

INFORMATION REDACTED PURSUANT TO THE FREEDOM  
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

Enclosure 7-1: Redacted Confidential Business Information

PE15-032

ISUZU

12-18-2015

Enclosure 7-4

Warranty Manual 12-  
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## 2012 Isuzu Truck Owner Warranty and Service

OWNER'S NAME

STREET ADDRESS

CITY AND STATE

VEHICLE IDENTIFICATION NUMBER

DATE VEHICLE FIRST DELIVERED OR PUT IN USE

ODOMETER READING ON DATE VEHICLE FIRST  
DELIVERED OR PUT IN USE

**Important:** *This booklet contains Isuzu warranties which accompany your new vehicle and provides an area to record the starting date and mileage of those warranties. It also contains owner assistance information which may be useful during or after the warranty period. Keep it with your vehicle and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the vehicle when you sell it so future owners will have the information.*

**SPEEDOMETER REPLACEMENT RECORD**

*Date* \_\_\_\_\_

*Mileage* \_\_\_\_\_

*Dealer Name* \_\_\_\_\_

*Dealer Signature* \_\_\_\_\_

**Tire information**

Tires are warranted by the tire maker. A separate tire warranty pamphlet is included with the owner literature supplied with your truck. In the event of a tire problem, take your vehicle to an authorized tire service store handling the brand of tires on your vehicle. Tire wear or damage conditions caused by defects in the vehicle are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

## An Important Message to Isuzu Vehicle Owners . . .

### **Our Commitment to You**

We are committed to assuring your satisfaction with your new ISUZU truck. Your authorized dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

### **Warranty Service - United States**

While any authorized dealer will perform warranty service, we recommend that you return to the dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### **Vehicle Operation and Care**

Considering the investment you have made in your new ISUZU truck, we know you will want to operate and maintain it properly. We urge you, therefore, to follow the instructions contained in your Owner's and Driver's Manual.

### **Maintenance Records**

It is recommended that receipts covering the performance of regular maintenance be retained. Damage to your vehicle caused by lack of required maintenance is not covered by your warranties. Therefore, receipts can be very important if a question arises as to whether a failure is caused by lack of maintenance or a defect in material or workmanship.

It is suggested that receipts be retained with your glove box literature.

### **Owner Assistance**

Should you ever encounter a problem during or after the warranty period that is not resolved, talk to a member of dealer management. If the problem persists, follow the additional procedure outlined in "Owner Assistance", page 21 of this booklet.

We thank you for choosing an ISUZU product.

**Isuzu Motors Limited**

## Warranty Coverage at a Glance

The warranty coverages on your vehicle vary as illustrated below. Please read pages 4 through 20 for complete details.

Vehicle Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Vehicle Miles	Parts	Labor
Basic	0 - 3 Years	Unlimited	No Charge	No Charge
Engine	0 - 3 Years	Unlimited	No Charge	No Charge
<ul style="list-style-type: none"> <li>• Transmission</li> <li>• Drive Axle</li> <li>• Driveshaft</li> <li>• Front Axle I-Beam</li> <li>• Crossmembers</li> <li>• Flywheel Housing</li> <li>• Clutch Housing</li> </ul>	0 - 3 Years	Unlimited	No Charge	No Charge
Frame Rails	0 - 3 Years	Unlimited	No Charge	No Charge
	3 - 5 Years	Unlimited	50%	50%
Engine Emission Control System - Federal	0 - 5 Years	0 - 100,000	No Charge	No Charge
Engine Emission Control System - California	0 - 3 Years	or 0 - 50,000	No Charge	No Charge
	0 - 7 Years	or 0 - 70,000**		
Corrosion (Rust Through)	0 - 4 Years	Unlimited	No Charge	No Charge

\*: The warranty coverages are determined by the mileage of the vehicle and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

\*\* : See page 16 for coverage.

**New Truck Warranty**

• What is Covered .....	4
- Repairs Covered .....	4
- Warranty Period .....	4
- Basic Coverage .....	4
- Air Conditioning Coverage .....	4
- Engine Coverage .....	4
- Drivetrain and Chassis Coverage .....	5
- Frame Rail Coverage .....	5
- Corrosion (Rust-through) Coverage .....	6
- Towing .....	6
- Batteries .....	6
- Service Adjustment .....	7
- Sheet Metal, Paint and Other Appearance Items .....	7
• What is Not Covered .....	8
• Warranty Service .....	11

<b>Noise Emissions Warranty .....</b>	<b>12</b>
---------------------------------------	-----------

<b>Warranty Covering Federal Emission Control Systems .....</b>	<b>13</b>
---	-----------

<b>Warranty Covering California Emission Control Systems (Available to GVW ≤ 14,000LBS) .....</b>	<b>16</b>
---	-----------

**Owner Assistance**

• Customer Satisfaction Procedure .....	21
• ISUZU Dealer/Distributor .....	21

## 2012 Isuzu New Truck Warranty

ISUZU will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions and limitations:

### What is Covered



#### Repairs Covered

This limited warranty covers repairs to correct any malfunction occurring during the Warranty Period resulting from defects in material or workmanship of the cab and chassis. New or remanufactured parts will be used.



#### Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use (as shown on the first page of this booklet). It ends at the expiration of the Basic Coverage or other coverages shown below.



#### Basic Coverage

The complete cab and chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by vehicle defects are also covered during this period.



#### Air Conditioning Coverage

The entire factory-installed air conditioning system, excluding refrigerant charge is covered for 3 years, regardless of vehicle mileage. Refrigerant charge is covered for 1 year or 12,000 miles unless done as part of a separate warranty repair.



#### Engine Coverage

Engine components are covered for 3 years, unlimited mileage. The engine components covered under the New Truck Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



### **Drivetrain and Chassis Coverage**

Drivetrain components, front axle, and crossmembers are covered for 3 years, unlimited mileage.

#### **Drivetrain components**

Listed below are the drivetrain components covered under the New Truck Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Clutch housing
- Driveshafts – Driveshafts, support bearings and universal joints.
- Drive axle – Differential, axle shafts, seals and bearings.



#### **Frame Rail Coverage**

Frame rails are covered for 5 years/unlimited mileage:

- Between 0 – 3 years the coverage is 100% parts and 100% labor.
- Between 3 – 5 years the coverage is 50% parts and 50% labor.

Listed below are the frame components covered under the New Truck Warranty.

- Frame rails
- Crossmembers



### **Corrosion (Rust-through) Coverage**

Any cab sheet metal panel that rusts-through due to corrosion is covered for 4 years, regardless of vehicle mileage.

### **Corrosion (Rust-through)**

The Corrosion Coverage applies to perforation due to corrosion only. Perforation means a Rust-Through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) would not be repaired under this coverage.

### **After-manufacture "Rust proofing"**

Since your vehicle was designed and built to resist corrosion, use of additional rust-inhibiting materials is not necessary and not a requirement under the 4 years Corrosion Coverage. Whether to obtain such protection is, therefore, your decision.



### **Towing**

If your vehicle is inoperative due to a warranted part failure within the New Truck Warranty period, towing service is covered to the nearest authorized dealership handling your model series.

### **Batteries**

The Delkor battery installed in your vehicle (if so equipped as original equipment) is covered under the New Truck Warranty for a period of 1 year.

### **Service Adjustment**

Service adjustment – minor repairs not usually associated with the replacement of parts and not a part of normal maintenance – are covered for the first 1 year, 12,000 miles.

This includes but is not limited to:

- Wheel alignment
- Tire balance
- Clutch adjustment
- Door and window adjustment

### **Sheet Metal, Paint and Other Appearance Items**

*Defects or damage to sheet metal, paint, trim or other appearance items may occur at the factory during assembly or while the vehicle is being shipped to the dealer.*

*Normally, any factory defect or damage is detected and corrected at the factory during the inspection process. In addition, dealers are obligated to inspect each vehicle upon receipt. They are required to repair any uncorrected factory defects or damage and any transit damage which they detect before the vehicle is delivered to you.*

*Sheet metal, paint or appearance defects still present at the time the vehicle is delivered to you are covered by the warranty. However, for your protection, we suggest that if you do find any such defects, you advise your dealer without delay as normal deterioration due to use and exposure is not covered by the warranty.*

## What is Not Covered



### Tires

Tire damage resulting from road hazards, lack of maintenance, tire chains misapplication, alteration, overload or vandalism is not covered. Tires are warranted by the tire manufacturer. See separate tire warranty pamphlet.



### Damage or Corrosion Due to Accidents, Misuse, or Alterations

Accidents or damage caused by collision, fire, theft, freezing, vandalism, riot, explosion or from objects striking the vehicle; misuse of the vehicle such as driving over curbs, overloading, racing, or other competition; alterations to the vehicle. In addition, coverages are void if the odometer has stopped or been altered. We do not guarantee the use of the engine or vehicle at the outside air temperature of  $-30^{\circ}\text{C}$  ( $-22^{\circ}\text{F}$ ) or below. Proper vehicle use is described in the Owner's and Driver's Manual.



### Damage or Surface Corrosion from Environment

Airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, salt damage, lightning, etc.



### Damage Due to Lack of Maintenance or Use of Improper Fluids, Fuel, Filters, Oil or Lubes

Lack of required maintenance as described in the Maintenance Section of the Owner's and Driver's Manual.

Failure to use fluids, fuel, filters, oil and lubricants recommended in the Owner's and Driver's Manual. Damage caused by the use of starting aids. Damage caused by unesterified bio-oils, biodiesel blends between B6 and B20 that were not previously approved by Isuzu or any biodiesel blend higher than B20 is not covered under warranty.

Maintenance is your responsibility. Keep all receipts and make them available if questions arise concerning maintenance.



### **Bodies, Conversions, Equipment**

Special bodies, body conversions or equipment, not made by the distributor.



### **Maintenance is Owner Expense**

Cleaning and polishing, lubrication, replacing filters, engine tune up, worn brake and clutch linings, adjustment of clutch, tire rotation, windshield wiper blades, and light bulbs are some of the normal maintenance services all vehicles require. See the Maintenance Section of the Owner's and Driver's Manual.



### **Extra Expenses**

This warranty does not cover any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel costs, storage charges and other incidental or consequential loss or damage.

### **Speedometer**

Any vehicle on which the odometer mileage has been altered. After a speedometer has been repaired or replaced, the Speedometer Replacement Record on the inside front page of this booklet must be completed. Also, a speedometer sticker (available from your Isuzu Dealer) must be completed and placed on the door jamb on the driver side.

**Salvage Title**

The new vehicle limited warranty does not apply to any vehicle and is rendered void if the vehicle is or has ever been issued a "salvage" or similar title by any Provincial or Territory licensing jurisdiction; or has ever been classified as a "total loss" or equivalent by any insurance company such as a cash payment in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.

**OTHER TERMS: THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THESE PRODUCTS AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. THE DISTRIBUTOR DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS OR LIABILITY IN CONNECTION WITH THESE PRODUCTS. THE DISTRIBUTOR SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM BREACH OF WARRANTY.**

## Warranty Service

### Warranty Service – United States

While any authorized dealer handling your model series will perform warranty service, we recommend that you return to the authorized dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling or move or did not obtain your truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### Warranty Repair Order

For your records, the servicing dealer will provide a copy of the Warranty Repair Order listing all warranty repairs performed.

### Warranty Service – Foreign Countries

If you are operating in a foreign country and repairs are needed, it is suggested you take your vehicle to an authorized dealer, preferably one that handles your model series. In order for reimbursement to be considered, you should provide your selling dealer upon your return home with a statement of circumstances, the original repair order and any "paid" receipt indicating the work performed and parts replaced. Please note that repairs made necessary by the use of improper or dirty fuels are NOT covered under the warranty. See Owner's and Driver's Manual for additional information on fuel requirements.

### Production Changes

The distributor and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.



### Repairs

Take your truck to an authorized dealership handling your model series within the Warranty Period, and request the needed repairs or adjustments. A reasonable time must be allowed for the dealership to perform necessary repairs.



### No Charge

Warranty repairs (parts and/or labor) will be made at no charge, unless otherwise specified under Frame Rail Coverage or What is Not Covered.

### Warranty Applies

This limited warranty applies to ISUZU trucks registered and normally operated in the United States.

## Noise Emissions Warranty

Isuzu Motors Limited warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle, as manufactured, was designed, built and equipped to conform at the time it left the distributor's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped, and is not limited to any particular part, component or system of the vehicle. Defects in design, assembly or in any part, component or system of the vehicle as manufactured which, at the time it left the distributor's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

See the Owner's and Driver's Manual for additional Noise Emissions information.

## Warranty Covering Federal Emission Control Systems for 2012 Isuzu Vehicles

### Your Warranty Rights and Obligations

The U.S. Federal Environmental Protection Agency, and/or the California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2012 ISUZU truck. New motor vehicles must be designed, built and equipped to meet the emission standards. ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck. Your emission control system may include parts such as the fuel injection system, diesel particulate filter (DPF), selective catalytic reduction (SCR) system and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your truck at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage:

#### For 5 years or 100,000 miles (whichever occurs first):

If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer.

This is your emission control system DEFECTS WARRANTY.

#### Owner's Warranty Responsibilities:

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ISUZU Motors recommends that you retain all receipts covering maintenance on your truck, but the distributor cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that the distributor may deny you warranty coverage if your truck or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities you should contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.  
P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors  
Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

## What is Covered

These components are covered by the federal emission warranty. Some scheduled maintenance is required (refer to the Emission Control Maintenance portion of the Maintenance Section in the Owner's and Driver's Manual). The components scheduled for replacement as required maintenance are warranted up to their first scheduled replacement point.

1. Air/Fuel metering system
  - Intake throttle
  - Fuel supply pump
  - Fuel rail (Common rail)
  - Injectors and high pressure lines
  - Turbocharger
  - Charge air cooler and charge air cooler hoses
  - Intake manifold
  - Camshaft position sensor
  - Engine speed/Crankshaft position sensor
  - Ambient temperature sensor
  - Coolant temperature sensor
  - Boost pressure sensor
  - Common rail pressure sensor
  - Manifold absolute pressure & Temperature sensor
  - Air mass flow sensor
  - Engine control module
  - Glow plug control module

2. EGR system
  - EGR valve
  - EGR cooler
  - EGR bypass valve
3. After treatment system
  - Oxygen sensor
  - NOx sensor
  - Exhaust temperature sensor; SCR
  - Diesel exhaust fluid (DEF) control unit
  - DEF supply pump
  - DEF injector
  - DEF tank
  - DEF lines (hoses)
  - DEF tank heater solenoid valve
  - Diesel particulate filter (DPF)
  - Oxidation catalyst
  - Selective catalytic reduction (SCR)

If failure of one of these components results in failure of another part, both will be covered by this warranty.

## What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty. (Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Warranty Covering California Emission Control Systems for New 2012 Isuzu Vehicles (Available to GVW ≤ 14,000lbs)

### Your Warranty Rights and Obligations

The California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2012 ISUZU truck. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck.

Your emission control system may include parts such as the fuel injection system, the ignition system, diesel particulate filter (DPF), selective catalytic reduction (SCR) and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your vehicle at no cost to you including diagnosis, parts and labor.



### NOTE

- This California warranty is applicable to California specification vehicles registered in the state of California or other states adopting California emission and warranty regulations. Currently, Massachusetts, Maine, Vermont, Connecticut, Rhode Island, Oregon, Maryland and Arizona have California emissions warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The federal emissions control warranty applies to all vehicles in New York.)

### Manufacturer's Warranty Coverage:

#### For 3 years or 50,000 miles (whichever occurs first):

- 1) If your truck fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer. This is your short-term emission control system **DEFECTS WARRANTY**.

**For 7 years or 70,000 miles (whichever occurs first):**

If an emission-related part listed on pages 17 and 18 of this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by an authorized dealer. This is your long-term emission control system DEFECTS WARRANTY.

**Owner's Warranty Responsibilities:**

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ISUZU Motors recommends that you retain all receipts covering maintenance on your vehicle, but ISUZU Motors cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that ISUZU Motors may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.  
P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors  
Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

**List of Parts Warranted for 7 Years/70,000 Miles (Whichever Occurs First)  
-Applicable to Vehicles Certified for Sale in California and Registered  
in California, and States that Have Adopted California Warranty  
Requirements**

- I. Air / Fuel & Metering system
  - Engine control module
  - Fuel supply pump
  - Fuel rail (Common rail)
  - Injector
  - Turbocharger
  - Charge air cooler
- II. EGR system
  - EGR bypass valve
  - EGR cooler assembly

### III. After treatment system

- Diesel particulate filter (DPF)
- Diesel exhaust fluid (DEF) control unit
- DEF supply pump
- DEF injector
- Selective catalytic reduction (SCR)
- Oxidation catalyst
- NOx sensor

### IV. Emission related chassis parts

- Transmission control module

## What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty.

(Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Owner's Responsibilities

- A. As an owner of an ISUZU truck, you are responsible for taking your ISUZU vehicle to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU truck in accordance with the instructions found in the Owner's and Driver's Manual and Maintenance Schedule section in the Owner's and Driver's Manual included in the envelope of materials placed in the glove box of your truck.
- C. You are responsible for keeping maintenance records since, in some instances, it may be necessary for you to show that required maintenance has been performed on your vehicle.
- D. In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed the distributor suggested retail prices for warranted parts replaced and labor charges based on the distributor recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.

- E. You are responsible for performing required scheduled maintenance, and we urge you to keep maintenance records. Maintenance records and receipts should be transferred to each subsequent owner of your vehicle. The distributor will not refuse warranty service of your vehicle's emission related systems solely because of the fact that required maintenance has not been performed or maintenance records are not available; however, warranty service will not be performed where the lack of required maintenance or improper maintenance was the direct cause of the part failure.

### Things You Should Know

- A. The emission control systems of your new 2012 Truck were designed, built and tested using genuine ISUZU parts and the truck is certified as being in conformity with applicable Federal and California Emission Control Regulations using such parts. Accordingly, it is recommended that any replacement parts used for maintenance or repair of your vehicle's emission control systems be new or remanufactured genuine ISUZU parts. The term "genuine ISUZU parts" as used in this warranty means parts manufactured by or on behalf of ISUZU MOTORS LIMITED, designed for use on ISUZU truck and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. WARRANTY SERVICE UPON YOUR TRUCK'S EMISSION CONTROL SYSTEMS SHOULD BE PERFORMED BY AN AUTHORIZED DEALER. IN AN EMERGENCY, OWNERS MAY HAVE MAINTENANCE ON THE EMISSION CONTROL SYSTEMS PERFORMED BY ANY QUALIFIED FACILITY.
- C. WARRANTY OBLIGATIONS DURING THE WARRANTY PERIOD COVERING EMISSION RELATED SYSTEMS FOR NEW 2012 VEHICLES ARE NOT DEPENDENT UPON THE USE OF ANY PARTICULAR BRAND OF REPLACEMENT PARTS. OWNERS MAY ELECT TO USE OTHER THAN GENUINE ISUZU PARTS FOR REPLACEMENT PURPOSES. HOWEVER, USE OF REPLACEMENT PARTS WHICH ARE NOT OF A QUALITY EQUIVALENT TO GENUINE ISUZU PARTS MAY IMPAIR THE EFFECTIVENESS OF YOUR VEHICLE'S EMISSION CONTROL SYSTEMS.
- D. If other than new or remanufactured genuine ISUZU parts are used for maintenance, replacement or repair of components affecting the vehicle's emission control systems, you should verify that such parts are warranted by their manufacturer to be the equivalent of genuine ISUZU parts in performance and durability.

#### E. Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized dealer to obtain service under the Emission Defect and/or Performance Warranty. This should be done as soon as possible after failing the California Smog Check Test or after discovering the defective part. Those repairs qualifying under the warranty will be performed by any authorized dealer at no charge (including parts, labor, diagnosis and tax). Repairs which do not qualify will be charged to you. In any event, you will be notified if a repair is covered under the warranty within a reasonable time (not to exceed 30 days) after receipt of the truck by your authorized dealer.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your authorized dealer or the distributor. If you are not so notified, you are eligible to receive any necessary emission defect and/or performance repairs at no charge. In the event a warranty matter is not handled to your satisfaction refer to the two-step procedure in this booklet entitled "Customer Satisfaction Procedure".

#### F. Additional warranties for California Emission System

If your vehicle is between three and five years old and has been driven less than 100,000 miles, then your truck is eligible for additional warranty coverage under the Federal Emission Warranty.

After the 3 years/50,000 mile performance warranty period has passed, a Smog Check Test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

Warranty periods shall begin on the date the vehicle is delivered to the original retail purchaser or the date the vehicle is first put in use, whichever is earlier.

A warranted part under the 3 years/50,000 mile defects warranty is any part that affects regulated emissions.

G. Any warranted part which is scheduled for replacement as required maintenance is warranted up to the first scheduled replacement point for that part.

H. For further information or to report violations of Federal Emission Performance and Defect Warranties, you may contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.

P.O.Box 1670 Christiansted, St. Croix,

U.S. Virgin Islands 00821

340-778-7720

Guam Island: Triple J Motors

Upper Tumon 470 N. Marine Corps Drive Tamuning,

Guam 96913

671-648-6010

## Owner Assistance

### Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to the distributor. Normally, any problems with the sales transaction or the operation of your truck will be resolved by your dealer's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your problem has not been resolved to your satisfaction, we suggest you follow these steps:

#### **Step One – Discuss your problem with a member of dealership management.**

Complaints can often be quickly resolved at that level. If the problem has already been reviewed with the sales or service manager, contact the **owner of the dealership** or the General Manager.

**Step Two – Contact the dealer/distributor service department.** Authorized dealers in the market area are listed in the following pages. If your concern cannot be promptly resolved by the distributor without further help, contact the dealer/distributor service department and have the following information available:

- Your name, address, telephone number
- The Vehicle Identification Number (this is available from the vehicle registration or title, or the VIN plate attached inside the cabin.)
- The dealer name and location
- The vehicle's delivery date and present mileage
- Nature of the problem

When contacting an authorized dealer, please keep in mind that your concern will likely be resolved at the dealer, using its facilities, equipment and staff. This is why we suggest you follow the previous steps in order if you have a concern. Your purchase of an ISUZU truck is much appreciated both by your dealer and by everyone at ISUZU. We want to help you in any way we can to make sure that you are completely satisfied with your vehicle.

### ISUZU Dealer/Distributor

When calling for assistance, please ask for the dealer/distributor's Service Department.

Virgin Islands: CRUZAN MOTORS T.C.LTD.

P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors

Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

MEMO

## 2014 Isuzu Truck Owner Warranty and Service

OWNER'S NAME

STREET ADDRESS

CITY AND STATE

VEHICLE IDENTIFICATION NUMBER

DATE VEHICLE FIRST DELIVERED OR PUT IN USE

ODOMETER READING ON DATE VEHICLE FIRST  
DELIVERED OR PUT IN USE

**Important:** *This booklet contains Isuzu warranties which accompany your new vehicle and provides an area to record the starting date and mileage of those warranties. It also contains owner assistance information which may be useful during or after the warranty period. Keep it with your vehicle and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the vehicle when you sell it so future owners will have the information.*

**SPEEDOMETER REPLACEMENT RECORD**

*Date* \_\_\_\_\_

*Mileage* \_\_\_\_\_

*Dealer Name* \_\_\_\_\_

*Dealer Signature* \_\_\_\_\_

**Tire information**

Tires are warranted by the tire maker. A separate tire warranty pamphlet is included with the owner literature supplied with your truck. In the event of a tire problem, take your vehicle to an authorized tire service store handling the brand of tires on your vehicle. Tire wear or damage conditions caused by defects in the vehicle are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

## An Important Message to Isuzu Vehicle Owners . . .

### **Our Commitment to You**

We are committed to assuring your satisfaction with your new ISUZU truck. Your authorized dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

### **Warranty Service - United States**

While any authorized dealer will perform warranty service, we recommend that you return to the dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### **Vehicle Operation and Care**

Considering the investment you have made in your new ISUZU truck, we know you will want to operate and maintain it properly. We urge you, therefore, to follow the instructions contained in your Owner's and Driver's Manual.

### **Maintenance Records**

It is recommended that receipts covering the performance of regular maintenance be retained. Damage to your vehicle caused by lack of required maintenance is not covered by your warranties. Therefore, receipts can be very important if a question arises as to whether a failure is caused by lack of maintenance or a defect in material or workmanship.

It is suggested that receipts be retained with your glove box literature.

### **Owner Assistance**

Should you ever encounter a problem during or after the warranty period that is not resolved, talk to a member of dealer management. If the problem persists, follow the additional procedure outlined in "Owner Assistance", page 21 of this booklet.

We thank you for choosing an ISUZU product.

**Isuzu Motors Limited**

## Warranty Coverage at a Glance

The warranty coverages on your vehicle vary as illustrated below. Please read pages 4 through 15 for complete details.

Vehicle Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Vehicle Miles	Parts	Labor
Basic	0 - 3 Years	Unlimited	No Charge	No Charge
Engine	0 - 3 Years	Unlimited	No Charge	No Charge
<ul style="list-style-type: none"> <li>• Transmission</li> <li>• Drive Axle</li> <li>• Driveshaft</li> <li>• Front Axle I-Beam</li> <li>• Crossmembers</li> <li>• Flywheel Housing</li> <li>• Clutch Housing</li> </ul>	0 - 3 Years	Unlimited	No Charge	No Charge
Frame Rails	0 - 3 Years	Unlimited	No Charge	No Charge
	3 - 5 Years	Unlimited	50%	50%
Emission Control System - Federal	0 - 5 Years	0 - 100,000	No Charge	No Charge
Emission Control System - California	0 - 3 Years	or 0 - 50,000	No Charge	No Charge
	0 - 7 Years	or 0 - 70,000**		
Tire	0 - 2 Years	0 - 24,000	No Charge	No Charge
Corrosion (Rust Through)	0 - 4 Years	Unlimited	No Charge	No Charge

\*: The warranty coverages are determined by the mileage of the vehicle and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

\*\* : See page 16 for coverage.

**New Truck Warranty**

• What is Covered .....	4
- Repairs Covered .....	4
- Warranty Period .....	4
- Basic Coverage .....	4
- Air Conditioning Coverage .....	4
- Engine Coverage .....	4
- Drivetrain and Chassis Coverage .....	5
- Frame Rail Coverage .....	5
- Corrosion (Rust-through) Coverage .....	6
- Towing .....	6
- Batteries .....	6
- Service Adjustment .....	7
- Sheet Metal, Paint and Other Appearance Items .....	7
• What is Not Covered .....	8
• Warranty Service .....	11

<b>Noise Emissions Warranty .....</b>	<b>12</b>
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<b>Warranty Covering Federal Emission Control Systems .....</b>	<b>13</b>
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<b>Warranty Covering California Emission Control Systems (Available to GVW ≤ 14,000LBS) .....</b>	<b>16</b>
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**Owner Assistance**

• Customer Satisfaction Procedure .....	21
• ISUZU Dealer/Distributor .....	21

## 2014 Isuzu New Truck Warranty

ISUZU will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions and limitations:

### What is Covered



#### Repairs Covered

This limited warranty covers repairs to correct any malfunction occurring during the Warranty Period resulting from defects in material or workmanship of the cab and chassis. New or remanufactured parts will be used.



#### Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use (as shown on the first page of this booklet). It ends at the expiration of the Basic Coverage or other coverages shown below.



#### Basic Coverage

The complete cab and chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by vehicle defects are also covered during this period.



#### Air Conditioning Coverage

The entire factory-installed air conditioning system, excluding refrigerant charge is covered for 3 years, regardless of vehicle mileage. Refrigerant charge is covered for 1 year or 12,000 miles unless done as part of a separate warranty repair.



#### Engine Coverage

Engine components are covered for 3 years, unlimited mileage. The engine components covered under the New Truck Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



### **Drivetrain and Chassis Coverage**

Drivetrain components, front axle, and crossmembers are covered for 3 years, unlimited mileage.

#### **Drivetrain components**

Listed below are the drivetrain components covered under the New Truck Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Clutch housing
- Driveshafts – Driveshafts, support bearings and universal joints.
- Drive axle – Differential, axle shafts, seals and bearings.



#### **Frame Rail Coverage**

Frame rails are covered for 5 years/unlimited mileage:

- Between 0 – 3 years the coverage is 100% parts and 100% labor.
- Between 3 – 5 years the coverage is 50% parts and 50% labor.

Listed below are the frame components covered under the New Truck Warranty.

- Frame rails
- Crossmembers



### **Corrosion (Rust-through) Coverage**

Any cab sheet metal panel that rusts-through due to corrosion is covered for 4 years, regardless of vehicle mileage.

### **Corrosion (Rust-through)**

The Corrosion Coverage applies to perforation due to corrosion only. Perforation means a Rust-Through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) would not be repaired under this coverage.

### **After-manufacture "Rust proofing"**

Since your vehicle was designed and built to resist corrosion, use of additional rust-inhibiting materials is not necessary and not a requirement under the 4 years Corrosion Coverage. Whether to obtain such protection is, therefore, your decision.



### **Towing**

If your vehicle is inoperative due to a warranted part failure within the New Truck Warranty period, towing service is covered to the nearest authorized dealership handling your model series.

### **Batteries**

The Delkor battery installed in your vehicle (if so equipped as original equipment) is covered under the New Truck Warranty for a period of 1 year.

### **Service Adjustment**

Service adjustment – minor repairs not usually associated with the replacement of parts and not a part of normal maintenance – are covered for the first 1 year, 12,000 miles.

This includes but is not limited to:

- Wheel alignment
- Tire balance
- Clutch adjustment
- Door and window adjustment

### **Sheet Metal, Paint and Other Appearance Items**

*Defects or damage to sheet metal, paint, trim or other appearance items may occur at the factory during assembly or while the vehicle is being shipped to the dealer.*

*Normally, any factory defect or damage is detected and corrected at the factory during the inspection process. In addition, dealers are obligated to inspect each vehicle upon receipt. They are required to repair any uncorrected factory defects or damage and any transit damage which they detect before the vehicle is delivered to you.*

*Sheet metal, paint or appearance defects still present at the time the vehicle is delivered to you are covered by the warranty. However, for your protection, we suggest that if you do find any such defects, you advise your dealer without delay as normal deterioration due to use and exposure is not covered by the warranty.*

## What is Not Covered



### Tires

Tread wear, tire damage resulting from road hazards, lack of maintenance, tire chains misapplication, alteration, overload or vandalism is not covered.



### Damage or Corrosion Due to Accidents, Misuse, or Alterations

Accidents or damage caused by collision, fire, theft, freezing, vandalism, riot, explosion or from objects striking the vehicle; misuse of the vehicle such as driving over curbs, overloading, racing, or other competition; alterations to the vehicle. In addition, coverages are void if the odometer has stopped or been altered. We do not guarantee the use of the engine or vehicle at the outside air temperature of  $-30^{\circ}\text{C}$  ( $-22^{\circ}\text{F}$ ) or below. Proper vehicle use is described in the Owner's and Driver's Manual.



### Damage or Surface Corrosion from Environment

Airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, salt damage, lightning, etc.



### Damage Due to Lack of Maintenance or Use of Improper Fluids, Fuel, Filters, Oil or Lubes

Lack of required maintenance as described in the Maintenance Section of the Owner's and Driver's Manual.

Failure to use fluids, fuel, filters, oil and lubricants as recommended in the Owner's and Driver's Manual. Damage caused by the use of starting aids. Damage caused by unesterified bio-oils, biodiesel blends between B6 and B20 or any biodiesel blend higher than B20 is not covered under warranty.

Maintenance is your responsibility. Keep all receipts and make them available if questions arise concerning maintenance.



### **Bodies, Conversions, Equipment**

Special bodies, body conversions or equipment, not made by the distributor.



### **Maintenance is Owner Expense**

Cleaning and polishing, lubrication, replacing filters, engine tune up, worn brake and clutch linings, adjustment of clutch, tire rotation, windshield wiper blades, and light bulbs are some of the normal maintenance services all vehicles require. See the Maintenance Section of the Owner's and Driver's Manual.



### **Extra Expenses**

This warranty does not cover any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel costs, storage charges and other incidental or consequential loss or damage.

### **Speedometer**

Any vehicle on which the odometer mileage has been altered. After a speedometer has been repaired or replaced, the Speedometer Replacement Record on the inside front page of this booklet must be completed. Also, a speedometer sticker (available from your Isuzu Dealer) must be completed and placed on the door jamb on the driver side.

**Salvage Title**

The new vehicle limited warranty does not apply to any vehicle and is rendered void if the vehicle is or has ever been issued a "salvage" or similar title by any Provincial or Territory licensing jurisdiction; or has ever been classified as a "total loss" or equivalent by any insurance company such as a cash payment in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.

**OTHER TERMS: THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THESE PRODUCTS AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. THE DISTRIBUTOR DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS OR LIABILITY IN CONNECTION WITH THESE PRODUCTS. THE DISTRIBUTOR SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM BREACH OF WARRANTY.**

## Warranty Service

### Warranty Service – United States

While any authorized dealer handling your model series will perform warranty service, we recommend that you return to the authorized dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling or move or did not obtain your truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### Warranty Repair Order

For your records, the servicing dealer will provide a copy of the Warranty Repair Order listing all warranty repairs performed.

### Warranty Service – Foreign Countries

If you are operating in a foreign country and repairs are needed, it is suggested you take your vehicle to an authorized dealer, preferably one that handles your model series. In order for reimbursement to be considered, you should provide your selling dealer upon your return home with a statement of circumstances, the original repair order and any "paid" receipt indicating the work performed and parts replaced.

Please note that repairs made necessary by the use of improper or dirty fuels are NOT covered under the warranty. See Owner's and Driver's Manual for additional information on fuel requirements.

### Production Changes

The distributor and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

### In Case of Emergency

In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed the distributor suggested retail prices for warranted parts replaced and labor charges based on the distributor recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.



### Repairs

Take your truck to an authorized dealership handling your model series within the Warranty Period, and request the needed repairs or adjustments. A reasonable time must be allowed for the dealership to perform necessary repairs.



### No Charge

Warranty repairs (parts and/or labor) will be made at no charge, unless otherwise specified under Frame Rail Coverage or What is Not Covered.

### Warranty Applies

This limited warranty applies to ISUZU trucks registered and normally operated in the United States.

## Noise Emissions Warranty

Isuzu Motors Limited warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle, as manufactured, was designed, built and equipped to conform at the time it left the distributor's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped, and is not limited to any particular part, component or system of the vehicle. Defects in design, assembly or in any part, component or system of the vehicle as manufactured which, at the time it left the distributor's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

See the Owner's and Driver's Manual for additional Noise Emissions information.

## Warranty Covering Federal Emission Control Systems for 2014 Isuzu Vehicles

### Your Warranty Rights and Obligations

The U.S. Federal Environmental Protection Agency, and/or the California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2014 ISUZU truck. New motor vehicles must be designed, built and equipped to meet the emission standards. ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck. Your emission control system may include parts such as the fuel injection system, diesel particulate filter (DPF), selective catalytic reduction (SCR) system and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your truck at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage:

#### **For 5 years or 100,000 miles (whichever occurs first):**

If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer.

This is your emission control system DEFECTS WARRANTY.

#### **For 2 years or 24,000 miles (whichever occurs first):**

If any tire originally equipped on your truck is defective (excluding tread wear), the tire will be repaired or replaced by an authorized dealer.

This is your tire DEFECTS WARRANTY.

### Owner's Warranty Responsibilities:

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ISUZU Motors recommends that you retain all receipts covering maintenance on your truck, but the distributor cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that the distributor may deny you warranty coverage if your truck or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities you should contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.  
P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors  
Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

## What is Covered

These components are covered by the federal emission warranty. Some scheduled maintenance is required (refer to the Emission Control Maintenance portion of the Maintenance Section in the Owner's and Driver's Manual). The components scheduled for replacement as required maintenance are warranted up to their first scheduled replacement point.

1. Air/Fuel metering system
  - Intake throttle
  - Fuel supply pump
  - Fuel rail (Common rail)
  - Injectors and high pressure lines
  - Turbocharger
  - Charge air cooler and charge air cooler hoses
  - Intake manifold
  - Camshaft position sensor
  - Engine speed/Crankshaft position sensor
  - Ambient temperature sensor
  - Coolant temperature sensor
  - Boost pressure sensor
  - Common rail pressure sensor
  - Manifold absolute pressure & Temperature sensor
  - Air mass flow sensor
  - Engine control module
  - Glow plug control module

2. EGR system
  - EGR valve
  - EGR cooler
  - EGR bypass valve
3. After treatment system
  - Oxygen sensor
  - NOx sensor
  - Exhaust temperature sensor; SCR
  - Diesel exhaust fluid (DEF) control unit
  - DEF supply pump
  - DEF injector
  - DEF tank
  - DEF lines (hoses)
  - DEF tank heater solenoid valve
  - Diesel particulate filter (DPF)
  - Oxidation catalyst
  - Selective catalytic reduction (SCR) catalyst
4. Air conditioning system
  - Seals and gaskets
  - Refrigerant hoses and pipes
  - Condenser
  - Evaporator
  - Compressor seal
  - Components whose failure would increase the vehicle's emissions of air conditioning refrigerants
5. Air roof fairing
  - Isuzu genuine part only

If failure of one of these components results in failure of another part, both will be covered by this warranty.

### What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty. (Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Warranty Covering California Emission Control Systems for New 2014 Isuzu Vehicles (Available to GVW ≤ 14,000lbs)

### Your Warranty Rights and Obligations

The California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2014 ISUZU truck. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck.

Your emission control system may include parts such as the fuel injection system, the ignition system, diesel particulate filter (DPF), selective catalytic reduction (SCR) and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your vehicle at no cost to you including diagnosis, parts and labor.



### NOTE

- This California warranty is applicable to California specification vehicles registered in the state of California or other states adopting California emission and warranty regulations. Currently, Connecticut, Delaware, Maine, Maryland, Massachusetts, Oregon, Rhode Island and Vermont have California emissions warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The federal emissions control warranty applies to all vehicles in New York.)

### Manufacturer's Warranty Coverage:

#### For 3 years or 50,000 miles (whichever occurs first):

- 1) If your truck fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer. This is your short-term emission control system **DEFECTS WARRANTY**.

**For 7 years or 70,000 miles (whichever occurs first):**

If an emission-related part listed on pages 17 and 18 of this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by an authorized dealer. This is your long-term emission control system DEFECTS WARRANTY.

**Owner's Warranty Responsibilities:**

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ISUZU Motors recommends that you retain all receipts covering maintenance on your vehicle, but ISUZU Motors cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that ISUZU Motors may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.  
P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors  
Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

**List of Parts Warranted for 7 Years/70,000 Miles (Whichever Occurs First)  
-Applicable to Vehicles Certified for Sale in California and Registered  
in California, and States that Have Adopted California Warranty  
Requirements**

- I. Air / Fuel & Metering system
  - Engine control module
  - Fuel supply pump
  - Fuel rail (Common rail)
  - Injector
  - Turbocharger
  - Charge air cooler
- II. EGR system
  - EGR bypass valve
  - EGR cooler assembly

### III. After treatment system

- Diesel particulate filter (DPF)
- Diesel exhaust fluid (DEF) control unit
- DEF supply pump
- DEF injector
- Selective catalytic reduction (SCR) catalyst
- Oxidation catalyst
- NOx sensor

### IV. Emission related chassis parts

- Transmission control module
- Air conditioning system
- Air roof fairing

## What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty. (Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Owner's Responsibilities

- A. As an owner of an ISUZU truck, you are responsible for taking your ISUZU vehicle to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU truck in accordance with the instructions found in the Owner's and Driver's Manual and Maintenance Schedule section in the Owner's and Driver's Manual included in the envelope of materials placed in the glove box of your truck.
- C. You are responsible for keeping maintenance records since, in some instances, it may be necessary for you to show that required maintenance has been performed on your vehicle.
- D. In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed the distributor suggested retail prices for warranted parts replaced and labor charges based on the distributor recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.

- E. You are responsible for performing required scheduled maintenance, and we urge you to keep maintenance records. Maintenance records and receipts should be transferred to each subsequent owner of your vehicle. The distributor will not refuse warranty service of your vehicle's emission related systems solely because of the fact that required maintenance has not been performed or maintenance records are not available; however, warranty service will not be performed where the lack of required maintenance or improper maintenance was the direct cause of the part failure.

### Things You Should Know

- A. The emission control systems of your new 2014 Truck were designed, built and tested using genuine ISUZU parts and the truck is certified as being in conformity with applicable Federal and California Emission Control Regulations using such parts. Accordingly, it is recommended that any replacement parts used for maintenance or repair of your vehicle's emission control systems be new or remanufactured genuine ISUZU parts. The term "genuine ISUZU parts" as used in this warranty means parts manufactured by or on behalf of ISUZU MOTORS LIMITED, designed for use on ISUZU truck and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. Warranty service upon your truck's emission control systems should be performed by an authorized dealer. In an emergency, owners may have maintenance on the emission control systems performed by any qualified facility.
- C. Warranty obligations during the warranty period covering emission related systems for new 2014 vehicles are not dependent upon the use of any particular brand of replacement parts. Owners may elect to use other than genuine ISUZU parts for replacement purposes. However, use of replacement parts which are not of a quality equivalent to genuine ISUZU parts may impair the effectiveness of your vehicle's emission control systems.
- D. If other than new or remanufactured genuine ISUZU parts are used for maintenance, replacement or repair of components affecting the vehicle's emission control systems, you should verify that such parts are warranted by their manufacturer to be the equivalent of genuine ISUZU parts in performance and durability.

#### E. Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized dealer to obtain service under the Emission Defect and/or Performance Warranty. This should be done as soon as possible after failing the California Smog Check Test or after discovering the defective part. Those repairs qualifying under the warranty will be performed by any authorized dealer at no charge (including parts, labor, diagnosis and tax). Repairs which do not qualify will be charged to you. In any event, you will be notified if a repair is covered under the warranty within a reasonable time (not to exceed 30 days) after receipt of the truck by your authorized dealer.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your authorized dealer or the distributor. If you are not so notified, you are eligible to receive any necessary emission defect and/or performance repairs at no charge. In the event a warranty matter is not handled to your satisfaction refer to the two-step procedure in this booklet entitled "Customer Satisfaction Procedure".

#### F. Additional warranties for California Emission System

If your vehicle is between three and five years old and has been driven less than 100,000 miles, then your truck is eligible for additional warranty coverage under the Federal Emission Warranty.

After the 3 years/50,000 mile performance warranty period has passed, a Smog Check Test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

Warranty periods shall begin on the date the vehicle is delivered to the original retail purchaser or the date the vehicle is first put in use, whichever is earlier.

A warranted part under the 3 years/50,000 mile defects warranty is any part that affects regulated emissions.

G. Any warranted part which is scheduled for replacement as required maintenance is warranted up to the first scheduled replacement point for that part.

H. For further information or to report violations of Federal Emission Performance and Defect Warranties, you may contact ISUZU Motors at the address below.

Virgin Islands: CRUZAN MOTORS T.C.LTD.

P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors

Upper Tumon 470 N. Marine Corps Drive Tamuning,  
Guam 96913  
671-648-6010

## Owner Assistance

### Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to the distributor. Normally, any problems with the sales transaction or the operation of your truck will be resolved by your dealer's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your problem has not been resolved to your satisfaction, we suggest you follow these steps:

#### **Step One – Discuss your problem with a member of dealership management.**

Complaints can often be quickly resolved at that level. If the problem has already been reviewed with the sales or service manager, contact the **owner of the dealership** or the General Manager.

**Step Two – Contact the dealer/distributor service department.** Authorized dealers in the market area are listed in the following pages. If your concern cannot be promptly resolved by the distributor without further help, contact the dealer/distributor service department and have the following information available:

- Your name, address, telephone number
- The Vehicle Identification Number (this is available from the vehicle registration or title, or the VIN plate attached inside the cabin.)
- The dealer name and location
- The vehicle's delivery date and present mileage
- Nature of the problem

When contacting an authorized dealer, please keep in mind that your concern will likely be resolved at the dealer, using its facilities, equipment and staff. This is why we suggest you follow the previous steps in order if you have a concern. Your purchase of an ISUZU truck is much appreciated both by your dealer and by everyone at ISUZU. We want to help you in any way we can to make sure that you are completely satisfied with your vehicle.

### ISUZU Dealer/Distributor

When calling for assistance, please ask for the dealer/distributor's Service Department.

Virgin Islands: CRUZAN MOTORS T.C.LTD.

P.O.Box 1670 Christiansted, St. Croix,  
U.S. Virgin Islands 00821  
340-778-7720

Guam Island: Triple J Motors

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MEMO

## 2015 Isuzu Truck Owner Warranty and Service

OWNER'S NAME

STREET ADDRESS

CITY AND STATE

VEHICLE IDENTIFICATION NUMBER

DATE VEHICLE FIRST DELIVERED OR PUT IN USE

ODOMETER READING ON DATE VEHICLE FIRST  
DELIVERED OR PUT IN USE

**Important:** *This booklet contains Isuzu warranties which accompany your new vehicle and provides an area to record the starting date and mileage of those warranties. It also contains owner assistance information which may be useful during or after the warranty period. Keep it with your vehicle and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the vehicle when you sell it so future owners will have the information.*

**SPEEDOMETER REPLACEMENT RECORD**

*Date* \_\_\_\_\_

*Mileage* \_\_\_\_\_

*Dealer Name* \_\_\_\_\_

*Dealer Signature* \_\_\_\_\_

**Tire information**

Tires are warranted by the tire maker. A separate tire warranty pamphlet is included with the owner literature supplied with your truck. In the event of a tire problem, take your vehicle to an authorized tire service store handling the brand of tires on your vehicle. Tire wear or damage conditions caused by defects in the vehicle are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

## An Important Message to Isuzu Vehicle Owners . . .

### **Our Commitment to You**

We are committed to assuring your satisfaction with your new ISUZU truck. Your authorized dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

### **Warranty Service - United States**

While any authorized dealer will perform warranty service, we recommend that you return to the dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### **Vehicle Operation and Care**

Considering the investment you have made in your new ISUZU truck, we know you will want to operate and maintain it properly. We urge you, therefore, to follow the instructions contained in your Owner's and Driver's Manual.

### **Maintenance Records**

It is recommended that receipts covering the performance of regular maintenance be retained. Damage to your vehicle caused by lack of required maintenance is not covered by your warranties. Therefore, receipts can be very important if a question arises as to whether a failure is caused by lack of maintenance or a defect in material or workmanship.

It is suggested that receipts be retained with your glove box literature.

### **Owner Assistance**

Should you ever encounter a problem during or after the warranty period that is not resolved, talk to a member of dealer management. If the problem persists, follow the additional procedure outlined in "Owner Assistance", page 21 of this booklet.

We thank you for choosing an ISUZU product.

**Isuzu Motors Limited**

## Warranty Coverage at a Glance

The warranty coverages on your vehicle vary as illustrated below. Please read pages 4 through 15 for complete details.

Vehicle Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Vehicle Miles	Parts	Labor
Basic	0 - 3 Years	Unlimited	No Charge	No Charge
Engine	0 - 3 Years	Unlimited	No Charge	No Charge
<ul style="list-style-type: none"> <li>• Transmission</li> <li>• Drive Axle</li> <li>• Driveshaft</li> <li>• Front Axle I-Beam</li> <li>• Crossmembers</li> <li>• Flywheel Housing</li> <li>• Clutch Housing</li> </ul>	0 - 3 Years	Unlimited	No Charge	No Charge
Frame Rails	0 - 3 Years	Unlimited	No Charge	No Charge
	3 - 5 Years	Unlimited	50%	50%
Emission Control System - Federal	0 - 5 Years	0 - 100,000	No Charge	No Charge
Emission Control System - California	0 - 3 Years	or 0 - 50,000	No Charge	No Charge
	0 - 7 Years	or 0 - 70,000**		
Tire	0 - 2 Years	0 - 24,000	No Charge	No Charge
Corrosion (Rust Through)	0 - 4 Years	Unlimited	No Charge	No Charge

\*: The warranty coverages are determined by the mileage of the vehicle and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

\*\* : See page 16 for coverage.

**New Truck Warranty**

- What is Covered ..... 4
  - Repairs Covered ..... 4
  - Warranty Period ..... 4
  - Basic Coverage ..... 4
  - Air Conditioning Coverage ..... 4
  - Engine Coverage ..... 4
  - Drivetrain and Chassis Coverage ..... 5
  - Frame Rail Coverage ..... 5
  - Corrosion (Rust-through) Coverage ..... 6
  - Towing ..... 6
  - Batteries ..... 6
  - Service Adjustment ..... 7
  - Sheet Metal, Paint and Other Appearance Items ..... 7
- What is Not Covered ..... 8
- Warranty Service ..... 11

**Noise Emissions Warranty** ..... 12

**Warranty Covering Federal Emission Control Systems** ..... 13

**Warranty Covering California Emission Control Systems (Available to GVW ≤ 14,000LBS)** ..... 16

**Owner Assistance**

- Customer Satisfaction Procedure ..... 21
- ISUZU Dealer/Distributor ..... 21

## 2015 Isuzu New Truck Warranty

ISUZU will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions and limitations:

### What is Covered



#### Repairs Covered

This limited warranty covers repairs to correct any malfunction occurring during the Warranty Period resulting from defects in material or workmanship of the cab and chassis. New or remanufactured parts will be used.



#### Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use (as shown on the first page of this booklet). It ends at the expiration of the Basic Coverage or other coverages shown below.



#### Basic Coverage

The complete cab and chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by vehicle defects are also covered during this period.



#### Air Conditioning Coverage

The entire factory-installed air conditioning system, excluding refrigerant charge is covered for 3 years, regardless of vehicle mileage. Refrigerant charge is covered for 1 year or 12,000 miles unless done as part of a separate warranty repair.



#### Engine Coverage

Engine components are covered for 3 years, unlimited mileage. The engine components covered under the New Truck Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



### **Drivetrain and Chassis Coverage**

Drivetrain components, front axle, and crossmembers are covered for 3 years, unlimited mileage.

#### **Drivetrain components**

Listed below are the drivetrain components covered under the New Truck Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Clutch housing
- Driveshafts – Driveshafts, support bearings and universal joints.
- Drive axle – Differential, axle shafts, seals and bearings.



#### **Frame Rail Coverage**

Frame rails are covered for 5 years/unlimited mileage:

- Between 0 – 3 years the coverage is 100% parts and 100% labor.
- Between 3 – 5 years the coverage is 50% parts and 50% labor.

Listed below are the frame components covered under the New Truck Warranty.

- Frame rails
- Crossmembers



### **Corrosion (Rust-through) Coverage**

Any cab sheet metal panel that rusts-through due to corrosion is covered for 4 years, regardless of vehicle mileage.

### **Corrosion (Rust-through)**

The Corrosion Coverage applies to perforation due to corrosion only. Perforation means a Rust-Through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) would not be repaired under this coverage.

### **After-manufacture "Rust proofing"**

Since your vehicle was designed and built to resist corrosion, use of additional rust-inhibiting materials is not necessary and not a requirement under the 4 years Corrosion Coverage. Whether to obtain such protection is, therefore, your decision.



### **Towing**

If your vehicle is inoperative due to a warranted part failure within the New Truck Warranty period, towing service is covered to the nearest authorized dealership handling your model series.

### **Batteries**

The Delkor battery installed in your vehicle (if so equipped as original equipment) is covered under the New Truck Warranty for a period of 1 year.

### **Service Adjustment**

Service adjustment – minor repairs not usually associated with the replacement of parts and not a part of normal maintenance – are covered for the first 1 year, 12,000 miles.

This includes but is not limited to:

- Wheel alignment
- Tire balance
- Clutch adjustment
- Door and window adjustment

### **Sheet Metal, Paint and Other Appearance Items**

*Defects or damage to sheet metal, paint, trim or other appearance items may occur at the factory during assembly or while the vehicle is being shipped to the dealer.*

*Normally, any factory defect or damage is detected and corrected at the factory during the inspection process. In addition, dealers are obligated to inspect each vehicle upon receipt. They are required to repair any uncorrected factory defects or damage and any transit damage which they detect before the vehicle is delivered to you.*

*Sheet metal, paint or appearance defects still present at the time the vehicle is delivered to you are covered by the warranty. However, for your protection, we suggest that if you do find any such defects, you advise your dealer without delay as normal deterioration due to use and exposure is not covered by the warranty.*

## What is Not Covered



### Tires

Tread wear, tire damage resulting from road hazards, lack of maintenance, tire chains misapplication, alteration, overload or vandalism is not covered.



### Damage or Corrosion Due to Accidents, Misuse, or Alterations

Accidents or damage caused by collision, fire, theft, freezing, vandalism, riot, explosion or from objects striking the vehicle; misuse of the vehicle such as driving over curbs, overloading, racing, or other competition; alterations to the vehicle. In addition, coverages are void if the odometer has stopped or been altered. We do not guarantee the use of the engine or vehicle at the outside air temperature of  $-30^{\circ}\text{C}$  ( $-22^{\circ}\text{F}$ ) or below. Proper vehicle use is described in the Owner's and Driver's Manual.



### Damage or Surface Corrosion from Environment

Airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, salt damage, lightning, etc.



### Damage Due to Lack of Maintenance or Use of Improper Fluids, Fuel, Filters, Oil or Lubes

Lack of required maintenance as described in the Maintenance Section of the Owner's and Driver's Manual.

Failure to use fluids, fuel, filters, oil and lubricants as recommended in the Owner's and Driver's Manual.

Maintenance is your responsibility. Keep all receipts and make them available if questions arise concerning maintenance.

### **Biodiesel**

Damage, service issues, and/or performance issues determined by Isuzu to be caused by the use of biodiesel fuel not meeting the specifications and requirements described in the Biodiesel Manual are not considered to be defects in material or workmanship and are not covered under the Isuzu warranty.

Any damage caused by the use of raw oils, fats, used cooking oils, or home-made biodiesel will not be covered by the Isuzu warranty. Also, any damage caused by biodiesel-blended fuels in which the blend ratio exceeds 20% will not be covered by the Isuzu warranty.

### **Bodies, Conversions, Equipment**

Special bodies, body conversions or equipment, not made by the distributor.



### **Maintenance is Owner Expense**

Cleaning and polishing, lubrication, replacing filters, engine tune up, worn brake and clutch linings, adjustment of clutch, tire rotation, windshield wiper blades, and light bulbs are some of the normal maintenance services all vehicles require. See the Maintenance Section of the Owner's and Driver's Manual.

### **Extra Expenses**

This warranty does not cover any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel costs, storage charges and other incidental or consequential loss or damage.

### **Speedometer**

Any vehicle on which the odometer mileage has been altered. After a speedometer has been repaired or replaced, the Speedometer Replacement Record on the inside front page of this booklet must be completed. Also, a speedometer sticker (available from your Isuzu Dealer) must be completed and placed on the door jamb on the driver side.

### **Salvage Title**

The new vehicle limited warranty does not apply to any vehicle and is rendered void if the vehicle is or has ever been issued a "salvage" or similar title by any Provincial or Territory licensing jurisdiction; or has ever been classified as a "total loss" or equivalent by any insurance company such as a cash payment in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.

**OTHER TERMS: THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THESE PRODUCTS AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. THE DISTRIBUTOR DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS OR LIABILITY IN CONNECTION WITH THESE PRODUCTS. THE DISTRIBUTOR SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM BREACH OF WARRANTY.**

## Warranty Service

### Warranty Service – United States

While any authorized dealer handling your model series will perform warranty service, we recommend that you return to the authorized dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling or move or did not obtain your truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

### Warranty Repair Order

For your records, the servicing dealer will provide a copy of the Warranty Repair Order listing all warranty repairs performed.

### Warranty Service – Foreign Countries

If you are operating in a foreign country and repairs are needed, it is suggested you take your vehicle to an authorized dealer, preferably one that handles your model series. In order for reimbursement to be considered, you should provide your selling dealer upon your return home with a statement of circumstances, the original repair order and any "paid" receipt indicating the work performed and parts replaced.

Please note that repairs made necessary by the use of improper or dirty fuels are NOT covered under the warranty. See Owner's and Driver's Manual for additional information on fuel requirements.

### Production Changes

The distributor and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

### In Case of Emergency

In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed the distributor suggested retail prices for warranted parts replaced and labor charges based on the distributor recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.



### Repairs

Take your truck to an authorized dealership handling your model series within the Warranty Period, and request the needed repairs or adjustments. A reasonable time must be allowed for the dealership to perform necessary repairs.



### No Charge

Warranty repairs (parts and/or labor) will be made at no charge, unless otherwise specified under Frame Rail Coverage or What is Not Covered.

### Warranty Applies

This limited warranty applies to ISUZU trucks registered and normally operated in the United States.

## Noise Emissions Warranty

Isuzu Motors Limited warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle, as manufactured, was designed, built and equipped to conform at the time it left the distributor's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped, and is not limited to any particular part, component or system of the vehicle. Defects in design, assembly or in any part, component or system of the vehicle as manufactured which, at the time it left the distributor's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

See the Owner's and Driver's Manual for additional Noise Emissions information.

## Warranty Covering Federal Emission Control Systems for 2015 Isuzu Vehicles

### Your Warranty Rights and Obligations

The U.S. Federal Environmental Protection Agency, and/or the California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2015 ISUZU truck. New motor vehicles must be designed, built and equipped to meet the emission standards. ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck. Your emission control system may include parts such as the fuel injection system, diesel particulate filter (DPF), selective catalytic reduction (SCR) system and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your truck at no cost to you including diagnosis, parts and labor.

### Manufacturer's Warranty Coverage:

#### **For 5 years or 100,000 miles (whichever occurs first):**

If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer.

This is your emission control system DEFECTS WARRANTY.

#### **For 2 years or 24,000 miles (whichever occurs first):**

If any tire originally equipped on your truck is defective (excluding tread wear), the tire will be repaired or replaced by an authorized dealer.

This is your tire DEFECTS WARRANTY.

### Owner's Warranty Responsibilities:

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ISUZU Motors recommends that you retain all receipts covering maintenance on your truck, but the distributor cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that the distributor may deny you warranty coverage if your truck or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities you should contact ISUZU Motors at the address below.

Guam Island: Triple J Auto Group  
470 N. Marine Corps Drive, Tamuning, Guam 96913  
888-593-7024

## What is Covered

These components are covered by the federal emission warranty. Some scheduled maintenance is required (refer to the Emission Control Maintenance portion of the Maintenance Section in the Owner's and Driver's Manual). The components scheduled for replacement as required maintenance are warranted up to their first scheduled replacement point.

1. Air/Fuel metering system
  - Intake throttle
  - Fuel supply pump
  - Fuel rail (Common rail)
  - Injectors and high pressure lines
  - Turbocharger
  - Charge air cooler and charge air cooler hoses
  - Intake manifold
  - Camshaft position sensor
  - Engine speed/Crankshaft position sensor
  - Ambient temperature sensor
  - Coolant temperature sensor
  - Boost pressure sensor
  - Common rail pressure sensor
  - Manifold absolute pressure & Temperature sensor
  - Air mass flow sensor
  - Engine control module
  - Glow plug control module

2. EGR system
  - EGR valve
  - EGR cooler
  - EGR bypass valve
3. After treatment system
  - Oxygen sensor
  - NOx sensor
  - Exhaust temperature sensor; SCR
  - Diesel exhaust fluid (DEF) control unit
  - DEF supply pump
  - DEF injector
  - DEF tank
  - DEF lines (hoses)
  - DEF tank heater solenoid valve
  - Diesel particulate filter (DPF)
  - Oxidation catalyst
  - Selective catalytic reduction (SCR) catalyst
  - PM sensor
4. Air conditioning system
  - Seals and gaskets
  - Refrigerant hoses and pipes
  - Condenser
  - Evaporator
  - Compressor seal
  - Components whose failure would increase the vehicle's emissions of air conditioning refrigerants
5. Air roof fairing
  - Isuzu genuine part only

If failure of one of these components results in failure of another part, both will be covered by this warranty.

### What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty. (Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Warranty Covering California Emission Control Systems for New 2015 Isuzu Vehicles (Available to GVW ≤ 14,000lbs)

### Your Warranty Rights and Obligations

The California Air Resources Board and the distributor are pleased to explain the emission control system warranty on your 2015 ISUZU truck. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

ISUZU Motors must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck.

Your emission control system may include parts such as the fuel injection system, the ignition system, diesel particulate filter (DPF), selective catalytic reduction (SCR) and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your vehicle at no cost to you including diagnosis, parts and labor.



### NOTE

- This California warranty is applicable to California specification vehicles registered in the state of California or other states adopting California emission and warranty regulations. Currently, Connecticut, Delaware, Maine, Maryland, Massachusetts, Oregon, Rhode Island and Vermont have California emissions warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The federal emissions control warranty applies to all vehicles in New York.)

### Manufacturer's Warranty Coverage:

#### For 3 years or 50,000 miles (whichever occurs first):

- 1) If your truck fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your vehicle passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer. This is your short-term emission control system **DEFECTS WARRANTY**.

**For 7 years or 70,000 miles (whichever occurs first):**

If an emission-related part listed on pages 17 and 18 of this warranty booklet specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by an authorized dealer. This is your long-term emission control system DEFECTS WARRANTY.

**Owner's Warranty Responsibilities:**

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ISUZU Motors recommends that you retain all receipts covering maintenance on your vehicle, but ISUZU Motors cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that ISUZU Motors may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact ISUZU Motors at the address below.

Guam Island: Triple J Auto Group  
470 N. Marine Corps Drive, Tamuning, Guam 96913  
888-593-7024

**List of Parts Warranted for 7 Years/70,000 Miles (Whichever Occurs First)  
-Applicable to Vehicles Certified for Sale in California and Registered  
in California, and States that Have Adopted California Warranty  
Requirements****I. Air / Fuel & Metering system**

- Engine control module
- Fuel supply pump
- Fuel rail (Common rail)
- Injector
- Turbocharger
- Charge air cooler

**II. EGR system**

- EGR bypass valve
- EGR cooler assembly

### III. After treatment system

- Diesel particulate filter (DPF)
- Diesel exhaust fluid (DEF) control unit
- DEF supply pump
- DEF injector
- Selective catalytic reduction (SCR) catalyst
- Oxidation catalyst
- NOx sensor
- PM sensor

### IV. Emission related chassis parts

- Transmission control module
- Air conditioning system
- Air roof fairing

## What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty.

(Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

## Owner's Responsibilities

- A. As an owner of an ISUZU truck, you are responsible for taking your ISUZU vehicle to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU truck in accordance with the instructions found in the Owner's and Driver's Manual and Maintenance Schedule section in the Owner's and Driver's Manual included in the envelope of materials placed in the glove box of your truck.
- C. You are responsible for keeping maintenance records since, in some instances, it may be necessary for you to show that required maintenance has been performed on your vehicle.
- D. In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed the distributor suggested retail prices for warranted parts replaced and labor charges based on the distributor recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.

- E. You are responsible for performing required scheduled maintenance, and we urge you to keep maintenance records. Maintenance records and receipts should be transferred to each subsequent owner of your vehicle. The distributor will not refuse warranty service of your vehicle's emission related systems solely because of the fact that required maintenance has not been performed or maintenance records are not available; however, warranty service will not be performed where the lack of required maintenance or improper maintenance was the direct cause of the part failure.

### Things You Should Know

- A. The emission control systems of your new 2015 Truck were designed, built and tested using genuine ISUZU parts and the truck is certified as being in conformity with applicable Federal and California Emission Control Regulations using such parts. Accordingly, it is recommended that any replacement parts used for maintenance or repair of your vehicle's emission control systems be new or remanufactured genuine ISUZU parts. The term "genuine ISUZU parts" as used in this warranty means parts manufactured by or on behalf of ISUZU MOTORS LIMITED, designed for use on ISUZU truck and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. Warranty service upon your truck's emission control systems should be performed by an authorized dealer. In an emergency, owners may have maintenance on the emission control systems performed by any qualified facility.
- C. Warranty obligations during the warranty period covering emission related systems for new 2015 vehicles are not dependent upon the use of any particular brand of replacement parts. Owners may elect to use other than genuine ISUZU parts for replacement purposes. However, use of replacement parts which are not of a quality equivalent to genuine ISUZU parts may impair the effectiveness of your vehicle's emission control systems.
- D. If other than new or remanufactured genuine ISUZU parts are used for maintenance, replacement or repair of components affecting the vehicle's emission control systems, you should verify that such parts are warranted by their manufacturer to be the equivalent of genuine ISUZU parts in performance and durability.

#### E. Claims Procedure

As with the other warranties covered in this booklet, take your vehicle to any authorized dealer to obtain service under the Emission Defect and/or Performance Warranty. This should be done as soon as possible after failing the California Smog Check Test or after discovering the defective part. Those repairs qualifying under the warranty will be performed by any authorized dealer at no charge (including parts, labor, diagnosis and tax). Repairs which do not qualify will be charged to you. In any event, you will be notified if a repair is covered under the warranty within a reasonable time (not to exceed 30 days) after receipt of the truck by your authorized dealer.

The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your authorized dealer or the distributor. If you are not so notified, you are eligible to receive any necessary emission defect and/or performance repairs at no charge. In the event a warranty matter is not handled to your satisfaction refer to the two-step procedure in this booklet entitled "Customer Satisfaction Procedure".

#### F. Additional warranties for California Emission System

If your vehicle is between three and five years old and has been driven less than 100,000 miles, then your truck is eligible for additional warranty coverage under the Federal Emission Warranty.

After the 3 years/50,000 mile performance warranty period has passed, a Smog Check Test failure due to a defect in a part which is warranted for 7 years/70,000 miles is covered.

Warranty periods shall begin on the date the vehicle is delivered to the original retail purchaser or the date the vehicle is first put in use, whichever is earlier.

A warranted part under the 3 years/50,000 mile defects warranty is any part that affects regulated emissions.

G. Any warranted part which is scheduled for replacement as required maintenance is warranted up to the first scheduled replacement point for that part.

H. For further information or to report violations of Federal Emission Performance and Defect Warranties, you may contact ISUZU Motors at the address below.

Guam Island: Triple J Auto Group

470 N. Marine Corps Drive, Tamuning, Guam 96913

888-593-7024

## Owner Assistance

### Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to the distributor. Normally, any problems with the sales transaction or the operation of your truck will be resolved by your dealer's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your problem has not been resolved to your satisfaction, we suggest you follow these steps:

#### **Step One – Discuss your problem with a member of dealership management.**

Complaints can often be quickly resolved at that level. If the problem has already been reviewed with the sales or service manager, contact the **owner of the dealership** or the General Manager.

**Step Two – Contact the dealer/distributor service department.** Authorized dealers in the market area are listed in the following pages. If your concern cannot be promptly resolved by the distributor without further help, contact the dealer/distributor service department and have the following information available:

- Your name, address, telephone number
- The Vehicle Identification Number (this is available from the vehicle registration or title, or the VIN plate attached inside the cabin.)
- The dealer name and location
- The vehicle's delivery date and present mileage
- Nature of the problem

When contacting an authorized dealer, please keep in mind that your concern will likely be resolved at the dealer, using its facilities, equipment and staff. This is why we suggest you follow the previous steps in order if you have a concern. Your purchase of an ISUZU truck is much appreciated both by your dealer and by everyone at ISUZU. We want to help you in any way we can to make sure that you are completely satisfied with your vehicle.

### ISUZU Dealer/Distributor

When calling for assistance, please ask for the dealer/distributor's Service Department.

Guam Island: Triple J Auto Group

470 N. Marine Corps Drive, Tamuning, Guam 96913  
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