



Campaign Service

BULLETIN

IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:
CB11-J-001
ISSUE DATE:
JANUARY 2011

GROUP:
ENGINE



Oil Pipe Gasket Leaking Oil Safety Recall 10V-636

(Transport Canada # TC 2010-459)

AFFECTED VEHICLES

- 2006-2007 MY Isuzu N-Series
 - 2006-2007 MY GMC/Chevrolet W-Series
- Equipped with 5.2L diesel engine and productions dates during December 2006 and January 2007

INFORMATION

CONDITION

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 and 2007 model year Isuzu N-Series and GMC/Chevrolet W-Series vehicles equipped with 5.2L diesel engines and produced during December 2006 and January 2007. The engine oil lubrication oil pipe banjo bolt at the vacuum pump may not have been tightened properly during the vehicle production process. If not adequately tightened, the bolt may loosen after prolonged vehicle operation, which can result in oil seepage or leakage from the banjo bolt packing seals. In general, as oil is lost, the oil warning lamp will illuminate, and there may be abnormal engine noise. However, if the problem is not addressed, the loss of oil could eventually lead to engine seizure. If the engine seizes while the vehicle is being driven, the vehicle may experience sudden deceleration leading to an increased risk of a crash.

CORRECTION

Isuzu dealers are to replace the banjo bolt packing seals and correctly torque the banjo bolt.

DEALER RESPONSIBILITY

Dealers are to service all vehicles subject to this program 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. Program 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 program enters your vehicle inventory, or is in your dealership for service, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Notification letters will be sent to owners of affected vehicles already retailed in the United States and Canada (see enclosed copies).

VEHICLES INVOLVED

Involved are **certain** 2006 and 2007 model year Isuzu NPR/NPRHD/NQR/NRR and GMC/Chevrolet W3500/4500/5500/5500HD vehicles equipped with diesel engine and a production date during December 2006 and January 2007

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	Qty
1-09630-083-0	Oil Pipe Gasket	2
2-90028-700-0	Campaign Label	1

SERVICE PROCEDURE

1. Turn off the engine, and the key at 'OFF' position.
2. Tilt the cab.
3. Remove the nut for fastening the rubber bush for the intake duct. See Figure 1.
4. Loosen the band on the hose to the turbo, and pull out the hose. See Figure 2.



Figure 1.



Figure 2.

5. Remove the engine side cover. See Figure 3.
6. Remove the turbo heat protector. See Figure 4.

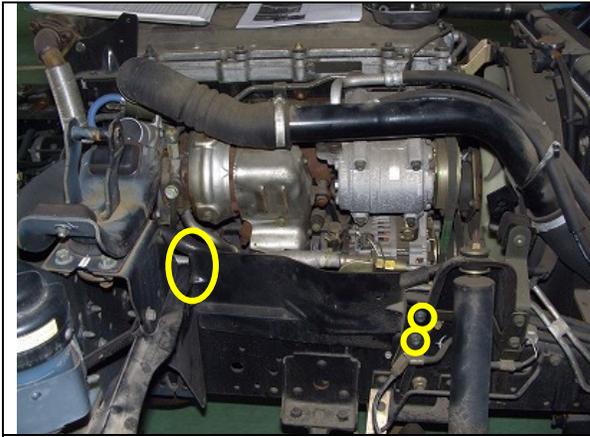


Figure 3.

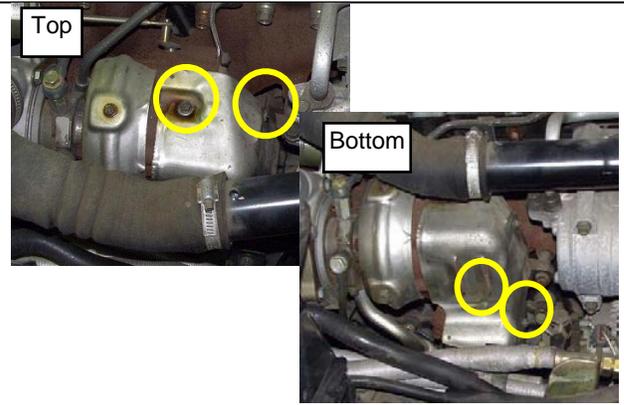


Figure 4.

7. Remove the band clip for fastening the shift & select wire. See Figure 5.
8. Remove the bracket for fastening the shift & select wire. See Figure 6.

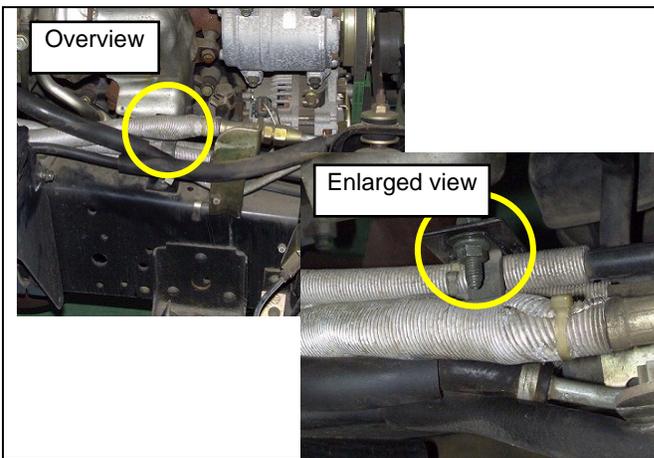


Figure 5.



Figure 6.

9. Remove the bracket for mounting the power steering pipe. See Figure 7.
10. Remove the eye bolt from the alternator oil pipe in the vacuum pump side. See Figure 8.



Figure 7.



Figure 8.

11. Clean up the contact surfaces of gaskets for the ACG oil pipe. See Figure 9.

NOTE: Make sure two (2) gaskets, which are often found sticking on the seating surfaces, are removed. (Do not reuse the removed gaskets.)

12. Replace the eye bolt gaskets with the new ones. Place a coat of clean oil on the new gaskets and tighten the eye bolt. See Figure 10. Tightening torque: 23.5 Nm (17.3 lb ft.)

IMPORTANT: Make sure the ACG oil pipe is not turned along with the eye bolt; hand-tighten the eye bolt first, and then tighten the eye bolt with a tool with the crimped part of the ACG oil pipe held still by hand or by such a tool as a bar.



Figure 9.



Figure 10.

13. Mount the bracket for the power steering pipe. Tightening torque: 22.8 Nm (16.8 lb ft.)
14. Mount the bracket for the shift and select wire. Tightening torque: 22.8 Nm (16.8 lb ft.)
15. Fasten the shift and select wire with the band clip. Tightening torque: 22.8 Nm (16.8 lb ft.)
16. Mount the turbo heat protector. Tightening torque: 9.8 Nm (7 lb ft.)
17. Mount the engine side cover. Front tightening torque: 21.6 Nm (15.9 lb ft.) Rear tightening torque: 20.0 Nm (14.8lb ft.)
18. Connect the intake duct hose, and tighten the nut for the bush. Tightening torque: 22.8 Nm
19. Tighten the band for the hose to the turbo. Tightening torque: 6.37 Nm (4.6 lb ft.)
20. Start the engine, and then check for any oil leak for the ACG oil pipe.
21. Apply the campaign label.

APPLYING THE CAMPAIGN LABEL

1. Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 10V-636, Isuzu dealer code, and repair date.
2. Affix the campaign label onto the driver's side B-pillar.



CLAIM INFORMATION

Submit a Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	LABOR OP	LABOR HOURS	Comment
Oil Pipe Leak Recall	2	1-09630-083-0	V1101	0.4	Add: 0.2 for crew cab models

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

OWNER NOTIFICATION LETTER US

SAFETY RECALL NOTICE

Dear Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Your <Year> model year < Vehicle Make> <Vehicle_Series>, VIN <VIN>, is involved in safety recall 10V-636.

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 and 2007 model year <Vehicle_Make><Vehicle_Series> vehicles produced during December 2006 and January 2007 with a diesel engine. The engine oil lubrication oil pipe banjo bolt at the vacuum pump may not have been tightened properly during the vehicle production process. If not adequately tightened, the bolt may loosen after prolonged vehicle operation, which can result in oil seepage or leakage from the banjo bolt packing seals. In general, as oil is lost, the oil warning lamp will illuminate, and there may be abnormal engine noise. However, if the problem is not addressed, the loss of oil could eventually lead to engine seizure. If the engine seizes while the vehicle is being driven, the vehicle may experience sudden deceleration leading to an increased risk of a crash.

WHAT WE WILL DO

To correct this condition, your Isuzu dealer will replace the banjo bolt packing seals and correctly torque the banjo bolt 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 No. 10V-636. Isuzu estimates that the procedure will take approximately 30 minutes to perform. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. 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.

REIMBURSEMENT

If you have already paid for repairs to address the condition covered by this recall, 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. Among other things, you will need to provide the original paid receipt or invoice verifying the repair and the costs of that repair.

If, after contacting your Isuzu dealer or the Customer Relations Department with any problems, 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 the 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>.

We regret any inconvenience which this action may cause you.

Sincerely,

Isuzu Commercial Truck of America

OWNER NOTIFICATION LETTER CANADA

SAFETY RECALL NOTICE

Dear Customer:

This notice is sent to you in accordance with the requirements of the *Canada Motor Vehicle Safety Act*. Your <Year> model year GMC W-Series, VIN <VIN>, is involved in this campaign safety recall 10V-636 (Transport Canada # 2010-459).

WHAT IS THE CONDITION?

The manufacturer, Isuzu Motors Limited, has decided that a defect, which relates to motor vehicle safety, exists in certain 2006 AND 2007 model year GMC W-Series vehicles produced during December 2006 and January 2007 with a diesel engine. The engine oil lubrication oil pipe banjo bolt at the vacuum pump may not have been tightened properly during the vehicle production process. If not adequately tightened, the bolt may loosen after prolonged vehicle operation, which can result in oil seepage or leakage from the banjo bolt packing seals. In general, as oil is lost, the oil warning lamp will illuminate, and there may be abnormal engine noise. However, if the problem is not addressed, the loss of oil could eventually lead to engine seizure. If the engine seizes while the vehicle is being driven, the vehicle may experience sudden deceleration leading to an increased risk of a crash.

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If, after contacting your Isuzu dealer or the National Office with any problems, 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 the Directorate, Road Safety and Motor Vehicle Regulation, Transport Canada, Tower C, Place de Ville, 330 Sparks Street, Ottawa, Ontario, K1A 0N5 or call the toll-free at (800) 333-0510 / (613) 993-9851 (TTY: 888-675-6863); or go to <http://www.tc.gc.ca>.

We regret any inconvenience this action may cause you.

Sincerely,

Isuzu Commercial Truck of Canada