



**IMPORTANT SERVICE
INFORMATION FOR:**

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

Campaign Service BULLETIN

BULLETIN NUMBER:
CB21-J-003

ISSUE DATE:
DECEMBER 2021

GROUP:
ENGINE

VOLUNTARY EMISSIONS RECALL **IMPORTANT ENGINE INFORMATION (IEI)** **EMISSIONS LABEL – V21072**



AFFECTED VEHICLES

- 2020-2021MY Isuzu N-Series Tilt Cab Vehicles Produced Before 5/18/2021 and Equipped with 6.6L (L8T) Gasoline Engines

INFORMATION

CONDITION

Isuzu Commercial Truck of America, Inc. is conducting a voluntary emissions recall involving certain 2020-2021 model year Isuzu N-Series tilt cab trucks produced before 5/18/2021 and equipped with 6.6L (L8T) gasoline engines. The Important Engine Information (IEI) emissions label does not meet all regulatory requirements.

CORRECTION

Dealers will remove the existing IEI label and install one (1) new IEI label on the oil pan and one (1) new IEI label on the cab.

IMPORTANT: California dealers must issue a “Proof of Correction Certificate” to owners of the affected vehicles after completing the work specified below. Advise the Isuzu owners to keep the Certificate, as the California Department of Motor Vehicles may ask for proof of this campaign completion before permitting renewal of the vehicles’ registration.

IMPORTANT: Dealers must fill out every field on the Proof of Correction Certificate.

VEHICLES INVOLVED

Involved are certain 2020-2021 model year Isuzu N-Series tilt cab trucks produced before 5/18/2021 and equipped with 6.6L (L8T) gasoline engines.

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.

PARTS INFORMATION

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

P/N	DESCRIPTION	QTY
8-12723-507-0	2020MY IEI Label Class 3 NPR	2
8-12723-506-0	2020MY IEI Label Class 4 NPRHD	2
8-12723-501-0	2021MY IEI Label Class 3 NPR	2
8-12723-502-0	2021MY IEI Label Class 4 NPRHD	2

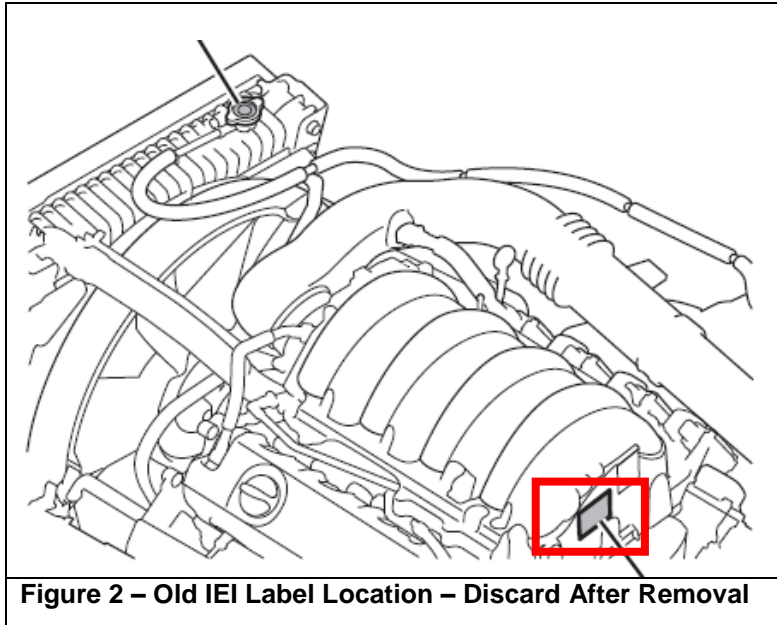
SERVICE PROCEDURE

1. Lift the vehicle per the instructions in the applicable Work Shop Manual (WSM).
2. Clean the indicated area on the bottom of the oil pan with isopropyl alcohol and dry with a clean, lint free cloth. The receiving surface must be clean, dry, and free of any contaminants. (See Figure 1.)

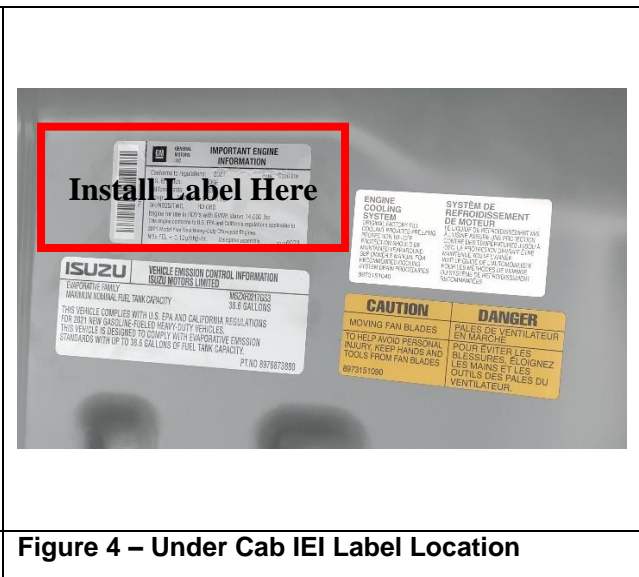
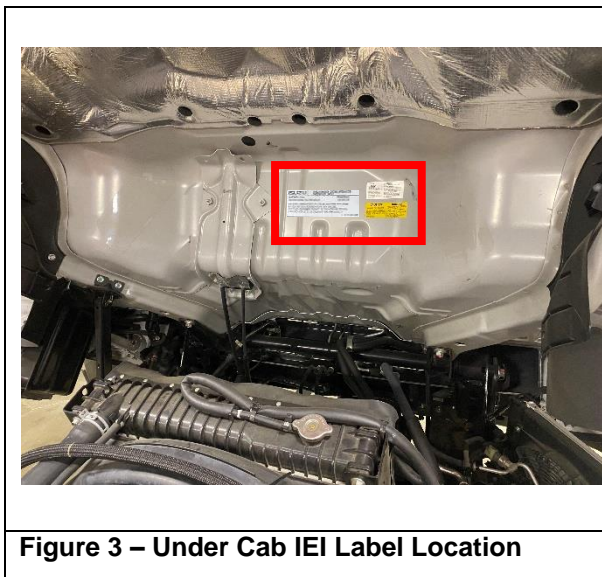


Figure 1 – Oil Pan Location

3. Install a **NEW** Important Engine Information (IEI) label on the location indicated in Figure 1 at the bottom of the oil pan.
4. Lower the vehicle per the instructions in the applicable WSM.
5. Safely tilt the cab and insert the safety pin per the instructions in the applicable WSM.
6. Remove the old IEI label from the rear of the intake manifold. (See Figure 2.)



7. Destroy the old IEI label (by cutting up or shredding) and discard.
8. Clean the indicated area on the underside of the cab with isopropyl alcohol and dry with a clean, lint free cloth. The receiving surface must be clean, dry, and free of any contaminants.
9. Install the **NEW** IEI label on the location shown in Figures 3 and 4.



10. Remove the safety pin, lower the cab and properly lock it in place per the instructions in the applicable WSM.
11. Proceed to Applying the Campaign Label.

DEALER RESPONSIBILITY

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

OWNER NOTIFICATION

Samples of the recall letter that will be sent to owners of affected vehicles already retailed in the United States and Canada are attached below.

VOLUNTARY EMISSIONS RECALL

This notice applies to your vehicle, <VIN>

DECEMBER 2021

Dear Customer:

This notice is sent to inform you that Isuzu Commercial Truck of America, Inc. is conducting a voluntary emission recall that includes your <MY> model year N-Gas Series truck.

CONDITION

General Motors LLC, the manufacturer of the engine in your vehicle, has determined certain <MY> model year N-Gas Series trucks equipped with a 6.6L gasoline engine may have an Important Engine Information (IEI) emissions label that is not compliant with the US EPA regulations and must be corrected.

CORRECTION

Your Isuzu dealer will remove the existing IEI label and install new label(s). This service will be performed for you at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your local Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin <bulletin number>. We estimate that the installation will take up to 25 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator link and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

EMISSION WARRANTY INFORMATION

In order to ensure your full protection under the emission warranty made applicable to your vehicle by State and Federal Law, it is recommended that you have your vehicle serviced as soon as possible. If not repaired, the truck may fail an emission inspection test, if your state or local law requires one. In addition, in some states, completion of an emission recall may be necessary to renew the vehicle's registration.

CALIFORNIA OWNERS

The State of California requires vehicle emission recalls be completed prior to California registration renewal. Uncorrected emission recalls will result in the inability to renew your vehicle registration. At the time of emission recall completion, your California dealer will issue a "Proof of Correction Certificate". Keep this certificate and, if required, present it to the Department of Motor Vehicles when renewing your California registration as proof of recall completion.

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.

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.

VOLUNTARY EMISSIONS RECALL

This notice applies to your vehicle, <VIN>
<MY> model year ISUZU N-SERIES

DECEMBER 2021

Dear Customer:

This notice is sent to you in accordance with the requirements of the *Canadian Environmental Protection Act, 1999 (CEPA 1999)*.

CONDITION

General Motors LLC, the manufacturer of the engine in your vehicle, has determined certain <MY> model year N-Gas Series trucks equipped with a 6.6L gasoline engine may have an Important Engine Information (IEI) emissions label that is not compliant with the CEPA 1999 and US EPA regulations and must be corrected.

This letter is to inform you that Isuzu Commercial Truck of Canada, Inc. has identified your vehicle, <VIN> <MY> N-Gas trucks as being involved in this campaign. It has been evaluated that this does not present a pollution risk to the environment.

CORRECTION

Your Isuzu dealer will remove the existing IEI label and install new label(s). This service will be performed for you at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your local Isuzu dealer to schedule an appointment. Although not necessary, please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin <bulletin number>. We estimate that the installation will take up to 25 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca and click on the dealer locator link and enter your zip code or state. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 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.

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.