



# Campaign Service

## BULLETIN

### IMPORTANT SERVICE INFORMATION FOR:

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

BULLETIN NUMBER:  
CB08-J-001

ISSUE DATE:  
JUNE 2008

GROUP:  
ENGINE

### SUPPLY PUMP CONNECTING PIPE FUEL LEAK SAFETY RECALL CAMPAIGN 08V-251



#### AFFECTED VEHICLES

- 2006-2007 Isuzu N-Series
  - 2006-2007 GMC W-Series
  - 2006-2007 Chevrolet W-series
- Equipped with 5.2L diesel engine and a production date between June 2006 and March 2007

#### SERVICE INFORMATION

##### CONDITION

Some 2006 and 2007 Isuzu NPR/NQR/NRR and GMC/Chevrolet W3500/4500/5500 trucks with diesel engine manufactured between June 2006 and March 2007 may seep or leak diesel fuel from the fuel pipe at the upper or lower fuel port on the diesel fuel supply pump. Fuel leakage in the presence of an ignition source presents a risk of fire.

##### CORRECTION

Dealers are to inspect the fuel supply pump for the above condition. If no seepage or leakage is detected, the fuel pipe fittings will be tightened to the improved torque specification on 30 N-m. If seepage or leakage is detected, the fuel supply pump will be replaced with a new one.

##### DEALER RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repared per the service procedure of this program bulletin before customers take possession of these vehicles.

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/NQR/NRR and GMC/Chevrolet W3500/4500/5500 vehicles equipped with diesel engine and a production date between June 2006 and March 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	Application	Qty
8-97328-886-5 (97328886)	Supply Pump Assembly		
2-90028-700-0 (94052641)	Campaign Label		1

## SERVICE PROCEDURE

### Inspection and Torque

1. Tilt up the cab. Insert the lock pin. (**For Crew Cab Model**-Remove the driver's seat cushion and inspection panel to access the engine compartment.)
2. Remove the intake duct for access. See figure 1.

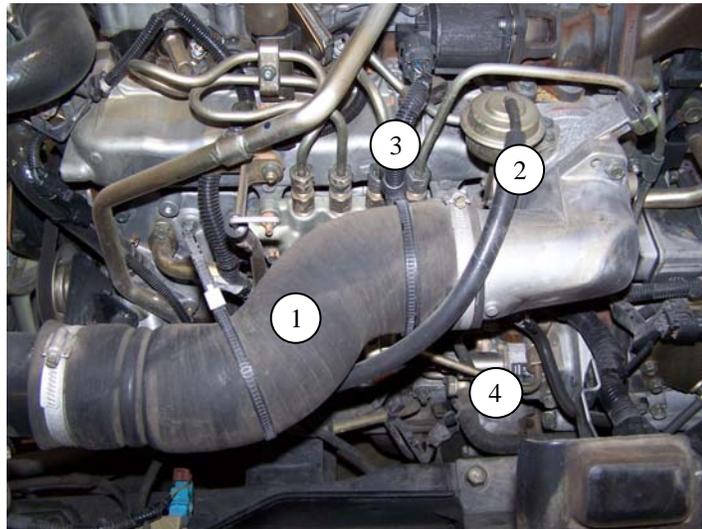


Figure 1

#### Legend:

1. Intake Hose
2. Throttle Valve Vacuum Hose
3. EGR Valve Harness
4. Supply Pump

3. Inspect connecting pipe fittings for leaking fuel. See figure 2

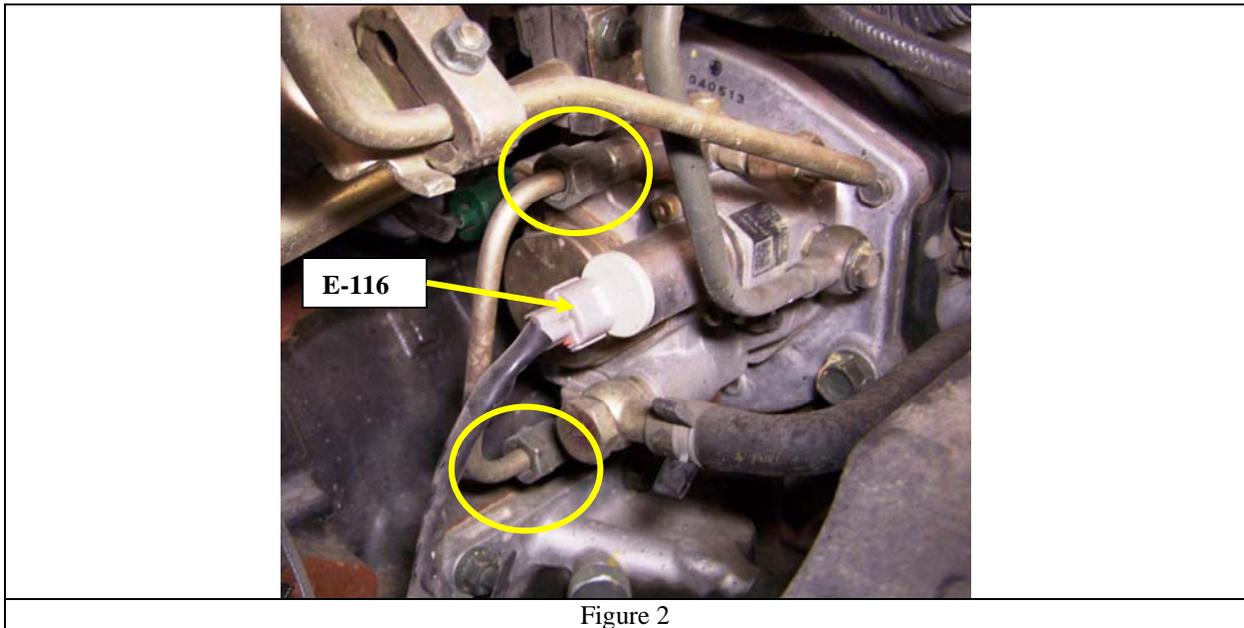


Figure 2

4. If no leak is found, go to step 5. If a leak is found, replace the supply pump as outlined in the appropriate service manual. After replacing the supply pump go to “Applying the Campaign Label”.
5. Disconnect the Throttle Valve vacuum hose. See figure 1.
6. Remove shield mounting bolts and lower the shield for required clearance. See figure 3. (Three mounting bolts)

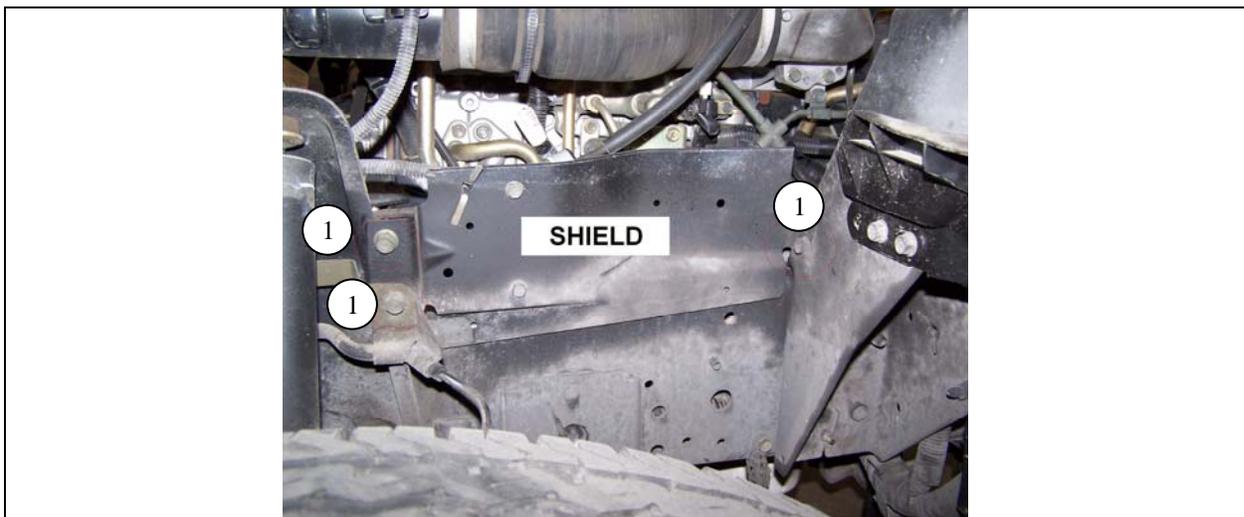


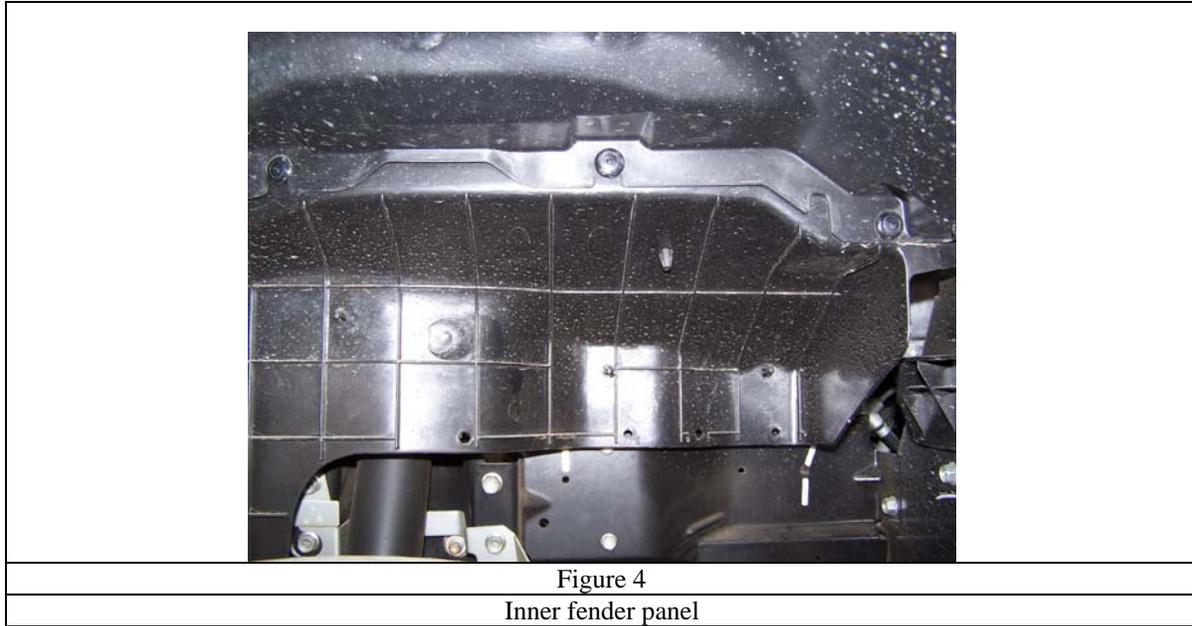
Figure3

Legend:

1. 1. Mounting Bolt

7. Disconnect the Fuel Rail Pressure (FRP) Regulator connector E-116. See figure 2.
8. **For Crew Cab Model-** Remove the driver side inner fender panel. See figure 4.
9. Using the special tool 3300FN pipe socket, tighten both connecting pipe fittings to 22 lb-ft (30Nm). The torque wrench operation angle should not be greater than 30 degrees. If the operation angle of the special tool is too wide, the tool may interfere with and scratch the pipe. To prevent accidental scratches, apply vinyl tape to the tool. Repeat tightening, alternating sides, until reaching the specified torque.
10. **For Crew Cab Model-**install the driver side inner fender panel.
11. Connect the Fuel Rail Pressure (FRP) Regulator connector.
12. Install shield.
13. Connect Throttle Valve Vacuum hose.
14. Install intake duct. Be sure to secure EGR valve harness and Throttle Valve vacuum hose into retaining clips. See figure 1.

- Remove the lock pin and lower the cab. (**For Crew Cab Model**-Install inspection panel and secure the driver's seat cushion)



#### APPLYING THE CAMPAIGN LABEL

- Using a ball-point pen, fill in a campaign label (Part No. 2-90028-700-0) with Campaign Number 08V-251, Isuzu dealer code, and repair date.
- Affix the campaign label onto the driver's side B-pillar.

ISUZU
CAMPAIGN NUMBER: _____ <b>08V-251</b> _____
DEALER CODE: _____
REPAIR DATE: _____
P/N 2-90028-700-0

#### CLAIM INFORMATION

Submit a Campaign Claim with the information indicated below:

REPAIR PERFORMED	PART COUNT	PART NO.	LABOR OP	LABOR HOURS	Comment
Supply Pump Linkage Pipe Service Campaign- Inspection and Additional Torque			V0802	0.3	Add 0.1 hours for Crew Cab
Supply Pump Linkage Pipe Service Campaign- Inspection and Pump Replacement	1	8-97328-886-5	V0803	1.8	Add 7.6 hours for Crew Cab

Labor Time includes 0.1 hours administrative time allowance.

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

# SAFETY RECALL NOTICE

Month 2008

Dear <CustomerName>:

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\_series> <Vehicle\_Name>, VIN <VIN>, is involved in safety recall 08V-251.

## 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\_Series> <Vehicle\_Make> vehicles produced between June 2006 and March 2007 with a diesel engine. Diesel fuel may seep or leak from the fuel pipe at the upper or lower fuel port on the diesel fuel supply pump. Fuel leakage in the presence of an ignition source presents a risk of fire.

## WHAT WE WILL DO

To correct this condition, your Isuzu dealer will inspect the fuel supply pump for the above condition. If no seepage or leakage is detected, the fuel pipe fittings will be tightened to the improved torque specification on 30 N-m. If seepage or leakage is detected, the fuel supply pump will be replaced with a new one. 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 <Vehicle\_Make> 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 Campaign Service Bulletin CB08-J-001. Isuzu estimates that the inspection will take approximately 20 minutes to perform. If the fuel supply pump requires replacement, an additional 2 hours will be required. However, additional time may be necessary depending on how appointments are scheduled and processed at your dealership. To locate the nearest <Vehicle\_Make> dealer you can visit our website at [www.isuzucv.com](http://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 at the number listed below.

Isuzu Commercial Truck of America  
Customer Relations  
1-866-441-9638

If, after contacting your <Vehicle\_Make> 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 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

***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.***

***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.***

# SAFETY RECALL NOTICE

Month 2008

Dear [Customer Name]:

The purpose of this Notice is to inform you that Isuzu Commercial Truck of Canada is conducting a safety recall campaign that affects certain 2006 and 2007 GMC vehicles. Your [Year] model year GMC W-Series, VIN [VIN], is involved in safety recall 08V-251.

## 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 between June 2006 and March 2007 with a diesel engine. Diesel fuel may seep or leak from the fuel pipe at the upper or lower fuel port on the diesel fuel supply pump. Fuel leakage in the presence of an ignition source presents a risk of fire.

## WHAT WE WILL DO

To correct this condition, your W-Series dealer will inspect the fuel supply pump for the above condition. If no seepage or leakage is detected, the fuel pipe fittings will be tightened to the improved torque specification on 30 N-m. If seepage or leakage is detected, the fuel supply pump will be replaced with a new one. This service will be performed for you at **no charge**.

## WHAT YOU SHOULD DO

We recommend that you contact your dealer to schedule an appointment. Please present this Owner Notification Letter at the time of your appointment or refer to Campaign Service Bulletin CB08-J-001. Isuzu estimates that the repair will take approximately 20 minutes to perform. If the fuel supply pump 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 the nearest W-Series dealer please contact our Customer Relations Department at the number listed below.

Isuzu Commercial Truck of Canada  
Customer Relations Department  
1-866-441-9638

We regret any inconvenience which this action may cause you.  
Sincerely,  
Isuzu Commercial Truck of Canada