

TO: ALL ISZAPT DISTRIBUTOR AND DEALER: SALES, SERVICE & WARRANTY PERSONNEL
SUBJECT: UPDATE TO ISUZU SERVICE POLICY & PROCEDURES MANUAL

The Isuzu Service Policy & Procedures Manual (P&P) is the guidebook for service and warranty practices. This bulletin is to highlight recent updates to the manual.

As of 2014, the P&P is part of the online training requirements for all network service personnel. Please see www.IsuzuTraining.com course WBT003 – Policy and Procedures. This course is required every two years to remain certified.

See below for a briefing of the changes to the P&P.

Section 2.1 and 2.2 Engine Registration – This section provides instructions on registering an engine. Updates include direction to new web addresses and links.

Section 2.3 Engine Warranty Terms – This section provides a brief summary of the different warranty terms that may be encountered in the field. Updates include new Denyo/MQ terms and direction to a new Engine Info Lookup website with integrated warranty term assignment. An equipment owner can now register their engine and see the applicable warranty terms at <https://warranty.isuzuengines.com/EngineInfo.aspx>.

Section 3.15 Aged Inventory Recommended Engine Start-up Procedures – This section provides instructions on how to avoid problems caused by long term engine storage. Updates include verbiage and addition to the cooling system maintenance.

Section 4.8 Filing a Claim – This section introduces the warranty claim submission process and required supporting information. Updates include verbiage and reference to the latest warranty requirements bulletin SVS-09-13.

Section 4.9 Online Warranty Claim Form – This section provides high level details on the warranty claim process. This section has been trimmed and no longer has step by step screenshots. Warranty website training is now available online, courses “WBT009 – Warranty Claim Submission” and “WBT014 – Service Warranty Process”. The new warranty website is now powered by SAP and is reachable through the Information Library at www.isuzuengines-info.com or directly at <https://warranty.isuzuengines.com>.

Best regards;

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