



**IMPORTANT SERVICE  
INFORMATION FOR:**  
✓ SERVICE MANAGER  
✓ SERVICE ADVISOR  
✓ TECHNICIAN  
✓ PARTS DEPARTMENT  
✓ WARRANTY PERSONNEL

BULLETIN NUMBER:  
**IB09-X-001K**  
ISSUE DATE:  
**AUGUST 2016**  
GROUP:  
**MISCELLANEOUS**

## ISUZU QUALITY CENTER (IQC) PROGRAM ENGINE AND TRANSMISSION REPLACEMENT

### AFFECTED VEHICLES

- 2012-2017MY NPR Stripped Chassis
- 1999-2017MY Isuzu N-Series Commercial Medium Duty
- 1999-2010MY Chevrolet W-Series Medium Duty Tilt Cab Models
- 1999-2010MY GMC W-Series Medium Duty Tilt Cab Models
- 1999-2009MY 7.8L 6HK1 Isuzu Diesel Engines (LG4/LF8)

***This bulletin supersedes bulletin IB09-X-001J. This bulletin is being updated to revise Model Years. Please discard Information Bulletin IB09-X-001J.***

### INFORMATION

**IMPORTANT: Effective April 15, 2015 – Dealers must now contact their DSPMs for the IQC number and warranty approval after submitting their request online.**

In order to improve the quality of the original equipment manufacturer (OEM) and service replacement engines and transmission assemblies, the Isuzu Quality Center (IQC) was implemented to assist dealers whenever an Isuzu diesel/gasoline engine or transmission assembly is thought to require replacement.

The primary purpose of the IQC is to obtain faster and more accurate quality information on all failed engines and transmission assemblies. The collected information is used to improve the reliability of OEM and service replacement engine and transmission assemblies.

Included in this program are all 1999-2016 OEM and 1999-2016 remanufactured assemblies replaced under normal warranty, goodwill policy, parts warranty, extended service contracts and over-the-counter assembly replacements as of **November 1, 2009**.

Component Type	Description
Diesel Engine	4JJ1-TC (3.0L)
	4HE1-TC (4.8L)
	4HK1-TC (5.2L)
	6HK1-TC (7.8L)
Gasoline Engine	6.0L
Automatic Transmission	All AISIN
	6L-90E (N-Gas)

Dealers requesting to replace an Isuzu diesel/gasoline engine or transmission assembly (see above affected components) must request an IQC case number prior to replacement.

Logon to the dealer side on [www.isuzutruckservice.com](http://www.isuzutruckservice.com) and look for the IQC icon in the toolbar on the left side of the webpage. See the section titled, **“IQC Engine/Transmission Case Request” “Main Page”** for more information.

Please be prepared to provide the following information:

All information and measurements are to be made before assembly replacement.

**For Engine and Transmission Requests:**

- Dealer Code
- Dealer Name
- VIN (17-digits)
- Mileage
- RO#
- Engine/Transmission Serial Number
- Vehicle Body Type
- Customer Comments
- Road Test Results
- Technician Diagnostics (including all test measurements, DTCs, repair history)
- Fluid Level
- Fluid Condition
- Mileage of Last Service
- Towing

**Additional Information Required for Diesel Engines Equipped with DPF:**

- Perform Health Report/Mimamori ECU Download and Synchronization

**IMPORTANT: Health Report results will not be used for denial of customer warranty repair, but failure to perform this procedure may result in denial of dealer warranty claim.**

**Additional Information Required for Transmission Requests:**

- APP Sensor Voltages
- Transmission Line Pressures
- Stall Test (at D-Range, at R-Range)
- Replacement Parts Information other than A/T ASM (i.e., TCM, etc.)

**Additional Information Required for AISIN 6-speed (A460/A465) Transmission Requests:**

- TCM Freeze Frame Data Download and Synchronization (see details below)

**IMPORTANT: Online submissions must be complete, including a dealer contact phone number or dealer fax number in order to receive the case number. Incomplete forms will delay the authorization process.**

Once the dealer has completed this process the IQC will review the submitted information. In some cases additional information may be requested by the IQC to better understand the condition and nature of the failure. Once all information is collected the IQC will provide the recommended repair method and forward the information to the DSPM. The DSPM will call the contact person, review the failure, diagnosis, warranty coverage and, if approved, issue a case number. It is important that this number be added into the warranty claim. **Claims without a case number will not be reimbursed.**

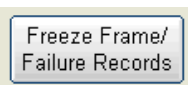
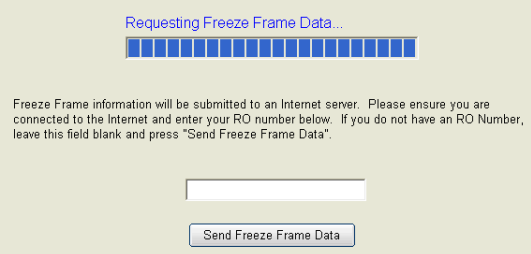
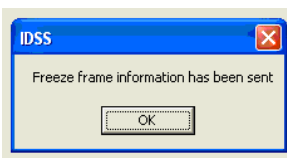
Online access is available at [www.isuzutruckservice.com](http://www.isuzutruckservice.com). The IQC will be available for live assistance Monday through Friday from 8am-5pm (EST). Contact the IQC at 1-866-309-8324 for US dealers (1-855-486-5828 for Canadian dealers). If you have any questions, contact your DSPM.

## TCM FREEZE FRAME DATA

Follow the information below to properly capture and synchronize TCM Freeze Frame Data.

**IMPORTANT: IDSS must be connected to the internet in order to complete this process.**

1. Confirm your computer is connected to the internet and open IDSS.
2. Select your subject vehicle and navigate to the following location; Scan Tool/DTC/Transmission DTC. Once in this location you will be able to select Freeze Frame/Failure Records.
3. Select Freeze Frame/Failure Records and follow the prompts.
  - a. Input the RO number. This number must match the RO provided to the IQC.

		
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**IMPORTANT: Inputting the incorrect or mismatched RO numbers will cause a delay in the IQC process. Be sure the RO number used for Freeze Frame Data Capture and Synchronization is identical to the RO used for IQC case request.**

4. IDSS will confirm when “Freeze frame information has been sent”.

## DIAGNOSTIC INFORMATION

If normal diagnostic assistance is needed, dealers should call the Isuzu Commercial Truck of America Technical Assistance Center at 1-877-478-9828, Prompt 3.

Below is a list of bulletins and common check points that may be helpful. These items should be reviewed if applicable.

### ENGINE:

**IB14-J-002** Oil in the Intake - Turbocharger Inspection

**06-06-02-012** Information on Not Re-Using Engine Block Heater

**06-06-04-061** Engine Oil Pressure Warning Light Illuminated, Engine Oil Seepage/Leaking Onto Ground

**05-06-04-033A** Malfunction Indicator Lamp (MIL) On, DTC P0340 (Camshaft Position Sensor) Set (Inspect and Repair Camshaft Position Sensor Wiring)

**04-06-93-001A** Information on Isuzu Diesel Engine Turbocharger Diagnostics

**01-06-04-048A** Availability of New Fuel Injection Pump Oil Supply Pipe for Replacement after Removal

Cylinder Compression Testing

Valve Adjustment Procedure

Crankshaft End Play

## TRANSMISSION:

- 07-07-30-013** AISIN Automatic Transmission “Slip Control System” (SCS) New Fluid Reminder
- IB07-K-001F** AISIN Automatic Transmission Service Reminder
- 05-07-30-030A** Use of Shrink Tubing Around Transmission Fluid Level Indicator (Dipstick) Tube Joint to Avoid Water Intrusion
- IB10-K-001A** Replacement of Output Flange Nut when Servicing Transmission
- 03-07-30-060B** Automatic Transmission Oil Cooler Flushing and Flow Testing
- 02-07-30-025B** Harsh Shifting, Delayed up shifts with Possible CHECK TRANS Lamp Illuminated, Possible DTC 21 Set (Perform TPS Relearn Procedure)
- SB10-K-001F** Approved 6-Speed AISIN Automatic Transmission On-Vehicle Internal Repairs

## CORE RETURN PROCEDURE

### US DEALERS ONLY

In *SOME* cases, the IQC may request the failed engine/transmission be returned for tear-down investigation. Please follow the procedure below to properly return these requested assemblies. If the engine/transmission core is not request by the IQC, return the core through the normal core return process as outlined by AIPDN.

**NOTE: BE SURE TO COMPLETELY FILL OUT THE RETURN CORE TAG.**

### Return Procedure for IQC Requested Assemblies

**IMPORTANT: Engines/Transmissions requested by the IQC will be picked up by Roadway Trucking at NO COST to the dealer. Be sure that the engine/transmission is ready for pick-up at the requested time.**

1. Obtain a case number from the IQC.
2. Drain the core and place in the Black Box for return.
3. Receive Fax paperwork from the IQC for shipment. This will include one Bill of Lading (BOL) and one receipt for the core.
4. Contact the IQC when the package is ready for pickup.
5. Load the engine/transmission assembly into trailer (Roadway Trucking).

**IMPORTANT: Dealers should not under any circumstances submit for engine/transmission core credit (for a core collected by the IQC) through the warranty system.**

### CANADA DEALERS

All engine/transmission cores should be returned through the normal core program as outlined by AIPDN.

## WARRANTY SUBMISSION

When submitting warranty claims, be sure to add the IQC case number in the comments section. The claim must then be submitted with an "AUTHO". *The DSPM must see the IQC case number in order to authorize the claim for payment.*

Labor Operation	Description	Time Allowance
<b>K7000</b>	Gasoline A/T Transmission Assembly – R&R	Refer to the Labor Time Guide
	Diesel A/T Transmission Assembly – R&R <i>Includes time for IQC contact, transmission cooler flushing and Relearn procedure.</i>	5.4 Hours*
<b>J1840</b>	Engine Long Block Assembly – R&R	Refer to the Labor Time Guide
<b>J1820</b>	Engine Short Block – R&R <i>Includes time for teardown diagnosis, engine R&amp;R, IQC contact, cleaning and transfer of all parts, road test.</i>	22.0 Hours**
	Add: With Crew Cab	3.1 Hours

\* With the increased labor time allowance, we will no longer accept other labor time to further increase the total beyond 5.4 hours.

\*\* Any request for OLH must be accompanied with a completed Request for Flat Rate Review. Requests must include a detailed description of all steps required for the repair and associated repair order documentation with time clock stamps.

## IQC Engine/Transmission Case Request “Main Page”

The Engine Case Request Forms “Main Page” allows each dealer to manage all IQC requests. From this screen the dealer can add new information for case request, review historical information, see the current status for all currently submitted cases and complete saved drafts waiting for submission.

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**Isuzu Quality Control Center**

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**SHOPPING >>**  
**IQC**  
**REPORTS >>**  
**TRAINING**  
**LINKS**  
**CONTACT**  
**LOGOUT**

**Add New Engine Case Request Form >>** **1**  
**Add New Transmission Case Request Form >>**

Case Lookup:  
Case Type: Engine Report  
Case Number:  
**View Case**

**2** **Saved Drafts:**

Case Type	Case #	VIN	Saved Case	Date Added	Delete
TRANS	3524	JALC4B89XB7000026	<b>Load Draft</b> <b>3</b>	10/04/2010	<b>Delete</b>
ENGINE	0215	J8DB4W16977400187	<b>Load Draft</b>	09/30/2010	<b>Delete</b>
ENGINE	0094	JALE5W1629000270	<b>Load Draft</b>	04/05/2010	<b>Delete</b>

**4** **Case Archive:**  
View cases for: All Archived Cases View case type: All Case Types

Viewing reports: 1-50 **Next Page >>**

Case Type	Case #	VIN	View Case <b>5</b>	Date Added	Case Status <b>6</b>
ENGINE	2066	JALC4W167D7000260	<b>View Case</b>	02/05/2015	Accepted
ENGINE	2069	JALB4B14937013656	<b>View Case</b>	02/05/2015	Accepted
ENGINE	2061	JALC4W166C7001939	<b>View Case</b>	02/05/2015	Accepted

### Index

- Add New Case** – Click here to open a case request form (engine or transmission). Fill out all information and submit for review by the IQC. Or, “Save” for completion and later submission.
- Saved Drafts** – Incomplete Cases that have been “Saved” appear in this location. Cases in this section have not been submitted to the IQC. Forms must be completed and submitted.
- Load Draft** – Click here to restore a “Saved” case request for completion and submission.
- Case Archive** – All reports under this section have been successfully submitted to the IQC. The IQC will review only these cases.
- View Case** – Click here to see your submitted case. You will also see the summary of the IQC review and Isuzu’s preferred repair method.
- Case Status** – This column provides the status of IQC review.
  - Pending – Dealer has submitted a case request. Under IQC review.
  - Accepted – The IQC has reviewed the information and commented.
  - Cancelled – Vehicle is not covered under the IQC process.