



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB19-L-001

ISSUE DATE:
JULY 2019

GROUP:
FUEL & EXHAUST



CV

CUSTOMER SATISFACTION CAMPAIGN

FTR FUEL TANK STRAP TORQUE (V1903)

AFFECTED VEHICLES

- 2018-2020MY Isuzu FTR Vehicles Wholesaled Before June 13, 2019 and Equipped with RPO Code EHC (100 Gallon Fuel Tank)

INFORMATION

CONDITION

In some 2018-2020MY Isuzu FTR trucks, the 100 gallon fuel tank mounting straps may not be tight enough to hold the fuel tank firmly in place. In this condition, the fuel tank may move relative to the mounting brackets during vehicle operation.

CORRECTION

Isuzu dealers will re-torque the fuel tank straps to a higher specification to ensure the fuel tank does not move during vehicle operation. This service will be performed **free of charge**.

VEHICLES INVOLVED

Involved are certain Model Year 2018-2020MY Isuzu FTR Vehicles Wholesaled Before June 13, 2019, and equipped with RPO Code EHC (100 Gallon Fuel Tank).

NOTE: It is not necessary to open a TAL case or generate a health report in order to submit a warranty claim.

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

PARTS INFORMATION

Parts orders may be placed with American Isuzu Parts Distribution Network (AIPDN). Please refer to your “involved vehicles listing” before ordering parts. Normal (non-emergency) orders should be placed on a Stock Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Quantity
2-905P0-000-0	P-80 EMULSION TEMP RUBBER ASM LUBE	1

SERVICE PROCEDURE

1. Apply the parking brake and block the rear wheels.
2. Remove the fuel line tie strap. (See Figure 1.) Save the tie strap to reuse.

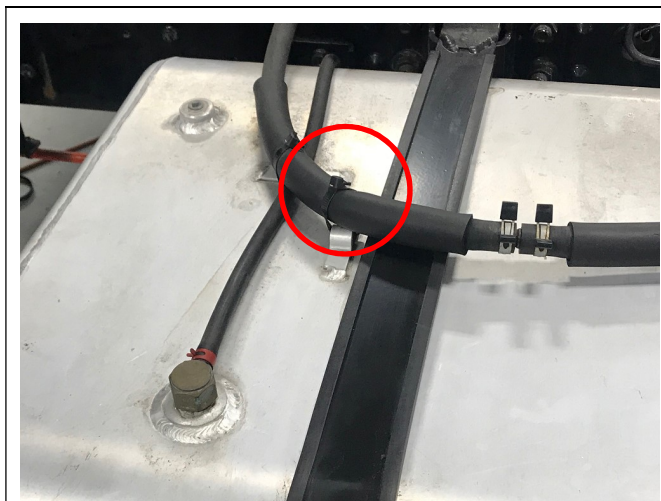


Figure 1

3. On the underside of the fuel tank, use a wire brush to remove any corrosion or debris from the exposed threads of both fuel tank strap fastener studs. (See Figure 2.) Spray the threads with a penetrating oil or lubricant, such as WD40 as necessary.

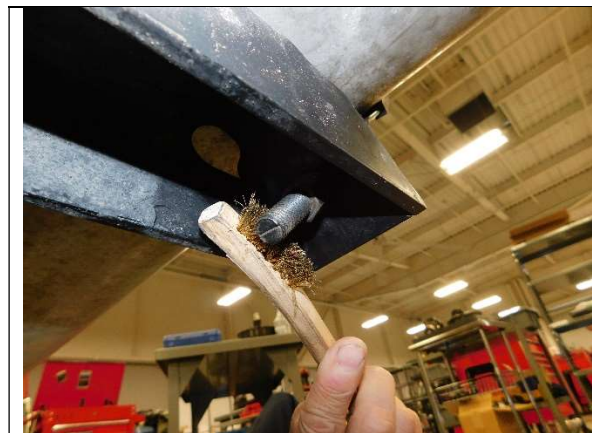
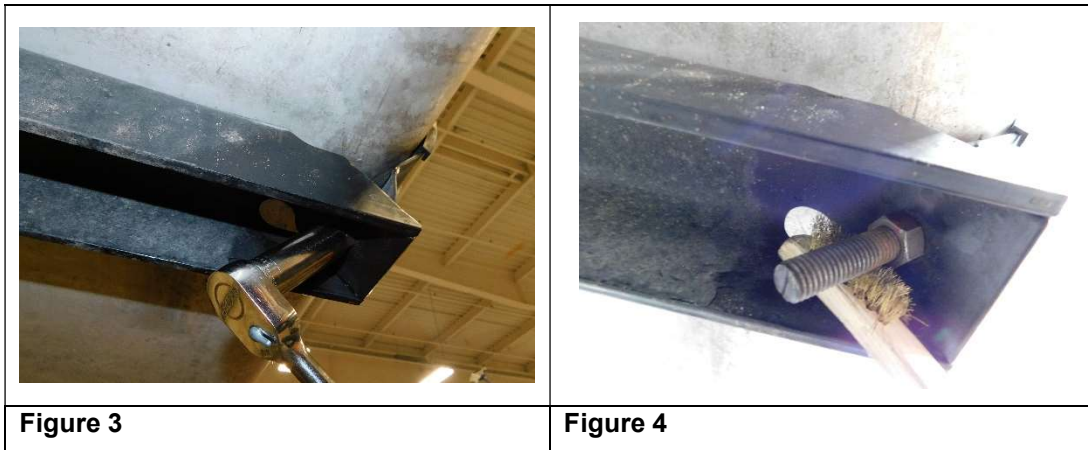


Figure 2

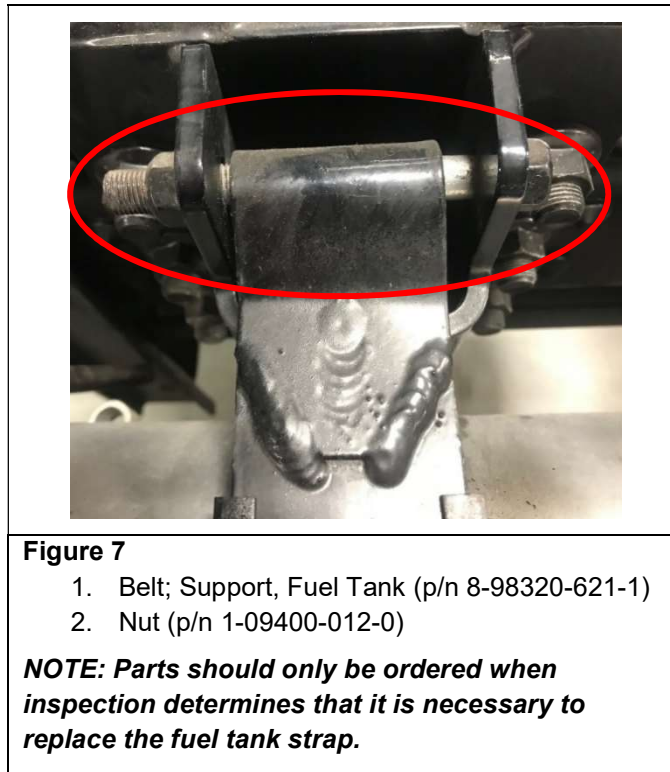
4. Remove the outer jam/lock nuts on both strap studs. (See Figure 3.) Then use a wire brush to remove any remaining corrosion from the newly exposed threads. (See Figure 4.)



5. Remove the inner nuts from both strap studs and pull the strap stud out of the mounting bracket.
6. Use a wire brush to remove any remaining corrosion from each strap stud. Thoroughly clean both strap studs and nuts with brake cleaner and wipe dry with a clean, dry shop towel or rag.
7. Inspect the fuel tank strap studs and the rubber side of the straps.
 - a. Visually check each strap stud "T" end where it attaches to the strap. This area should be free of debris and a painted coating should be present. (See Figures 5 and 6.)
 - i. If the strap stud "T" end is OK as shown in Figure 5, proceed to inspection step b, just below.
 - ii. If the strap stud "T" end is NOT OK as shown in Figure 6, the strap and the nuts that were installed on it **must** be replaced. Proceed to Step 8.
 - b. By hand, turn both nuts (that were removed in Steps 4 and 5) all the way on and off each strap stud. Do not use tools.
 - i. If a nut cannot be turned all the way on and off by hand - the strap and the nuts that were installed on it, **must** be replaced. Proceed to Step 8.
 - ii. If a nut can be turned all the way on and off the stud by hand on each strap, proceed to Step 9.
 - c. Visually check the rubber side of the straps. If there is any tearing, swelling or damage, the strap(s) **must** be replaced. Proceed to Step 8.



8. **FOR REPLACING STRAPS ONLY:** When replacing a fuel tank strap, remove the nut from the bolt where the upper portion of the strap attaches to the frame. (See Figure 7.) Slide the bolt out of the bracket and completely remove the strap. Put a new strap in place and install the upper bolt and nut. Temporarily hand tighten the bolt and nut.



9. Make sure both fuel tank strap studs are removed from their mounts. Lift the rear strap completely up and lift the front strap up and forward (there will be slight tension on the fuel line). (See Figure 8.)



Figure 8

10. Moisten a shop towel with water. Use the wet shop towel to wipe any debris, grease, oil, fuel or any other contaminants from the rubber back side of the fuel tank straps. For the area of the fuel tank where the straps ride, use brake cleaner and a dry shop towel. Ensure that all brake clean residue is wiped off.

CAUTION: Do not use any other cleaning products or solvents to clean the fuel tank straps or the fuel tank itself.

11. Remove the cap and cut open the tip of the P-80 Rubber Assembly Lubricant tube. Apply one bead onto the fuel tank directly under each fuel tank strap. (See Figures 9 and 10.)

CAUTION: P-80 Rubber Assembly Lubricant dries quickly. Immediately complete the following procedure.



Figure 9

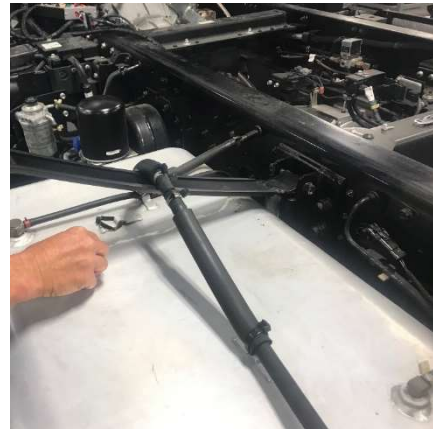


Figure 10

CAUTION: Do not allow the P-80 Rubber Assembly Lubricant to come into contact with the fuel tank strap studs or nuts; immediately clean the studs and/or nuts with brake cleaner and a clean, dry shop towel or rag. The fuel tank strap studs and nuts must be clean before tightening.

12. Using a clean, paint-type brush, spread the P-80 Rubber Assembly Lubricant onto the tank area where the rubber of the fuel tank straps contacts the fuel tank. (See Figures 11 and 12.)



Figure 11



Figure 12

13. Install both fuel tank strap studs back onto the mounts, turning the inner nuts onto both strap studs. Ensure that the fuel tank straps lay on top of the area where the P-80 Rubber Assembly Lubricant was applied.

CAUTION: P-80 Rubber Assembly Lubricant dries quickly. Immediately complete the following tightening procedure.

14. Completely turn the inner nut on each strap stud until hand tight. Beginning at the front strap, alternately tighten each inner nut to the four (4) torque specifications below. (See Figure 13.)

Step 1 – Tightening Torque: 20 N•m (15 lb ft).

Step 2 – Tightening Torque: 25 N•m (18 lb ft).

Step 3 – Tightening Torque: 30 N•m (22 lb ft).

Step 4 – Tightening Torque: 37.5 N•m (28 lb ft).



Figure 13

15. Completely turn the outer jam/lock nuts on the strap studs until hand tight. While holding the inner nut in position with a wrench, be sure not to overtighten the fuel tank strap. Tighten the outer jam/lock nuts to the specified torque. (See Figure 14.)

Tightening Torque: 55 N•m (41 lb ft).

If a fuel tank strap was replaced, torque the bolt and nut where it attaches at the frame to the specified torque. (See Figure 7.)

Tightening Torque: 46 N•m (34 lb ft).



Figure 14

16. Reattach the tie strap (that was removed in Step 2) to hold the fuel line in place.
17. Proceed to Applying the Campaign Label.

APPLYING THE CAMPAIGN LABEL

18. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number (V1903), Isuzu dealer code, and repair date.
19. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Submit only **one** claim as indicated below.

NOTE: It is **not** necessary to open a TAL case or generate a health report in order to submit a warranty claim.

Labor Code	Description	Labor Hours
V1903	FTR Fuel Tank Strap Torque	0.4
	ADD: Replacement of Fuel Tank Strap	0.1

**Includes 0.1 hours for administrative allowance*

DEALER RESPONSIBILITY

All unsold vehicles in dealers' possession and subject to this customer satisfaction campaign must be held and inspected/repared per the inspection and service procedures of this customer satisfaction 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 customer satisfaction campaign enters your vehicle inventory, or is in your dealership, you must take the steps necessary to be sure the correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

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

CUSTOMER SATISFACTION CAMPAIGN

This notice applies to your vehicle, <VIN>

JULY 2019

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 2018-2020MY Isuzu FTR vehicles equipped with RPO Code EHC (100 Gallon Fuel Tank). Your <Year> model year Isuzu <Vehicle_Series>, VIN <VIN>, is involved in this campaign.

WHAT IS THE CONDITION?

In some 2018-2020MY Isuzu FTR trucks, the 100 gallon fuel tank mounting straps may not be tight enough to hold the fuel tank firmly in place. In this condition, the fuel tank may move relative to the mounting brackets during vehicle operation.

WHAT WE WILL DO

Isuzu dealers will re-torque the fuel tank straps to a higher specification to ensure the fuel tank does not move during vehicle operation. This service will be performed **free of charge**.

WHAT YOU SHOULD DO

We recommend you contact your Isuzu dealer as soon as possible 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 CB19-L-001. We estimate this service may take approximately 25 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.

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.

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