

# Equipment Engineering Memorandum

To: CrafcO Customers, Distributors, Dealers, Sales & Supply Centers

From: Greg Frantz

CC: Tom Kelly, Tim Morris, Shelly Smith, Bob Stabler

Date: 6/8/22

Re: Isuzu 3CH Engine Radiator Lower Bracket Kit

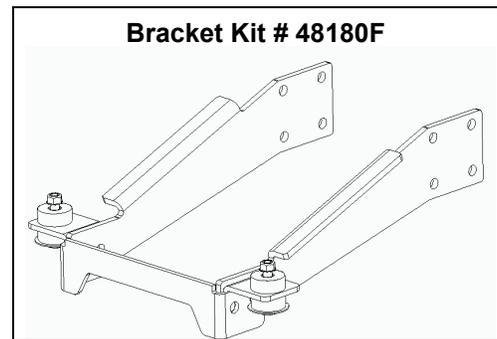
Here at CrafcO, we strive to provide Asphalt Preservation Products to our customers at the highest level of value, performance and service that sets us apart from the competition.

We have been working with Isuzu to solve an intermittent issue with radiators leaking on our machines equipped with the **3CH1** model 3-cylinder diesel engine. Over the past several months our Equipment Engineering team, along with Isuzu Engineers have been developing and testing a new lower mounting bracket and isolation system for the radiator to help lower the amount of vibration the radiator experiences during operation. This newly designed kit will prevent the radiators from leaking prematurely.

If you own any of the CrafcO Melters listed below that use an **Isuzu 3CH1** engine, have a manufactured date from **January 2020** and newer, and have experienced any issues with the radiator or mounting brackets themselves due to excessive vibration, please contact us for a new replacement lower bracket kit that will eliminate the excessive vibration causing the problem.

## Possible Models affected:

1. **SS125D**
2. **SS250D**
3. **EZ1000SB/EB**
4. **EZ1500SB/EB**



To receive the replacement kit for no charge, you will have to register your engine with Isuzu as shown in the steps below, go to the specific webpage on the CrafcO Website as shown below and fill out the online form. The bracket kit will be shipped to you as soon as possible.

Our vision is to be the best quality provider for the products we offer in the global markets we serve. We will continue to diligently monitor our products to fulfill our vision and provide you with the best quality products available.

Thank you,



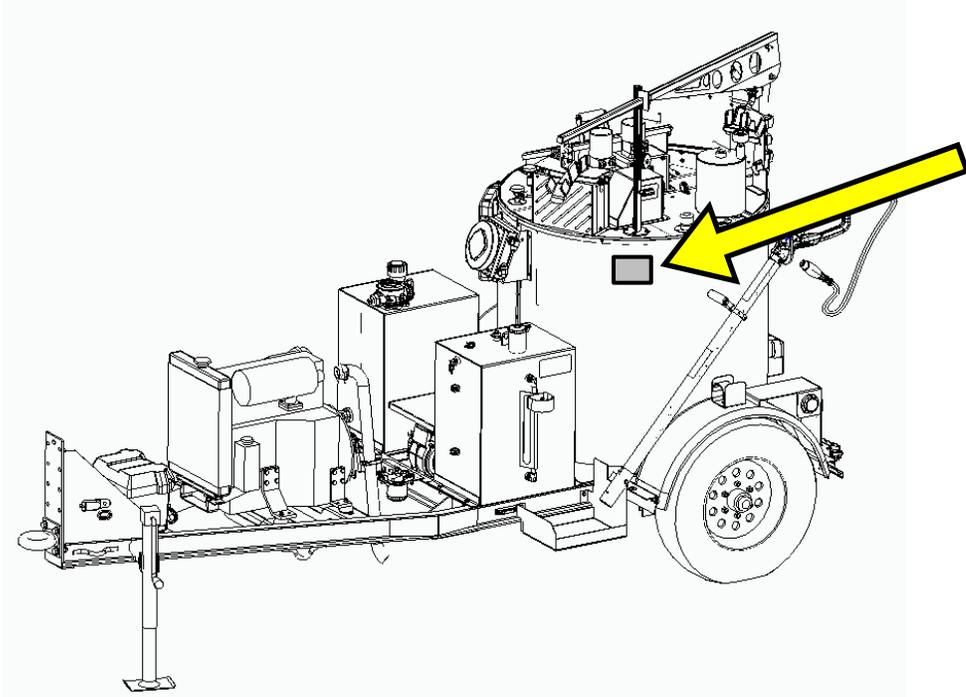
Greg Frantz  
Equipment Engineering Manager

**The steps are outlined in detail on the following page:**

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## 1. How to find your Serial Tag and Manufactured Date

a. The serial tag is located on the drivers (left) side of the material tank as shown below:



b. The Date of Manufacture and the Vehicle I.D. (serial) number are shown below:



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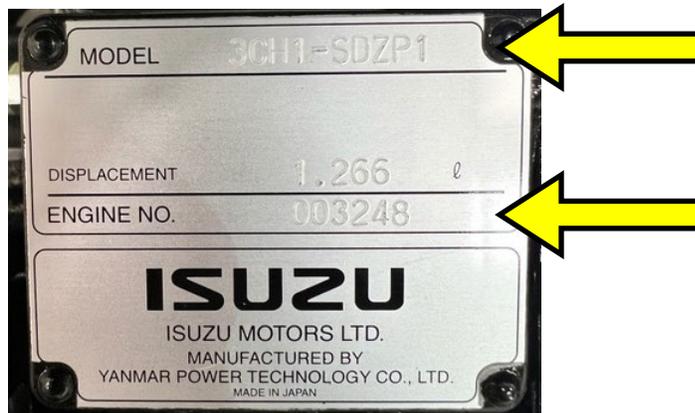
## 2. Steps to Register your Engine with Isuzu to Activate the Warranty:

- a. Please go to: <https://warranty.isuzuengines.com/RetailReg.aspx>

Or you can scan the QR code below with your smartphone's camera:



- b. You will need your **Engine Serial Number** and the **Engine Model Code** (located on the engine tag on the valve cover, as well as in the Equipment Manual that came with the machine). Enter the information and click on the “**Proceed**” button and continue to fill in the rest of the registration information requested.
- c. Engine Tag Example:



## 3. Steps to Request the Replacement Bracket kit:

- a. Please go to: <https://crafco.com/extended-warranty-repair/>

Or you can scan the QR code below with your smartphone's camera:



- b. Fill out the online form and a bracket kit will be sent to you at no charge.
- c. You will need your machine's **Manufactured Year, Month, Machine Model, Vehicle I.D., Engine Model** and **Engine NO.** to complete the request.