

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB16-L-001

ISSUE DATE:
APRIL 2016

GROUP:
FUEL & EXHAUST

IMPORTANT SAFETY RECALL

PREMATURE FUEL TANK CORROSION – 15V-704 (Transport Canada – 2015-503)



AFFECTED VEHICLES

- 2006-2008MY Isuzu NPR Series Vehicles
 - 2006-2008MY Chevrolet/GMC W-Series Vehicles
- Equipped with 6.0L Gasoline Engines

SERVICE INFORMATION

CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2006-2008 Isuzu N-Series and Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, certain fuel tanks may be susceptible to premature corrosion on the external surface of the tanks, which may result in a fuel leak, increasing the risk of a fire.

CORRECTION

Isuzu will replace the affected fuel tank with a new fuel tank, even if it was recently replaced. This service will be provided to the customer at **no charge**.

VEHICLES INVOLVED

Involved are *certain* 2006-2008 model year Isuzu N-Series and Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines.

PARTS INFORMATION

An initial supply of parts required to complete this campaign will be shipped to certain dealers prior to owner notification in their area based on the affected vehicle population in their area. Additional orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

NOTE: Parts contained in the initial campaign shipment may be returned after one (1) year if in new, and resalable condition. Any return(s) from the initial campaign shipment must reference the campaign number (15V704), ship reference and invoice.

Part Number	Description	Qty
2-90869-050-0	FUEL TANK; W/O PUMP	1
8-98033-600-0	GASKET; FUEL TANK UNIT	1
8-01470-030-0	CLAMP, WORM TYPE (11/16" T	2
8-97378-538-0	HOSE; FUEL FILLER	1
8-97379-484-0	HOSE; BREATHER, FUEL TANK	1
8-00744-245-0	CLAMP, RAD INL HOSE	2

SERVICE PROCEDURE

FUEL TANK REMOVAL

1. Set the parking brake and block the front wheels.
2. Remove the fuse to the fuel pump relay.
 - 2006-2007MY: 20A fuse F-17
 - 2008MY: 30A FL-4
3. Start the engine to remove any fuel pressure in the fuel system.
4. Turn OFF the engine and disconnect the negative (-) battery cable.

CAUTION: Unless directed otherwise, the ignition and start switch must be in the OFF or LOCK position, and all electrical loads must be OFF before servicing any electrical component. Failure to follow these precautions may result in personal injury and/or damage to the vehicle or its components.

5. Raise the rear of the vehicle to allow enough access to remove the fuel tank.
6. Drain the fuel from the tank into a clean, closed container.

CAUTION: Do not drain the fuel into an open container. Never store the fuel in an open container due to the possibility of a fire or an explosion.

CAUTION: Place a dry chemical (Class B or C) fire extinguisher nearby before performing any on-vehicle service procedures. Failure to follow these precautions may result in personal injury.

- a. For vehicles equipped with a bottom fuel tank drain plug, remove the drain plug.
- b. Remove the filler cap.

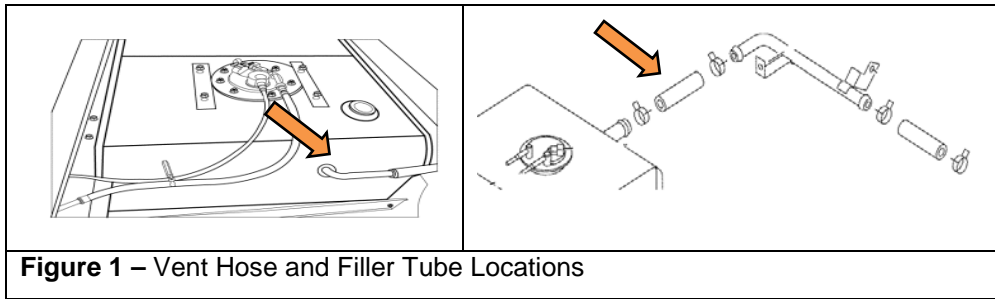


Figure 1 – Vent Hose and Filler Tube Locations

IMPORTANT: Clean the fuel pipe and hose connections as well as the surrounding areas before disconnecting the fuel pipes and hoses.

7. Disconnect and remove the vent hose (including hose clamps) at the fuel tank and discard (See Figure 1).
8. Disconnect and remove the filler tube (including hose clamps) at the fuel tank and discard (See Figure 1).
9. Remove the two (2) frame-mounted safety brackets (See Figure 2).

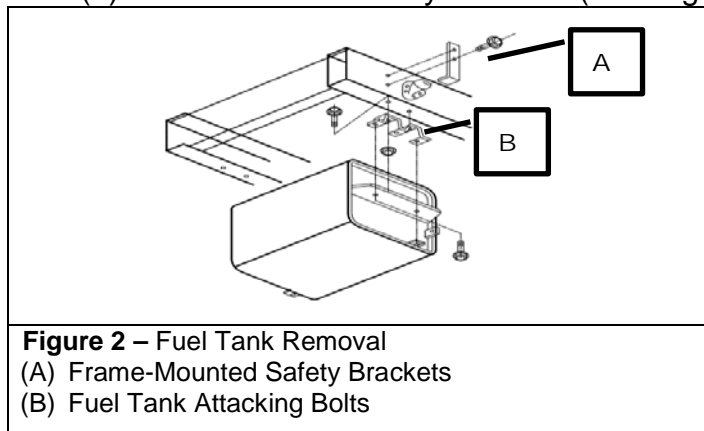


Figure 2 – Fuel Tank Removal
 (A) Frame-Mounted Safety Brackets
 (B) Fuel Tank Attaching Bolts

10. Support the fuel tank with a transmission jack.
11. Remove the fuel pump cover (4 nuts) (See Figure 3).

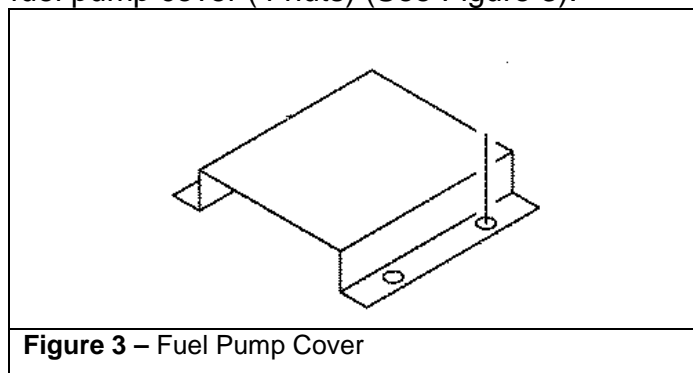
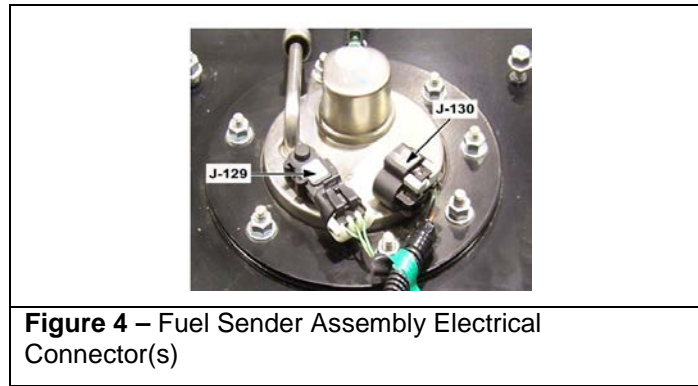


Figure 3 – Fuel Pump Cover

12. Remove the fuel tank attaching bolts (See Figure 2).
13. Lower the fuel tank enough to disconnect the fuel sender electrical connector (J130 fuel sender and pump connector) and the retaining clips.

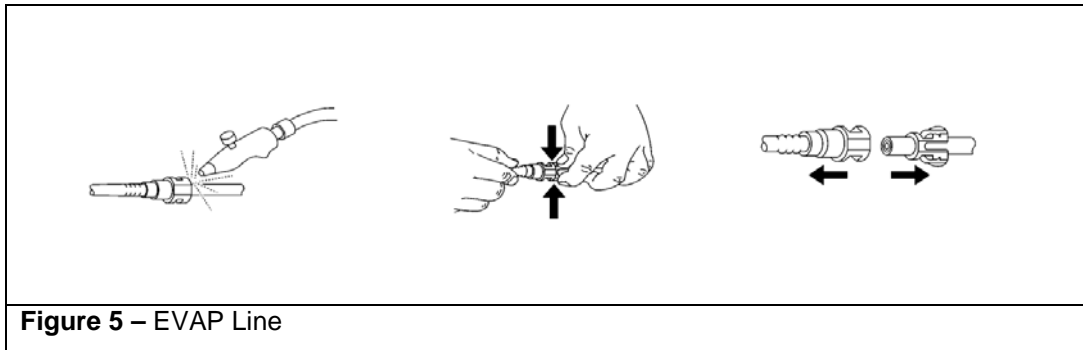
NOTE: For NPR models (12,000 GVW), disconnect the J129 fuel tank pressure sensor connector.

14. Remove the electrical connector(s) from the fuel sender assembly (See Figure 4).

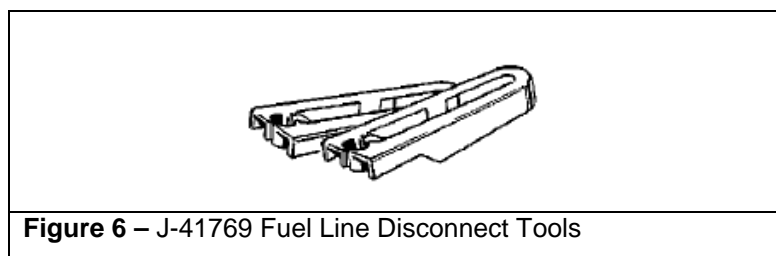


15. Using compressed air, blow any dirt or debris from around the EVAP line at the fuel sender assembly (See Figure 5). Squeeze the plastic retainer release tabs and pull the connector apart.

CAUTION: Be sure to wear safety glasses when using compressed air to prevent eye injury.



16. Remove the fuel feed line from the fuel sender assembly. Using a 3/8 fuel coupler, disconnect with Special Tool J-41769 or equivalent (See Figure 6).



17. Remove the fuel tank from the vehicle and place the tank in a suitable work area.

NOTE: DO NOT handle the fuel sender assembly by the fuel pipes. The amount of leverage generated by handling the fuel pipes could damage the joints.

IMPORTANT: DO NOT use impact tools.

18. Using a clean rag or compressed air, remove any loose dirt or debris from the top of the tank. Remove the seven (7) fasteners securing the fuel level sender/pump assembly (See Figure 7).

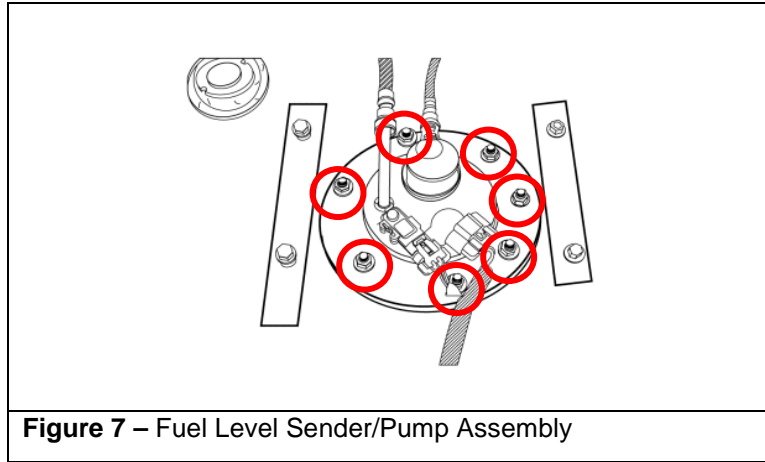


Figure 7 – Fuel Level Sender/Pump Assembly

19. Remove the fuel sender/pump assembly and gasket. Discard the gasket.
20. Remove the fuel tank protector from the front of the tank (4 bolts) (See Figure 8).

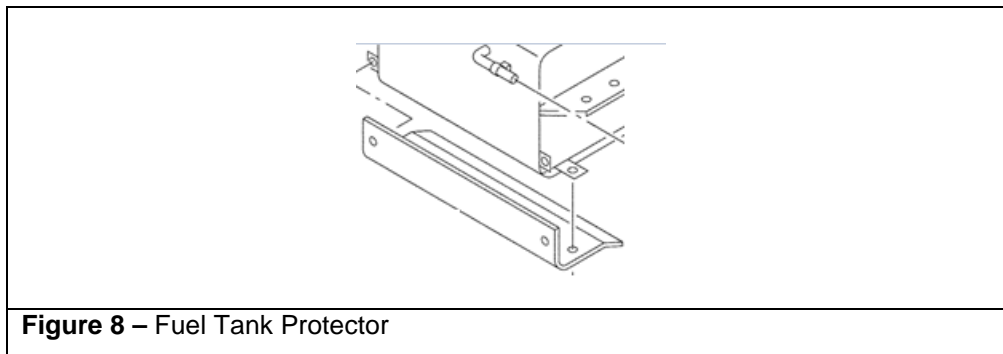


Figure 8 – Fuel Tank Protector

IMPORTANT: Once fuel tank removal is completed, move the fuel tank to a well-ventilated area and prepare the fuel tank for immediate disposal as per local and state hazardous waste regulations.

FUEL TANK INSTALLATION

1. Un-package the new fuel tank.
2. Install the fuel tank protector (4 bolts) and tighten to 10 Nm (89 lb in).
3. Clean the fuel sender/pump assembly sealing surfaces. Inspect for excessive corrosion at the sealing surface that may result in a leak. If the sealing surface is corroded to the point it will not seal in the new tank, replace the fuel sender/pump assembly.
4. Verify there are no contaminants in the fuel tank.
5. Install a new fuel tank unit gasket onto the fuel tank.

IMPORTANT: Place the fuel pump strainer in a horizontal position when you install the fuel sender in the tank. When installing the fuel sender assembly, assure that the fuel pump strainer does not block full travel of the float arm.

6. Install the fuel sender/pump assembly.

IMPORTANT: Always replace the fuel sender gasket when installing the fuel sender assembly. Do not apply any type of lubrication in the seal groove.

7. Install the seven (7) fasteners that secure the fuel level sender and tighten to 10 Nm (89 lb in).
 8. Position and support the fuel tank.
 9. Install the fuel feed and EVAP lines to the sender assembly.
 10. Install the fuel tank fasteners to secure the fuel tank to the frame and tighten the two fasteners on each bracket to 85 Nm (63 lb ft).
 11. Remove the transmission jack from the fuel tank.
 12. Install the two frame mounted safety brackets and tighten the two fasteners on each bracket to 85 Nm (63 lb ft).
 13. Install the electrical connector to the fuel sender assembly (J130 fuel sender and pump connector).
- NOTE: For NPR (12,000 GVW), connect the J129 fuel tank pressure sensor connector.**
14. Install the fuel pump cover retaining nuts and torque to 20 Nm (15 lb ft).
 15. Install the new fuel filler vent hose and clamps to the vent pipe.
 16. Install the new fuel filler neck hose and clamps that are between the connecting tube to the fuel tank.
 17. Ensure there are no contaminants in the fuel that was removed, and pour back into the fuel tank.
 18. Reinstall the filler cap.
 19. Install the fuse to the fuel pump relay.
 - 2006-2007MY: 20A fuse F-17
 - 2008MY: 30A FL-4
 20. Reconnect the battery.
 21. Lower the rear of the truck and remove the jack.
 22. Start the engine and inspect for leaks. Ensure there are no DTCs; clear any codes present.
 23. Unblock the front wheels.
 24. Apply the Campaign Label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number 15V-704 (US) or 2015-503 (Canada), Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER

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

CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Submit only **one** claim with the applicable Labor Code as indicated below.

Labor Code	Description	Labor Hours
V1504	Replace Fuel Tank Includes Drain and Transfer Fuel to New Tank	1.6

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall must be held and inspected/repaired per the inspection and service procedures of this recall campaign bulletin before customers take possession of these vehicles.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

APRIL 2016

Dear Customer,

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 Model Year 2006-2008 Isuzu N-Series and Chevrolet/GMC W-Series vehicles equipped with 6.0L gasoline engines. In the affected vehicles, certain fuel tanks may be susceptible to premature corrosion on the external surface of the tanks, which may result in a fuel leak, increasing the risk of a fire. Your <MY> model year <MAKE> <SERIES>, VIN <VIN>, is involved in safety recall 15V-704 (TC 2015-503).

Previously, we sent you a letter about this safety recall on your <MY> model year <MAKE> <SERIES>. This letter is to inform you that parts are now available.

WHAT WE WILL DO

Isuzu will replace your fuel tank with a new fuel tank, even if it was previously replaced. This service will be provided to you at **no charge**.

WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB16-L-001. Isuzu estimates that the repair will take approximately 1 hour and 40 minutes to perform. If there is extensive corrosion, the repair could take longer or require additional parts. Additional time may also 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.isuzucv.com, click on the dealer locator link and enter your zip code or state. If you do not have access to a computer terminal please contact our Customer Relations Department at the number listed below.

**Isuzu Commercial Truck of America, Inc.
Customer Relations
1-866-441-9638**

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this safety recall, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

If you have any difficulty having this recall performed, we recommend that you call Isuzu customer relations at 1-866-441-9638. If you are still not satisfied that we have remedied this situation without charge, and within a reasonable amount of time, you may wish to write to the Administrator of the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington DC 20590, or call the agency's 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 Commercial Truck of 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.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, <VIN>

APRIL 2016

Dear Customer,

Previously, we sent you a letter about this safety recall on your <MY> model year <MAKE> <SERIES>. This letter is to inform you that parts are now available.

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Customer Relations
1-866-441-9638**

REIMBURSEMENT

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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.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com