



**IMPORTANT SERVICE  
INFORMATION FOR:**

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

BULLETIN NUMBER:

**SB18-C-001A**

ISSUE DATE:

**SEPTEMBER 2019**

GROUP:

**GLASS AND INTERIOR**

## **DOOR WIND NOISE/WATER INTRUSION – IMPROVED DOOR SEAL AND ADJUSTMENT PROCEDURE**

### **AFFECTED VEHICLES**

- 2011-2018 MY Isuzu N-Diesel vehicles produced prior to 12/18/2017
- 2011-2018 MY Isuzu N-Gas vehicles produced prior to 2/15/2018
- 2018 MY Isuzu FTR vehicles produced prior to 3/1/2018

***This bulletin is being revised to update affected model years and supersedes bulletin SB18-C-001. Please discard bulletin SB18-C-001.***

### **INFORMATION**

#### **CONDITION**

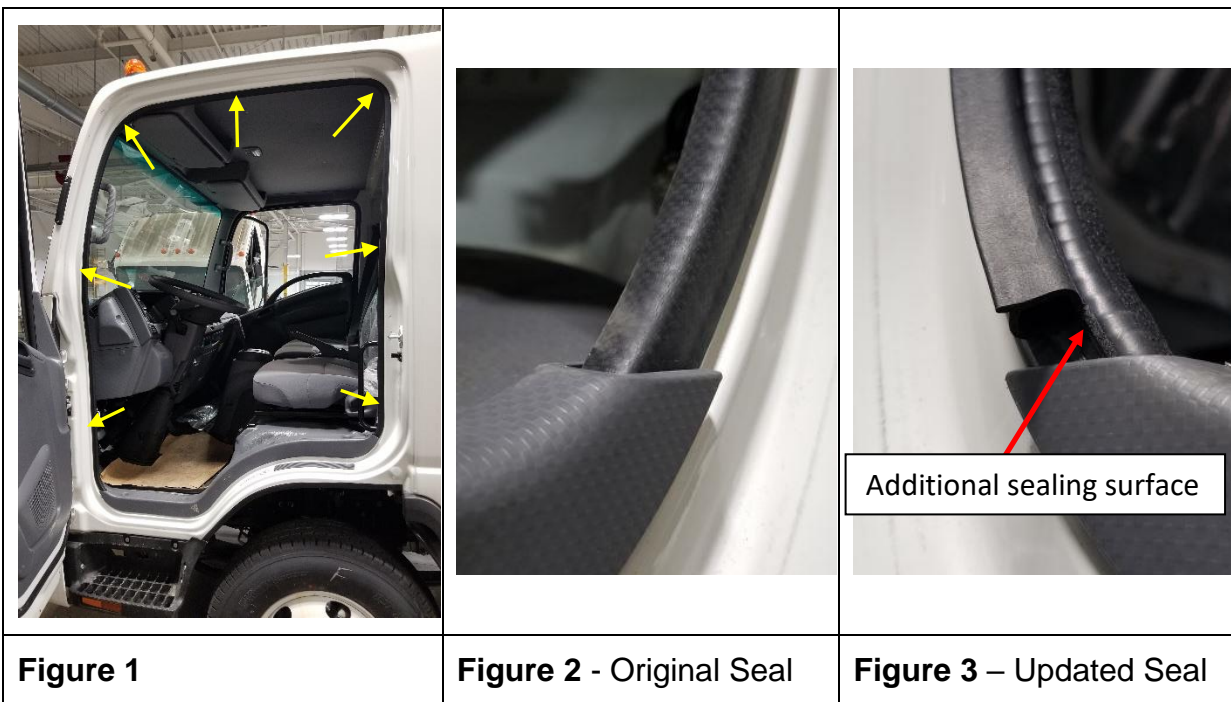
Some customers may complain about wind noise and/or water intrusion into the cab from the driver and/or passenger doors of the affected N-Series and FTR trucks.

To correct this condition Isuzu Commercial Truck of America, Inc. (ICTA) is offering a new door weather strip to improve sealing of the driver and passenger doors.

### **SERVICE PROCEDURE**

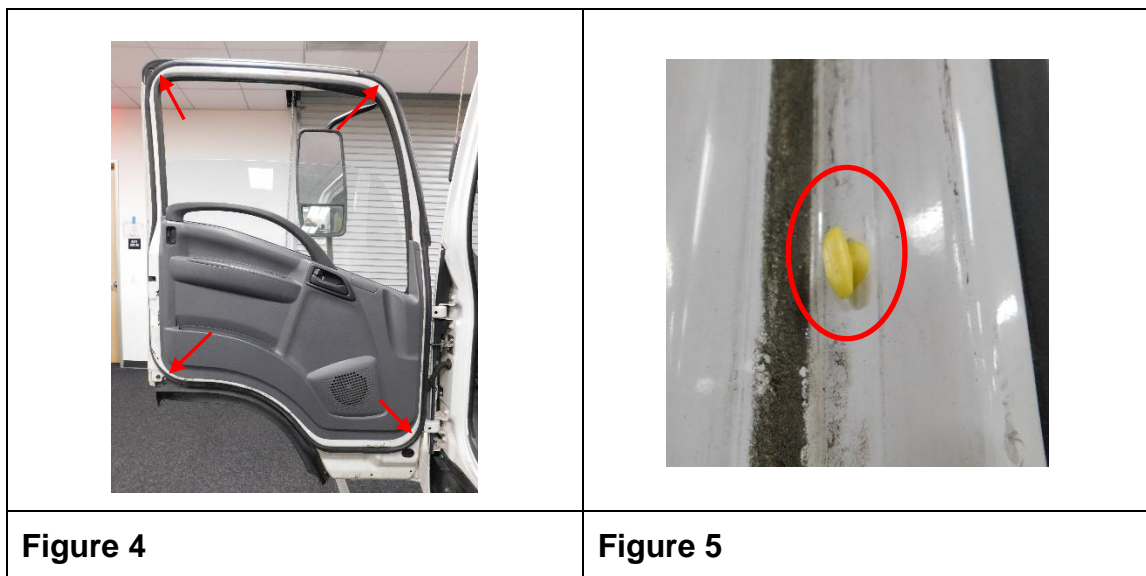
#### **WEATHER STRIP REMOVAL & INSTALLATION**

1. Prior to starting this service procedure, on single cab N-Series vehicles check the seal on the **cab side** of the door opening (See Figure 1) to determine if it is an original seal design or a previously offered revision. (See Figures 2 & 3.)
  - a. If the original seals are present as shown in Figure 2, continue to Step 2.
  - b. If the seals on the vehicle's **cab** are as those shown in Figure 3, replace them with the original designed **cab seal** and continue to Step 2.
  - c. If vehicle is an N-Series crew cab or FTR vehicle continue to Step 2.



Original Cab Side Seals		
Part Number	Description	Qty
8-98154-665-0	WEATHERSTRIP;FRT S/D,RH	As Necessary
8-98154-666-0	WEATHERSTRIP;FRT S/D,LH	As Necessary

2. Remove the side **door seal** shown in Figure 4 by pulling door seal from the door.
  - Using a trim panel tool or wire cutters remove mounting fasteners from door. (See Figure 5.)

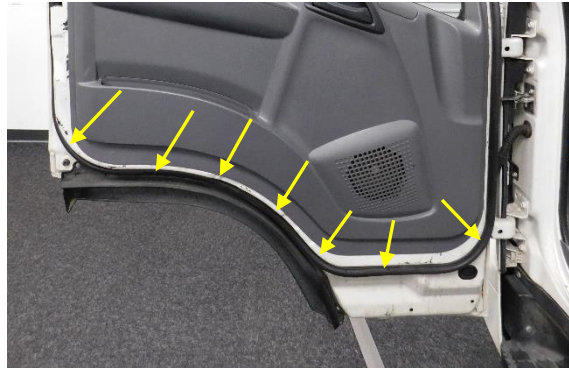


3. Wipe down seal mounting surface using a clean cloth.
4. Attach the new door seal:
  - Start at the top, outside corner, as shown by red arrow in Figure 6.

- Fasten the seal, working across the top of the door and working to the bottom – see yellow arrows in Figure 6.
- Go back to the top corner and connect the seal down the opposing side of the door, working towards the bottom.
- Now fasten the seal across the bottom, as shown by yellow arrows in Figure 7.



**Figure 6**

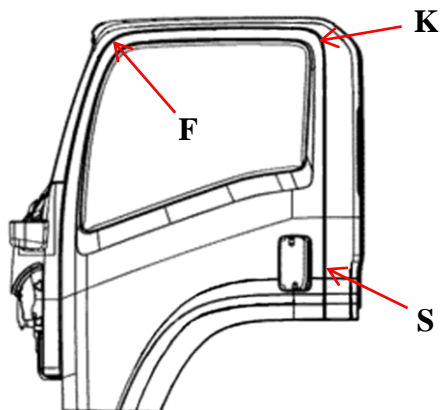


**Figure 7**

5. Repeat the procedure on the remaining door/s.

### DOOR ALIGNMENT INSPECTION

6. Measure the offset of the doors at the locations shown in Figure 8. Specifications are shown in Table 1. Measurements are made using two metric rulers as shown in Figures 9, 10 & 11.



**Figure 8** – Offset Measuring Sections S, F & K



**Figure 9** – Section F – Top front corner of door



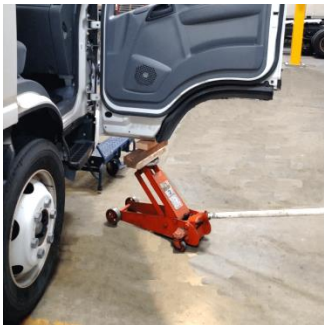
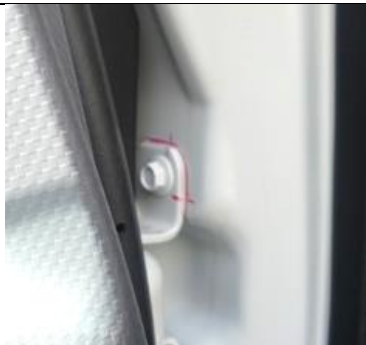
	
<b>Figure 10</b> – Section K – Top rear corner of door	<b>Figure 11</b> – Section S – Lower rear of door

TABLE 1		
Door Surface Offset Specifications		
Location	Measurement	
F	3.3mm	+/- 1.5mm
K & S	0.0mm	+/- 1.5mm

7. Close the door to ensure there is no binding and that the door closes correctly.
  - If the door's offset is in alignment and not binding, no further action is necessary.
  - If the door's offset is not aligned or binds and adjustment is necessary, proceed to Door Adjustment, Step 8.

## DOOR ADJUSTMENT

8. Open and support the door with a piece of wood using a floor jack. (See Figure 12.)
9. Using a grease pencil make an alignment mark for reference on the door hinge and front door panel. (See Figure 13.)

	
<b>Figure 12</b>	<b>Figure 13</b>

10. Loosen bolt Number 1 shown in Figure 14 using a 3/8" drive ratchet, a 1" long-3/8" drive extension, and a 12mm crow's foot. After the bolt is loose, remove the bolt using a 12mm wrench. Replace bolt Number 1 with a new bolt, the part number for which is provided on the last page of this bulletin.

**IMPORTANT: DO NOT TORQUE BOLTS UNTIL AFTER DOOR ALIGNMENT IS COMPLETED.**

11. Install the new bolt by hand tightening, and then secure the bolt with the same tools used to remove it earlier.

**NOTE: The bolts should be loose enough that the door/hinge can be moved but still tight enough that the assembly does not move freely.**

12. Repeat Steps 8 through 11 for bolts 2, 3, and 4. (See Figure 14.)

**NOTE: The gap between the top of the door and the cabin should be adjusted with the window down to prevent glass breakage.**

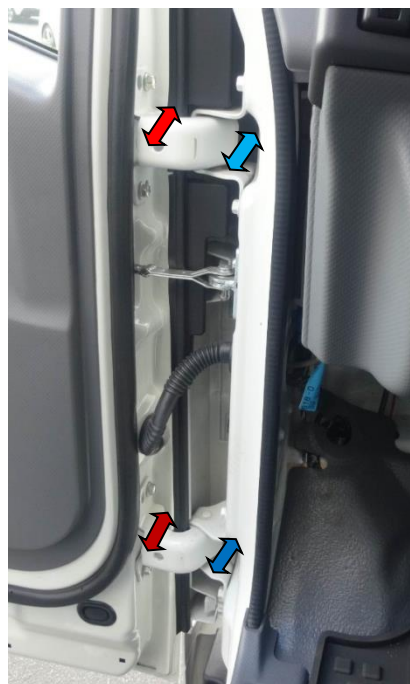
13. Adjust the doors.

- a. If the door protrudes from the body or is recessed into the body lines, adjust the door where the door hinge bolts to the door marked by red arrows in Figure 15.
  - Red arrows – moving the door away from the interior will raise the door from the cab when the door is closed.
- b. If the door is not centered in the door frame, adjust the door where the door hinge bolts to cab, marked by blue arrows in Figure 15.
  - Blue arrows – move the door in the direction needed to center the door in the door frame.

14. When the doors have been adjusted correctly, torque all the door bolts to the specified torque using a 3/8" drive torque wrench, a 1" long-3/8" drive extension, and a 12mm crow's foot. Tightening Torque - 21.6 N•m (15.9 lb•ft)



**Figure 14**



**Figure 15 - View from inside driver's door.**

## PARTS INFORMATION

The following part numbers are for revised seals and non-shouldered bolts. The non-shouldered bolts will allow slight movement so the door can be adjusted. Parts are to be obtained from AIPDN.



<b>Model</b>	<b>Part Number</b>	<b>Description</b>	<b>Qty</b>
N-Series	8-98484-919-0	WEATHERSTRIP;FRT S/D,RH	1
N-Series	8-98484-920-0	WEATHERSTRIP;FRT S/D,LH	1
N-Series	8-98486-845-0	WEATHERSTRIP;REAR S/D	2 (as needed)
FTR	8-98484-921-0	WEATHERSTRIP;FRT S/D,RH	1
FTR	8-98484-920-0	WEATHERSTRIP;FRT S/D,LH	1
ALL	8-98049-756-0	HINGE BOLT	16 (4 per hinge, 8 per door, as needed)

### WARRANTY INFORMATION

The following labor operation information is provided for warranty claim submission and applicable to vehicles still covered by the New Vehicle Warranty.

<b>Labor Operation</b>	<b>Description</b>	<b>Labor Time</b>
C1067	WEATHERSTRIP (DOOR SEAL), FRONT DOORS BOTH - ALIGN OR REPLACE	0.6
C1068	WEATHERSTRIP (DOOR SEAL) - BOTH WEATHERSTRIPS AND BOTH DOORS ADJUSTED	1.4
C1127	WEATHERSTRIP (DOOR SEAL)- REAR DOORS BOTH - CREW CAB - ALIGN OR REPLACE	0.6
C1128	WEATHERSTRIP (DOOR SEAL)- REAR DOORS BOTH - CREW CAB – REPL & ADJUST	1.4