



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
IB11-L-003C

ISSUE DATE:
JULY 2020

GROUP:
FUEL

FUEL CONTAMINATION – INCORRECT FUEL FILLER NECK INSTALLATION

AFFECTED VEHICLES

- 2011 - 2020 MY Isuzu NPR/NPRHD/NPRXD/NQR/NRR
Equipped with a diesel engine

This bulletin supersedes bulletin IB11-L-003B. This bulletin is being revised to update affected model years. Please discard Corporate Bulletin Number IB11-L-003B.

INFORMATION

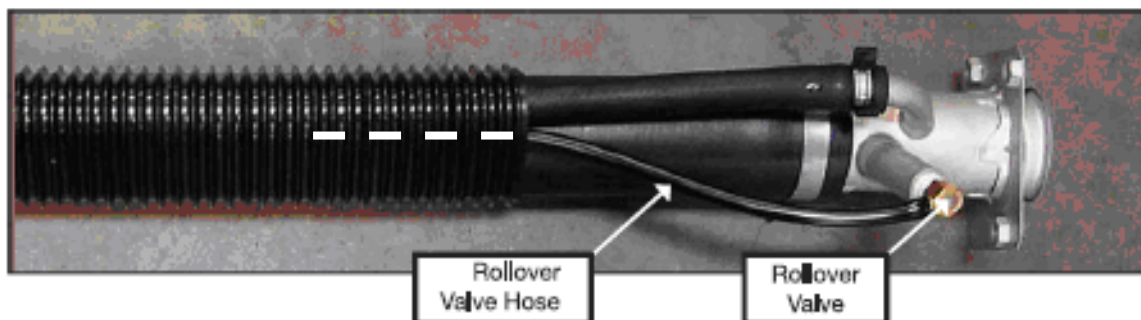
This information is being issued to help dealers identify a potential source for fuel contamination.

If a customer's complaint leads to the discovery of contaminated fuel, the source of the contamination must be found and repaired. Contaminated fuel may result in many different failures. Some examples of these failures are: plugged fuel filters, poor engine performance, check engine light illumination, fuel system (lines and tank) corrosion (rust), etc... Isuzu's failure investigations have found a common occurrence of the fuel filler neck being installed incorrectly. This poor installation will allow unwanted material to enter the fuel tank contaminating the fuel.

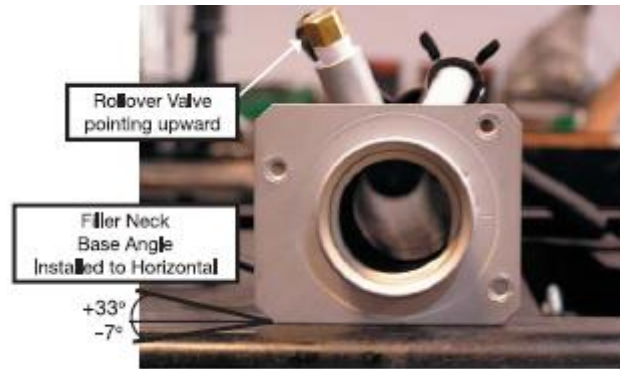
Use the information below to confirm the fuel filler neck is installed correctly. If the filler neck installation is incorrect, use the information below to repair the fuel filler neck. ***Detailed information regarding fuel filler neck installation can be found in Isuzu's Body Builder Guide.***

FUEL FILLER NECK ASSEMBLY

IMPORTANT: The Rollover Valve Hose must be installed to the rollover valve and routed into the corrugated hose protector in order for the valve to work properly.



ROLLOVER VALVE POSITION

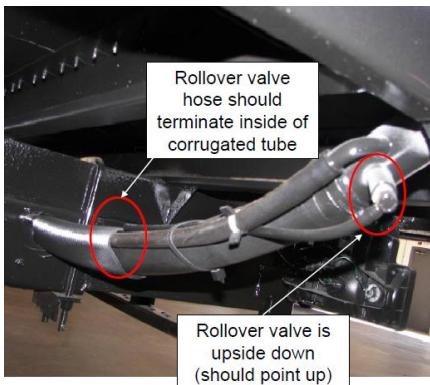


The fuel filler neck must be installed with proper orientation on the body. The neck should be installed with the roll-over valve pointing upward. The bottom edge of the neck mounting flange must be parallel to the ground. See photo for reference.

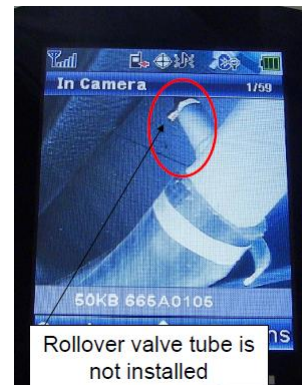
INCORRECT INSTALLTION

Fuel filler necks found in these conditions will result in fuel contamination

ROLLOVER VALVE is installed upside down.



ROLLOVER VALVE TUBE is not installed.



WARRANTY INFORMATION

Any incorrect fuel filler neck installation or any failure resulting from fuel contamination is NOT warrantable.