



**IMPORTANT SERVICE
INFORMATION FOR:**

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

BULLETIN NUMBER:

WB08-X-001I

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GROUP:

MISCELLANEOUS

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

AFFECTED VEHICLES

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

This bulletin supersedes warranty bulletin WB08-X-001H. This bulletin is being revised to update content. Please discard previous bulletin WB08-X-001H.

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

NOTE: Effective June 1, 2021 dealers/service centers must return parts requested by Isuzu to the CV Warranty Parts Center using the prepaid shipping labels provided by Isuzu. See the Freight Reimbursement section for details.

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 Isuzu to perform root cause analysis of customer product concerns. The CV Warranty Parts Center issues part return requests to the dealerships/service centers to obtain the desired parts. Dealers/service centers must return the requested parts to the CV Warranty Parts Center so that it is received 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 task 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.

The service manager, parts manager, and warranty administrator at your dealership will also receive a one-time email for each warranty parts return request from Isuzu. Ensure that these individual email addresses are correct by reviewing them in Golsuzu.net. These emails are a courtesy and in no way replace the dealer's responsibility to check ICS for new Warranty Parts Return Requests.

Part Preparation for Shipping

All parts related to a request should be returned together. The area of concern should be clearly marked so that it can be easily identified. Do not ship parts requested in separate parts requests in the same box. If an individual request requires several boxes because of size or other limitations, ensure each box is marked with the claim number and grouped with the other boxes that are part of the claim. **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 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 in a manner that will prevent them from being damaged 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 they were removed from the vehicles.

Parts Retention and Requests

The Service Policy and Procedure Manual (SP&P) states all warranty parts are to be turned into your dealership's 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 an Isuzu representative authorizes their scrapping, whichever occurs first. Parts (excluding parts with core charge) not requested within the **30-day** retention period, or scrapped per the authorization of an Isuzu representative, **MUST BE DESTROYED 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 that have been replaced due to failure to be installed on any vehicle sold retail or as 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 (packing 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 Commercial Truck of America and may be scrapped.

Requested parts should be received by the Warranty Parts Center 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 must be shipped using the prepaid labels available in ICS. Other delivery methods will not be reimbursed by Isuzu.

Parts Waiver Request

On those rare occasions when a requested part is not available for return, a Parts Waiver Request Form must be completed and sent to your dealer's DSPM immediately.

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 then send it to the CV Warranty Parts Return Center.

Forms must be completed, signed by your DSPM or other authorized Isuzu representative and post-marked within 20 days of the part requested date. ***Waiver requests sent after 20 days will not be considered.***

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

Core credits for warranty engines and transmissions requested by the Isuzu Quality Center (IQC) or Technical Assistance Line (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 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

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.

NOTE: Effective May 5,2023 dealers/service centers may only submit for part return labor reimbursement after the request has been updated to “accepted” status and only using the “Create Admin Claim” action in the Warranty Parts Return Request screen.

Labor Hours

Dealers may submit a labor only claim for their administrative time once the part has been received by the WPC and the status has changed to “Accepted”. To submit the claim, dealers must click on “Create Action” button and then choose “Create Admin Claim”. This action will create a pre-populated Z7200 claim. Simply enter your admin labor hours (0.1-0.3) and click on the “Submit” button.

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	
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	

Index View of the WPR Request Screen

Service ICS ISUZU COMMUNICATION SYSTEM

Dealer Setup Contact Us Log Out Help

Claim Status: 2 Pending 8 Awaiting Auth. Print This Page

View Warranty Parts Return Requests

1 LABEL GENERATED Reg Date From: 02/22/2020 Reg Date To: 04/23/2021 Search

	Claim Num	Program	SO Num	VIN	Labor	Date	Status	Days Open
Select Action	001001211394	2019MY NGAS PARTS	119760A	9K5801423	J0600	Apr 13, 2021	Open	10
Select Action	001001215432	2019MY NGAS PARTS	195443	9K5803229	J5490	Apr 6, 2021	Open	17
Select Action	001001215240	2019MY NGAS PARTS	138118	9K5801134	B4155	Feb 13, 2021	Accepted	14
Select Action	001001190803	2019MY NDIESEL PARTS	397816	9K7000126	K6275	Apr 14, 2021	Delivered	9
Select Action	001001215234	2019MY NGAS PARTS	569473A	9K5800434	C2140	Feb 13, 2021	Accepted	
Select Action	001001195575	2019MY NGAS PARTS	245345	9K5801369	F3262	Dec 1, 2020	Accepted	

Export options: CSV | Excel | XML

1. Select an Action for a specific claim
 - Packing Slip or
 - Generate label
2. Request Search Function (by status, by date)
3. Possible Statuses:
 - a. **Open (Red)** – New request
 - b. Open (Black) - Open request viewed at least one time by dealer
 - c. Label Generated (Blue) – Open request viewed at least one time by dealer
 - d. In Transit – Carrier has picked up the package
 - e. Delivered – Carrier has delivered the package to the CV WPC
 - f. **Prtl Rcpt** – Fewer than 100% of the requested parts were received by the CV WPC
 - g. Accepted - 100% of all requested parts were received by the CV WPC
 - h. Chgd Bck – CV WPC did not receive the requested part within the policy guideline
 - i. Cancel – Isuzu canceled this part request
 - j. **Yellow Highlight** – request is 15 – 20 days old
 - k. **Red Highlight** – request is over 20 days old
 - l. **Blue Text and Underlined** – links to shipping information
 - m. **Completed** – Part has been returned and dealer reimbursed, no further action needed.

ICS Warranty Parts Return Request Process

ICS Main Menu:

1. Click on “Warranty Part Rtrn Req.” and locate the desired claim.

The screenshot shows the ICS (ISUZU COMMUNICATION SYSTEM) main menu on the left with options like Warranty Performance, Key Performance Indicators, Service Information, Claim List, Claim Entry, Claim Correction, Recall/Campaign Claim, Reports, Warranty Part Rtrn Req., and Open TAL. The main area displays 'View Warranty Parts Return Requests' with filters for Request Status (LABEL GENERATED), Request Date From (02/22/2020), and Request Date To (04/23/2021). A table lists claims with columns for Claim Num, Program, RO Num, VIN, Labor Op, Reg Date, Rcvd Date, Status, and Days Open. An orange arrow points to the 'Warranty Part Rtrn Req.' option in the sidebar, and another points to the 'Claim Num' column header.

	Claim Num	Program	RO Num	VIN	Labor Op	Reg Date	Rcvd Date	Status	Days Open
Select Action	001001211394	2019MY NGAS PARTS	119760A	0KS801423	J0680	Apr 13, 2021		Open	10
Select Action	001001215432	2019MY NGAS PARTS	195443	3KS803229	J5490	Apr 6, 2021		Open	17
Select Action	001001215243	2020MY NGAS PARTS	358118	7LS801436	B4155	Feb 13, 2021		In Transit	88
Select Action	001001198903	-2019MY NDIESEL PARTS	397816	SK7008126	K6275	Apr 14, 2021		Delivered	9
Select Action	001001215234	2019MY NGAS PARTS	569473A	0KS800434	C2140	Feb 13, 2021	Feb 15, 2021	Accepted	
Select Action	001001195575	2019MY NGAS PARTS	245245	9KS801369	F3262	Dec 1, 2020	Mar 9, 2021	Accepted	

2. Click on “Select Action” then click on “View Packing List”. This list will provide the warranty part(s) that need to be returned to Isuzu.

The screenshot shows the 'View Warranty Parts Return Requests' page with 'Request Status' set to 'ALL'. A table lists claims with columns for Claim Num and Program. For each claim, there is a 'Select Action' button. An orange arrow points to the 'View Packing List' link in the dropdown menu for the claim with Claim Num 001001217351.

	Claim Num	Program
Select Action	001001217347	2020MY NDIE
Select Action	001001217348	2021MY FDIE
Select Action	001001217349	2020MY NDIE
Select Action	001001217350	2019MY FSEF
Generate Label	001001217351	2020MY FDIE
View Packing List	001001217352	2019MY FSEF

3. Print this preliminary version of the Packing List to use as a “pick list” to retrieve the requested parts for the claim.

NOTE: A final version of the Packing List will need to be printed after the shipping label has been generated. Only this final version will contain the important shipping information that must be included with the parts being returned.

Packing List

Please use the button below to print the packing list.
Please enclose a copy of the packing list with each box which is being shipped.

[Print Packing List](#) [Close Window](#)

Dealer: 60481 MONARCH ISUZU TRUCK CENTER

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

VIN: 54DK6S168LSG00360 Claim: 1001217351

 

Odometer: 6772 Program: 2020MY FDIESEL PARTS
 Labor Op: L4040 RO: 113724
 Trouble Code: 10 R.O. Open Date: Mar 25, 2021
 R.O. Close Date: Mar 25, 2021

Ln	Description	Isuzu Part Number	Req Qty
1	SENSOR;DEF DCM EXH NOX	8982465062	1

Fluids must be drained from all parts which are being returned.

- Retrieve and properly package the parts, but do not seal the box(es) yet. If multiple boxes are necessary to return a single request, make sure to note the contents of each box. This detail will be needed when generating the shipping label and final packing list.
- Click on "Select Action" then click on "Generate Label".

View Warranty Parts Return Requests

Request Status:

	Claim Num	Program
Select Action	001001217347	2020MY NDIE
Select Action	001001217348	2021MY FDIE
Select Action	001001217349	2020MY NDIE
Select Action	001001217350	2019MY FSEF
Generate Label	001001217351	2020MY FDIE
View Packing List		
Select Action	001001217352	2019MY FSEF

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

- Follow the instructions to generate either a FedEx shipping label or a YRC shipping label. Be sure to select the appropriate carrier based on the weight and/or size of the part(s) being returned. Packages under 150lbs should be shipped via FedEx while parts over 150lbs or oversized should be shipped via YRC.

Service Information +

Claim List

Claim Entry +

Claim Correction +

Recall/Campaign Claim

Reports

Warranty Part Rtn Req.

Open TAL Cases

Extended Warranty +

Print Shipping Labels

Ship From		Ship To	
Name:	ISUZU TRUCKS	Name:	ISUZU WARRANTY PARTS RETURN CENTER
Address Line 1:	5000 BROWN ROAD	Address Line 1:	1600 S CLAUDINA WAY
Address Line 2:		Address Line 2:	
City:	HAZELWOOD	City:	ANAHEIM
State:	MISSOURI	State:	CALIFORNIA
Zip Code:	63042-1114	Zip Code:	92805
Phone:	2020100000	Phone:	6572954011

Number Of: FedEx Boxes Or YRC Pallets	1 (PREFERRED)	Claim Number:	001001217323
Additional Parts Included?	NO	Total Estimated Weight:	16 pounds

Part Number	Part Description	Isuzu Estimated Weight (Pounds)	Box Number
8983331980	GASKET,AXLE SHAFT	0.020	1
8983217260	SEAL,OIL REAR AXLE	0.800	1
8983942140	SERVICE KIT,CLEVIS PIN,MO	0.120	1
8983946990	SERVICE KIT,BRACKET ASM,B	14.780	1

Box Weights		
Box Number	Isuzu Estimated Weight (Pounds)	Dealer Estimated Weight (Pounds)
1	16	16
Total	16	16

Continue

Shipment Method Selection

Carrier: FEDEX GROUND Utilize YRC if return is palletized or doesn't meet FedEx guidelines.

Print Shipping Labels

Exit

7. Print one shipping label for each box that will be shipped for that claim (shipping labels can be reprinted as necessary after the initial print).

Print Shipping Labels

Packing List

Please use the button below to print the shipping labels.
Please enclose a copy of the packing list with each box which is being shipped
Please go to www.fedex.com to schedule pickup.

Print Shipping Labels Close Window

FROM: (657) 295-4011

ISUZU TRUCK CENTER
100 NORTH 30TH STREET
SAN JOSE CA 95116
US

SHIP DATE: 27APR21
ACTVGT: 10016
CAD: 20200394ANSK3000

BILL 3rd PARTY

TO: ISUZU WARRANTY PARTS RETURN CENTER
1600 S CLAUDINA WAY

ANAHEIM CA 92805 (US)

(657) 295-4011 REF: 1001217351

INV: PO: DEPT:

TRK# 7864 7376 4343

92805

9632 0417 0 (000 000 0000) 0 00 7864 7376 4343

8. Click on the "Packing List" tab above the shipping label to generate the final Packing List. Print one copy of the final Packing List for each box that will be shipped for that claim.

NOTE: Each copy of the final Packing List must include the shipping information at the bottom.

Print Shipping Labels **Packing List**

Please use the button below to print the packing list.
Please enclose a copy of the packing list with each box which is being shipped.
Please go to www.fedex.com to schedule pickup.

Print Packing List Close Window

Dealer: **ISUZU MONARCH ISUZU TRUCK CENTER**

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

VIN: **54DK6S162KSG00109**

Claim: **1001217360**

Odometer: **109271**

Program: **2019MY F5 SERIES PARTS**

Labor Op: **J5670**

RO: **113749**

Trouble Code: **04**

R.O. Open Date: **Mar 31, 2021**

R.O. Close Date: **Mar 31, 2021**

Ln	Description	Isuzu Part Number	Req Qty	Box Number
1	SENSOR, MAP	8980094180	1	Box 1 of 1

Fluids must be drained from all parts which are being returned.

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 Service Policies and Procedures Manual.

Carrier Name: **FEDEX GROUND**

Tracking Number: **786470864174**  Box 1 Of 1

9. Place a copy of the final Packing List, which includes the box number (more than one copy may be needed if there are multiple boxes for 1 request), into each box being returned for that claim. Finish packaging the parts.
10. Properly affix shipping label(s) to the package(s) created in Step 4.
11. Schedule package pick-up with the selected carrier. The carrier will deliver the packages to the Isuzu Warranty Parts Center. The status for your return will change from "Label Generated" to "In Transit".
12. Monitor the status of your returned parts in the "Warranty Part Rtrn Req." section in ICS. (Refer to the "Index View of the WPR Request Screen" above.)
13. When the part is received by the shipping department and the WPC, the request status will change to "Delivered".
14. The delivered packaged will normally be processed by the WPC within 24 hours. If all parts were returned as requested, the request status will change to "Accepted". (Refer to the "Index View of the WPR Request Screen" above for other possible statuses).
15. Click on "select action" and select "Create Admin Claim" to submit the claim for your administrative time to return the requested parts. A Regular claim with Labor Operation code Z7200 will automatically be created with all necessary previous information for claim submission.

Pending Claims: 1 Claims Awaiting Auth: 2 Open WPC Requests: 1 [Print this page](#)

View Warranty Parts Return Requests

Request Status: Req Date From: 02/09/2023 Req Date To: 04/10/2023 [Search](#)

Claim Num	Program	RQ Num	VIN	Labor Op	Req Date	Rcvd Date	Status
001001412423	6.6L VACUUM PUMP COLLECTION	211838	9LS208254	J0240	Feb 15, 2023	Feb 24, 2023	Accepted

Select Action

- [View Receipt Confirmation](#)
- [Create Admin Claim](#)

16. Once the claim is created, choose Base Hours and enter the labor hours used (Max 0.3 hours) and then click on Submit.

Pending Claims: 3 Claims Awaiting Auth: 1 Open WPC Requests: 9 [Print this page](#)

Regular Claim

Vin (9 Or 17 Digits): JALC4W169N7K01001 Labor OP: Z7200 [Labor Time Guide](#)

Dealer Installed Part Claim? ☐ Non-Isuzu VIN? ☐ Trouble Code: 01 - BROKEN

R.O. No: 07W17315 Technician ID: 7036 - RAFAEL SIMO-TATIS [Technician Enrollment](#)

R.O. Open Date: 11/10/2022 R.O. Close Date: 11/21/2022

Mileage: 15897 TAL Case Number: Failed Part: Request Authorization: ☐

Replacement Parts			Labor Hours		Sublet Codes		TOTALS	
Qty	Part Number		Labor Code	Labor Hours	Sublet Code	Sublet Amount		
		Add	BASE HOURS	0.3			Add	Parts Total: 0.00
		Del					Del	Labor Total: 0.00
		Edit					Edit	Other Total: 0.00
								Claim Total: 0.00

Supporting Documents: [Attach file](#)

File Name: No attachments found

[Clear](#)
[Delete Draft Claim](#)
[Save To Draft](#)
[Save / Add Line](#)
[Calculate Totals](#)
[List Draft Claims](#)

[Refresh](#)
[Print Screen](#)
[Comments](#)
[Submit Claim](#)

17. Once this claim is paid, the request status will change to "completed".