

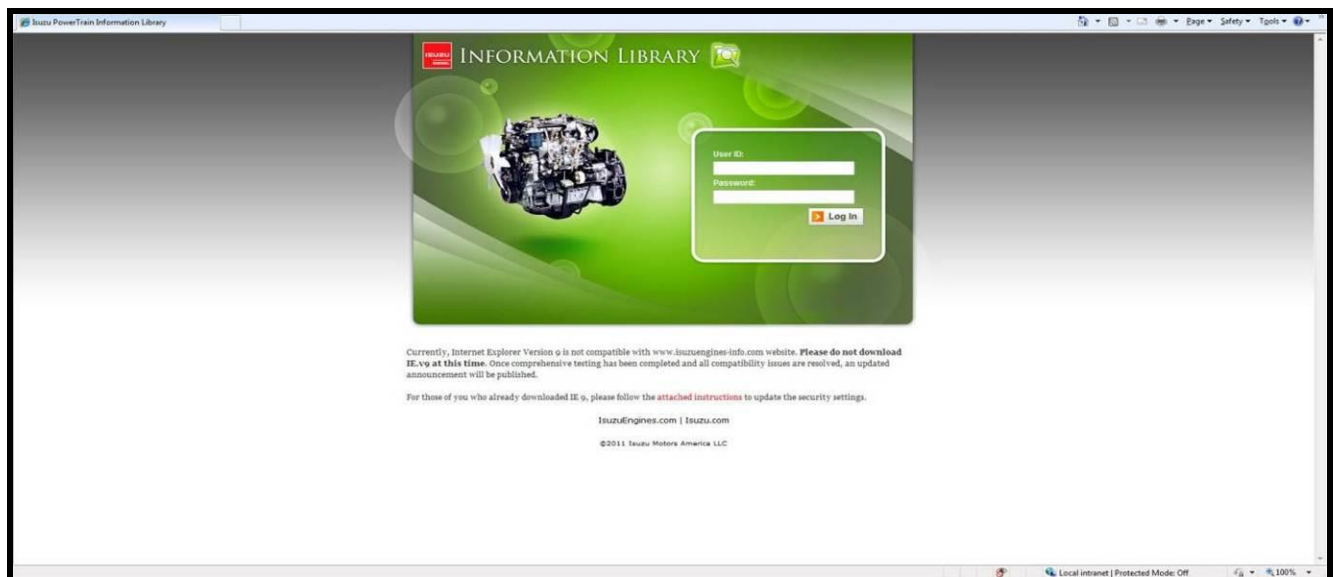
TO: ALL ISZAPT DISTRIBUTOR AND DEALER: SALES, SERVICE & WARRANTY PERSONNEL

SUBJECT: WARRANTY CLAIM E-MAIL NOTIFICATION

Isuzu Motors America, LLC, PowerTrain Division (ISZAPT) is pleased to announce the addition of an enhanced communication feature to the warranty system now **available for dealers**. This value added feature was introduced to the distributors in February of this year. The feedback received was positive and beneficial in managing warranty claims communications and status changes. Because you, the dealer, are a valuable part of the Isuzu Family, we will release this feature on October 23, 2013. When action is required by your warranty department to fully process claims, an automatic email notification shall be sent to your assigned warranty contact. The warranty contact is assigned by your warranty department. This upgraded feature will improve communication and reduce processing time. Warranty notifications are to be sent to dealers for claims that require action, such as a part request or an additional information request on pending claims. **To benefit from this enhanced notification feature, action is required by you. Please find below the instructions on how to update the warranty notification settings.**

Step 1) Login to the PT Document Library.

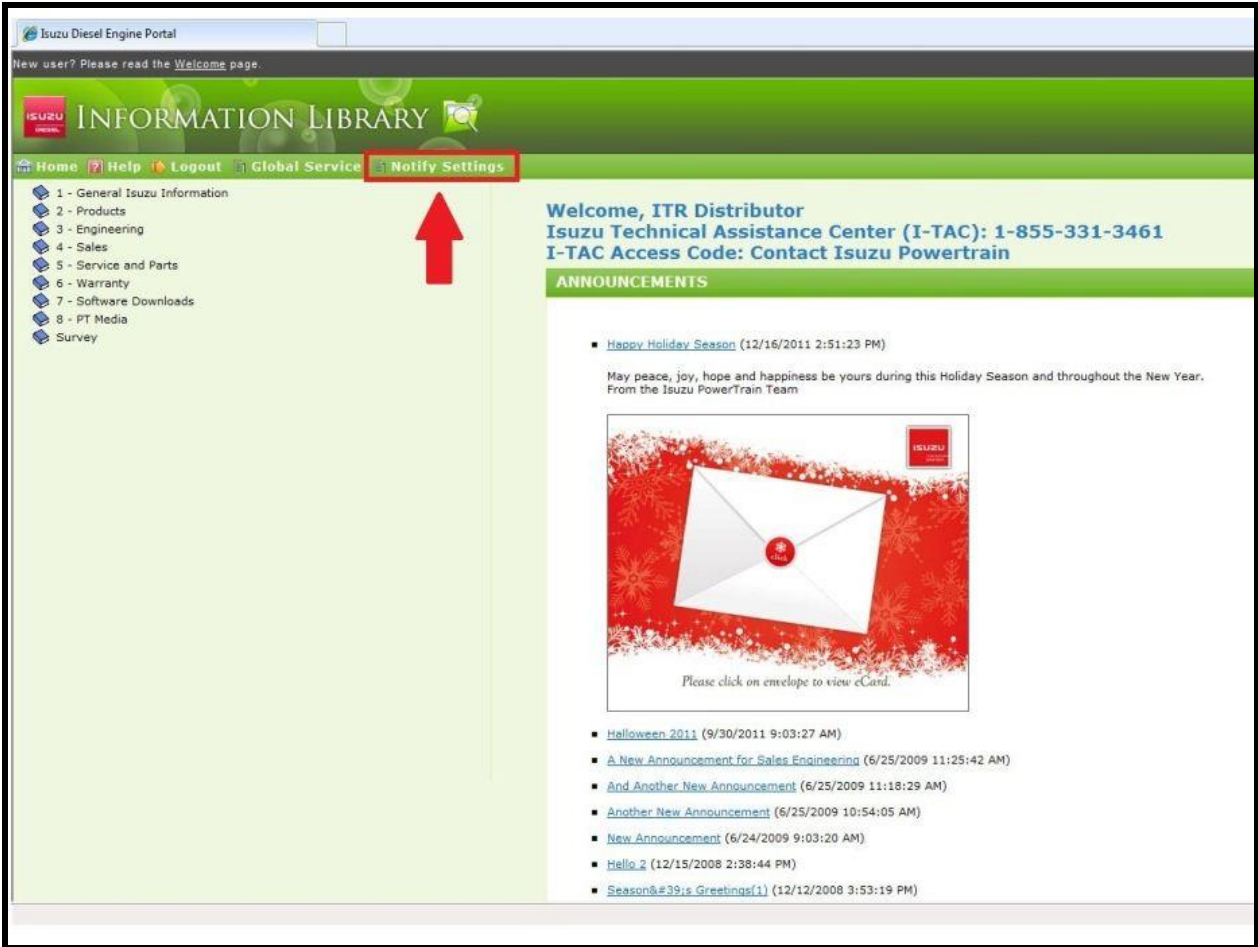
<http://www.isuzuengines-info.com>





Step 2) Click on the “Notify Settings” link located on the top navigation bar.

NOTE: If the “Notify Settings” link does not display, please contact Isuzu Powertrain for technical support.





Step 3) Verify the warranty contact information. Here, dealers can opt out of warranty notifications or update the warranty email and name of warranty contact.

NOTE: You can assign one person to be notified. If the warranty contact information is incorrect or missing, you can update the contact information yourself. The warranty contact information will be saved in the database and overwrite any missing/incorrect information. If you have any issues with this, please contact Isuzu Powertrain for technical support.

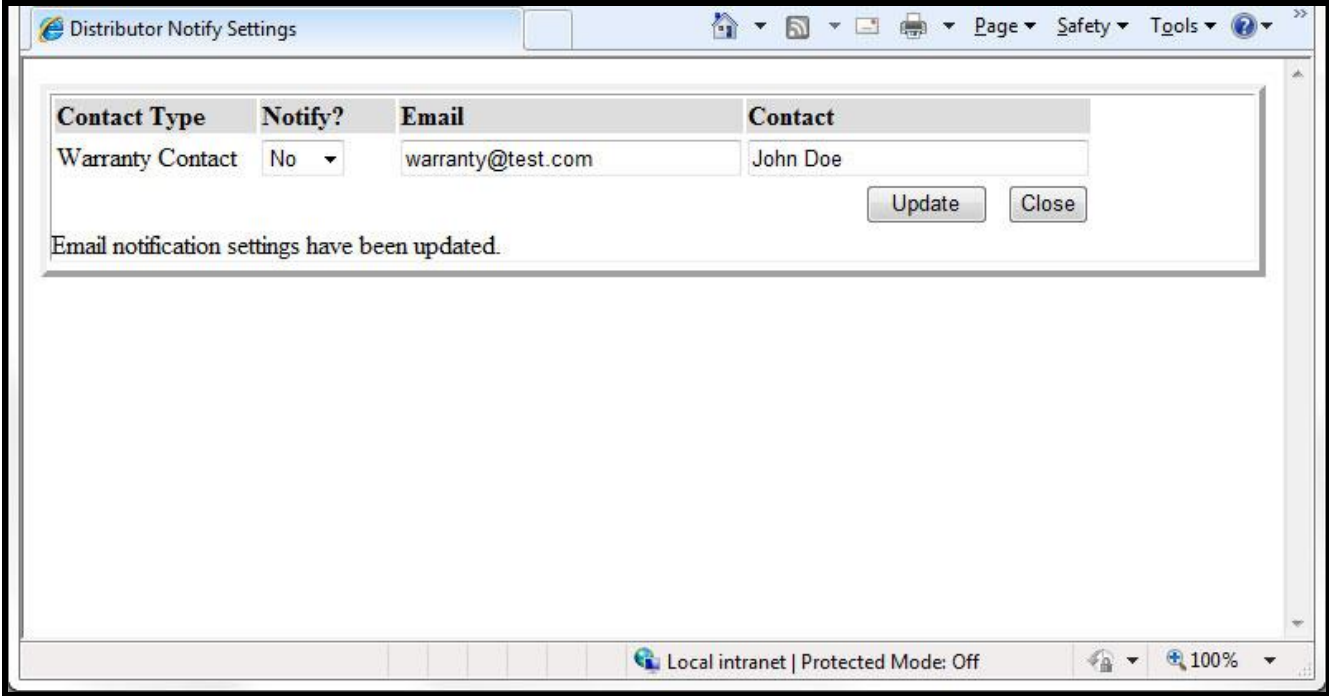
A screenshot of a web browser window titled 'Distributor Notify Settings'. The browser's address bar shows 'Local intranet | Protected Mode: Off' and the zoom level is set to 100%. The main content area contains a table with the following data:

Contact Type	Notify?	Email	Contact
Warranty Contact	Yes ▾	warranty@test.com	John Doe

Below the table, there are two buttons: 'Update' and 'Close'. The browser's status bar at the bottom shows 'Done'.

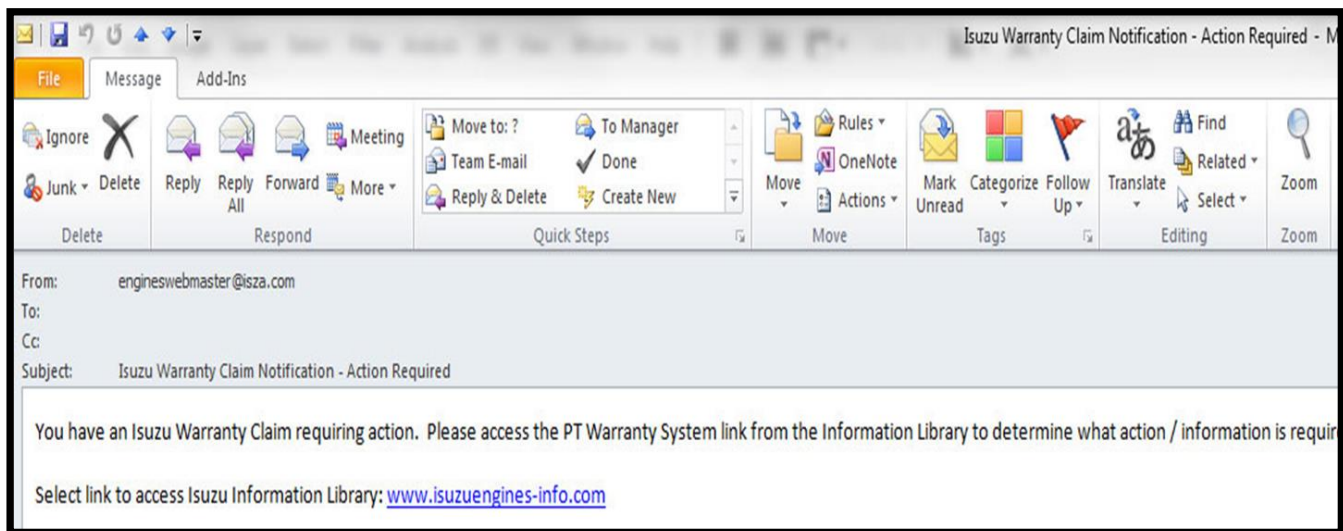


Step 4) Click “Update” to update the warranty contact information.





Below is a screenshot of a sample PT warranty notification email which you will receive when you begin receiving warranty notifications.



ISZAPT offers these enhancements to better improve communications with you, our valued customer base. If there are any questions regarding this new feature, please contact your respective Isuzu Service Representative.

Best Regards,

Mike Ruiz

Service Specialist