

Priority Service Maintenance Program FAQs

#8

Q: What is the turn around time to produce and ship the customer Welcome kit?

A: Once the PSMP contract is funded, it requires about two weeks to produce and deliver the *Weekly Driver Maintenance Log & Coupon Book*.

Q: Is there a time or mileage limit to coverage?

A: No, The ICS Maintenance Claim payment system will accept claims at any mileage and time, and also in any order. Program Headquarters will monitor claim payment and vehicle mileage to ensure the vehicle stays on-track and does not miss any scheduled maintenance services.

Q: If a customer uses all of his Priority Service maintenance services, can he purchase additional services at a later date?

A: Yes, customer may pay cash, refinance through Isuzu Finance of America, Inc or other participating source.

#7

Q: Is the unused portion of a Priority Service maintenance contract transferable to a different vehicle upon trade-in?

A: Yes. The new vehicle contract can be written to include the unused services from the trade-in vehicle as long as it is the same owner.

Q: Can the dealer add "Other Labor Hours" to a Priority Service maintenance claim?

A: No. PSMP claim reimbursement is fixed based on the dealer's labor rate.

Q: How does the customer obtain a replacement Driver Maintenance Log & Coupon Book if the original is lost?

A: PSMP headquarters keeps a duplicate copy on file for cases such as this. The dealer should notify Program Headquarters to receive a replacement book. The coupons will be removed to match the current status of maintenance on the vehicle.

Q: How can dealer personnel view the PSMP video?

A: Go to isuzucv.org and select the PSMP video from the "Isuzu Video" menu bar.

#6

Q: For dealers having warranty parts mark up rates greater than 40%, will they also receive that same rate for Priority Service maintenance repairs?

A: Yes. Dealers will receive the same parts mark up rates for Priority Service repairs as they do for warranty repairs.

Q: Is a PSMP dealer required to have customer pay body shop and rear body repair capabilities?

A: No. But the dealer is expected to arrange for such repairs outside the dealership (sublet) at the customer's request.

Q: Is DPF cleaning included in the PM C service at 100,000 miles?

A: Yes. Isuzu recommends removing the DPF, servicing with dry cleaning equipment, and reinstalling the DPF core in the reverse direction

Q: Can dealer sales or parts Market Support or Co-op Advertising funds be used to cover the cost of the \$500 program fee?

A: No. Dealer program fees should not be paid with funds intended to promote business. The Market Support and Co-op funds should be used to promote PSMP in the dealer's marketplace.

#5

Q: Can Isuzu-badged Priority Service vehicles have maintenance conducted at W-series dealers, and vice-versa?

A: Yes, but only if the cross-line dealers are enrolled in the Priority Service program. C/T only dealers with or without Isuzu Engine Certification do not qualify (they don't have access to all of the genuine parts).

Q: Is it possible to provide a maintenance interval other than the standard 10,000 mile diesel and 7,500 mile gas intervals?

A: Yes, as long as the interval is *less than* the base 10,000 and 7,500 mile intervals. The ICS Maintenance Claim payment system will accept claims from dealers at any mileage and any date. For example, if a customer wishes to perform maintenance every 5,000 miles on a diesel, then twice the number of services could be purchased for the desired mileage term. In other words, if a diesel customer requires 100,000 miles of maintenance at 5,000 mile intervals (20 services), then he must purchase the 200,000 mile program (20 services).

Q: If the truck is accumulating miles at a rate less than first expected, does the Program adjust the maintenance reminders to the dealer service department and to the customer?

A: Yes, PSMP headquarters monitors the mileage rate and adjusts the e-mail reminders to compensate for any changes in vehicle utilization.

Q: Can Priority Service be added to a vehicle that was previously sold without a maintenance contract?

A: Yes. Isuzu Finance is aware of this possibility and is willing to rewrite the vehicle contract if it was originally financed or leased from IFAI. If the vehicle was financed from another source or paid for with cash, then the customer can pay for the Program using any method he chooses.

#4

Q: Where can I find a detailed listing of covered on-vehicle services?

A: The "On-vehicle Maintenance Forms" can be downloaded from the www.isuzupriorityservice.org website and printed.

Q: Can T-series vehicles be enrolled into Priority Service?

A: No. Approved vehicles are Isuzu N and F-series, and Chevrolet and GMC W-series.

Q: What if a customer wants to cancel PSMP with services remaining on his maintenance contract.

A: The cost of the unused portion of the contract will be refunded minus the \$300 cancellation fee.

#3

Q: What is the turnaround time to receive approval for vehicles entering the Priority Service maintenance program?

A: The dealer sales person can write the contracts immediately. ICTA will examine the Transportation Survey the same business day received to determine if any issues exist with the vehicle application or dealer service support where the vehicle will be operated. The dealer will be contacted immediately if any red flags are identified.

Q: Is the unused portion of a Priority Service maintenance contract transferable to a different owner upon trade-in?

A: Yes. The remaining balance of maintenance stays with the vehicle until all services are consumed as long as the contract time limit is not exceeded.

Q: Why is the NPR/NQR brake replacement option more expensive than the NRR?

A: Generally, the NRR brake parts are more costly than the NPR and NQR. But, the NRR rear brakes will be replaced every third brake job, as opposed to every second brake job on NPR/NQR which reduces the cost of NRR ownership significantly.

Q: Where can a dealer find the published PSMP labor operation times?

A: The labor times are now posted on the PSMP LTG dealer portal in ICS. The PDF file is attached here.

#2

Q: Can a dealer sublease a vehicle through Isuzu Finance?

A: Yes, as long as IFAI is aware during the credit review process. IFAI would also ask for a line of credit from the end user.

Q: How does a dealer get reimbursed for replacing rear body bulbs or topping off fluids?

A: Included in each PSMP service claim reimbursement is a \$14 discretionary fund for nuisance repairs. The dealer will receive the \$14 whether they use it or not. This means over time a significant "reserve" of dollars may accumulate if bulbs and fluids are not replaced at each PSMP service. This will allow dealers to make quick, simple repairs at no additional cost to the customer on an as-needed basis.

Q: Can the PSMP contract term be different than the finance or lease term?

A: Yes. For example, the customer may finance for 48 months but desire 72 months of maintenance. Just choose the desired PSMP time and miles terms from the pricing pages. The truck and maintenance would be paid for in 48 months but the customer would receive 72 months of maintenance.

Q: What if ICTA does not offer an Extended Warranty that exactly matches the PSMP terms?

A: Choose the closest matching Extended Warranty that is equal to or greater than the maintenance time and miles. The special promotion N/W diesel \$300 60mo/150,000 mile WFF Extended warranty is the most popular.

#1

Q: How much can the dealer mark up the cost of the Program?

A: The dealer can mark up to any level they wish, but Isuzu Finance will only fund up to 2% over dealer net cost.

Q: Is the dealer's Priority Service labor rate fixed for the duration of the maintenance contract?

A: No. The maintenance labor reimbursement rate will change every time the dealer changes their ICTA warranty labor rate. Maintenance labor rate will always be 85% of the dealer warranty labor rate on file with ICTA.

Q: Why are some F-series maintenance costs lower than the N/W series?

A: The F-series maintenance program is available with or without tire rotation because these vehicles may be equipped with rear traction tread tires which do not accommodate tire rotation. All N/W series vehicles receive tire rotation at each PM service. Therefore, the cost for maintenance for F-series vehicles *without* tire rotation is less expensive than N/W series *with* tire rotation.

Q: Where will the customer Welcome Kit be sent?

A: By default, to the dealer sales person. We felt it would be preferable to have the dealer install the PSMP decals on the cab, and explain to the customer the use of the *Weekly Driver Maintenance Log and Coupon Book* and tire pressure gauge. If the dealer would like us to send the Welcome Kit to a different location we will accommodate that request.