



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
WB13-X-002G

ISSUE DATE:
JULY 2023

GROUP:
MISCELLANEOUS

ISUZU TIRE WARRANTY – POLICIES AND PROCEDURES

AFFECTED VEHICLES

- 2018-2024MY Isuzu F-Series Vehicles
- 2014-2024MY N-Series Isuzu Vehicles

This bulletin supersedes bulletin WB13-X-002F. This bulletin is being updated to revise Model Years and content. Please discard bulletin WB13-X-002F.

INFORMATION

Isuzu is providing this bulletin to outline Isuzu's policy and procedures for Isuzu vehicles with Tire Warranty Coverage.

NOTE: After the Isuzu Tire Warranty expires, additional coverage may be available from the tire manufacturer. Refer to the tire manufacturer's warranty booklet that was provided with the vehicle at the time of sale.

TIRE WARRANTY

WHAT IS COVERED

For the "Isuzu Tire Warranty Coverage Period", namely, two (2) years or 24,000 miles (whichever occurs first): If any tire originally equipped on the truck is defective (please see below what is not covered), the tire will be repaired or replaced by an authorized tire dealer.

WHAT IS NOT COVERED

The Tire Warranty does not cover tire wear or damage caused by crashes, road hazards, lack of maintenance, improper use of tire chains, alterations, overloading or vandalism.

POLICY

TIRE SERIAL NUMBER

All tires have serial numbers, which are recorded when installed onto a vehicle during production. In this manner, every tire can be matched to the Vehicle Identification Number (VIN). Only tire serial numbers associated with a VIN at the time of production are considered original equipment.

This warranty coverage is for the tires that are installed as original equipment on the original VIN. If any tire is moved from one vehicle to another, it is considered an alteration and is no longer covered under the Tire Warranty.

DETERMINING A DEFECT

Isuzu dealers are not authorized to determine if a tire has failed as the result of a defect. Only an authorized tire manufacturer representative can make that assessment. The tire manufacturer representative must inspect the suspected defective tire(s) to make the determination. If the tire manufacturer representative determines that a tire is not defective, it will not be covered under the Isuzu Tire Warranty. Isuzu Commercial Truck of America, Inc. (Isuzu) will only honor warranty claims for tires that have been determined defective directly by the tire manufacturer representative.

Dealers are required to follow the procedure set forth below as a prerequisite for possible coverage under the Tire Warranty. Failure to comply with this procedure will result in claim denial and/or chargeback.

PROCEDURE

When a tire is suspected to be defective, adhere to the following procedure.

1. Determine the original equipment (OE) tire serial numbers as displayed on the Isuzu Vehicle Information System (IVIS). (See Figure 1.)

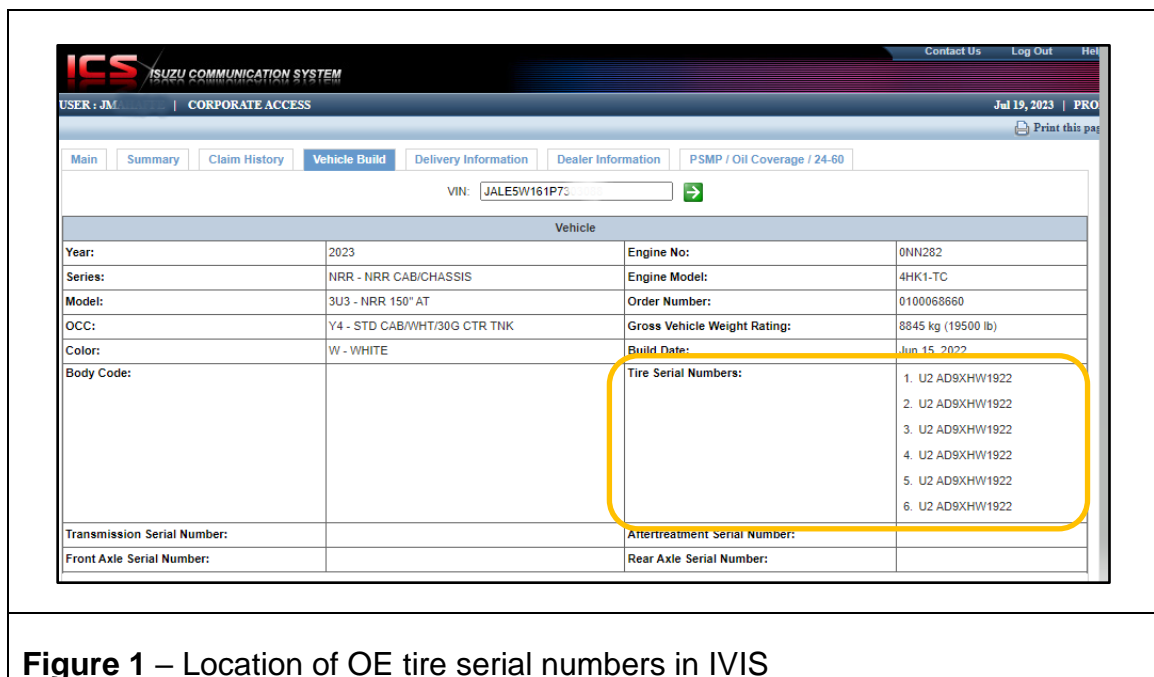


Figure 1 – Location of OE tire serial numbers in IVIS

2. Inform the customer that warranty coverage will not apply unless the tire is deemed defective by an authorized tire manufacturer representative. If it is determined not to be a defect, all costs will be the responsibility of the customer.
3. Determine the manufacturer and serial number(s) of the tire(s) installed onto the vehicle.
 - a. Bridgestone, Yokohama, Continental, Dunlop, or Goodyear
 - b. Serial Number (see Figure 2)



Figure 2 – Serial Number Location

4. Confirm that the OE serial number(s) match the affected tire(s) installed on the vehicle.
5. Sublet the vehicle to the local authorized tire manufacturer facility for tire inspection.
 - a. For the location closest to your dealer, please use the store locator on the applicable tire manufacturer's website.
 - i. www.yokohamatire.com
 - ii. www.bridgestonetire.com
 - iii. www.continentaltire.com
 - iv. www.goodyeartrucktires.com (for Goodyear and Dunlop tires)
6. Receive the inspection results from the tire manufacturer representative. Be sure that the inspection results include the tire serial number.
 - a. If the tire manufacturer representative determines there is a defect, some or all of the costs for the tire repair will be absorbed by the tire manufacturer. Tire manufacturers have varying policies regarding prorated reimbursement based on remaining useful tire life, which may affect the level of coverage from the tire manufacturer. Assuming the vehicle is within the "Isuzu Tire Warranty Coverage Period," any reasonable balance for the replacement of

the tire may be submitted to Isuzu for reimbursement as a sublet. There should be no cost to the customer.

- b. If the failure is determined NOT to have been caused by a defect, any inspection costs and repair costs will be the responsibility of the customer.

CLAIM SUBMISSION

For vehicles covered under warranty with a confirmed defect as discussed above, dealers should use the information below to submit a claim for any costs **not** covered by the tire manufacturer.

It is important to keep the original sublet bill (including tire serial numbers) with the claim paperwork, as it may be required for claim authorization. Dealers can add up to 0.3 hours of labor for administration of this tire warranty sublet.

Labor Operation	Description	Labor Time
E0425	Tire Warranty	0.3