

ISUZU

N SERIES

DIESEL

NPR-HD

NPR-XD

NQR

NRR

**2023 WARRANTY AND OWNER
ASSISTANCE INFORMATION**

Trucks for life
ISUZU



Distributed by Isuzu Commercial Truck of America, Inc. (ICTA)

Ⓔ No.NPD23-WTY-C01
Printed in Japan

**TRUCK WITH HEAVY DUTY
ENGINE EMISSION CERTIFICATION**

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ISUZU
N SERIES
DIESEL
NPR-HD/NPR-XD/NQR/NRR
WARRANTY AND OWNER ASSISTANCE INFORMATION

Issued by ISUZU MOTORS LIMITED
Service Technical & Training Dept.
Shinagawa-ku, Tokyo, 140-8722 Japan

232112-01K-x

2023 Warranty and Owner Assistance Isuzu Commercial Truck

OWNER INFORMATION

Name _____

Street Address _____

City/State/Zip _____

Telephone _____

VEHICLE INFORMATION

Model _____ Model Year _____

VIN _____

Delivery Date _____ Mileage _____

Delivering Dealer _____

Dealer Code _____

Street Address _____

City/State/Zip _____

Telephone _____

Important: This booklet contains Isuzu warranties which accompany your new vehicle and provides an area to record the starting date and mileage of those warranties. It also contains owner assistance information which may be useful during or after the warranty period. Keep it with your vehicle and make it available to an authorized dealer if warranty work is needed. This booklet should remain with the vehicle when you sell it so future owners will have the information.

Tire Information

Tires are warranted by the tire maker. A separate tire warranty pamphlet is included with the owner literature supplied with your truck. In the event of a tire problem, take your vehicle to an authorized tire service store handling the brand of tires on your vehicle. Tire wear or damage conditions caused by defects in the vehicle are warranted by the distributor. Any authorized dealer will assist you in requesting a tire adjustment.

An Important Message to Isuzu Vehicle Owners . . .

Our Commitment to You

We are committed to assuring your satisfaction with your new ISUZU truck. Your authorized dealer also wants you to be completely satisfied and invites you to return for all your service needs, both during and after the warranty period.

Warranty Service - United States

While any authorized dealer will perform warranty service, we recommend that you return to the dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling, have moved or did not obtain your ISUZU truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

Vehicle Operation and Care

Considering the investment you have made in your new ISUZU truck, we know you will want to operate and maintain it properly. We urge you, therefore, to follow the instructions contained in your Owner's and Driver's Manual.

Maintenance Records

It is recommended that receipts covering the performance of regular maintenance be retained. Damage to your vehicle caused by lack of required maintenance is not covered by your warranties. Therefore, receipts can be very important if a question arises as to whether a failure is caused by lack of maintenance or a defect in material or workmanship.

It is suggested that receipts be retained with your glove box literature.

Owner Assistance

Should you ever encounter a problem during or after the warranty period that is not resolved, talk to a member of dealer management. If the problem persists, follow the additional procedure outlined in "Owner Assistance", page 17 of this booklet.

We thank you for choosing an ISUZU product.

Warranty Coverage at a Glance

The warranty coverages on your vehicle vary as illustrated below. Please read pages 4 through 17 for complete details.

NEW TRUCK WARRANTY*	WARRANTY LIMITATIONS		CHARGE PAID BY OWNER	
	TIME	Vehicle Miles	PARTS	LABOR
BASIC	0 – 3 Years	Unlimited	No Charge	No Charge
ENGINE	0 – 3 Years	Unlimited	No Charge	No Charge
<ul style="list-style-type: none"> • TRANSMISSION • DRIVE AXLE • DRIVE SHAFT • FRONT AXLE I-BEAM • CROSSMEMBERS • FLYWHEEL HOUSING 	0 – 3 Years	Unlimited	No Charge	No Charge
FRAME RAILS	0 – 3 Years	Unlimited	No Charge	No Charge
	3 – 5 Years	Unlimited	50%	50%
CORROSION (Rust Through)	0 – 4 Years	Unlimited	No Charge	No Charge

EMISSION WARRANTY*	TIME	Vehicle Miles	PARTS	LABOR
EMISSION CONTROL SYSTEM	0 – 5 Years	0 – 110,000	No Charge	No Charge
EMISSION PERFORMANCE	0 – 5 Years	0 – 50,000	No Charge	No Charge
TIRES	0 – 2 Years	0 – 24,000	No Charge	No Charge
GHG EMISSION	0 – 5 Years	0 – 50,000	No Charge	No Charge

*: The warranty coverages are determined by the mileage of the vehicle and the number of years from the delivery date. The warranty coverages are limited by whichever occurs first.

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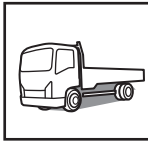
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2023 Isuzu New Truck Warranty

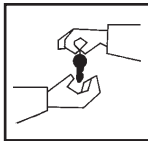
Isuzu Commercial Truck of America, Inc. will provide for repairs to the vehicle during the warranty period in accordance with the following terms, conditions and limitations:

What is Covered



Repairs Covered

This limited warranty covers repairs to correct any malfunction occurring during the Warranty Period resulting from defects in material or workmanship of the cab and chassis (except those items listed under "What Is Not Covered" later in this section). New or remanufactured parts will be used.



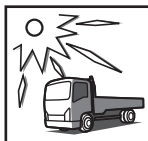
Warranty Period

The Warranty Period for all coverages begins on the date the vehicle is first delivered or put in use. It ends at the expiration of the Basic Coverage or other coverages shown below.



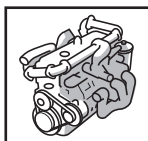
Basic Coverage

The complete cab and chassis, except tires, and components coming under other coverages provided herein, are covered for 3 years with unlimited mileage. Tire conditions caused by vehicle defects are also covered during this period.



Air Conditioning Coverage

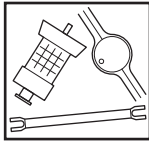
The entire factory-installed air conditioning system, excluding refrigerant charge is covered for 3 years, regardless of vehicle mileage.



Engine Coverage

Engine components are covered for 3 years, unlimited mileage.

The engine components covered under the New Truck Warranty are: cylinder block and head and all internal parts, water pump, flywheel, and intake and exhaust manifolds.



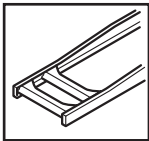
Drivetrain and Chassis Coverage

Drivetrain components, front axle, and crossmembers are covered for 3 years, unlimited mileage.

Drivetrain components

Listed below are the drivetrain components covered under the New Truck Warranty.

- Front axle I-beam
- Flywheel housing
- Transmission – Transmission cases and all internal parts.
- Driveshafts – Driveshafts, support bearings and universal joints.
- Drive axle – Differential, axle shafts, seals and bearings.



Frame Rail Coverage

Frame rails are covered for 5 years/unlimited mileage:

- Between 0 – 3 years the coverage is 100% parts and 100% labor.
- Between 3 – 5 years the coverage is 50% parts and 50% labor.

Listed below are the frame components covered under the New Truck Warranty.

- Frame rails
- Crossmembers



Corrosion (Rust-through) Coverage

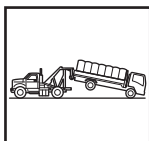
Any cab sheet metal panel that rusts-through due to corrosion is covered for 4 years, regardless of vehicle mileage.

Corrosion (Rust-through)

The Corrosion Coverage applies to perforation due to corrosion only. Perforation means a Rust-Through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion (resulting from stone chips or scratches in the paint, for example) would not be repaired under this coverage.

After-manufacture "Rust proofing"

Since your vehicle was designed and built to resist corrosion, use of additional rust-inhibiting materials is not necessary and not a requirement under the 4 years Corrosion Coverage. Whether to obtain such protection is, therefore, your decision.



Towing

If your vehicle is inoperative due to a warranted part failure within the New Truck Warranty period, towing service is covered to the nearest authorized dealership handling your model series. Refer to "Roadside Assistance (Available in U.S. only)" on page 18 of this booklet.

Batteries

The battery installed in your vehicle (if so equipped as original equipment) is covered under the New Truck Warranty for a period of 1 year.

Service Adjustment

Service adjustment – minor repairs not usually associated with the replacement of parts and not a part of normal maintenance – are covered for the first 1 year, 12,000 miles.

This includes but is not limited to:

- Wheel alignment
- Tire balance
- Door and window adjustment
- Light bulbs (Excluding factory equipped LED bulbs)

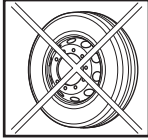
Sheet Metal, Paint and Other Appearance Items

Defects or damage to sheet metal, paint, trim or other appearance items may occur at the factory during assembly or while the vehicle is being shipped to the dealer.

Normally, any factory defect or damage is detected and corrected at the factory during the inspection process. In addition, dealers are obligated to inspect each vehicle upon receipt. They are required to repair any uncorrected factory defects or damage and any transit damage which they detect before the vehicle is delivered to you.

Sheet metal, paint or appearance defects still present at the time the vehicle is delivered to you are covered by the warranty. However, for your protection, we suggest that if you do find any such defects, you advise your dealer without delay as normal deterioration due to use and exposure is not covered by the warranty.

What is Not Covered



Tires

Tread wear, tire damage resulting from road hazards, lack of maintenance, tire chains misapplication, alteration, overload or vandalism is not covered.

Aftermarket Engine Performance Enhancement Products and Modifications

Some aftermarket engine performance products and modifications promise a way to increase the horsepower and torque levels of your vehicle's powertrain. You should be aware that these products may have detrimental effects on the performance and life of the engine, exhaust emission system, transmission, and drivetrain. The Isuzu Diesel Engine, transmission, and drivetrain have been designed and built to offer industry leading durability and performance in the most demanding applications.

Engine power enhancement products may enable the engine to operate at horsepower and torque levels that could damage, create failure, or reduce the life of the engine, engine emission system, transmission, and drivetrain. Damage, failure, or reduced life of the engine, transmission, emission system, drivetrain or other vehicle components caused by aftermarket engine performance enhancement products or modifications may not be covered under your vehicle warranty.



Damage or Corrosion Due to Accidents, Misuse, or Alterations

Accidents or damage caused by collision, fire, theft, freezing, vandalism, riot, explosion or from objects striking the vehicle; misuse of the vehicle such as driving over curbs, overloading, racing, or other competition; alterations to the vehicle. In addition, coverages are void if the odometer has stopped or been altered. We do not guarantee the use of the engine or vehicle at the outside air temperature of -30°C (-22°F) or below. Proper vehicle use is described in the Owner's and Driver's Manual.



Damage or Surface Corrosion from Environment

Airborne fallout (chemicals, tree sap, etc.), stones, hail, earthquake, water or flood, windstorm, salt damage, lightning, etc.



Damage Due to Lack of Maintenance or Use of Improper Fluids, Fuel, Filters, Oil or Lubes

Lack of required maintenance as described in the Maintenance Section of the Owner's and Driver's Manual.

Failure to use fluids, fuel, filters, oil and lubricants as recommended in the Owner's and Driver's Manual. Damage caused by the use of starting aids.

Maintenance is your responsibility. Keep all receipts and make them available if questions arise concerning maintenance.

Biodiesel

Damage, service issues, and/or performance issues determined by Isuzu to be caused by the use of biodiesel fuel not meeting the specifications and requirements described in the Biodiesel Manual are not considered to be defects in material or workmanship and are not covered under the Isuzu warranty.

Any damage caused by the use of raw oils, fats, used cooking oils, or home-made biodiesel will not be covered by the Isuzu warranty. Also, any damage caused by biodiesel-blended fuels in which the blend ratio exceeds 20% will not be covered by the Isuzu warranty.

Bodies, Conversions, Equipment

Special bodies, body conversions or equipment, not made by the distributor.



Maintenance is Owner Expense

Vehicle maintenance is the owner's responsibility. Some exceptions are noted in the Service Adjustment section in this booklet. Maintenance items include but are not limited to the following:

- Cleaning and polishing
- Lubrication
- Replacing filters
- Tire rotation
- Windshield wiper
- Light bulbs (Excluding factory equipped LED bulbs)
- Adjustments

See the Maintenance section of the Owner's and Driver's Manual for all maintenance items.



Extra Expenses

This warranty does not cover any economic loss including (without limitation) payment for the loss of time or pay, inconvenience, loss of vehicle use, vehicle rental expense, lodging bills, food, other travel costs, storage charges and other incidental or consequential loss or damage.

Speedometer

Any vehicle on which the odometer mileage has been altered. If the replacement speedometer's odometer cannot be programmed to the correct mileage, a speedometer sticker (available from your Isuzu Dealer) must be completed and placed on the door jamb on the driver side.

Salvage Title

The new vehicle limited warranty does not apply to any vehicle and is rendered void if the vehicle is or has ever been issued a "salvage" or similar title under any state's laws; or has ever been classified as a "total loss" or equivalent by any insurance company such as a cash payment in lieu of repairs because of a determination that the cost of repairs exceeds the actual cash value of the vehicle.

OTHER TERMS: THIS LIMITED WARRANTY IS THE ONLY WARRANTY APPLICABLE TO THESE PRODUCTS AND IS EXPRESSLY IN LIEU OF ANY OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PERFORMANCE OF REPAIRS IS THE EXCLUSIVE REMEDY UNDER THIS WARRANTY. THE DISTRIBUTOR DOES NOT AUTHORIZE ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATIONS OR LIABILITY IN CONNECTION WITH THESE PRODUCTS. THE DISTRIBUTOR SHALL NOT BE LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES RESULTING FROM BREACH OF WARRANTY.

Warranty Service

Warranty Service – United States

While any authorized dealer handling your model series will perform warranty service, we recommend that you return to the authorized dealership that sold you your vehicle because of its continued and personal interest in you. If you are traveling or move or did not obtain your truck from an authorized dealer, visit any authorized dealer handling your model series in the United States for warranty service.

Warranty Repair Order

For your records, the servicing dealer will provide a copy of the Warranty Repair Order listing all warranty repairs performed.

Warranty Service – Foreign Countries

If you are operating in a foreign country and repairs are needed, it is suggested you take your vehicle to an authorized dealer, preferably one that handles your model series. In order for reimbursement to be considered, you should provide your selling dealer upon your return home with a statement of circumstances, the original repair order and any "paid" receipt indicating the work performed and parts replaced.

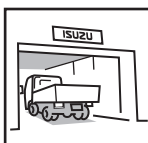
Please note that repairs made necessary by the use of improper or dirty fuels are NOT covered under the warranty. See Owner's and Driver's Manual for additional information on fuel requirements.

Production Changes

The distributor and its dealers reserve the right to make changes in vehicles built and/or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/or sold by them.

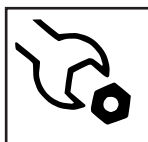
In Case of Emergency

In case of emergencies where an authorized dealer is not reasonably available, a part is not available within 30 days, or a repair is not complete within 30 days, repairs on your truck's emission related systems may be performed at any repair facility or by the owner using equivalent replacement parts. If this is necessary, you must submit to an authorized dealer a statement of the circumstances relevant to the work performed, together with the paid invoices or receipts and any replaced parts, for reimbursement of emergency repair costs (including diagnosis). Such reimbursement shall not exceed ICTA's suggested retail prices for warranted parts replaced and labor charges based on ICTA's recommended time allowances for warranty repairs at a geographically appropriate hourly labor rate.



Repairs

Take your truck to an authorized dealership handling your model series within the Warranty Period, and request the needed repairs or adjustments. A reasonable time must be allowed for the dealership to perform necessary repairs.



No Charge

Warranty repairs (parts and/or labor) will be made at no charge, unless otherwise specified under Frame Rail Coverage or What is Not Covered.



Warranty Applies

This limited warranty applies to ISUZU trucks registered and normally operated in the United States.

Noise Emissions Warranty

Isuzu Commercial Truck of America, Inc. warrants to the first person who purchases this vehicle for purposes other than resale and to each subsequent purchaser that this vehicle, as manufactured, was designed, built and equipped to conform at the time it left the distributor's control with all applicable U.S. EPA Noise Control Regulations.

This warranty covers this vehicle as designed, built and equipped, and is not limited to any particular part, component or system of the vehicle. Defects in design, assembly or in any part, component or system of the vehicle as manufactured which, at the time it left the distributor's control, caused noise emissions to exceed Federal standards, are covered by this warranty for the life of the vehicle.

See the Owner's and Driver's Manual for additional Noise Emissions information.

Warranty Covering Emission Control Systems for 2023 Isuzu Vehicles

Your Warranty Rights and Obligations

The U.S. Federal Environmental Protection Agency, and/or the California Air Resources Board and Isuzu Commercial Truck of America, Inc. (ICTA) are pleased to explain the emission control system warranty on your 2023 ISUZU truck. New motor vehicles must be designed, built and equipped to meet the emission standards. ICTA must warrant the emission control system on your truck for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your truck. Your emission control system may include parts such as the fuel injection system, diesel particulate filter (DPF), selective catalytic reduction (SCR) system and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, an authorized dealer will repair your truck at no cost to you including diagnosis, parts and labor.



NOTE

- This California warranty is applicable to California specification vehicles registered in the state of California or other states adopting California emission and warranty regulations. Currently, Maine, Massachusetts, and Pennsylvania have California Heavy Duty emissions warranty coverage. (New York adopted California emission standards, but not the California emissions warranty. The federal emissions control warranty applies to all vehicles in New York.)

Manufacturer's Warranty Coverage

EMISSION CONTROL SYSTEM:

For 5 years or 110,000 miles (whichever occurs first):

If any emission-related part on your truck is defective, the part will be repaired or replaced by an authorized dealer.

This is your emission control system DEFECTS WARRANTY.

TIRES COVERAGE:

For 2 years or 24,000 miles (whichever occurs first):

If any tire originally equipped on your truck is defective (excluding tread wear), the tire will be repaired or replaced by an authorized dealer.

This is your tire DEFECTS WARRANTY.

AIR CONDITION SYSTEM COVERAGE

For 5 years or 50,000 miles (whichever occurs first):

All components whose failure would increase a vehicle's emissions of air conditioning refrigerants will be repaired or replaced by an authorized dealer.

This is your Green House Gas emission warranty.

Owner's Warranty Responsibilities

As the truck owner, you are responsible for the performance of the required maintenance listed in your Owner's and Driver's Manual.

ICTA recommends that you retain all receipts covering maintenance on your truck, but ICTA cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your truck to an authorized dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the truck owner, you should also be aware that ICTA may deny you warranty coverage if your truck or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638) or Director, Diesel Engine Compliance Center, U.S. Environmental Protection Agency, 2000 Traverwood Drive, Ann Arbor, MI 48105 (complianceinfo@epa.gov) for federal vehicles or the California Air Resources Board at 9528 Telstar Ave., El Monte, CA 91731 for California vehicles.

What is Covered

These components are covered by the federal emission warranty. Some scheduled maintenance is required (refer to the Emission Control Maintenance portion of the Maintenance Section in the Owner's and Driver's Manual). The components scheduled for replacement as required maintenance are warranted up to their first scheduled replacement point.

1. Air/Fuel metering system

- Intake throttle
- Fuel supply pump
- Fuel rail (Common rail)
- Injectors and high pressure lines
- Turbocharger
- Charge air cooler and charge air cooler hoses
- Intake manifold
- Camshaft position sensor
- Engine speed/Crankshaft position sensor
- Ambient temperature sensor
- Coolant temperature sensor
- Boost pressure sensor
- Common rail pressure sensor
- Manifold absolute pressure sensor
- Mass air flow sensor & Temperature sensor
- Engine control module
- Glow plug control module
- Glow plug

2. EGR system

- EGR valve
- EGR cooler
- EGR bypass valve

3. After treatment system

- Oxygen sensor
- NOx sensor
- Exhaust temperature sensor; SCR
- Diesel exhaust fluid (DEF) control unit
- DEF supply pump
- DEF injector
- DEF tank
- DEF tank level and quality sensor
- DEF lines (hoses and back flow connector)
- DEF tank heater solenoid valve
- Diesel particulate filter (DPF)
- Oxidation catalyst
- Selective catalytic reduction (SCR) catalyst
- PM sensor
- Exhaust brake

4. Positive Crankcase Ventilation (PCV) system

If failure of one of these components results in failure of another part, both will be covered by this warranty.

What is Not Covered

The provisions set forth in the "What is Not Covered" section of the New Truck Warranty are also applicable to this warranty.

Please note, some minor repairs may be covered under the Performance Warranty. (Lubricant and engine tune up may be covered under certain circumstances under the Performance Warranty.)

Owner Assistance

Customer Satisfaction Procedure

Your satisfaction and goodwill are important to your dealer and to the distributor. Normally, any problems with the sales transaction or the operation of your truck will be resolved by your dealer's Sales or Service Departments. Sometimes, however, despite the best intentions of all concerned, misunderstandings can occur. If your problem has not been resolved to your satisfaction, we suggest you follow these steps:

Step One – Discuss your problem with a member of dealership management.

Complaints can often be quickly resolved at that level. If the problem has already been reviewed with the sales or service manager, contact the **owner of the dealership** or the General Manager.

Step Two – Contact Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806 (1-866-441-9638). The representative will review all the available facts involved. Then, if it is felt that some further action can be taken, the Region and/or dealer will be so advised. Regardless of the review outcome, your contact will be acknowledged and an explanation of our position in the matter will be provided.

Your purchase of an Isuzu truck is greatly appreciated by both your dealer and ICTA. We want to help you in any way we can to make sure you are completely satisfied with your truck.

State Warranty Enforcement Laws

Laws in many states permit owners to obtain a replacement truck or a refund of the purchase price under certain circumstances.

The provisions of these laws vary from state to state. To the extent allowed by state law, ICTA requires that you first provide us with written notification of any service difficulty you have experienced covered by state law so that we have an opportunity to make any needed repairs before you are eligible for the remedies provided by these laws.

Written notification should be mailed to:

National Owner Relations Department Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806

Roadside Assistance (Available in U.S. only)

Isuzu Commercial Truck's Roadside Assistance provides owners with towing service for disabled vehicles with a warranted part failure within the New Truck Warranty period. This service combines the efforts of trained telephone representatives with the network of Isuzu Commercial Truck's dealer services.

Just dial Isuzu Commercial Truck's Roadside Assistance Center at 1-866-441-9659 to reach a qualified representative who can assist you in arranging a tow. We also provide dealer information at no charge such as location of the nearest authorized Isuzu commercial truck dealer and its hours of operation.

Roadside Assistance is available 24 hours a day, seven days a week, 365 days a year, including weekends and holidays. Should you have any questions about Roadside Assistance, call the Isuzu Commercial Truck's Roadside Assistance Center or contact your dealer.

Owner Assistance Request Form

If you have discussed a problem with your dealership management and have not been able to resolve it, let us know. Here is a convenient form you may wish to use to contact the National Owner Relations Department.

After completing this form, mail it to Isuzu Commercial Truck of America, 1400 S. Douglass Road, Suite 100, Anaheim, CA. 92806.

(cut here)

NAME: _____

ADDRESS: _____

CITY: _____

STATE: _____

ZIP: _____

PHONE NUMBER (DURING DAY): _____

VEHICLE IDENTIFICATION NUMBER: _____

DEALER'S NAME: _____

CITY: _____

DATE PURCHASED: _____

PRESENT MILEAGE: _____

COMMENTS: _____

Signed: _____

Date: _____

SELLING DEALER IMPRINT

(cut here)

COMMENTS Continued

MEMO

MEMO