



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
IB17-X-001C

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GROUP:
MISCELLANEOUS

INTRODUCTION TO FTR

AFFECTED VEHICLES

- 2018-2021 MY Isuzu FTR

This bulletin supersedes bulletin IB17-X-001B, which is being revised to update affected model years. Please discard previous bulletin IB17-X-001B.

INFORMATION

The information below is provided to help technicians better understand common vehicle operations that may be incorrectly perceived by customers as a problem. Additionally, diagnostic scan tool connection requirements are outlined for easier technician diagnosis.

Possible Customer Complaint	Normal Condition Description
Intermittent ticking or light knocking noise from engine area.	<u>Purge valve noise</u> - When the air tanks are at a full level, air from the compressor will exhaust (exit) from the bottom of the dryer. A ticking/light knocking sound may be heard from the exhausting air. This sound can be confused with an engine noise when standing outside of the vehicle on the driver's side at the back of the cab. This sound from air exiting the dryer is normal and does not require repair. (See Figure 1 below for purge valve location)
Check Engine Light/MIL On	<u>DTC P0027</u> may set when the vehicle is started and the brake air pressure is very low or at 0 psi. This is most likely to happen after the air system has been serviced or if the vehicle has been stored for a long period of time and air pressure has depleted. If this DTC was set after starting under the previously described conditions and the exhaust brake functions properly, there is no problem. The DTC should be cleared before returning the vehicle back into service.

<p>Air Brake Pressure goes to zero (0) psi after 2 – 3 days storage</p>	<p>Light leakage from the air system is normal. Over the course of 2 – 3 days of not running the engine this leakage will deplete the pressure in the air system to zero (0) psi. Normal air pressure will soon build up after the engine is started.</p>
<p>Brake squeal during braking</p>	<p>Some brake noise is normal. Noise caused by glazing of the brake shoes can be addressed by sanding the shoes with 80 to 100--grit sandpaper. Sanding should not be done in the direction of drum rotation. Drivers' braking habits and certain types of vehicle upfit can cause glazing.</p>
<p>Roaring noise in the cab while running</p>	<p><u>Fan noise</u> – Because the cooling fan is directly underneath the cab, a vehicle operator might interpret “fan noise” to be a problem when it is not. The viscous fan clutch will typically engage both during initial start-up and when there is a lot of heat from the radiator air flow. The sound of the cooling fan engaging is normal and only seems unusually “loud” because the fan is located directly underneath the cab.</p>
<p>Water dripping from the dash vent and water on the floor mat</p>	<p>During periods of high ambient humidity, moisture may drip from the HVAC outlets while operating the air conditioning. To alleviate this, customers should keep the windows rolled up and utilize “outside” air mode when operating the air conditioning.</p>
<p>Radio is muted when the gear lever is moved to the reverse (R) position.</p>	<p>The radio automatically mutes when reverse (R) is selected to allow the driver to concentrate completely on his or her surroundings while the truck is moving backwards. This is a normal condition.</p>

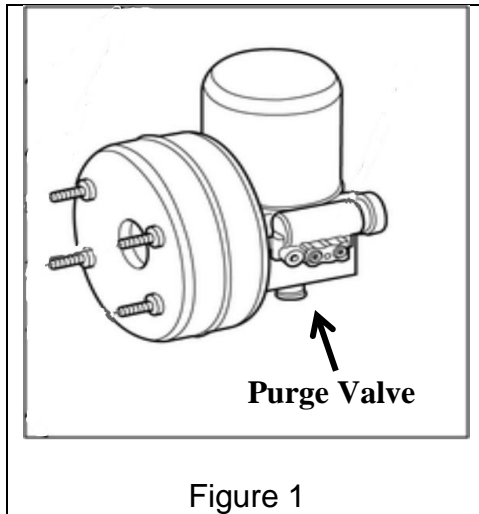


Figure 1

SCAN TOOL COMMUNICATION with FTR

No.	Description	ECUs	IDSS Interface/Scan Tool
1.	The metal case IDSS interface will only communicate with the listed Electronic Control Units (ECUs).	Engine Control Module (ECM) DEF Control Module (DCU) Mimamori ECU Fleet Management System (if equipped) (FMS)	
2.	The IDSS Tablet will communicate with all onboard ECUs.	ECM DCU Mimamori ECU Electronic Brake Control Module (EBCM) FMS (if equipped)	

<p>3.</p>	<p>The plastic case IDSS interface will communicate with all onboard ECUs.</p>	<p>ECM DCU Mimamori ECU EBCM FMS (if equipped)</p>	
<p>4.</p>	<p>A new interface cable with double red ends is required for complete communication with all onboard ECUs.</p>	<p>ECM DCU Mimamori ECU EBCM FMS (if equipped)</p>	
<p>5.</p>	<p>A new interface Y-cable is required for complete communication with all onboard ECUs.</p>	<p>ECM DCU Mimamori ECU EBCM FMS (if equipped)</p>	

6.

Transmission control module (TCM) data can only be retrieved using Allison DOC Software. IDSS currently does not support Allison DOC Software.