



**IMPORTANT SERVICE
INFORMATION FOR:**

- ✓ SERVICE MANAGER
- ✓ SERVICE ADVISOR
- ✓ WARRANTY PERSONNEL

BULLETIN NUMBER:

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GROUP:

MISCELLANEOUS

REACH VAN BODY COMPONENT & BODY STRUCTURE WARRANTY CLAIMS PROCESS

AFFECTED VEHICLES

- 2012-2017MY NPR Stripped Chassis (Reach Van)

This bulletin supersedes WB12-X-001C. This bulletin is being revised to update Utilimaster contact information. Please discard previous bulletin WB12-X-001C.

INTRODUCTION

The Reach Van is assembled from a chassis supplied by Isuzu Commercial Truck of America, Inc., which is responsible for warranting the engine and chassis, and a body supplied by Utilimaster Corporation, which is responsible for warranting the body. The warranty claim process for the Isuzu engine and chassis is set forth in the Isuzu Service Policy and Procedures Manual and the NPR Stripped Chassis Labor Time Guide. This Bulletin describes certain warranty claim processes for the Utilimaster body.

INFORMATION

Utilimaster Warranty Coverage

Utilimaster is providing a 36-month / unlimited mileage limited warranty for the Reach Van body, including the following components:

- All body components including seats, seat belts, mirror, glass, heater and HVAC (excluding compressor), shelves, moving parts such as: doors, hinges, latches, or roll-up doors, as well as lights, wiring, or other body related electrical equipment.
- Basic body structure: front wall, bulkhead, floor, ceiling, sidewalls, and rear wall with attaching structure. Also included are water leaks resulting from voids in sealants.

Refer to Utilimaster's Body Operator's Guide for complete warranty coverage details.

Utilimaster Warranty Claim Submission Through ICS

Although Utilimaster is warranting the Reach Van body and is liable for all body warranty claims, to facilitate the warranty claims process, Isuzu is allowing Isuzu dealers to submit Utilimaster warranty claims via Isuzu's ICS system. Utilimaster warranty claims are divided into two categories. Each category has specific policies that

must be followed for proper claim submission. Following is a summary for each category.

Claim Type	Criteria	Comments
Pre-Authorization Required	Claims \$150.00 and greater	Complete Utilimaster Pre-Authorization Request Form
Pre-Authorization Not Required	Claims under \$150.00	Complete required information on ICS

PRE-AUTHORIZATION (\$150.00 or Greater)

For warranty claims which require pre-authorization, complete the Utilimaster Warranty Authorization Request Form. Be sure to provide accurate and detailed information as indicated. Missing or incomplete information will delay the authorization process. Submit the form to Utilimaster by fax, e-mail or mail. This contact information is provided below and on the request form.

Utilimaster Corporation
Attn: Warranty Department
603 Earthway Boulevard
Bristol, IN 46507, U.S.A.
E-MAIL: warranty@utilimaster.com
TEL: 1-800-237-7806 (574-848-2000) / FAX: 1-574-848-2809

WITHOUT AUTHORIZATION (Under \$150.00)

The following information will be required in order to complete the warranty claim submission process through ICS (Isuzu Communication System)

- Dealer Name and Code
- Contact Person Name and Phone Number (to be added to 3C's information)
- VIN (Vehicle Identification Number)
- Model Year and Model
- Repair Order Date
- Repair Order Number
- Vehicle Mileage
- 3 C's Information
 - Complaint – What was the customer's actual complaint
 - Cause – List the root cause part which created the customer's complaint
 - Correction – List the replaced part number(s) and necessary steps taken to repair the vehicle
- Total Labor Cost (\$)
- Total Parts Cost (\$) – 25% markup allowed
- Total Repair Cost (\$)

UTILIMASTER WARRANTY AUTHORIZATION REQUEST FORM

IMPORTANT: Claims in excess of \$150.00 **MUST** have approval before repairs are performed. Complete ALL highlighted areas. Missing or incomplete information will delay the approval process.

Dealer Name:		Contact Phone #:	
Contact Person:		Fax #:	
Address:		E-Mail :	
City, State, ZIP:			

Mail To:	Utilimaster Warranty Dept. 603 Earthway Boulevard Bristol, IN 46507, U.S.A.	Fax To:	574-848-2809
		E-mail as an attachment to:	warranty@utilimaster.com

Request Date: Questions, Call **800-237-7806**

Repair Order #		Repair Order Date:	
Approval # _____ (For Utilimaster Use Only)			

Model Year	Chassis VIN	Utilimaster Body #	Date Of Repair	Failure Mileage

Detailed Description of Problem and (If Known) Cause of Failure:

Detailed Description of Repair and Parts Required:

Labor Rate	Labor Hours	Parts Cost	
			Total Cost

SUBMITTING CLAIMS USING ICS

Isuzu has provided the following function in ICS to allow Isuzu dealers a familiar method in submitting for warranty reimbursement from Utilimaster. From the main ICS screen, a dealer can locate the Utilimaster Claim submission function under the “Service” tab.

ICS Utilimaster Claims Navigation and Data Entry



Field/Button Name	Description	Required/Optional
Utilimaster Claim (Reach)	Access available claim functions	Navigation Only
New Claim w/Auth #	Open new Utilimaster Claim Form for repair with Utilimaster Authorization # - All claims greater than \$150.00	Navigation Only
New Claim w/o Auth #	Open new Utilimaster Claim Form for repairs less than \$150.00	Navigation Only
Utilimaster Auth Request Form	Open Utilimaster Auth Request Form for printing and Utilimaster contact information	Navigation Only

Initial Entry Page for Pre-Authorized Claims

Screen Shot

ICS ISUZU COMMUNICATION SYSTEM

Home Administer Users Dealer Setup Contact Us Log Out Help

Tom's Truck Center | 60435 Jan 4, 2012 | Test

Parts Service Vehicles Fleet Marketing Financial Switch Dealer Print this page

New Utilimaster Claim With Authorization Number

Use this page for Reach body claims that have been pre-authorized by Utilimaster. Enter the 8- or 17-digit vin of the vehicle on which service is being performed, then enter the pre-authorization number that was provided by Utilimaster, then click the arrow to continue to the claim entry page.

Vin (8 Or 17 Digits): Utilimaster Auth Code: 

Specifications

Field/Button Name	Description	Required/Optional
VIN	8 or 17 digit VIN of vehicle	Required
Utilimaster Auth Code	Authorization code supplied by Utilimaster for the repair	Required
Continue Arrow	Performs validation of VIN and auth code and takes user to next page	If not valid, user cannot proceed

Claim Entry Page for Pre-Authorized Claims

Screen Shot

The screenshot shows a web application interface for the ICS Suzuki Communication System. The top navigation bar includes links for Home, Administer Users, Dealer Setup, Contact Us, Log Out, and Help. Below this, a secondary bar shows the date 'Oct 6, 2011' and a 'Test' button. A third bar contains links for Parts, Service, Vehicles, Fleet, Marketing, and Financial, along with 'Switch Dealer' and 'Print this page' options. The main content area is titled 'New Utilimaster Claim With Authorization Number'. It contains a text box with instructions: 'Enter the RO Number, RO Date, and Mileage for the claim. The claim amount will be filled in automatically based on the authorization that was recieved from Utilimaster.' Below this are input fields for Vin, Utilimaster Auth Code, RO#, RO Date, Mileage, and Total Claim Amount. At the bottom, there are buttons for Clear, Delete Claim, Save Claim, List Claims, Refresh, and Comments, along with a 'Print Screen' button.

Specifications

Field/Button Name	Description	Comments
VIN	8 or 17 digit VIN of vehicle	Read-only on this page, copied from previous page
Utilimaster Auth Code	Authorization code supplied by Utilimaster for the repair	Read-only on this page, copied from previous page
RO#	Repair Order Number	Required. Validated using same rules as other claim entry pages: must consist of numeric or alphabetic character followed by 5 digits.
RO Date	Repair Order Date	Required. Validated using same validation rules as on other claim entry pages - cannot be future date, cannot be after dealer termination date, cannot be before vehicle arrival date, etc.
Mileage	Mileage at time of claim	Required, must be numeric
Clear Button	Clears all data, takes user back to initial entry page for pre-auth claims	
Delete Claim Button	Deletes the claim from the scratch pad	
Save Claim Button	Saves claim to scratch pad	
List Claims Button	Opens File Manager dialog to view Utilimaster pre-auth claims in scratch pad	
Refresh Button	Retrieves claim again from	

	scratch pad, refreshes all fields from initial contents of claim. If no claim is in the scratch pad, takes user back to initial entry page for pre-auth claims	
Comments Button	Opens comments dialog for claim	
Print Screen Button	Opens printer-friendly page listing contents of claim	

Claims Entry Page for Non-Preauthorized Claims

Screen Shot

ICS ISUZU COMMUNICATION SYSTEM

Home Administer Users Dealer Setup Contact Us Log Out Help

Oct 5, 2011 | Test

Parts Service Vehicles Fleet Marketing Financial Switch Dealer Print this page

New Utilimaster Claim Without Authorization Number

Vin: RO#:

RO Date: Mileage:

Failed Part: Total Parts Cost:

Total Labor Cost: Total Claim Amount:

Contact Name: Contact Phone Number:

Clear Delete Claim Save Claim Calculate Totals List Claims Refresh

Print Screen Comments

Specifications

Field/Button Name	Description	Comments
VIN	8 or 17 digit VIN of vehicle	Required
RO#	Repair Order Number	Required. Validated using same rules as other claim entry pages: must consist of numeric or alphabetic character followed by 5 digits
RO Date	Repair Order Date	Required. Validated using same validation rules as on other claim entry pages- cannot be future date, cannot be after dealer termination date, cannot be before vehicle arrival date, etc.
Mileage	Mileage at time of claim	Required, must be numeric
Failed Part	Part number of failed part	Required. Not validated against anything.
Total Parts Cost	Total cost of parts for claim 25% markup allowed	Required. Must be valid number, dollars or dollars and cents. The system does not apply markup to this amount.
Total Labor Cost	Total cost of labor for claim	Required. Must be valid number, dollars or dollars and cents.

Total Claim Amount	Total amount of claim	Read-only. Populated when user clicks "Calculate totals". Cannot exceed \$150.00
Contact Name	Name of person to contact if there are questions about the claim	Required. This will be stored in comments area of the claim.
Contact Phone Number	Phone number of person to contact about the claim	Optional. If not entered the dealership phone number will be sent to Utilimaster. If it is entered it will be stored in the comments area of the claim.
Clear Button	Clears all data, displays a blank screen	
Delete Claim Button	Deletes the claim from the scratch pad	
Save Claim Button	Saves claim to scratch pad	
Calculate Totals	Calculates total cost of claim, sets value in Total Claim Amount field	
List Claims Button	Opens File Manager Dialog to view Utilimaster non PreAuth Claims in scratch pad	
Refresh	Retrieves claim again from scratch pad, refreshes all fields from initial contents of claim. If no claim is in the scratch pad, displays a blank screen (same as Clear button)	
Print Screen	Opens printer-friendly page listing contents of claim	
Comments	Opens comments dialog for claim	

Claim Correction for Non-Preauthorized Claims

Screen Shot

ICS ISUZU COMMUNICATION SYSTEM

Home Administer Users Dealer Setup Contact Us Log Out Help

Oct 6, 2011 | Test

Parts Service Vehicles Fleet Marketing Financial Switch Dealer Print this page

Correct Utilmaster Claim

Claim Number: Cancel Claim: ☐

Vin: RO#:

RO Date: Mileage:

Failed Part: Total Parts Cost:

Total Labor Cost: Total Claim Amount:

Contact Name: Contact Phone Number:

New Correction Calculate Totals Submit Correction Refresh Print Screen Comments

Claim List

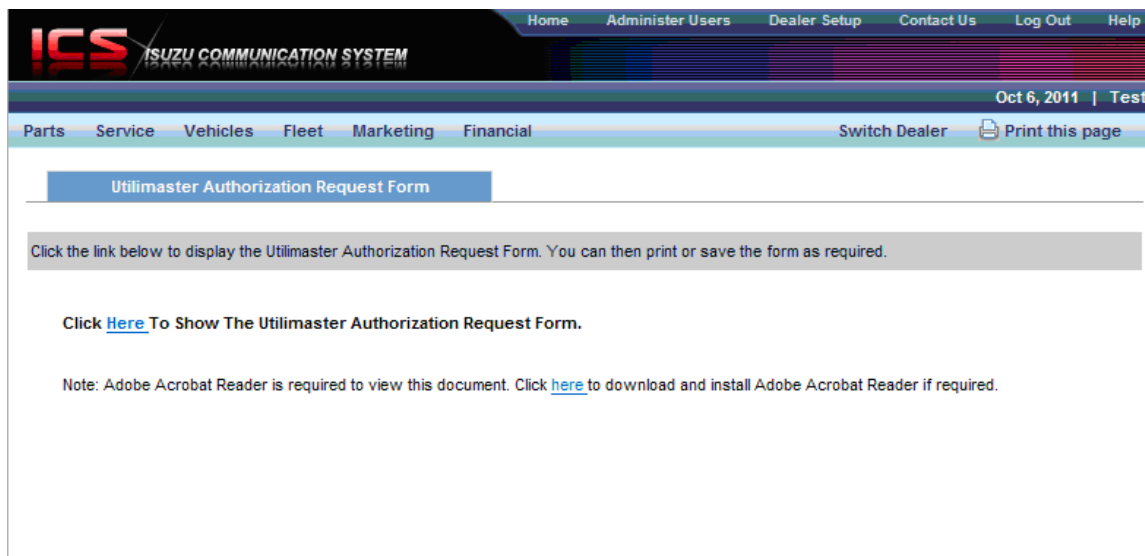
Specifications

Field/Button Name	Description	Comments
Claim Number	Claim number of claim being corrected	Read only
Cancel Claim	Checked if user wants to cancel the claim	
VIN	8 or 17 digit VIN of vehicle	Required
RO#	Repair Order Number	Required. Validated using same rules as other claim entry pages: must consist of numeric or alphabetic character followed by 5 digits.
RO Date	Repair Order Date	Required. Validated using same validation rules as on other claim entry pages- cannot be future date, cannot be after dealer termination date, cannot be before vehicle arrival date, etc.
Mileage	Mileage at time of claim	Required, must be numeric
Failed Part	Part number of failed part	Required. Not validated against anything.

Total Parts Cost	Total cost of parts for claim 25% markup allowed	Required. Must be valid number, dollars or dollars and cents. The system does not apply markup to this amount.
Total Labor Cost	Total cost of labor for claim	Required. Must be valid number, dollars or dollars and cents.
Total Claim Amount	Total amount of claim	Read-only. Populated when user clicks "Calculate totals". Cannot exceed \$150.00
Contact Name	Name of person to contact if there are questions about the claim	Required. This will be stored in comments area of the claim.
Contact Phone Number	Phone number of person to contact about the claim	Optional. If not entered the dealership phone number will be sent to Utilimaster. If it is entered it will be stored in the comments area of the claim.
New Correction Button	Redisplays a blank screen to create a new correction	
Calculate Totals Button	Calculates total cost of claim, sets value in Total Claim Amount field	
Submit Correction	Performs validation, submits correction to host	
Refresh	Refreshes screen using original content of correction	
Print Screen	Opens printer-friendly page listing contents of correction	
Comments	Opens comments dialog for correction	
Claim List	Returns to Claim List page showing claims in Pending status for dealer	

Utilimaster Authorization Request Form

Screen Shot



Specifications

Field/Button Name	Description	Comments
Click Here to Show The Utilimaster Authorization Request Form	Opens the Request Form document in a new window (PDF)	User can then use PDF toolbar to save or print form as required
Click Here to Download and Install Adobe Acrobat	Opens Adobe download page in a new window	

Special Note: Notwithstanding the fact that Isuzu is allowing dealers to use the ICS system to submit warranty claims to Utilimaster, and notwithstanding Isuzu's assistance with the processing of such warranty claims, keep in mind that all warranty claims for Utilimaster body components shall be claims made by you to Utilimaster. Neither the use of Isuzu's ICS system nor any other services provided (or actions taken) by Isuzu to facilitate the processing of Utilimaster warranty claims shall make Isuzu liable or responsible in any way therefore. Utilimaster is the responsible party for all Reach Van body components and Isuzu shall not be liable for any warranty claims, services or actions related thereto.