



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-J-003

ISSUE DATE:
NOVEMBER 2016

GROUP:
ENGINE

IMPORTANT SAFETY RECALL

STOPPER BRACKET INSTALLATION – 16V-797

(Transport Canada – 2016-545)



AFFECTED VEHICLES

- 2014-2016MY Isuzu N-Series Vehicles
Equipped with 6.0L Gasoline Engines

SERVICE INFORMATION

CONDITION

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu N-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

CORRECTION

Dealers are to remove the stopper bolt and install a Stopper Bracket Assembly.

VEHICLES INVOLVED

Involved are Model Year 2014-2016 Isuzu N-Series vehicles equipped with 6.0L gasoline engines.

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

PARTS INFORMATION

Parts orders may be placed with 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. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Qty
2-90KIT-167-0	Stopper Bracket Assembly Kit Includes: Stopper Bracket, Mounting Bolt, 2 Washers	1

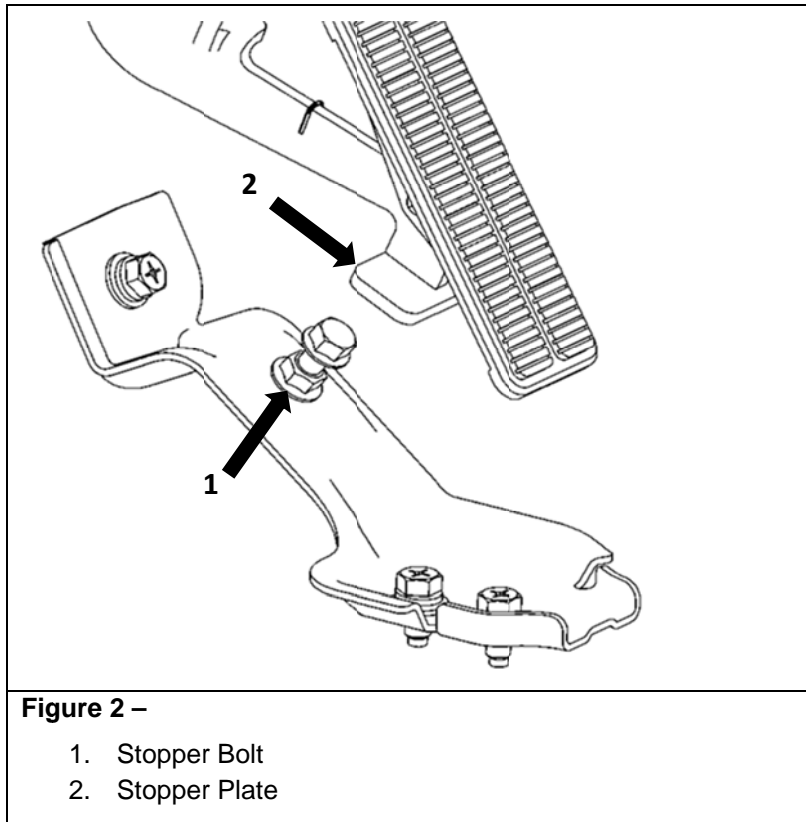
SERVICE PROCEDURE

1. Set the parking brake, remove the key from the ignition and block the front wheels in a well-lit area.
2. Tighten the two (2) accelerator pedal mounting nuts (see Figure 1) to 18 Nm (13 ft. lb.).



Figure 1 – Tighten Accelerator Pedal

3. Remove the stopper bolt and nut, using 12mm wrench (see Figure 2). Discard both the old stopper bolt and nut.



4. Temporarily install and hand tighten the new stopper bracket using the new bolt provided (see Figure 3). When tightened (even by hand), the head of the new mounting bolt should be below the flat surface of the new stopper bracket. Be sure the stopper bracket is aligned properly (see Figure 4).



Figure 3 – Temporary Bracket Installation

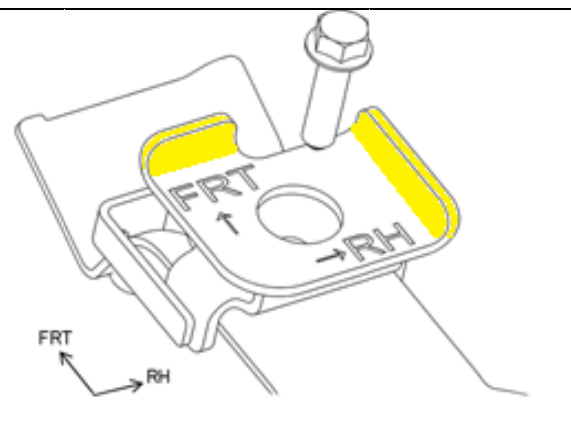


Figure 4 – Stopper Bracket Alignment. Yellow indicates stopper bracket flange.

5. Depress the accelerator and ensure the stopper plate does not hit the flanged area of the stopper bracket (see Figures 5 and 6).

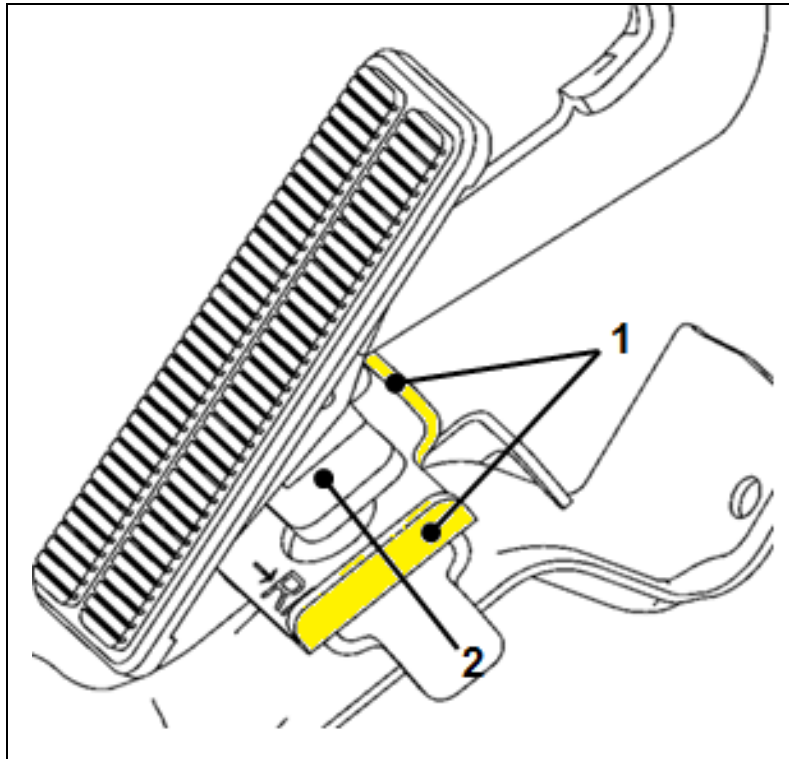


Figure 5 – View From Right Side

1. Flange (in yellow)
2. Stopper Plate



Figure 6 – View From Left Side. Yellow indicates stopper bracket flange.

6. Depress the accelerator pedal to WOT (wide open throttle) position. If the stopper plate does not contact the stopper bracket, the stopper bracket may require some adjustment.
 - a. If the stopper plate contacts the stopper bracket, torque the mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**
 - b. If the stopper plate does not contact the stopper bracket, check the clearance by depressing the pedal to WOT and attempting to insert one of the washers provided with the stopper bracket between the stopper plate and the stopper bracket (see Figure 7).
 - i. If the washer does not fit between these two parts, the clearance between the stopper plate and stopper bracket is less than 2mm and no adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**
 - ii. If the washer does fit between these two parts, remove the stopper bracket and add the washer between the stopper bracket and the floor (see Figure 8), and reinstall. This will adjust the clearance. Check the clearance again by repeating Step 6 with the second washer and follow the results.
 - iii. If both washers are installed and the clearance between the stopper plate and stopper bracket is less than or equal to 2mm, no further adjustment is necessary. Torque the mounting bolt to **22Nm (16 ft. lb.) and go to Step 7.**
 - iv. If both washers are installed and the clearance between the stopper plate and stopper bracket is greater than 2mm, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



Figure 7 – View From Left Side

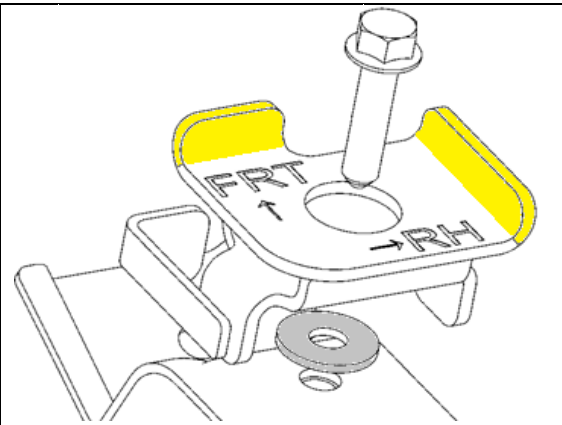
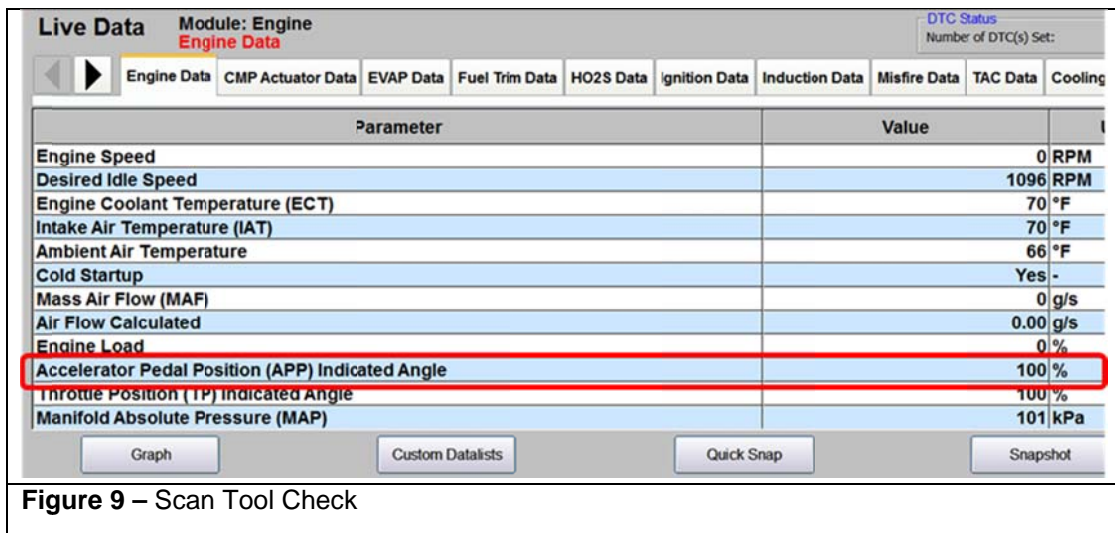


Figure 8 – View From Left Side. Yellow indicates stopper bracket flange.

7. Connect IDSS, turn the key ON/engine OFF, and navigate to the engine control module data list to confirm “Accelerator Pedal Position (APP) Indicated Angle” parameter is at 100% during WOT (see Figure 9).
 - a. If the parameter is at 100%, continue to Step 8.
 - b. If the parameter is not at 100%, repeat Step 6 and recheck with IDSS. If the parameter continues to not be at 100%, and there is proper contact between the accelerator pedal and the stopper bracket, you may have incorrectly installed washers. Repeat Step 6 to confirm it was performed correctly. If these steps were performed correctly and the parameters still do not reach 100%, there is another problem with the vehicle. Follow the appropriate service manual for diagnosis.



8. Unblock the front wheels.
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-797 (US) or 2016-545 (Canada), Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

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

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

Labor Code	Description	Labor Hours
V1609	Stopper Bracket Kit Installation	0.3

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new 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.

[SAMPLE OWNER LETTER – US]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

NOVEMBER 2016

Dear Customer,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu N-Series is involved in safety recall 16V-797 (TC 2016-545).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu NPR Gas & NPR HD Gas vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your 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 CB16-J-003. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at 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**

It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

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. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

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, 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.

[SAMPLE OWNER LETTER – CANADA (ENGLISH)]

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

NOVEMBER 2016

Dear Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act. Your vehicle <VIN> <MY> model year Isuzu N-Series is involved in safety recall Transport Canada 2016-545 (NHTSA 16V-797).

WHAT IS THE CONDITION?

Isuzu Motors Limited has decided that a defect, which relates to motor vehicle safety, exists in Model Year 2014-2016 Isuzu NPR Gas & NPR HD Gas vehicles equipped with 6.0L gasoline engines. In the affected vehicles, the accelerator pedal assembly contains a steel stopper plate that is intended to stop the depression of the pedal when the plate contacts the stopper bolt that is fixed to a bracket on the floor panel. As a result of unintended lateral play, the stopper plate can be forced under the outer ridge of the stopper bolt, causing the accelerator pedal to remain in the open position. An open throttle can increase the risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will remove the stopper bolt and install a Stopper Bracket Assembly at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your 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 CB16-J-003. Isuzu estimates that the repair will take approximately 20 minutes to perform, but additional time may also be necessary. To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca or contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of Canada
Customer Relations
1-866-441-9638**

It is critical that you respond to this notice as soon as possible. If you experience this condition, you should depress and continue to depress the brake pedal. Doing so can bring the vehicle to a stop. Do not pump the brakes. In addition, you may want to shift the transmission gear shift lever into the Neutral (N) position.

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. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience which 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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com