



**IMPORTANT SERVICE  
INFORMATION FOR:**

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

BULLETIN NUMBER:  
**WB13-X-002F**

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GROUP:  
**MISCELLANEOUS**

## TIRE WARRANTY – POLICIES AND PROCEDURES

### AFFECTED VEHICLES

- 2018-2023MY Isuzu FTR
- 2014-2023MY N-Series Isuzu Vehicles

***This bulletin supersedes bulletin WB13-X-002E. This bulletin is being updated to revise Model Years. Please discard bulletin WB13-X-002E.***

### INFORMATION

Isuzu is providing this bulletin to outline Isuzu's policy and procedures for Isuzu vehicles with Tire Warranty Coverage.

#### TIRE WARRANTY

##### WHAT IS COVERED

For two (2) years, or 24,000 miles (whichever occurs first): If any tire originally equipped on the truck is defective (please see below what is not covered), the tire will be repaired or replaced by an authorized tire dealer.

##### WHAT IS NOT COVERED

The tire warranty does not cover tire wear or damage caused by road hazards, lack of maintenance, improper use of tire chains, alterations, overloading or vandalism.

#### POLICY

##### TIRE SERIAL NUMBER

All tires have serial numbers which are recorded when installed onto a vehicle during production. In this manner, every tire can be matched to the Vehicle Identification Number (VIN). Only tire serial numbers associated to a VIN at the time of production are considered original equipment.

This warranty coverage is for the tires as installed to the original VIN. If any tire is moved from one vehicle to another, it is considered an alteration and is no longer covered under the tire warranty.

## DETERMINING A DEFECT

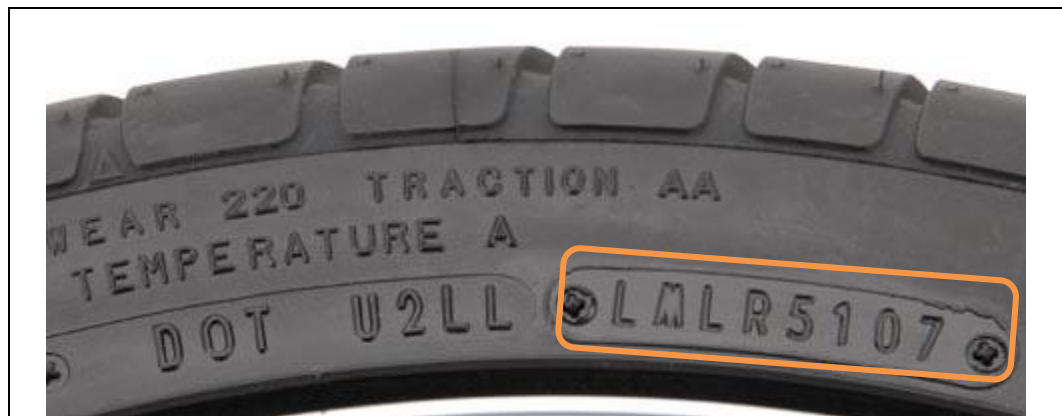
Isuzu dealers are not authorized by Isuzu to determine if a tire has failed as the result of a defect. Only an authorized tire manufacturer representative can make that assessment. The tire manufacturer representative must inspect the suspected defective tire(s) to make the determination. If the tire manufacturer representative determines that a tire is not defective, it will not be covered under the Isuzu tire warranty. Isuzu will only honor warranty claims for tires that have been determined defective directly by the tire manufacturer representative.

Dealers are required to follow the procedure below in order to complete the coverage of the tire warranty. Failure to comply with this procedure will result in claim denial and/or chargeback.

## **PROCEDURE**

When a tire is suspected to be defective, follow the procedure in this bulletin.

1. Inform the customer that warranty coverage will not be determined until the tire is deemed defective by an authorized tire manufacturer representative. If it is determined not to be a defect, all costs will be paid by the customer.
2. Determine the manufacturer of the tire installed onto the vehicle and collect the tire serial numbers (you may also request this from the tire shop).
  - a. Bridgestone, Yokohama, Continental, or Dunlop
  - b. Serial Number (see Figure 1)



**Figure 1** – Serial Number Location

3. Sublet the vehicle to the local authorized tire manufacturer facility for tire inspection and serial number confirmation.
  - a. For the location nearest to your dealer, please use the store locator at the appropriate tire manufacturer website.
    - i. [www.yokohamatire.com](http://www.yokohamatire.com)
    - ii. [www.bridgestonetire.com](http://www.bridgestonetire.com)

- iii. [www.continentaltire.com](http://www.continentaltire.com)
- iv. [www.dunloptrucktires.com](http://www.dunloptrucktires.com)

4. Receive the inspection results from the tire manufacturer representative. Be sure that the inspection results include the tire serial number.
  - a. If the tire manufacturer representative determines there is a defect, some or all of the costs for the tire repair will be absorbed by the tire manufacturer. Tire manufacturers have varying policies regarding prorated reimbursement based on remaining useful tire life which may affect the level of coverage from the tire manufacturer. Any reasonable outstanding balance may be submitted to Isuzu for reimbursement as a sublet.
  - b. If the failure is determined NOT caused by a defect, any inspection costs and repair costs will be the responsibility of the customer.

### CLAIM SUBMISSION

For vehicles covered under warranty with a confirmed defect, dealers should use the information below to submit a claim for any costs **not** covered by the tire manufacturer.

It is important to keep the original sublet bill (including tire serial numbers) with the claim paperwork, as it may be required for claim authorization. Dealers can add up to 0.3 hours of labor for administration of this tire warranty sublet.

Labor Operation	Description	Labor Time
E0425	Tire Warranty	0.3