

SVS-25-07
9/5/2007

TO: ALL ISUZU POWERTRAIN DISTRIBUTORS & DEALERS: SALES, SERVICE & WARRANTY PERSONNEL

SUBJECT: EMPS III Annual Software Fee

The purpose of this bulletin is to inform all distributors and dealers of the fee and software updates necessary to operate the Isuzu EMPS III Tier 3 diagnostic tool.

The updated software CD will be shipped from Isuzu Motors America, Inc., PowerTrain Division (ISZAPT) directly to each distributor quarterly (December, March, June & September). The updated CD will contain the latest engine serial number, control unit calibration, QR code data and updated trouble shooting manual information which is essential to support Tier 3 Isuzu common rail engines. It will be the responsibility of each distributor to forward the updated CD software to their authorized dealers that utilize the EMPS III tool.

ISZAPT will invoice for the CD software on an annual basis starting September 15, 2007. Each EMPS III tool sold through a distributor including your dealers will be charged \$200. The distributor should then invoice each authorized dealer that owns the EMPS III tool for the \$200 annual fee. Example: distributor has (2) EMPS III tools and dealers have (15), ISZAPT invoice will be for \$3400 (17 CD's X \$200 = \$3400).

For new EMPS III tool sales the CD software fee will be pro-rated respectively; \$50 for each update received. Example: distributor signs a new dealer in December the CD software fee will be \$150, \$50 for each month, December, March and June. Then in September the annual fee of \$200 would apply.

If your dealer is no longer authorized to perform ISZAPT warranty you must notify your service and parts representative so you are not billed for this fee before September 1st every year. Distributors or dealers that do not subscribe to the CD software fee will not be authorized to perform warranty repairs on Isuzu Tier 3 common rail engines.

If you should have any questions please contact your ISZAPT Service and Parts Representative.

Best Regards,

Your ISZAPT Service & Parts Team