

TO: ALL ISUZU POWERTRAIN DISTRIBUTORS

ATTN: ALL SERVICE & WARRANTY PERSONNEL

**SUBJECT: TIER 3 SPECIAL SERVICE TOOLS AND MINIMUM REQUIREMENTS
(AUTO SHIPMENT OF 4JJ1, 6UZ1 AND 6WG1 TIER 3 SPECIAL TOOLS)**

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. This bulletin also announces the minimum required special tools for Tier 3 “4JJ1, 6UZ1 and 6WG1” engines which are necessary to perform warranty repairs and meet the contractual obligation of Distributors as well as Dealers. ISZA has made recent logistics changes to keep the cost of these tools as low as possible.

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 fees for the updates are invoiced on an annual basis every September 15th and prorate if applicable (see bulletin SVS-25-07 for details). 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 (Electronic)

- **Distributor level** – Minimum one EMPS III diagnostic tool at each Distributor’s servicing branches. The Breaker Box comes highly recommended but is not part of the auto ship program.
- **Full & OEM Service Dealer** – One 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. **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. (Dealers contact your local Distributor for pricing)

REQUIREMENTS (Mechanical)

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

- **Distributor level** – The Distributor is expected to have at minimum one each of all special tools labeled as “A” in the attached spreadsheet. The exception to this would be if the Distributor decides to operate a tool rental program for the respective Dealers. In this case the number of tools in stock at the Distributor should be agreed by both the Distributor and ISZA Service and Parts Representative.
- **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

Distributors will start receiving all required mechanical special tools for models 4JJ1, 6UZ1 and 6WG1. Distributors may notice these tools listed in ICS on your back order list. The special tools have been ordered on the Distributors behalf using the PO# of “PTTOOL” and comments of “Isuzu P.T. tool order per Ken Martin”. These special tools will be shipped freight pre-paid. All orders for the EMPS III, Breaker Box and Harness are DN cost plus shipping.

HOW TO ORDER

- Distributors will order all Tier 3 mechanical special service tools through AIPDN. The EMPS III, Breaker Box and Harness, all service tools with the prefix of “SVC”, must be ordered through ICS (same as publications material) not AIPDN.
- 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

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Manager, Service & Parts Planning