



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:
WB18-X-001B

ISSUE DATE:
SEPTEMBER 2021

GROUP:
MISCELLANEOUS

TAL PARTS RETURN SYSTEM ANNOUNCEMENT (POLICY & PROCEDURE)

AFFECTED VEHICLES

- All Isuzu Commercial Vehicles

This bulletin supersedes warranty bulletin WB18-X-001A. This bulletin is being revised to clarify part return policy information. Please discard previous bulletin WB18-X-001A.

INFORMATION

This bulletin provides shipping preparation and administration instructions with regard to parts return requests from the Isuzu Technical Assistance Line (TAL).

The TAL Parts Return Request System is used by Isuzu Commercial Truck of America, Inc. (ICTA) to obtain vehicle parts that have been replaced by Isuzu Dealerships or Isuzu Engine Certified Service Centers (excluding Canada) so that Isuzu may study and analyze the parts and the reasons for their replacement. TAL may issue a part return request related to any TAL case created by a dealer. Prompt return of these requested parts will facilitate quicker engineering analysis and product improvement.

NOTE: We have taken steps within our systems to prevent multiple requests for the same part from TAL and the Warranty Parts Center (WPC). On the rare occasion that this may occur, please complete a Parts Waiver Request Form.

The Parts Waiver Request Form can be found on Golsuzu.net in a “fillable” PDF format. To access this form, perform the following:

- Go to www.golsuzu.net and log in.
- Click on the “MENU” button in the upper left hand corner of the Golsuzu.net main page.
- Click on “Service”.
- Click on “Literature and Forms”.
- Click on the “Warranty Parts Waiver Form” PDF icon.
- Click on “Download” next to the PDF Icon above the Parts Waiver Request Form in order to download the “fillable” PDF.

Complete the Parts Waiver Request Form, save it on your computer, and send it to your DSPM as an email attachment. Your DSPM will sign the form and forward it to the WPC.

Requests

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

Part Preparation for Shipping

All parts related to a single request should be returned together. **DO NOT SEND PARTS RELATED TO MULTIPLE REQUESTS IN THE SAME BOX.** The area of concern should be clearly marked on the parts returned. Copies of the “request” and the 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 WPC. The TAL case number pertaining to the requested part should be highlighted. Place the folded paperwork in a plastic packing bag with the highlighted TAL case numbers facing out. The bag containing all paperwork must be securely attached to the appropriate part. This preparation will assist in the processing of the part 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 so 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 in when removed from the vehicle.

Parts Retention and Requests

The dealer/service center should check the Warranty Parts Return Request screen in ICS for “parts” requests on a daily basis. This screen will identify any TAL cases with open requests. From this screen the request details (packing list) can be viewed and printed. A copy of this request detail (pack list) must be returned with the requested parts. Sample images are provided below. All TAL parts return requests take priority over returning cores to the Core Return Center. If the part return system did **NOT** request the part related to a TAL case, follow the normal retention policies and procedures per the Isuzu Service Policies & Procedures (SP&P) Manual.

IMPORTANT: Do NOT return parts that were not requested. Unsolicited and/or non-Isuzu parts returned to the WPC will become the property of Isuzu Commercial Truck of America and may be scrapped.

Requested parts should be shipped as soon as possible. The number of days the TAL parts return request has been open is displayed on the far right column of the “Warranty Parts Return Requests” section in ICS. For TAL parts return requests only, the number of open days is not a reference to the required 20 day return period, which will start once the claim is paid. Parts should be shipped using the prepaid shipping process described in bulletin **WB08-X-001H**. Overnight or 2nd day delivery should **NEVER** be used when returning parts requested by TAL. The cost of overnight, 2nd day or other expedited delivery methods will not be reimbursed by ICTA.

Core Reimbursement

Core credits for warranty engines and transmissions requested by TAL will be processed automatically once the core has been received. No action is required by the Dealership. Other core charges for parts requested by the CV Warranty Parts Return Center may be claimed against the original warranty claim with an Add Credit claim once the warranty parts request status is “Received”. When an engine or transmission is collected by the Isuzu Quality Center (IQC) or

TAL, upon receipt of the core, the core credit will be issued automatically back to the dealer. Do NOT attempt to add core value for an engine or transmission to a warranty claim.

Freight Reimbursement

We are pleased to announce prepaid shipping for warranty part return requests is now available in ICS. This new function will allow dealers to more easily return any requested part to the Isuzu CV Warranty parts center at no cost to the dealer. The system will generate Federal Express prepaid labels for packages under 150 lbs. For freight over 150 lbs. and certain oversized items, Yellow Roadway Corporation (YRC) freight prepaid labels are also available. Follow the information provided in this bulletin to learn where to find and how to use the new prepaid shipping function. Dealer MUST use this option when returning requested warranty parts to Isuzu.

Dealers/service centers will not be reimbursed for freight. Isuzu provides prepaid shipping labels for all warranty parts returns at no cost to the dealer. Make sure the follow the steps provided in this bulletin to print out the prepaid shipping labels to return requested warranty parts to Isuzu.

Labor Hours

Dealers should submit their **actual** time used to process TAL Part Return requests, up to a maximum of .3 hours OLH with the original warranty claim.

IMPORTANT: For all TAL Parts Return reimbursement requests, attach a copy of the request from ICS and the shipping invoice to the repair order.

All related documentation, including a copy of the TAL Parts 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	
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: CV Warranty Parts Center 1600 S. Claudina Way Anaheim, CA. 92805 TEL: 657-295-4011 FAX: 657-295-4061	

ICS TAL Warranty Parts Return Request Screen-Sample

NOTE: Refer to bulletin WB08-X-001H for a detailed explanation of how to use the ICS Warranty Parts Return Request Process.

Tri-county Trk & Eqpmt Isuzu Truck Home Inquiry Mode									
Apr 30, 2021 P									
Claim Status: 0 Pending 0 Awaiting Auth. Print this page									
View Warranty Parts Return Requests									
Request Status: ALL Req Date From: 03/01/2021 Req Date To: 04/30/2021 Search									
	Claim Num	Program	RO Num	VIN	Labor Op	Req Date	Rcvd Date	Status	Day Ope
Select Action	000300236664	Part requested from Tal Case	168397	6J7F00346		Apr 27, 2021		In Transit	
Select Action	000300236664	2021MY NDIESEL PARTS	169013	7M7K01140	E8080	Apr 17, 2021	Apr 26, 2021	Accepted	
Select Action	001001230158	2019MY NGAS PARTS	166281	8KS810983	J4206	Apr 7, 2021	Apr 26, 2021	Accepted	

Export options: CSV | Excel | YML