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

BULLETIN NUMBER:
IB18-X-001B

ISSUE DATE:
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GROUP:
MISCELLANEOUS

ISUZU DTC ANALYZER (IDA) – PILOT PROGRAM INTRODUCTION

AFFECTED VEHICLES

- 2011-2020MY Isuzu N-Series Vehicles Equipped with 5.2L Diesel Engines
- 2011-2018MY Isuzu N-Series Vehicles Equipped with 3.0L Diesel Engines
- 2018-2020MY Isuzu FTR Vehicles

This bulletin supersedes information bulletin IB18-X-001A. This bulletin is being revised to extend the pilot program period. Please discard previous bulletin IB18-X-001A.

INFORMATION

WHAT IS IDA?

IDA is a pilot diagnostic program which analyzes DTCs (currently 29) and provides quick and easy to understand repair solutions. Utilizing data captured during an Isuzu Mimamori ECU (Health Report) download and accessible from www.IsuzuTruckService.com, Isuzu dealer technicians will be able to click the IDA tab and the analyzed DTCs for their dealerships. Each analyzed DTC will have a recommended repair or procedure.

Detailed instructions for using IDA are included in this bulletin.

HOW CAN DEALERS HELP ISUZU IMPROVE IDA?

It is vital to Isuzu to evaluate the performance of this pilot tool. Therefore, IDA also includes a feedback process. The feedback provided during the pilot program will determine IDA's effectiveness and also help improve the IDA program. Completing the feedback portion of the IDA process after repairing a vehicle is an integral part of utilizing IDA and must be done for each IDA suggested repair.

HOW LONG WILL IDA BE AVAILABLE AND WHEN SHOULD DEALERS USE IT?

The pilot program's initial one year period has been extended. Please continue utilizing IDA as much as possible until further notice. Isuzu Commercial Truck of America is requesting Isuzu dealers to use IDA for all DTC related repairs on vehicles that are still under warranty. When making a repair suggested by IDA, please print a copy of the IDA suggested repair and attach it to the repair order. If this recommendation does not

repair the vehicle, Isuzu will reimburse the dealer for performing the suggested repair. Complete the feedback process within IDA before submitting a claim. Submit all documentation with the claim. Failure to provide details will delay claim payments.

NOTE: Do not use IDA on vehicles that are "out of warranty." As a pilot program Isuzu cannot guarantee the results will always lead to a correct repair. "Out of Warranty" vehicles should be diagnosed properly by the dealer technician to ensure the correct repair is made the first time.

This pilot program may end at any time based on the sole discretion of Isuzu.

SERVICE PROCEDURE

DIAGNOSE A DTC

1. Perform an Isuzu Health Report Download. If the synchronization process was not completed, connect to the internet and complete the synchronization process. The vehicle's data will be reflected on IDA within 10 minutes of synchronization.

Note: The IDA program ***cannot*** analyze ***any*** DTCs unless the health report has been synchronized for that vehicle. Health report data older than 30 days will be omitted from the IDA program.

Note: Record the vehicle's current ECM and SCR (DCU) Calibration part numbers on the Repair Order.

2. Log into Isuzu Truck Service (www.IsuzuTruckService.com).
3. Click on the "IDA" tab located in the menu at the top of the screen. (See Figure 1) IDA is also accessible from the dropdown menu of the "Service" tab.

Advice: If internet is available, utilize the same device that you used to perform the health report to access IDA.

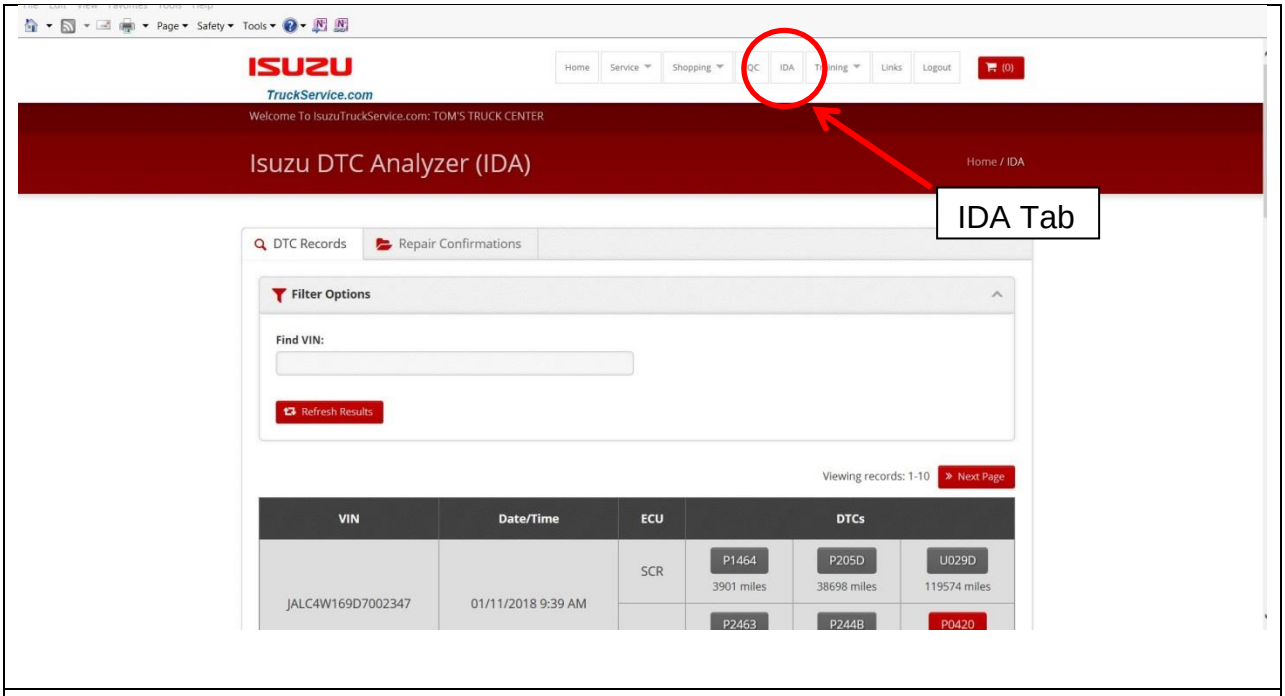


Figure 1

4. After the IDA page loads, locate vehicles with recently synchronized Health Reports by entering the 17 digit VIN and clicking “Refresh Results” or by scrolling down through all the VINs that have been associated with your dealership.(See Figure 2)

Advice: To more easily enter data into IDA when using the IDSS Tablet, toggle the “Keyboard” button as necessary.

Note: DTCs are separated by module type (ECM or SCR) and color-coded to reflect status. Refer to Chart 1 for each color’s meaning.

Note: DTCs are labeled with the mileage when the code was set. An analysis will not be available for any DTC that was set more than 2000 miles earlier.

IMPORTANT: *If all reporting DTCs are grey, IDA is not able to provide a diagnosis. Continue diagnosis by following the DTC diagnostic chart in the appropriate service manual.*

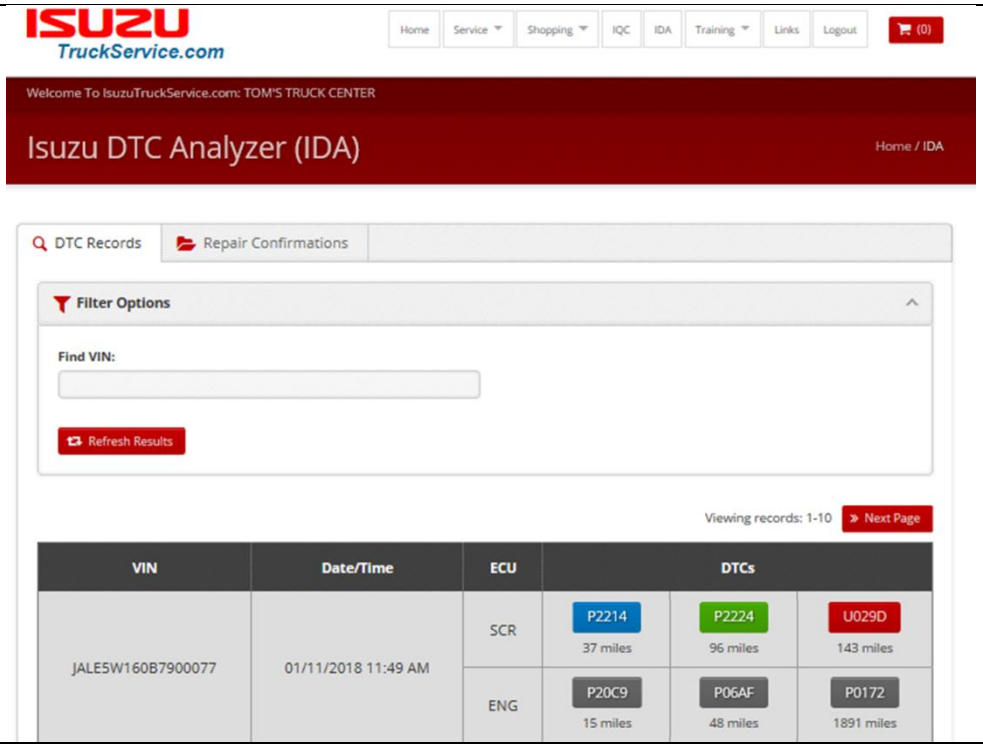


Figure 2

Grey	Not Supported or Older than 2000 miles
Red	Not User Reviewed
Blue	User Reviewed
Green	User Reviewed and feedback given

Chart 1

Important: *Before clicking on a DTC "button" you should still perform a preliminary diagnosis to determine which DTC is the primary cause of fault. Not all "red" DTCs necessarily need to be diagnosed or repaired. When determining which DTC is the primary DTC, you should consider the customer's complaint, the vehicle's performance, past repairs, etc. Also, perform a search for Isuzu Bulletins that address the same concern.*

5. Click on the desired "red" DTC button. Enter the Repair Order Number in the "Pop-up" that appears. (See Figure 3) If requested, also enter the SCR (DCU) Calibration Number that was recorded earlier. (See Figure 4) Then click "Continue."

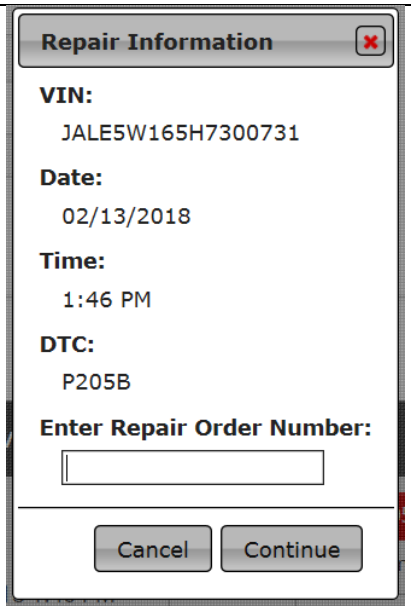


Figure 3

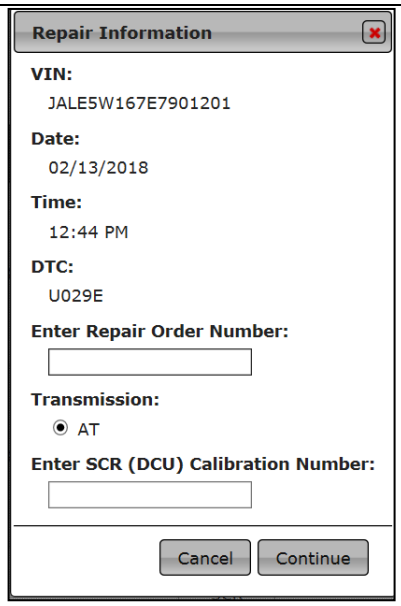


Figure 4

6. Perform the suggested repair or procedure. (See Figure 5) As part of this process, you should verify that the repair or procedure was effective in eliminating the cause of the DTC.

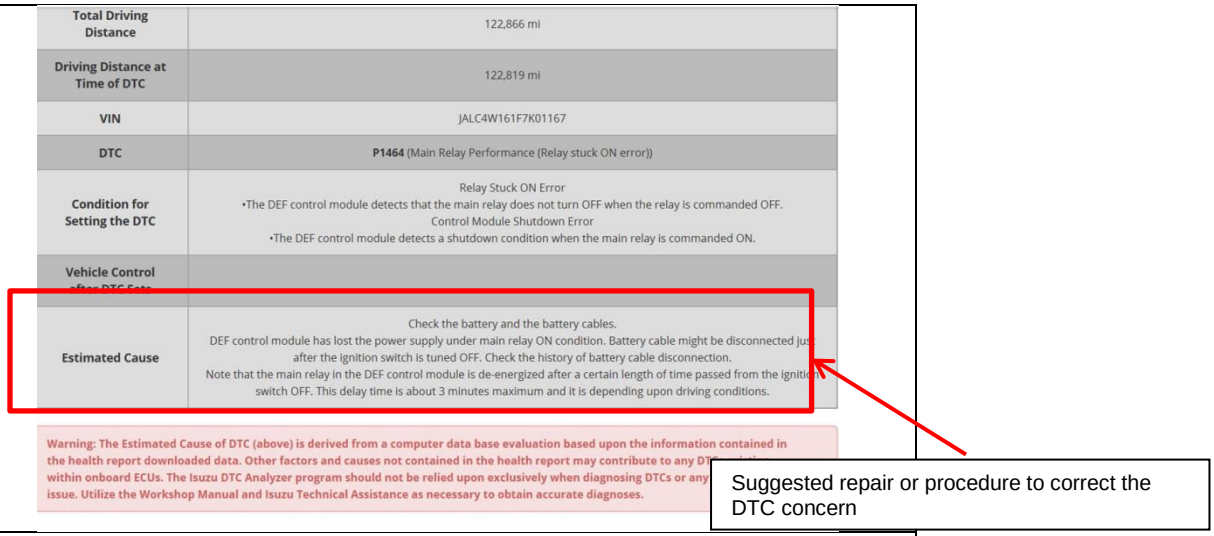


Figure 5

PROVIDING IDA FEEDBACK

Important: Because the IDA system is a pilot program, Isuzu will be relying on receiving accurate information regarding the success rate of the developed Estimated Cause and procedures. Furthermore, accurate feedback will allow Isuzu to make the necessary corrections to the IDA database in order to have a more effective and reliable tool.

1. Again, log into Isuzu Truck Service (www.IsuzuTruckService.com).
2. Click on the "IDA" tab located in the menu at the top of the screen. (See Figure 1) IDA is also accessible from the dropdown menu of the "Service" tab.
3. After the IDA page loads, locate the vehicle you repaired by entering the VIN in the "Find VIN" box and clicking "Refresh Results". (See Figure 2)

Advice: To more easily enter data into IDA when using the IDSS Tablet, toggle the "Keyboard" button as necessary.

4. Click on the DTC button for which you are providing feedback. The DTC button should be blue, indicating that it was previously reviewed.
5. Select the statement that most accurately reflects whether or not the information provided by IDA repaired the vehicle. (See Figure 6) If additional selections "pop up" please chose the most appropriate option. If a text box "pops up", type in a description of the work performed that actually repair the vehicle.

Important: It is critical that this feedback be completed accurately. Please enter accurate and detailed information in any text boxes that "pop up" describing what repair ultimately fixed the vehicle.

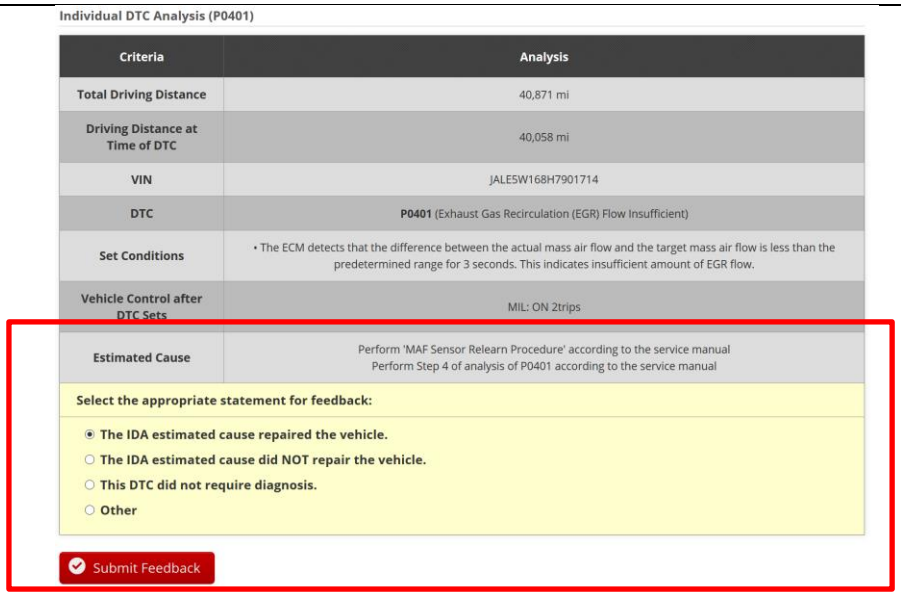


Figure 6

6. Click the “Submit Feedback” button.

Note: Once the feedback has been answered and submitted the DTC button for that code will turn green to indicate that the process is complete.

WARRANTY INFORMATION

Refer to bulletin IB10-X-004I to submit for reimbursement for performing a Mimamori ECU (Health Report) Download.

Submit a warranty claim after completing the suggested repair. Attach a copy of the IDA estimated cause page as evidence for repair direction. Failure to provide a copy of the estimated cause page will delay claim payments.