



SB-10053491-3024

Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
SB13-04-S004

ISSUE DATE:
JULY 2013

GROUP:
FUEL

SPECIAL POLICY ADJUSTMENT – FUEL LEVEL SENSOR



LV

AFFECTED VEHICLES

- 2005-2007MY Isuzu Ascender

INFORMATION

CONDITION

On some 2005-2007 model year Isuzu Ascender vehicles, the contacts on the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the malfunction indicator light (MIL) to illuminate. As the fuel level in the tank drops, the MIL may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually as the contacts continue to wear, the fuel gauge will stop working and the MIL will illuminate continuously.

SPECIAL POLICY ADJUSTMENT

This special coverage covers the condition described above for a period of 10 years or 120,000 miles, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership.

Service facilities are to install a new design fuel level sensor. The repairs will be made at **no charge** to the customer.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after August 2, 2013, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to August 2, 2013, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are certain **2005-2007** model year Isuzu Ascender vehicles.

PARTS INFORMATION

Parts required to complete this recall are to be obtained from 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 order (Vehicle Off Road).

Part Number	Description	Quantity/Vehicle
8-19256-264-0	Sensor Kit, Fuel Level (5 passenger)	1
8-19177-712-0	Sensor Kit, Fuel Level (7 passenger)	1

SERVICE PROCEDURE

Note: Before installing new fuel level sensor parts, ensure that the blue wires on the fuel sensor board are seated in the connector.

1. Verify that the fuel level sensor requires replacement by referring to the appropriate diagnostics information in the service manual.
 - a. If the fuel level sensor does NOT require replacement, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
 - b. If the fuel level sensor requires replacement, refer to Fuel Level Sensor Replacement in appropriate 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 using the table below.

Labor Code	Description	Labor Time	Net Item
02T5827	Diagnostic Time Only – No Repair Required	0.1-0.3	N/A
02T5828	Replace Fuel Level Sensor	1.7	N/A
	Add: Diagnostic Time	0.1-0.3	
	Add: Off Road Skid Plate (N/A for SSR)	0.2	

OWNER NOTIFICATION

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

OWNER LETTER

SPECIAL POLICY

Dear Isuzu Customer,

As the owner of a <model year> model year Isuzu Ascender vehicle VIN <VIN>, your satisfaction with our product is very important to us.

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 in the next paragraph.

In some of these vehicles, the fuel level sensor may wear prematurely. This wear could cause the fuel gauge to read empty after filling the tank and cause the Service Engine and Low Fuel lights to illuminate. Illumination of these lights is accompanied by a chime when the vehicle is started. If your vehicle is equipped with a Driver Information Center (DIC), you will also see the Fuel Level Low message displayed. As the fuel level in the tank drops, the lights, DIC message, and chimes may turn off and the gauge may display a reading; however, the reading may indicate a slightly higher level of fuel than what is in the tank. Eventually, as the sensor continues to wear, the fuel gauge will stop working, or always read empty, and the Service Engine and Low Fuel lights will illuminate continuously, again accompanied by a chime when the vehicle is started and a Low Fuel Message in the DIC (if so equipped).

Even though your vehicle may no longer be covered by its New Vehicle Limited Warranty and you may not be the vehicle's original owner, we still want to help you correct this condition if it occurs on your vehicle.

WHAT WE HAVE DONE

Isuzu is providing owners with additional protection for the fuel level sensor. If this condition occurs in your vehicle within 10 years of the date your vehicle was originally placed in service or 120,000 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 service facility. If you believe your vehicle has the condition described above, you may want to contact your Isuzu service facility 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 service facility to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

To locate the nearest Isuzu service facility, visit our website at www.isuzu.com and click on the service facility 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.

Isuzu Owner Relations
Isuzu Motors America, LLC
1400 South Douglass Road Suite 100
Anaheim, CA 92806
1-800-255-6727

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.

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 Motors America, LLC