

ISUZU

Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
SB05-11-S007

ISSUE DATE:
MARCH 2005

GROUP:
BODY

WINDSHIELD URETHANE ADHESION FMVSS NONCOMPLIANCE RECALL 05V-035



CAMPAIGN IDENTIFICATION NUMBER

Number 05V-035 has been assigned to this campaign by the National Highway Traffic Safety Administration (NHTSA). This number will appear on all communications and documentation of any nature dealing with the campaign.

AFFECTED VEHICLES

2005 Isuzu Ascender (UT)

Involved are **certain** 2005 model year Isuzu Ascender (UT) vehicles. Refer to the attached VIN listing and validate vehicle's VIN through Isuzu Communication System (ICS) Vehicle Inquiry or IsuzuONE.com Vehicle Inquiry.

SERVICE INFORMATION

Condition:

The manufacturer General Motors has decided that certain 2005 model year Isuzu Ascender fail to conform to Federal Motor Vehicle Safety Standard 212, Windshield Mounting. The windshield urethane bead on some of these vehicles may not have adhered to the body in certain areas during the cure process. In the event of a crash, the windshield may not be retained,

increasing the risk of personal injuries to the vehicle occupants.

Correction:

Dealers are to replace the windshield.

DEALER RESPONSIBILITY

Isuzu dealers are required to service all eligible vehicles at no charge to the owner, regardless of mileage, age of vehicle or ownership.

Whenever a vehicle subject to this campaign is in a dealer's vehicle inventory, or arrives at the dealership for service, the dealer must take the necessary steps to ensure that this campaign correction has been made before selling or releasing the vehicle.

Each Isuzu dealer will be supplied a copy of the AIMI Campaign Report (AWS-123-1A) listing affected vehicles assigned to that dealership. The report contains VIN and detailed owner information obtained from state motor vehicle registration records. The use of such motor vehicle registration data for any other purpose is a violation of the law in several states. Accordingly, dealers are urged to limit the use of this listing to the follow-up necessary to complete this campaign. If none of the affected vehicles

are assigned to a dealership, no campaign report will be sent.

OWNER NOTIFICATION

Isuzu Motors America, Inc. will send a notification letter to owners of affected vehicles already retailed (see enclosed copy). Dealers should follow up with vehicle owners by sending a Campaign Reminder Notice (AIMI SVCF-1052) to all vehicle owners listed in the AIMI Campaign Report (AWS-123-1A). Dealers may obtain these postcards from their Regional Office.

SERVICE PROCEDURE

Tools Required

- J 24404-A Glass Sealant Remover (Cold Knife)
- J 39032 Stationary Glass Removal Tool
- Urethane Adhesive Kit P/N 8-12346-392-0 or Equivalent
- Isopropyl Alcohol or Equivalent
- Cartridge-type Caulking Gun
- Commercial-type Utility Knife
- Razor Blade Scraper
- Suction Cups
- Plastic Paddle

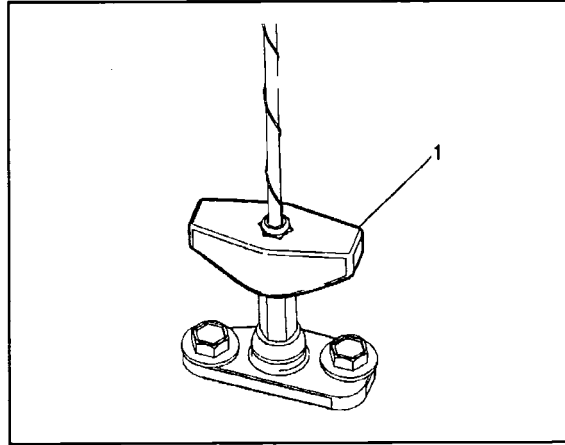
IMPORTANT: Before cutting out a stationary window, apply a double layer of masking tape around the perimeter of the painted surfaces and the interior trim.

1. Open the hood.

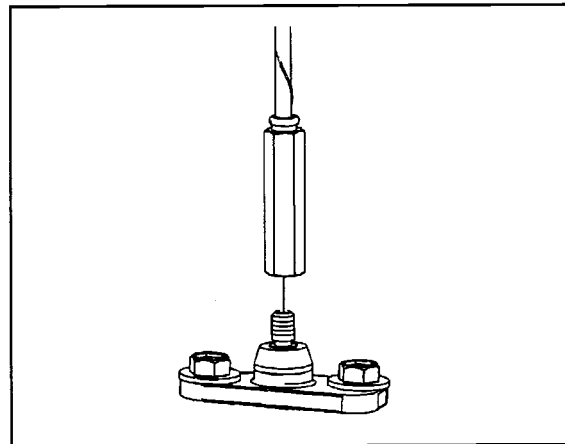
CAUTION: If broken glass falls into the defroster outlets, it can be blown into the passenger compartment and cause personal injury.

2. Cover and protect the following parts from broken glass:
 - a) Upper dash pad

- b) Defroster outlets and A/C outlets
- c) Seats and carpeting



3. Use the tool (1) provided with the vehicle to unscrew the antenna mast, if equipped.



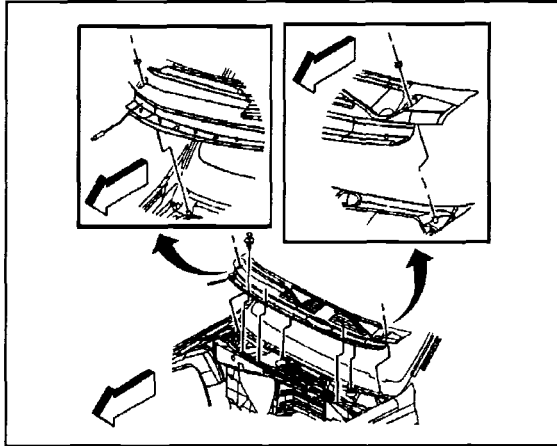
4. Remove the antenna mast from the antenna base, if equipped.
5. Remove the cover from the nut on the wiper arm.
6. Hold the wiper arm and remove the nut from the wiper arm.

IMPORTANT: Use a battery terminal puller to remove the wiper arm if rocking the wiper arm fails to loosen it from the driver shaft.

SB05-11-S007

7. Push inward at the wiper arm pivot in order to loosen it from the drive shaft.

8. Remove the wiper arm from the pivot shaft.

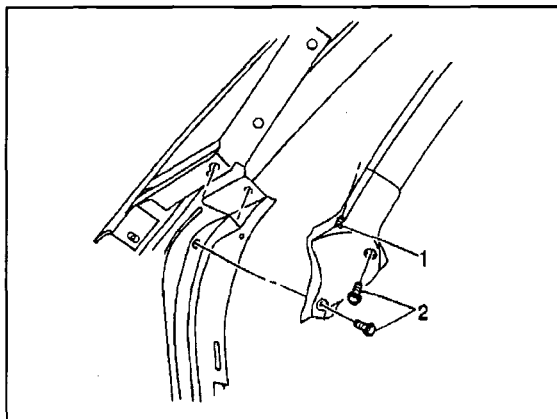


9. Remove the air inlet grille panel retaining nuts.

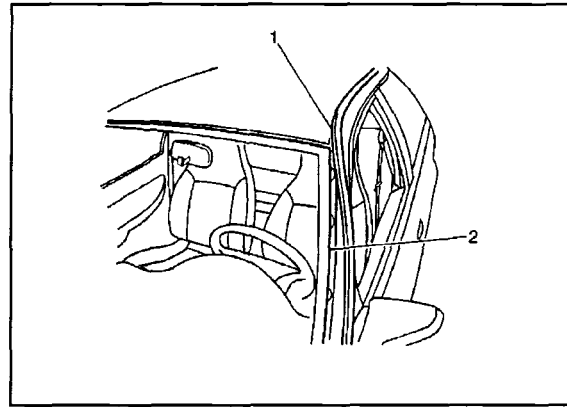
10. Remove the air inlet grille panel retainers.

11. Disconnect the washer hose.

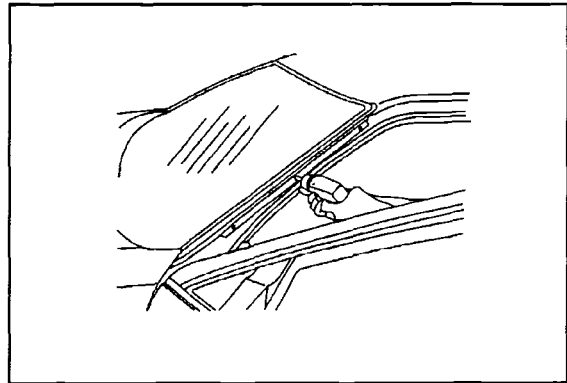
12. Remove the air inlet grille panel from the vehicle by pulling upwards and to the rear in order to disengage the retaining clips.



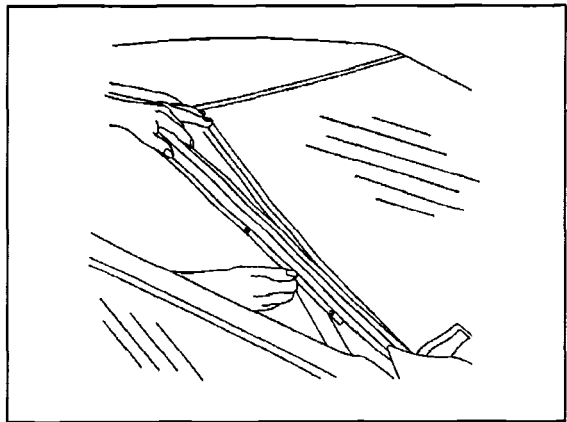
13. Remove the push-pins (2) from the front door sealing weatherstrips (1) located at the base of the pillar.



14. Reposition the front door sealing weatherstrips (1) in order to access the side reveal molding screws. It is not necessary to remove the front door sealing weatherstrip completely from the vehicle.

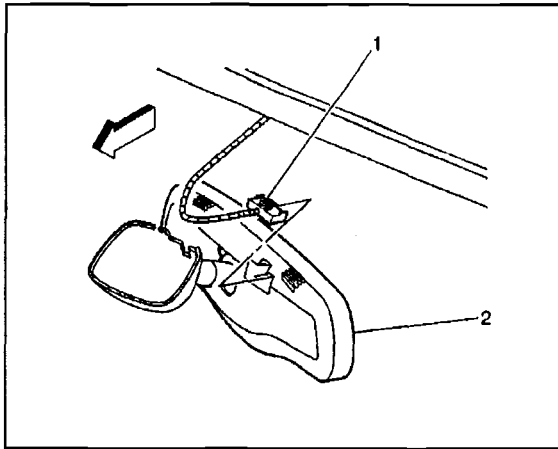


15. Remove the side reveal molding screws.

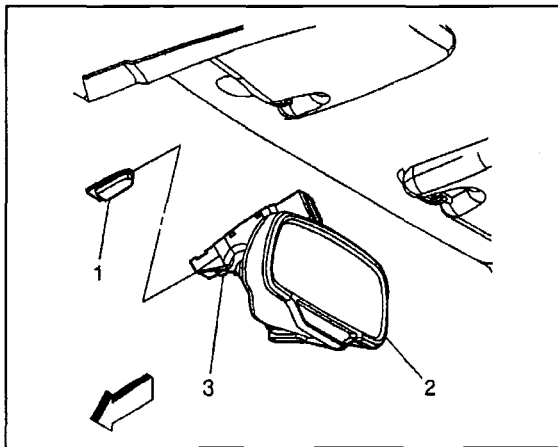


16. Remove the side of the reveal moldings.

17. Disconnect the wire cover from the upper mirror base.

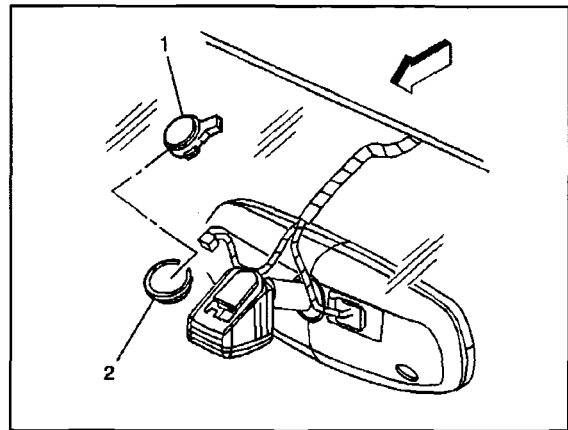


18. Use a flat-bladed tool in order to disconnect the electrical connector (1) from the mirror (2), if equipped.
19. Using a TORX® screwdriver, loosen the set screw that holds the mirror base to the windshield button.



20. Slide the mirror upward off of the rear-view mirror button (1).
21. Remove the rain sensor, if equipped.

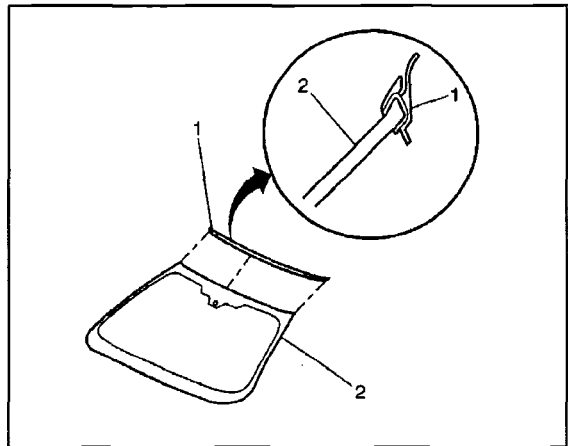
IMPORTANT: The rain sensor-retaining ring is permanently mounted to the windshield and is not serviceable. Damage to the windshield or the retaining ring will occur if removed.



22. Disconnect the electrical connector from the rain sensor (1).
23. Carefully pull downward on the sensor (1) to release it from the retaining ring (2).

IMPORTANT: Do not touch the surface of the sensor when it is removed from the glass.

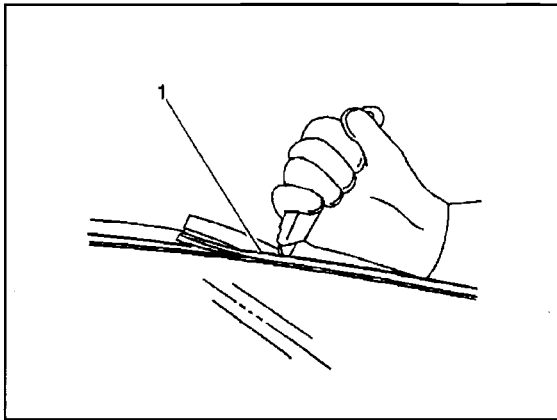
24. Remove the sensor from the vehicle.



CAUTION: When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

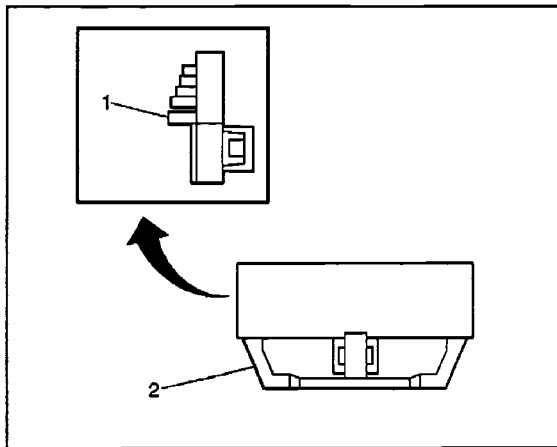
IMPORTANT: The upper windshield reveal molding (1) fills the cavities between the body and windshield.

25. If the reveal molding is stretched or damaged, it cannot be reused. It must be replaced.



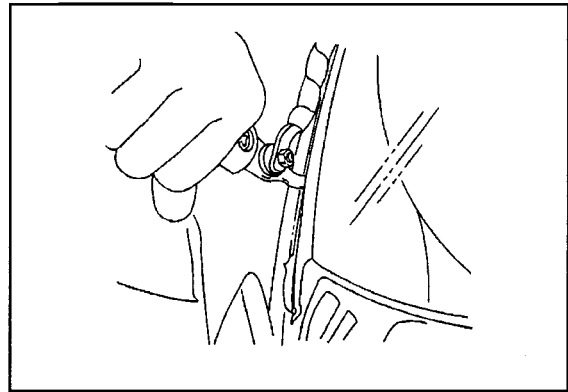
26. Remove the upper windshield reveal molding (1). Grasp the lower control of the windshield reveal molding by hand and slowly pull the reveal molding away from the windshield.

27. If the upper windshield reveal molding will not release, use a utility knife in order to cut around the windshield to remove the windshield reveal molding.



IMPORTANT: The windshield lower supports (1) have molded in locks with an adhesive strip (2) on the backside. If the windshield lower stops have been removed, they must be replaced.

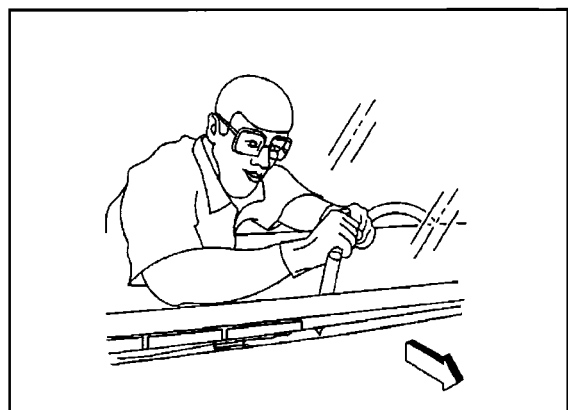
28. Remove the windshield lower supports (1) by using a flat-bladed tool, lightly prying upward in the middle until it releases, if damaged.



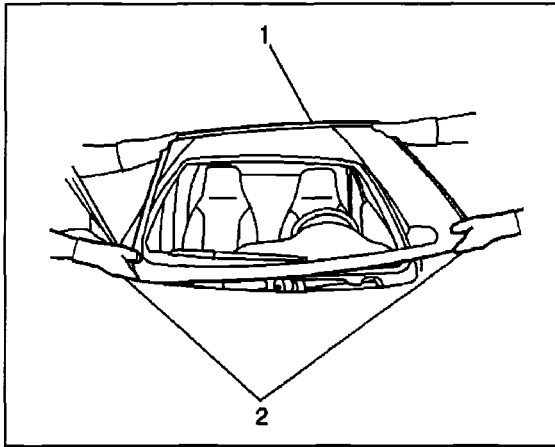
IMPORTANT: Keep the cutting edge of the tool against the window.

29. This will allow the urethane adhesive to be separated from the window.

- Leave a base of urethane on the pinch-weld flange.
- The only suitable lubrication is clear water.
- Use J 24402-A, J 39032 or equivalent in order to remove the window.



30. Remove the bottom of the windshield from the urethane adhesive using a long utility knife or similar tool. Keep the cutting edge of the utility knife against the glass. Do this from inside the vehicle.



31. With the aid of an assistant, remove the windshield (1) from the vehicle.

CAUTION: When working with any type of glass or sheet metal with exposed or rough edges, wear approved safety glasses and gloves in order to reduce the chance of personal injury.

32. Remove all pieces of urethane adhesive from the pinch-weld area.
33. Inspect for any of the following problems in order to help prevent future breakage of the window.
- High weld
 - Solder spots on the pinch-weld
 - Hardened sealer
 - Any other obstruction or irregularity in the pinch-weld flange.

IMPORTANT: If corrosion of the pinch-weld flange is present or if sheet metal repairs or replacements are required, the pinch-weld flange must be refinished in order to restore the bonding area strength. If paint repairs are required, mask the flange bonding area prior to applying the color coat in order to provide a clean primer only surface. Materials such as BASF DE15®, DuPont 2610®, Sherwin-Williams PSE 4600 and NP70® and Martin-Semour 5120 and 5130® PPG DP90LF SPIES/HECKER 3688/8590 - 3688/5150 - 4070/5090 STANDOX

11158/13320 - 14653/14980 products are approved for this application.

NOTE: Please contact your ZSPM or Regional Office if any pinch-weld flange or sheet metal repairs or replacement as noted above are required.

34. After repairing the opening as indicated, perform the following steps:
- Remove all traces of broken glass from the outer cowl panel, seats, floor, and defroster ducts.
 - Clean around the edge of the inside surface of the window with a 50/50 mixture of isopropyl alcohol and water by volume on a dampened lint free cloth.

CAUTION: When replacing stationary windows, use Urethane Adhesive Kit P/N 8-12346-392-0, or a urethane adhesive system meeting the manufacturer General Motors GM Specification GM3651G, to maintain original installation integrity. Failure to use the urethane adhesive kit will result in poor retention of the window, which may allow unrestrained occupants to be ejected from the vehicle resulting in personal injury.

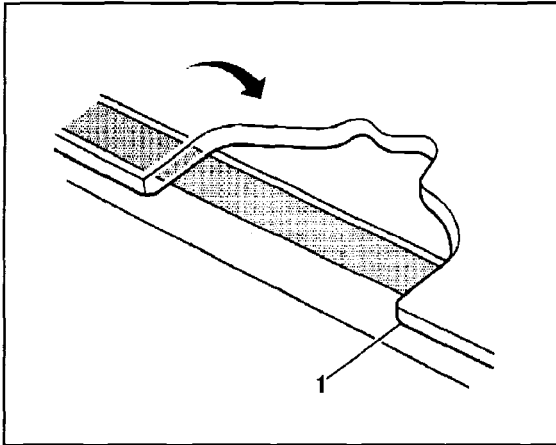
35. Verify all primers and urethane adhesive are within expiration dates.

CAUTION: Failure to prep the area prior to the application of primer may cause insufficient bonding of urethane adhesive. Insufficient bonding of urethane adhesive may allow unrestrained occupants to be ejected from the vehicle resulting in personal injury.

IMPORTANT: Apply the primer only to the primed surfaces.

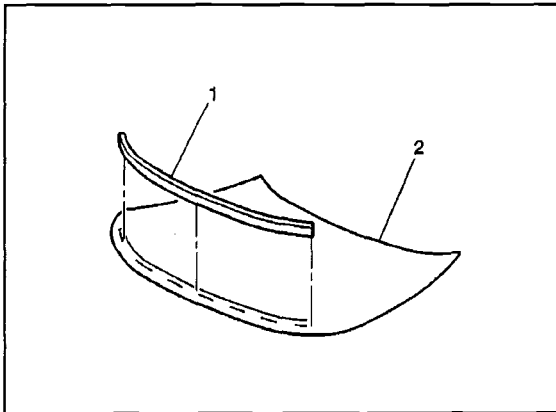
36. Shake the pinch-weld primer black #3 for at least 1 minute.

37. Use a new dauber in order to apply the primer to the surface of the pinch-weld flange.
38. Allow the pinch-weld primer to dry for approximately 10 minutes.

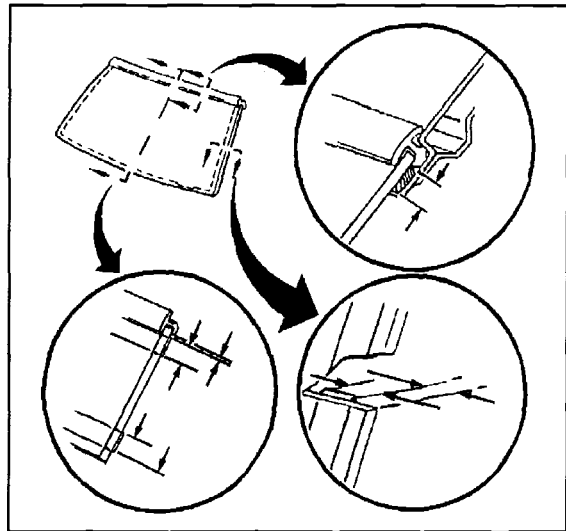


NOTICE: Do not use spacers when installing a windshield. The stress caused by the spacers may damage the windshield.

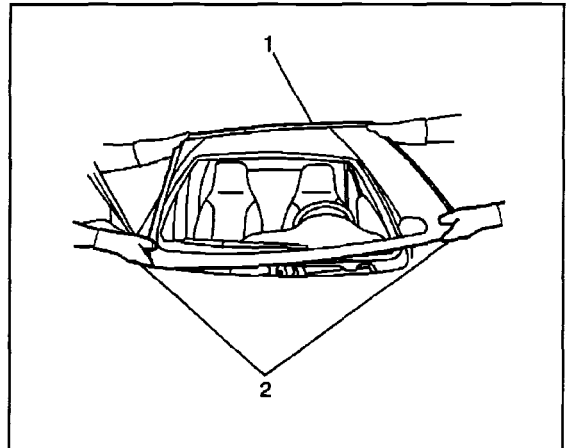
39. Install the windshield (1) and the VIN plate filler strip, if equipped.
40. Install the window to the vehicle.



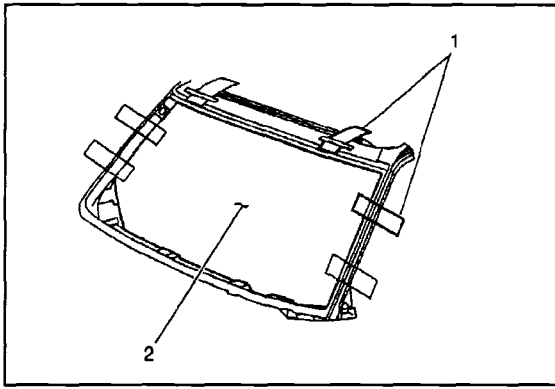
41. Install the new windshield acoustic strip (1) to the windshield (2), if equipped or damaged. The acoustic strip aids in reducing noise.



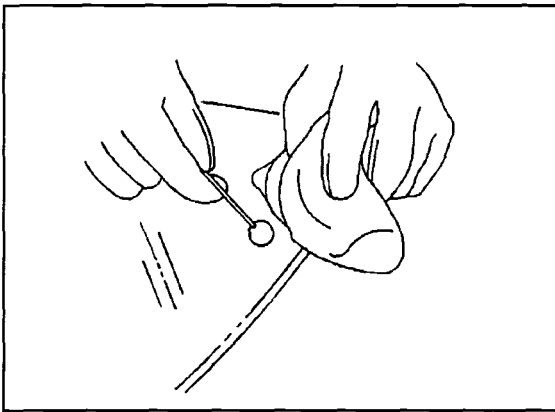
42. If installing a new window reveal molding, start in the center and work toward each end pressing firmly into place.



43. With the aid of an assistant, dry fit the window (1) to the opening in order to determine the correct position.

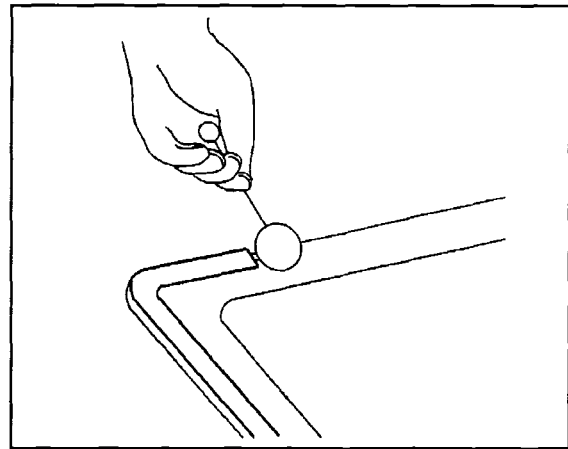


44. Use masking tape in order to mark the locations (1) of the window (2) in the opening.
45. Cut the masking tape in the center and remove the window from the opening.

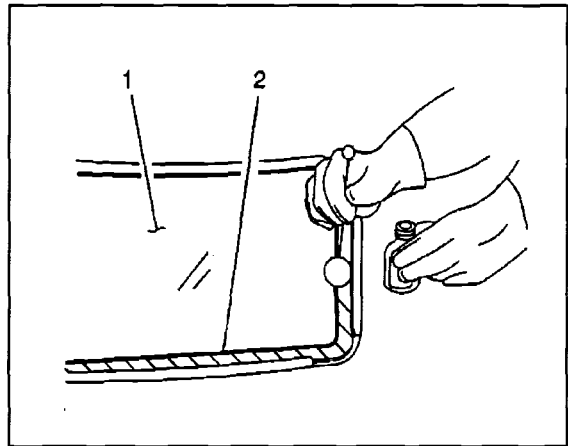


IMPORTANT: Use care when applying glass prep clear #1 on the window. This primer dries almost instantly, and may stain the viewing area of the window if not applied evenly.

46. Use a new dauber in order to apply glass prep clear #1 to the area approximately 10-16 mm (3/8-5/8 in) around the entire perimeter of the window inner surface. Immediately wipe the glass primed area using a clean, lint-free cloth.

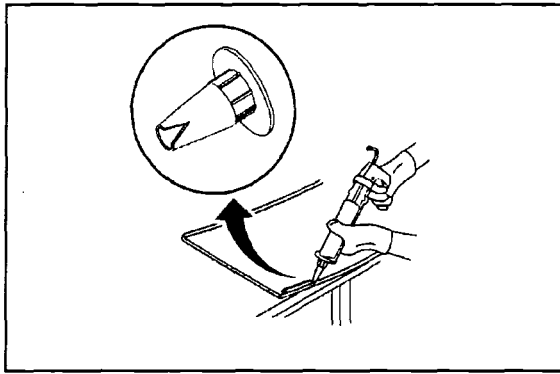


47. Apply a second coat of the glass prep clear #1 to the same area of the glass.

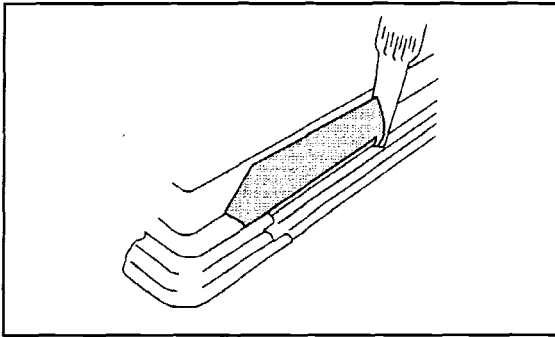


IMPORTANT: The glass primer black #2 is effective up to 8 hours after applying it to the glass. The primed surface of the glass must be kept clean.

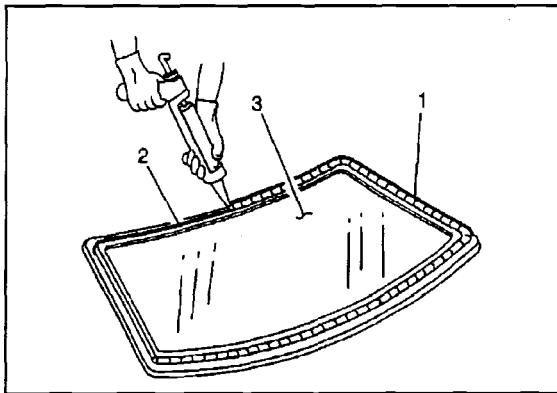
48. Shake the glass primer black #2 for at least 1 minute.
49. Use a new dauber in order to apply the glass primer black #2 to the same areas (2) that glass prep clear #1 was applied.
50. Allow the glass primer to dry for approximately 10 minutes.



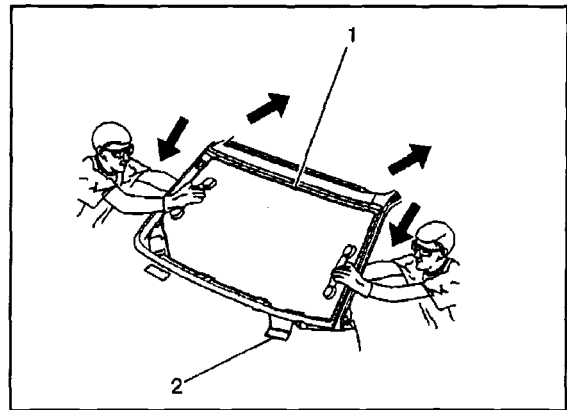
51. Cut the applicator nozzle in order to provide a bead of 12.7 mm (1/2 in) wide and 12.7 mm (1/2 in) high.



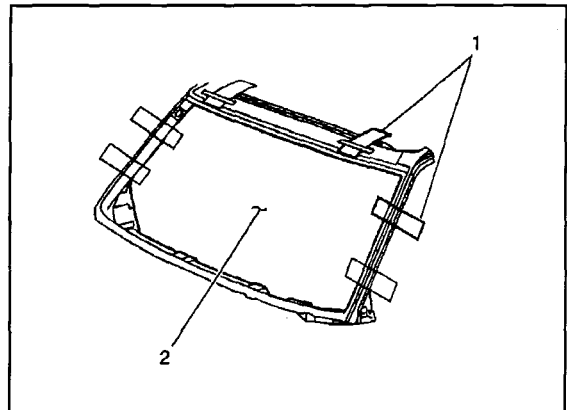
52. Use a cartridge-type caulking gun in order to apply a smooth, continuous bead of urethane adhesive.



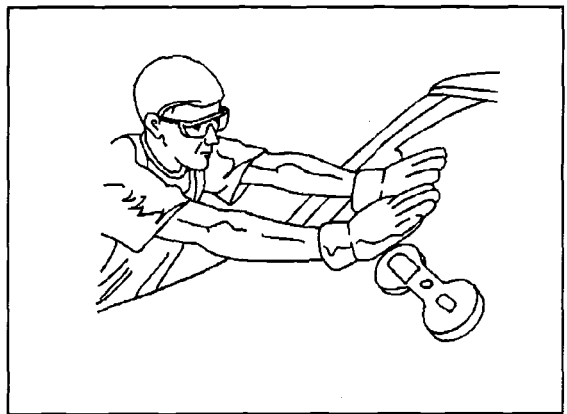
53. Use the edge of the window or the inside edge of the reveal molding as a guide for the nozzle in order to apply the urethane adhesive (1) to the inner surface of the window (3).



54. With the aid of an assistant, place the window in the opening. Place the windshield on the lower supports (2), if equipped.



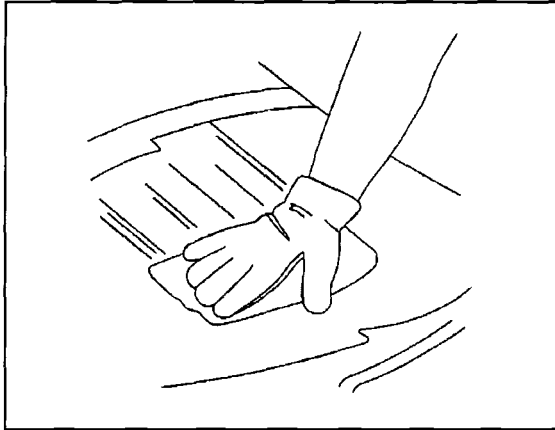
55. Align the masking tape (1) lines on the window (2) and the body.



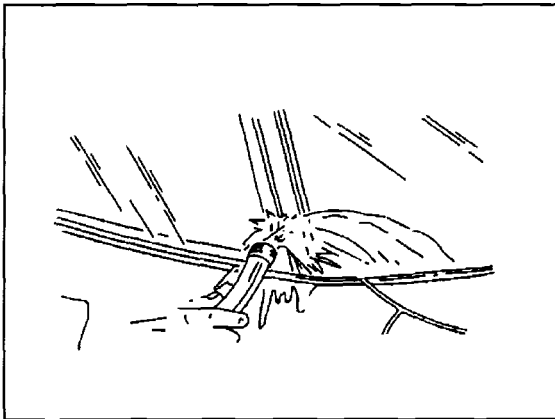
56. Press the window firmly into place.

SB05-11-S007

57. Tape the window to the body in order to minimize movement until the urethane adhesive cures.



58. Clean any excess urethane adhesive from the body.



IMPORTANT: Do not direct a hard stream of high pressure water to the freshly applied urethane adhesive.

59. Use a soft spray of warm water in order to immediately water test the window.

60. Inspect the window for leaks.

61. If any leaks are found, use a plastic paddle in order to apply extra urethane adhesive at the leak point.

62. Retest the window for leaks.

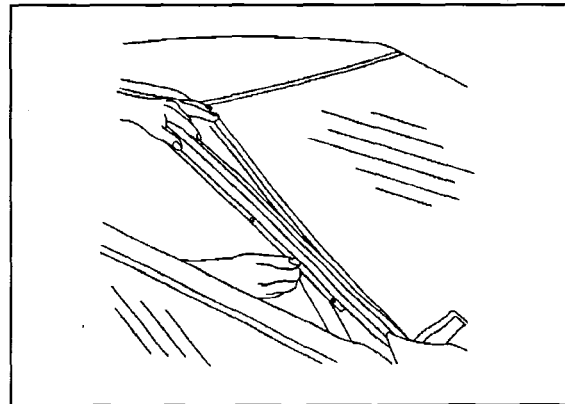
CAUTION: Insufficient curing of urethane adhesive may allow unrestrained occupants to be ejected from the vehicle resulting in personal injury.

- For the moisture-curing type of urethane adhesive, allow a minimum of 6 hours at 21°C (70°F) or greater and with at least 30 percent relative humidity. Allow at least 24 hours for the complete curing of the urethane adhesive.
- For the chemical-curing type of urethane adhesive, allow a minimum of 1 hour.

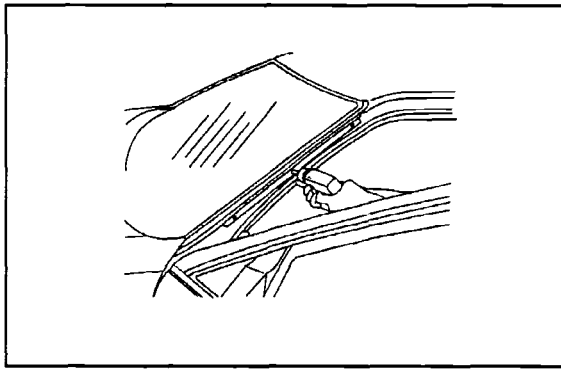
Do NOT physically disturb the repair area until after these minimum times have elapsed.

63. Maintain the following conditions in order to properly cure the urethane adhesive:

- Partially lower a door window in order to prevent pressure buildups when closing doors before the urethane adhesive cures.
- Do not drive the vehicle until the urethane adhesive is cured. Refer to the above curing times.
- Do not use compressed air in order to dry the urethane adhesive.

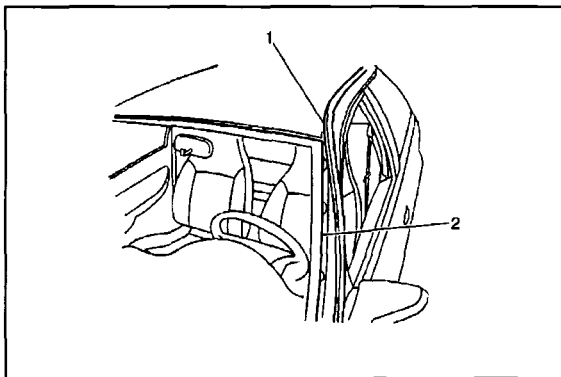


64. Install the windshield side reveal moldings.

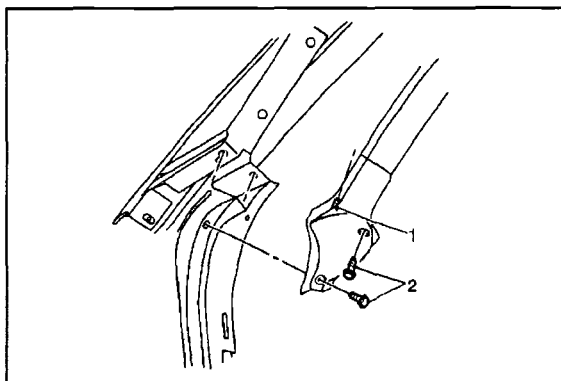


65. Install the windshield side reveal moldings screws. **Tighten**

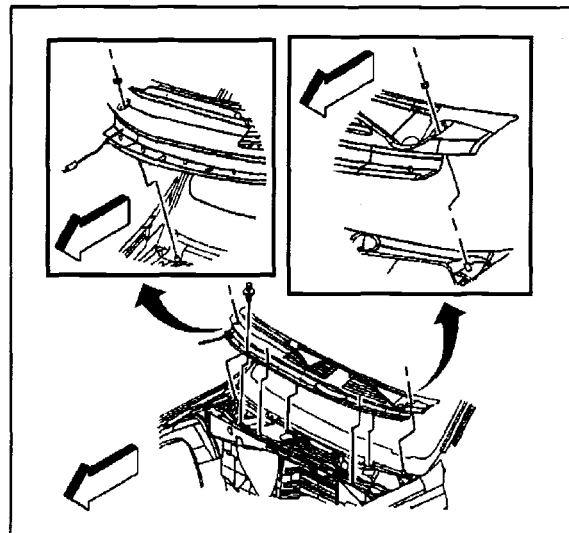
Tighten the windshield side reveal moldings screws to 2 N·m (18 lb in).



66. Reposition the front door sealing weatherstrips (1) to the pinch-weld flange.



67. Install the push-pin retainers (2) to the front door sealing weatherstrips located at the base of the windshield pillar.



68. Position the air inlet grille panel to the rear edge of the hood.

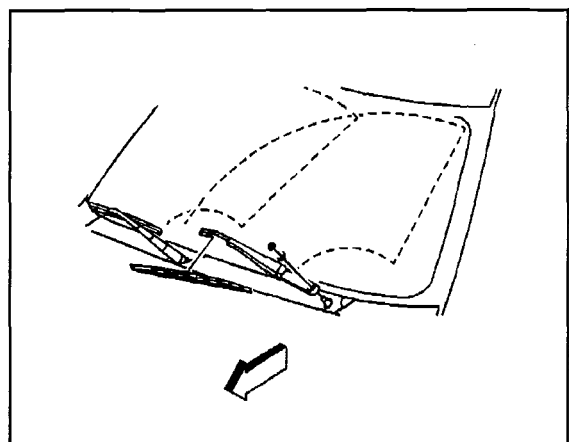
69. Push downward on the air inlet grille panel to seat the retaining clips.

70. Connect the washer hose.

71. Install the retainers and secure.

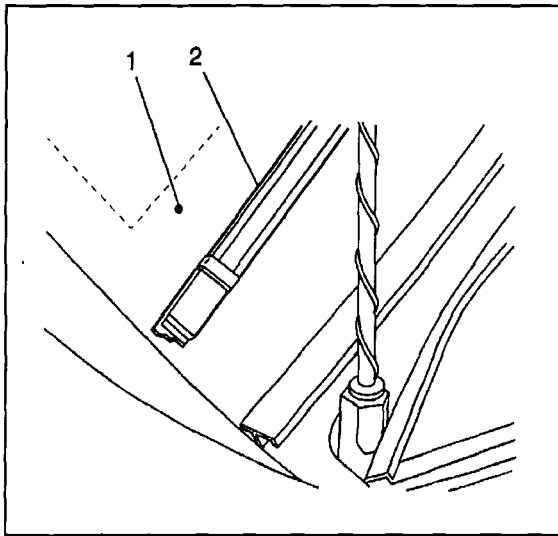
72. Install the air inlet grille retaining nuts. **Tighten**

Tighten the air inlet grille nuts to 4 N·m (35 lb in).



73. Install the wiper arm onto the drive shaft.

SB05-11-S007

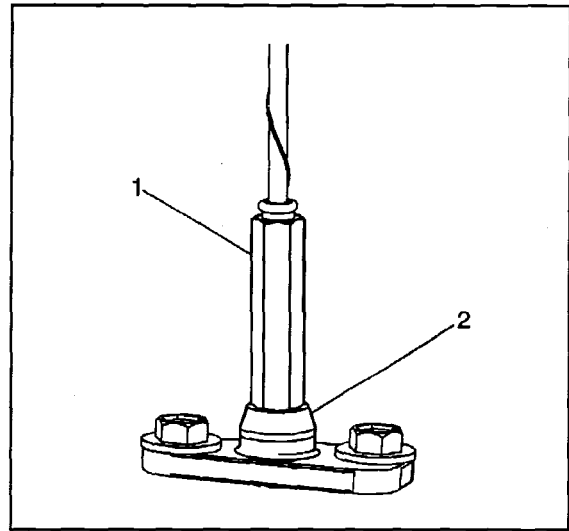


74. Hold the wiper arm blade (2) in position to the dots (1) in the windshield blackout area.

75. Install the nut on the drive shaft.
Tighten

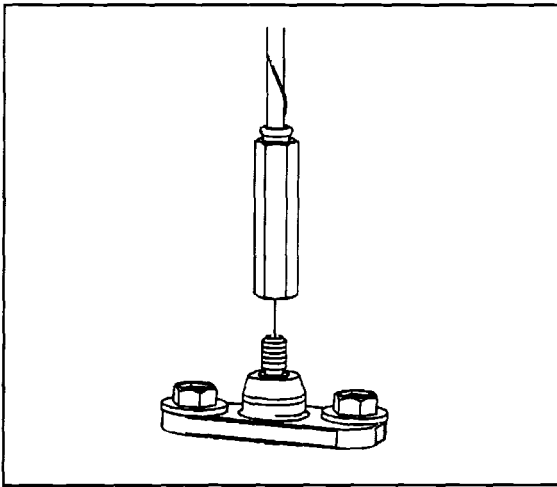
Tighten the nut to 30 N·m (22 lb ft).

76. Install the cover on the nut.

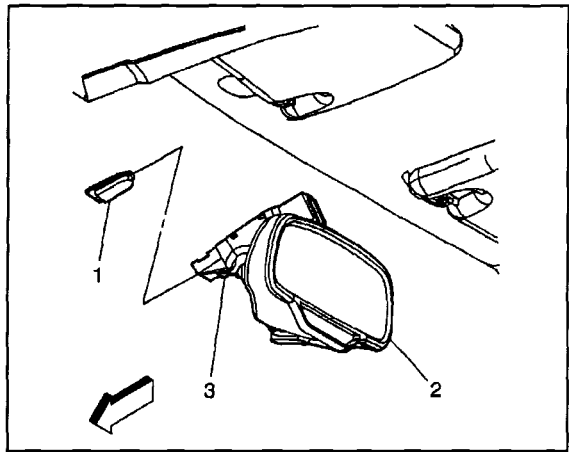


IMPORTANT: Install the antenna mast using the mast tool. Ensure the antenna mast is fully seated to the antenna base.

78. Using the mast tool, tighten the antenna mast (1) until fully seated to the antenna base (2), if equipped. Return the tool to the vehicle.



77. Install the antenna mast to the antenna base, if equipped.



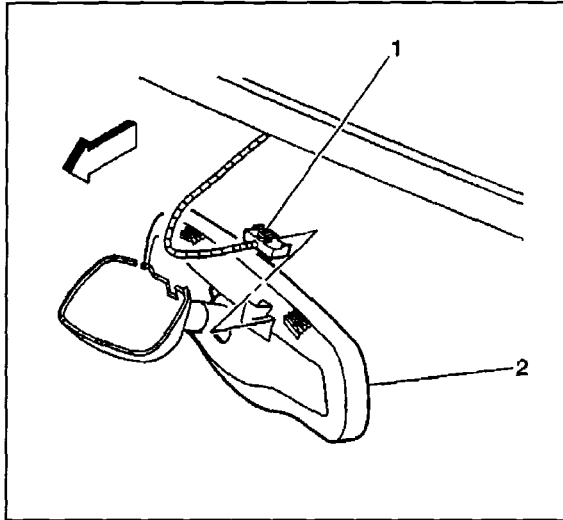
79. Slide the mirror (2) onto the support button (1).

80. Install the set screw. **Tighten**

Tighten the set screw to 2 N·m (18 lb in).

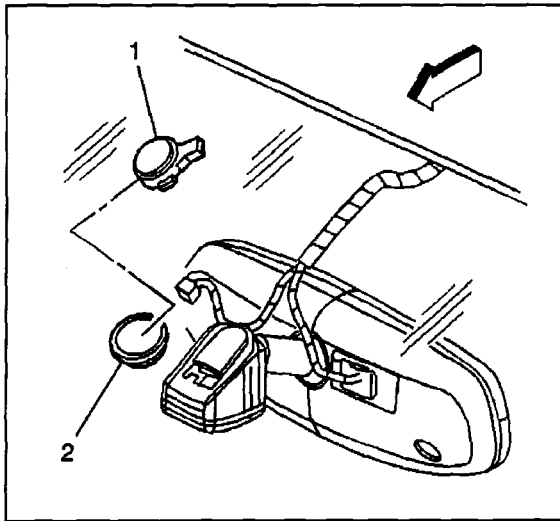
81. Connect the wire cover to the upper mirror base.

SB05-11-S007



82. Connect the electrical connector (1), if equipped.

83. Reposition the mirror.



84. Clean the mounting location for the moisture sensor (2) on the windshield using a clean lint free cloth with isopropyl alcohol.

85. Install the rain sensor (1) to the windshield.

86. Connect the electrical connector to the rain sensor (1).

87. Close the hood.

88. Remove the double layer of masking tape around the perimeter of the painted surfaces and the interior trim.

COURTESY TRANSPORTATION

If needed, dealers are to provide customers affected by Campaign 05V-035 with a shuttle service or ensure that some other form of courtesy transportation is available and will be provided to the customer at no charge.

APPLYING THE CAMPAIGN LABEL

Affix the campaign label Part Number 2-90028-700-0 adjacent to the manufacturer's identification label located inside the driver's door. Using a ballpoint pen, fill in the label with campaign number 05V-035, Isuzu dealer code and repair date.

ISUZU	
CAMPAIGN NUMBER	

DEALER CODE:	_____
REPAIR DATE:	_____
P/N 2-90028-700-0	

PARTS INFORMATION

Parts required to complete this recall are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a "D" = Daily Order. In an emergency situation, parts should be ordered on a "V" = Vehicle Off Road Order.

IMPORTANT: You must use GM glass supplied by AIPDN for this repair. Dealers who sublet this repair, please inform your supplier of this information.

Part Number	Description	Quantity/Vehicle
8-10367-692-0	Windshield (w/Rainsense™)	1
8-10367-694-0	Windshield (w/o Rainsense™)	1
8-12346-392-0	Adhesive Kit, Gls Urethane (or equivalent)	1
8-15095-432-0	Molding, W/S Upr Rvl	1 (If Required)
8-15061-964-0	Support, W/S	As Required.
8-89044-634-0	Retainer Kit, WSW Blade	As Required.
8-11589-183-0	Nut	As Required.
8-21075-686-0	Retainer	As Required.
8-11609-411-0	Nut	As Required.

WARRANTY CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Special Inst.	Time	Additional Inst.	Failed P/N	Trouble Code	Sublet Code	Sublet Allowance
Install Windshield	11V1316	Replace		1.2hr	Includes: Water test and extra technician's assistance.	8-10367-692-0 or 8-10367-694-0	07	N/A	N/A
			Courtesy Transportation • Shuttle Service • Rental Car					S1 R1	\$5.00 Each Way \$35.00 per day, Maximum 2 Days W/O Prior Authorization
Install Windshield	11V1317	Sublet Repair Shop		0.0hr		8-10367-692-0 or 8-10367-694-0	07	WR	
			Courtesy Transportation • Shuttle Service • Rental Car					S1 R1	\$5.00 Each Way \$35.00 per day, Maximum 2 Days W/O Prior Authorization
			Dealer provisions for movement of vehicle to and from sublet location					*T1	*\$40.00

****Sublet Code T1 and dollar allowance is to provide transportation and administration of sublet repair. This code applies only to this Campaign (05V-035).***

NOTE:

1. Labor Time **includes** administrative time allowance.
2. Information released on paper and electronic format prior to bulletin release cannot be updated. For the most current and up to date information refer to **IsuzuONE.com**
3. Always refer to the Isuzu Service Policy Procedure Manual for specific details on warranty coverage and policies.

NATIONAL SERVICE DEPARTMENT

SB05-11-S007

X52700655	X52700980	X52700684	052700549	052700826	052701245
X52700901	X52701028	X52700698	052700552	052700838	052701247
X52701107	X52701059	X52700703	052700566	052700841	052701250
X52700493	X52701062	X52700748	052700583	052700857	052701698
X52700509	X52701076	X52700779	052700597	052700860	052701703
X52700512	X52701112	X52700829	052700602	052700869	052701715
X52700526	X52701143	X52700877	052700616	052700886	052701717
X52700543	X52701157	X52700880	052700628	052700888	052701720
X52700557	X52701160	X52700894	052700631	052700941	052701734
X52700560	X52701174	X52700913	052700633	052700967	052701746
X52700574	X52701188	X52700927	052700650	052700970	052701763
X52700588	X52701191	X52700958	052700662	052700972	052701779
X52700591	X52701210	X52700961	052700664	052701004	052701782
X52700607	X52701224	X52700975	052700681	052701018	052701794
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X52700638	X52701241	X52701012	052700695	052701054	052701801
X52700641	X52701255	X52701043	052700700	052701066	052701827
X52700669	X52701692	X52701172	052700712	052701068	052701846
X52700686	X52701739	X52701219	052700714	052701085	052701861
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X52700722	X52701773	X52701690	052700728	052701121	052701892
X52700767	X52701790	X52701740	052700745	052701135	052701894
X52700798	X52701840	X52701785	052700760	052701149	052701961
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X52700851	X52701899	052700497	052700793	052701183	152700508
X52700879	X52701918	052700499	052700807	052701197	152700513
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X52700896	X52701952	052700521	052700810	052701216	152700539
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152700881	152701242	252700634	252701005	252701797	352700772

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752700872	752701164	852700571	852700878	852701237	952700615
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952701098	952701831	

March 10, 2005
Campaign No.: 05V-035

Dear Isuzu Ascender Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

WHAT IS THE CONDITION?

General Motors has decided that certain 2005 Isuzu Ascender vehicles fail to conform to Federal Motor Vehicle Safety Standard 212, Windshield Mounting. The windshield urethane bead on some of these vehicles may not have adhered to the body in certain areas during the cure process. In the event of a crash, the windshield may not be retained, increasing the risk of personal injuries to the vehicle occupants.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the windshield. This service will be performed for you at **no charge**.

HOW LONG WILL THE REPAIR TAKE?

This service correction will take approximately 7-1/2 hours. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

WHAT YOU SHOULD DO

To limit any possible inconvenience, we recommend that you contact your Isuzu dealer as soon as possible to schedule an appointment for this repair. By scheduling an appointment, your dealer can ensure that the necessary parts will be available on your scheduled appointment date. Should your dealer be unable to schedule a service date within a reasonable time, you should contact the National Owner Relations Department between the hours of 6:00 AM and 5:00 PM, PST, Monday through Friday. They can be reached at (800)255-6727. In addition, to locate the nearest Isuzu dealer you can visit our website at www.isuzu.com, click on the dealer locator icon and enter your zip code or state.

If after contacting your Isuzu dealer or the National Office with any problems, you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call 1-888-327-4236.

Your dealer will assist you in making the necessary transportation arrangements while your vehicle is at the dealership for this repair. Please contact your dealer for details on courtesy transportation.

We are sorry to cause you this inconvenience; however, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,
ISUZU MOTORS AMERICA, INC.

IMPORTANT: *If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.*

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

SB05-11-S007