


**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:

IB12-N-001E

ISSUE DATE:

MARCH 2015

GROUP:

ELECTRICAL

NO CRANK/NO START/NO SCAN TOOL COMMUNICATION - CRANK/NO START/NO FUEL PRESSURE/FUEL PUMP INOPERATIVE - EXTREME COLD WEATHER

AFFECTED VEHICLES

- 2007-2015MY Isuzu N-Series
Equipped with 5.2L (4HK1) Diesel Engine and Diesel Particulate Filter (DPF)
- 2008-2015MY Isuzu N-Series
Equipped with 6.0L Gasoline Engines

This bulletin supersedes IB12-N-001D. This bulletin is being revised to show the locations of the X-22 and X-28 relays. Please discard bulletin IB12-N-001D.

INFORMATION

This bulletin applies to specific regions where ambient temperatures can fall below -20°C/-4°F.

Some customers may experience a no crank/no start condition when ambient temperatures fall to or below -20°C/-4°F. Vehicles equipped with a Multi Information Display (MID) will show the error code P1464.

Condition	Engine Type	Affected Relay(s)
No Crank, No Start, No Communication with ECM	6.0L, Gas	X-28
	5.2L, Diesel (4HK1)	X-30
Engine Cranks, No Start, No Fuel Pressure, Fuel Pump Inoperative	6.0L, Gas	X-22

No Communication with ECM (5.L Diesel (4HK1) / 6.0L Gas)

In most cases, this condition is the result of a stuck ECM Main Relay and can be confirmed by connecting IDSS. If IDSS cannot communicate with the vehicle, the ECM has not powered up due to the frozen relay.

NOTE: *If IDSS communicates normally, it is not a frozen ECM Main Relay. Follow normal diagnostics to correct the concern.*

Engine Cranks, No Start, No Fuel Pressure, Fuel Pump Inoperative (6.0L Gas)

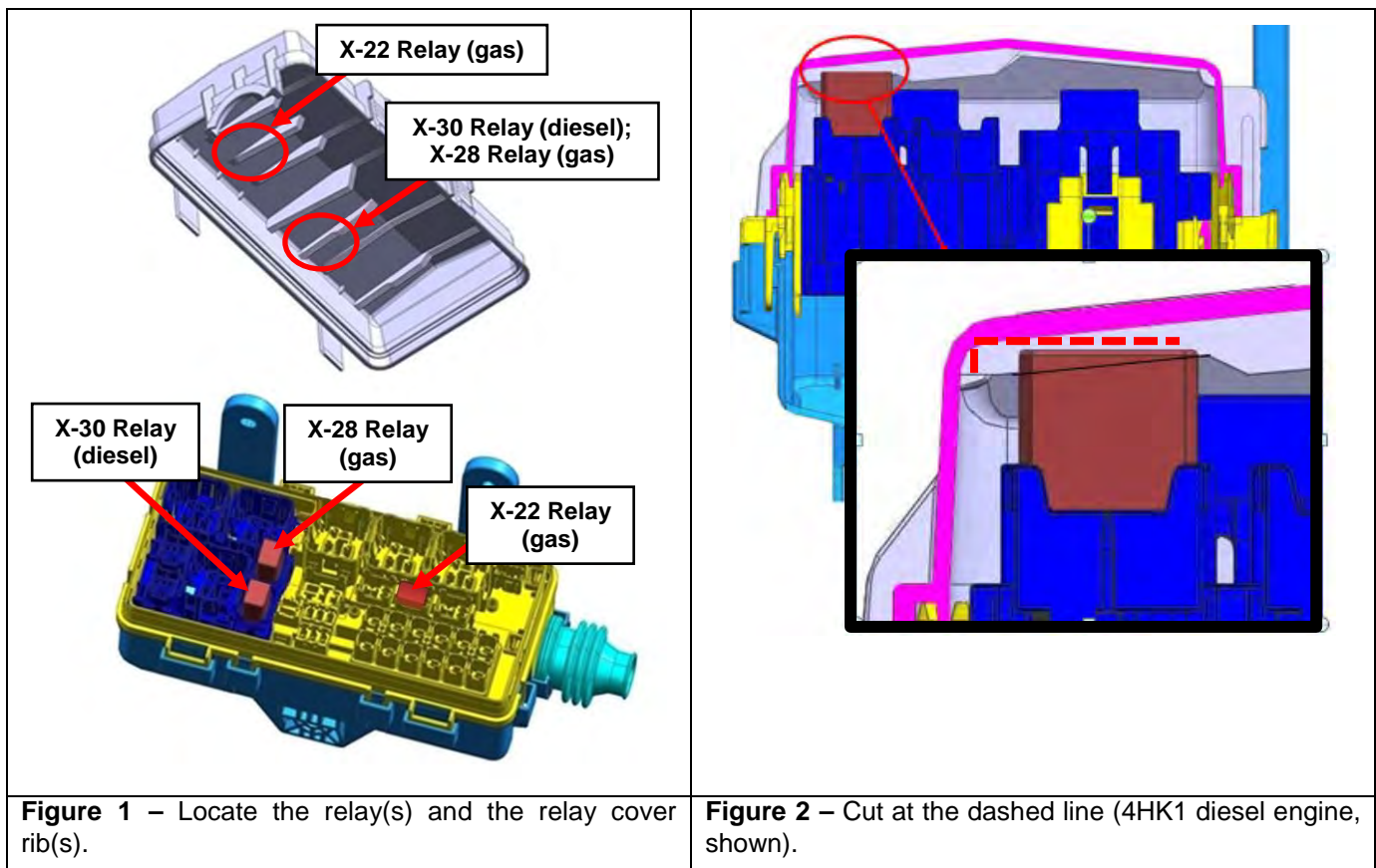
The X-22 fuel pump relay may also become stuck due to extreme cold weather conditions. Customers may experience: crank, no start, no fuel pressure, fuel pump inoperative.

Now Available – Improved Relay

Isuzu is happy to announce the availability of a new relay with improved performance for these conditions. Installation of the new relay requires a small modification to the relay box cover. Follow the service procedure provided in this bulletin to properly install the new relay.

SERVICE PROCEDURE

1. Remove relay box cover.
2. Remove the original ECM Main Relay in locations X-30 (diesel) or X-22 or X-28 (gas).
3. Install the new relay at locations X-30 (diesel) or X-22 or X-28 (gas).
4. Locate the relay box cover rib(s) as shown in Figure 1.



5. Trim the relay cover rib(s) approximately 3mm to provide clearance for the new relay(s).
6. Install the relay cover and confirm it seals properly. If the cover does not close properly, trim additional material from the cover until it correctly seals.

PARTS INFORMATION

Parts can be ordered from American Isuzu Parts Distribution Network (AIPDN).

Part Number	Description	Qty
8-98167-260-0	Relay	1

WARRANTY INFORMATION

For vehicles repaired under warranty, use the labor operation code provided below.

Operation Code	Description	Labor Time
N2827	Powertrain System Relay, Replace	See Published Labor Time