



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:

CB23-J-002

ISSUE DATE:

OCTOBER 2023

GROUP:

ENGINE

SPECIAL POLICY ADJUSTMENT
F-SERIES DIESEL PARTICULATE FILTER (DPF)
FUEL INJECTOR DTC P0420 – V2302

AFFECTED VEHICLES

- 2018-2021MY Isuzu F-Series Vehicles
Equipped with 5.2L (4HK1) Diesel Engines

INFORMATION

CONDITION

In some 2018-2021MY Isuzu F-series vehicles equipped with 5.2L (4HK1) diesel engines, the diesel particulate filter (DPF) fuel injector may fail, setting Diagnostic Trouble Code (DTC) P0420 in the Engine Control Module (ECM). If this occurs, the Check Engine Malfunction Indicator Lamp (MIL) will illuminate.

SPECIAL POLICY ADJUSTMENT

This Special Policy covers the condition described above for a period of ten (10) years from the date the vehicle was originally placed in service, regardless of ownership, or 150,000 miles (241,000km), whichever occurs first. Diagnosis and repair of conditions other than the condition described above are not covered under this Special Policy.

Owners are being instructed to contact an Isuzu dealer if they believe their vehicle has the described condition. If the reason for the illumination of the MIL is DTC P0420 and the cause is determined to be the DPF fuel injector, the injector should be replaced. The repair, if needed, will be done at **no charge** to the customer during the Special Policy coverage period.

For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after 10/20/2023 are covered by this Special Policy and must be submitted using the labor operation codes provided in this bulletin. Claims with repair orders prior to 10/20/2023, must be submitted to the Service Contract provider.

VEHICLES INVOLVED

Involved are: 2018-2021MY Isuzu F-Series vehicles equipped with 5.2L (4HK1) diesel engines.

SERVICE PROCEDURE

NOTE: DTC P0420 caused by failures of components other than the DPF fuel injector are NOT covered under this Special Policy.

1. Connect IDSS and check the ECM for DTCs.
2. Diagnose DTC P0420 as outlined in the applicable service manual.
 - a. If the DPF injector is determined to have failed, download the Health Report and replace the DPF injector per the service manual.
 - b. If DTC P0420 is not present and/or the DPF injector is good, this Special Policy does **NOT** apply. Check for any other applicable vehicle warranties that may cover the actual condition found. If no other warranty coverage is applicable, provide the customer an estimate for the diagnosis and repair.

WARRANTY INFORMATION

Special Policy claims must be submitted as a **regular warranty claim** through ICS.

Repair for conditions other than the condition described in this bulletin are not covered under this Special Policy.

Labor Code	Description	Labor Time
V2302	DPF Fuel Injector Replacement Includes: General Diagnosis Includes: DPF Injector Inspection and Replacement Includes: Download Health Report Data	2.1 hours

OWNER NOTIFICATION

Isuzu Commercial Truck will notify customers of this Special Policy on their vehicles (sample letters are included with this bulletin).

**SPECIAL POLICY
CAMPAIGN V2302**

This notice applies to your vehicle, <VIN>

OCTOBER 2023

Dear Customer:

As the owner of a <MY> MY Isuzu F-Series vehicle, your satisfaction with our product is very important to us.

This letter is intended to make you aware that in some 2018-2021MY F-Series vehicles, the diesel particulate filter (DPF) fuel injector may fail, setting Diagnostic Trouble Code (DTC) P0420. If this occurs, the Check Engine Malfunction Indicator Lamp (MIL) will illuminate.

You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless the Check Engine MIL is illuminated.

WHAT WE HAVE DONE

Isuzu Commercial Truck of America, Inc. is providing owners with additional protection for the DPF fuel injector. If the condition above occurs on your vehicle within ten (10) years of the date your vehicle was originally placed in service or 150,000 miles (241,000km), whichever occurs first, the condition will be repaired for you at **no charge**. Diagnosis and repair of conditions other than the condition described above are not covered under this Special Policy.

WHAT YOU SHOULD DO

Repairs qualifying under this Special Policy must be performed by an Isuzu dealer. If you believe your vehicle has the condition described above, contact your Isuzu dealer to schedule an appointment at a time that is convenient for you. If there is a condition identified by the dealer that is not covered by either the Special Policy or another applicable vehicle warranty, the dealer will provide an estimate for the repair. Keep this letter with your other important glove box literature for future reference.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this Special Policy, you may be eligible to have those costs reimbursed. The enclosed form explains the terms under which reimbursement may be available and how to request reimbursement. For example, you will need to provide the original or a clear copy of the paid receipt or invoice verifying the repair and the costs of that repair, in addition to other required information.

To locate the nearest Isuzu dealer you can visit our website at www.isuzucv.com and click on the dealer locator icon and enter your zip code or state. Should you not have access to a computer terminal, please contact our Customer Relations Department by calling 1-866-441-9638.

We regret any inconvenience this action may cause you; however, we have taken this action in the interest of your continued satisfaction with our products.

Sincerely,

Isuzu Commercial Truck of America, Inc.

Important: If you have sold or traded your Isuzu vehicle, please enter the owner's name and address, if known, on the attached "Change of Information" postcard, tear off at both perforations, and drop it in the mail. Postage has already been paid. We will contact the new owner.

[SAMPLE OWNER LETTER – CANADA]

SPECIAL POLICY CAMPAIGN V2302

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OCTOBER 2023

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You do not need to take your vehicle to your Isuzu dealer as a result of this letter unless the MIL is illuminated.

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To locate the nearest Isuzu dealer you can visit our website at www.isuzutruck.ca and click on the dealer locator icon and enter your postal code or province. Should you not have access to a computer terminal, please contact our Customer Relations Department by calling 1-866-441-9638.

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Customer Reimbursement Claim Form

If you have paid to have this condition corrected prior to this notification, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized service facility.

Your claim will be acted upon within 60 days of receipt.

This section to be completed by Claimant

Date Claim Submitted: _____

17-Digit Vehicle Identification Number (VIN): _____

Mileage at Time of Repair: _____ Date of Repair: _____

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ ZIP Code: _____

Claimant Email: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Amount of Reimbursement Requested: \$ _____

The following documentation must accompany this claim form.

Original or clear copy of all receipts, invoices, and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done, and who did it.
- The total cost of the repair expense that is being claimed.
- Payment for the repair in question and the date of payment.
(copy of front and back of cancelled check, or copy of credit card receipt)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Claimant's Signature: _____

If your claim is:

- Approved, you will receive a check,
- Denied, you will receive a letter with the reason(s) for the denial, or
- Incomplete, you will receive a letter identifying the documentation that is needed to complete the claim and offered the opportunity to resubmit the claim when the missing documentation is available.

Please mail this claim form and the required documents to:

Isuzu Customer Relations
1400 S. Douglass Road, Suite 100
Anaheim, CA 92806

Reimbursement questions should be directed to the following number:

1-866-441-9638

Or Email: cvcs@icta-us.com