


**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:

CB13-J-001A

ISSUE DATE:

APRIL 2013

GROUP:

ENGINE

SPECIAL POLICY ADJUSTMENT – EXHAUST MANIFOLD CRACK V1301
AFFECTED VEHICLES

- 2004-2009MY Isuzu FTR/FVR/FXR
- 2004-2009MY GMC/Chevrolet C/T-Series
- 2005-2007MY Isuzu H-Series

This bulletin supersedes CB13-J-001. This bulletin is being updated to revise bulletin information content. Please discard previous bulletin CB13-J-001.

INFORMATION
CONDITION

Some 2004-2009MY Isuzu FTR/FVR/FXR, 2004-2009MY GMC/Chevrolet C/T-Series, and 2005-2007MY Isuzu H-Series vehicles may, over time, develop a crack in the exhaust manifold. If this occurs, it can result in increased noise during vehicle operation.

SPECIAL POLICY ADJUSTMENT

This special policy covers the condition described above for a period of 10 years or 150,000 miles (241,000km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Owners are being instructed to contact an Isuzu dealer if they believe their vehicle has the described condition. Service facilities are to replace the exhaust manifold if it is determined to be cracked. This inspection and repair, if any, will be done at **no charge** to the customer during the special policy coverage period.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after February 11, 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 February 11, 2013, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are: 2004-2009MY Isuzu FTR/FVR/FXR, 2004-2009MY GMC/Chevrolet C/T-Series, and 2005-2007MY Isuzu H-Series 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	Vehicle	Qty
8-97645-553-0	Exhaust Manifold (excluding studs)	2004-2009 C-Series 2005-2007 H-Series	1
8-97645-552-0	Exhaust Manifold (excluding studs)	2004-2009 T Series 2004-2007 F-Series	1
8-97645-554-0	Exhaust Manifold (excluding studs)	2007-2009 F-Series	1
8-97378-071-0	Stud, Turbo to Manifold	All	2
9-04731-025-0	Stud, Turbo to Manifold	LG4 only	2
8-94393-672-4	Exhaust Manifold Gasket	All	6
8-97024-124-0	Turbo Gasket	All	1
8-97378-062-0	EGR Pipe Stud	LG4 only	3
1-14149-151-0	Ring; Seal, Exhaust Manifold	All	1
1-14149-184-0	Ring; Seal, Exhaust Manifold	All	2
8-98046-192-1	Gasket; EGR Pipe	LF8 Only	1

SERVICE PROCEDURE

1. Verify that the exhaust manifold is cracked.
 - a. If the exhaust manifold is not cracked, no further action is required.
 - b. If the exhaust manifold is cracked, it must be replaced. Follow the service procedure for “exhaust manifold replacement” in the appropriate service manual.

WARRANTY INFORMATION

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

Labor Code	Description	Labor Time
V1301	Diagnostic Time Only – No Repair Required	0.3
V1301C	Replace Exhaust Manifold C/H-Series Vehicles Only (includes diagnosis time)	5.2
V1301T	Replace Exhaust Manifold T/F-Series Vehicles Only (includes diagnosis time)	3.3

OWNER NOTIFICATION

Isuzu Commercial Truck of America, Inc. will notify customers of this special policy on their vehicles (see copy of sample letter included with this bulletin).

OWNER NOTIFICATION LETTER - US

Dear Customer:

As the owner of a <MY> <make> <series> vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004-2009MY Isuzu FTR/FVR/FXR, 2004-2009MY GMC/Chevrolet C/T-Series, and 2005-2007MY Isuzu H-Series vehicles may, over time, develop a crack in the rear exhaust manifold. If this occurs, it can result in increased noise during vehicle operation.

You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless you believe that your vehicle has the condition described above.

WHAT WE HAVE DONE

Isuzu Commercial Truck of America, Inc. is providing owners with additional protection for the rear exhaust manifold. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 150,000 miles (241,000km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special policy.

WHAT YOU SHOULD DO

Repairs and adjustments qualifying under this special policy must be performed by an Isuzu dealer. If you believe your vehicle has the condition described above, you may want to contact your Isuzu dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by 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 paid receipt or invoice verifying the repair and the costs of that repair.

To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.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 Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of America, Inc.

OWNER NOTIFICATION LETTER - CANADA

Dear Customer:

As the owner of a <MY> <make> <series> vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2004-2009MY GMC/Chevrolet C/T-Series vehicles may, over time, develop a crack in the rear exhaust manifold. If this occurs, it can result in increased noise during vehicle operation.

You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless you believe that your vehicle has the condition described above.

WHAT WE HAVE DONE

Isuzu Commercial Truck of Canada is providing owners with additional protection for the rear exhaust manifold. If this condition occurs on your vehicle within 10 years of the date your vehicle was originally placed in service or 241,000km (150,000 miles), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special policy.

WHAT YOU SHOULD DO

Repairs and adjustments qualifying under this special policy must be performed by an Isuzu dealer or Isuzu-authorized service facility. If you believe your vehicle has the condition described above, you may want to contact your Isuzu dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by 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 paid invoice verifying the repair and the costs of that repair.

To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca and click on the dealer locator icon and enter your province. Should you not have access to a computer terminal please contact our Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of Canada

CUSTOMER REIMBURSEMENT CLAIM FORM

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Request 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 dealer.

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): _____

E-Mail Address: _____

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 recall.

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 Department
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806**

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or E-mail at: cvcs@icta-us.com