

**SB-10055234-5879**

# Campaign Service BULLETIN

**IMPORTANT SERVICE  
INFORMATION FOR:**

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

**BULLETIN NUMBER:  
SB07-02-S003****ISSUE DATE:  
FEBRUARY 2014****GROUP:  
FUEL & EXHAUST****Special Policy Adjustment****LV****FUEL TANK INLET CHECK VALVE FRACTURE****AFFECTED VEHICLES**

- 2003-2004MY Isuzu Ascender Vehicles (US); 7-Passenger

***This bulletin supersedes bulletin SB07-02-S003. This bulletin is being revised to clarify the Ascender models involved – as used in this bulletin, “US” is the model designation. Please discard previous bulletin SB07-02-S002.***

Involved are certain 2003-2004 Isuzu Ascender (US) vehicles built within the following breakpoints:

MODEL	FROM	THROUGH
Ascender (US only)	32100001	46119613

Affected vehicles apply only to **US models within the VIN range**. This campaign does not apply to UT models.

Locate the applicable US VIN by determining the 7<sup>th</sup> digit within the VIN:

- US = 6
- UT = 3

**NOTE: If you have any questions, please call the Dealer Support Line at (800) 255-6727.**

**SERVICE INFORMATION****CONDITION**

Some customers of 2003-2004 Isuzu Ascender vehicles may comment on a MIL light illumination, which may be accompanied by a fuel odor, and/or a few drops of fuel on the ground when refueling the vehicle. This may be caused by a fracture of a weld on the fuel tank inlet check valve (ICV). The ICV is located above the full fuel level. A fracture in this area may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling.

## SPECIAL POLICY ADJUSTMENT

This special coverage covers the condition described for a period of 10 years or 150,000 miles (240,000 km), whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. 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 June 20, 2007, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders on or after June 20, 2007, must be submitted to the Service Contract provider.

## OWNER NOTIFICATION

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

## SERVICE PROCEDURE

Refer to the appropriate service procedure in the Service Manual to replace the fuel tank.

1. Inspect the fuel tank for a leak at the fuel tank inlet check valve (ICV). Refer to Fuel Tank Leak Test in the Diagnostic Information and Procedures section of the Service Manual, if required.
  - a. If a fuel leak is present at the fuel tank ICV, replace the fuel tank. Proceed to Step 2.
  - b. If no fuel leak is present at the fuel tank ICV, no further action is required.
2. Replace the fuel tank. Refer to the appropriate service procedure in the Service Manual.

## PARTS INFORMATION

Parts required to complete this special policy can be found in your Electronic Parts Catalog.

## CUSTOMER REIMBURSEMENT

All customer requests for reimbursement for previous repairs for the special policy condition will be handled by the Isuzu Owner Relations Department, not by dealers.

Isuzu Motors America, Inc. Special Policy Customer Reimbursement Claim Form is included with the customer letter.

## WARRANTY CLAIM INFORMATION

Use the following labor operation:

Operation	Operation No.	Task	Time	Trouble Code
Inspect Fuel Tank – No ICV Fracture Found	*02T5676	Inspect	.3	71
Inspect and Replace Fuel Tank	*02T5663	Replace	2.3	71

\*This is a unique labor operation for bulletin use only. It will not be published in the Labor Time Guide.

### 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.**

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

Reimbursement questions should be directed to the following number:

1-866-255-6727

Or E-mail at: customerservice@isza.com

## **OWNER LETTER**

Dear Isuzu Ascender Customer:

As the owner of a 2003-2004 model year Isuzu Ascender, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2003-2004 model year Isuzu Ascender vehicles may have a condition where the Service Engine Soon (SES) light may illuminate, which may be accompanied with a fuel odor, and/or a few drops of fuel may fall on the ground when refueling the vehicle. This may be caused by a fracture of a weld on the fuel tank inlet check valve (ICV). The fuel tank ICV is located above the full fuel level. A fracture in this area may allow fuel vapors to pass through and allow droplets of fuel to accumulate on the side of the fuel tank as it passes over the fracture during refueling.

SES light activation does not necessarily indicate a condition due to the fuel tank ICV fracture. Except when SES light activation is accompanied by the additional conditions mentioned (i.e., fuel odor and/or a few drops of fuel on the ground during refueling), please consult your Owner's Manual.

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

### **What We Have Done:**

Isuzu Motors America, Inc. is providing you with additional protection for the fuel tank ICV. If this condition occurs on your 2003-2004 Isuzu Ascender within 10 years of the date that your vehicle was originally placed in service or 150,000 miles, whichever occurs first, the condition will be repaired for you at no charge.

### **What You Should Do:**

Repairs and adjustments qualifying under this special coverage must be performed by an Isuzu dealer. You may want to call the service department at your 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:**

The enclosed form explains what reimbursement is available and how to request reimbursement if you have already paid for repairs for the special coverage condition.

If you have any questions or need any assistance, just contact your Isuzu dealer or the National Owner Relations Department at (800) 255-6727. The Owner Relations Department hours of operation are from 6:00am to 5:00pm, PST, Monday through Friday.

We are sorry for any inconvenience you may experience; however we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

ISUZU MOTORS AMERICA, INC.