



IMPORTANT SERVICE
INFORMATION FOR:
✓ SERVICE MANAGER
✓ SERVICE ADVISOR
✓ TECHNICIAN
✓ PARTS DEPARTMENT
✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
IB09-X-004C

ISSUE DATE:
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GROUP:
ENGINE

ICTA SERVICE TECHNICAL ASSISTANCE CENTER CALLER PREPAREDNESS

AFFECTED VEHICLES

- All Isuzu Commercial Vehicles

This bulletin supersedes bulletin IB09-X-004B. This bulletin is being updated to revise its content. Please discard previous bulletin IB09-X-004B.

INFORMATION

The Isuzu Commercial Truck of America (ICTA) Service Technical Assistance Center (TAC) provides diagnostic support to Isuzu dealer technicians repairing Isuzu vehicles in and out of vehicle warranty. A TAC case number will be issued solely for information tracking purposes and future contact reference.

ICTA TAC Telephone Number: 1-877-ISUZUCV (1-877-478-9828), follow the prompt.

Important notes about TAC:

- The TAC program provides assistance to Isuzu dealer technicians; it is not intended for use by any entity outside the Isuzu Dealer Network.
- The creation or existence of a TAC case number does **NOT** of itself imply or suggest in any way that the repair in question is covered under warranty.

I. Being Prepared

Technician preparedness is vital to the provision of accurate diagnoses and recommendations for repair. The following information is REQUIRED at the time of any call to TAC:

- Understand and attempt to duplicate the customer's concern prior to calling.
- Review the truck's maintenance and repair history with the customer and through the Isuzu Vehicle Information System (IVIS).
- Search for applicable bulletins and any open campaigns.
- Have all DTCs and diagnostics recorded, including all values and measurements (i.e., voltages, resistance, pressures, scan tool values, etc.), before calling TAC.
- **Download a Vehicle Health Report prior to calling for 2011MY- Current Isuzu Vehicles equipped with Isuzu Diesel Engines before calling TAC. Refer to Bulletin IB10-X-004.**

II. Not Prepared

Below are examples of NOT being prepared. TAC case numbers may not be issued under the following circumstances:

- Caller cannot provide a VIN, RO number, mileage, number of return visits, or the number of days down, etc.
- Diagnostic and test results can only be referenced as “good” or “ok”. Diagnostic and test results should be given in specific measurements as outlined in the applicable Workshop Manual and/or bulletins.
- Caller states: “I only need a case number.”


III. Requesting Technical Assistance

There are three ways to request Technical Assistance:

Note: Your dealer code always will be required to access the Technical Assistance Center line.

1. **Call:** 1-877-ISUZUCV (1-877-478-9828) and follow the prompt to speak directly to a TAC Specialist. If the TAC Specialist is busy, follow the prompt to leave a voice message. Be sure to provide all pertinent information (including a valid contact phone number, dealer code, and case number, if applicable) in the voice message so the TAC Specialist will be prepared to assist you when returning your call.
2. **Isuzu Connect:** From an existing Isuzu Connect CASE [NOTES]:
 - a) Choose Recipient:
 - i. Isuzu Field Managers;
 - ii. Service Technical Assistance Line;
 - iii. Technical Assistance Request.
 - b) Add a note that includes request needs.
 - c) Document all DTCs recorded and diagnostics including all values and measurements (i.e., voltages, resistance, pressures, scan tool values, etc.) before sending CASE note
 - d) Snapshots in .dat and .csv format and/or IQC worksheets can be added to CASE ATTACHMENTS to support request.

Note: A tutorial video for Isuzu Connect can be found in Non-Certification training courses on Isuzu Truck University.

3. **Email:** Submit the request for Technical Assistance utilizing the Isuzu Diagnostic Service System (IDSS). (See Figure 1.)
 - Click on the  help icon.
 - Under the IDSS comments tab, select “I want to request Technical Assistance Support” in the subject matter dropdown box.
 - Complete all fields with detailed and accurate information, including contact number, and select “submit”. A TAC Specialist will contact you as soon as possible.

ISUZU
TruckService.com

Name:

E-mail:

Phone:

Please choose a subject matter:

SELECT ONE

- I have a technical issue with IDSS.
- I have a comment about IDSS.
- I have a recommendation for IDSS.
- I want to close a technical assistance case.
- I want to request technical assistance support.**

For security purposes, please enter the 6-digit security code below into the box:

Security Code: (required)

136249

Please use the button below to attach a file.

File size limit: 15.00 MB
Files accepted: GIF, PNG, JPG, AVI, MPG, WMV, MP4, M4V, MOV, PDF, SS, FF, DAT

Attach File

Submit

Figure 1

IV. Closing Technical Assistance Cases

Important: Providing accurate information when closing a case helps the TAC Specialists when assisting other technicians. Please be as detailed as possible in the comments section.

Details required for closing a case:


- The date the repair order was closed.
- The assigned case number.
- Details of all repairs that were completed to resolve the concern (examples: wire chaffing and/or short location, part[s] location, connector identification[s] and terminal number[s], etc.)

Note: Incomplete repair information will not be processed.

There are four ways to close TAC cases:

1. **Call:** 1-877-ISUZUCV (1-877-478-9828) and follow the prompt to speak to a technical assistance specialist or leave a voicemail with the required information.
2. **Isuzu Connect:** From an existing CASE [NOTES]:
 - a) Choose Recipient:
 - i. Isuzu Field Managers;
 - ii. Service Technical Assistance Line;
 - iii. Technical Assistance Request.
 - b) Add a note that includes a request to close the associated case, such as: “I want to close Technical Assistance Case #XXXXXXX”. Include all the required case closing information, as referenced in Section IV above, before sending the CASE note.

Note: A tutorial video for Isuzu Connect can be found in Non-Certification training courses on Isuzu Truck University.


3. **Isuzu Communication System (ICS):**
 - a) Log into the dealer ICS;
 - b) Select the “service landing” page;
 - c) Select open TAC cases;
 - d) Select the “close case” link on the action column for the applicable open case;
 - e) Input your email address and all the required case closing information, as referenced in section IV above;
 - f) Click the “submit request” button.
4. **Email:** Submit the final repair data by utilizing the Isuzu Diagnostic Service System (IDSS). (See Figure 2.)
 - Click on the  help icon.
 - Under the IDSS comments tab, select “I want to close a Technical Assistance Case” in the subject matter dropdown box.
 - Include all the required case closing information, as referenced in Section IV above.

Name:

E-mail:

Phone:

Please choose a subject matter:

SELECT ONE 
SELECT ONE
I have a technical issue with IDSS.
I have a comment about IDSS.
I have a recommendation for IDSS.
I want to close a technical assistance case.
I want to request technical assistance support.

For security purposes, please enter the 6-digit security code below into the box.

Security Code: **(required)**



Please use the button below to attach a file.

File size limit: 15.00 MB
Files accepted: GIF, PNG, JPG, AVI, MPG, WMV, MP4, M4V, MOV, PDF, SS, FF, DAT






Figure 2