



**IMPORTANT SERVICE
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ TECHNICIAN
- ✓ PARTS DEPARTMENT
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:
WB08-X-001G

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GROUP:
MISCELLANEOUS

CV WARRANTY PARTS CENTER/CORPORATE PARTS RETURN SYSTEM ANNOUNCEMENT (POLICIES AND PROCEDURES)

AFFECTED VEHICLES

- All Isuzu Commercial Vehicles
- 2010 and Prior GMC/Chevrolet W-Series Medium Duty Vehicles
- 2009 and Prior 7.8L 6HK1 Isuzu Diesel Engines (LG4/LF8)

This bulletin supersedes warranty bulletin WB08-X-001G. This bulletin is being revised to update policy information – Core Reimbursement section and the Parts Waiver Form. Please discard previous bulletin WB08-X-001G.

This bulletin provides instructions with regard to the Isuzu Commercial Vehicle (CV) Warranty Parts Center in the areas of parts retention, parts preparation for shipping, and administration.

NOTE: Effective September 1, 2013, dealers/service centers must return the requested parts to the CV Warranty Parts Center within 20 days of notification of the request.

The CV Warranty Parts Center process is used to obtain parts replaced by Isuzu Dealerships and Isuzu Engine Certified Service Centers (excluding Canada) to enable Engineering to perform root cause analysis of customer product concerns. The CV Warranty Parts Center issues part return requests to the dealership/service center to obtain the desired parts. Effective September 1, 2013, dealers/service centers must return the requested parts to the CV Warranty Parts Center within **20 days** of notification of the request. Failure to comply with the request may result in partial or complete chargeback of the claim associated with the request. Chargebacks for non returned parts are processed automatically by the CV Warranty Parts Center computer systems. To ensure compliance with these requirements and avoid a chargeback situation, it is highly recommended that an individual (and a back-up person) be assigned the responsibility of processing these requests as quickly as possible.

NOTE: Requested parts received after a chargeback has been initiated (late parts) will not stop or reverse the chargeback process.

INFORMATION

Requests - “Part” or “Repair Order Only”

When a part (with repair order copy) or repair order ONLY is needed, the request will be communicated through the Isuzu Communication System (ICS). The requests will be posted in the “Warranty Parts Return Requests” section. Refer to the sample report provided.

Part Preparation for Shipping

All parts related to a request should be returned together. The area of defect should be clearly marked so the area of concern can be easily identified. Ship each request in a separate box. **DO NOT SEND MULTIPLE REQUESTS IN THE SAME BOX.** Copies of the “request”, repair order (legible copies of both sides of the hard copy including technician notes/comments) and

an Isuzu Warranty Parts tag must be attached to each part sent to the CV Warranty Parts Center. The claim number pertaining to the requested part should be highlighted. Place the folded paperwork in a plastic packing bag with the highlighted claim numbers facing out. The bag containing all paperwork must be securely attached to the appropriate part. This process will assist in the processing and crediting the dealership/service center for returning the part in a timely manner.

When possible, the container from the new/replacement part should be used for the return of the failed part. However, all previous shipping labels should be removed or covered prior to re-use. (Leaving a prior shipping label exposed can cause errors in shipping.) Be sure to use ONLY boxes without hazardous materials labeling to return NON hazmat parts. Parts containing or soaked by fluids, such as oil or fuel, MUST be thoroughly drained, wiped clean and placed in an appropriate packing container and securely packaged to prevent leakage or contamination. Transfer all caps and plugs from the new part to the replaced part for shipping. Use only clean dry boxes to return parts. Boxes that have absorbed oil or other fluids should not be used to return parts.

Be sure to package parts to avoid damage during shipping. Bubble wrap or other protective packing material may be needed. It is important that parts arrive in the same condition they were when removed from the vehicle.

Parts Retention and Requests

The Service Policy and Procedure Manual (SP&P) states all warranty parts are to be turned into the parts department by technicians for tagging, retention and/or return. This includes all parts with core charge as well as all parts for repairs performed by a sublet shop. Retain for inspection all warranty parts for a minimum of **30 days** from the FINAL claim **payment** notification or until scrapped by an Isuzu representative, whichever occurs first. Parts (excluding parts with core charge) not requested within the **30 day** retention period, or scrapped by an Isuzu representative, **MUST BE DAMAGED BEYOND FURTHER USE AND SCRAPPED BY THE DEALER/SERVICE CENTER**. Parts with core charge not requested within the **30 day** retention period should be returned for core credit as outlined in the Dealer Parts Policies and Procedures Manual. Under no circumstances are warranty parts to be installed on any vehicle sold at retail or salvage, or used in any other application.

IMPORTANT: Do not return parts to the core consolidator until after the 30 day retention period has expired.

Daily or after the claim is paid, the dealer/service center should check the Warranty Parts Return Request screen in ICS for “parts” or “repair order ONLY” requests. This screen will identify the paid claims with open requests. From this screen the request details (packing list) can be viewed and printed. A copy of this claim detail (pack list) must be returned with the requested parts. Sample images are provided below. All CV Warranty Parts Return requests take priority over returning cores to the Core Return Center. If the part return system did **NOT** request the part, then per the Isuzu SP&P manual, parts with core charges should be returned to the appropriate core return center, and parts without core charges should be scrapped locally.

IMPORTANT: Do NOT return parts to Isuzu that were not requested. Unsolicited and/or non-Isuzu parts returned to the Isuzu CV Warranty Parts Return Center will become the property of Isuzu Motors America and may be scrapped.

Requested parts should be shipped/post marked no later than 20 days from the date requested. The number of days the warranty parts request has been open is displayed on the far right column of the “Warranty Parts Return Requests” section of ICS. Parts should be shipped using the most readily available delivery company (UPS, Federal Express, US Mail, etc.) at the most economical rate. Overnight or 2nd day delivery should never be used when returning parts requested by the CV Warranty Parts Center. Cost for overnight, 2nd day or other expedited delivery methods will not be reimbursed by Isuzu.

Parts Waiver Request

On those rare occasions when a requested part is not available for return, use the attached Parts Waiver Request Form to provide an explanation to Isuzu why this part is not available. Forms must be completed, signed by your DSPM or authorized Isuzu representative and received by the CV Warranty Parts Return Center within 20 days of the part requested date. ***Waivers received after 21 days will not be considered.***

Fax a completed and signed Parts Waiver Request Form to the fax number listed on the form. (Refer to form at the end of this bulletin.) **Please note that not all explanations will prevent a chargeback.**

Repair Order Only Requests

If a "Repair Order Only" request is received, return legible copies of the R.O., including technician comments, directly to the requester using the mailing address provided on the CV Warranty Parts Center request. **DO NOT RETURN PARTS** on this type of request. *When returning "Repair Order Only" requests, only use REGULAR 1st Class Postal Service mail.* Do not use Registered, Certified or Insured mail of any type.

Core Reimbursement

If a part with a core charge is requested by the Warranty Parts Center (excluding IQC collected engines and transmissions), the dealer can submit that core cost as a "Credit" to the original claim after the part has been received by the Warranty Parts Return Center.

When an engine or transmission is collected by the IQC, upon receipt of the core, the IQC will request AIPDN to issue core credit back to the dealer. Do NOT attempt to add core value for an engine or transmission to a warranty claim. This action will result in a chargeback of the claim.

Freight Reimbursement

Dealers/service centers may claim for reimbursement of actual shipping cost for one "parts with repair order" return per Z7200 claim. If your computer system allows adding a labor operation to the original repair order once it is closed, simply add the labor code of Z7200 to claim that repair's "part and repair order" return (using the same R.O.#, VIN, mileage, etc.). If your computer system does not allow adding a labor operation to a previously closed R.O., a new repair order must be opened to submit each Z7200 claim. In that case, the original R.O. number must be referenced on the new R.O., and use the same VIN, mileage, etc. that was on the vehicle at the time of repair.

Labor Hours

Dealers should submit their actual time used to process WPC part return requests, up to a maximum of .3 hour per claim. For "repair order only" requests, up to .2 hour can be submitted. The time requested for reimbursement depends on the complexity of the request as determined by the dealer. If other labor hours (OLH) are required, dealers must obtain DSPM approval.

IMPORTANT: For all CV Warranty Parts center claims be sure to attach a copy of the request from the weekly claim status report and shipping invoice to the repair order.

Use normal claim submission procedures and Labor Operation Z7200 for warranty part return reimbursement. Enter all shipping cost into the "Freight" field when submitting the claim. Enter labor hours into the "labor Hrs" field. Only these fields should be used for reimbursement. Any other entries may delay claim payment.

All related documentation, including a copy of the CV Warranty Parts Center return request, must be retained for future reference in accordance with the Isuzu SP&P manual.

Important Isuzu CV Warranty Parts Center Information to Remember	
CV Warranty Parts Center Fax	657-295-4061
Isuzu Dealer Support Network (IDSN)	877-478-9828
Request Communication	ICS Warranty "Warranty Parts Return Request"
Isuzu Warranty Parts Tag (part no.)	2-90184-220-0
CV Warranty Parts Center Shipping Address	
Ship all parts to:	
<p>CV Warranty Parts Center 1600 S. Claudina Way Anaheim, CA. 92805 TEL: 657-295-4011 FAX: 657-295-4061</p>	

ICS Warranty Parts Return Request Screen-Samples

ICS Main Menu:

The screenshot shows the ICS main menu interface. At the top, there is a navigation bar with links for Home, Dealer Setup, Contact Us, Log Out, and Help. Below this is a secondary navigation bar with tabs for Parts, Service, Vehicles, Fleet, Marketing, and Financial. A dropdown menu is open under the 'Service' tab, listing options such as Claim Entry, Claim List, Claim Correction, Service Campaign List, Extended Warranty, Warranty Parts Return Requests, 6H Engine Registration, Vehicle Information System, and Reports. The main content area displays the Isuzu logo and the text 'WELCOME TO ICS ISUZU COMMUNICATION SYSTEM'.

View Request Screen

ICS ISUZU COMMUNICATION SYSTEM

Home Dealer Setup Contact Us Log Out Help

Parts Service Vehicles Fleet Marketing Financial Switch Dealer Print this page

View Warranty Parts Return Requests

Request Status: ALL 3 Req Date From: 04/07/2016 Req Date To: 06/06/2016 Search

1	Claim Num	Program	RO Num	VIN	Labor Op	Req Date	Rcv Date	4 Status	Days Open
	160600001	CYLINDER HEAD GASKET	I26941	F7002597	J0508 GASKET, CYLINDER HEAD - REPLAC	May 12, 2016		Open	25
	161160012	2014MY PARTS	I28050	E7900948	L3022 DEF FLUID LINES, PUMP-INJECTOR	May 10, 2016		Open	27
	161160014	2014MY PARTS	I28099	E7000833	J62861 SENSOR,EGR TEMP - REPLACE(IN)	Apr 26, 2016	May 13, 2016	Rcvd	
	161160011	2016 DIESEL PART	I27843	G7000283	H2411 SENSOR, WHEEL SPEED FRONT * LE	Apr 25, 2016	May 12, 2016	Rcvd	
	161160013	2015 NDIESEL PART	I28108	F7002896	E2267 BEARING, FRONT WHEEL INNER AND	Apr 25, 2016	May 12, 2016	Rcvd	

Export options: [CSV](#) | [Excel](#) | [XML](#)

2 View Packing List/Recpt Conf

Legend

1. Select a specific claim
2. View packing list
3. Request Search Function (by status, by date)
4. Status:
 - a. Open (**RED**) – New request
 - b. Open (**Black**) – Open request viewed at least one time by dealer
 - c. Prtl Rcpt – 100% of the requested parts were not received by the CV WPC
 - d. Chgd Bck – CV WPC did not received the requested part within the policy guideline
 - e. Rcvd – 100% of all requested parts were received by the CV WPC
 - f. Canc – Isuzu cancelled this part request

Request Packing List – Sample

Dealer:

Ship To:

**ISUZU COMMERCIAL TRUCK
ATTN: WARRANTY PARTS RETURN CENTER
1600 S CLAUDINA WAY
ANAHEIM, CA 92805**

VIN: JALE5W161E7900948

Claim: 70447161160012



Odometer: 57069

Program: 2014MY PARTS

Labor Op: L3022 DEF FLUID LINES, PUMP-
INJECTOR

RO: I28050

Trouble Code: 42 LEAKS

R.O. Open Date: Apr 8, 2016

R.O. Close Date: Apr 13, 2016

Ln	Description	Isuzu Part Number	Req Qty
1	TUBE ASM; DEF & WATER	8982070500	1

Isuzu Warranty Part Return Packing List Confirmation

Please enclose this packing list along with the Repair Order and the parts listed to be returned.

If there are any questions on shipping please refer to the section titled;
"Part Preparation for Shipping" in the ISUZU Warranty Bulletin WB08-X-001G.

Parts Waiver Form

Parts Waiver Request Form

Date: _____/_____/_____	
Subject: Parts Waiver	
To: Isuzu CV Warranty Parts Center 1600 S. Claudina Way, Anaheim, California 92805 FAX: 657-295-4061 / TEL: 657-295-4011	
We are unable to fulfill the Isuzu CV Warranty Parts Center request asking for parts replaced on behalf of Isuzu Commercial Truck of America for the following reason(s).	
<i>Important:</i> Parts should only be sent to the Isuzu CV Warranty Parts Center or released by the Isuzu organizations listed below: <ul style="list-style-type: none">- District Service Parts Managers (DSPM)- Brand Quality Manager- Field Service Engineer- Warranty Parts Center Manager- Technical Assistance	
Please remove the following from the outstanding request listing:	
REQUEST PROGRAM CODE	
CLAIM NUMBER	
R.O. NUMBER	
VIN	
DEALER CODE	
DEALER NAME	
DEALER CITY, STATE	
DEALER TELEPHONE	
DEALER EMPLOYEE	
<i>ISUZU AUTHORIZED INDIVIDUAL</i>	
ISUZU EMPLOYEE PRINTED NAME	
ISUZU EMPLOYEE TITLE	
ISUZU EMPLOYEE SIGNATURE	
ISUZU EMPLOYEE PHONE NUMBER	(_____) - _____
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