



**IMPORTANT SERVICE  
INFORMATION FOR:**

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

BULLETIN NUMBER:  
**WB13-X-001A**

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GROUP:  
**MISCELLANEOUS**

## REPLACEMENT PARTS WARRANTY CLAIMS – BEST PRACTICES

### AFFECTED VEHICLES

- All Isuzu Vehicles

***This bulletin supersedes warranty bulletin WB13-X-001. The bulletin has been revised to modify content. Please discard previous bulletin WB13-X-001.***

### INFORMATION

Isuzu Commercial Truck of America, Inc. (ICTA) is providing the following procedural recommendations to improve dealer efficiency when submitting Parts Warranty claims. We strongly recommend dealers follow these procedures in order to avoid delays in Parts Warranty claim payments and/or claim chargeback.

**NOTE: Now required for ALL Parts Warranty claims – Vehicle Information Number (VIN), accurate customer complaint, cause and correction.**

1. Parts and service personnel should be familiar with the Isuzu Parts Warranty Policies:
  - a. **Dealer-Installed – WHAT IS COVERED:** The Parts Warranty period for new Isuzu Genuine Parts and Accessories, Fleet Value parts and Isuzu remanufactured parts (collectively “Isuzu Replacement Parts”) is 12 months/unlimited mileage from the date of installation. ICTA warrants that it cover the repair or replacement of any Isuzu Replacement Parts or accessory found to be defective in material or workmanship during the term of the warranty.
  - b. **Over the Counter – WHAT IS COVERED:** The Parts Warranty period for new Isuzu Genuine Parts and Accessories, Fleet Value parts and Isuzu remanufactured parts is 12 months/unlimited mileage from the date of purchase. ICTA warrants that it will cover the repair or replacement of any Isuzu Replacement Parts found to be defective in material or workmanship during the term of the warranty. Labor charges for removal and reinstallation of a part or accessory not originally installed by an authorized Isuzu Dealer are not covered.
  - c. **WHAT IS NOT COVERED:** The following are **not** covered under the Replacement Parts Warranty: Defects, malfunctions or failures resulting

from misuse (e.g., overloading or racing), negligence, modification, alteration, tampering, disconnection, improper adjustments or installation, misdiagnosis, accidents, any subsequent damage if the vehicle is used after an accident but before necessary repairs have been completed, installation of non-Isuzu Replacement Parts which cause a failure, add-on or modified parts, or use of fuels, oils and/or lubricants other than those recommended in the Owner's Manual. Also, part failures due to improper maintenance or lack of required maintenance are **not** covered.

2. Parts and service personnel should be familiar with the required claim information. ICTA recommends using a form or checklist to obtain all required information. Missing or insufficient information will result in delays in Replacement Parts Warranty claim payments and/or claim chargeback.

- a. **REQUIRED INFORMATION**

- Customer Contact Information
- Purchase Invoice/Repair Order (or clear copy) showing date
- Replacement Purchase Invoice/Repair Order showing date
- VIN, Make and Model
- Part Number and Part Name
- Serial Number (Engine, Transmission, Turbocharger, Alternator, Starter, etc.), if applicable
- Customer Complaint, Cause (reason for replacement) and Correction

3. Parts and/or service personnel should collect the failed part(s) in order to submit them as part of the Replacement Parts Warranty claim.

- a. **FAILED PARTS** – All parts should be stored, packaged, and shipped as outlined in bulletin WB08-X-001H.

**NOTE: All warranty claims are subject to the warranty parts return system. Failure to return requested parts will result in a chargeback.**

4. Parts and/or service personnel should submit the Replacement Parts Warranty claim using ICS.

- a. Claim must be authorized by a DSPM.
- b. Before submitting the Replacement Parts Warranty claim, check  the Request Authorization box. Regardless of mileage or age of the chassis, all Replacement Parts Warranty claims must be submitted with the Request Authorization box checked (including Over-The-Counter parts claims).
- c. Dealers should be prepared to provide a copy of all required information for review by their DSPM or the WRC. Keep an additional copy of this information with the defective part(s). ICTA may also request parts to be returned for analysis prior to claim approval.

**NOTE: The Isuzu Replacement Parts Warranty applies only to parts and accessories that are no longer covered under an Isuzu New Vehicle**

**Warranty. If a part is replaced under a New Vehicle Warranty, Emissions Warranty, or Extended Service Program and that part fails again within that vehicle warranty period, the claim should be submitted as a New Vehicle Warranty claim and NOT as a Replacement Parts Warranty claim.**