



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB18-K-001

ISSUE DATE:
JANUARY 2018

GROUP:
TRANSMISSION

CUSTOMER SATISFACTION CAMPAIGN



CV

AUTOMATIC TRANSMISSION FLUID (ATF) HOSE REPLACEMENT (V1706)

AFFECTED VEHICLES

- 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) Vehicles
Equipped with Diesel Engines

INFORMATION

CONDITION

In some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) vehicles equipped with diesel engines, the Automatic Transmission Fluid (ATF) hoses can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on the instrument panel may illuminate, or the ability of the vehicle to accelerate at higher speeds could be impacted.

CORRECTION

Isuzu dealers are to replace the ATF hoses and clamps, even if they were recently replaced. This service will be performed for the customer **free of charge**, regardless of time or mileage.

VEHICLES INVOLVED

Involved are some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) Vehicles equipped with diesel engines.

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS). Not all vehicles may be involved.

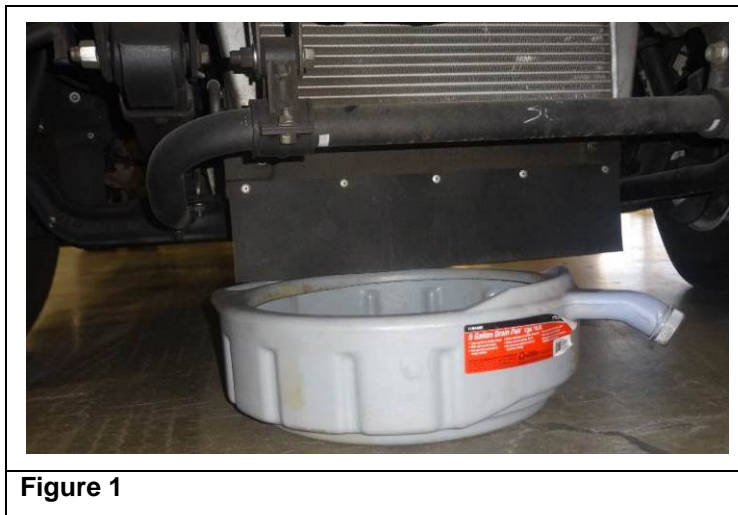
PARTS INFORMATION

Parts required to complete this campaign 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.

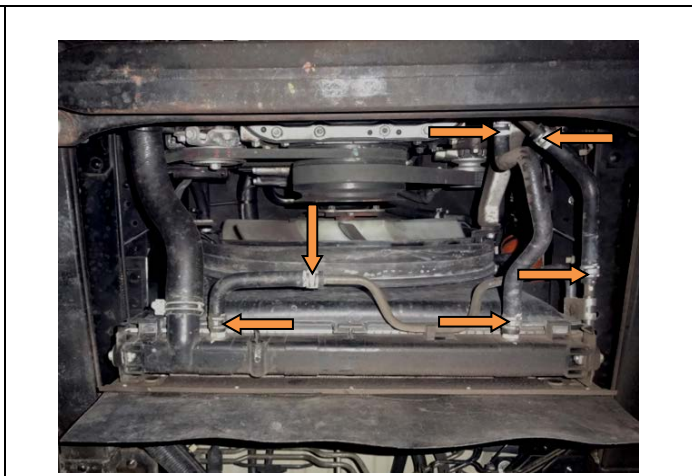
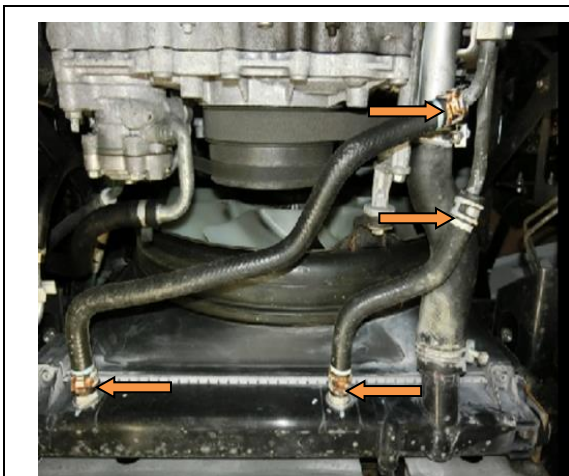
Part Number	Description	Qty
2-90KIT-112-0	ATF Hose Kit, 4JJ1 Includes: 2 Hoses, 4 Clamps	1
2-90KIT-111-0	ATF Hose Kit, 4HK1 Includes: 3 Hoses, 6 Clamps	1

SERVICE PROCEDURE

1. Ensure the vehicle is on a flat and level surface. Apply the parking brake and block the rear wheels. Ensure the vehicle will not move while performing the procedure.
2. Place an oil catch pan underneath the vehicle to collect draining ATF as each hose is replaced (see Figure 1).



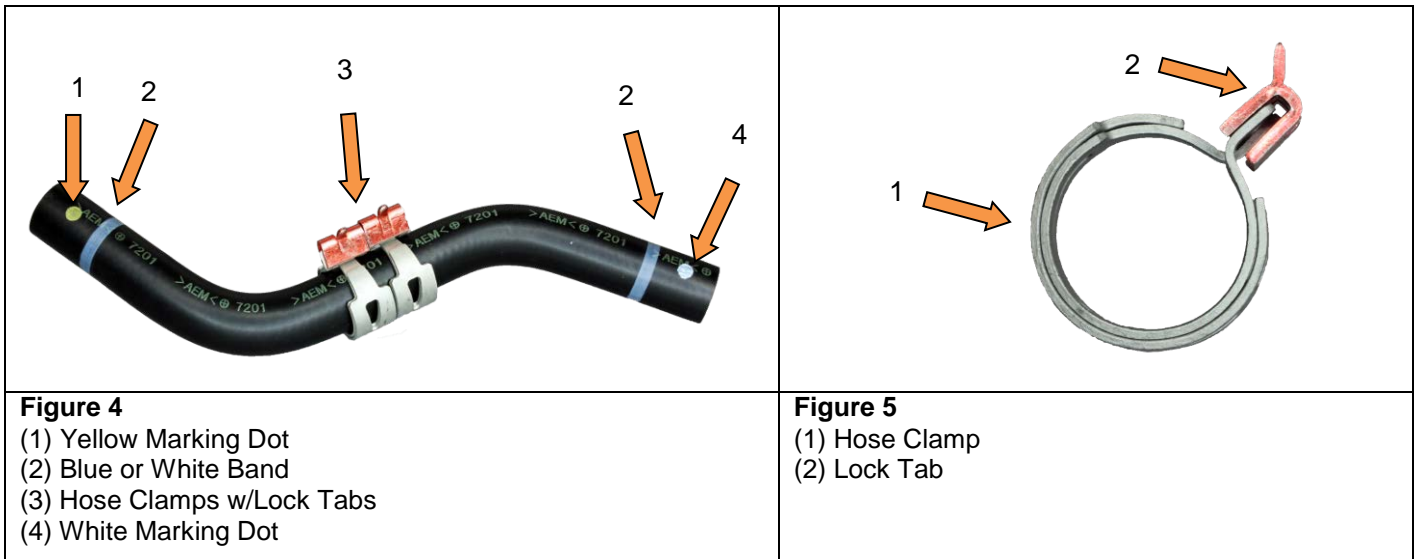
3. Loosen and slide all ATF hose clamps to the center of each hose (see Figures 2 and 3).

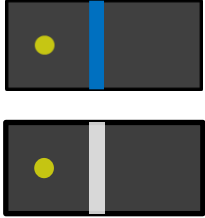
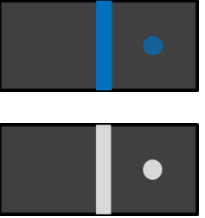
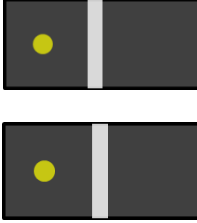

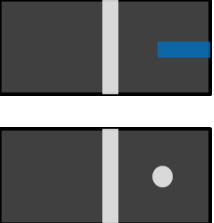



4. With the oil catch pan in place, remove one end of the hose and allow the ATF to drain into the catch pan. When the ATF stops draining, remove the other end of the hose.

NOTE: Approximately 4-5 oz. (118–147mL) of ATF will drain during the service procedure.

5. Slide two (2) new hose clamps onto the replacement hose (see Figure 4). The clamps are held in the open position with factory installed lock tabs (see Figure 5). Install the new replacement hose in the same location as the one that was removed. Every new hose has colored dots or lines at each end to ensure correct orientation on the vehicle (see Figure 4). Refer to Chart 1 to determine the orientation of each hose using these markings. Push each hose onto the pipe until the blue or white band on the hose is just over and beyond the bead on the pipe (see Figure 7). Push the hose onto the radiator fittings until the hose will go no further.



Engine	Hose Markings Install Toward Front of Vehicle	Hose Markings Install Toward Rear of Vehicle
4JJ1	<p>Yellow Dot Install at Radiator Fitting</p> 	<p>Blue Dot or White Dot</p> 
4HK1	<p>Yellow Dot Install at Radiator Fitting</p>  <p>Pink Line Install to Front Pipe</p> 	<p>Blue Line or White Dot</p>  <p>White Line</p> 
Chart 1		

- Slide the hose clamps over the blue or white band and into position as shown in Figures 6 and 7. Remove the lock tabs from the clamps to allow them to compress onto the hose. Ensure that the hose clamps are not placed over the beads on the pipes (see Figure 7). Adjust the clamps as necessary.

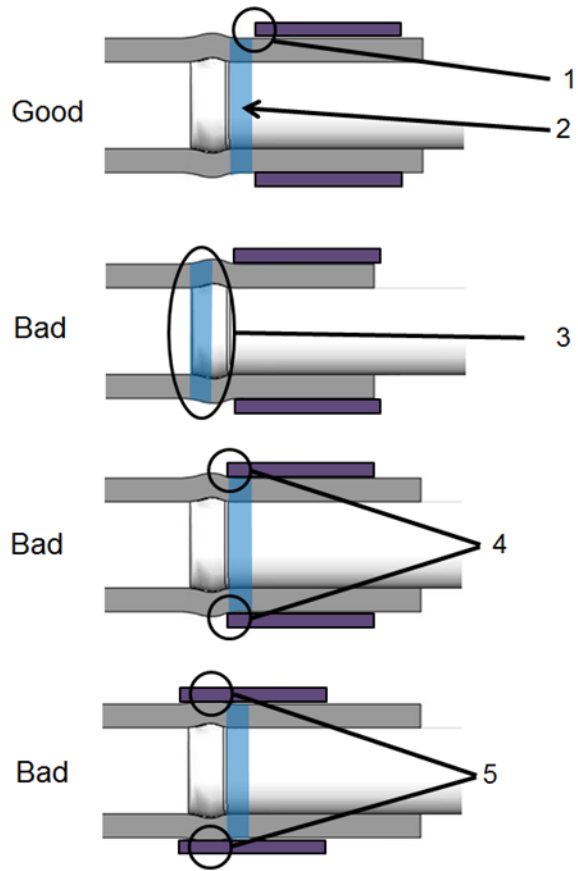


Figure 6

Figure 7

- (1) Proper distance between bead and clamp
- (2) Blue or white band is beyond the bead
- (3) Blue or white band is not beyond the bead
- (4) Clamp is too close to the bead
- (5) Clamp is on top of the bead

- 7. Perform Steps 4 through 6 for the remaining hoses.
- 8. Depress the brake pedal, start the engine, and move the shift lever through all gear positions, returning to the “P” position. Inspect for leaks.
- 9. Connect IDSS and navigate to the transmission control module data list and check the “Transmission Fluid Temperature (TFT) Valve Body” parameter (see Figure 8).

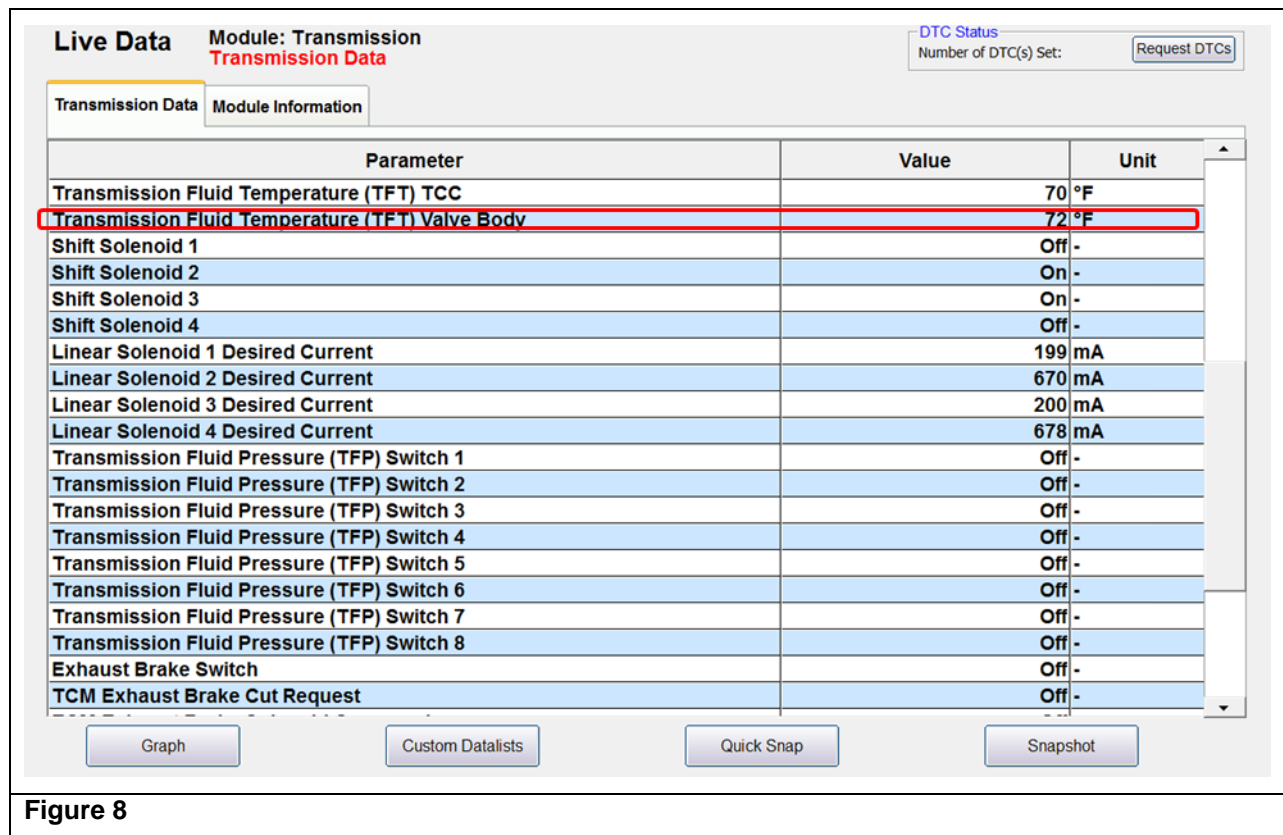


Figure 8

IMPORTANT: Failure to check and adjust the ATF level at the proper temperatures will lead to over/under-filling of the transmission. Operating an automatic transmission that has the incorrect ATF level can cause serious transmission damage.

- Remove the transmission level gauge and wipe off any debris/excess ATF with a clean towel. Completely reinsert the transmission level gauge into the gauge tube and remove it again. If the TFT value in IDSS is "COLD" 68°F-86°F (20°C-30°C), the ATF level on the gauge should be within the "C" mark (see Figure 9). A preliminary adjustment can be made here only if the TFT value is in the specified range. Once the TFT value is in the specified range, wipe off any debris/excess ATF from the transmission level gauge and securely reinsert it into the gauge tube.

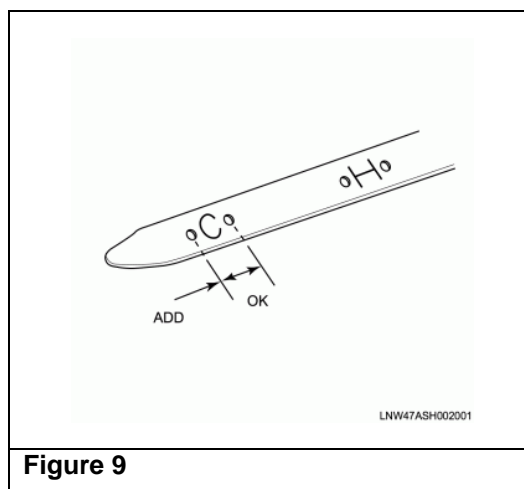


Figure 9

IMPORTANT: If it is necessary to add ATF, only add Isuzu SCS Automatic Transmission Fluid (ATF) or equivalent (p/n 2-90531-200-0) to the transmission.

11. Run the engine at a fast idle or drive the vehicle until the TFT is within the "HOT" range 158°F-176°F (70°C-80°C).
12. Recheck the ATF level with the transmission level gauge which should now be within the "HOT" range. Adjust if necessary (see Figure 10). Clean the transmission level gauge and reinsert it into the gauge tube.

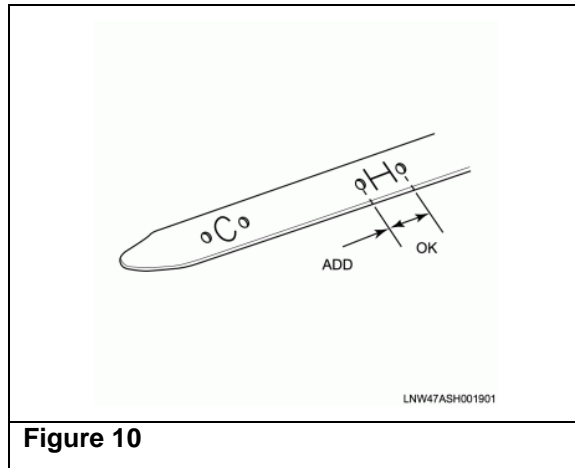


Figure 10

13. Turn the engine off and disconnect IDSS.
14. Unblock the rear wheels.

Proceed to Applying the Campaign Label section in this bulletin.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a Campaign Label (Part No. 2-90028-700-0) with Campaign Number V1706, Isuzu dealer code, and the repair date.
2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

When submitting for reimbursement for this customer satisfaction campaign, use the labor operation code provided below.

Submit for ATF reimbursement using the below Sublet Code. Reimbursement will be issued based on the amount actually used per ounce.

Labor Code	Description	Labor Hours	Sublet Code	Sublet Allowance
V1706	Replace ATF Hoses & Clamps	0.8	Sublet C	\$0.36/oz

*Includes 0.1 hours for administrative allowance

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this campaign must be held and repaired per the service procedures of this campaign bulletin before customers take possession of these vehicles.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

[SAMPLE OWNER LETTER]

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

JANUARY 2018

Dear Customer,

The purpose of this notice is to inform you that Isuzu Commercial Truck of America, Inc. is conducting a customer satisfaction campaign that affects some 2013-2017MY Isuzu N-Series and NPR Stripped Chassis (Reach Van) vehicles equipped with diesel engines. Your <MY> model year Isuzu <SERIES>, VIN <VIN>, is involved in this campaign.

CONDITION

The Automatic Transmission Fluid (ATF) hoses in your vehicle can crack and allow transmission fluid to leak. You may notice fluid on the ground, the transmission and/or check engine light(s) on your instrument panel may illuminate or the ability of your vehicle to accelerate at higher speeds could be impacted.

WHAT WE WILL DO

Your Isuzu dealer will replace the affected vehicles' ATF hoses and clamps, even if they were recently replaced. This service will be performed for you *free of charge*, regardless of time or mileage.

WHAT WE WILL DO

We recommend you contact your Isuzu dealer and schedule an appointment to bring your vehicle in to have this service performed. Present this owner notification letter at the time of your appointment or refer to customer satisfaction campaign bulletin CB18-K-001. **If you notice any of the warnings signs described above, you should bring your vehicle in for service as soon as possible.** Isuzu estimates this service will take approximately 50 minutes to perform. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this customer satisfaction campaign, 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. For example, 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, in addition to other required information. If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests 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 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: _____

Claimant Email: _____

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 Commercial Truck Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number: 1-866-441-9638
Or Email: cvcs@icta-us.com