SVS-03-12
4/4/2012

TO: **ALL ISUZU POWERTRAIN DEALERS**

SUBJECT: **RELEASE OF ISUZU DIAGNOSTIC SERVICE SYSTEM FOR INTERIM TIER 4 / TIER 4 AND TIER 3 ENGINES**

Isuzu Motors America, LLC, (ISZA) is pleased to announce the release of the Isuzu Diagnostic Service System for industrial engines (E-IDSS). The acronym E-IDSS was exclusively given to the software for Isuzu industrial engines. To meet applicable US E.P.A. emission regulations, new engine systems have been implemented. These technologies require a more technologically advanced diagnostic tool to meet the needs of the new engine systems. This special service tool is essential for troubleshooting / diagnosis and repair support for interim Tier 4 / Tier 4 and also is compatible with Tier 3 engines.

The E-IDSS provides the same diagnostic capabilities as the EMPS III. In addition to these functions, it includes the following: workshop manuals, electronic troubleshooting manuals, EGR actuation, VGS turbocharger actuation, intake throttle actuation and DPD regeneration. To illustrate the ease of use and readability, examples of screen views are below:

Hardware and Software

Pricing of the E-IDSS system shall vary depending on the software option chosen. Since the software is licensed on a per computer basis, locations that want to install the software on multiple computers will require additional software purchases. Your respective Distributor will provide the pricing breakdown in future communications. Detailed product descriptions are defined in the table below. Additionally a $500 credit can be applied to the purchase when an EMPS III is returned to ISZA.

Part Description	Part Number	Photo
E-IDSS Software Option 1 Installation DVD with Internet Updates	SVCX999600430	
E-IDSS Software Option 2 Installation DVD with Quarterly DVD Updates **Internet Connection Required for Initial Product Registration	SVCX999600440	
E-IDSS Interface Module Kit Includes: E-IDSS Interface Module, PowerTrain Adapter, DLC Cable, USB Cable, Tier 3 Reflash Cable, Tier 4 Reflash Cable, Battery Power Cable, 24V AC Adapter & 12V AC Adapter.	SVCX999600450	

An Internet connection is required for initial product registration for both online and DVD software updates. One software license is required for each computer that the hardware shall be used with. Annual renewal of the software is required; otherwise the software expires and the tool will not function.

Ordering

Prices, availability and ordering follow the normal sales route through your facing Distributor. Typical lead time is two business weeks.

Computer Requirements

The computer that E-IDSS program is installed on must meet all of the following minimum operating requirements or the program may not properly install or operate:

- Standalone Laptop PC or Desktop PC with hard drive partitioned.

- Windows XP Professional operating system. Windows Vista and Windows 7 32-bit operating systems are also supported.

- Over 1.0 GHz Pentium Processor

- 40 GB Hard Drive Minimum (80 GB Hard Drive Recommended)

- Over 10 GB of free Hard Drive space

- 512 MB RAM

- DVD 16X Drive

- 2.0 USB Port

- Hi-Speed Internet Connection

- PC screen resolution set to at least 1024x768 in order to ensure proper functionality. Use the Control Panel PC Display Settings to change your screen resolution, if required.

EMPS III Return Procedure

As defined earlier in the bulletin, there is a $500 credit offered for EMPS III units that are returned freight prepaid to Isuzu Motors America, LLC. All credits will be issued directly to the appropriate Distributor. If your EMPS III is going to be returned for credit, please provide your Distributor the EMPS ID when placing your E-IDSS order. For ease of reference, the EMPS III is pictured below. The ID label is located in the picture to the right.

Please return the EMPS III unit freight prepaid to the following:

    Service Department
    Isuzu Motors America, LLC
    46401 Commerce Center Drive
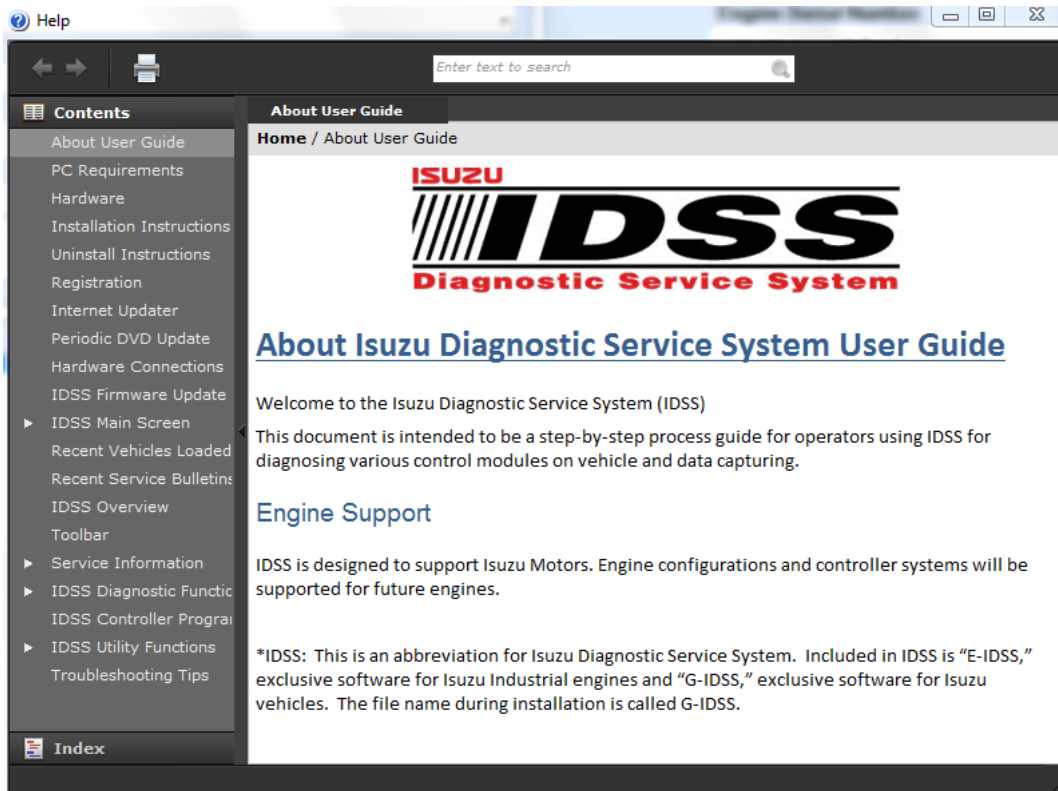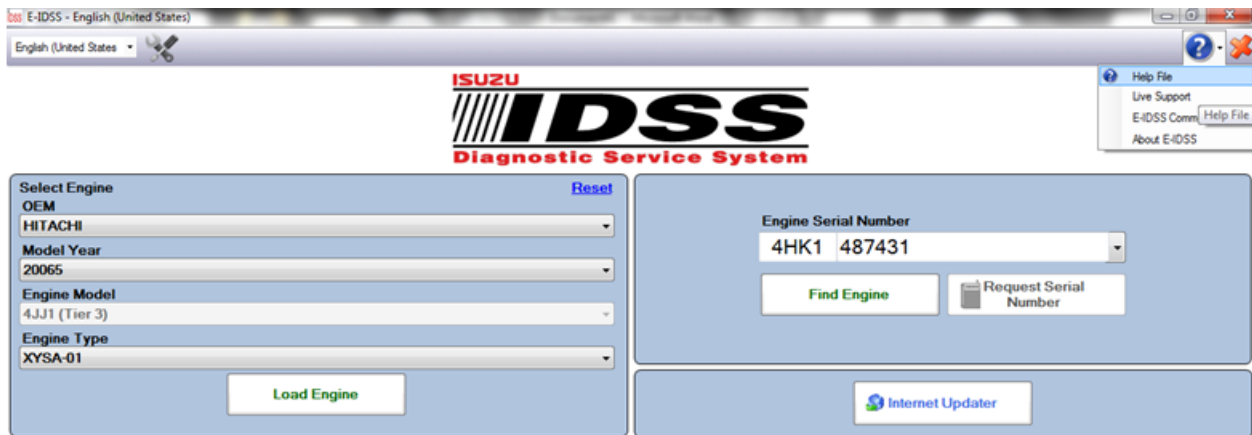   Plymouth, MI 48170
    734.582.9470

User Guide

A User Guide is included in the software. The link is located in the upper right corner of the screen and is notated by a question mark. Once highlighted, select "Help File" and the User Guide will open in a new window as demonstrated below.

All Distributors must attend ISZA's Tier 4 training course to obtain the necessary knowledge to use the tool and be authorized to perform warranty diagnostics. Dealers must also be trained and certified by their respective Distributor or ISZA to be authorized to perform warranty repairs. The E-IDSS is to be automatically shipped to servicing Distributor locations.

Isuzu has ceased sales of the EMPS III diagnostic tool as of March 2012 and is currently phasing this product out. For the EMPS III tools in the market, support and sale of software licenses will continue. Support for Operating Systems after Windows 7 (32 bit only) will not be provided.

As a courtesy, attached are documents we believe helpful. These are as follows:

- E-IDSS Sales and Service Parts – Dealer: This document provides part numbers for hardware, software and service parts.
- E-IDSS Installation Guide: This is a help guide for initial software installation.

If you should have any questions, please contact your Distributor service representative.

Best Regards,

Eric Dinkel

Manager, Service

Attachments:
- E-IDSS Sales and Service Parts - Dealer
- E-IDSS Installation Guide