



**IMPORTANT SERVICE
INFORMATION FOR:**

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

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GROUP:
FUEL & EXHAUST

NEW REQUIREMENTS FOR CATALYTIC CONVERTER CLAIMS

AFFECTED VEHICLES

- 2012MY and Newer Isuzu N-Series Vehicles
Equipped with Gasoline engines

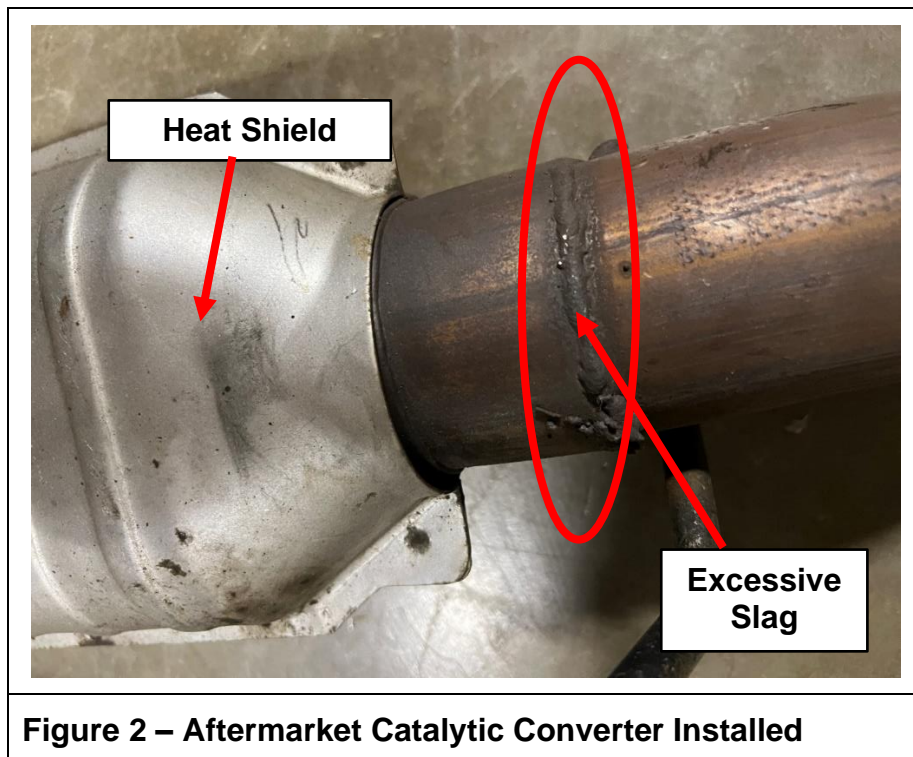
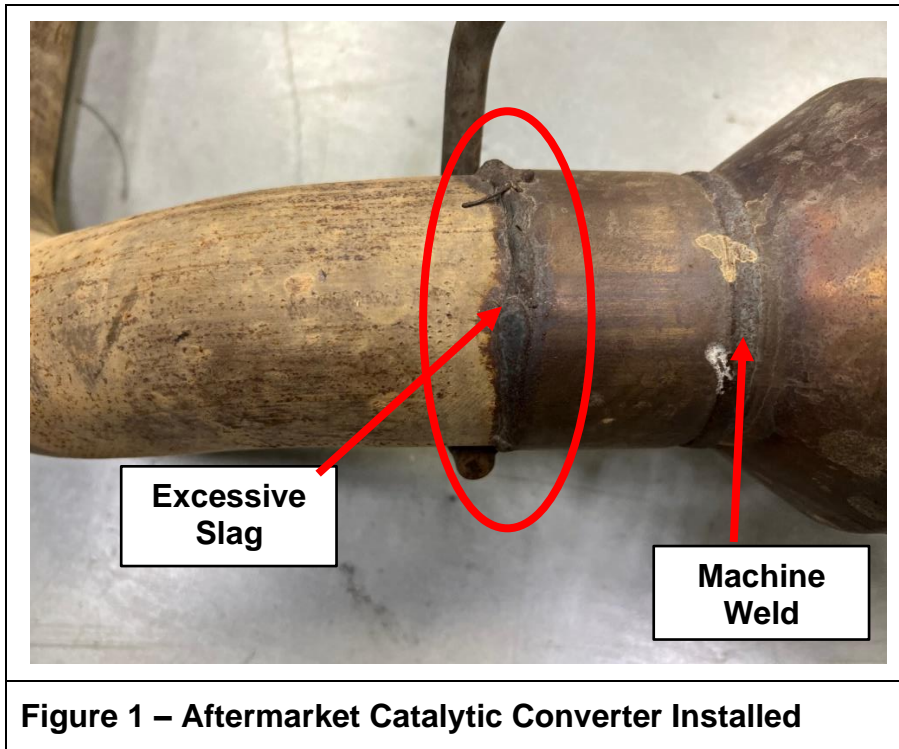
INFORMATION

Isuzu Commercial Truck of America (ICTA) has been receiving warranty part returns that have aftermarket catalytic converters welded in place instead of the OEM catalytic converter. This is because vehicle owners who have had the OEM or Fleet Value catalytic converters stolen from their vehicles often replace the stolen catalytic converters aftermarket with non-Isuzu parts. When those replacement parts fail and cause the check engine light to illuminate, vehicle owners may seek to have the non-Isuzu replacement catalytic converter repaired or replaced under warranty. In fact, however, neither the new vehicle warranty nor the one-year replacement part warranty covers the failed non-Isuzu part.

Examples of Non-OEM Catalytic Converters: The images/photographs below are provided to help dealers recognize Non-OEM catalytic converters and distinguish them from OEM and/or Fleet Value catalytic converters.

Aftermarket Catalytic Converters

Aftermarket catalytic converters will have non-factory welds attaching the converter to the exhaust pipe. These welds may have excess welding slag at the attachment points. (See Figures 1 and 2.)



Additionally, aftermarket catalytic converters may have exhaust pipe spacers welded in (See Figure 3) or have blocked-off air injection ports or pipes (See Figure 4).

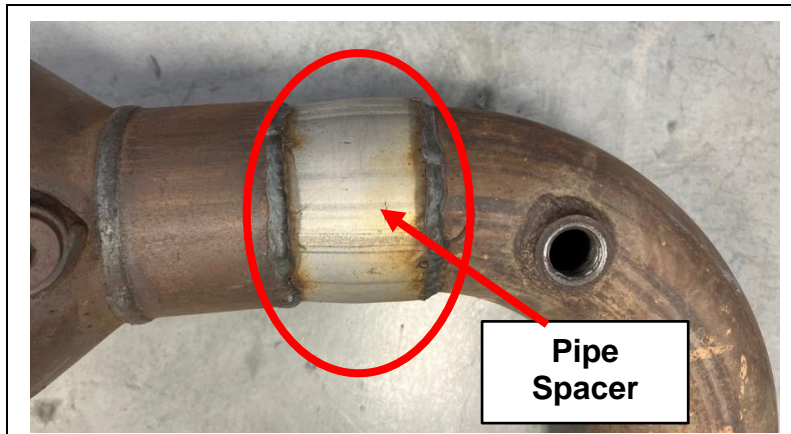


Figure 3 - Aftermarket Catalytic Converter w/spacer

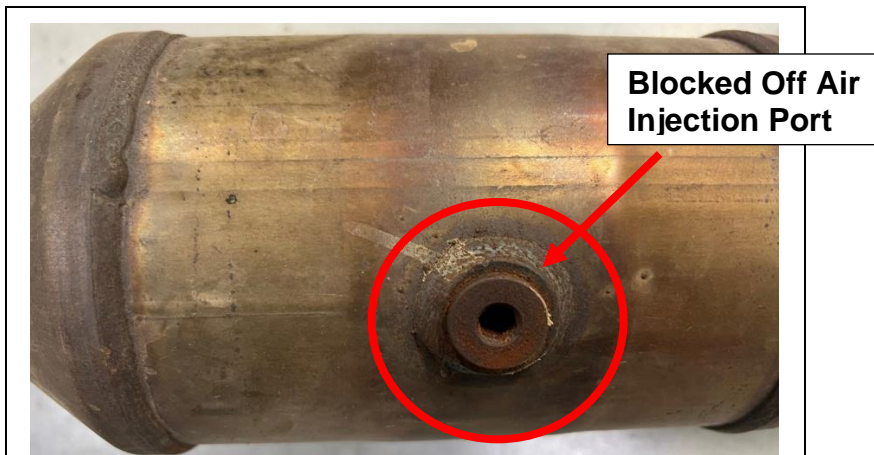


Figure 4 -Extra Ports for multiple applications

Fleet Value Catalytic Converters

Fleet Value catalytic converters have a slip joint secured with a clamp at the front of the exhaust pipe assembly. (See Figures 5 and 6.)

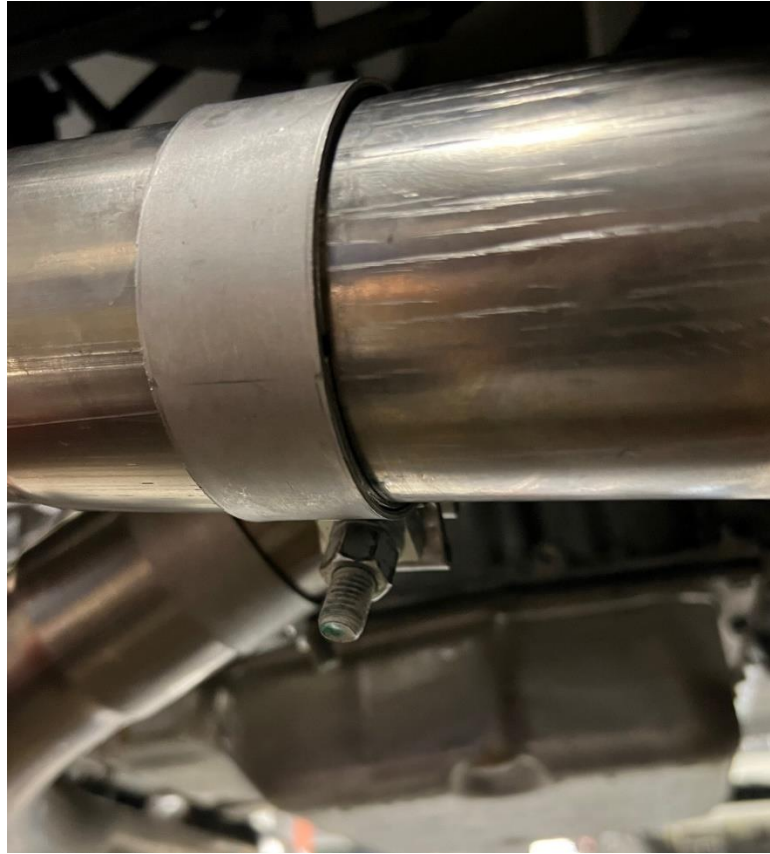


Figure 5 – Fleet Value Catalytic Converter Slip Joint (On Vehicle)



Figure 6 – Fleet Value Catalytic Converter Slip Joint (Off Vehicle)

Additionally, Fleet Value catalytic converters may be identified by the etched numbers (if still visible) on the bottom of the catalytic converter itself. (See Figure 7.)



Figure 7 – Fleet Value Catalytic Converter Markings

Etching Line 1: **Example** - N/CE 95500 MMY

N - indicates a new converter

CE - manufacturer code issued by EPA

95500 - numerical designation of the vehicle application / part series

MMYY - the month and year of manufacture (i.e., "0187" for January 1987)

Etching Line 2: **Example** - 1004692

Supplier internal part recognition

Etching Line 3: **Example** - 29406D31X1

AIPDN part number

New Requirements for Submitting New Vehicle (Regular) or Parts Warranty Claims for Catalytic Converters

Below are descriptions of certain additional requirements that apply when submitting a regular warranty or Parts Warranty (dealer installed or Over-the-Counter) claim for, or that includes, the replacement of, a catalytic converter (Labor Operation Code L2300) on 2012MY and newer N-Series vehicles with gasoline engines.

REQUIRED INFORMATION

All claim submissions that include the replacement of a catalytic converter **must** include digital photographs of the following items:

- For OEM Converters, **the entire removed exhaust pipe assembly** that contains the catalytic converter, including both flanges. (See Figure 8.)
- A **close-up view** of the OEM catalytic converter itself, including the factory welds attaching the converter to the exhaust pipe. (See Figure 9.)

- For ***Fleet Value Converters***, only a photo of the serial numbers etched onto the converter. (See Figure 10.)



Figure 8. - OEM Catalytic Converter Assembly (4 pipe welds)

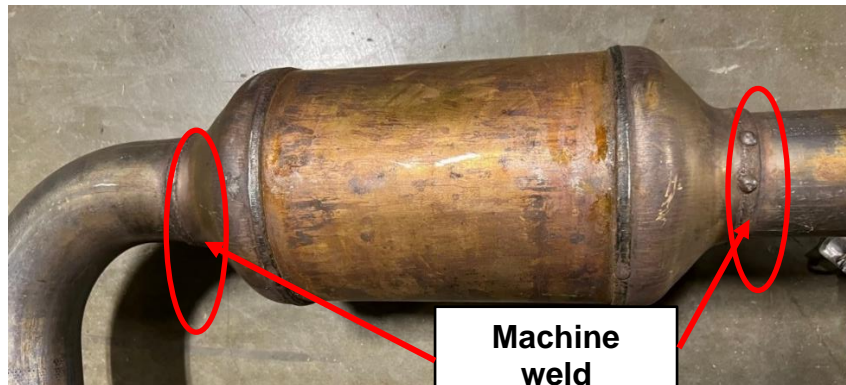


Figure 9 – OEM Catalytic Converter welds



Figure 10 – Fleet Value Catalytic Converter Markings

CLAIM SUBMISSION

Dealers may submit an additional 0.3 Hours of labor for the time necessary to take these photographs and attach them to the claim.

