



**IMPORTANT SERVICE  
INFORMATION FOR:**

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

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**MISCELLANEOUS**

## **REDESIGNED VEHICLE HEALTH REPORT (VHR) SYSTEM**

### **AFFECTED VEHICLES**

- 2011MY – Current Isuzu Vehicles Equipped with Diesel Engines

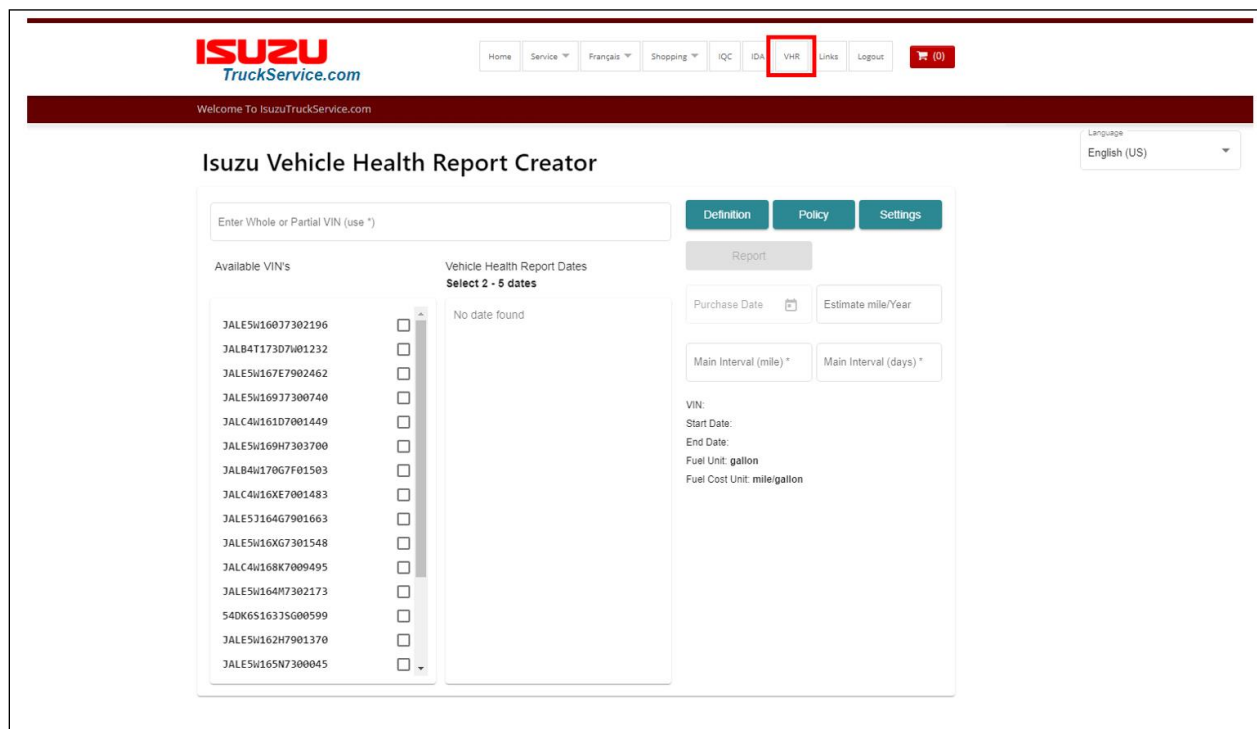
### **INFORMATION**

Isuzu Commercial Truck of America, Inc. is proud to introduce the redesigned Isuzu Vehicle Health Report (VHR) program. Beginning October 2021, Isuzu dealers are able to access, through [www.isuzutruckservice.com](http://www.isuzutruckservice.com), all of the Isuzu Vehicle Health Report Data (MMU Data) associated with 2011MY and newer vehicles serviced by their dealership in a new, user friendly VHR. Look for the VHR tab after you login.

#### **Important things to know about the new VHR:**

- Must use Chrome, Edge, or another modern web browser. Internet Explorer will not work.
- Supports English, French and Spanish languages.
- MMU downloads must be synchronized/uploaded to the server before the VHR can be viewed. Allow 5-10 minutes for processing after each upload for the data to become available.
- 2010MY and older vehicles are not supported by the new VHR program

In contrast to the previous design, the new VHR exists in a central database easily accessed by dealership personnel at any time from any PC with internet access. Users will be able to quickly select vehicles by entering a VIN (partial or all 17 digits) or select from a list of the VINs most recently downloaded by their dealership to create a VHR.



This new design provides important status information of vehicle systems, including: DTC descriptions, easy to read graphs, and advice concerning the vehicle's operation. Another new function is vehicle history information pulled directly from the Isuzu Vehicle Information System (IVIS). Information like Retail Date, applicable Isuzu PSMP descriptions, applicable Isuzu Oil Change program descriptions, and available campaign statuses will be part of the created VHR.

The new program also includes a "Settings" function that allows service advisors to add direct contact information, recommended next maintenance schedules and Isuzu parts marketing coupons (which can be custom filled by the dealer) directly into the VHR for presentation to the customer.

The VHR downloader software associated with IDSS systems was updated November 2, 2021 with a new downloader program replacing the old VHR report from your PC. Additionally, all "stand alone" VHR download software needs to be replaced. "Stand alone" VHR systems can be replaced by following the link provided in the automatic warning from the "stand alone" VHR software. As of November 2, 2021, all previous versions of VHR downloader no longer connect with the Isuzu server.

We hope you will find the redesigned Isuzu VHR program easy to use and a valuable tool to increase your service department's productivity and customer satisfaction.

If you have any detailed questions about how to utilize the new Isuzu Vehicle Health Report, please contact your DSPM.