

Enclosure 7-1: Redacted Confidential Business Information

PE15-032

ISUZU

12-18-2015

Enclosure 7-5

Warranty Manual 12-
15MY_3.0L_WIV for US

**2012 Warranty and Owner Assistance
Isuzu Commercial Truck**

OWNER INFORMATION

Name _____

Street Address _____

City/State/Zip _____

Telephone _____

CHASSIS INFORMATION

Model _____ Model Year _____

VIN _____

Delivery Date _____ Mileage _____

Delivering Dealer _____

Dealer Code _____

Street Address _____

City/State/Zip _____

Telephone _____

Important: This booklet contains Isuzu warranties which accompany your new chassis 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 chassis and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the chassis 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 stripped chassis. In the event of a tire problem, take your Isuzu chassis to an authorized tire service store handling the brand of tires on your chassis. Tire wear or damage conditions caused by defects in the chassis are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

An Important Message to Isuzu Chassis Owners . . .

Our Commitment to You

We are committed to assuring your satisfaction with your new ISUZU stripped chassis. 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 stripped chassis because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU stripped chassis from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

Stripped Chassis Operation and Care

Considering the investment you have made in your new ISUZU stripped chassis, 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 Isuzu chassis 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 20 of this booklet.

We thank you for choosing an ISUZU product.

Warranty Coverage at a Glance

The warranty coverages on your Isuzu chassis vary as illustrated below. Please read pages 4 through 19 for complete details.

Chassis Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Chassis 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"> • Transmission • Drive Axle • Driveshaft • Front Axle I-Beam • Crossmembers • Flywheel Housing • Torque Converter Housing 	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 chassis and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

** : See page 15 for coverage.

New Stripped Chassis Warranty

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2012 Isuzu New Stripped Chassis Warranty

Isuzu Commercial Truck of America, Inc. will provide for repairs to the Isuzu chassis 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 chassis. New or remanufactured parts will be used.



Warranty Period

The Warranty Period for all coverages begins on the date the chassis 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 chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by chassis defects are also covered during this period.



Engine Coverage

Engine components are covered for 3 years, unlimited mileage.

The engine components covered under the New Stripped Chassis Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



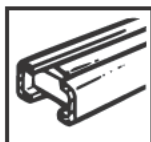
Drivetrain and Chassis Coverage

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 Stripped Chassis Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Torque converter 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 Stripped Chassis Warranty.

- Frame rails
- Crossmembers

Corrosion (Rust-through) Coverage

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 Isuzu chassis 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 Isuzu chassis is inoperative due to a warranted part failure within the New Stripped Chassis Warranty period, towing service is covered to the nearest authorized dealership handling your model series. Refer to "Roadside Assistance (Available in U.S. only)" on page 21 of this booklet.

Batteries

The Delkor battery installed in your Isuzu chassis (if so equipped as original equipment) is covered under the New Stripped Chassis 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

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°C (-22°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 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 linings, limited slip axle service, and tire rotation are some of the normal maintenance services all stripped chassis's 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 Isuzu stripped chassis on which the odometer has been disconnected, mileage has been altered or the mileage cannot be determined.

Salvage Title

The new stripped chassis 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 under any state's laws; 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 Isuzu stripped chassis 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 chassis built and/or sold by them at any time without incurring any obligation to make the same or similar changes on chassis previously built and/or sold by them.



Repairs

Take your Isuzu stripped chassis 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 stripped chassis registered and normally operated in the United States.

Noise Emissions Warranty

Isuzu Commercial Truck of America, Inc. warrants to the first person who purchases this Isuzu stripped chassis for purposes other than resale and to each subsequent purchaser that this Isuzu stripped chassis, 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 Isuzu stripped chassis as designed, built and equipped, and is not limited to any particular part, component or system of the Isuzu stripped chassis. Defects in design, assembly or in any part, component or system of the Isuzu stripped chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2012 ISUZU stripped chassis. New motor vehicles must be designed, built and equipped to meet the emission standards. ICTA must warrant the emission control system on your stripped chassis for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your stripped chassis. 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 stripped chassis 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 stripped chassis 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or Field Operations and Support Division (6406J), Environmental Protection Agency, 401 "M" Street S.W., Washington, D.C. 20460 (Attention: Warranty Claim) for federal vehicles or the California Air Resources Board at 9528 Telstar Ave., El Monte, CA 91731 for California vehicles.

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 Stripped Chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2012 ISUZU stripped chassis. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

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

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 stripped chassis 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 Washington 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 stripped chassis fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your stripped chassis passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your stripped chassis 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 16 and 17 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or the California Air Resources Board (CARB), Mobile Sources Operation Division, P.O. Box 8001, 9528 Telstar Avenue, El Monte, CA 91731-2990.

**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
- Glow plug control module
- 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 Stripped Chassis 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 stripped chassis, you are responsible for taking your ISUZU chassis to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU stripped chassis 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 supplied with the chassis.
- 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 chassis.
- 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 stripped chassis'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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's 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. ICTA will not refuse warranty service of your chassis'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 stripped chassis were designed, built and tested using genuine ISUZU parts and the stripped chassis 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 chassis'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 stripped chassis and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. WARRANTY SERVICE UPON YOUR STRIPPED CHASSIS'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 CHASSIS'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 chassis 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 stripped chassis 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 ICTA. 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 chassis is between three and five years old and has been driven less than 100,000 miles, then your stripped chassis 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 chassis 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 the Director, Field Operation and Support Division (6406J), Environmental Protection Agency, 401 "M" Street SW., Washington, D.C. 20460 (Attention: Warranty Claim).

For California Warranty Claim Problems, you may contact: Air Resources Board (ARB), Mobile Sources Division, 9528 Telstar Avenue, El Monte, CA 91731

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 stripped chassis 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 Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638). The representative will review all the available facts involved. Then, if it is felt that some further action can be taken, the Region and/or dealer will be so advised. Regardless of the review outcome, your contact will be acknowledged and an explanation of our position in the matter will be provided.

Your purchase of an Isuzu stripped chassis is greatly appreciated by both your dealer and ICTA. We want to help you in any way we can to make sure you are completely satisfied with your stripped chassis.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement stripped chassis or a refund of the purchase price under certain circumstances.

The provisions of these laws vary from state to state. To the extent allowed by state law, ICTA requires that you first provide us with written notification of any service difficulty you have experienced covered by state law so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws.

Written notification should be mailed to:

National Owner Relations Department Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806

Roadside Assistance (Available in U.S. only)

Isuzu Commercial Truck's Roadside Assistance provides owners with towing service for disabled chassis. This service combines the efforts of trained telephone representatives with the network of Isuzu Commercial Truck's dealer services.

Just dial Isuzu Commercial Truck's Roadside Assistance Center at 1-866-441-9659 to reach a qualified representative who can assist you in arranging a tow. We also provide dealer information at no charge such as location of the nearest authorized Isuzu commercial truck dealer and its hours of operation.

Roadside Assistance is available 24 hours a day, seven days a week, 365 days a year, including weekends and holidays. Should you have any questions about Roadside Assistance, call the Isuzu Commercial Truck's Roadside Assistance Center or contact your dealer.

MEMO

Owner Assistance Request Form

If you have discussed a problem with your dealership management and have not been able to resolve it, let us know. Here is a convenient form you may wish to use to contact the National Owner Relations Department.

After completing this form, mail it to Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806.

(cut here)

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

PHONE NUMBER (DURING DAY): _____

VEHICLE IDENTIFICATION NUMBER: _____

DEALER'S NAME: _____

CITY: _____

DATE PURCHASED: _____

PRESENT MILEAGE: _____

COMMENTS: _____

Signed: _____

Date: _____

MEMO

MEMO

MEMO

MEMO

MEMO

MEMO

**2013 Warranty and Owner Assistance
Isuzu Commercial Truck**

OWNER INFORMATION

Name _____

Street Address _____

City/State/Zip _____

Telephone _____

CHASSIS INFORMATION

Model _____ Model Year _____

VIN _____

Delivery Date _____ Mileage _____

Delivering Dealer _____

Dealer Code _____

Street Address _____

City/State/Zip _____

Telephone _____

Important: This booklet contains Isuzu warranties which accompany your new chassis 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 chassis and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the chassis 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 stripped chassis. In the event of a tire problem, take your Isuzu chassis to an authorized tire service store handling the brand of tires on your chassis. Tire wear or damage conditions caused by defects in the chassis are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

An Important Message to Isuzu Chassis Owners . . .

Our Commitment to You

We are committed to assuring your satisfaction with your new ISUZU stripped chassis. 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 stripped chassis because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU stripped chassis from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

Stripped Chassis Operation and Care

Considering the investment you have made in your new ISUZU stripped chassis, 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 Isuzu chassis 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 20 of this booklet.

We thank you for choosing an ISUZU product.

Warranty Coverage at a Glance

The warranty coverages on your Isuzu chassis vary as illustrated below. Please read pages 4 through 19 for complete details.

Chassis Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Chassis 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"> • Transmission • Drive Axle • Driveshaft • Front Axle I-Beam • Crossmembers • Flywheel Housing • Torque Converter Housing 	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 chassis and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

** : See page 15 for coverage.

New Stripped Chassis Warranty

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2013 Isuzu New Stripped Chassis Warranty

Isuzu Commercial Truck of America, Inc. will provide for repairs to the Isuzu chassis 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 chassis. New or remanufactured parts will be used.



Warranty Period

The Warranty Period for all coverages begins on the date the chassis 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 chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by chassis defects are also covered during this period.



Engine Coverage

Engine components are covered for 3 years, unlimited mileage.

The engine components covered under the New Stripped Chassis Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



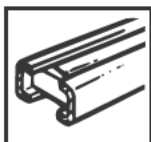
Drivetrain and Chassis Coverage

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 Stripped Chassis Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Torque converter 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 Stripped Chassis Warranty.

- Frame rails
- Crossmembers

Corrosion (Rust-through) Coverage

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 Isuzu chassis 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 Isuzu chassis is inoperative due to a warranted part failure within the New Stripped Chassis Warranty period, towing service is covered to the nearest authorized dealership handling your model series. Refer to "Roadside Assistance (Available in U.S. only)" on page 21 of this booklet.

Batteries

The Delkor battery installed in your Isuzu chassis (if so equipped as original equipment) is covered under the New Stripped Chassis 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

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°C (-22°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 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 linings, limited slip axle service, and tire rotation are some of the normal maintenance services all stripped chassis's 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 Isuzu stripped chassis on which the odometer has been disconnected, mileage has been altered or the mileage cannot be determined.

Salvage Title

The new stripped chassis 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 under any state's laws; 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 Isuzu stripped chassis 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 chassis built and/or sold by them at any time without incurring any obligation to make the same or similar changes on chassis previously built and/or sold by them.



Repairs

Take your Isuzu stripped chassis 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 stripped chassis registered and normally operated in the United States.

Noise Emissions Warranty

Isuzu Commercial Truck of America, Inc. warrants to the first person who purchases this Isuzu stripped chassis for purposes other than resale and to each subsequent purchaser that this Isuzu stripped chassis, 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 Isuzu stripped chassis as designed, built and equipped, and is not limited to any particular part, component or system of the Isuzu stripped chassis. Defects in design, assembly or in any part, component or system of the Isuzu stripped chassis 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 2013 Isuzu Vehicles

Your Warranty Rights and Obligations

The U.S. Federal Environmental Protection Agency, and/or the California Air Resources Board and Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2013 ISUZU stripped chassis. New motor vehicles must be designed, built and equipped to meet the emission standards. ICTA must warrant the emission control system on your stripped chassis for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your stripped chassis. 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 stripped chassis 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 stripped chassis 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or Field Operations and Support Division (6406J), Environmental Protection Agency, 401 "M" Street S.W., Washington, D.C. 20460 (Attention: Warranty Claim) for federal vehicles or the California Air Resources Board at 9528 Telstar Ave., El Monte, CA 91731 for California vehicles.

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

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 Stripped Chassis 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 2013 Isuzu Vehicles (Available to GVW ≤ 14,000lbs)

Your Warranty Rights and Obligations

The California Air Resources Board and Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2013 ISUZU stripped chassis. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

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

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 stripped chassis 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 Washington 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 stripped chassis fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your stripped chassis passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your stripped chassis 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 16 and 17 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or the California Air Resources Board (CARB), Mobile Sources Operation Division, P.O. Box 8001, 9528 Telstar Avenue, El Monte, CA 91731-2990.

**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
- Glow plug control module
- 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 Stripped Chassis 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 stripped chassis, you are responsible for taking your ISUZU chassis to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU stripped chassis 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 supplied with the chassis.
- 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 chassis.
- 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 stripped chassis'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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's 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. ICTA will not refuse warranty service of your chassis'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 2013 stripped chassis were designed, built and tested using genuine ISUZU parts and the stripped chassis 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 chassis'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 stripped chassis and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. Warranty service upon your stripped chassis'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 2013 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 chassis'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 chassis 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 stripped chassis 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 ICTA. 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 chassis is between three and five years old and has been driven less than 100,000 miles, then your stripped chassis 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 chassis 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 the Director, Field Operation and Support Division (6406J), Environmental Protection Agency, 401 "M" Street SW., Washington, D.C. 20460 (Attention: Warranty Claim).

For California Warranty Claim Problems, you may contact: Air Resources Board (ARB), Mobile Sources Division, 9528 Telstar Avenue, El Monte, CA 91731

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 stripped chassis 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 Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638). The representative will review all the available facts involved. Then, if it is felt that some further action can be taken, the Region and/or dealer will be so advised. Regardless of the review outcome, your contact will be acknowledged and an explanation of our position in the matter will be provided.

Your purchase of an Isuzu stripped chassis is greatly appreciated by both your dealer and ICTA. We want to help you in any way we can to make sure you are completely satisfied with your stripped chassis.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement stripped chassis or a refund of the purchase price under certain circumstances.

The provisions of these laws vary from state to state. To the extent allowed by state law, ICTA requires that you first provide us with written notification of any service difficulty you have experienced covered by state law so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws.

Written notification should be mailed to:

National Owner Relations Department Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806

Roadside Assistance (Available in U.S. only)

Isuzu Commercial Truck's Roadside Assistance provides owners with towing service for disabled chassis. This service combines the efforts of trained telephone representatives with the network of Isuzu Commercial Truck's dealer services.

Just dial Isuzu Commercial Truck's Roadside Assistance Center at 1-866-441-9659 to reach a qualified representative who can assist you in arranging a tow. We also provide dealer information at no charge such as location of the nearest authorized Isuzu commercial truck dealer and its hours of operation.

Roadside Assistance is available 24 hours a day, seven days a week, 365 days a year, including weekends and holidays. Should you have any questions about Roadside Assistance, call the Isuzu Commercial Truck's Roadside Assistance Center or contact your dealer.

MEMO

Owner Assistance Request Form

If you have discussed a problem with your dealership management and have not been able to resolve it, let us know. Here is a convenient form you may wish to use to contact the National Owner Relations Department.

After completing this form, mail it to Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806.

(cut here)

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

PHONE NUMBER (DURING DAY): _____

VEHICLE IDENTIFICATION NUMBER: _____

DEALER'S NAME: _____

CITY: _____

DATE PURCHASED: _____

PRESENT MILEAGE: _____

COMMENTS: _____

Signed: _____

Date: _____

MEMO

MEMO

MEMO

MEMO

MEMO

MEMO

**2014 Warranty and Owner Assistance
Isuzu Commercial Truck**

OWNER INFORMATION

Name _____

Street Address _____

City/State/Zip _____

Telephone _____

CHASSIS INFORMATION

Model _____ Model Year _____

VIN _____

Delivery Date _____ Mileage _____

Delivering Dealer _____

Dealer Code _____

Street Address _____

City/State/Zip _____

Telephone _____

Important: This booklet contains Isuzu warranties which accompany your new chassis 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 chassis and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the chassis 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 stripped chassis. In the event of a tire problem, take your Isuzu chassis to an authorized tire service store handling the brand of tires on your chassis. Tire wear or damage conditions caused by defects in the chassis are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

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Our Commitment to You

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Warranty Service - United States

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

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Considering the investment you have made in your new ISUZU stripped chassis, 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 Isuzu chassis 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 20 of this booklet.

We thank you for choosing an ISUZU product.

Warranty Coverage at a Glance

The warranty coverages on your Isuzu chassis vary as illustrated below. Please read pages 4 through 19 for complete details.

Chassis Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Chassis 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"> • Transmission • Drive Axle • Driveshaft • Front Axle I-Beam • Crossmembers • Flywheel Housing • Torque Converter Housing 	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 chassis and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

** : See page 15 for coverage.

New Stripped Chassis Warranty

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2014 Isuzu New Stripped Chassis Warranty

Isuzu Commercial Truck of America, Inc. will provide for repairs to the Isuzu chassis 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 chassis. New or remanufactured parts will be used.



Warranty Period

The Warranty Period for all coverages begins on the date the chassis 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 chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by chassis defects are also covered during this period.



Engine Coverage

Engine components are covered for 3 years, unlimited mileage.

The engine components covered under the New Stripped Chassis Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



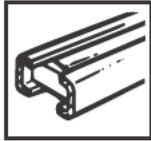
Drivetrain and Chassis Coverage

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 Stripped Chassis Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Torque converter 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 Stripped Chassis Warranty.

- Frame rails
- Crossmembers

Corrosion (Rust-through) Coverage

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 Isuzu chassis 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 Isuzu chassis is inoperative due to a warranted part failure within the New Stripped Chassis Warranty period, towing service is covered to the nearest authorized dealership handling your model series. Refer to "Roadside Assistance (Available in U.S. only)" on page 21 of this booklet.

Batteries

The Delkor battery installed in your Isuzu chassis (if so equipped as original equipment) is covered under the New Stripped Chassis 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

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°C (-22°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 linings, limited slip axle service, and tire rotation are some of the normal maintenance services all stripped chassis's 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 Isuzu stripped chassis on which the odometer has been disconnected, mileage has been altered or the mileage cannot be determined.

Salvage Title

The new stripped chassis 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 under any state's laws; 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 Isuzu stripped chassis 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 chassis built and/or sold by them at any time without incurring any obligation to make the same or similar changes on chassis 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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.



Repairs

Take your Isuzu stripped chassis 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 stripped chassis registered and normally operated in the United States.

Noise Emissions Warranty

Isuzu Commercial Truck of America, Inc. warrants to the first person who purchases this Isuzu stripped chassis for purposes other than resale and to each subsequent purchaser that this Isuzu stripped chassis, 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 Isuzu stripped chassis as designed, built and equipped, and is not limited to any particular part, component or system of the Isuzu stripped chassis. Defects in design, assembly or in any part, component or system of the Isuzu stripped chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2014 ISUZU stripped chassis. New motor vehicles must be designed, built and equipped to meet the emission standards. ICTA must warrant the emission control system on your stripped chassis for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your stripped chassis. 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 stripped chassis 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 stripped chassis 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or Field Operations and Support Division (6406J), Environmental Protection Agency, 401 "M" Street S.W., Washington, D.C. 20460 (Attention: Warranty Claim) for federal vehicles or the California Air Resources Board at 9528 Telstar Ave., El Monte, CA 91731 for California vehicles.

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

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 Stripped Chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2014 ISUZU stripped chassis. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

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

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 stripped chassis 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 stripped chassis fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your stripped chassis passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your stripped chassis 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 16 and 17 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or the California Air Resources Board (CARB), Mobile Sources Operation Division, P.O. Box 8001, 9528 Telstar Avenue, El Monte, CA 91731-2990.

**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
 - Glow plug control module
 - 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

What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Stripped Chassis 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 stripped chassis, you are responsible for taking your ISUZU chassis to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU stripped chassis 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 supplied with the chassis.
- 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 chassis.
- 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 stripped chassis'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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's 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. ICTA will not refuse warranty service of your chassis'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 stripped chassis were designed, built and tested using genuine ISUZU parts and the stripped chassis 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 chassis'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 stripped chassis and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. Warranty service upon your stripped chassis'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 chassis'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 chassis 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 stripped chassis 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 ICTA. 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 chassis is between three and five years old and has been driven less than 100,000 miles, then your stripped chassis 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 chassis 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 the Director, Field Operation and Support Division (6406J), Environmental Protection Agency, 401 "M" Street SW., Washington, D.C. 20460 (Attention: Warranty Claim).

For California Warranty Claim Problems, you may contact: Air Resources Board (ARB), Mobile Sources Division, 9528 Telstar Avenue, El Monte, CA 91731

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 stripped chassis 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 Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638). The representative will review all the available facts involved. Then, if it is felt that some further action can be taken, the Region and/or dealer will be so advised. Regardless of the review outcome, your contact will be acknowledged and an explanation of our position in the matter will be provided.

Your purchase of an Isuzu stripped chassis is greatly appreciated by both your dealer and ICTA. We want to help you in any way we can to make sure you are completely satisfied with your stripped chassis.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement stripped chassis or a refund of the purchase price under certain circumstances.

The provisions of these laws vary from state to state. To the extent allowed by state law, ICTA requires that you first provide us with written notification of any service difficulty you have experienced covered by state law so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws.

Written notification should be mailed to:

National Owner Relations Department Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806

Roadside Assistance (Available in U.S. only)

Isuzu Commercial Truck's Roadside Assistance provides owners with towing service for disabled chassis with a warranted part failure within the New Truck Warranty period. This service combines the efforts of trained telephone representatives with the network of Isuzu Commercial Truck's dealer services.

Just dial Isuzu Commercial Truck's Roadside Assistance Center at 1-866-441-9659 to reach a qualified representative who can assist you in arranging a tow. We also provide dealer information at no charge such as location of the nearest authorized Isuzu commercial truck dealer and its hours of operation.

Roadside Assistance is available 24 hours a day, seven days a week, 365 days a year, including weekends and holidays. Should you have any questions about Roadside Assistance, call the Isuzu Commercial Truck's Roadside Assistance Center or contact your dealer.

MEMO

Owner Assistance Request Form

If you have discussed a problem with your dealership management and have not been able to resolve it, let us know. Here is a convenient form you may wish to use to contact the National Owner Relations Department.

After completing this form, mail it to Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806.

(cut here)

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

PHONE NUMBER (DURING DAY): _____

VEHICLE IDENTIFICATION NUMBER: _____

DEALER'S NAME: _____

CITY: _____

DATE PURCHASED: _____

PRESENT MILEAGE: _____

COMMENTS: _____

Signed: _____

Date: _____

MEMO

MEMO

MEMO

MEMO

MEMO

MEMO

**2015 Warranty and Owner Assistance
Isuzu Commercial Truck**

OWNER INFORMATION

Name _____

Street Address _____

City/State/Zip _____

Telephone _____

CHASSIS INFORMATION

Model _____ Model Year _____

VIN _____

Delivery Date _____ Mileage _____

Delivering Dealer _____

Dealer Code _____

Street Address _____

City/State/Zip _____

Telephone _____

Important: This booklet contains Isuzu warranties which accompany your new chassis 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 chassis and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the chassis 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 stripped chassis. In the event of a tire problem, take your Isuzu chassis to an authorized tire service store handling the brand of tires on your chassis. Tire wear or damage conditions caused by defects in the chassis are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

An Important Message to Isuzu Chassis Owners . . .

Our Commitment to You

We are committed to assuring your satisfaction with your new ISUZU stripped chassis. 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 stripped chassis because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU stripped chassis from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

Stripped Chassis Operation and Care

Considering the investment you have made in your new ISUZU stripped chassis, 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 Isuzu chassis 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 20 of this booklet.

We thank you for choosing an ISUZU product.

Warranty Coverage at a Glance

The warranty coverages on your Isuzu chassis vary as illustrated below. Please read pages 4 through 19 for complete details.

Chassis Coverage	Warranty Limitations (Time or Mileage, Whichever Comes First)*		Percent of Dealer's Normal Charge Paid By Owner	
	Time	Chassis 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"> • Transmission • Drive Axle • Driveshaft • Front Axle I-Beam • Crossmembers • Flywheel Housing • Torque Converter Housing 	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 chassis and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

** : See page 15 for coverage.

New Stripped Chassis Warranty

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2015 Isuzu New Stripped Chassis Warranty

Isuzu Commercial Truck of America, Inc. will provide for repairs to the Isuzu chassis 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 chassis. New or remanufactured parts will be used.



Warranty Period

The Warranty Period for all coverages begins on the date the chassis 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 chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by chassis defects are also covered during this period.



Engine Coverage

Engine components are covered for 3 years, unlimited mileage.

The engine components covered under the New Stripped Chassis Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



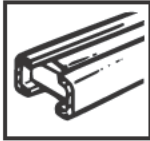
Drivetrain and Chassis Coverage

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 Stripped Chassis Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Torque converter 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 Stripped Chassis Warranty.

- Frame rails
- Crossmembers

Corrosion (Rust-through) Coverage

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 Isuzu chassis 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 Isuzu chassis is inoperative due to a warranted part failure within the New Stripped Chassis Warranty period, towing service is covered to the nearest authorized dealership handling your model series. Refer to "Roadside Assistance (Available in U.S. only)" on page 21 of this booklet.

Batteries

The Delkor battery installed in your Isuzu chassis (if so equipped as original equipment) is covered under the New Stripped Chassis 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

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°C (-22°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.

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 linings, limited slip axle service, and tire rotation are some of the normal maintenance services all stripped chassis's 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 Isuzu stripped chassis on which the odometer has been disconnected, mileage has been altered or the mileage cannot be determined.

Salvage Title

The new stripped chassis 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 under any state's laws; 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 Isuzu stripped chassis 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 chassis built and/or sold by them at any time without incurring any obligation to make the same or similar changes on chassis 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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.



Repairs

Take your Isuzu stripped chassis 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 stripped chassis registered and normally operated in the United States.

Noise Emissions Warranty

Isuzu Commercial Truck of America, Inc. warrants to the first person who purchases this Isuzu stripped chassis for purposes other than resale and to each subsequent purchaser that this Isuzu stripped chassis, 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 Isuzu stripped chassis as designed, built and equipped, and is not limited to any particular part, component or system of the Isuzu stripped chassis. Defects in design, assembly or in any part, component or system of the Isuzu stripped chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2015 ISUZU stripped chassis. New motor vehicles must be designed, built and equipped to meet the emission standards. ICTA must warrant the emission control system on your stripped chassis for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your stripped chassis. 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 stripped chassis 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 stripped chassis 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or Field Operations and Support Division (6406J), Environmental Protection Agency, 401 "M" Street S.W., Washington, D.C. 20460 (Attention: Warranty Claim) for federal vehicles or the California Air Resources Board at 9528 Telstar Ave., El Monte, CA 91731 for California vehicles.

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

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 Stripped Chassis 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 Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2015 ISUZU stripped chassis. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards.

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

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 stripped chassis 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 stripped chassis fails a Smog Check inspection, all necessary repairs and adjustments will be made by an authorized dealer to ensure that your stripped chassis passes the inspection. This is your emission control system **PERFORMANCE WARRANTY**.
- 2) If any emission-related part on your stripped chassis 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 16 and 17 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 stripped chassis owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual. ICTA recommends that you retain all receipts covering maintenance on your stripped chassis, but ICTA 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 stripped chassis 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 stripped chassis owner, you should also be aware that ICTA may deny you warranty coverage if your stripped chassis 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 Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or the California Air Resources Board (CARB), Mobile Sources Operation Division, P.O. Box 8001, 9528 Telstar Avenue, El Monte, CA 91731-2990.

**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
 - Glow plug control module
 - 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

What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Stripped Chassis 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 stripped chassis, you are responsible for taking your ISUZU chassis to an authorized dealer to obtain warranty service.
- B. You are responsible for the proper operation, maintenance and care of your ISUZU stripped chassis 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 supplied with the chassis.
- 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 chassis.
- 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 stripped chassis'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 ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's 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. ICTA will not refuse warranty service of your chassis'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 stripped chassis were designed, built and tested using genuine ISUZU parts and the stripped chassis 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 chassis'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 stripped chassis and distributed by any division, subsidiary, or authorized distributor of ISUZU MOTORS LIMITED.
- B. Warranty service upon your stripped chassis'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 chassis'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 chassis 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 stripped chassis 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 ICTA. 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 chassis is between three and five years old and has been driven less than 100,000 miles, then your stripped chassis 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 chassis 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 the Director, Field Operation and Support Division (6406J), Environmental Protection Agency, 401 "M" Street SW., Washington, D.C. 20460 (Attention: Warranty Claim).

For California Warranty Claim Problems, you may contact: Air Resources Board (ARB), Mobile Sources Division, 9528 Telstar Avenue, El Monte, CA 91731

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 stripped chassis 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 Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638). The representative will review all the available facts involved. Then, if it is felt that some further action can be taken, the Region and/or dealer will be so advised. Regardless of the review outcome, your contact will be acknowledged and an explanation of our position in the matter will be provided.

Your purchase of an Isuzu stripped chassis is greatly appreciated by both your dealer and ICTA. We want to help you in any way we can to make sure you are completely satisfied with your stripped chassis.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement stripped chassis or a refund of the purchase price under certain circumstances.

The provisions of these laws vary from state to state. To the extent allowed by state law, ICTA requires that you first provide us with written notification of any service difficulty you have experienced covered by state law so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws.

Written notification should be mailed to:

National Owner Relations Department Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806

Roadside Assistance (Available in U.S. only)

Isuzu Commercial Truck's Roadside Assistance provides owners with towing service for disabled chassis with a warranted part failure within the New Truck Warranty period. This service combines the efforts of trained telephone representatives with the network of Isuzu Commercial Truck's dealer services.

Just dial Isuzu Commercial Truck's Roadside Assistance Center at 1-866-441-9659 to reach a qualified representative who can assist you in arranging a tow. We also provide dealer information at no charge such as location of the nearest authorized Isuzu commercial truck dealer and its hours of operation.

Roadside Assistance is available 24 hours a day, seven days a week, 365 days a year, including weekends and holidays. Should you have any questions about Roadside Assistance, call the Isuzu Commercial Truck's Roadside Assistance Center or contact your dealer.

MEMO

Owner Assistance Request Form

If you have discussed a problem with your dealership management and have not been able to resolve it, let us know. Here is a convenient form you may wish to use to contact the National Owner Relations Department.

After completing this form, mail it to Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806.

(cut here)

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

PHONE NUMBER (DURING DAY): _____

VEHICLE IDENTIFICATION NUMBER: _____

DEALER'S NAME: _____

CITY: _____

DATE PURCHASED: _____

PRESENT MILEAGE: _____

COMMENTS: _____

Signed: _____

Date: _____

SELLING DEALER IMPRINT

[Empty rectangular box for Selling Dealer Imprint]

(cut here)

COMMENTS Continued

[Lined area for comments]

MEMO

MEMO

MEMO

MEMO

MEMO

MEMO