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PowerTrain Division (ISZAPT)

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SECTION I: GENERAL INFORMATION**1.1 PREFACE**

Isuzu Motors America, Inc., PowerTrain Division (ISZAPT) strives to provide customers with great value when they purchase an Isuzu diesel product. We view this great value concept to include prompt action in making warranty settlements, equitable to each of the involved parties: the customer, the dealer, the distributor and ISZAPT.

The purpose of this manual is to provide a guide to Isuzu Motors America, Inc., PowerTrain Division's Distributors and Dealers for the administration of our warranties.

1.2 CUSTOMER RELATION

To be most effective, warranty settlements with customers should be made as quickly as possible.

The Distributor/Dealer network is not only responsible for the quality of service provided, but also the approach of their sales and service departments to the customer.

In the interest of achieving the best possible customer relations, it is important that the customer's confidence and loyalty in the Distributor/Dealer be established. Distributor/Dealer personnel must be trained to handle requests for warranty service and customer complaints in a way designed to safeguard the good will of the customer and the reputation of the Distributor/Dealer, the OEM and ISZAPT.

Isuzu Motors America, Inc. will fully cooperate with all parties in furnishing information and assistance.

SECTION II: ENGINE REGISTRATION & WARRANTY STATEMENTS**2.1 RETAIL WARRANTY REGISTRATION**

It is required that all new engines and equipment be registered the day of sale to the end-user. Registering the engine allows prompt and accurate reporting before warranty service is required and will quickly enable an authorized Isuzu dealer to determine the warranty status of the engine. This registration will be used in warranty claim processing and to contact the owner in the unlikely event that a safety notification is required.

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To register the engine visit <http://warranty.isuzuengines.com> then click on the “Warranty Registration” link. The engine can also be registered by a Distributor or Dealer while on the ISZA warranty website/claim list screen by clicking on the “Retail Registration” link and then enter the customer’s engine serial number and model code.

2.2 DISTRIBUTOR AND OEM WHOLESALE WARRANTY REGISTRATION

It is required that all new engines and equipment be registered the day of sale by the Distributor/OEM. The Distributor/OEM name, location, Distributor/OEM installed engine accessory kits, and any modifications to engines must be documented on the registration. Registering your engine allows prompt and accurate reporting before warranty service is required and will quickly enable an authorized Isuzu dealer to determine the warranty status of the engine or accessory kits. This registration will be used in warranty claim processing and to contact the owner in the unlikely event that a safety notification is required.

To register Distributor/OEM/Dealer engine sales, logon to www.isuzuengines-info.com and select the PT Warranty System button at the top of the screen. This brings you into the secured warranty system. Select the “Wholesale Warranty Registration” link at the top of the page.

2.3 ENGINE WARRANTY TERMS

Isuzu has multiple warranty terms defined by OEM and applications. To view the applicable warranty for a registered engine see the [PT Engine Info Lookup](http://www.isuzuengines.com/PT_Engine_Info_Lookup) website <https://warranty.isuzuengines.com/EngineInfo.aspx>. In addition, refer to *Isuzu North America OEM Warranty Coverage* bulletin published on the Information Library. View the most current published statement applicable to the respective engine model and application. An overview of common terms is below.

- Standard ISZAPT five (5) year/5000 hour warranty term.
- C-series engine two (2) year/2000 hour warranty term.
- Isuzu Tier 4 and later engine except 6WG1 in Denyo/Multiquip equipment with ISZA ship date after February 25, 2015 five (5) year/5000 hour warranty term.
- Isuzu engine with ISZA ship date before February 26, 2015 and all 6WG1 engine in Denyo/Multiquip equipment two (2) year/2000 hour warranty term.
Note: Refer to most recent Denyo/Multiquip warranty card and bulletin for additional details.
- Remanufactured engine one (1) year/unlimited hour warranty term.
- Long block engine warranty one (1) year/1000 hour warranty term.
- Extended Service Plan (ESP) Statement. The extended plan is based on the coverage purchased.

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2.4 POWER UNIT WARRANTY TERM

Power unit components purchased as complete power unit configurations have a two (2) year/2000 hour (whichever comes first) warranty term for defect in material or workmanship. Examples are 410, 410H, 415, 415H, 5XX, etc. The engine has the base engine warranty term per the engine model/specification.

2.5 ENGINE ACCESSORY KIT (Group) WARRANTY TERM

Engine accessory kits purchased and installed by a distributor/dealer/OEM, have a one (1) year/1000 hours (whichever comes first) warranty. The warranty period begins on the date (the “in service date”) which is the *earliest* of the following to occur of: (1) six months after the wholesale sale of the accessory kit by ISZA or one of its authorized distributors, (2) the first retail sale of the accessory kit (or equipment on which the accessory kit is installed).

2.6 SERVICE PART WARRANTY

All over-the-counter part sales to retail users receive a six (6) month warranty against defect in material and workmanship from date of sale, limited to the cost/replacement of the part.

Service parts installed by authorized ISZAPT Distributor/Dealer receive a twelve (12) month warranty against defect in material and workmanship from date of sale. This warranty includes parts and labor; travel time is not covered.

2.7 EMISSION WARRANTY STATEMENT

ISZAPT warrants to the initial owner and subsequent owner of a certified non-road diesel engine (powering non-road machines and equipment). Please refer to the most current published “Non-Road Diesel Engine Emission Control System Warranty Statement” included with each engine for warranty coverage details.

SECTION III: SERVICE AND WARRANTY PRACTICES**3.1 DISTRIBUTOR AUTHORIZATION TO PERFORM WARRANTY REPAIRS**

As a Distributor for Isuzu Motors America, Inc., PT Division, it is your responsibility to make the initial determination if a failure is warrantable or not. (See Section 3.2 for the two basic parameters which must be met for a failure to be considered warrantable.) Prior factory approval is not necessary unless a complete engine replacement is required or notified in writing by ISZAPT. ISZAPT reserves the right to reject any warranty claim based on final review of claim data, and the specific terms and conditions of the failed part or engine.

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Since each Distributor is responsible for their Service Dealers and Distributor OEMs, it is up to the appropriate Distributor to set their own Distributor/Dealer/DOEM policies in this regard.

3.2 DETERMINING A WARRANTABLE FAILURE

ISZAPT warranty is limited to replacing or repairing defective material or workmanship found in new ISZAPT diesel engines for a specified time limit depending upon application. **For a failure to be considered warrantable, both of the criteria below must be met.**

- A. The engine is in the warranty period. It is the **customer's responsibility** to prove their engine is within the prescribed **time** or **hour limit** of the respective ISZAPT warranty statement applicable to the engine application. The customer is required to provide the Distributor/Dealer a copy of their original purchase invoice for their engine or equipment.
- B. The **cause** of failure must be attributed to either a **defect in material** or **workmanship** on the part of Isuzu Motors Ltd., or ISZAPT.

3.3 SHIPPING DAMAGE AND RECEIPT OF DAMAGED GOODS

When damages such as broken, crushed, or rusted/corroded components occur to engines from improper handling or negligence on the part of the **carrier**, the following steps must be taken.

- A. Note the damage on the bill of lading and file a claim against the carrier.
- B. Take photographs of the damaged goods and packaging from several angles.
- C. Notify ISZAPT Supply Chain Management Department.

When **concealed** engine or accessory shipping damage occurs, the following steps must be taken:

- A. Inspect engines at time of receipt. If external packaging surfaces have been compromised (damaged) open the engine packaging and report any subsequent engine damage immediately.
- B. File a claim against the carrier. If carrier rejects the claim, contact ISZAPT Supply Chain Management Department.
- C. Take photographs of all four sides of engine crate including all damaged parts, as well as crate and mounting/hold down straps, if broken. Pictures of concealed engine damage must be submitted with warranty claims in order to be processed, no exceptions.

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- D. Written claims for concealed damage in any delivery to Distributor/OEM must be made within 6 months. Period begins at time of invoice to the Distributor. This includes but is not limited to the following:
- Engine damage
 - Rust/corrosion and contamination damage
- E. All claims not made in writing and received by ISZAPT within 6 months shall be deemed waived.

Regarding shipping damage to service parts purchased from AIPDN, refer to section 6.2 of AIPDN's policies and procedures manual. Dealers please contact your Distributor.

ISZAPT reserves the right to accept or reject any warranty claim relating to shipping damage.

3.4 SHORT SHIPPED ORDERS OR ERRORS IN ORDERS

Certain parts and assemblies are shipped "loose" or not installed on the engine. Errors or shortages in these items are **not subject to warranty**. Claims for shortages or incorrect orders are handled through ISZAPT Supply Chain Management. All claims not made in writing and received by ISZAPT within 10 days of receipt date shall be deemed waived. Dealers please contact your distributor.

3.5 PRE-DELIVERY WARRANTY REPAIRS

Defects in material or workmanship found during the pre-delivery inspection must be corrected before the product is delivered to the user. When such warranty costs are significant (i.e., justifies cost of handling a claim), a claim should be submitted.

NOTE: Shipping damage, short shipped parts, or incorrect shipments are not considered defective material or workmanship. See section 3.3 and 3.4 for instructions on handling these situations.

This additional pre-delivery labor reimbursement does not include costs associated with normal pre-delivery inspection, adjustments or minor repairs.

3.6 REPAIR VERSUS REPLACEMENT OF PARTS OR COMPONENTS

Most ISZAPT warranties provide for a new or repaired part, whichever ISZAPT elects, in place of the defective part. Our election is based on the most economical method consistent with equal value to the customer. Following are guidelines for repair or replacement.

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Repair

An individual part or assembly should be repaired if repair can be expected to provide a part of equal value to, and the total repair cost (parts and labor) is considerably less than, a new part. For example, an injector, injection pump, cylinder head, cylinder liners, bearings, turbocharger, etc. NOTE: These are a few examples of repairable parts, and by no means inclusive of all parts that should be repaired rather than replaced.

Replace

When individual parts of an assembly are not serviced separately or are temporarily not available from AIPDN, replacement of an assembly would be justified. In this case, an explanation of these circumstances must be included on the warranty claim. Otherwise, credit will be issued for individual parts needed to repair the failed assembly only.

3.7 PREVENTIVE REPAIRS INITIATED BY DISTRIBUTOR/DEALER

If a Distributor/Dealer elects to change engine parts “to prevent future failures” this type of repair will not be reimbursed under warranty, because no failure occurred.

3.8 DISTRIBUTOR/DEALER WARRANTY RESPONSIBILITY

Distributors/Dealers are responsible for warranting their own labor. In situations where failures are attributed to a previous repair or engine build up by another service/manufacturing facility, the Distributor/Dealer performing the re-do repair should contact the original repairing/manufacturing facility to determine the terms of the original repairing/manufacturing facility’s warranty. This includes all components added to the engine by the distributor or dealer. Examples: power unit components such as air cleaner assemblies, mufflers, radiators, etc.

If the cause of the failure is a workmanship issue and is within the original repairing/manufacturing facilities warranty terms, then arrangements should be made for reimbursement from the original repairing/manufacturing facility prior to undertaking the re-do repair. The customer should be informed that any repairs not warrantable would be billed to them. Caution must be exercised to avoid undue delay during this process, which might cause additional customer dissatisfaction.

3.9 ENGINE PERFORMANCE COMPLAINTS

ISZAPT participation in costs for investigating performance complaints are subject to the terms of warranty. It must be established that a warrantable defect caused the improper performance or malfunction. The Distributor/Dealer should explain this to the customer prior to beginning such service work. The customer should be told that

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they will be charged for the service work if no warrantable defect can be found or if performance is within specifications.

3.10 LACK OF POWER COMPLAINTS

A clear, complete explanation of the problem is needed on the claim. Statements such as “customer complained of low power”, or “engine was not up to specifications” are not sufficient and will result in rejection of the claim.

The claim must also list investigation results for all items that normally cause lack of power, including the setting found during the initial checks and the subsequent settings after adjustments were made or new parts were installed.

3.11 WARRANTY PARTS HANDLING

Parts removed for warranty repairs may be required for the preparation and/or support of claims. They may also be required to provide feedback to engineering. This section provides guidelines for handling these parts, whether or not they are associated with a warranty claim. **All parts requested must be received by ISZAPT no later than 14 calendar days from the part request date, or the claim may be disapproved.**

A. Identify Parts

All parts should be adequately identified with distributor name and dealer name if applicable, engine model, engine serial number, part name, part number, and indicate a clear reason for the failure. Clearly mark all defects such as cracks, sandholes, defective brazes, etc. Felt marking pens, metal dye, or paint are excellent ways to mark the material. The identifying mark should encircle the defect rather than covering or filling the area of concern.

B. Protect Parts from Damage

All parts involved in a warranty claim should be cleaned (unless this destroys evidence of the cause of failure) and protected from contamination/damage from dirt, corrosion, shipping damage, etc. This is especially true for machined surfaces or fragile parts. Parts that are dirty or corroded do not lend themselves to a thorough technical analysis which could lead to disapproval of the warranty claim.

C. Part Sales and Warranty

Claims for over-the-counter parts or Distributor/Dealer installed service parts require the following information to file a warranty claim:

Required engine information: valid engine serial number and engine model.

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Required Part Information: proof of original purchase (invoice/receipt), failure date and hours on part.

Required machine information: in service date, hours, machine type and machine serial number.

3.12 RETURN GOODS AUTHORIZATION

The return of warranty parts to ISZAPT should be made only when requested by the Service and Parts representative. Do not ship any un-requested parts, as they will be returned freight collect. The following procedure must be used when returning parts:

- A. Parts must be cleaned, tagged and protected from the elements as outlined in Sections 3.11 and 3.12.
- B. All assemblies must be complete and “loose” assembled.
- C. Parts must be packed adequately to avoid damage in shipment. Shipping damage can make it difficult, if not impossible, to determine the cause of failure.
- D. Be sure to include applicable information and warranty claim number on the outside of the crate/box(s).
- E. All returned parts must be shipped **freight pre-paid**. Freight charges should then be submitted to ISZAPT on the applicable warranty claim. Cost of freight is reimbursable if found to be a warrantable defect.

NOTE: ISZAPT cannot be responsible for loss or delays of return material while in transit.

3.13 STORAGE AND DISPOSITION OF FAILED PARTS/ENGINES

All failed parts/engines claimed for warranty must be identified, and protected as stated in the preceding paragraphs. **The failed parts/engines must then be retained by Distributor/Dealer for 20 calendar days after credit for the claim is received.**

In some cases, ISZAPT may request additional information, photographs or the return of warranty parts. Therefore, warranty parts should be stored in a manner to ensure easy retrieval. Proper control of these parts will allow for one to promptly respond to requests for the return of the part or to quickly dispose of parts after credit is received.

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All returned parts inspected by ISZAPT will be scrapped 20 calendar days from the claim disapproved date, unless Distributor/Dealer requests ISZA to return the component in writing. ISZAPT is not responsible for the return freight of failed components for disapproved claims.

3.14 ENGINE STORAGE

The intent of this section is to inform Isuzu engine customers that ISZAPT is not responsible for engine damage due to inadequate storage procedures, including outside storage, leaking protective covering, prolonged, or any other improper storage method of engines after shipment from ISZAPT.

Failures Due to Improper Storage

- Long term storage can cause a variety of problems including but not limited to rust, cylinder corrosion, fuel injection system seizures or blockage (due to fuel degradation), and sticking governor flyweights and metering valve.
- Engine storage varies depending on environmental conditions where the engine is stored. Humidity levels are a significant factor.
- ISZA is not responsible for engine damage due to inadequate storage procedures, leaking protective covering, etc.

Engine Storage Recommendations

- Store engines in dry indoor location. Keep engines clean, and away from high temperatures and humidity. If indoor storage is not available, it is possible to purchase/rent a tractor trailer/sea container to store engines out of the elements.
- Use all engines from multi-packs at the same time. If not able to do so, reseal engine bags with heavy-duty waterproof tape.
- Stacking of metal containers (multi-packs) is likely to cause denting if stacked too high. The metal multi-pack containers are recommended no more than two (2) high.
- Wooden multi-packs can withstand the stacking of three (3) high. They can temporarily be stacked four (4) high.
- Single engines are recommended to be stacked no more than three (3) units high.
- For engines stored between six (6) months and twelve (12) months, use fuel conditioner in the first tank of fuel per the fuel conditioner manufacturer's directions. For engines stored more than twelve (12) months see section 3.15.
- Rotate stock; use First in First out (FIFO) practices.
- For engines installed in equipment, it is recommended to operate the engine every six (6) months (minimum) for 15 minutes or long enough to bring the

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engine to thermostat opening temperature. The engine oil should also be changed at least once every twelve (12) months.

3.15 Aged Inventory Recommended Engine Start-up Procedures

To ensure proper engine operation the following procedures should be completed. These procedures are not subject to warranty reimbursement.

For engines stored in inventory one (1) to five (5) years, the engine must be inspected. Follow the inspection procedures from step 1. Engines stored five (5) years or longer must be thoroughly inspected; begin at step 2. After inspection step 2 is performed and the engine is determined operational, proceed to step 1. If any problems are found during any of the inspections, it is a requirement to recondition the engine by replacing damaged parts and making adjustments as necessary.

1. Engine Test Run. For engines stored one (1) to five (5) years (second step for engines stored five years or longer).
 - Remove all protective coverings from engine.
 - Visually inspect the engine.
 - Use fuel conditioner in the first tank of fuel per the fuel conditioner manufacturer's directions.
 - Perform all appropriate pre-starting checks (refer to instruction manual), including checking lube oil and coolant level.
 - Without starting the engine, rotate crankshaft by starter motor to make sure that the oil pressure is rising. Do not operate starter for more than 30 seconds at a time. Wait two minutes for starter to cool before trying again.

2. Thorough engine inspection for engines stored five years or longer.
 - Remove all protective coverings from engine.
 - Visually inspect the engine.
 - Remove all dirt and rust from the engine. Inspect the fan belt and hoses.
 - Remove the cylinder head cover and inspect the rocker arms for rust. Lube upper end of engine; rocker arms, push rods, tappets. Install cover.
 - Rotate the crankshaft by hand to ensure smooth rotation.
 - Remove side cover of injection pump. Apply engine oil to the tappets and camshaft. (If applicable)
 - For turbocharged engines only. Remove the oil inlet pipe and apply engine oil into the turbocharger oil feed opening. Rotate the compressor wheel by hand while filling the turbo with oil. Do not allow dust particles or any other foreign materials to enter through the inlet opening.
 - Remove oil pan, one crankshaft main cap and one connecting rod cap. Inspect bearings for damage / contamination.
 - Reassemble engine.

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- Use fuel conditioner in the first tank of fuel per the fuel conditioner manufacturer's directions.
- Fill engine with lube oil (refer to instruction manual).
- Fill cooling system (refer to instruction manual). After running engine to operating temperature, flush cooling system to clean any debris.

3.16 ACCIDENTS INVOLVING PROPERTY DAMAGE OR PERSONAL INJURY

Should a customer indicate personal injury or property damage resulting from the use of, the failure of, or a defect in, an engine, ISZAPT needs to be able to inspect the engine and investigate the claim. Immediately upon learning of a personal injury or property damage claim, the Distributor/Dealer must notify ISZAPT by telephone and in writing. Repairs should not be started until directions are received from ISZAPT. When repairs are performed, it is essential that all parts removed during the repair (including but not limited to gaskets, drain oil, anti-freeze and filters) are securely stored until any claim against ISZAPT is resolved.

SECTION IV: WARRANTY ADMINISTRATION AND PROCESSING**4.1 Denso Fuel Systems**

Denso Corporation manufactures the fuel injection equipment used on some ISZAPT engines (including Tier 3 and Tier 4). Components manufactured by Denso Corporation have a two (2) year/2000 hour warranty period, whichever occurs first. The fuel injection pump warranty is administered by ISZAPT.

If a Denso fuel injection component is deemed defective due to a defect in material or workmanship, a claim is filed to ISZAPT. To determine if a component has failed, please follow the procedures in the appropriate Troubleshooting Manual.

All failed Denso components must be returned to ISZAPT and a fuel sample must be taken at the time of failure.

4.2 Isuzu C-series Fuel Systems

For all C-series engines 0.5 to 1.5 liters, the fuel injection pump warranty is administered by ISZAPT. All C-series fuel injection components have a two (2) year/1000 hour warranty period, whichever occurs first. The fuel injection pump warranty is administered by ISZAPT. If a C-series fuel injection component is deemed defective due to a defect in material or workmanship, a claim is filed to ISZAPT. To determine if a component has failed, please follow the procedures in the appropriate Workshop Manual.

All failed components must be returned to ISZAPT and a fuel sample must be taken at the time of failure.

4.3 Bosch (Zexel Brand) Traditional fuel Systems

Bosch (Zexel Brand) manufactures the fuel injection equipment used on some ISZAPT engines. **The warranty on Zexel/Bosch fuel injection pumps is twelve (12) months or 1,200 hours, whichever occurs first.** The remainder of the fuel injection pump warranty, **Two (2) years 2,000 hours, whichever comes first** is covered under the applicable ISZAPT warranty. The following details the guidelines for administration of Zexel/Bosch warranty.

The authorized Zexel/Bosch service outlet is responsible for determining warranty. When the Zexel/Bosch service outlet determines a problem is warrantable, the pump will be repaired at no charge. It is ISZAPT's responsibility to pay for the pump removal and replacement.

Upon completion of a warrantable fuel injection pump repair, the authorized Zexel/Bosch service outlet will provide you with a no charge invoice during their warranty term. Removal and replacement charges must be filed on an Isuzu warranty claim, in the same manner as any other warrantable failure. If a warrantable failure is outside the Zexel/Bosch warranty term and within ISZAPT warranty, there will be a charge. Include this charge in the "Miscellaneous Section" along with a copy of the pump failure report. **Always include a copy of the no charge invoice and/or report with the claim, or the claim will be considered not warrantable.**

Any authorized Isuzu Diesel service outlet may repair or replace fuel injection nozzles and fuel feed pumps under ISZAPT warranty. This is allowed since no special equipment or test data is required for proper repair and calibration. File a claim for these items in the same manner as any other warrantable repair.

If the Zexel/Bosch service outlet bills you for the pump repair, the invoice must have the opinion of cause of failure along with a detail of parts and labor used to repair the pump. You are entitled to a written explanation. If you are still not in agreement, call or send all details to the ISZAPT Service Department. We in turn, will take your case to Zexel/Bosch for further consideration. In any event, it is best to bill the customer with the understanding that any charges Zexel/Bosch decides to pay will be reimbursed at a later date.

4.4 EMISSION WARRANTY ADMINISTRATION

The United States Environmental Protection Agency has regulation standards to keep off highway vehicle exhaust emission levels within prescribed limits for the useful life of the vehicle. For these limits and components covered, please refer to the most current published "Non-Road Diesel Engine Emission Control System Warranty Statement".

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If an emission-related component fails during the warranty period, it will be repaired or replaced under warranty for the remainder of the warranty period.

During the terms of this warranty, ISZAPT will provide, through an Isuzu engine Distributor/Dealer or other establishment authorized by ISZAPT, repair or replacement of any warranted parts at no charge to the non-road diesel engine owner.

In an emergency, repairs may be performed at any service establishment, or by the owner. A repair that cannot be completed within thirty (30) days constitutes an emergency.

ISZAPT will reimburse the owner for their expenses, including diagnostic charges for such emergency repair. These expenses shall not exceed ISZAPT suggested retail price for all warranted parts replaced and labor charges based on ISZAPT recommended time allowance for the warranty repair and the geographically appropriate labor rate.

As a condition of reimbursement, replaced parts and receipt invoices must be presented at a place of business of an authorized Isuzu engine Distributor/Dealer or other establishment authorized by ISZAPT.

Maintenance can affect the coverage of the emissions warranty. The following conditions can void the emissions warranty:

1. Failures caused by incorrect or lack of maintenance, as well as incorrect use, are **not** covered.
2. You **may** deny a claim when you have adequate reasons to show incorrect use or maintenance is the cause of the failure.
3. You **may not** deny a claim only because a customer cannot produce maintenance records.
4. Proof that an engine exceeds emissions standards **does not** automatically determine that a warrantable defect exists. It must be shown that defective material or workmanship on the part of Isuzu Motors Limited or ISZAPT is the cause, rather than incorrect use, maintenance, modifications not authorized by Isuzu, improper storage or accident.

The following provisions also apply to the emissions warranty:

1. A claim **may not** be denied because an emergency warranty repair was made by an unauthorized service source.
2. A claim **may not** be denied because non-genuine ISZAPT parts were used. However, a failure caused by a defect in such parts is not covered under the ISZAPT emissions warranty.

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3. The customer may ask for a claim denial in writing. They may then appeal the denial. Distributors can obtain assistance from ISZAPT in these cases.

During the emission warranty period, the **owner is responsible** for the following:

1. The performance of all required maintenance. A warranty claim will not be denied because the scheduled maintenance was not performed. However, if lack of required maintenance was the reason for the repair, then the claim will be denied.
2. Premium of overtime costs.
3. Costs to investigate complaints, which are not caused by a defect in ISZAPT material or workmanship.
4. Providing timely notice of a warrantable failure and promptly making the product available for repair.

It is **illegal** for a Distributor/Dealer or commercial technician to disconnect or tamper with any emission control component. It is also illegal to put an engine into an uncertified configuration for the entire in-use of the engine.

4.5 EXPENSES CONSIDERED FOR WARRANTY ALLOWANCE:

A. Material

1. ISZAPT will reimburse the authorized ISZAPT service outlet for genuine Isuzu replacement parts required to correct a failure occurring within the new engine warranty period when investigation disclosed the failure was due to defective material or defective workmanship furnished by Isuzu Motors Ltd. or ISZAPT.
2. Reimbursement for genuine Isuzu parts is at current Distributor/Dealer net price at the time of failure depending on who performed the repair. There is a twenty percent (20%) mark-up for United States and thirty (30%) for Canadian for genuine Isuzu parts.
NOTE: See Section: 3.13 for disposition of failed material.
3. If a distributor completes an engine replacement under approved warranty, they will be reimbursed the "warranty reimbursement value". This is calculated based on purchase price of the replacement engine. If a dealer completes the engine replacement under approved warranty, they will be reimbursed the published "warranty reimbursement value" plus five 5% (warranty reimbursement value X 1.05). Note: For complete engines that are replaced under warranty, the replacement engine's warranty will be prorated to the remainder of the original engine's warranty.
4. ISZAPT will reimburse reasonable expenses for lubricating oil, anti-freeze, filters, belts, and other items normally considered consumable or maintenance items, **only** when they are rendered unusable due to a

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warrantable failure. ISZAPT does not pay to replace fluids that are not contaminated by the failure, such as water pump, thermostat, or seal leaks. While making engine repairs, drain the fluid into a clean pan and keep it covered while making the repair. After the repair is made, return the fluid to the engine.

B. Labor

1. ISZAPT will reimburse the authorized ISZAPT service outlet standard repair operation (as published in the Isuzu Labor Time Guide) labor expenses for removing, repairing, or replacing parts or assemblies in an engine covered by the New Engine Warranty.
2. ISZAPT will honor the approved labor rate we currently have on file. All labor rate increases must have prior approval from ISZAPT before they will be considered. Labor rate increase requests are allowed once per year.
3. ISZAPT will pay the overtime premium if **one** of the following three conditions is met.
 - a. Prior ISZAPT authorization is given.
 - b. It is necessary to work overtime to repair an engine that is part of a system which leaves lives or property unprotected while engine is out of service.
 - c. It is more economical to work overtime in order to complete a job if travel expenses are more costly than the overtime.

C. Travel time and mileage

1. ISZAPT will reimburse the technician's travel time at the ISZAPT approved labor rate on file with ISZAPT. Travel time is limited to a maximum of six (6) hours (round trip).
2. ISZAPT will pay \$1.0USD per mile up to a maximum of 250 miles/402 kilometers (round trip).

There is a cap of \$550 on travel expenses without prior approval from ISZPT. Therefore the total combined amount of number 1 and 2 above cannot exceed \$550.

D. Engine removal and replacement

ISZAPT will pay the authorized service outlets ISZAPT approved labor rate for reasonable removal and replacement charges **up to a maximum of eight (8) hours**. ISZAPT understands additional labor time may be required for some applications and this additional labor is for consideration only.

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E. Outside labor

ISZAPT will pay the actual (no mark up), reasonable and customary charges for outside labor, such as machine shop services, when the authorized service outlet is not capable of performing this type of work.

Outside labor charges should be noted in the “Miscellaneous Expenses” section of the warranty claim. In **all** cases, a copy of the outside contractor’s invoice must be included with the warranty claim.

4.6 NON-REIMBURSABLE ITEMS

Certain services, expenses and material used in conjunction with warrantable repairs will **not** be considered for reimbursement.

1. All communication expenses.
2. Towing charges or transportation of equipment to an authorized service outlet.
3. Transportation, brokerage, expedited freight fees and similar expenses for obtaining material/parts required for a warranty repair.
4. The cost of oil, fuel, anti-freeze, filters, hoses, belts and other maintenance items including labor required for routine engine maintenance.
5. Costs incurred for failures resulting from parts or accessories not approved or installed by ISZAPT.
6. Customs expenses, duties, taxes, etc.
7. Reusable parts which are within Isuzu’s worn limits.
8. Unreasonable diagnosis or troubleshooting time.
9. ISZAPT shall not be liable for loss of time to the user while engine or engine driven equipment is out of service.
10. Parts or components not manufactured or approved by Isuzu Motors Ltd. or ISZAPT.
11. Incidental expenses such as meals and lodging.
12. The cost of cleaning equipment is not covered, unless caused by warrantable failure and the expense is reasonable.
13. Repair to engines immersed in water.
14. Warranty repairs performed a second time due to incorrect diagnosis or improper repair the first time.
15. Rental of equipment to replace the engine or engine driven equipment while engine is out of operation.
16. Mark-up on outside labor or non-genuine parts, necessary for a warrantable repair.
17. Other charges such as environmental fees, shop supplies, rags, batteries, fuses, etc.

4.7 POLICY ADJUSTMENTS

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There may be cases where a part fails after the warranty has expired. If the following criteria are met, ISZAPT may elect to give the resulting claim partial credit consideration.

1. Part must be **obviously** defective.
2. Engine is still owned by **original** retail purchaser.
3. Submission time requirements for standard warranty must be met.

In such cases, Distributor should handle their billing strictly on a customer obligation basis. The only exception being prior written approval from ISZAPT, in this case the customer is billed only for charges to which they had previously agreed.

It should be noted that ISZAPT has no warranty obligation; any credit that may be extended is done so only as a matter of policy.

4.8 FILING A CLAIM

This section details the procedures and parameters for filing a warranty claim.

A. Verification

Confirm the repair or adjustment work is within the warranty policies and procedures stated in this manual. Warranty only covers a defect in material or workmanship on the part of Isuzu Motors, Ltd. or ISZAPT and found within the specified time limit.

B. Submit the claim within the prescribed time limit

All warranty claims must be filed to ISZAPT within ten (10) working days after completion of the repair. Any claim not received within this time will be disapproved and closed.

C. Accuracy and completeness

All information must be accurate and complete. The persons processing your claim were not on the job; therefore, the claim must give a complete description of the **complaint**, **cause**, and **corrective** action.

NOTE: Claims that only state that a part is “bad” are not acceptable. Any claims not containing a detailed failure analysis will be returned or disapproved. The cause refers to what, in the opinion of the technician repairing the engine, was the reason for the complaint. The “Cause” section must include a brief failure analysis. For example “cracked piston” in itself is not a cause unless a statement as to why the crack occurred is included. Another example could be “seized piston”. Seized alone is not sufficient without the reason as to why there was a seizure such as out of tolerance specifications by .009 of an inch.

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D. Supporting Data

1. Attach copy of document with engine delivery date.
2. Refer to Service and Parts Bulletin SVS-07-13 or the latest revision as a reference for required warranty information.
3. Attach copies of invoices for all outside labor (sublet charges), or no/charge labor in the case of fuel injection pumps.
4. It is highly recommended to take digital pictures at the time of inspection/repair to better explain the failure/repair and/or justify straight time. For any item that is found to have a defect in workmanship or material, take a picture of said item. If an item is repaired or adjusted rather than replaced, before and after photos are required.
5. Collect any supporting materials/documentation that you feel will expedite the processing of warranty claims.
6. Attach a copy of the original parts invoice when applying for over-the-counter parts warranty.

4.9 ONLINE WARRANTY CLAIM FORM

This section provides information on filing, processing and tracking of ISZAPT warranty claims online. The system provides electronic warranty claim submission and engine warranty registration. Both distributors and participating dealers have access to the website once they have enrolled in the Publications Program. The system is designed to be thorough, accurate and easy to navigate.

All distributors and authorized dealers are required to file all warranty claims online. The system and its Help screens are designed to be adequate instruction for using the system. **It will be the responsibility of each distributor to assist their respective dealers on the use of the electronic system.**

The system is accessed from a link located in the Information Library website (www.isuzuengines-info.com). The PT Warranty System link is located in the menu bar at the top of the screen. Click on the link and you will have access to start a claim, view an engine's repair history, etc. You will always have access to your claim using the same ID and password as the Information Library.

At any point, the dealer who submits a claim and their distributor can view the claim's status. **Daily monitoring of submitted claims requiring action is the distributor's and dealer's responsibility.** The following is an explanation of the warranty claim flow of the Isuzu Online Warranty System:

1. The customer/owner presents their complaint to the dealer.
2. The dealer gathers the required information from the customer .
3. The dealer performs the necessary repairs.

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4. The dealer completes the online claim through the new Online Warranty System.
5. The dealer submits the online claim to their respective distributor.
6. The distributor views the claim, contacts the dealer if necessary, requests parts for inspection, disapproves, adjusts or approves the claim.
7. Valid claims are then submitted to ISZAPT by the distributor.
8. ISZAPT reviews the claim, requests the return of parts and/or directs questions to the distributor.
9. The Distributor answers questions and/or returns parts.
10. ISZAPT actions the claim, credits the distributor for approved and adjusted claims.
11. The distributor credits the dealer for approved and adjusted claims.

Attachments

Any supporting documentation must be attached to the claim via the online warranty system. Claims will be delayed or disapproved without the required/requested documentation. Supporting documentation includes:

- Photos of the failure
- Repairing facility repair order
- Outside labor or sublet invoices
- Original part invoice when applying for over-the-counter parts warranty
- Freight invoices
- Other documents you feel will help with the explanation and processing of the warranty claim.

4.10 Force Majeure - Limit of Liability

ISZAPT shall not be liable for any failure to perform its obligations hereunder resulting from any cause beyond its reasonable control, including, without limitation, any act of God, fire, flood, earthquake, strike, lockout, factory shutdown or alteration, civil disturbance, insurrection, war, act of civil or military authority, priority request, law, regulation, act or order of any national or local government or any department, agency, or representative, shortage or delay, weather, accident, act or default of common carrier, wreckage, or inability to obtain products, parts, labor or material from ISZAPT's usual sources.