

ISUZU

Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
SB05-10-S003

ISSUE DATE:
OCTOBER 2005

GROUP:
STEERING

POWER STEERING HOSE FRACTURE SAFETY RECALL CAMPAIGN 05V-455



SUV

CAMPAIGN IDENTIFICATION NUMBER

Number 05V-455 has been assigned to this recall 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

2006 Isuzu Ascender (US/UT)

Involved are certain 2006 Isuzu Ascender (US/UT) vehicles built between 7/25/05-8/25/05 and within the VIN breakpoints listed below.

YEAR	MODEL	FROM	THROUGH
2006	Ascender (UT) Moraine	62700298	62701063
2006	Ascender (US) Oklahoma City	66700001	66700578

IMPORTANT: Dealers should confirm vehicle eligibility through **Isuzu ICS** prior to beginning recall repairs. [Not all vehicles within the above breakpoints may be involved.]

SERVICE INFORMATION

Condition:

The manufacturer General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 Ascender vehicles. Some of these vehicles may have been built with a power steering hose that is not to specification. Under extreme steering maneuvers, such as turning the steering wheel fully to the left or right while braking, the hose may fracture and leak fluid. If this were to occur, power steering assist would be lost and increased steering effort would be required. If the power steering fluid were to spray onto hot engine parts, an engine compartment fire could occur.

Correction:

Dealers are to inspect the power steering hose for two suspect date codes and replace them if required.

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.

The National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

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

INSPECTION PROCEDURE

1. Inspect and record the power steering pressure line for the date code as shown in *figure 1*. The date code is printed on the hose and is repeated approximately every 6 inches (150 mm). Removal of conduit may be necessary in order to inspect the date code.

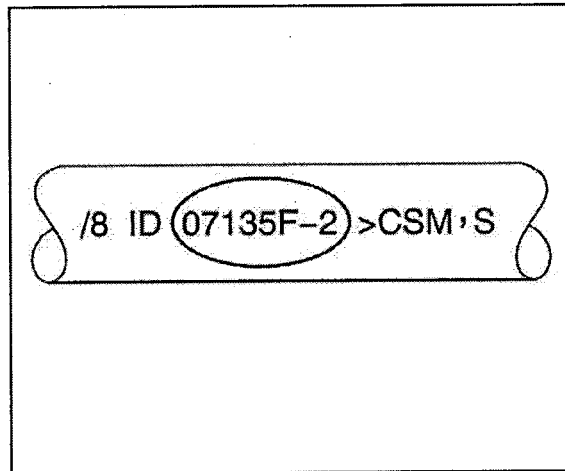


figure 1

This pressure line has two hose sections and both must be inspected as shown in *figure 2*. The vehicle may need to be lifted to inspect both.

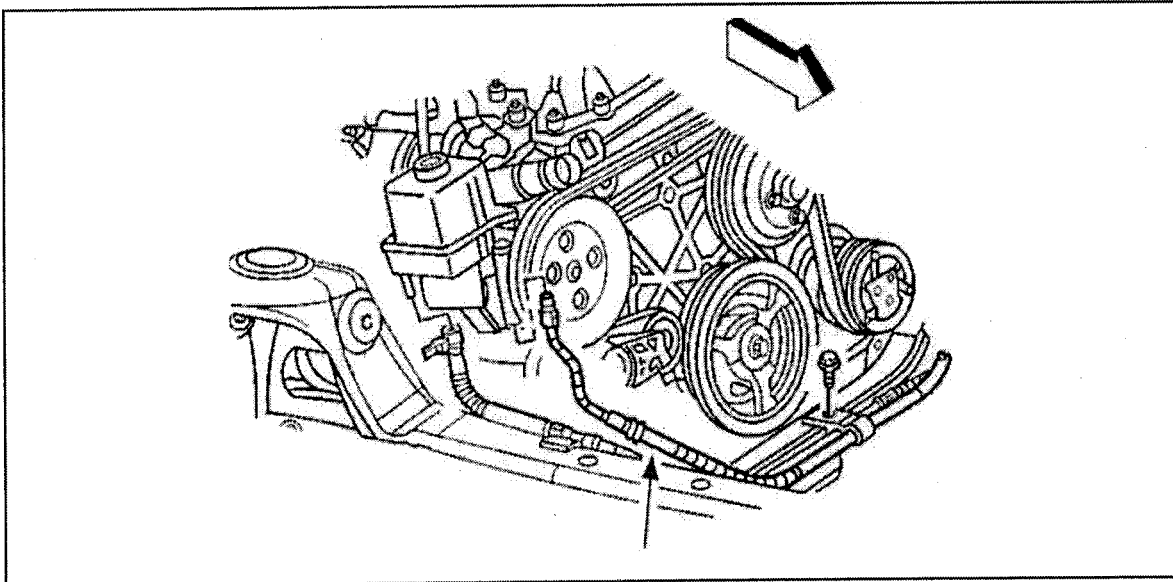


figure 2

2. Compare the date code on the two hose sections to the suspect date codes below.

Suspect Date Codes	
07135F-2	07145F-2

- a. If the date code on either of the hose sections is one of the codes listed above, the entire hose must be replaced. Proceed to the Hose Replacement Procedure.
- b. If the date code(s) is/are not one of the codes listed above, then replace the conduit if applicable and apply the campaign label as set forth below.

HOSE REPLACEMENT PROCEDURE

If the inspection reveals that the hose needs to be replaced, follow the instructions in the Service Manual regarding removal and installation of the power steering hose assembly. Replace the pressure hose in the assembly on the bench. Use due care when opening and closing the line position brackets to avoid damaging them.

COURTESY TRANSPORTATION

If needed, dealers are to provide customers affected by Campaign 05V-455 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 P/N 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-455, Isuzu dealer code and repair date.

ISUZU
CAMPAIGN NUMBER

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

PARTS INFORMATION

Part Number	Description	Quantity Required
8-26095-037-0	Hose, Power Steering	1

WARRANTY CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Special Instr.	Time	Failed P/N	Trouble Code	Sublet Code	Sublet Allowance
Inspect Hose Only- No Further Action Required	10V1415	Inspect Hose		0.3	8-26095-037-0	07		
			Courtesy Transportation • Shuttle Service • Rental Car				S1 R0	\$5.00 Each Way \$35.00 per day, Maximum 1 Day W/O Prior Authorization
Inspect & Replace Hose(s)	10V1416	Inspect & Replace		2.7	8-26095-037-0	07		
			Courtesy Transportation • Shuttle Service • Rental Car				S1 R0	\$5.00 Each Way \$35.00 per day, Maximum 1 Day W/O Prior Authorization

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

SB05-10-S003

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

The manufacturer General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2006 Ascender vehicles. Some of these vehicles may have been built with a power steering hose that is not to specification. Under extreme steering maneuvers, such as turning the steering wheel fully to the left or right while braking, the hose may fracture and leak fluid. If this were to occur, power steering assist would be lost and increased steering effort would be required. If the power steering fluid were to spray onto hot engine parts, an engine compartment fire could occur.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will inspect the power steering hose for two suspect date codes and replace it if required. This service will be performed for you at **no charge**.

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 to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin SB05-10-S003. Isuzu estimates that the repair will take approximately 15 minutes to 2 ½ hours to perform. However, additional time may be necessary depending on how appointment are scheduled and processed at your dealership. To locate the nearest Isuzu dealer you can visit our website at www.Isuzu.com and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal please contact our National Owner Relations Department at the number listed below.

If you have any problems obtaining the needed repair or believe that this repair has not been or cannot be made within a reasonable time, you may contact:

National Owner Relations Departments
Isuzu Motors America, Inc.
13340 183rd Street
Cerritos, CA 90702
1-800-255-6727

If, after contacting you 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 submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S.W., Washington, D.C. 20590 or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY:1-800-424-9153); or go to <http://www.safercar.gov>

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 regret any inconvenience this action may cause you; 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.

SB05-10-S003