



CSC-10051887-6643

2013 Service Bulletins

TSB SB13-04-S002

Issue Date: MARCH 2013

Special Policy Adjustment - Driver Door Switch Short Circuit

AFFECTED VEHICLES

- 2006-2007MY Isuzu Ascender Vehicles

INFORMATION

CONDITION

On some 2006-2007 model year Isuzu Ascender vehicles, if fluid enters the driver's door module, it may cause a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or become inoperative. In extremely rare cases, a short may cause overheating, which could melt components of the door module, producing odor, smoke, or flame.

SPECIAL POLICY ADJUSTMENT

If a vehicle involved in this special policy demonstrates the condition or symptoms described above, service facilities are to replace the driver door module, regardless of the vehicle's age or mileage.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after March 22, 2013, are covered by this special policy and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to March 22, 2013, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are certain 2006-2007 model year Isuzu Ascender vehicles.

PARTS INFORMATION

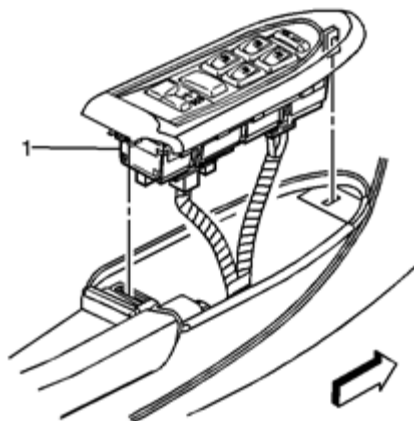
Parts required to complete this special policy are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Normal orders should be placed on a stock order. In an emergency situation, parts should be ordered on a VOR order (Vehicle Off Road).

Part Number	Description	Qty
8-25866-992-0	SWITCH, DR LK & SI WDO (EBONY) (AAB, KA1, Z88, Z89, 27I, 48I)	1
8-25866-993-0	SWITCH, DR LK & SI WDO (EBONY) (Z88, Z89, 27I, 48I)	1
8-25866-994-0	SWITCH, DR LK & SI WDO (GRAY) (Z88, Z89, 28I) EXC AAB, KA1)	1
8-25866-996-0	SWITCH, DR LK & SI WDO (GRAY (AAB, KA1, Z88, Z89, 28I)	1

SERVICE PROCEDURE

1. Determine if the driver side door lock and side window switch requires replacement using diagnostic information in the service manual.

- If the driver side door lock and side window switch requires replacement, proceed to Step 2.
- If the driver side door lock and side window switch does NOT need to be replaced, determine cause of vehicle condition. Additional diagnostic time and repairs are NOT covered under this field action bulletin.



2. Remove the driver side door lock and side window switch. Refer to Door Lock and Side Window Switch Replacement - Driver Side in the service manual.

3. Install a new driver side door lock and side window switch. Refer to Door Lock and Side Window Switch Replacement - Driver Side in the service manual.

CUSTOMER REIMBURSEMENT

All customer requests for reimbursement of previously paid repairs for the special policy condition will be handled by the Owner Relations Center, not by service facilities.

A Reimbursement Procedure and Claim Form are included with the customer letter.

CLAIM INFORMATION

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

Labor Code	Description	Trouble Code	Labor Time	Net Item
04N2117D	Functional Test & Door Lock & Side Window Switch Replacement (inc. programming)	71	0.5	N/A
	Functional Test & Door Lock & Side Window Switch Replacement (inc. programming) Claim reasonable sublet charges for programming at a GM facility if necessary	71	0.3	Sublet Code "SR"

OWNER NOTIFICATION

Isuzu will notify customers of this special policy on their vehicle (see copy of typical letter included with this bulletin).

OWNER NOTIFICATION LETTER

Dear Customer,

As the owner of a [MY] Isuzu Ascender vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that if fluid enters the driver's door module on your model year Ascender vehicle, it may cause a short in the circuit board. A short may cause the power door lock and power window switches to function intermittently or become inoperative. In extremely rare cases, a short may cause overheating, which could melt components of the door module, producing odor, smoke, or flame.

The symptoms of this condition are:

- Switches may function intermittently, without driver input, or become inoperative.
- You may notice an odor or overheated/hot switches.

WHAT WE ARE DOING

We are conducting two programs to address this issue. The first program is a safety recall of these vehicles in certain states. A safety recall is being conducted in those areas because we have determined that states using road salt and other chemicals for ice/snow control are much more likely to experience a short circuit in the switch.

The second program is a Special Policy in the remaining states. Under our Special Policy, should a vehicle ever experience this condition due to the failure of this module, the owner should take the vehicle to the nearest Isuzu Service Facility and have that facility inspect the vehicle, confirm the condition, and then replace the module for free.

Your vehicle is covered by this Special Policy.

Do not take your vehicle to your Isuzu service facility as a result of this letter unless you believe that your vehicle has the condition as described above.

WHAT YOU SHOULD DO

If your vehicle demonstrates the condition or symptoms described above, contact your Isuzu Service Facility to schedule an inspection. Please note that to have your vehicle qualify for free repairs under this Special Policy, you **must** bring the vehicle to an Isuzu Service Facility. Your service facility personnel can tell you how long they will need your vehicle.

If your vehicle does not currently demonstrate this condition, you should keep this document in a safe place for future reference. You should not take your vehicle to your Isuzu Service Facility unless these symptoms have been observed. **Diagnosis or repair for conditions other than that described above is not covered under this Special Policy Program (and will be your responsibility).**

If you have any problems obtaining the needed repair, you may contact:

National Owner Relations Department
Isuzu Motors America, LLC
1400 S. Douglass Road
Suite 100
Anaheim, CA 92806

REIMBURSEMENT

If you have already paid for repairs to address the condition covered in this special policy, 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. Among other things, you will need to provide the original (or a clear copy of the original) paid receipt or invoice verifying the repair and the cost of that repair.

We regret any inconvenience that this action may cause you.

Sincerely,

ISUZU MOTORS AMERICA, LLC

CUSTOMER REIMBURSEMENT CLAIM FORM

If you have paid to have this condition corrected prior to this notification, you may be eligible to received reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount other repair would have cost if completed by and 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: _____

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 Owner Relations
1400 S. Douglass Road, Suite 100
Anaheim, Ca. 92806

Reimbursement questions should be directed to the following number:
1 800 255-6727

Or E-mail at customerservice@isza.com

Copyright © 2002 - 2013 Isuzu Motors America, Inc.
No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form by any means (electronic, mechanical, photocopying, recording, or otherwise), without prior written permission of Isuzu Motors America, Inc.
