

**To: ALL DISTRIBUTORS AND DEALERS**  
**Subject: REQUIRED DIAGNOSTIC TOOL – E-IDSS**

The past sales volume of Isuzu's Electronic Interim Tier 4 engines and newly released Tier 4 Final engines has increased the demand for proper engine diagnostic tools in the field and proper Distributor & Dealer training to handle this demand. To prepare the Isuzu network and Distributors for the current and future service level demands, Isuzu Motors America, LLC is now requiring all Isuzu Service Distributors and Dealers obtain a sufficient quantity of E-IDSS diagnostic tools to appropriately service their respective territories. To promote proper purchasing and availability of the E-IDSS diagnostic tool at all dealers, several incentives are listed below.

**Distributors:**

Each Isuzu Service Distributor location is currently required to have at least one E-IDSS diagnostic tool with functioning software. Each Service Distributor can purchase the E-IDSS diagnostic tool through the Isuzu Communication System (ICS) as previously identified in Isuzu Service Bulletin SVS-02-12. Isuzu Service Distributors that do not have an E-IDSS diagnostic tool will be automatically invoiced and provided with an E-IDSS diagnostic tool. All Isuzu Service Distributors are also required to maintain the E-IDSS software license to ensure that their E-IDSS diagnostic tool is operational at all times to assist with network service repairs. Expiring E-IDSS tool software for the required E-IDSS tool will automatically be reinstated by Isuzu North America for the standard software fee plus a service fee of \$100 if the Distributor location does not renew their software. All decisions regarding the E-IDSS diagnostic tool will be discussed between the Isuzu Service Distributor and Isuzu Service Representative prior to any automatic charges or fees being placed against a Service Distributor.

**Dealers:**

Each Isuzu Service Dealer will be required to obtain a functioning E-IDSS diagnostic tool by August 31, 2014. It will be the Isuzu Distributor's responsibility to contact and inform each dealer location of the diagnostic tool requirements appropriate with their service needs. Each dealer should be informed of the E-IDSS functions, abilities and training opportunities provided by Isuzu Motors, LLC. Distributors will need to work with each dealer location to ensure that the proper E-IDSS tools are obtained and successfully established at their location.

Conditions that would exclude individual dealers from the required E-IDSS diagnostic tool purchase include (but are not limited to) the following items:

- Dealers that have already purchased the E-IDSS tool are excluded from additional purchases as long as the E-IDSS diagnostic software yearly subscriptions are continued and all other conditions are met.
- The main dealer has multiple Isuzu dealer branches within a 150 mile radius - effectively allowing the main dealer location to use the E-IDSS tool as a loaner tool for their branches.
- Dealers with more than five branches that use an E-IDSS diagnostic tool as a loaner tool are required to have one "loaner" E-IDSS diagnostic tool per every five dealer locations if they do not also meet the previous qualifications.

If a dealer meets the conditions required to exclude them from the required E-IDSS diagnostic tool purchase, the Dealer and Distributor must provide sufficient evidence to justify this decision. All decisions on the E-IDSS diagnostic tool requirements based on dealers, dealer branches, or dealer locations are subject to approval by Isuzu Motors America.

#### **Dealer Incentive\*:**

To increase both the Isuzu training completion rates and assist with the E-IDSS diagnostic tool cost, Isuzu Service and Training are offering incentives to the dealers.

- A \$500 discount on the E-IDSS hardware purchased within 30 days of iT4 and T4F training course completion.
- A 50% discount on a single, current training course completed before August 31, 2014, if the dealer already owns an E-IDSS.
- A 50% discount for the T4F course completed by December 19, 2014, if the dealer has already attended iT4 training and owns an E-IDSS.

\*Previously offered discounts do not apply.

If there are any questions or issues, please contact your Isuzu service representative.

Best regards,

*Ken Martin*

Service Operations Manager