



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

BULLETIN NUMBER:
IB18-X-002A
ISSUE DATE:
MAY 2018
GROUP:
MISCELLANEOUS

ENGINE AND TRANSMISSION REPLACEMENT CONTACT TECHNICAL ASSISTANCE LINE (TAL)

AFFECTED VEHICLES

- 1999MY to current Isuzu vehicles equipped with diesel engines
- 2012MY to current Isuzu Stripped Chassis (Reach Vans)
- 2018MY to current Isuzu FTR Vehicles
- 2003MY to current Isuzu vehicles equipped with 6.0 L gas engines

This bulletin supersedes information bulletin IB18-X-002. This bulletin is being revised to update the vehicles affected. Please discard previous bulletin IB18-X-002.

INFORMATION

IMPORTANT: Effective June 1, 2018 – The IQC process will be transferred to Isuzu Technical Assistance. As of June 1, 2018, please contact the Isuzu Technical Assistance Line at 1-877-ISUZUCV (1-877-478-9828), Prompt 3, prior to replacing engines or transmissions that are believed to be covered by the Isuzu new vehicle warranty, Isuzu parts warranty, Gold Star used truck warranty and/or all extended powertrain warranties offered by Isuzu as well as over-the counter engine and transmission assembly replacements.

We ask you to call the TAL so that we may obtain faster and more accurate quality information on failed engines and transmission assemblies and improve the reliability of OEM and service replacement engine and transmission assemblies.

For the Affected Vehicles, this bulletin applies to all OEM and remanufactured engine and transmission assemblies to be replaced under the Isuzu new vehicle warranty, Goodwill, Isuzu parts warranty, Gold Star used truck warranty and/or all extended powertrain warranties offered by Isuzu, as well as all over-the-counter engine and transmission assembly replacements.

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)

For over the counter sales of engine and transmission assemblies for the Affected Vehicles, the selling dealer is required to contact the Isuzu Technical Assistance Line (TAL) prior to replacement. The selling dealer is required to provide purchasing documentation with serial numbers as well as information listed below.

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

Please be prepared to provide the following information:

For All Affected Engine and Transmission Requests

- Dealer Information (contact name, contact number, FAX number, E-mail address).
- Vehicle Information (17-digit VIN, model year, mileage, body type, warranty start date).
- Failure Information (RO#, RO date, customer name, customer complaint, towing history).
- Maintenance/Repair History (date, mileage, and description of complete repair history; Electronically attach documents as necessary). Maintenance records are to be e-mailed to the Isuzu Technical Assistance Line (TAL) at isuzuta@icta-us.com.
- Diagnostics (Technician diagnostics, road test, reason for replacement/repair, DTCs, modifications/accessories/PTO, serial number, sensor reading, ATF leakage and location, fluid level and condition, parts replacement information, engine performance, road condition).

Additional Information Required for Over the Counter Sales:

- Provide purchasing documentation with engine and/or transmission serial numbers.

IMPORTANT: Document engine and/or transmission serial numbers on invoice at time of sale.

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 delay of dealer warranty claim payment.

Additional Information Required for Transmission Requests:

- Transmission Line Pressures (at idle).
- Stall Test (at D-Range, at R-Range) results.
- Replacement Parts Information other than A/T ASM (e.g., TCM, etc.)

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

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

In some cases, additional information may be requested by TAL to better understand the condition and nature of the failure. Once all information is collected TAL will provide the recommended repair method, decide whether to approve warranty repair, and forward the information to the DSPM. In some cases TAL may determine that warranty approval needs to be decided by the DSPM. In these cases the DSPM will be notified by TAL. The DSPM will call the contact person, review the failure, diagnosis and warranty coverage. It is important that the TAL Case number be added into the warranty claim.

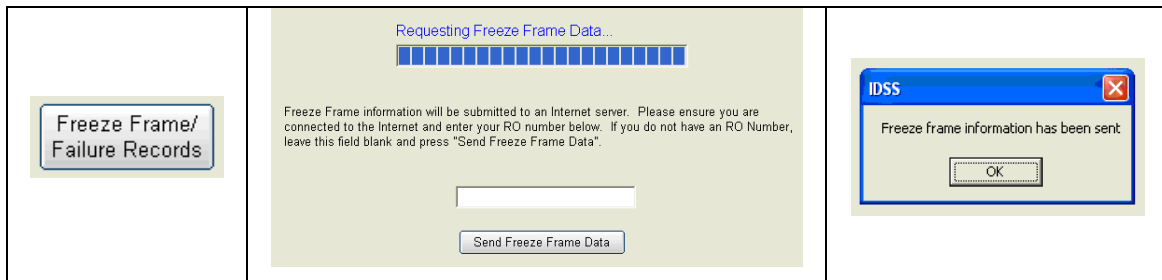
AISIN TCM FREEZE FRAME DATA

For Aisin automatic transmission replacement requests capture and synchronize TCM Freeze Frame Data as described below.

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 TAL case.



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

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

DIAGNOSTIC INFORMATION

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

ENGINE:

- IB12-J-005C** Intake Manifold Inspection/Replacement After Severe Engine Damage
- IB14-J-002** Oil in the Intake - Turbocharger Inspection
- IB16-J-002** Possible Causes for Engine Oil Diluted With Diesel Fuel
- IB18-J-001** Engine Noise and or Misfire
- 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, TAL 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 TAL, 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 TAL-Requested Assemblies for Failure Analysis

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

1. Verify the TAL case number matches up to the VIN of the vehicle and the serial number of the Engine and/or Transmission.
2. Drain the core, place it in the same plastic bag the new component arrived in. Securely fasten engine/transmission into shipping container. (For engines also include an oil sample.) Include a copy of all paperwork (RO and TAL case) inside the shipping container for return.
3. Paperwork will be received by Fax or E-Mail for shipment from Isuzu. This will include a prepaid Bill of Lading (BOL) and a copy of the TAL case.
4. When the package is ready for pick-up the dealer is to contact YRC Freight. YRC Freight contact information is listed in the BOL. Engines and transmissions need to be shipped within ten (10) days of filing warranty claims.
5. Contact Isuzu with the tracking number. Isuzu contact information is listed on the BOL and below.
 - Engines, 6L90 Transmission:
Maurice Bowie: 657-295-4011, Maurice.Bowie@isza.com
 - Transmissions, Aisin only:
Rodney Harada: 714-935-9321, Rodney.Harada@isza.com

IMPORTANT: Be sure to ship to proper destination, as requested on BOL to ensure prompt core credit.

IMPORTANT: Dealers should not under any circumstances submit for engine/transmission core credit (for a core collected by the TAL) 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 TAL case number in the TAL case number field.

Labor Operation	Description	Time Allowance
K7000	A/T Transmission Assembly – R&R	Refer to the Labor Time Guide
J1840	Engine Long Block Assembly – R&R	Refer to the Labor Time Guide