



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB09-H-001

ISSUE DATE:
SEPTEMBER 2009

GROUP:
DRIVELINE/AXLE

Air Compressor Does Not Build Pressure Safety Recall Campaign 09V-309



AFFECTED VEHICLES

- 2007MY Isuzu F-Series
 - 2007MY Isuzu H-Series
- With (RPO LG4), Air Brakes (RPO JE4), and Air Compressor (RPO KK3)

SERVICE INFORMATION

CONDITION

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2007 model year Isuzu F-Series and H-Series vehicles equipped with (RPO LG4), air brakes (RPO JE4), and air compressor (RPO KK3). The air compressor in some of these vehicles may not build enough air pressure to support the air brake system. If this condition were to occur while the vehicle was stationary (brakes applied), the air brakes would remain applied and prevent the vehicle from moving.

If this condition were to occur while the vehicle was in motion, the dual system air pressure gauges would register a drop in pressure. If the pressure continued to drop, the low air pressure warning buzzer and warning lamp would activate as designed, warning the driver to move the vehicle to a safe location. If the driver ignores these warnings and continues to drive the vehicle, and if there was a continued loss of pressure, the rear spring parking brakes would automatically apply, preventing the truck from being driven.

CORRECTION

Dealers are to inspect the air compressor for its ability to build air pressure, and either modify the air compressor or replace the air compressor assembly.

DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this recall campaign must be held and repaired per the service procedure in this campaign bulletin before customers take possession of these vehicles.

Dealers are to service all vehicles subject to this recall campaign at no charge to customers, regardless of mileage, age of vehicle, or ownership.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Campaign follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall campaign enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the campaign correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed.

VEHICLES INVOLVED

Important: Dealers are to confirm vehicle eligibility prior to beginning repairs by using the Isuzu Vehicle Inquiry System (IVIS) below. Not all vehicles may be involved.

For dealers with involved vehicles, a listing of involved vehicles containing the complete vehicle identification number has been or will be provided. Dealers will not have a report available if they have no involved vehicles currently assigned.

PARTS INFORMATION

Parts required to complete this campaign are to be obtained from American Isuzu Parts Distribution Network (AIPDN). Please refer to your "involved vehicles listing" before ordering parts. Normal orders should be placed on a Daily Order. In an emergency situation, parts should be ordered on a VOR (Vehicle Off Road) Order.

Part Number	Description	Quantity/Vehicle
8-20845-724-0 (20845724)	Compressor Asm – Air	1 (If Req'd)

* Very few vehicles are expected to require replacement of the air compressor assembly. Do not order parts for shelf stock. All removed air compressors are to be returned to the Warranty Parts Center (WPC) for inspection. Hold compressors until the WPC request is received.

SERVICE PROCEDURE

Preparation - Air Brake System Inspection

Before proceeding to the air brake compressor inspection procedure in this bulletin, check the vehicle for leaking, damaged, kinked or restricted air brake system components.

Air Brake Compressor Inspection (RPO JE4)

Tools Required

- Stop Watch

1. Use the brake application valve to bleed the air system until 0 psig is shown on the in-dash air gauge indicator needles.
2. At engine **idle** speed (air conditioning & all other accessories off), measure the time it takes to charge the air system from 0 psig to 100 psig using the in-dash air gauge. Begin the clock when the engine has started, and stop when 100 psig is reached. Record the time in the dealer comment section of the repair order (RO).

Note: The air gauge primary indicator needle may charge past 100 psig before the secondary indicator needle begins to show a charge. Both indicator needles will begin to equalize at approximately 90 psig and continue to charge to 100 psig.

Compressor Modification

- If the measured air system charge time is at or below the normal charge times specified below, remove the backflow suppression valve (BSV) from the compressor head inlet port. Refer to *BSV Check Valve Removal* in this bulletin.
- If the measured air system charge time is above the normal charge times specified below, replace the air brake compressor. Refer to *Air Brake Compressor Replacement* in this bulletin. You will receive a request from the Warranty Parts Center (WPC) to return all air compressors that have been removed. Hold the air compressors until you receive the request from the WPC.

Normal Charge Times:

H-Series

- Single Axle: 5 min 30 sec

- Tandem Axle: 10 min 15 sec

F-Series

- Single Axle: 6 min 30 sec
- Tandem Axle: 8 min 30 sec

AIR BRAKE COMPRESSOR REPLACEMENT

Tools Required

- J-42971
- J-45666
- J-45275 or equivalent

Caution:

- Turn the engine off when working on a vehicle. Always block the vehicle wheels to prevent a fore or aft roll. Bleeding off system pressure may cause the vehicle to roll. Keep hands away from the brake chamber push rods and brake adjusters; they may apply as system pressure drops.
- Never connect or disconnect a hose or line containing air pressure. It may whip as air escapes. Never remove a component or a pipe plug unless you are certain all system air pressure has been exhausted.
- Never exceed the recommended working air pressure and always wear safety glasses when working with air pressure. Never look directly into the component ports or direct a pressurized air flow at anyone.
- Never attempt to disassemble a component until you have read and understood all recommended procedures. Some components contain powerful springs and injury can result if not properly disassembled. Use only proper tools and observe all precautions pertaining to the use of those tools.

1. Apply the parking brake.
2. Block the wheels.
3. H-Series: Open the hood.
4. Remove the right-side splash shield. Refer to *Splash Shield Replacement — Wheelhouse* in the service manual.
5. Remove the engine cover. Refer to *Engine Cover Replacement* in the service manual.
6. F-Series: Tilt the cab forward according to the Owner's Manual cab tilting and lowering instructions.
7. Drain all of the air reservoirs. Refer to *Draining Reservoirs in Air Brakes* in the service manual.
8. Drain the engine coolant to below the level of the air compressor. Refer to *Cooling System Draining and Filling* in the service manual.
9. Remove the air compressor discharge pipe at the air compressor.
10. Remove the air compressor governor line at the air compressor.
11. Remove the power steering pump. Refer to *Power Steering Pump Replacement* in the service manual.
12. Remove the air compressor inlet hose at the air compressor.
13. Remove the air compressor water inlet hose at the air compressor.
14. Remove the air compressor water outlet hose at the air compressor.
15. Remove the air compressor oil inlet hose at the engine block.
16. Remove the air compressor.
 - 16.1 Support the air compressor.
 - 16.2 Remove the air compressor mounting stud nuts.
 - 16.3 Remove the air compressor from the vehicle.
17. Install the air compressor. Tighten the bolts.

Tighten

Tighten the air compressor bolts to 60 N·m (44 lb ft)

- 17.1 Install the air compressor oil inlet hose at the air compressor.
- 17.2 Install the air compressor water outlet hose at the air compressor.
- 17.3 Install the air compressor water inlet hose at the air compressor.
- 17.4 Install the air compressor air inlet hose at the air compressor.
- 17.5 Install the air compressor discharge front pipe and governor line at the air compressor.
18. Install the power steering pump, if required. Refer to *Power Steering Pump Replacement in Power Steering System* in the service manual.
19. Fill the engine cooling system. Refer to *Cooling System Draining and Fillings* in the service manual.
20. Inspect the air compressor for air leaks. Refer to *Air Brake System Testing* in the service manual.
21. Inspect for brake system for proper operation.
22. Proceed to *Operational Checks for Air Brake Compressor Replacement* below.

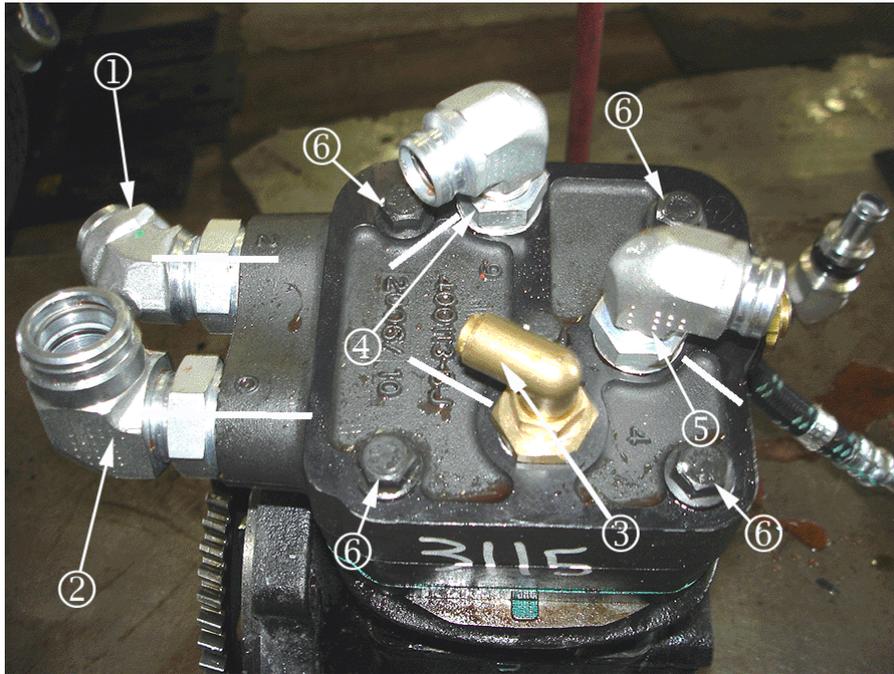
Operational Checks for Air Brake Compressor Replacement

After repairs are completed and all of the air and coolant lines are properly connected, start the engine. Shut the engine off after the system pressure has reached its cut-out pressure. (This is typically noted by an audible purge at the air dryer.)

- Check for air leaks at the Control and Air Discharge of the air compressor.
 - Check for coolant leaks at the cylinder head assembly and fittings. Correct any leakage problems.
 - Check for possible problems with the air dryer purge (check for flow at air dryer purge after starting the engine and while building system pressure). If there is air flow at the air dryer purge, the air dryer needs to be repaired or replaced. Refer to *Air Brake Dryer Constantly Cycling or Purging, Air Brake Dryer Safety Valve Exhausting Air, Air Brake Dryer Does Not Purge or Exhaust, and Desiccant Being Expelled From Purge Valve Exhaust* in the service manual as applicable.
23. H-Series: Install engine cover. Refer to *Engine Cover Replacement* in the service manual.
 24. Install the right-side splash shield. Refer to *Splash Shield Replacement — Wheelhouse* in the service manual.
 25. Close the hood.
 26. F-Series: Lower the tilt cab according to Owner's Manual cab tilting and lowering instructions.

BSV CHECK VALVE REMOVAL

1. Drain all of the air brake reservoirs. Refer to *Air Brake Reservoir Draining* in the service manual.
2. Remove the engine cover. Refer to *Engine Cover Replacement* in the service manual.

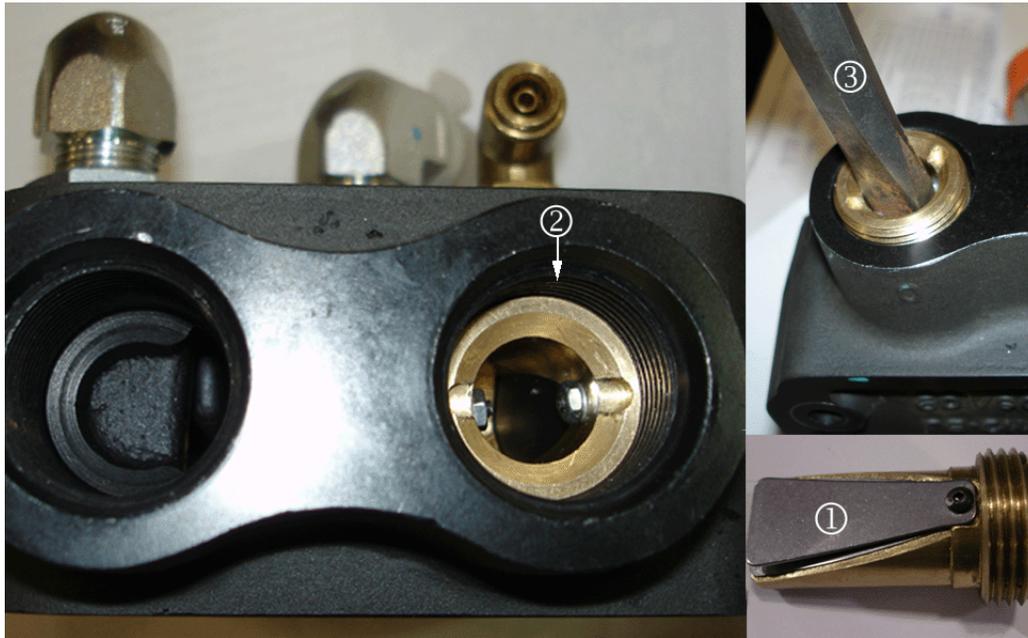


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Illustration of air compressor out of vehicle for reference purposes only.

(1) Air Discharge Fitting (2) Air Supply Fitting

3. Note the location and orientation of the air discharge fitting (1) and air supply fitting (2) on the cylinder head of the air compressor. Mark the location and orientation of these fittings with a white marker. Mark both the fittings and the cylinder head. These alignment marks will ensure the fittings are properly aligned during fitting installation.
4. Remove the air compressor discharge pipe at the air compressor.
5. Remove the air discharge fitting (1) from the cylinder head.
6. Remove the air compressor inlet hose at the air compressor.
7. Remove the air supply fitting (2) from the cylinder head.



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Note: The BSV check valve (1) is threaded into the inlet port (2) of the cylinder head. Use a ½ inch (13 mm) chisel (3) that is about six inches (152 mm) in length (or equivalent) to remove the BSV check valve from the cylinder head. The BSV check valve will not be re-installed into the cylinder head. Discard the check valve.

8. Remove and **discard** the BSV check valve (1) from the cylinder head. The BSV check valve (1) is located in the side of the cylinder head where the air supply fitting was removed. Refer to illustration.
9. Install the air supply fitting into the cylinder head. Tighten the fitting to 130-151 N·m (96-111 lb-ft).
10. Install the air discharge fitting into the cylinder head. Tighten the fitting to 130-151 N·m (96-111 lb-ft).
11. Install the air compressor inlet hose at the air compressor.
12. Install the air compressor discharge pipe at the air compressor.
13. Refer to *Operational Checks* below in this bulletin.
14. Install the engine cover. Refer to *Engine Cover Replacement* in the service manual.

Operational Checks for BSV Check Valve Removal

After the repairs are completed, start the engine. Shut the engine off after the air brake system pressure has reached its cut-out pressure, which is typically noted by an audible purge at the air dryer.

- Check for air leaks at the Control and Air Discharge of the air compressor.
- Check for coolant leaks at the cylinder head assembly and fittings. Correct any leakage problems.
- Check for possible problems with air dryer purge (check for flow at air dryer purge after starting the engine and while building system pressure). If there is air flow at the air dryer purge, the air dryer needs to be repaired or replaced. Refer to *Air Brake Dryer Constantly Cycling or Purging, Air Brake Dryer Safety Valve Exhausting Air, Air Brake does Not Purge or Exhaust, and Desiccant Being Expelled from Purge Valve Exhaust* in the service manual as applicable.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 09V-309, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER: _____
DEALER CODE: _____
REPAIR DATE: _____
P/N 2-90028-700-0

CUSTOMER REIMBURSEMENT

All reasonable customer paid receipts should be considered for reimbursement. The amount to be reimbursed may be limited to the amount the repair would have cost if completed by an authorized Isuzu dealer.

When a customer requests reimbursement, they must provide the following:

- Proof of ownership at time of repair.
- Original paid receipt confirming the amount of repair expense(s) that were not reimbursed, a description of the repair, and the person or entity performing the repair.

Claims for customer reimbursement on previously paid repairs are to be submitted as required by ICS.

CLAIM INFORMATION

Submit a Campaign Claim with the information indicated below:

LABOR OPERATION DESCRIPTION	PART COUNT	PART NO.	LABOR OP	LABOR HOURS	Comment
Inspection & BSV Check Valve Removal			V0903	1.5	
Inspection & Air Compressor Replacement	1		V0904	3.5	
Customer Reimbursement			V0993	0.2	The amount of customer reimbursement should be placed in sublet

Labor Time includes 0.1 hours administrative time allowance.

Refer to the Isuzu ICS Claims Processing Manual for details on Campaign Claim Submission.

Owner Letter US

Dear <CustomerName>:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Your 2007 model year Isuzu <Vehicle_Series>, VIN <VIN>, is involved in safety recall 09V-309.

WHAT IS THE CONDITION?

General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2007 model year Isuzu <Model> vehicles equipped with a 7.8L diesel engine, air brakes, and air compressor. The air compressor in your vehicle may not build enough air pressure to support the air brake system. If this condition were to occur while the vehicle was stationary (brakes applied), the air brakes would remain applied and prevent the vehicle from moving.

If this condition were to occur while the vehicle was in motion, the dual system air pressure gauges would register a drop in pressure. If the pressure continued to drop, the low air pressure warning buzzer and warning lamp would activate as designed, warning the driver to move the vehicle to a safe location. If the driver ignores these warnings and continues to drive the vehicle, and if there was a continued loss of pressure, the rear spring parking brakes would automatically apply, preventing the truck from being driven.

WHAT WE WILL DO?

To correct this condition, your Isuzu dealer will inspect the air compressor for its ability to build air pressure, and either modify the air compressor or replace the air compressor assembly. This service will be performed for you **at no charge**.

WHAT YOU SHOULD DO?

To limit any possible inconvenience, and in order to ensure that the necessary parts are obtained, we recommend that you **contact your Isuzu dealer** as soon as possible to schedule an appointment to bring your vehicle in to have this work performed. Present this Owner Notification Letter at the time of your appointment or refer to safety recall campaign bulletin CB09-H-001. Isuzu estimates that the air compressor inspection and replacement will take approximately 1 hour and 30 minutes. If the air compressor assembly requires replacement, an additional 2 hours will be required. Additional time may be necessary depending on how appointments are scheduled and processed at your dealership.

To locate your nearest dealer please use the dealer locator on our website at www.isuzucv.com.

If you have questions or concerns that your Isuzu dealer is unable to answer, please contact our Customer Relations Department at 1-866-441-9638.

If, after contacting your Isuzu dealer or the National Office you still are not satisfied that we have done our best to remedy this condition without charge and within a reasonable time, you may wish to submit a complaint to:

Administrator, National Highway Traffic Safety Administration,
1200 New Jersey Avenue, SE. Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153);

Or go to <http://www.safercar.gov>.

DID YOU ALREADY PAY FOR THIS REPAIR?

The enclosed Claim Form explains what reimbursement is available and how to request reimbursement if you have paid for repairs for the recall condition. Even though you may have already had this condition corrected, you will still need to take your vehicle to your Isuzu dealer for this repair.

CUSTOMER REIMBURSEMENT PROCEDURE

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 Isuzu dealer.

Please follow the instructions on the Claim Form provided to file a claim for reimbursement. If you have questions about this reimbursement procedure, please contact the Isuzu Commercial Truck Customer Assistance Center at 1-866-441-9638.

We regret any inconvenience this action may have caused you.

Sincerely,

Isuzu Commercial Truck of America

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 and drop it in the mail. Postage has already been paid. We will contact the new owner.

Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. Lessor means a person or entity that is the owner, as reflected on the vehicle title, of any five or more leased vehicles.

Customer Reimbursement Claim Form (To be given to the Isuzu dealer IF repairs have already been made previously to your truck)

This section to be completed by Claimant

Date Claim Submitted: _____

17-Character Vehicle Identification Number (VIN): _____

Current Mileage of Vehicle: _____

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

Claimant Name (please print): _____

Street Address or PO Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS CLAIM FORM WHEN PRESENTED TO THE ISUZU DEALER.

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, the repair performed, the date of repair, and who performed the repair.
- The total cost of the repair expense that is being claimed.
- Proof of ownership (current vehicle registration paper)
- 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: _____ Date _____

09V-309

Please present this claim form and the required documents to your Isuzu dealer.