

**IMPORTANT SERVICE INFORMATION FOR:**  
 ✓ SERVICE MANAGER  
 ✓ SERVICE ADVISOR  
 ✓ TECHNICIAN  
 ✓ PARTS DEPARTMENT  
 ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:  
**IB18-X-002F**  
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 GROUP:  
**MISCELLANEOUS**

## ENGINE AND TRANSMISSION REPLACEMENT CONTACT TECHNICAL ASSISTANCE LINE (TAL)

### AFFECTED VEHICLES

- 1999MY to current vehicles equipped with Isuzu diesel engines
- 2012 to 2018MY Isuzu Stripped Chassis (Reach Vans)
- 2003MY and newer Isuzu vehicles equipped with 6.0 L gas engines
- 2020MY to current Isuzu vehicles equipped with 6.6 L gas engines

***This bulletin supersedes information bulletin IB18-X-002E. This bulletin is being revised to update the model years affected. Please discard previous bulletin IB18-X-002E.***

### INFORMATION

This bulletin applies to all OEM and remanufactured engine and transmission assemblies, for the affected vehicles listed above, to be replaced under the Isuzu new vehicle warranty, Goodwill, Isuzu parts warranty, Gold Star used truck warranty and/or all extended powertrain warranties offered by Isuzu, as well as all over-the-counter engine and transmission assembly replacements.

Component Type	Description
<b>Diesel Engine</b>	4JJ1-TC (3.0L)
	4HE1-TC (4.8L)
	4HK1-TC (5.2L)
	6HK1-TC (7.8L)
<b>Gasoline Engine</b>	6.0L
	6.6L
<b>Automatic Transmission</b>	All AISIN
	6L-90E
	8L-90

**NOTE: Cummins engines and Allison transmissions are not warranted by Isuzu. Warranty is provided through the corresponding manufacturer.**

For over-the-counter sales of engine and transmission assemblies for the Affected Vehicles, the selling dealer is required to contact the Isuzu Technical Assistance Line (TAL) prior to replacement. The selling dealer is required to provide purchasing documentation with serial numbers as well as the information listed below.

**NOTE: All information and measurements are to be made before assembly replacement.**

Please be prepared to provide the following information:

**For All Affected Engine and Transmission Requests**

- Dealer Information (contact name, contact number, FAX number, E-mail address).
- Vehicle Information (17-digit VIN, model year, mileage, body type, warranty start date).
- Failure Information (RO#, RO date, customer name, customer complaint, towing history).
- Maintenance/Repair History (date, mileage, and description of complete repair history; electronically attach documents as necessary). Maintenance records are to be e-mailed to the Isuzu Technical Assistance Line (TAL) at [isuzuta@icta-us.com](mailto:isuzuta@icta-us.com).
- Diagnostics (Technician diagnostics, road tests, reasons for replacement/repair, DTCs, modifications/accessories/PTO, serial number, sensor reading, ATF leakage and location, fluid level and condition, parts replacement information, engine performance, road condition).

**Additional Information Required for Over-the-Counter Sales:**

- Provide purchasing documentation with engine and/or transmission serial numbers.

**IMPORTANT: Document engine and/or transmission serial numbers on invoice at time of sale.**

**Additional Information Required for Diesel Engines Equipped with DPF:**

- Perform Health Report/Mimamori ECU Download and Synchronization.

**IMPORTANT: Health Report results will not be used for denial of customer warranty repair, but failure to perform this procedure may result in delay of dealer warranty claim payment.**

**Additional Information Required for Transmission Requests:**

- Transmission Line Pressures (at idle).
- Stall Test (at D-Range, at R-Range) results.
- Replacement Parts Information other than A/T ASM (e.g., TCM, etc.)

**Additional Information Required for AISIN 6-speed (A460/A465) Transmission Requests:**

- TCM Freeze Frame Data Download and Synchronization (see details below).

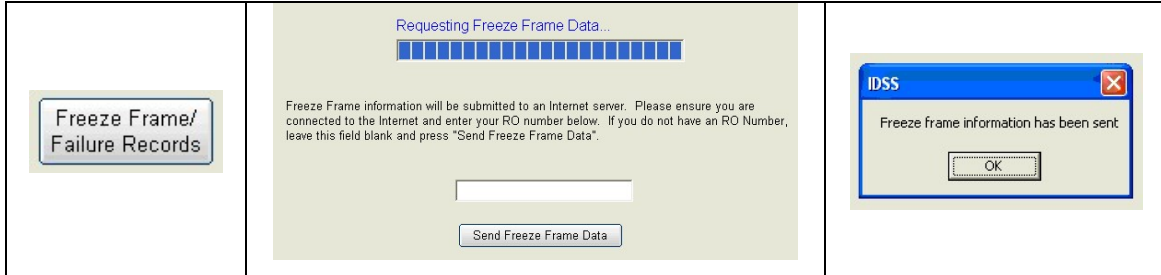
In some cases, additional information may be requested by TAL to better understand the condition and nature of the failure. Once all information is collected TAL will provide the recommended repair method, decide whether to approve warranty repair, and forward the information to the DSPM. In some cases, TAL may determine that warranty approval needs to be decided by the DSPM. In these cases, the DSPM will be notified by TAL. The DSPM will call the dealer contact person, review the failure, diagnosis and warranty coverage. It is important that the TAL Case number be added to the warranty claim.

**AISIN TCM FREEZE FRAME DATA**

For Aisin automatic transmission replacement requests capture and synchronize TCM Freeze Frame Data as described below.

**IMPORTANT: IDSS must be connected to the internet in order to complete this process.**

1. Confirm your computer is connected to the internet and open IDSS.
2. Select your subject vehicle and navigate to the following location: Scan Tool/DTC/Transmission DTC. Once in this location you will be able to select Freeze Frame/Failure Records.
3. Select Freeze Frame/Failure Records and follow the prompts.
  - a. Input the RO number. This number must match the RO provided to the TAL case.



**IMPORTANT: Inputting incorrect or mismatched RO numbers will cause a delay in the TAL process. Be sure the RO number used for Freeze Frame Data Capture and Synchronization is identical to the RO used for the TAL case request.**

4. IDSS will confirm when “Freeze frame information has been sent”.

## DIAGNOSTIC INFORMATION

Below is a list of bulletins and common check points that may be helpful. These items should be reviewed if applicable.

### ENGINE:

- IB12-J-005E** Intake Manifold Inspection/Replacement After Severe Engine Damage
- IB14-J-002B** Oil in the Intake - Turbocharger Inspection
- IB16-J-002B** Possible Causes for Engine Oil Diluted With Diesel Fuel
- IB18-J-001** Engine Noise and or Misfire
- 06-06-02-012** Information on Not Re-Using Engine Block Heater
- 06-06-04-061** Engine Oil Pressure Warning Light Illuminated, Engine Oil Seepage/Leaking Onto Ground
- 05-06-04-033A** Malfunction Indicator Lamp (MIL) On, DTC P0340 (Camshaft Position Sensor) Set (Inspect and Repair Camshaft Position Sensor Wiring)
- 04-06-93-001A** Information on Isuzu Diesel Engine Turbocharger Diagnostics
- 01-06-04-048A** Availability of New Fuel Injection Pump Oil Supply Pipe for Replacement after Removal
- Cylinder Compression Testing
- Valve Adjustment Procedure
- Crankshaft End Play

### TRANSMISSION:

- 07-07-30-013** AISIN Automatic Transmission “Slip Control System” (SCS) New Fluid Reminder
- IB07-K-001H** AISIN Automatic Transmission Service Reminder

**IB19-K-002** Use of Shrink Tubing Around Transmission Fluid Level Indicator (Dipstick) Tube Joint to Avoid Water Intrusion

**IB10-K-001C** Replacement of Output Flange Nut when Servicing Transmission

**03-07-30-060B** Automatic Transmission Oil Cooler Flushing and Flow Testing

**02-07-30-025B** Harsh Shifting, Delayed up shifts with Possible CHECK TRANS Lamp Illuminated, Possible DTC 21 Set (Perform TPS Relearn Procedure)

**SB10-K-001I** Approved 6-Speed AISIN Automatic Transmission On-Vehicle Internal Repairs

## CORE RETURN PROCEDURE

### US DEALERS ONLY

In *SOME* cases, TAL may request the failed engine/transmission be returned for tear-down investigation. Please follow the procedure below to properly return these requested assemblies. If the engine/transmission core is not requested by TAL, return the core through the normal core return process as outlined by AIPDN.

**NOTE: BE SURE TO COMPLETELY FILL OUT THE RETURN CORE TAG.**

### Return Procedure for TAL-Requested Assemblies for Failure Analysis

**IMPORTANT: Engines/Transmissions requested by the TAL will be picked up by YRC Freight at NO COST to the dealer. Be sure that the engine/transmission is ready for pick-up at the requested time.**

1. Verify the TAL case number matches up to the VIN of the vehicle and the serial number of the Engine and/or Transmission.
2. Drain the core, place it in the same plastic bag the new component arrived in. Securely fasten engine/transmission into shipping container. (For engines also include an oil sample.) Include a copy of all paperwork (RO and TAL case) inside the shipping container for return.
3. Paperwork will be received by Fax or Email for shipment from Isuzu. This will include a prepaid Bill of Lading (BOL) and a copy of the TAL case.
4. When the package is ready for pick-up the dealer is to contact YRC Freight. YRC Freight contact information is listed in the BOL. Engines and transmissions need to be shipped within ten (10) days of filing warranty claims.
5. Contact Isuzu with the tracking number. Isuzu contact information is listed on the BOL and below.
  - Engines, 6L90 and 8L90 Transmissions:  
Maurice Bowie: 657-295-4011, Maurice.Bowie@isza.com
  - Transmissions, Aisin only:  
Rodney Harada: 714-935-9321, Rodney.Harada@isza.com

**IMPORTANT: Be sure to ship to the proper destination, as requested in the BOL to ensure prompt core credit.**

**IMPORTANT: Dealers should not under any circumstances submit for engine/transmission core credit (for a core collected by TAL) through the warranty system.**

### CANADA DEALERS

All engine/transmission cores should be returned through the normal core program as outlined by AIPDN.

## WARRANTY SUBMISSION

When submitting warranty claims, be sure to add the TAL case number in the TAL case number field.

Labor Operation	Description	Time Allowance
<b>K7000</b>	A/T Transmission Assembly – R&R	Refer to the Labor Time Guide
<b>J1840</b>	Engine Long Block Assembly – R&R	Refer to the Labor Time Guide

# Caller Preparedness Engine/Transmission Form

Preparación de la persona que llama / Formulario de transmisión y motores  
Moteur de préparation de l'appelant/formulaire de transmission

Email all supporting documents such as maintenance records and pictures to:

Envíe por correo electrónico todos los documentos de respaldo, como registros de mantenimiento e imágenes a:  
Envoyez par courrier électronique toutes les pièces justificatives telles que les dossiers de maintenance et les photos  
à :

ISUZUTA@ICTA-US.COM

VIN # \_\_\_\_\_ Engine/Trans Serial No: \_\_\_\_\_

Número de serie del motor / transmisión:

Numéro de série du moteur / de la transmission:

Health Report/TCM Freeze Frame  Speed at Failure: \_\_\_\_\_  Miles  KM

Informe de salud / Cuadro congelado de TCM

Velocidad en el de falla:

Rapport sur la santé / Arrêt sur image de la TCM

Vitesse en cas de défaillance :

Road Condition:  Highway  City  Downhill  Level  Uphill  Unknown

Condiciones del camino: Carretera

Ciudad

Cuesta abajo

Nivel

Cuesta arriba

Desconocido

État de la route: Autoroute

Ville

Une descente

Niveau

Montée

Inconnu

Did the customer state they were able to safely stop?  Yes  No

¿El cliente dijo que pudo detenerse de manera Segura?

Sí

No

Le client a-t-il déclaré qu'il avait pu s'arrêter en toute sécurité ?

Was the vehicle towed In?  Yes  No Miles Towed: \_\_\_\_\_ Towed From:

¿El vehículo fue remolcado?

Sí

No

Millas remolcadas:

Remolcado Desde:

Le véhicule a-t-il été remorqué?

Oui

Non

Miles remorqués:

Remorqué depuis:

Active Traffic Lane  Home/Business  Other Parking Lot  Side of Road  Other

Carril de tráfico activo

Hogar/Negocio

Otro estacionamiento

Lado de la carretera

Otro

Voie de circulation active

Maison / Entreprise

Autre parking

Côté de la route

Autre

How was it towed:  Flatbed  From Rear  From Front with Propeller Shaft Installed

¿Cómo fue remolcado?

Cama plana

Desde la parte trasera

Desde el frente con el eje de la hélice instalado

Comment était-il remorqué:

À plat

De l'arrière

De l'avant avec l'arbre d'hélice installé

From Front with Propeller Shaft Removed

Desde el frente con el eje de la hélice eliminado

De l'avant avec l'arbre d'hélice déposé

Oil Level:  Below Minimum  Minimum  Acceptable  Full  Overfull

Nivel de aceite: Por debajo del mínimo

Mínimo

Aceptable

Completo

Demasiado lleno

Niveau d'huile: En dessous du minimum

Le minimum

Acceptable

Plein

Trop plein

Oil Level; (Trans Hot):  Below Minimum  Minimum  Acceptable  Full  Overfull

Nivel de aceite; (Transmisión en caliente)

Por debajo del mínimo

Mínimo

Aceptable

Completo

Demasiado lleno

Niveau d'huile; (Transmission à chaud)

En dessous du minimum

Le minimum

Acceptable

Plein

Trop plein

Oil Condition:  Good/Clean  Milky/Colored  Dark/Dirty  Diesel Smell/Dilution

Condición del aceite

Bueno /Limpio

Lechoso /Coloreado

Oscuro /Sucio

Olor a diesel/Dilución

État de l'huile

Bon /Propre

Laiteux /Coloré

Sombre /Sale

Odeur de diesel/Dilution

**Disassembly by Dealer (Please check all that apply)***Desmontaje por parte del distribuidor (Marque todas las que correspondan)**Démontage par concessionnaire (veuillez cocher toutes les réponses appropriées)*

- |   |   |   |   |   |
|---|---|---|---|---|
| <input type="checkbox"/> Cylinder Head<br><i>Cabeza de cilindro</i><br><i>Culasse</i>     | <input type="checkbox"/> Oil Pan<br><i>Colector de aceite</i><br><i>Carter d'huile</i>        | <input type="checkbox"/> Rod Bearings<br><i>Cojinete de biela</i><br><i>Paliers de bielle</i> | <input type="checkbox"/> Fuel Injectors<br><i>Inyectores de combustible</i><br><i>Injecteurs de carburant</i> | <input type="checkbox"/> Flywheel housing<br><i>Carcasa del volante</i><br><i>Carter de volant moteur</i> |
| <input type="checkbox"/> Oil Filter<br><i>Filtro de aceite</i><br><i>Filtre à l'huile</i> | <input type="checkbox"/> Valve Body<br><i>Cuerpo de la válvula</i><br><i>Corps de soupape</i> | <input type="checkbox"/> Front Pump<br><i>Bomba delantera</i><br><i>Pompe avant</i>           | <input type="checkbox"/> Front Cover<br><i>Cubierta delantra</i><br><i>Couvercle Avant</i>                    | <input type="checkbox"/> Main Bearings<br><i>Cojinetes principales</i><br><i>Paliers principaux</i>       |

**Engine Only Performance Normal:**  Yes  No*Solo motor**Rendimiento normal:**Sí No**Moteur seulement**Performance normale:**Oui Non***Accessory Drive Modified:** Yes  No

Accessory Drive Modification Description: \_\_\_\_\_

*Accesorio de accionamiento modificado:**Sí No**Descripción de la modificación de la unidad accesorio:**Lecteur accessoire modifié**Oui Non**Description de la modification du lecteur accessoire:***Trans Only PTO:** Yes  No

PTO Description: \_\_\_\_\_

*Sólo transmission PTO**Sí No**Descripción de PTO**Transmission seulement PTO**Oui Non**Description de la prise de force***Oil Leak?** Yes  No**Leak Location:** Breather Hose Cooler Pipe DipStick*¿Fuga de aceite?**Sí No**Localización de la fuite:**Manguera de respiracion**Tubo de entriamiento**Varilla graduada**Fuite d'huile?**Oui Non**Lieu de fuite:**Tuyau de reniflard**Tuyau de refroidisseur**Jauge* Front Seal Rear Seal Oil Pan Other

Pressure in Drive: \_\_\_\_\_

Pressure in Reverse: \_\_\_\_\_

*Sello delantero**Sello trasero**Colector de aceite**Otro**Presión dans le lecteur:**Presión en reversa:**Joint avant**Joint arrière**Carter d'huile**Autre**Pression dans l'entraînement:**Pression en sens inverse:***Replacement Parts: (Shift Solenoid, TCM, Internal Harness...ETC.)** \_\_\_\_\_*Piezas de repuesto: (Solenoid de cambio, TCM, Arnés interno...ETC.)**Pièces de rechange: (Solénoïde de décalage, TCM, Harnais interne...ETC.)***Core Administrator Name:** \_\_\_\_\_*Nombre del administrador de piezas originales:**Nom de l'administrateur de pièces d'origine:***Core Administrator Email:** \_\_\_\_\_*Correo electrónico del administrador de piezas originales:**Courriel de l'administrateur principal :*