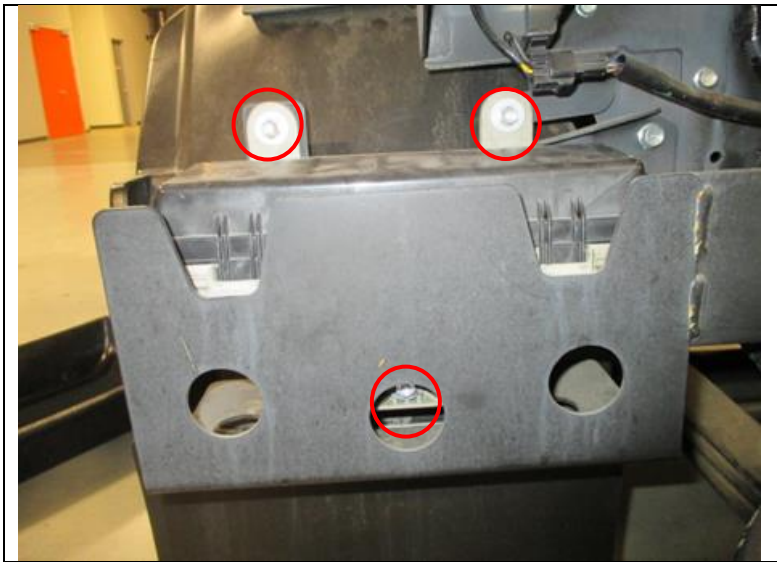


Figure 3

6. Flip the fuse box over and remove the lower cover using a flat blade screwdriver to release the five (5) locking tabs. Set lower cover to the side for later use. (See Figures 4 and 5.)



Figure 4

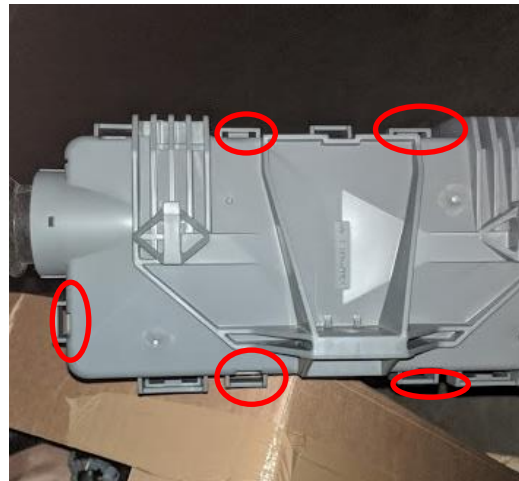


Figure 5

7. Remove the inner cover by removing the PVC tape, pulling the grommet off the end of the fuse box halves and using the same process to release the locking tabs as in Step 4. Set the cover to the side. (See Figures 6, 7 and 8.)



Figure 6



Figure 7

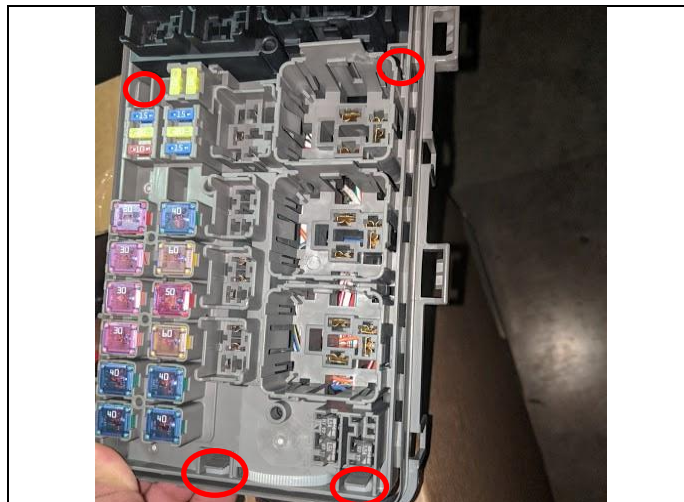


Figure 8

- Using no tools, check the power supply terminal bolt with your fingers only for looseness. (See Figure 9.) Document on the repair order whether the bolt is able to be loosened with your fingers.

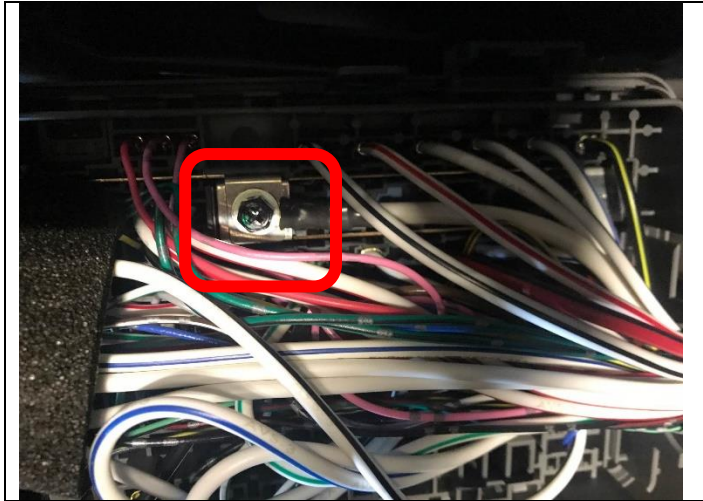


Figure 9

- In order to expedite the results of your inspection, we have developed a new procedure using a smartphone. Scan the QR code (or click on the hyperlink) provided below and complete the survey with your inspection results from Step 7. (See Figure 10.) If a smartphone is not available, complete the survey at <https://www.surveymonkey.com/r/dlrinvinsp>.

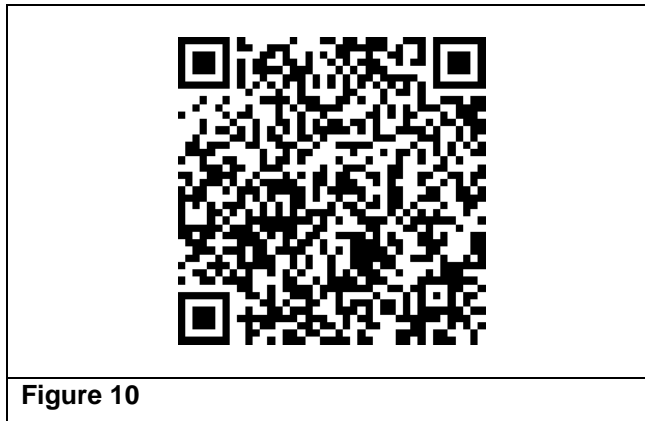


Figure 10

- Inspect the wire terminal insulation for excess insulation. (See Figures 11 and 12.) If the insulation is OK, proceed to Step 12. If the insulation is Not OK, proceed to Step 11.



Figure 11 – OK Condition



Figure 12 – Not OK Condition

11. Remove the terminal bolt and lift the terminal away from the fuse box. Using a razor blade, carefully trim away any excess insulation as necessary. Then reinstall the bolt.
12. Torque the power supply terminal bolt to the provided specification.
Tightening Torque: 30.1 lb in. (3.4 Nm).
13. Install the white inner fuse box cover.
14. Install the rubber grommet and tape as necessary.
15. Install the fuse box lower cover.
16. Mount the fuse box onto the vehicle using the three (3) 12mm mounting bolts removed in Step 5. Tighten the bolts to the provided specification.
Tightening Torque: 5.3 lb ft. (7.1Nm).
17. Install the fuse box cover.
18. If the vehicle is a crew cab model, install the driver side rear step and torque to the provided specifications. (See Figure 1.) If not, proceed to the next step.
Tightening Torque: 13 lb ft. (18 Nm).
19. Install the negative battery cable. Tighten the bolts to the provided specification.
Tightening Torque: 53 lb in. (6 Nm).
20. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

21. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number (V1904), Isuzu dealer code, and repair date.
22. Affix the campaign label onto the driver's side B-pillar.

ISUZU CAMPAIGN NUMBER

DEALER CODE: _____
REPAIR DATE: _____
<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 as indicated below.

NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim.

Labor Code	Description	Labor Hours
V1904	Fuse Box Bolt Inspection <i>(Includes necessary time to trim harness insulation)</i>	0.5
	ADD: For Crew Cab Vehicles	0.3

**Includes 0.1 hours for administrative allowance*