



**IMPORTANT SERVICE
INFORMATION FOR:**

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

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GROUP:
MISCELLANEOUS

SERIAL NUMBERS FOR WARRANTY CLAIMS

AFFECTED VEHICLES

- 2011-Current Isuzu Vehicles

INFORMATION

Beginning February 1, 2019, certain regular warranty claim submissions may require serial number information for replacement engines and transmissions. When required a Pop-up window will open (See Figure 1) requesting the serial number for the replacement part. Please enter the serial number from the new component and click the save button before continuing with the claim.

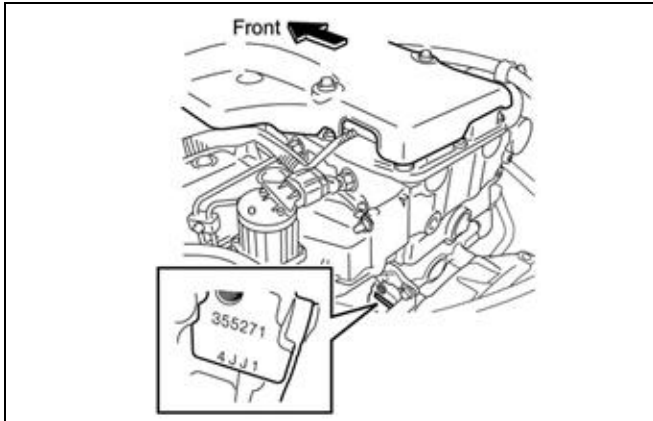
The screenshot displays the 'Truckworx Isuzu-birmingham' web application interface. The top navigation bar shows the user is logged in as '60110' on 'Nov 28, 2018'. The main content area is titled 'Regular Claim'. It contains several input fields for claim details: 'Vin (9 Or 17 Digits)', 'Labor OP' (set to 'J1840'), 'Trouble Code', 'R.O. No.', 'R.O. Open Date', 'R.O. Close Date', 'Mileage', 'Technician ID', 'TAL Case Number', 'Failed Part', 'Org. R.O. No.', 'Org. R.O. Date', and 'Orig. Mileage'. There are also checkboxes for 'Dealer Installed Part Claim?' and 'Non-Isuzu VIN?'. A 'Request Authorization' checkbox is at the bottom right. A 'Replacement Parts' table is visible with columns for 'Qty', 'Part Number', and 'Labor Code'. A 'Codes' table with 'Sublet Amount' and 'TOTALS' is on the right. A 'Supporting Documents' section with an 'Attach file' link is at the bottom left. A pop-up window titled 'Enter Serial Number - Internet Ex...' is overlaid on the form, prompting the user to 'Please enter the serial number for this replacement part.' It shows a 'Part Number' of '8980925250' and a 'Serial Number' input field. 'Save' and 'Cancel' buttons are at the bottom of the pop-up.

Figure 1

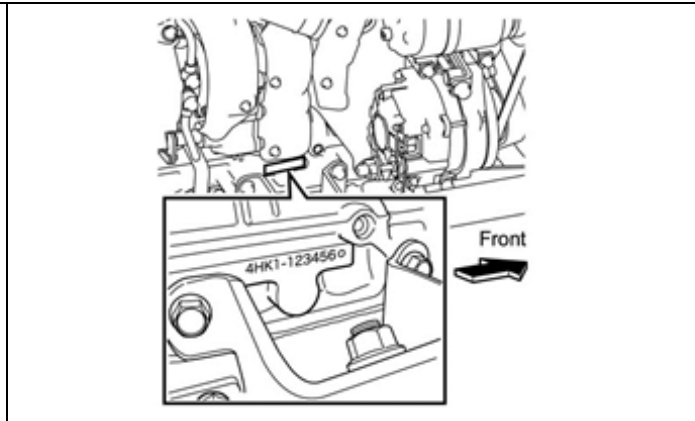
In order to prepare for this requirement, we recommend dealers implement the practice of recording serial numbers on the repair order for all replacement parts that have a serial number. In addition to engines, parts that commonly have serial numbers that Isuzu may request in the future include: transmissions, turbochargers, and alternators.

SERIAL NUMBER LOCATIONS

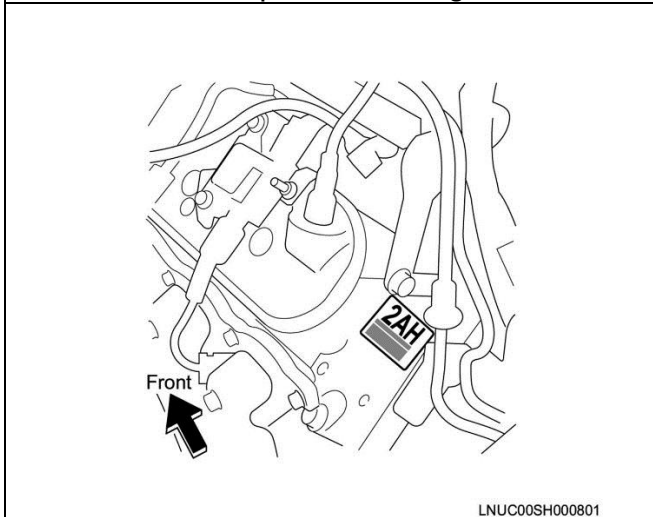
The images below show typical locations of serial numbers on engines and transmissions. If you are unable to find them as described below, additional information on serial number location is available in the appropriate model year's Owner's Manual, and in the Workshop Manual.



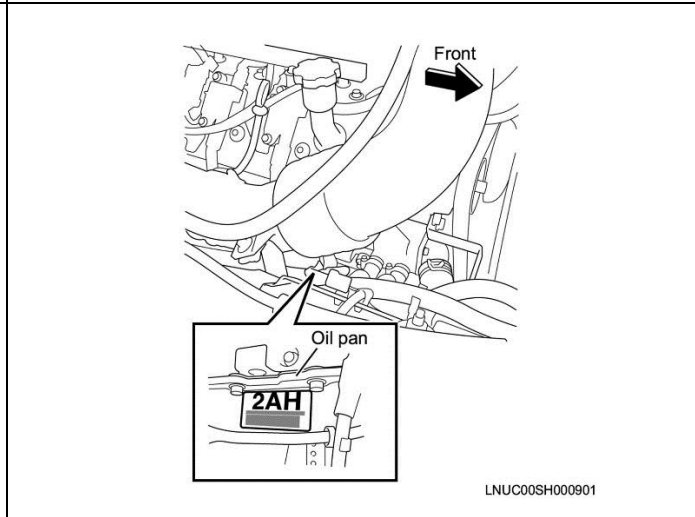
4JJ1: The engine number is stamped on the left-side rear part of the engine block.



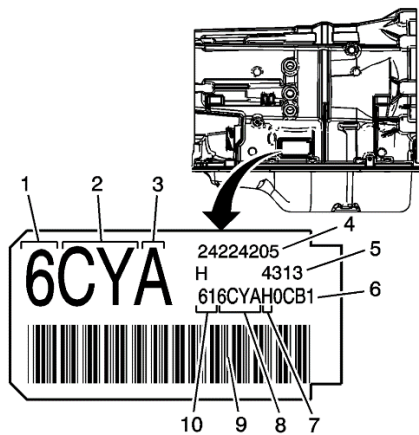
4HK1, 4HE1: The engine number is stamped on the right-side front part of the engine block.



6.0 Gas:
The engine serial number is located on the left-side rear part of engine block and the right-side front part of the oil pan.
Left-side Rear

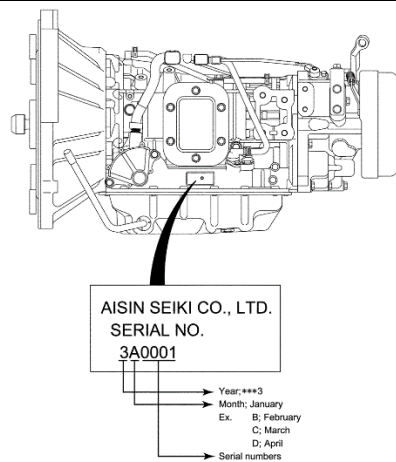


6.0 Gas:
Right-side Front



6L90, 4L80 Transmissions:
Legend

(6) Sequential Serial Number



A450, A460, A465 Transmissions:
 Located on left side