



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:

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GROUP:

MISCELLANEOUS

NEW MODEL ENGINEERING EVALUATION PROGRAM

AFFECTED VEHICLES

- 2022MY Isuzu FTR, FVR Vehicles

INFORMATION

IMPORTANT: This service bulletin is not applicable to Isuzu Commercial Truck of Canada dealers.

Product teams continually seek valuable information for product quality and engineering improvements. For the new 2022 model year FTR, Isuzu Commercial Truck of America, Inc. (Isuzu) will be strictly monitoring complete vehicle performance and reliability. ***Prior to repairing any 2022MY Isuzu FTR***, dealers are asked to call the Isuzu CV Technical Assistance Center (TAC) to provide detailed failure and diagnostic information and to confirm the proposed repair method. When the dealer closes the TAC case, any necessary claim authorization or submission direction will be provided.

Isuzu CV TAC Telephone Number: 1-877-ISUZUCV (1-877-478-9828), Prompt 2, and then Prompt 3.

STEPS TO TAKE FOR A PROPER REPAIR

Being Prepared

Technician preparedness is a vital and necessary prerequisite to the provision of accurate diagnoses and repair recommendations and the reduction of technician repair time.

- Understand and attempt to duplicate the customer's concern prior to calling.
- Review truck repair history with the customer and through Isuzu Vehicle Information System (IVIS).
- Have all DTCs and diagnostic procedures recorded, including all values and measurements (e.g. voltages, resistance readings, pressures, scan tool values, etc.), before calling the TAC.
- Check for published service literature such as bulletins, recalls or special policies.
- Be prepared to discuss the repair you believe is required.

Contact Technical Assistance

After completing the above preparation steps, contact Isuzu CV TAC Telephone Number: 1-877-ISUZUCV (1-877-478-9828), Prompt 2, and then Prompt 3. Isuzu TAC will provide repair advice and authorization to make repairs.

Closing Technical Assistance Cases

To close TAC cases:

- Contact Isuzu Technical Assistance Center telephone number: 1-877-ISUZUCV (1-877-478-9828), Prompt 2, and then Prompt 3.

After completing the repair(s), it is important for technicians to close every TAC case by calling the TAC and providing the final repair information. This actual repair information will help Isuzu better understand technical issues and improve product quality. Isuzu requests your support in closing TAC cases.

NOTE: Giving Isuzu accurate information when closing a case helps the Technical Assistance Specialists when assisting other technicians. Please be as detailed as possible in the comment section. Where applicable, provide the following information:

- Wire circuit # and wire color
- Terminal and pin location
- Chaffed wire and/or short location
- Part location
- Photo(s) of concern
- Exactly what repair or component fixed the truck (after the repair has been verified)

Keep all replaced parts in a secure location in the event of a Warranty Parts Return Request by Isuzu for analysis.

WARRANTY INFORMATION

Warranty claims for 2022MY FTRs should have a TAC case number for submission. The TAC case should match the warranty claim in the following fields:

- Vehicle Identification Number (VIN)
- Repair order number
- Repair order open date
- Mileage

TAC case information can be viewed in the Isuzu Communication System (ICS) under the “Service” heading.