



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
IB19-X-002A

ISSUE DATE:
JULY 2020

GROUP:
MISCELLANEOUS

REPLACEMENT VIN LABELS

AFFECTED VEHICLES

- 2008MY - Current Isuzu Commercial Vehicles

This bulletin supersedes information bulletin IB19-X-002. This bulletin is being revised to update the order form. Please discard previous bulletin IB19-X-002.

INFORMATION

Replacing the adhesive Vehicle Identification Number (VIN) labels located on the driver's side door jamb may be necessary when significant collision repairs have been performed or the labels have been otherwise damaged. Since these VIN Labels are unique to each vehicle, they must be individually created by Isuzu using special equipment and materials. We have created a new streamlined procedure for obtaining these labels.

PROCEDURE

IMPORTANT: Because of the potential for fraud and the serious consequences of mislabeling vehicles, it is critical to closely adhere to every step of the following procedures. Failure to follow these procedures properly may result in a rejected VIN label request.

NOTE: If a vehicle has been reported to the Secretary of State of the registering State as non-road worthy (example: a "salvage" title) labels will not be issued. The condition of each vehicle that is the subject of a VIN request will be determined through the use of the Carfax® service.

1. A digital photograph of the requested VIN must be taken. The VIN is stamped onto the outer frame rail at the right-front of the vehicle. (See Figure 1.) The photograph should be clear and legible enough that the individual digits of the VIN can be clearly made out. (See Figure 2.)

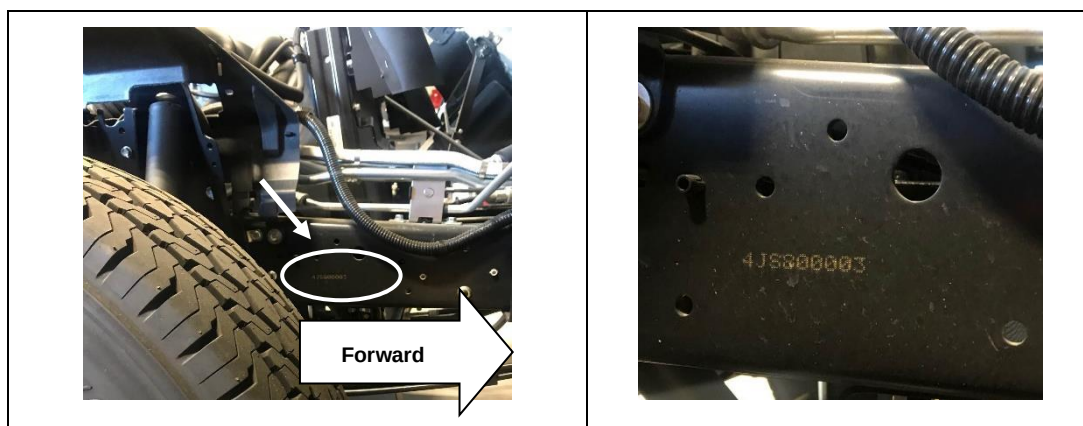
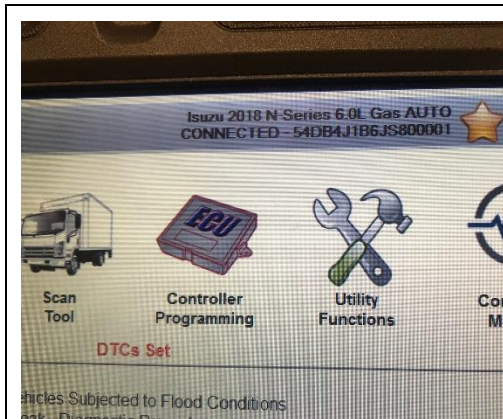
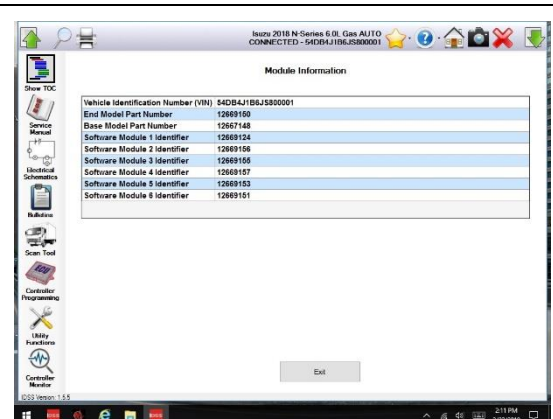


Figure 1**Figure 2**

2. A screenshot digital photograph of the VIN as it appears programmed into the ECM from IDSS must be taken. (See examples in Figures 3 and 4.) Any screen on which the VIN appears on IDSS when it is connected to the vehicle is sufficient.

**Figure 3****Figure 4**

3. Complete the form provided below. All spaces must be filled out in legible print and the form **must** be signed by a member of dealership management.
4. Attach the digital photographs taken in Steps 1 and 2 and a scanned copy of the order form to an email. This email is to be sent to: Distribution@ICTA-US.com. The subject matter of the email should state "VIN Label Request". The body of the email must contain the name of your dealership, your dealer code, the year and model of the vehicle the labels are being requested for, the full VIN of the vehicle, and an explanation why the VIN labels are needed.
5. Please allow 3 – 5 days for processing. Once the request has been processed and approved, the VIN label package will be sent by overnight shipping. A nonrefundable \$75.00 charge for the label package, processing, shipping and the Carfax® report will be invoiced through your Dealership's Open Parts Account.
6. You will receive a VIN label package consisting of the two (2) labels (See Figure 5), a clear protective sheet, and complete installation instructions. Affix the labels per the provided label installation instructions (also included below). If the vehicle is not immediately available to affix the labels, return the labels to ICTA at the following address:

ICTA
1400 S Douglass Rd Suite 100
Anaheim, CA 92806
Attention: Distribution Department

	INCOMPLETE VEHICLE MFD BY / VÉHICULE INCOMPLET FABRIQUÉ PAR SPARTAN MOTORS CHASSIS INC UNITED STATES/ÉTATS-UNIS 11/2018 THIS VEHICLE IS AN INCOMPLETE VEHICLE /LE VÉHICULE EST UN VÉHICULE INCOMPLET.	
	GVWR/PMBV: 11,770 KG (25,950 LB) GAWR/PMBE: 4,990 KG (11,000 LB) (FRONT/AV.) 255/70R22.5 TIRES/PNEU 22.5X8.25 RIMS/IAUTE 830KPA(120PSI), COLD TIRE PRESSURE/PRESSION À FROID GAWR/PMBE: 8,610 KG (19,000 LB) (REAR/ARR.) 255/70R22.5 TIRES/PNEU 22.5X8.25 RIMS/IAUTE 830KPA(120PSI), COLD TIRE PRESSURE/PRESSION À FROID DUAL/DOUBLE GCWR/PMBG: 13,605KG(30,000LB)	
	VIN/NIV: 54DLFS160LSG00004	
	TYPE: TRU/CAM	
	VEHICLE EMISSION CONTROL INFORMATION /INFORMATION DE CONTRÔLE DES ÉMISSIONS DE VÉHICULES	
	THIS VEHICLE COMPLIES WITH U.S. EPA AND CALIFORNIA REGULATIONS FOR 2020 HEAVY-DUTY VEHICLES. /CE VÉHICULE EST CONFORME AUX RÈGLEMENTS DE L' EPA DES ÉTATS-UNIS ET DE LA CALIFORNIE RELATIFS AUX VÉHICULES UTILITAIRES LOURDS DE 2020.	
	VEHICLE FAMILY CODE: L6ZK2VOCVMHD /CODE DE FAMILLE DE VÉHICULES	
	REGULATORY SUB CATEGORY /SOUS-CATÉGORIE DE RÉGLEMENTATION: VOCATIONAL VEHICLES ABOVE 10,500 POUNDS AND AT OR BELOW 33,000 POUNDS GVWR /VÉHICULES SPÉCIALISÉS EXCÉDANT 4,765 KG PMBV ET ÉGAL OU INFÉRIEUR À 14,988 KG PMBV	
	EMISSION CONTROL IDENTIFIERS: LRRA /IDENTIFICATEUR DE CONTRÔLE DES ÉMISSIONS	
	<div style="text-align: center;"> ISUZU </div> <div style="text-align: right;"> 8975226000 </div>	

Figure 5 – Sample VIN Label

VEHICLE IDENTIFICATION NUMBER (VIN) LABEL ORDER FORM

IMPORTANT – PLEASE READ FIRST

Make a copy of this form; complete all information, scan and attach to an email. Send the email to: Distribution@ICTA-US.com.

ISUZU

TO BE FILLED OUT BY DEALER

VIN:

MILEAGE:

REASON FOR REPLACEMENT:

☐	VIN LABELS MISSING (EXPLANATION REQUIRED)
☐	VIN LABELS DAMAGED (COLLISION REPAIRS, SCRAPED OFF, PAINTED OVER)
☐	OTHER (EXPLANATION REQUIRED)
☐	Explanation: _____

DEALER CODE:

DEALER NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** ____ **ZIP** _____ **TEL:** (____) _____

The below signatory hereby attests that all provided information is accurate and that the supplied VIN labels will be properly affixed to the actual vehicle that lawfully has been assigned the Vehicle Identification Number printed thereon. Furthermore, by signing below, the signatory thereby fully releases and agrees to hold harmless and indemnify Isuzu Commercial Truck of America, Inc. and all related Isuzu entities from any criminal or civil liability that may attach as a result of the improper, illegal, or fraudulent use of the supplied VIN labels.

Signature (Must be a member of dealership management)

Date

Printed Name

Position

LABEL INSTALLATION

PREPARATION

Notice: The parts, vehicle, and ambient temperature must be between 60°F and 90°F for optimum installation.

- 1) Clean the entire driver's side rear door jamb area (Figure 1), where the label will be affixed. Wipe the application area with a solution of one part isopropyl alcohol diluted with one part water. Immediately dry the installation area using a clean dry, lint free cloth.

IMPORTANT:
Verify the vehicle's VIN matches the VINs on both labels (Figure 2). Do not affix the labels if the VINs do not match.



Figure 1



Figure 2

INSTALLATION

- 1) Peel the Bar Code VIN Label off the backing and affix it centered left to right on the body door jamb above the door striker (Figure 3). Use a squeegee to remove any air pockets.

Note: The bottom of the VIN Bar Code label should be approximately 3/4" from the top of the door striker (Figure 4).



Figure 3



Figure 4

- 2) Fold back the excess backing from the remaining VIN label and expose about 1/2" of the adhesive (Figure 5).
- 3) Carefully position the VIN label about 1/2" below the door striker centered left to right on the body door jamb (Figure 6). Remove the remaining backing and completely affix the label.

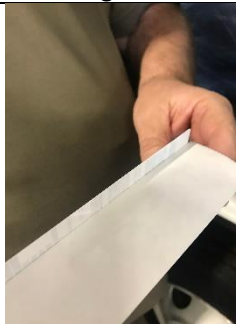


Figure 5



Figure 6

- 4) Use a squeegee to remove any air pockets (Figure 7).
- 5) Remove half of the backing from the clear plastic label protector (Figure 8).



Figure 7



Figure 8

- 6) Carefully place the clear plastic label protector over the lower VIN label (Figure 9). Remove the remaining backing from the protector and affix it in place.

Note: The clear plastic protector should completely cover the lower, larger VIN label.

- 7) Use a squeegee to remove any air pockets (Figure 10).



Figure 9



Figure 10

- 8) The completed VIN label installation is shown in Figure 11.



Figure 11