

TO: ALL ISUZU DISTRIBUTORS AND SERVICE DEALERS
SUBJECT: ENGINE CORE RETURN ACCEPTANCE CRITERIA - UPDATED

Isuzu Motors America, LLC, PowerTrain Division (ISZAPT) will implement a change to the Core Return Process.

Effective July 6, 2020, ISZAPT will begin picking up engine cores at Distributor locations only. Distributors with only one physical location will have the flexibility of selecting up to three additional locations to have cores returned to and picked up from. These locations can be Dealers or OEM's the Distributor works and conducts business with. The Distributor will be responsible to manage these locations regarding core returns.

This change in process will improve both efficiency and the overall core credit process as follows:

- Quicker turnaround time for core acceptance and credit with improved logistics.
- The financial flow of core credits will follow the physical movement of the transactional flow, allowing for ease of traceability and processing.

For Distributors who qualify for and would like to extend up to the additional three locations, please submit the following information to Jeremy Haynes, Manager, Aftersales Programs, no later than May 22, 2020, per each additional location:

- Distributor
- Distributor Contact Person (Name, Email, Phone)
- Pick Up Location Business Name
- Pick Up Location Physical Address per each
- Pick Up Location Contact Person (Name, Email, Phone)
- Hours of Operation (Pick Up Times)

Jeremy's contact information, for submission of the content above or for further information, is Jeremy.Haynes@isza.com.

Best Regards,

ISZAPT Service & Aftersales