

TO: ALL ISUZU POWERTRAIN DISTRIBUTORS

ATTN: ALL SERVICE & WARRANTY PERSONNEL

SUBJECT: TIER 3 SPECIAL SERVICE TOOLS AND MINIMUM REQUIREMENTS

Isuzu Motors America, Inc. (ISZA) is announcing the release of the tier 3, mechanical and electronic special service tools. These special tools are essential in providing trouble shooting/diagnosis and repair support. ISZA will also announce within this bulletin the minimum required special tools for tier 3 “4H” & “6H” engines necessary to perform warranty repairs and meet the contractual obligation of Distributors as well as Dealers. Attached you will find a substantial discounted one time **special pricing offer valid until January 31, 2007** as well as standard pricing. We must receive your order by January 31, 2007 to qualify for the discounted pricing.

ELECTRONIC SPECIAL SERVICE TOOLS

For tier 3 ISZA will provide and support two essential electronic diagnostic tools, the EMPS III and Breaker Box. All Distributors and Dealers are required to purchase the EMPS III. The software for the EMPS III will be updated four times per year. The fee for the updates will be included within the Publications Program pricing which will be announced within the first quarter 2007. All Distributors must attend ISZA’s tier 3 training course providing the knowledge necessary to use and be authorized to perform warranty diagnostics and repair on tier 3 engines. Dealers must also be trained and certified by their respective Distributor in order to be authorized by ISZA to perform warranty repairs. The Breaker Box is not required however comes highly recommend as back probing of connectors and wires will cause future wire harness/connector failures.

- **EMPS III** – Provides the means to perform diagnosis and trouble shooting, view diagnostic trouble codes, injector replacement (set QR codes), ECM reflash procedure, several tests – actuator, rail pressure, injector balance, pre-injection, injection timing, injector force drive, glow relay, EGR, snap shot, graph display and view various readings of inputs and outputs of the ECM.
- **Breaker Box** - Provides the means to perform trouble shooting and diagnosis of the wiring harness and connectors without back probing the wires. You can check for open or short circuits in the connector pins and harness between the ECM and each sensor or actuator. Allows voltage and continuity checks using a digital multi-meter.

REQUIREMENTS

- **Distributor level** – One unit of the EMPS III will be shipped automatically mid March 2007. The Breaker Box comes highly recommended but will not be automatically shipped; the distributor must order.
- **Full & OEM Service Dealer** – One unit of EMPS III is required but will not automatically ship. Distributors must review this requirement with each Dealer and place your orders accordingly. The Breaker Box comes highly recommended but will not be automatically shipped; the dealer must order. **Note:** In order to perform tier 3 warranty repairs the dealer must be trained by their respective Distributor and have an EMPS III tool.

MECHANICAL SPECIAL SERVICE TOOLS

See attachment for the list of all available tier 3 special tools including DN pricing.

REQUIREMENTS

See attached special tools list for the minimum requirements expected at the Distributor and Dealer levels.

- **Distributor level** – The Distributor can expect to receive all special tools labeled as “A” in the attached spreadsheet and these tools will ship automatically in May 2007.
- **Full & OEM Service Dealer** – The Dealer is expected to purchase the minimum required special tools labeled as “B” for Full Service Dealers and “C” for OEM Service Dealers in the attached spreadsheet. The Distributor must review this requirement with each Dealer and place your orders accordingly.

SHIPPING INFORMATION

All tier 3 special service tools ordered within the special pricing cut off date of January 31, 2007 will receive free shipping. All tier 3 tools ordered after January 31, 2007 shipping cost will be the responsibility of the Distributor. All initial orders received with special pricing will be shipped in bulk by part number to the distributor’s location only. The distributors will be required to receive the special tools boxing them into a kit and ship them to each of their dealers. Regular orders can be shipped direct to the dealers for cost of shipping.

HOW TO ORDER

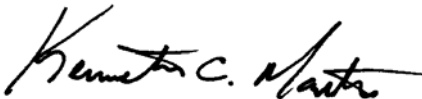
- Distributors will order all tier 3 special service tools through ICS. In the future any service tools with the prefix of “SVC” must be ordered through ICS not AIPDN. See attached instructions for ICS ordering.
- Dealers will obtain pricing and order through their respective Isuzu Distributor.

LEAD TIME

- Lead time on all tier 3 special service tools is 120 days from date of order.

If you should have any questions please contact your service and parts representative.

Best Regards,



Kenneth Martin
Manager, Service & Parts Planning