



IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
WB18-J-001A

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GROUP:
ENGINE

NEW REQUIREMENTS FOR FTR RADIATOR LEAK CLAIMS

AFFECTED VEHICLES

- 2018-2021MY Isuzu FTR

This bulletin supersedes service bulletin WB18-J-001. This bulletin is being revised to update affected model years. Please discard previous bulletin WB18-J-001.

INFORMATION

This bulletin describes certain additional requirements when submitting a warranty claim for radiator leaks (Labor Operation Codes J3080 or J3100 and Parts Warranty) on 2018-2021MY Isuzu FTR vehicles.

REQUIRED INFORMATION

All radiator leak warranty claim submissions **must** include digital photographs of the following items:

- Manufacturer Label (Figure 1 indicates the location of the label, Figure 2 shows an example photograph of the label with the lot number clear and legible)
- Leak Location (Figure 3 is a radiator removed from a vehicle, Figure 4 is an example of the type of leak picture desired)



Figure 1- Manufacturer Label Location.



Figure 2 – Manufacturer Label

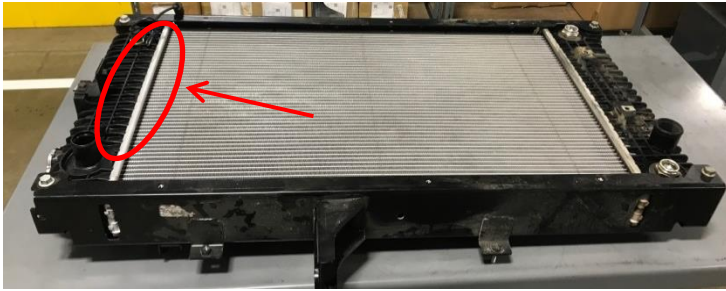


Figure 3 – Example Leak Location

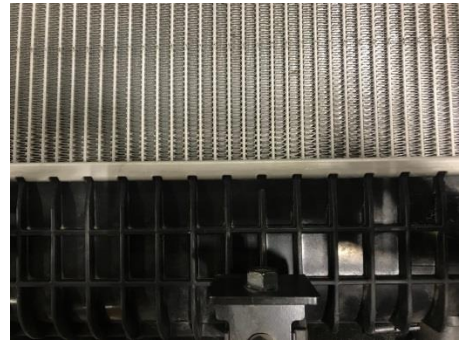


Figure 4 – Example Leak Picture

NOTE: All photographs should be clear and legible.

CLAIM SUBMISSION

Dealers may submit an additional 0.3 Hours of labor for the time necessary to take these photographs and attach them to the claim.