

ISUZU

Campaign Service BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
SB05-02-S002

ISSUE DATE:
NOVEMBER 2005

GROUP:
FUEL

FUEL PUMP FEED PORT REGIONAL SAFETY RECALL CAMPAIGN 05V-466



05V-466

Number 05V-466 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.

please follow the Service Procedure outlined in this bulletin.

*Refer to the **SPECIAL POLICY SUBMISSION INFORMATION** on the last page of this Campaign Bulletin for proper claim submission information.*

AFFECTED VEHICLES

2002-2004 Isuzu Rodeo, and Axiom vehicles with 3.2L or 3.5L V-6 engines

2002-2003 Isuzu Rodeo Sport vehicles with 3.2L V-6 engine

2003 Isuzu Rodeo and Rodeo Sport vehicles with 2.2L HEC engine

NOTE: *This regional campaign involves the above vehicles registered in Texas, Arkansas, Louisiana, New Mexico, and Oklahoma*

SPECIAL POLICY for vehicles outside the 5-affected states:

If a customer outside the 5 affected states reports a fuel smell that appears to relate to this campaign or if a dealer has reason to believe that the condition described in this bulletin is present in a subject model year vehicle outside the 5 affected states,

SERVICE INFORMATION

Condition:

Isuzu Motors Limited has determined that a defect which relates to motor vehicle safety exists in certain 2002-2004 Rodeo, 2002-2003 Rodeo Sport, and 2002-2004 Axiom vehicles when operated with silicon-contaminated fuel. If a vehicle has been operated with silicon-contaminated fuel over a period of time, the resulting electrostatic discharge can cause pin holes to develop in the fuel pump feed port, through which fuel can leak. In some circumstances, a vehicle fire could result. Isuzu has identified silicon-contaminated fuel in Texas. As a result, Isuzu is recalling the above mentioned vehicles registered in Texas and the four surrounding states: Arkansas, Louisiana, New Mexico, and Oklahoma.

Correction:

Dealers are to inspect and seal the fuel pump feed port. In some cases the fuel pump assembly may require replacement.

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 Helm, Inc.

SERVICE PROCEDURE

❑ FUEL TANK REMOVAL

1. Disconnect battery ground cable.
2. Loosen fuel filler cap to reduce the pressure in fuel tank.
3. If necessary, drain or siphon the fuel from the fuel tank, and put into a fuel approved container.
4. Support underneath of the fuel tank with a lift.
5. Disconnect fuel feed hose and fuel return hose near the fuel filter.

NOTE: Plug both ends of the fuel hoses to prevent fuel leakage.

6. Disconnect fuel vent hose and fuel filler hose at the fuel filler pipe.

NOTE: Cover fuel hose to prevent any dust from entering.

7. If applicable, remove the two bolts and remove separator.
8. Remove the five fuel tank assembly fixing bolts and one nut.
9. Lower the tank. Disconnect the wiring connectors, and place tape over electrical connectors to prevent debris from entering.

10. Remove fuel tank assembly along with protectors.
11. Using brake cleaner and compressed air thoroughly clean the top of the fuel pump and the area around it.

☐ INSPECTION PROCEDURE

1. Inspect the fuel pump feed port for signs of fuel leakage or electrostatic discharge mark(s) as shown in *figure 1*.

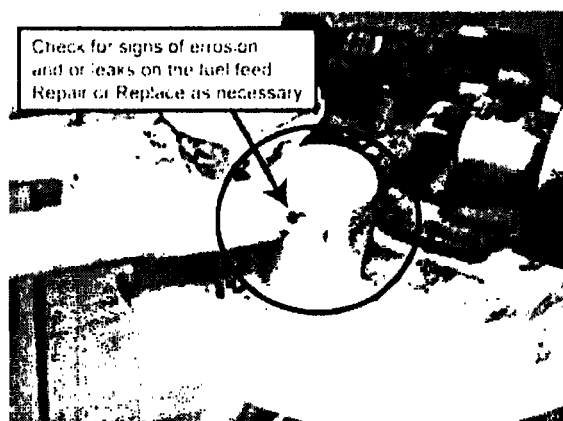


figure 1

2. If no evidence of a pin hole leak(s) and/or mark(s) of electrostatic discharge is visible, continue with instructions for **Fuel Pump Repair Procedure**. If there is damage to the fuel pump feed port that includes fuel leakage, electrostatic discharge mark(s), and/or black markings below the outer plastic skin of the fuel pump feed port, follow the **Fuel Pump Replacement Procedure**.

IMPORTANT: If a new fuel pump assembly is required check dealer stock and perform the Fuel Pump Repair Procedure on in-stock assembly before installation in the vehicle. If no dealer stock is available, refer to the Parts Information below and order the fuel pump assembly through AIPDN. All future fuel pump assembly replacements in affected vehicles must have the Campaign Service Kit #8-98030-101-0 installed.

☐ FUEL PUMP REPAIR PROCEDURE

1. Using the sandpaper supplied in Campaign Service Kit 8-98030-101-0, scuff the fuel pump feed port as shown in *figure 2* as well as the inside portion of the two plastic halves contained in the Campaign Kit. After scuffing, prep the port and plastic halves thoroughly by using Isopropyl alcohol to clean and remove any oils, grease, and other contaminants.

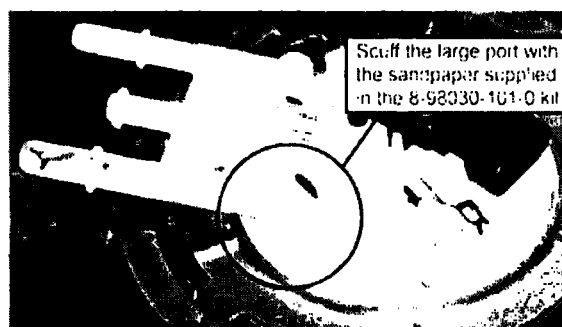


figure 2

2. Test fit the two plastic halves supplied on the fuel pump feed port of the sending unit before applying adhesive.

IMPORTANT: Make sure fuel pump feed port is free from all dirt, grease and other contaminants.

☐ ADHESIVE INSTRUCTIONS

1. Use the supplied adhesive kit and follow instructions thoroughly.

NOTE: Unopened Duo-Pak Adhesive Cartridges have an estimated shelf life of 6-months from the date of shipment.

2. Assemble applicator by first installing the 10:1 mix ratio plunger assembly as shown in *figure 3*. Lift up the lever on the back handle and insert the plunger.

NOTE: DO NOT use any other plunger besides the 10:1 mix ratio.

NOTE: Applicator and plunger are reusable. DO NOT discard.

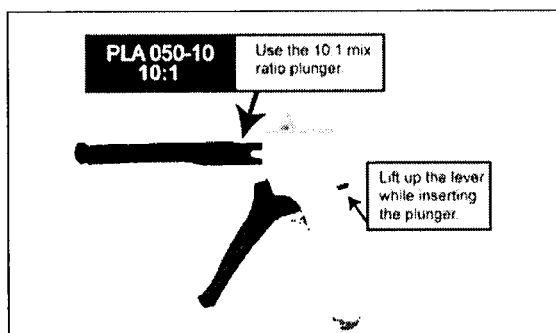


figure 3

3. Load 3M™ 8010 Duo-Pak Adhesive Cartridge as shown in **figure 4**.

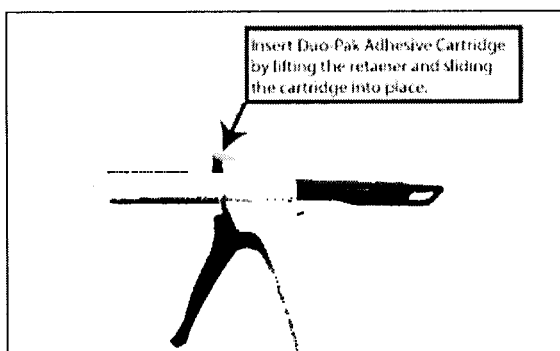


figure 4

4. Remove end cap and squeeze trigger. Dispense and discard a small amount of adhesive to assure correct ratio.

NOTE: Place the end cap in a safe location for Recapping after use.

5. Cut the bead size for preferred amount as shown in **figure 5**.

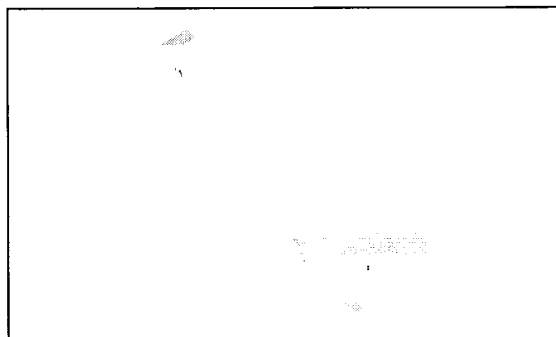


figure 5

6. Attach mixing nozzle as shown in **figure 6**.

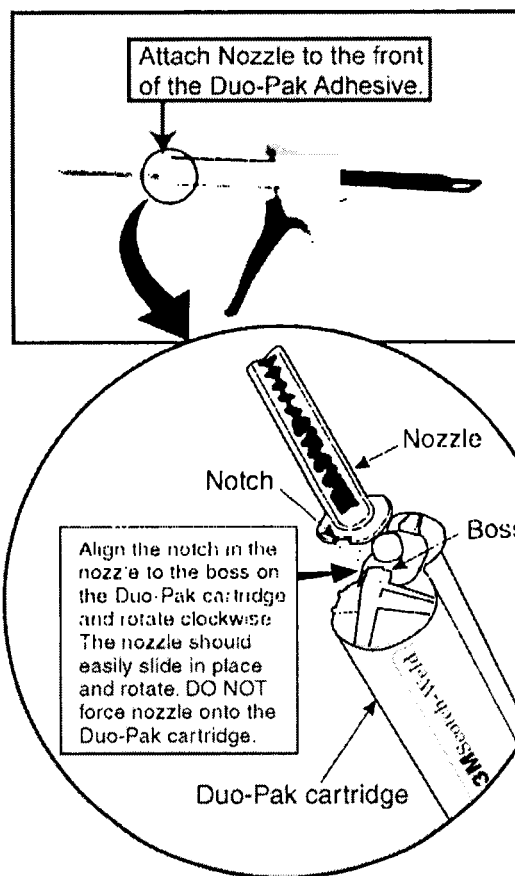


figure 6

7. Apply 1.2 grams of adhesive liberally to completely cover the Fuel Pump Feed Port of the fuel pump assembly as shown in **figure 7**.

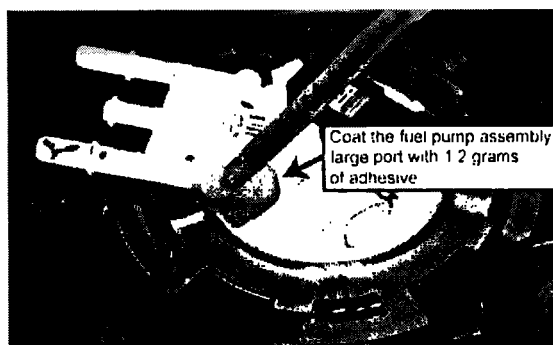


figure 7

8. Affix the two plastic covers together and make sure adhesive is extruding from the Fuel Pump Feed Port as shown in *figure 8*.

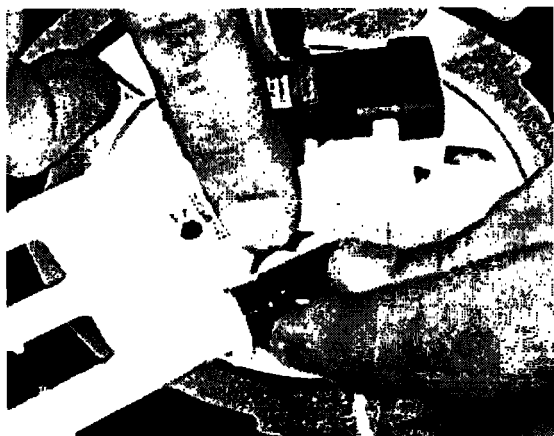


figure 8

9. Press the two plastic pieces together and use the tie strap supplied to add support. The strap goes underneath and around the fuel pump assembly as shown in *figure 9*. Hand tighten the tie strap.

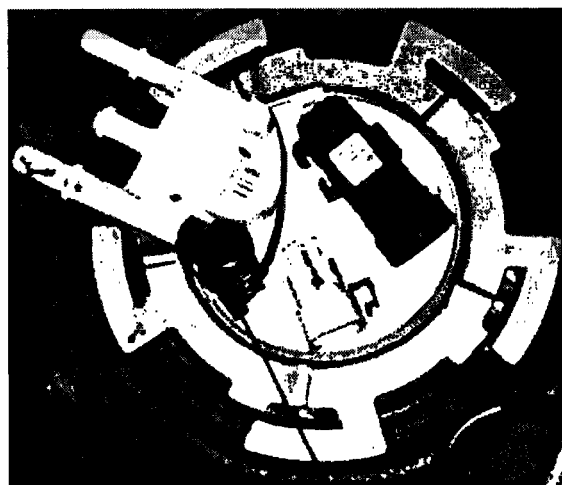


figure 9

IMPORTANT: If a fuel leak or smell is detected that appears to be unrelated to the condition that is the subject of this bulletin, we recommend that you discuss it with the customer and perform the necessary repairs using the appropriate Service Manual.

NOTE: Recap the Duo-Pak Adhesive. The Duo-Pak Adhesive Cartridge will service 16 vehicles. Applicator and Plunger are reusable. DO NOT discard.

10. Install fuel tank assembly. Refer to Fuel Tank Installation.

☐ FUEL PUMP REPLACEMENT PROCEDURE

1. 2002 Rodeos and Axioms were built with one of two possible fuel tank molds. Verify the fuel tank casting number (Mold 1 or Mold 2). Select the appropriate seal for the fuel tank mold of each vehicle in *figure 10* (see Parts Information for selection).

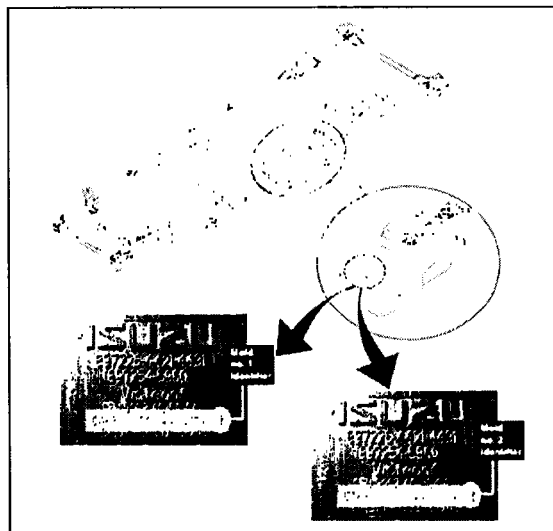


figure 10

IMPORTANT: Seal mold 1 must only be used on tank mold 1 and seal mold 2 (with blue markings) must only be used on tank mold 2. Correct seal selection is critical to vehicle repair.

NOTE: All other vehicles affected by this campaign, refer to Parts Information.

2. Remove fuel tube/quick connector by pulling out the connector with one hand while pressing the square relieve button on the connector with the other hand.

3. Remove the fuel pump retainer with tool J-39763 Fuel Sender Lock Nut Wrench and remove the fuel pump assembly.

IMPORTANT: Note the orientation of the fuel pump assembly before removal.

NOTE: After removing fuel pump assembly, cover fuel tank to prevent any dust from entering.

4. Install fuel pump assembly with retainer and new seal. Secure the Fuel Pump Retainer using J-39765 Fuel Sender Lock Nut Wrench.

IMPORTANT: Position the fuel pump assembly in the same orientation as was observed in Step 3.

5. Install fuel tube/quick connector.
6. Return fuel pump assembly to Isuzu Motors America, Inc. (see **Return Information.**)
7. Install fuel tank assembly. Refer to **Fuel Tank Installation.**

☐ FUEL TANK INSTALLATION

1. Raise the fuel tank assembly and connect the wiring connectors.
2. Install fuel tank assembly along with protectors and tighten the five fixing bolts and one nut to the specified torque.

Torque: 68 N·m (50 lb ft)

3. If applicable, install the separator and tighten two bolts.

Torque: 10 N·m (95 lb in)

4. Connect fuel filler hose and fuel vent hose and clip them firmly.
5. Connect fuel feed tube connector firmly.
6. Tighten fuel filler cap until at least three clicks are heard.

7. If necessary, refill the fuel tank with the fuel that was removed earlier.

8. Connect battery ground cable.

Caution: After all repairs to the fuel system have been completed, start engine and check the fuel system for loose connection or leakage.

9. Apply the Campaign Label as set forth below.

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-466, Isuzu dealer code and repair date.

ISUZU
CAMPAIGN NUMBER

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

PARTS INFORMATION

Part Number	Description	Quantity Required
8-98032-171-0	Fuel Pump, Rodeo/Axiom with 3.2L & 3.5L Engine	As Required
8-98032-172-0	Fuel Pump, Rodeo Sport with 3.2L Engine	As Required
8-98032-173-0	Fuel Pump, Rodeo with 2.2L HEC Engine	As Required
8-98032-174-0	Fuel Pump, Rodeo Sport with 2.2L HEC Engine	As Required
8-98032-175-0	Fuel Pump, Rodeo/Axiom with 3.5L DI Engine	As Required
8-98030-101-0	Campaign Service Kit, (2pcs cap, 1pc tie wrap, 1pc sandpaper)	As Required
8-97329-935-0	Seal, Fuel Sender (Green, Mold 1) 2002 - 2004 Rodeo, Axiom 2002 - 2003 Rodeo Sport w/V6 Engine	As Required
8-97329-099-0	Seal, Fuel Sender (Green w/Blue Markings, Mold 2) 2002 Rodeo, Axiom	As Required
8-25028-682-0	Seal, Fuel Sender (Black) 2003 Rodeo Sport w/2.2L HEC Engine	As Required
8-98032-363-0	3M™ DP-8010 Acrylic Adhesive Note: 1 35ml cartridge = 16 applications (including empty nozzle)	As Required
8-98032-362-0	3M™ EPX Plus II Applicator	As Required
8-98032-364-0	Plunger, 10:1	As Required
8-98032-365-0	Mixing Nozzle	As Required

RETURN INFORMATION

All fuel pump assemblies replaced must be returned to Isuzu Motors America, Inc. through the warranty parts return program using the appropriate shipping methods.

Ship to:
Isuzu Motors America, Inc.
Attn: Campaign Pump Return
16323 Shoemaker Ave.
Cerritos CA 90703-2273

CLAIM SUBMISSION INFORMATION

Use the following labor operation:

Claim Submission Information

Operation	Operation No.	Task	Special Instr.	Time	Additional Instr.	Failed P/N	Trouble Code	Sublet Code	Sublet Allowance
Install Campaign Kit	020395	Install		.9		As Applicable	07	B3	\$2.08
Replace Fuel Pump	020396	Replace		.9		As Applicable	07		
			PLUS:	.1	To Install Campaign Kit on Pump in dealer stock			B3	\$2.08

SPECIAL POLICY SUBMISSION INFORMATION

SPECIAL POLICY SUBMISSION INFORMATION: After performing a repair on a vehicle outside the 5 states affected by this recall campaign, **YOU MUST USE** the proper labor operation number and trouble code when submitting a Claim. See Special Policy Submission Information below. Failure to use the proper code will result in delay of payment.

Special Policy Submission Information

Operation	Operation No.	Task	Special Instr.	Time	Additional Instr.	Failed P/N	Trouble Code	Sublet Code	Sublet Allowance
Install Campaign Kit	020409	Install		.9		As Applicable	71	B3	\$2.08
Replace Fuel Pump	020410			.9		As Applicable	71		
			PLUS:	.1	To Install Campaign Kit on Pump in dealer stock			B3	\$2.08

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

November 25, 2005
SB05-02-S002

Dear Isuzu 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**

Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 Rodeo, 2002-2003 Rodeo Sport and 2002-2004 Axiom vehicles when these vehicles have been operated with silicon-contaminated fuel. If your vehicle has been operated with silicon-contaminated fuel over a period of time, the fuel pump feed port in your fuel system can become damaged and eventually develop pinholes at the top of the feed port. If your fuel pump feed port develops pinholes, you may smell a fuel odor or fuel could leak. In some circumstances, a vehicle fire could result. Isuzu has identified silicon-contaminated fuel in Texas. As a result, Isuzu is recalling the above vehicles registered in Texas and the four surrounding states; Arkansas, Louisiana, New Mexico and Oklahoma.

☐ **WHAT WE WILL DO**

To correct this condition, your Isuzu dealer will inspect your fuel pump feed port. If the dealer determines that pinholes have already started to develop, they will provide you with a new fuel pump with a new feed port cover. If pinholes have not started to develop, the dealer will still install a new cover on the fuel pump feed port. In both instances, the new cover will be made of a different material. This service will be performed for you at **no charge**.

☐ **WHAT YOU SHOULD DO**

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, 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 SB05-02-S002. We urge you to bring your vehicle in for this repair whether or not you have had your fuel pump replaced in the past. Isuzu estimates that the repair will take approximately 1 hour to perform. However, additional time may be necessary depending on how appointments 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, or if you have any questions regarding this matter, 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 Department
Isuzu Motors America, Inc.
13340 183rd Street
Cerritos, CA 90702
1-800-255-6727.

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 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>.

We regret any inconvenience which this action may cause you.

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.

From:
Sent: Wednesday, November 16, 2005 11:55 AM
To:
Cc:
Subject: FUEL PUMP ASSEMBLY SAFETY RECALL CAMPAIGN - 05V-466

November 16, 2005
Campaign 05V-466
Bulletin SB05-02-S002

**FUEL PUMP ASSEMBLY
SAFETY RECALL CAMPAIGN
05V-466**

To: Dealership Executive Management

Affected Vehicles:

2002-2004 Isuzu Rodeo, Rodeo Sport, and Axiom with 3.2L and 3.5L V-6 engines and
2003 Isuzu Rodeo and Rodeo Sport with 2.2L HEC engine operated in Arkansas, Louisiana, New
Mexico, Oklahoma and Texas.

Condition:

Isuzu Motors Limited has decided that a defect which relates to motor vehicle safety exists in certain 2002-2004 Rodeo, 2002-2003 Rodeo Sport and 2002-2004 Axiom vehicles when these vehicles have been operated with silicon-contaminated fuel. If your vehicle has been operated with silicon-contaminated fuel over a period of time, the fuel pump feed port in your fuel system can become damaged and eventually develop pinholes at the top of the feed port. If your fuel pump feed port develops pinholes, fuel could leak and in some circumstances, a vehicle fire could result. Isuzu has identified silicon-contaminated fuel in Texas. As a result, Isuzu Motors Limited is recalling the above vehicles registered in Texas and the four surrounding states; Arkansas, Louisiana, New Mexico and Oklahoma.

Dealer Action:

Dealers are required to inspect and/or replace affected vehicles showing a pinhole present with a new fuel pump and fuel pump cap kit or if inspection show no pinhole present install a fuel pump cap kit.

<u>Campaign Timetable</u>	<u>Date</u>
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Campaign Bulletin & Campaign Reports to be Mailed to Dealers	11/17/05
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Owner Notification Begins	11/25/05
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Please ensure that all appropriate personnel within your dealership are aware of this campaign and that the necessary repairs are performed on all affected vehicles either in your inventory or brought into your dealership for repair.

To confirm that a vehicle has an applicable campaign you can validate the VIN through ICS on the VIN inquiry screen.

We apologize for any inconvenience this may cause.

Sincerely,

ISUZU MOTORS AMERICA, INC.