

DEALER PARTS POLICIES AND PROCEDURES MANUAL

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1.1 American Isuzu Parts Distribution Network (AIPDN)

Isuzu has two parts distribution centers to meet the needs of franchised Dealers in the United States for Isuzu manufactured parts and accessories.

AIPDN provides parts and accessories support for Dealers franchised to sell Isuzu-manufactured commercial trucks under the Isuzu, Chevrolet or GMC trademarks.

It is important as you read this manual to understand that certain terms will be referenced throughout this manual. The following definitions apply:

1. DEALER

Refers to all Isuzu and GM LCF Dealerships franchised to sell Isuzu OEM Parts and Accessories.

2. PARTS FIELD REPRESENTATIVE

Refers to the individual responsible for servicing the parts account for Dealers. For example: District Parts and Service Manager.

3. IMMEDIATE RESPONSE CENTER (IRC)

The Immediate Response Center (IRC) is the primary dealer support mechanism for the non- DSPM/DSM contact dealers. In addition, full contact dealers may choose to call the IRC @ 1-877-ISUZUCV (1-877-478-9828) for general inquiries if the DSPM is not available.

2.1 Performance Measurements Summary

A/IDN recommends the following guidelines in regards to inventory management:

PERFORMANCE MEASUREMENTS SUMMARY

Measurement	Source	Guideline
Business Ratios		
Gross Turns	Management Report	4.5 – 5.5
True Turns	Management Report	4.0 – 5.0
Months Supply	Calculation	2.2 – 2.7
Productivity	Calculation	\$30,000 Per
Inventory Variance	Calculation	5.0% +/-
Inventory Analysis		
Level Of Service	Management Report	85%
Non-Stock P/N	Management Report	Approximately 25%
Non-Stock Dollars	Management Report	< 10%
No-Movement New P/N	Management Report	5%
Obsolescence	Management Report	10%
Lost Sales	Management Report	1% or 1 Per Employee Per Day
Phase In	Computer	3 hits in 12 months
Phase Out	Computer	1 hit in 6 months
Days Supply	Computer	30 – 45
Stocking Criteria	Computer	3/12, 0/6
Bin Check	DSPM Review	90 – 100%
Sales / Profit Analysis		
Total Gross Profit	Financial Statement	23 – 40%
Purchase Analysis		
Stock Order Performance	RPT-017	65 – 70%
Emergency Purchases	DSPM Review	< 25%
Excess Stock	Excess Report	< 20%
Special Order Returns	DSPM Review	90 Days

3.1 Introduction

AIPDN has designed ordering procedures that are consistent with industry practices and, more importantly, allow for swift and effective communication with minimal administrative delay. The key element in assuring that your orders are supplied correctly is the assignment of the proper order type. All parts personnel are encouraged to review this section of the manual until they have a clear understanding of the supply functions associated with a specific order type.

3.2 Where to Place Orders

All orders should be placed with your facing Parts Distribution Center electronically using Isuzu's Communication System (ICS).

Los Angeles PDC

Toll Free: (866) 225-7930

Telephone: (951) 681-1028

Facsimile: (951) 685-6627

Parts Technical Support: (888) 464-7808

Mailing Address:

Isuzu c/o Promax
Mira Loma, Ca Facility
11455 Cantu Galleano Road
Mira Loma, CA 91752

Cincinnati PDC

Toll Free: (866) 225-7928

Telephone: (513) 603-6060

Facsimile: (513) 942-1525

Parts Technical Support: (888) 464-7808

Mailing Address:

Isuzu c/o Promax
Cincinnati, OH Facility
5265 E. Provident Road
Cincinnati, OH 45246

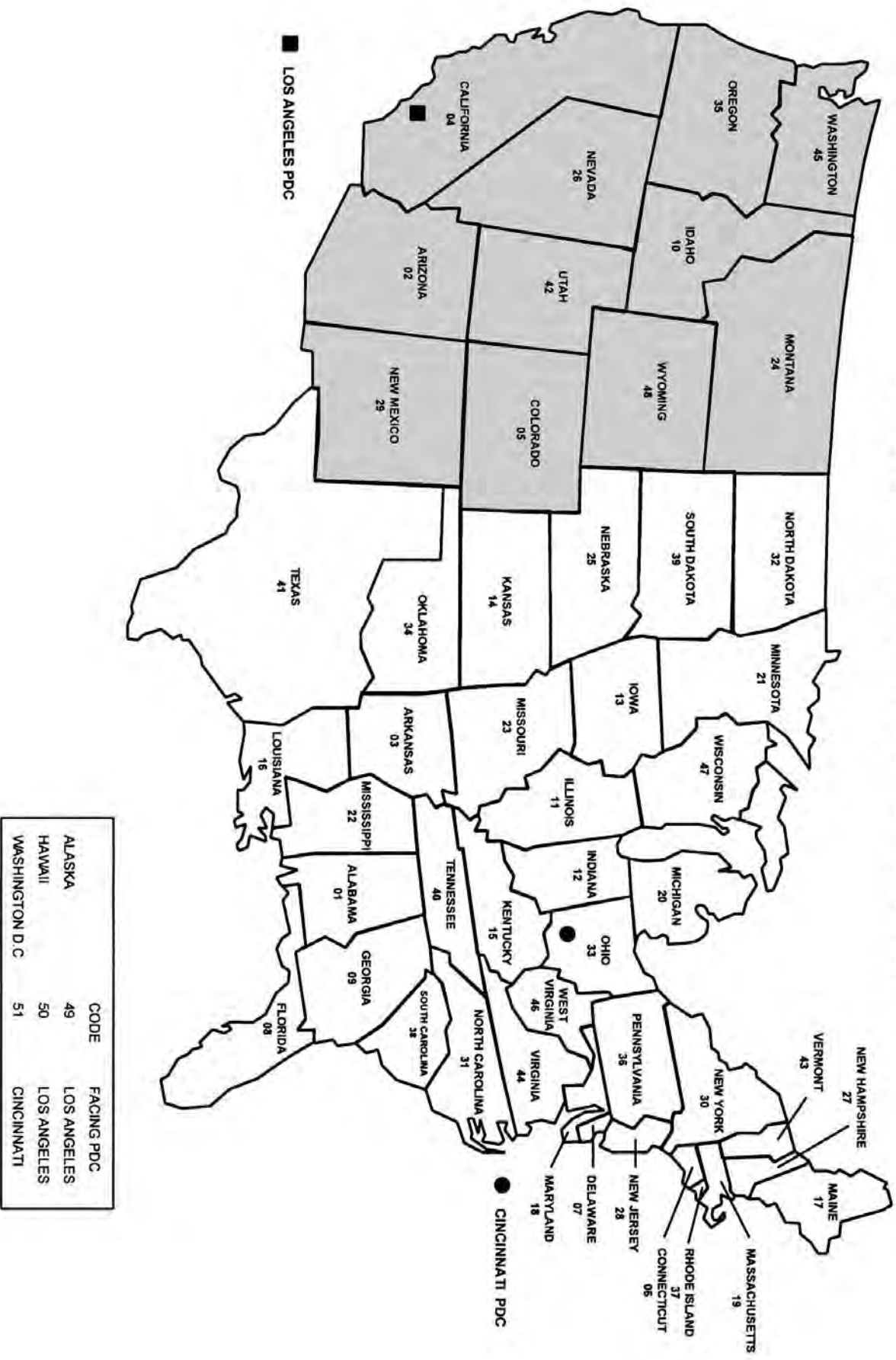
If for any reason you become dissatisfied with the service provided by the PDC, please contact the appropriate PDC manager. The PDC manager has been given the authority to resolve most PDC billing or shipping issues you may have. Any PDC related problem the PDC manager is unable to resolve will be referred promptly to the AIPDN corporate office for review.

In the event that your issue is still unresolved, please contact the AIPDN Parts Operation Manager at (562) 229-7224 or the AIPDN Customer Support Supervisor at (562) 229-7177.

Dealers who currently utilize the Immediate Response Center (IRC) may call the IRC at **877-ISUZUCV (877-478-9828)** Follow the prompts to "Isuzu Parts Support", and choose sub-section "Isuzu Parts Support" for AIPDN assistance.

PDC ALIGNMENT

PDC DIVISION OF SERVICE RESPONSIBILITY



3.3 Order Types

The following chart summarizes the main features of each order type; however, Sections 3.4, 3.5, 3.6 and 3.7 should be read carefully for a complete understanding of the importance of the order type in the ordering function:

	Isuzu Order Types		
	Stock Order	Daily Order	Critical Order/VOR
Limitation on Number of Orders	No limit	No limit	No limit
Freight	Prepaid	Prepaid	Prepaid
Carrier Mode	Best Way	Best Way	Premium (or fastest way)
PDC Cut Off Time	2:00 PM PDC's Time Zones	2:00 PM PDC's Time Zones	5:00 PM Eastern time @ Cincinnati or 4:30 PM Pacific time @ Mira Loma
Order Delivery Time	Within 48 hours if placed prior to the PDC Cut Off Time	Within 48 hours if placed prior to the PDC Cut Off Time	Next Business day where available, if placed prior to Cut Off Time
Stock Order Discount	3%	No	No
Qualifies for Dealer Protection Plan Earnings	5%	No	No
Special Handling & Freight Charge	No	No	Yes. Minimum of \$12 or 15% per order whichever is greater, maximum charge of \$250 per piece. *
Co-op Accrual	1%	None	None
Dealer Dropship Allowed? (Domestic Only – No International)	No	Yes	Yes

*Charge waived for parts on Critical Orders back ordered for three (3) calendar days or more.

** No expedited ordering available for cabs or frames.

***Critical Orders are subject to a minimum of \$12 USD per order or fifteen percent (15%) special handling charge whichever is greater. A maximum charge per piece has been established: \$30 USD for ECM's and turbochargers, \$250 USD for heavy items such as engines, transmissions, axles, and final drive assemblies, and \$100 USD for all others. The special handling charge is waived for parts ordered on Critical Orders that have been back ordered for three (3) or more calendar days. The special handling charge is not incurred on core value with respect to remanufactured parts. These orders will be shipped by either air or ground service depending on proximity of Dealer to shipping PDC or shipment size for delivery next business day.

Selecting the Proper Order Type

Section 3.3 summarized the major features associated with each of the order types. The purpose of this section is to provide guidance in selecting the appropriate order type and some rationale for the following ordering methods.

1. Stock Order

This is the basic ordering mode that should be used to replenish and maintain the parts and accessories inventories. The vast majority of the orders (over 75%) should be placed as stock orders. The features associated with this order type are designed to minimize costs at Dealer levels and to provide high service levels. Stock Orders are eligible for Parts Protection Plan Earnings, Stock Order Discounts and Co-op Advertising Accrual. Dealers will receive 5% Obsolescence Earnings, 3% Stock Order discount, and 1% Co-op Advertising Accrual.

2. Daily Order

Daily orders can be used for Dealer Dropships.

3. Vehicle Off Road (VOR) / Critical Order

There will be occasions when a part will be urgently needed because a vehicle is inoperative, is in a non-saleable condition, or a customer has a critical need for a part and quick delivery is required. The Dealer is encouraged to order by this method to avoid poor service image or customer dissatisfaction. However, proper inventory control and use of stock and daily ordering will minimize the need to place critical orders, which are costly to both AIPDN and the Dealer.

VOR's are subject to a minimum of \$12 per order or fifteen percent (15%) special handling charge whichever is greater. A maximum charge per piece has been established: \$30 for ECMs and turbochargers, \$250 for heavy items such as engines, transmissions, axles and final drive assemblies and \$100 for all others. The special handling charge is waived for parts ordered on Critical Orders that have been back ordered for three (3) calendar days or more. The special handling charge is not incurred on core values with respect to remanufactured parts.

These orders will be shipped either by air or ground service, depending on proximity of Dealer to shipping PDC, or shipment size for next business day delivery.

NOTE: Due to the costs associated with the special shipment of large or heavy objects, certain parts such as frames, engines, full dressed cabs, etc. will be shipped via ground service only, regardless of the order type.

4. Customer Complaint (CC)

When necessary, you can elevate the concern for a critical part on backorder status using ICS. Although CC status is not an actual order type, customer support at our corporate office will open a "case" on the upgraded item and give additional attention to procuring a piece (s) to fulfill your order. A VIN will be required in order to upgrade to CC.

Dealers can now submit "CC" upgrade requests online.

The following text and illustrations will provide you with step by step procedures for requesting "CC" upgrades through ICS. Please note there are several required fields that must be filled in:

Requestor, Contact Number, Quantity, VIN

Once you have filled in the information and clicked "Send Email", your request will be sent to the PDC for verification and the order will be upgraded to "CC."

Please note that only VOR orders can be upgraded to "CC." If you have a daily or stock order that needs to be upgraded to "CC", you must first upgrade your order to VOR.

5. Dropship Orders

AIPDN will allow Dropship (also known as "Bill to–Ship to") on VOR and Daily orders only.

Dropship Orders may be a convenient and cost-effective way to ship orders to your more distant customers. It allows you to ship directly to your customer from the PDC, bypassing your dealership.

Benefits:

- Saves the expense and labor of having to repack and reship the items to the customer
- Eliminates the need to enlarge your delivery routes
- May allow you to reduce your delivery routes, saving fuel, manpower, delivery vehicle expense, etc.
- More convenience and options for your customers. They can choose to pick up the parts or have them delivered via Dropship
- Eliminating the pickup / delivery or reshipping process means parts get to your customer faster
- Dropship Ordering is perfect for Internet sales
- Allows you to service your customers without increasing your inventory.

IMPORTANT INFORMATION:

1. Remember that the entire order will be sent to the dropship location. Be sure to create orders for individual customers separately... and keep them separate from orders you want delivered to your dealership.
2. Dropship Ordering is allowed for only order type (VOR & Daily)
3. All Dropship Orders from our PDCs will have a special packing list enclosed. This list will hide all financial information... so your pricing will remain confidential!
4. PDC processing times are identical to regular order types.
5. Dropship Orders can only be processed for shipments within the United States. **NO EXPORT ORDERS or overseas APO / Military postboxes will be allowed**
6. The address listed for Dropship must be a valid delivery address... no P.O. Boxes allowed.
7. Returns (Ordered in Error / Shipped in Error) Procedures:
 - a. Customer should be advised NOT to refuse a shipment
 - b. Customer must work with dealer directly to correct Ordered In Error, Shipped in Error or Damage claims
 - c. The dealer should then process the claim in the normal manner.
8. Transportation Loss and Damage Claim Procedures:
 - a. Customer should be advised NOT to refuse a shipment
 - b. Customer must work with dealer directly to correct Loss and Damage claims. The dealer can then contact NTC (National Traffic Consultants) or the facing PDC (for items delivered by Fed Ex) in the normal manner to resolve the claim.

Should a customer refuse a shipment, **AIPDN may bill the ordering dealer for freight charges incurred due to refused shipments** (see # 7 and #8 above). Please be sure to instruct your Dropship customers on the proper way to handle these shipments... accept all shipments and contact you if they have any problems.

If you have any questions regarding AIPDN's Dropship program, please contact your Zone Service & Parts Manager.

3.4 Use of the Proper Dealer Code

Dealers who have multiple franchises must separate their parts and accessories orders by using franchise-assigned codes. This is necessary to maintain the separation of the franchises for legitimate business purposes. When a Dealer orders parts and accessories appropriate for their franchise and the proper code is used as described, they will receive the protection program and other return privileges according to company policy.

3.5 How to Place Orders

All orders are to be placed through ICS.

AIPDN PDC's are closed on Saturdays. Any orders placed in ICS on Saturdays will be held and processed on the following business day.

The Isuzu ICS Support Center will be available to assist you with any ICS Parts related issues on Saturdays from 7:00am to 3:00pm Pacific time. If you have any questions regarding the availability of ICS Parts on Saturdays, please contact the Isuzu ICS Support Center at (800) 526-0044.

3.6 Order Referral

If stock is not available at the facing PDC, the order will immediately be referred to the alternate PDC.

3.7 Back Orders

When a part cannot be supplied through order referral, it will be designated as a "back order". If the back-ordered part is not in-transit from the source, AIPDN will expedite delivery from the supplier. Upon receipt of stock at the PDC, the back order will be filled and shipped. The special handling charge is waived for parts ordered on Critical Orders back ordered for three (3) calendar days or more.

3.8 Order Status

The primary source of order status information is ICS. Inquiries for additional information should be directed to your facing PDC.

3.9 MAC Code understanding and visibility

The MAC code indicates whether a part will allocate automatically or if it will require manual allocation by AIPDN. A blank MAC code on a part will allow it to allocate automatically. However, if the MAC code on a part is NOT blank, the part will be backordered and will require manual allocation.

The MAC Code definitions are as follows:

<u>MAC</u>	<u>NOTATION</u>
A	Call your facing PDC for status
	Part to be drop shipped from vendor – No action necessary
D	
G	Call Parts Technical Assistance 888-464-7808
I	Call your facing PDC for status
S	Call Service Technical Assistance 800-533-0244
T	Call Parts Technical Assistance 888-464-7808
Other	Call your facing PDC for status

4.1 Introduction

AIPDN will ship your order from your facing PDC whenever possible. If the parts are not available at your facing PDC, some or all of the order may be shipped from an alternate location. This section explains the Packing List accompanying each shipment.

4.2 Packing List

The Packing List (Exhibits 4A, 4B) will be prepared and included with each shipment. The Packing List contains important information about the shipment. You should be sure to retain the Packing List for reference, reconciling with invoices in case you must return an item or make a claim.

The Packing List will be inside carton #1.

ISUZU

American Isuzu Parts Distribution Network

CHARGE TO				ANYTOWN ISUZU 100 MAIN ST. ANYTOWN USA 12345				SHIP TO				2																	
				1				SAME AS CHARGE TO IF BLANK																					
DEALER CODE XXXXX		3		ORDER REF NO. V16072		4		ORDER DATE 01/31/00		5		DEALER ORDER 123		6		ORDER TYPE VOR		7		SHIP REF NO. V1503001		8							
SHIP FROM LOSANGELES		9		SHIP VIA FEDEX		10		FREIGHT PREPAID		11		SHIP TYPE VOR		12		DATE SHIPPED 02/01/00		13		INVOICE NO. A0069		14							
16		16		17		18		19		20		21		23		24		25		26		27		28		29			
LIN		ORDER		SHIPD		B/O		QTY		PDC		REFERRAL		ORDERED PART NO.		SUB SHIPPED PART NO.		DESCRIPTION		BATCH		PRICE		EXT PRICE		DISC		LIST * PRICE	
1		2		1		1		1		1		1		1-46220-009-0		1-46220-009-0		SHOE; PARKING		22567		16.38		16.38		53.02			
2		10		5		0								1-47600-829-0		1-47600-829-0		CYLINDER; WHEEL		22567		39.26		196.30		* 107.18			
														3 DA		1-47600-829-0		CYLINDER; WHEEL											
														2 AT		1-47600-829-0		CYLINDER; WHEEL											
3		10		10		0								8-94214-914-0		8-94214-914-0		PACKING; RET TO		22567		0.63		6.30		2.68			

CHARGE TO	ANYTOWN ISUZU 100 MAIN ST. ANYTOWN USA 12345			SHIP TO	SAME AS CHARGE TO IF BLANK		
DEALER CODE XXXXX	ORDER REF NO. S17070	ORDER DATE 01/31/00	DEALER ORDER 123	ORDER TYPE STOCK	SHIP REF NO. S1503004		
SHIP FROM LOSANGELES	SHIP VIA UPS	FREIGHT PREPAID	SHIP TYPE STOCK	DATE SHIPPED 02/01/00	INVOICE NO. A0072		

(15)	(16)	(17)	(18)	(19)	(20)	(21)	(23)	(24)	(25)	(26)	(27)	(28)	(29)
LIN	ORDER	SHIPD	BIO	REFERRAL QTY	PDC	ORDERED PART NO.	SUB SHIPPED PART NO.	DESCRIPTION	BATCH	PRICE-EXT PRICE (DEALER)	DISC	LIST * PRICE	
1	5	5	0			2-91276-024-0	2-91276-024-0	ALTERNATOR: W/O	22568	168.98	844.90	* @	439.46

(33) TOTAL SHIPPED LINES: 3

(34) PIECES: 16

(35) WEIGHT: 16.90

(36) NUMBER OF CARTONS:

(37) PICKED BY: _____

(38) PACKED BY: _____

(39) OK'D BY: _____

(40) * MISCELLANEOUS DISCOUNTS APPLIED TO INDICATED PARTS. TOTAL MISC DISCOUNTS 31.00 -

(41) @ STOCK ORDER DISCOUNTS APPLIED TO INDICATED PARTS. TOTAL STOCK DISCOUNTS 17.67 -

(32) NET TOTAL 796.23

(30) GROSS TOTAL 844.90

* DEALERS ARE FREE TO SELL THESE PRODUCTS AT WHATEVER PRICE OR MARGIN OF PROFIT THEY CHOOSE.

Explanation of Exhibits 4A, 4B

Packing List

- ① Name and address of the Dealer where the billing will be forwarded
- ② Shipping Address
- ③ AIPDN Dealer Code
- ④ Number assigned to the original order placed. The first character of the Order Reference No. is the order type, second is PDC where original order was placed, third is the source of input, last three are sequential, system generated numbers
- ⑤ Date the order was placed
- ⑥ Dealer Order Number
- ⑦ Type of original order (Critical, Stock or Daily)
- ⑧ Number of reference assigned to a shipment of an order. First character of the Shipref No. is the order type, second character signifies the PDC, third is the year shipped, fourth through sixth characters are the Julian date and the last two are sequential, system generated numbers
- ⑨ PDC from which shipment was shipped
- ⑩ Mode of Transportation
- ⑪ Freight Payment Method (Prepaid or Collect)
- ⑫ Type of Shipment (Critical (VOR), Stock, or Daily)
- ⑬ Date of Shipment
- ⑭ Invoice Number. A sequential, system generated number
- ⑮ Line Number (Sequentially assigned to each item ordered.)
- ⑯ Quantity of the part originally ordered
- ⑰ Quantity of the part shipped
- ⑱ Number of items originally ordered that were unable to be filled and were placed on back-order
- ⑲ Quantity of referred parts shipped from specified PDC
- ⑳ PDC in which order was referred for fulfillment
- ㉑ Ordered Part Number
- ㉒ Supersession Indicator; If arrow is ">" then shipped part number is the latest part number. If arrow is "<" then shipped part number is the previous part number

Explanation of Exhibits 4A, 4B (continued)

Packing List

- ②3 Shipped Part Number (If different from the part number originally ordered).
- ②4 Description of the part ordered
- ②5 For Internal Use Only
- ②6 Dealer Cost for quantity of one
- ②7 Extended Cost (Quantity shipped times cost)
- ②8 Indicates discounts applied to extended price, if flagged
- ②9 List Price
- ③0 Gross Total of Invoice (Does not include sales tax)
- ③1 Special Handling and Freight Charge applied to shipment
- ③2 Net Total
- ③3 Total Shipped Lines
- ③4 Total Number of Pieces Shipped
- ③5 Total Weight of Shipment
- ③6 Number of Cartons Shipped
- ③7 Picked By
- ③8 Packed By
- ③9 Approved By

4.3 GM Packing List

GMSPPO began a program to eliminate packing lists in favor of barcode labels. We recognized that dealers require a detailed packing list for reconciliation, so we began providing electronic versions of **all** GM Drop-ship Packing Lists on the ICS system.

GMSPPO facilities

78	Drayton Plains	Waterford, MI
50	Martinsburg	Martinsburg, WV
75	Pontiac	Pontiac, MI
01	Flint	Flint, MI
87	Ypsilanti	Ypsilanti, MI

You are able to obtain the GM Drop-ship Packing List report through ICS. You are able to see **ALL** shipments being sent from GM. You can select packing lists by shipment number. GM attaches a bar-coded label on the package indicating a shipment number. You can use this shipment number to look up your packing list in ICS.

UPS

[illegible]

5.1 Introduction

AIPDN provides the documentation necessary to keep financial records in order.
This section covers the information that will be available to track your records.

5.2 Invoices

The Invoice (Exhibit 5A) will be prepared and displayed in ICS. This is for information only and should be used to reconcile the parts billing value that will be displayed on the Parts and Accessory (P&A) Statements.

5.3 Credit Memo

For returns, damages, billing errors, promotional credit, core credit and any other miscellaneous credit, a credit memo (Exhibit 5B) will be generated and will be displayed in ICS. This is for information only and should be used to reconcile the parts billing value on the Parts and Accessories Transaction Summaries detailed on the following page.

5.4 Parts and Accessories Transaction Summaries

Dealers will be billed through Isuzu. Isuzu will collect funds electronically on a monthly basis. If sufficient funds are not available, Isuzu will place the account on credit hold and no parts orders will be processed.

Explanation of Exhibit 5A

Invoice

- ① Name and Address of the Dealer where the billing will be forwarded
- ② Ship to Address (same as Charge To if blank)
- ③ Invoice Number (number appears on Statement of Account). A sequential, system generated number
- ④ Date of Invoicing
- ⑤ Dealer Code
- ⑥ Type of Order (Critical, Stock or Daily)
- ⑦ Reference Number assigned to a shipment of an order. First character of the Shipref No. is the order type, second character signifies the PDC, third is the year shipped, fourth through sixth characters are the Julian date and the last two are sequential, system generated numbers
- ⑧ PDC from which parts shipping and invoicing was initiated
- ⑨ Mode of Transportation
- ⑩ Freight Payment Method (prepaid or collect)
- ⑪ Date of Shipment
- ⑫ Number assigned to the original order. First character of the Order Reference No. is the order type, second is PDC where original order was placed, third is the source of input:
- ⑬ Date the order was placed
- ⑭ Line Number (Sequentially assigned to each item ordered)
- ⑮ Quantity Shipped
- ⑯ Part Number assigned to the item ordered
- ⑰ Shipped Part Number (If different from the part number originally ordered)
- ⑱ Description of the part ordered
- ⑲ Parts Class Code assigned to the part. For AIPDN internal use
- ⑳ Dealer Cost for quantity of one
- ㉑ Extended Cost (Quantity shipped times cost)
- ㉒ Gross Total of Invoice (Does not include sales tax)
- ㉓ Any discounts applied to ordered parts noted with an (*) asterisk

Explanation of Exhibit 5A (continued)

Invoice

- ②4 Total Discounts applied to shipment
- ②5 Any special charges applied to shipment
- ②6 Special Handling Charge, if applicable
- ②7 Sales Tax if applicable
- ②8 Total amount of invoice
- ②9 Total Line Items invoiced
- ③0 Return Allowance accumulated on this order

ISUZU

American Isuzu Parts Distribution Network

CREDIT TO (A)

ANYTOWN ISUZU
100 MAIN ST.
ANYTOWN, USA 12345

CREDIT MEMO NO.

Z2235

(B)

CREDIT DATE

(C)

DEALER CODE 04099		DEALER ORDER NO.		(E)		2 CREDIT				D ORDERED IN ERROR		(F)	
LINE	QTY	PART NO.		DESCRIPTION	LIST PRICE	CLASS	DEALER PRICE	AMOUNT					
(G) 001	(H) 1	REF INV #VX461 8-94232-917-3 RESTOCKING CHARGE		(K) COVER ASM.	(L) 90 90	(M) O/D	(N) 54 76	(O) 54.76 8.21-					
TTL LINE		RETURN ALLOWANCE		(Q)		OTHER CHARGE/CREDIT		(R)					
CREDIT MEMO									ACCOUNTING DEPT.				
GROSS CREDIT ▶									(S) 46.55				
SALES TAX ▶									(T) .00				
CREDIT TOTAL ▶									(U) 46.55				

Explanation of Exhibit 5B

Credit Memo

- Ⓐ Name and address of the Dealer where the credit memo will be forwarded
- Ⓑ Credit Memo Number
- Ⓒ Date the credit was processed
- Ⓓ Dealer Code
- Ⓔ Dealer Order Number
- Ⓕ Type of credit
- Ⓖ Line Number (Sequentially assigned to each credit item)
- Ⓗ Quantity credited
- Ⓘ Remarks - entered at the discretion of PDC personnel
- Ⓝ Part Number
- Ⓚ Part Number Description
- Ⓛ List Price of the part per unit
- Ⓜ Parts Class Code assigned to the part. *For AIPDN internal use*
- Ⓝ Dealer Price of the part per unit
- Ⓞ The total credit amount for the line
- Ⓟ Total Line Items - not used
- Ⓠ Return Allowance
- Ⓡ Other Charge/Credit
- Ⓢ Gross Total of the credit (Does not include sales tax)
- Ⓣ Sales Tax (If applicable)
- Ⓤ Total credit amount.

6.1 Introduction

AIPDN has established simple and practical rules to be followed when the Dealer finds it necessary to return parts and accessories to a Parts Distribution Center (PDC). This section covers most conditions that will occur through normal business activity. However, should a condition arise which is not covered here, the Parts Manager should contact the Parts Distribution Center Management for advice and directions.

6.2 Return Policies

While there are specific rules covering various return situations, the basic policy states that all returns (except for core returns and parts ordered in error) require the prior written approval from the Dealer's facing Parts Distribution Center and a copy of the Packing List showing ordered part. The policies and procedures used for processing a written return approval are as follows:

1. Requests for returns and credits must be entered electronically through ICS, within ninety (90) days of invoice date.
2. Parts shipped to a PDC without prior written approval will be returned freight collect.
3. Parts to be returned must be received at the facing PDC no later than thirty (30) days from the approval date.
4. All parts returned, other than "G" codes, must be in new and saleable condition and in the original package or carton.
5. The parts may not be returned if they are listed as non-returnable in the Price List or noted as non-returnable in a Parts Information Bulletin. (For exceptions see Section 6.3, 2.)
6. All parts returned must be shipped to the PDC on a freight pre-paid basis. Collect shipments will not be accepted.
7. Returns will be credited at the adjusted invoice price as listed below. AIPDN will process the credit within ten (10) working days from the date parts are received at the PDC.

Order Type	Adjusted Invoice Price
Stock	Current Dealer Net less 3 (3% Stock Order discount)*
Daily	Current Dealer Net
Critical (VOR)	Current Dealer Net

*5% DPPP accrual will also be reversed.

8. Core returns are NOT submitted to your facing PDC but to a separate core consolidator (see specific instructions under Section 6.5). Cores submitted to the PDC will be returned to the Dealer freight collect.

Sections 6.2 through 6.8 contain some additional policies for specific return situations.

6.3 Shipped in Error

In the event that a PDC ships the wrong part or the wrong quantity, AIPDN will rectify the error at no penalty. In addition to the policies outlined in Section 6.2, the following additional rules will apply:

1. Any part may be returned if shipped in error (this is an exception to Section 6.2, 5).
2. Parts are shipped prepaid freight to AIPDN and the Dealer is credited for the freight amount.

6.4 Initial and Special Kit Returns

Generally, parts included in initial and special kits may be returned for credit one year after the invoice date of the kit. In addition to the policies outlined in Section 6.2, the following rule will apply:

- The request for return must be received within sixty (60) days after the one-year period has expired.

This type of return request cannot be entered electronically. Contact your facing PDC for authorization.

6.5 Core Return

A refundable core charge is included in the purchase price of Remanufactured Isuzu Parts. To ensure receipt of the proper core credit, it is imperative that the core is returned correctly. To do this, aside from the return policies already outlined, special core return instructions must be followed.

For a complete, detailed explanation of the core return policies and procedures, please refer to detailed instructions in 12.3 through 12.5.

6.6 Special Return

Occasionally it will be necessary to initiate special return actions. These returns will be authorized by AIPDN only through a Parts Information Bulletin.

6.7 Termination Return

In case of a Dealer termination, parts and accessories may be returned for credit under policies outlined in Section 6.2. In addition, the following rules will apply:

1. There will be a twenty-five percent (25%) re-stocking charge.
2. Returns will be credited at the Dealer Net price stated in the Price List at the time of the return.
3. This type of return cannot be entered electronically.

6.8 Parts Return Shipping

When a parts return is authorized, ship the parts freight prepaid to the designated PDC. The approval notification will indicate where to send the parts.

Distribution Centers are:

Isuzu c/o Promax
Mira Loma, CA Facility
11455 Cantu Galleano Road
Mira Loma, CA 91752

Isuzu c/o Promax
Cincinnati, OH Facility
5265 E. Provident Road
Cincinnati, OH 45246

Enclose a copy of the approval notification and original packing list with your return. Any parts returned to the PDC without prior approval will be returned freight collect to the Dealer. As a reminder, parts must be received within thirty (30) days of the approval date. AIPDN will process all return requests within 10 working days from the date received.

6.9 Return Request Codes

The chart shown below is a list of AIPDN's Return Request Codes, which must be used to properly identify the type of return the Dealer is requesting. If the correct return type is not used, the return will be rejected.

Return Type	Dealer Return Code (ICS)
PDC Shipped in Error: Claims for items shipped in error by AIPDN: dealer did not order part	A
Billed in Error: Claim for billing errors, although correct parts were received in undamaged condition.	C
Ordered in Error: Dealer ordering error	D
Shipping Error: Parts received do not match quantity and/or part numbers reflected on shipping document (Overages/Shortages)	E
Damage: Non Transportation Damage: Parts received in damaged or unusable condition.	G
Transportation Damaged Related to Fed-Ex: Refer to Parts Information Bulletin <i>PTS-CV28-01</i>	G
Transportation Damage Unrelated to Fed-Ex: Refer to Parts Information Bulletin <i>PTS-CV03-02</i>	**
Missing Components:	M
Other : To be used for any other circumstances not covered by another code	O
Technical: Returns resulting from fit, form, function, mis- manufactured parts and not applicable to Isuzu/W-Series vehicles.	T

7.1 Introduction

In this section AIPDN has outlined general and specific traffic and transportation methods to be followed in the delivery of Dealer parts and accessory orders. However, due to rapid changes that are occurring within the transportation industry, it may be necessary for your facing PDC management to deviate from normal practice when it is in the best interest of the Dealer, or customer service.

7.2 Transportation Policy

It is the policy of AIPDN to ship all orders freight prepaid. Therefore, the selection of specific modes of transportation and carriers will be made by the Parts Transportation Manager and the facing PDC management.

Generally, the selection of mode and carrier will be related to service and delivery time as designated by the order type (refer to 3.3). It is AIPDN's intent to provide highly reliable and consistent delivery at optimum or acceptable cost levels throughout the parts distribution network.

7.3 Routing Guides

Each Dealer has specially designed routings based on both the geographical location from the facing PDC and the carriers that are available to service a particular location.

Generally, two separate routings will be used:

1. Stock and Daily Orders - to be routed via a surface mode* utilizing the "best way" concept. Whenever the weight and dimensions of parcels permit shipment by a small parcel carrier, facing PDC's will employ this routing.
2. Critical Orders to be routed by premium (or fastest way) mode. Normally one of the following will be used.
 - A. Federal Express Next Day Service
 - B. Federal Express Ground Service
 - C. Regular Air Freight Carriers
 - D. Air Freight Forwarders
 - E. Surface courier that provides overnight service to specific Dealers.

NOTE: Certain items due to physical size and/or weight preclude the use of air shipments. In such cases "best way" shipping will be utilized.

7.4 Consolidation of Orders

When possible and consistent with AIPDN service level objectives, parts and accessory orders may be consolidated by the Parts Distribution Centers.

7.5 Acceptance of Shipments

It is mandatory that all properly addressed shipments be accepted and received by the Dealer even when damage, loss, or error is evident. Under no circumstance should the shipment be immediately returned to the shipper since this would only cause unnecessary delay and expense in resolving or correcting the problem. The only exception is if the carrier refuses to allow loss and/or damage notations on the delivery receipt.

Even though the carrier's delivery receipt may show pallet counts to be delivered, NEVER SIGN FOR PALLETS. ALWAYS COUNT AND SIGN FOR THE ACTUAL NUMBER OF CARTONS DELIVERED. Example, while the delivery receipt may show 4 pallets to be delivered, you should sign the freight bill as follows: "X" number of cartons on 4 pallets (e.g., 20 cartons on 4 pallets). Always sign and date the freight bill. Make appropriate written notations as necessary (e.g., 1 Short, boxes crushed, etc.)

Section 6 (Returns) provides instructions for correcting shipping errors and procedures to be followed to effect a return to the facing PDC. Section 7.6 provides instructions regarding damage or loss during transportation. Each Dealer is requested to cooperate fully in these important matters.

7.6 Receiving Inspection Procedures

This section of the Parts Policies and Procedures Manual offers general guidelines to the Dealer in cases where damage or loss occurs during the transportation of parts and accessory orders.

Since the Interstate Commerce Commission and various state regulatory bodies have regulations governing responsibility in these matters, this section cannot cover in depth all of the statutes involved. Should a substantial loss occur it might be necessary to seek advice from legal counsel. The following paragraphs provide general guidance on this subject:

1. Common Carrier Responsibility

Generally, the carrier is responsible for the value of all goods tendered for transportation and is obligated to affect deliveries to the right person, at the proper place, at a reasonable time, and in a proper manner. However, there are circumstances that will relieve that carrier of financial responsibility:

- A. Acts of God
- B. Acts of public enemy (defined as foreign powers with which this nation is in a state of hostilities)
- C. Acts of public authority (such as confiscation by a government body)
- D. Acts or omissions by the shipper (This has been expanded to include consignor, consignees, and their agents.)
- E. Inherent vice (defined as a characteristic of the goods themselves, such as perishability)

2. Establishing What Loss or Damage Has Occurred

The burden of proof is on the receiving party and obviously can best be established at the time of delivery. Implementation of the following receiving procedures will protect the Dealer interests and possibly avoid financial loss:

- A. Carefully count the number of packages being delivered. Incomplete shipments are the most common cause of loss during transportation.
- B. Sign the delivery receipt only for the number of packages received. Note if there is a discrepancy between the amount being delivered and the amount called for on the delivery receipt.
- C. Carefully inspect all packages for damage and, if any is found, make the proper notations on both the carrier's copy and the Dealer copy of the delivery receipt.

- D. *All notations for shortages or damage should be initialed by the delivery driver on the consignee's copy of the receipt.*
- E. All damaged packages should be checked immediately as outlined in Section 7.7–7.9. All shipments delivered short should be checked-in as soon as possible to determine actual item(s) short.
- F. The contents of all packages should be inspected immediately for damage that may not have been apparent on the initial inspection. In all cases this inspection for concealed damage must be made within five working days. It is established by law that carriers are liable for concealed damage to property. When damage is concealed, the problem involved in proving carrier liability is aggravated by the delay in inspecting the goods and discovering the damage. When a carrier makes a delivery and is not notified of a problem for an extended period of time, the carrier is entitled to wonder whether the damage occurred during the time the goods were in the consignee's facility. The longer the delay in inspecting the goods the more acute the problem. Additionally, with changing transportation laws, some carriers have limited their liability to a specified span of time for concealed damage claims. (Notably air carriers, some of whom will not honor a claim unless they are notified of "intent to file" within seven days of delivery.)
- G. In all cases of shortage or damage, visually apparent or concealed, all the packing material and the damaged articles must be held *at the point in which they were received* and made available for inspection by the carrier. At this time, photographs of the damaged parts must be taken prior to submitting a claim.

Refer to Submitting Damage and Loss Claims in this section for specific details regarding the submission of a damage or loss claim.

3. Establishing Amount of Loss and Damage

In general terms the owner of the goods is entitled to be paid for the full amount of any loss or damage that is carrier liability. Normally this would be either:

- A. The cost of repairing any damaged items, or
- B. The full cost of the damaged or lost item, whichever is less.

7.7 **Transportation Loss or Damage Claims (Except Federal Express)**

AIPDN has contracted with National Traffic Consultants (NTC) to handle the administration of all carrier claims with the exception of Federal Express. Please refer to Submitting Damage or Loss Claims (Federal Express) for details related to the submission of Federal Express claims.

It is important to note that as the recipient, the Dealer is still responsible for the adherence to proper receiving standards as outlined previously.

As part of AIPDN's alliance with NTC, LTL transportation related shortage and damage claims should no longer be filed through ICS.

Contact Information:

National Traffic Consultants
6255 Sunset Blvd. Ste 2206
Los Angeles, CA 90028-7423

Toll Free Phone # (888) 467-0215
FAX # (323) 467-8584
E-Mail isuzuclaims@ntc-inc.com

Although mentioned previously, the following steps should be taken to determine if loss or damage has occurred with a shipment:

1. Verify Count

Make sure that you are receiving the same number of cartons as on the Delivery Receipt. If shortage occurs, note exactly how many cartons you are short on the carrier's delivery receipt and have the driver sign the copy. (Note what parts are missing if possible).

2. Examine Each Carton for External Damage

If damage is visible, describe exactly what the damage is on the delivery receipt and have the driver sign the copy. If the carton *appears* to have been damaged or the contents damaged, insist that the carton be opened and inspected in the presence of the driver.

3. Immediately After Delivery, Open All Cartons and Inspect for Concealed Damage

Even though the driver has already left, all cartons should be opened and inspected immediately for concealed damage. The consignee has 15 days from delivery to file a Request for Inspection by the carrier for concealed damage.

4. If Visible or Concealed Damage is Discovered:

A. Retain Damaged Parts

Not only must the damaged parts be held at the point where received, but the container and all inner packaging materials must be held at the point where received, but the container and all inner packaging materials must be held until an inspection is made by the carrier's inspector. At this time, photographs of the damaged parts **must** be taken prior to submitting a claim.

B. Call NTC to Request Inspection

Upon discovering damage, a call should be placed immediately to NTC. **The call to NTC must be made within 48 hours of the discovery of damage.** NTC will provide the caller with a Request for Inspection Number and will complete the information needed to request a carrier inspection and will then forward the request to the carrier. The carrier will contact the Dealer to make arrangements to inspect the damaged parts.

5. When Carrier Makes Inspection of Damaged Parts:

A. Have Damaged Parts in Receiving Area

Make certain that the damaged parts have not been moved from the receiving area prior to discovery of damage. Allow the inspector to inspect the damaged parts, carton, inner packaging materials and freight bill. Keep the delivery receipt, as it will be needed as a supporting document when the claim is filed.

6. Documents and Forms to be Forwarded to NTC:

Fill out a Loss & Damage Worksheet as shown later in this section. This worksheet will allow NTC to file a Loss and Carrier Damage Claim with the carrier. It is required that the party completing the worksheet receives a Request for Inspection Number from NTC. This number will be used at a later date when filing the claim and will act as a reference number to locate the claim record.

7.8 Submitting Damage or Loss Claims to NTC

This section will provide instructions for submitting a claim for specific types of loss or damage.

1. Shortages

A. Verify the number of cartons received with the number on the delivery receipt. If there is a discrepancy, make a notation on the delivery receipt indicating the number of cartons that are short. Mark the delivery receipt in the presence of the driver and have him/her sign for the shortage.

B. If you do not receive the missing carton(s) within three (3) working days, complete a Loss and Damage Worksheet and forward it along with one copy of the following documents to NTC:

- Delivery Receipt
- Invoice and/or Packing List
- Bill of Lading

- C. Notation of shortage on the delivery receipt will earn the Dealer an automatic credit within ten (10) working days of receipt of the claim by NTC.

Please Note: If the above procedure is not followed, a credit will not be issued. There are no exceptions to this policy.

2. Visible Damage

It is important to inspect all cartons for signs of mishandling by the carrier *before* the driver leaves. If any cartons appear suspicious (i.e. rattles, tears, footprints, etc.), open immediately and inspect the contents.

- A. If the contents are damaged, note the precise nature and extent of the damage on all copies of delivery receipts with the driver present. **Immediately contact NTC to request inspection by the carrier.**
- B. It is suggested that while awaiting the carrier's inspection you move the goods only if absolutely necessary and that you leave them in the original container. This facilitates and improves the inspection procedure.
- C. Take clear pictures before you move the damaged parts. If damage such as fallen or crushed freight is noticed before unloading, take pictures before unloading.
- D. Complete a Loss and Damage Worksheet and forward it along with one copy of the following documents to NTC:
- Delivery Receipt
 - Invoice and/or Packing List
 - Bill of Lading
 - Photographs
- E. DO NOT dispose of the damaged goods until notified by NTC that settlement has been made by the carrier and you receive a Scrap Authorization Form.

Visible Damage (Continued)

- F. Notation of damage on the delivery receipt will earn the Dealer an automatic credit within ten (10) working days of receipt of the claim by NTC.

Please Note: If the above procedure is not followed, a credit will not be issued. There are no exceptions to this policy.

3. Concealed Damage

It is important to open all cartons as soon as possible after delivery to determine if there are any concealed damages within the carton.

- A. **Immediately contact NTC to request carrier inspection** and take photographs of damages.
- B. **A phone call to NTC must be followed by the worksheets and supporting documents within seven (7) days after describing in detail the damage found.** NTC will generate a Request for Inspection letter to the carrier and follow up with the claim. If more than seven (7) days pass after the delivery date, it is up to the Dealer to offer reasonable evidence that the damage did not occur after delivery.
- C. Complete a Loss and Damage Worksheet and forward it along with one copy of the following documents to NTC:
- Delivery Receipt
 - Invoice and/or Packing List
 - Bill of Lading
 - Photographs

- D. DO NOT dispose of the damaged goods until notified by NTC that the carrier has made a settlement and you receive a Scrap Authorization Form.

Please Note: If the above procedure is not followed, a credit will not be issued. There are no exceptions to this policy.

4. Scrapping (Carrier)

Once the responsible carrier has made a settlement, a Scrap Authorization Form will be sent to you authorizing the scrap of the damaged part(s).

Do not dispose of damaged parts until a Scrap Authorization Form has been received.

Return the signed form to the Parts Transportation Claims Adjuster at NTC immediately after scrapping the parts.

7.9 Loss and Damage Worksheet

LOSS AND DAMAGE WORKSHEET

(available from NTC or this sheet can be copied)

Claim #:

Date : _____ Dealer Name : _____

Dealer # : _____ Shipper Ref # : _____

Phone # : _____ Fax # : _____

Contact Name: _____

CARRIER INFORMATION

Carrier Name : _____ Freight Bill # : _____

Invoice Date : _____ Date Received : _____

TYPE OF CLAIM

- ☐ Concealed Damage.... Driver has not signed delivery receipt
- ☐ Visible Damage ... Driver signed delivery receipt
- ☐ Loss/Shortage

TYPE OF ORDER

- ☐ Stock Order / DRO / CSO
- ☐ Daily Order
- ☐ VOR Order / CS03

PART(S) DAMAGED

Part # & Name: _____

Damage Description: _____

Dealer Cost : _____

IsuzuClaims@NTC-Inc.com

(Tel) 888-467-0215 (Fax) 818-432-4526

INVOICE – PACKING SLIP — FREIGHT BILL OR DELIVERY RECEIPT

7.10 **Transportation Loss or Damage Claims (Federal Express)**

Claims against Federal Express are to be submitted as follows:

1. Submit through ICS using Return Code “G”
2. The claim must be submitted within five (5) days of product delivery
3. Under comments, indicate FDX # (Tracking Number)
4. The PDC will process your credit and file the claim with the carrier

Please note that the Dealer remains responsible for following the Receiving Inspection Procedures as outlined in Section 7.6.

7.11 **Hazmat Compliance**

AIPDN has entered into an agreement with **3E Company, Inc.**, a nationally recognized Hazardous Material compliance service organization to handle the Isuzu Material Safety Data Sheet (MSDS). AIPDN's new 24-hour Emergency Communication Program with 3E features the following:

1. AIPDN will pay 3E's monthly fees associated with this program. There is no cost to you.
2. 3E will maintain a Material Safety Data Sheet (MSDS) database for current AIPDN-supplied hazardous material products. AIPDN will work with 3E to regularly update the MSDS database.
3. In the event an incident occurs involving an AIPDN-supplied hazardous material product (upon arrival from AIPDN or while stored within dealer inventory), 3E will serve as the contact for emergency response information. NOTE: this service assists the dealer with contacting emergency services in the event of a spill incident. These services do NOT cover the expense or any fees related to spill cleanup or resultant injury and/or damage to property.
4. AIPDN will provide 3E with dealer name and address information from AIPDN's current dealer database for registration and identification purposes. 3E will consider the dealership's Parts Manager to be the designated dealership contact for any matters related to hazardous materials.
5. Dealers will have access to 3E's "MSDS on Demand" service, allowing dealer personnel to access AIPDN-supplied hazardous material MSDS's from any location 24-hours a day, 7-days a week.
6. Dealers will have access to 3E services through:
 - Toll-free 24 hour hotline at (800) 451-8346
 - Website "hotlink" via the Isuzu Dealer Portal at:
<http://dealers.isuzu.com> (look for the "*MSDS Information*" link)
 - Or direct at www.getmsds.com

Questions regarding DOT emergency notification regulations or 3E services may be directed to 3E at (800) 451-8346.

8.1 Introduction

AIPDN has designed a unique obsolescence protection concept that is consistent with sound business practice. The plan is simple and provides minimal administrative disruption and cost to both AIPDN and any active Dealer.

8.2 Major Features of the Plan

All active franchised Dealers are automatically covered by the AIPDN Parts Protection Plan simply by purchasing Isuzu Parts and Accessories on regular Stock Orders. All Stock Orders qualify for 5% Obsolescence Plan Earnings.

Other major features are:

1. Earnings are accumulated on a calendar-year basis (January through December or any portion thereof) with two methods for payment.
 - A. Mid-year payment of earnings is an option provided to active Dealers who have accrued over \$2,000.00 of earned protection from January 1st through June 30th of that same year. Active Dealers participating in the mid-year payment of earnings also will receive payment for earnings accumulated from July 1 through December 31.
 - B. Annual payment of earnings accumulated from January 1st through December 31st, of that same year. Active Dealers may elect to skip the mid-year scrap and perform all of the activities at year-end.
2. Active Dealers who qualify for mid-year payment will be notified in August of their earnings accumulated January 1 through June 30, and again in February of their earnings accumulated July 1 through December 31st, of that same year.

All other active Dealers will be notified in February of their Earned Protection accumulated during the prior calendar year, January 1 through December 31.

3. The active Dealer selects the items to be scrapped and coordinates the scrap action as follows:
 - A. Full Contact Dealers
Active Dealers who are currently visited by a Parts Field Representative are required to coordinate scrapping of parts with the regional office. The field representative is required to co-sign the Scrap Certification document, which is then returned to the regional office.
 - B. Dealers Supported by the Immediate Response Center (IRC)
Active Dealers who currently utilize the IRC should contact the IRC for instructions. The IRC will contact the appropriate AIPDN personnel who will instruct the active Dealer of the appropriate action required to properly dispose of the parts.

The active Dealer will be credited for all Genuine Isuzu parts and accessories scrapped from inventory up to the amount of earned protection, excluding core values.

For currently active franchised dealers, if after scrapping down to zero obsolescence (no movement in 12 months or more), the active dealer still has program earnings remaining, the active Dealer may request a credit of the remainder of the earnings.

4. If your dealership has more earnings than obsolete inventory, your dealership will be able to receive a regular credit to your parts account for the balance of their DPPP earnings after scrapping all obsolete inventory. The dealership will be required to certify that they have no remaining obsolescence and are required to provide a copy of their systems inventory report. Should your dealership choose to request a credit in lieu of scrapping, for any

portion of your DPPP earnings, the dealership would need to submit the Credit Request Form along with the dealership's inventory report, and the DPPP form.

8.3 Calculation of Earnings

The Earned Protection is determined by multiplying the total value of all parts and accessories purchased on qualified Stock Orders, less any core values, by five percent (5%). Earned Protection will only be paid on non-core values.

The following schedule demonstrates how annual purchases of \$50,000 would accrue earnings based on the value of Stock Order purchases.

Note: The following is an example only; individual accounts will vary by the actual value of Stock Order Purchases.

Stock Orders as a % of Total Purchases (Based on \$50,000 Annual)	Value of Stock Orders	Annual Earnings (5%, times the Value of Stock Orders, less core value)
30% x \$50,000 =	\$ 15,000 x 5% =	\$ 750.00
40%	20,000	1,000.00
50%	25,000	1,250.00
60%	30,000	1,500.00
70%	35,000	1,750.00
80%	40,000	2,000.00*

Careful planning and placement of stock orders is a no-cost method to minimize obsolescence exposure.

*Eligible for mid-year payment plan if at least \$2,000 of Earned Protection is accrued between January 1 and June 30.

8.4 Statement of Earnings

Each active Dealer will receive a Statement of Earnings (see Exhibit 8A), reporting the amount accumulated during the prior accrual period. Active Dealers qualified to receive payment mid-year should expect a Statement of Earnings in August and February, all others will receive one Statement of Earnings in February reflecting the earnings for the prior calendar year.

8.5 Scrap Certification

For the active Dealer to receive all or any portion of this earned allowance, he or she must certify the dollar amount of genuine Isuzu parts and accessories scrapped from their inventory. A typical situation would be:

Example A:

Earnings	\$ 2,000
Scrapping	2,100
AIPDN Reimbursement	2,000

Example B:

Earnings	\$ 2,000
Scrapping	1,500
AIPDN Reimbursement	1,500

In order to receive the earned allowance the following conditions apply:

1. Must be an active franchised Dealer on December 31st of the earnings year.
2. The Scrap Certification must be completed as follows (See Exhibit 8A):
3. Within 90 days of the date of the Statement of Earnings:
 - A. Full Contact Dealers

Dealer Executive Management must sign and date the "Scrap Certification" section of the form, and fill in the total amount of Isuzu parts scrapped. If ALL obsolescence (no movement in 12 months or greater) was scrapped and earnings remain, a "Dealer Parts Protection Plan-Credit Request" form must also be completed by an Officer of the active Dealership. The "Dealer Parts Protection Plan-Credit Request" form must be submitted with a copy of the current aged inventory (in-house computer system) report which clearly identifies the Isuzu dollar inventory with no movement in 12 or more months.

The active Dealer should retain the Dealer copy and send the original, the accounting copy, file copy, and scrap listing to the region. The region should retain the file copy and send the original, accounting copies, and scrap listing to AIPDN - ATTN: Parts Protection Plan Desk. In the case of zero earnings, the active Dealer and field representative must sign and return the form to indicate his awareness of the program.

B. IRC Dealers

Dealer Executive Management and the Parts Manager must sign and date the "Scrap Certification" section of the form, and fill in the total amount of Isuzu parts scrapped. In addition to the non contact letter, if ALL obsolescence (no movement in 12 months or greater) was scrapped and earnings remain, a "Dealer Parts Protection Plan-Credit Request" form must also be completed by an Officer of the active Dealership. The "Dealer Parts Protection Plan-Credit Request" form must be submitted with a copy of the current aged inventory (in-house computer system) report which clearly identifies the Isuzu dollar inventory with no movement in 12 or more months.

The active Dealer should retain the Dealer copy and send the original, the accounting copy, file copy, non-contact letter, and scrap listing to AIPDN - ATTN: Parts Protection Plan Desk. In the case of zero earnings, the active Dealer must sign and return the form to indicate his awareness of the program

The active Dealer must submit an electronic file or legible hardcopy report of the part numbers scrapped, including quantity, with the completed form.

8.6 Payment of Earnings

Upon receipt of the properly prepared Scrap Certification, AIPDN will issue a credit for the amount of earnings or the amount scrapped, whichever is less. The credit issued for the earnings will appear on the Monthly Statement of Account.

AIPDN reserves the right to audit the scrap.

ISUZU*American Isuzu Parts Distribution Network****Dealer Parts Protection Plan***

(A)

STATEMENT OF EARNINGS

2/01/00

THIS CERTIFIES THAT AS OF (J) _____, THE DEALERSHIP LISTED BELOW HAS, IN THE DEALER PARTS PROTECTION PLAN, EARNED THE FOLLOWING: \$999.00 (B)

DEALER CODE XXXXX (C)
 DEALER NAME ANYTOWN ISUZU
 DEALER ADDRESS 100 MAIN ST. (D)
 ANYTOWN, USA 12345

SCRAP CERTIFICATION

THIS CERTIFIES THAT A TOTAL OF \$ 999.00 (E) OF PARTS AND ACCESSORIES, ORIGINALLY PURCHASED FROM AIPDN HAS BEEN SCRAPPED FOR THE EARNING PERIOD ENDING

I UNDERSTAND THAT ANY SCRAPPAGE IS TO BE CONDUCTED IN ACCORDANCE WITH THE TERMS OF THE AIPDN DEALER PARTS PROTECTION PLAN AND THAT FOR AUDIT PURPOSES, ALL CERTIFICATION RECORDS WILL BE RETAINED FOR A PERIOD OF NOT LESS THAN THREE YEARS. BY SIGNING BELOW, I SIGNIFY RECEIPT OF MY INDIVIDUAL STATEMENT OF EARNINGS AND MY COMPLETE UNDERSTANDING OF THE AIPDN DEALER PARTS PROTECTION PLAN.

(H)

FIELD REPRESENTATIVE
(SCRAP VERIFICATION)

(F)

DEALERSHIP EXECUTIVE MANAGER

DATE: (I)

DATE: (G)

AIPDN USE ONLY**ACCOUNTING INFORMATION****FILE UPDATE VERIFICATION**

DEPT. NUMBER _____

DATE _____

ACCOUNT NUMBER _____

VERIFIED BY _____

DATE TO ACCT.: _____

CREDIT MEMO NO. _____ DATE _____

APPROVED BY _____

ORIGINAL

Explanation of Exhibit 8A**Dealer Parts Protection Plan Form**

- Ⓐ Statement Date (mm/dd/yy)
- Ⓑ The dollar amount of obsolescence protection accumulated during the year, or mid-year
- Ⓒ Dealer Code
- Ⓓ Dealer Name and Address
- Ⓔ The dollar amount of Isuzu parts and accessories the Dealer has scrapped (not to exceed Item B above)
- Ⓕ The Executive Manager's Signature
- Ⓖ Date Signed
- Ⓗ Parts Field Representative Signature
- Ⓘ Date Representative Signed

EXHIBIT 8B: Dealer Parts Protection Plan - Credit Request

Dealer Code _____
Dealer Name _____
Dealer Address _____

This certifies that as of _____, the dealership listed above is currently an active franchised dealer and has no obsolete inventory (parts with no sales in a 12 month period) to scrap. Instead, the active dealership chooses to accept a credit of _____.

Furthermore, the active dealer certifies the below information to be accurate:

Aged Inventory:

Source: (please attach copies) _____

Inventory value by Source Code:

12 months no sales:	\$ _____
9-12 months no sales:	\$ _____
6-9 months:	\$ _____
6 months and under:	\$ _____

Total Inventory:	\$ _____
------------------	----------

_____ Dealership Executive Manager	_____ DSPM / Regional Approval
---------------------------------------	-----------------------------------

Date _____	Date _____
------------	------------

***Dealer Parts Protection Plan scrap amount plus credit amount not to exceed total earnings amount.

This form must be returned with the DPPP form and all fields must be completed. Please keep a copy for your files. Incomplete requests will result in credit delays. Please note that all requests are subject to Isuzu Commercial Truck of America approval and submission of this form does not guarantee credit.

9.1 **Introduction**

Besides service parts and accessories, AIPDN also produces various publications, manuals, forms, envelopes, and other materials that can assist the Dealers in business activities. If you have a question about any of these materials which is not covered in the following sections, please contact your Parts Field Representative or your facing PDC for assistance. The following information explains how AIPDN handles these materials:

9.2 **Non-Parts Material Listings**

AIPDN will periodically publish a Parts Information Bulletin that lists all non-parts materials that are available for purchase. The bulletin will provide a description, part number, and cost of each item.

In addition, AIPDN also electronically publishes three (3) types of parts bulletins via www.IsuzuCV.org :

1. **Accessory Information Bulletins**
The primary purpose of these bulletins is to announce new accessories and/or the service parts associated with them.
2. **Parts Information Bulletins**
These bulletins address parts and non-parts materials, e.g. price changes, policy changes, parts system, etc.
3. **Parts Technical Bulletins**
These bulletins will provide information pertaining to fit and function issues, interchangeability, supersession/discontinued part numbers, and parts catalog updates.

9.3 **How to Order Non-Parts Material**

Orders for non-parts materials are to be submitted in the same manner as orders for parts and accessories. However, AIPDN recommends that you normally include these orders on a regularly scheduled stock order. Dealer ordering is explained in Section 3.

9.4 **Pricing of Non-Parts Material**

The pricing on these materials is subject to change without notice and the Dealer may sell the various items at whatever price, margin or profit they choose.

9.5 **Return Policies on Non-Parts Material**

Items of this nature are not returnable.

9.6 **Parts Catalog and other Subscriptions**

American Isuzu Parts Distribution Network (AIPDN) offers a subscription to an EPC (electronic parts catalog) on DVD.

The EPC DVD will be provided as a quarterly subscription at a cost of \$125.00 for the first DVD and \$80.00 for each additional DVD.

The Isuzu EPC DVD contains parts catalogs covering model years 1987- present. Some of the features are:

- Selecting the appropriate part number via VIN search or Menu search.
- Selecting the component by Keyword search or Menu search.
- All Key nos. and "See Fig" elements of all images will be annotated and automatically linked to text and graphics.
- The ability to print text and graphics.

- The ability to build an order list.
- Index of Figures will be included.
- Technical Assistance Line (888-443-4065).

You may enroll in the AIPDN EPC by calling (562) 229-7218

Other EPC products are available from:

- Snap On Business Solutions
- ASI
- Microcat

Note that AIPDN does not produce nor distribute these other EPC products, and is not responsible for their content.

AIPDN also produces the Parts and Accessories Resource Library CD. This quarterly subscription contains most parts publications (except for the catalogs). You'll find useful information, such as:

- Accessory installation instruction sheets
- Accessory Pricing Worksheets
- Dealer Parts & Accessories Price List with 8 to 10 digit conversion Utility
- Dealer Stocking Guide
- Direct Mail Programs
- Discontinued and Superseded Parts Catalog
- Searchable Parts Bulletins
- Co-op Forms and Rules
- Parts / Service Marketing and Graphics
- Parts Technical Info and Quick Reference Guide
- Accessory Service Parts Catalog

The cost is \$100.00 for the first CD and \$15.00 for each additional CD. Please call (562) 229-7198 for enrollment information.

ISUZU PARTS CATALOG SUBSCRIPTION FORM

DATE: _____

DEALER CODE: _____

DEALERSHIP NAME: _____

YOUR NAME: _____

PHONE NUMBER: (_____) _____

_____ I **WOULD LIKE** the Isuzu EPC CD. Please send me **1 2 3 4 5** copies
(Circle one)

_____ I **DO NOT** want the Isuzu EPC CD. I already have:

SNAP ON EPC_, ASI EPC_____, ISUZU EPC CD_____, MICROCAT_____, OTHER_____
(Please indicate current vendor)

_____ I **WOULD LIKE** the P & A Resource Library CD. Please send me **1 2 3 4 5** copies
(Circle one)

(Signature)

FAX TO:

Technical Program Supervisor
562-229-7004

10.1 Introduction

This section explains AIPDN policies and procedures concerning the catalogs.

10.2 Catalog Format

Parts Catalogs are available in electronic format only. We offer two different types of Electronic Parts Catalogs (EPC's): Full and Limited.

1. A. ELECTRONIC PARTS CATALOG (EPC) PROGRAM

EPC is offered through Snap On (Pro-quest / Bell and Howell). To order, please contact your regional Pro-quest office at (330) 659-1698.

B. Automotive Systems Inc. also offers a full EPC. This contains catalog data for the same vehicles listed in the AIPDN EPC. It also contains VIN filtering, manual filtering, supersession and pricing information, etc. You do not have to purchase hardware in order to use their CD, and their system also networks to other computers. The ASI EPC is available monthly. If you are currently using the AIPDN "limited" EPC, ASI may contact you to upgrade to the full system. If you elect to do so, your AIPDN subscription will not be automatically cancelled. This EPC function is directly billed by ASI to your dealership, AIPDN is not involved.

C. Microcat from Infomedia North America, Inc. This new product offers fast search capabilities, integrated D2D Link searching*, free product training, integration with most in-house DMS computer systems, and month-to-month fees (no long-term agreement is necessary). If you're interested in additional information regarding features, benefits and pricing, please contact Microcat directly at 1-888-929-5599 or via email @ help@microcat.net

2. A. AIPDN began offering a "limited" version of EPC in cooperation with a company called Automotive Systems Inc. (ASI). This was in response to several requests to provide parts catalog information on CD at a reduced price. The AIPDN EPC contains catalog data for only 8 of the most popular catalogs. Although it filters using VIN data, you cannot filter manually, nor does it contain supersession or pricing information. The AIPDN EPC is available only on a quarterly basis. This CD is designed to work on individual PCs that have a CD driver. It does not download on to your "C" drive nor will it network with other PCs. It will only operate from the CD drive. This EPC option is direct billed by AIPDN to your dealership's parts statement. To subscribe to this EPC you can FAX (562-229-7004) or phone (562-229-7218) in your request.

B. ELECTRONIC PARTS CATALOG (AIPDN EPC) PROGRAM

This EPC comes on a CD-ROM and fits any standalone PC with minimum hardware requirements of 166 MHz, Windows 98, CD-ROM drive and a minimum of 32 MB of RAM. And this program is offered through American Isuzu Parts Distribution Network. AIPDN offers the most popular line of Isuzu Parts Catalogs on one CD-ROM. As a subscriber of this EPC your dealership will be sent a new CD on a quarterly basis. To order, Please contact: Technical Program Supervisor at (562) 229-7218

10.3 Catalog Updates

Updates to the catalogs will be issued in Parts Technical Bulletins as the need arises.

10.4 Questions on Catalog information

Hard copy parts catalogs were no longer available from AIPDN. However, many Fleet customers require a parts catalog or an electronic version of the parts catalog when vehicles are purchased. Arrangements have been made to purchase these items directly from our vendors.

A hard copy parts catalog may be purchased directly from the catalog printer at the phone number listed below. Purchases must be made with a major credit card (M/C, VISA or AMEX).

SRP and Associates
dba: Color Printing Outlet
866-724-1861 (Toll Free)

An Electronic Parts Catalog CD may be purchased directly from the EPC provider at the phone number listed below. This CD will contain only the parts catalog(s) applicable to your customer's vehicle. In addition, this CD will not have an expiration date. As a convenience to you, ASI will invoice your dealership directly.

Automotive Systems Inc. (ASI)
888-443-4065 (Toll Free)

This information is provided as a convenience only. Any business conducted between your dealership and the vendor is not the responsibility of AIPDN

Any questions regarding the information in the catalogs should be referred to your facing PDC or the Parts Technical HOTLINE at 1-888-464-7808

11.1 Introduction

From time to time AIPDN will notify Dealers of special programs, usually through the issuance of Parts Information Bulletins. The following special programs are included:

11.2 Warranty on Isuzu Parts and Accessories

The warranty period on all new and remanufactured Genuine Isuzu Parts and Accessories is 12 months, unlimited mileage from the date of purchase or, if installed on an Isuzu vehicle under a new vehicle warranty, for the remainder of the Isuzu new vehicle warranty, whichever is longer.

11.3 Processing a Parts Warranty Claim

All Parts Warranty Claims will be submitted through ICS.

If you have any questions, please contact your Parts Field Representative for assistance.

11.4 Warranty Information for Parts and Accessories

AIPDN is bound by the Magnuson-Moss Warranty Act (ACT) and FTC guidelines to provide the seller of its products with warranty materials so that they may fulfill their obligation regarding disclosure of warranty information.

Both the FTC and ACT provide various alternatives for informing consumers the provisions of warranty information. It has been determined that the best means available for both AIPDN and AIPDN customers is to ensure the availability of printed warranty information which can be given to consumers, upon request, at the time of sale or attached to the repair order/sales receipt.

Based on the preceding statement and AIPDN's desire to satisfy the intent of federal regulations and rules, together with Isuzu's commitment to customer service and excellent consumer relations, AIPDN has provided Dealers an initial supply of "Limited Warranty for Isuzu Parts or Accessories" forms/brochures.

It is strongly suggested that Dealers provide easy access to the printed warranty forms to all customers. Please keep in mind that the Limited Warranty Forms provided for Genuine Isuzu Parts and Accessories are for sales of these products on an over-the-counter basis and do not replace or conflict with the vehicle warranty.











12.1 Introduction

This section includes all current policies and procedures related to Remanufactured Parts for easy reference and to provide helpful tips in performing core administrative tasks.

If you have any problems or questions, please contact your District Service & Parts Manager, your facing PDC, or the AIPDN Core Administration Department at 562-229-7203.

12.2 Program Assemblies/Eligible Cores

All eligible cores referred to as Genuine OE Isuzu include: turbochargers, starter motors, alternators, brake calipers, automatic transmissions, engines, and selected water pumps removed from an Isuzu vehicle. The following provides a guide of how most assemblies are labeled:

ASSEMBLY / CORE	MANUFACTURER	REMANUFACTURER
Turbochargers	Garrett or 	Garrett or 
Starter Motors	HITACHI or 	HITACHI or 
Alternators	HITACHI or 	HITACHI or 
Automatic Transmissions	 AISIN 	AWTEC 
Engines	ISUZU	
Water Pumps	ISUZU	ISUZU or 
Brake Calipers	AKEBONO	AKEBONO

American Isuzu Parts Distribution Network (AIPDN) will no longer automatically return non-conforming cores. Instead, AIPDN will attempt to correct discrepancies in order to avoid returning cores at the dealer's expense. The costs AIPDN incurs to correct core returns will be passed along to the dealer. This process is intended to streamline core processing and reduce Dealers' Inbound/Outbound Freight & Inspection Charges for cores that do not meet the core criteria.

AIPDN core bank period from is 12 months. This 12-month period should help to ease concerns some dealers have expressed about stocking parts with core charges.

Timely return of cores is still a good business practice and beneficial for both the dealer and the re-manufacturing programs.

If you have any questions, please contact your District Service and Parts Manager or the AIPDN Core Administration Department at 562-229-7203, 562-229-7177 or 562-229-7224.

Note: Although some cores may look genuine by appearance, if the core has another after market (non-OE) tag on the unit and/or is painted, the core WILL NOT be accepted.

Any questions on this policy can be directed to the AIPDN Core Administration Department at 562-229-7203, 562-229-7177 or 562-229-7224.

12.3 Core Acceptance Criteria

This section explains the core acceptance criteria for the following parts:

1. Alternators
2. Brake Calipers
3. Partial Engine
4. Long Block
5. Complete Engine
6. Starters
7. Automatic Transmissions
8. Turbochargers
9. Water Pumps

All cores are to be fully assembled, complete units with no missing parts or physical damage.

Disassembled or damaged cores have limited or **no value** to AIPDN or its designated remanufacturers and will be **rejected for core credit**.

All cores returned to AIPDN which are not part of our current program and/or do not meet the Revised AIPDN Core Criteria Key will be assessed an Inbound Freight Charge, Inspection Charge, and Administrative Fee as listed below. Rejected cores will be returned to the Dealer only if designated in the Dealer Profile Section of the Core Return Website.

- o \$100.00 Administrative Charge per Rejected Shipment
- o \$50.00 Inbound Freight and Inspection Charge for each Rejected Alternator, Starter, Caliper, Turbo Charger, Water Pump and Catalytic converter Core.
- o \$125.00 Inbound Freight and Inspection Charge for each Rejected Short Block
- o \$125.00 Inbound Freight and Inspection Charge for each Rejected Transmission
- o \$150.00 Inbound Freight and Inspection Charge for each Rejected Complete and/or Long Block Engine Core

All cores being returned for core credit (both warranty and non-warranty) MUST have properly completed documentation. Failure to include or complete any or all required documentation, including copies of repair orders, counter tickets, etc. which requires AIPDN to contact your dealership, will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back for all related expenses.

Transmissions, Complete Engines, Short and Long Block Engines which are rejected as per the Revised AIPDN Core Criteria will be credited current scrap value.

For cores received with no Core Tag present and/or all fields not completed as required will incur a \$100.00 Administration Charge per Core Parts Shipment.

Cores not shipped in a suitable box will be assessed a \$25.00 handling charge.

Turbos and Calipers from which fluids are not fully drained (more than 4 oz of fluids) will be assessed a \$25.00 handling charge.

The Core Return Tags can be ordered through your facing PDC (Isuzu P/N 2-90184-905-0, GM P/N 97720635) or created and printed on the Isuzu Core Return Website at <http://isuzu.rrii.net>.

How to Fill Out the Core Tag

Core tag completion requirements are as follows for all products

Dealer Installed

All fields on the Core Return Tag must be completed in order for the core to be accepted.

Failure to attach a Core Return Tag, and/or complete **all** fields as required, will result in a \$100.00 Administration Charge **per Core Parts Shipment**.

If the core return is related to original equipment or service part failure covered under warranty, the Warranty Core Box **MUST** be checked. If not, The Retail Core Box must be checked.

Over the Counter Sales

WARRANTY

If the core return is related to an original equipment or service part failure covered under warranty, the Warranty Core Box **MUST** be checked and all fields must be completed in order for the core to be accepted. For warranty core returns related to over the counter sales, please provide a counter ticket # in place of a RO #; write "NONE" in the VIN and Miles fields. Failure to attach a Core Return Tag and/or complete **all** fields as required will result in a \$100.00 Administration Charge per Core Parts Shipment.

NON-WARRANTY

If the core return is a non-warranty related failure, the retail core box must be checked and the VIN/Miles and R/O # (or counter ticket #) are not required to be filled in. All other fields on the Core Return Tag must be completed.

CORE WEBSITE:

Dealers can generate a core tag label on the website at <http://isuzu.rrii.net>. You do not need to include "www". Please print and affix this label to the green core tag (P/N 2-90184-905-0/97720635). This feature will eliminate the necessity of filling in the core tag manually, and it will produce an error free core tag, ruling out the possibility of rejection for core tag criteria.

Diagnostic Forms

Diagnostic Forms are only required for Aisin transmissions (see Service TSB 03-0730-004B). Failure to include or complete any or all required documentation, including copies of diagnostic forms, etc. which requires AIPDN to contact your dealership will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back for all related expenses.

FOR ALL ENGINE AND TRANSMISSION CORES ONLY

A copy of the completed repair order (for dealer installed items) or counter ticket (for over the counter sales) must be included with all Engine and Transmission core returns. Insert the copy of the completed Repair order into a special plastic bag (2-90526-810-0 / 97729024) and attach it to the core.

Failure to include or complete any or all required documentation including copies of repair orders, counter tickets, etc. which requires AIPDN to contact your dealership will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back for all related expenses.

Core Tag

FOR CORE RETURNS ONLY		ISUZU REMANUFACTURED PARTS
PLEASE MARK THE APPROPRIATE BOX:		
WARRANTY CORE <input type="checkbox"/>	RETAIL CORE <input type="checkbox"/>	
DEALER CODE _____	ELAPSED MILEAGE <input type="checkbox"/> _____	
	ELAPSED KILOMETERS <input type="checkbox"/> _____	
DEALER NAME _____		
VIN (LAST 8 DIGITS) _____		
RO#/COUNTER TICKET _____ CRC# _____		
2-901 84-951-0 (977 79676)		

1. **Warranty Core** - Check the "Warranty Core" box if the core return is related to an original equipment or service part failure covered under warranty
2. **Retail Core** - If it is not a "Warranty Core", this box must be checked. NOTE: Either box #1 or #2 must be checked.
3. **Dealer Code** - required
4. **Elapsed Mileage / Kilometers** - provide elapsed mileage from service part installation (write "NONE" for Over the Counter Warranty Cores; leave blank for Retail Cores)
5. **Dealer Name** - required
6. **VIN #** - provide the last 8 digits of the vehicle VIN number (write "NONE" for Over the Counter Warranty Cores; leave blank for Retail Cores)
7. **R/O #/Counter Ticket** - provide the Repair Order # (RO#) if the part was dealer installed. If over the counter, provide the Counter Ticket #.
8. **CRC#** - provide the RRLI# (tracking number).

Please note that a core tag label can be generated on the web site and affixed to the green core tag. Using this feature will eliminate the need to manually fill out the tag and will prevent any errors or omissions from being made. The web site address is <http://isuzu.rrii.net>.

Core Return Tags can be ordered through your facing PDC (2-90184-905-0 / 97720635).

Core Criteria Key

Part Type	Criteria Field #	Inspection Criteria	Cost to Dealer
Alternators	1	No core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Not shipped in a suitable box	\$25.00 Handling Charge
	3	Not fully assembled or any holes, cracks and bends	Core Rejection
	4	Other than Genuine OE Label and/or Painted	
	5	Pulley not present and/or not properly secured to alternator	
	6	Does not Spin 360 Degrees Freely	
	7	Burnt odor / discolored or burnt appearance	
	8	Plastic Plugs / catches broken or missing	
	9	Vacuum Pump left installed	
Starter	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Not Shipped in a suitable box	\$25.00 Handling Charge
	3	Not fully assembled or any holes, cracks and bends	Core Rejection
	4	Other than Genuine OE Label and/or Painted	
	5	Burnt odor / discolored or burnt appearance	
	6	Solenoid missing or damaged	
Caliper	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Not Shipped in a suitable box	\$25.00 Handling Charge
	3	Fluid not fully drained (more than 4oz of fluids)	\$25.00 Handling Charge
	4	Casting must be free of cracks	Core Rejection
	5	Not fully assembled and/or damaged	
	6	Bleeder screws missing/broken	
Water Pump	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Not Shipped in a suitable box	\$25.00 Handling Charge
	3	Water Pump not in program	Core Rejection
	4	Not Fully Assembled	
	5	Broken or Damaged Body	

Part Type	Criteria Field #	Inspection Criteria	Cost to Dealer
Transmissions	1	No Core tag present and/or all fields not completed as required	\$100.00 Administration Charge per Core Parts Shipment
	2	Not Shipped in plastic container	\$300.00 Charge
	3	No Repair Order/Work order w/Retail and Warranty Cores No Diagnostic Forms (Aisin Units Only)	\$50.00 Administration Charge + AIPDN will contact the Dealer for the missing documentation and if it is not received in 24 hours from notification, the unit(s) will be rejected, and the Dealer will be charged back for all related expenses.
	4	Not Shipped in plastic bag	\$150.00 Charge
	5	Fluid not fully drained and/or leaks	\$100.00 Charge
	6	Torque converter missing	Core Rejection/Current Scrap Value
	7	Torque Converter Retaining Strap not installed securely	\$100.00 Handling Charge
	8	Not Fully assembled and/or Free of Cracks or Breaks	Core Rejection/Current Scrap Value
	9	Diagnostic forms required for AISIN units only	\$50.00 Administration Charge + AIPDN will contact the Dealer for the missing documentation and if it is not received in 24 hours from notification, the unit(s) will be rejected, and the Dealer will be charged back for all related expenses.
Complete Engines	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Engine not secured in the up right position on a pallet and/or enclosed.	Core Rejection/Credit For Current Scrap Value
	3	No Repair Order/Work order w/Retail and Warranty Cores	\$50.00 Administration Charge + AIPDN will contact the Dealer for the missing documentation and if it is not received in 24 hours from notification, the unit(s) will be rejected, and the Dealer will be charged back for all related expenses.
	4	Alternator and/or Starter missing	\$75.00 Charge each
	5	Oil and/or Coolant not fully drained or leaks	\$100.00 Charge
	6	Not Fully Assembled or cracks or holes in block.	Core Rejection/Current Scrap Value
	7	Turbo Missing	\$300.00 Charge
	8	Injection Pump missing	\$500.00 Charge
	9	Oil pan and/or Valve cover missing	\$175.00 Charge each

Part Type	Criteria Field #	Inspection Criteria	Cost to Dealer
Long Block Engine	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Must be returned in the Isuzu original re-useable container	\$300.00 Charge if not returned in the Isuzu original re-useable container
	3	Engine not secured in the up right position in the re-useable container and enclosed. 4HK1, 4HE1 & 4BD2 cores must be returned in the original plastic container.	Core Rejection/Credit For Current Scrap Value
	4	No Repair Order/work order w/Retail and Warranty Cores	\$50.00 Administration Charge + AIPDN will contact the Dealer for the missing documentation and if it is not received in 24 hours from notification, the unit(s) will be rejected, and the Dealer will be charged back for all related expenses.
	5	Oil and/or Coolant not fully drained or leaks	\$100.00 Charge
	6	Other than Genuine OE or SRC Label	Core Rejection/Credit For Current Scrap Value
	7	Not Fully Assembled or holes or cracks in block	Core Rejection/Credit For Current Scrap Value
	8	Oil pan and/or Valve Cover missing	\$175.00 Charge each
Short Block Engine	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Engine not secured in the up right position on a pallet and enclosed.	Core Rejection/Credit For Current Scrap Value
	3	No Repair Order/Work order w/Retail & Warranty Cores	\$50.00 Administration Charge + AIPDN will contact the Dealer for the missing documentation and if it is not received in 24 hours from notification, the unit(s) will be rejected, and the Dealer will be charged back for all related expenses.
	4	Not Fully Assembled	Core Rejection/Credit For Current Scrap Value
	5	Crankshaft missing	
	6	Any Deck Surface or Crankshaft end Damage	
	7	Cracks or holes in Cylinder Block or Cylinder Wall/Deck	

Part Type	Criteria Field #	Inspection Criteria	Cost to Dealer
Turbo Charger	1	No Core tag present and/or all fields not completed as required.	\$100.00 Administration Charge per Core Parts Shipment
	2	Not Shipped in a suitable box	\$25.00 Handling Charge
	3	Oil Not Drained	\$25.00 Handling Charge
	4	Not fully assembled and/or damaged	Core Rejection
	5	Other than Genuine OE Label and/or Painted	
	6	Waste gate missing (if applicable)	
	7	Cracks in turbo housing	

**** NOTE BELOW:** All cores returned to AIPDN which are not part of our current program and/or do not meet the Revised Core Criteria Key will be assessed an Inbound Freight Charge, Inspection Charge, and Administrative Fee as listed below. Rejected cores will be returned to dealer only if designated in the Dealer Profile Section on the Core Return Web-site. All returns to dealers will be freight collect.

\$100.00 Administrative Charge per shipment.

\$50.00 Inbound Freight and Inspection Charge for each rejected Alternator, Starter, ECM, Caliper, Torque Converter, Turbo Charger, and Water Pump.

\$125.00 Inbound Freight and Inspection Charge for each rejected Short Block.

\$125.00 Inbound Freight and Inspection Charge for each rejected Transmission.

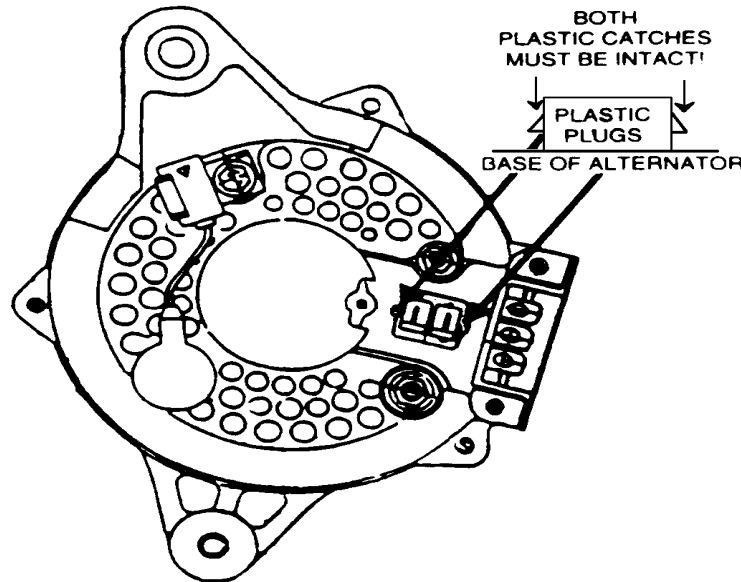
\$150.00 Inbound Freight and Inspection Charge for each rejected Complete and/or Long Block Engine Core.

Although the Core Criteria Key covers a majority of the core acceptance criteria, consult the detailed core acceptance criteria by core type under Section 12-4 to ensure that all cores shipped to RRLI conform.

12.4 Specific Acceptance Criteria by Core Type

1. Alternators

- A. Core must be a fully assembled, complete unit with no missing parts and/or physical damage.
- B. The diagram below highlights a major reason for the rejection of alternator cores- damaged plastic field terminal plugs. The plastic catches must be intact and not damaged. This damage most often occurs when cores are being packaged for shipment. It is highly recommended that protective packing be placed around these plugs when packaging the core for return to avoid damage. If the plastic catches are damaged, credit **will not** be issued. Small nicks, breaks and cracks on plugs are acceptable.



- C. All Vacuum pumps must be removed from alternator core prior to core being returned. Failure to remove a vacuum pump will result core credit denial and charge back of all related expenses
- D. All cores with a non-OE label and/or cores which are painted will be rejected.
- E. Pulley must be present and properly tightened.
- F. Free of Holes, Cracks and Bends.
- G. Spin 360 Degrees Freely.
- H. Must not have Burnt Odor or Discolored or burnt appearance.
- I. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- J. Return the core in the original box or a box of similar shape and size. If a core is not sent in a suitable box, a \$25.00 handling charge will be incurred.

2. Brake Calipers

- A. Core must be fully assembled.
- B. Core must be drained of brake fluid.
- C. Bleeder screw must be intact and not damaged.
- D. Casting must be free of cracks.
- E. **Brake line bolt hole must be plugged using plug from replacement part.**
- F. It is highly recommended that the core be returned in the original box which the replacement unit was shipped, if possible. The original box was designed to absorb brake fluid in the event of leakage. If the original box is not utilized, care must be taken to assure that the materials used DO NOT allow any leakage of brake fluid to occur during shipment. This is a Department of Transportation (DOT) and Environmental Protection Agency (EPA) regulation regarding transportation of hazardous materials. If the original box is not available, AIPDN will accept cores in a box of similar shape and size. If a core is not sent in a suitable box, a \$25.00 handling charge will be incurred.
- G. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair; the Warranty Core Box must be checked.

3. Partial (Short Block) Engines

- A. Core must be fully assembled.
- B. Crankshaft must have no damage to exposed ends.
- C. Block casting must be free of visible holes or cracks.
- D. Cylinder head (deck) surface of the block must be undamaged with no visible holes or cracks in the cylinder walls.
- E. Completed copy of the R.O. (repair order) must be attached to the Core. Failure to include or complete any or all required documentation, including copies of repair orders, counter tickets, etc. which requires AIPDN to contact your dealership, will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back of all related expenses.
- F. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- G. Engine must be secured in the upright position on a pallet and enclosed.
- H. All cores with a non-OE label and/or cores which are painted will be rejected.
- I. Current scrap value will be credited to Dealers for cores which have been rejected.

4. Long Block Engines

- A. Core must be fully assembled.
- B. Core must be returned in the Isuzu original re-useable container it was received in or a \$300.00 charge will be deducted.
- C. There must be no visible cracks or holes in the block casting and/or head casting and no visible damage to the exposed ends of the crankshaft.
- D. Crankcase (oil pan) and valve cover must be present and in good condition. If the oil pan and/or valve cover are missing, \$175.00 will be deducted for each part missing.
- E. All oil and coolant must be drained. This is a DOT and EPA regulation regarding transportation of hazardous materials. If the engine is not drained of oil and/or coolant, your Dealership will be charged \$100.00 for draining and disposal of these fluids, which will be deducted from the core credit.
- F. A completed copy of the R.O. (repair order) must be attached to the Core. Failure to include or complete any or all required documentation, including copies of repair orders, counter tickets, etc., which requires AIPDN to contact your dealership will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back for all related expenses.
- G. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- H. Engine must be secured in the upright position in the Isuzu original re-useable container. 4HK1, 4HE1, & 4BD2 engines must be returned in the original plastic container. The container must be complete and undamaged or a \$300.00 USD charge will be assessed.
- I. Current scrap value will be credited to Dealers for cores which have been rejected.

5. Complete Engines

- A. Core must be fully assembled.
- B. There must be no visible cracks or holes in the block casting and/or head casting and no visible damage to the exposed ends of the crankshaft.
- C. Crankcase (oil pan) and valve cover must be present and in good condition. If the oil pan and/or valve cover are missing, \$175.00 will be deducted for each part missing.

- D. All oil and coolant must be drained. This is a DOT and EPA regulation regarding transportation of hazardous materials. If the engine is not drained of oil and/or coolant, your Dealership will be charged \$100.00 for draining and disposal of these fluids, which will be deducted from the core credit.
- E. Completed copy of the R.O. (repair order) must be attached to the Core. Failure to include or complete any or all required documentation, including copies of repair orders, counter tickets, etc., which requires AIPDN to contact your dealership will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back for all related expenses.
- F. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- G. Engine must be secured in the upright position on a pallet and enclosed.
- H. Alternator must be present and meet core criteria or a \$75.00 deduction from the core credit will be assessed.
- I. Starter must be present and meet core criteria or a \$75.00 deduction from the core credit will be assessed.
- J. Turbocharger must be present and meet core criteria or a \$300.00 deduction from the core credit will be assessed.
- K. Injection Pump must be present and meet core criteria or a \$500.00 deduction from the core credit will be assessed.
- L. Current scrap value will be credited to Dealers for cores which have been rejected.

6. Starters

- A. Core must be fully assembled.
- B. Starter must have solenoid attached.
- C. No Visible cracks or damage.
- D. All cores with a non-OE label and/or cores which are painted will be rejected.
- E. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- F. Must not have Burnt Odor or Discolored or burnt appearance.
- G. Return the core in the original box or a box of similar shape and size. If a core is not sent in a suitable box, a \$25.00 handling charge will be incurred.

7. Automatic Transmissions

- A. Automatic transmissions returned for core credit must be complete with the torque converter.
- B. **Transmission cores must be free of breaks or cracks in the transmission case. All transmission cores received with broken or cracked cases will receive current scrap value.**

The core ***must*** be fully assembled and drained of all automatic transmission fluid before shipment to the core consolidator. This is a Department of Transportation (DOT) and Environmental Protection Agency (EPA) regulation regarding transportation of hazardous materials. ***If the transmission is not drained of the Automatic Transmission Fluid, \$100 will be deducted from the core credit for draining and disposal of these fluids.*** Refer to Parts Bulletin # AIPDN-PTS-CV02-98 and Technical Service Bulletin SB98-05-C001 on the proper procedure to drain the transmission and torque converter.

- C. Remove the torque converter from the transmission and drain it “nose down”.
- D. Carefully re-install the torque converter so it is fully seated and the front pump seal makes proper contact with the torque converter hub to avoid leakage during transit. **Make sure the**

torque converter-restraining strap is installed. Restraining Strap must be present and securely installed or a \$100.00 deduction from the core credit.

- E. Inspect the core carefully to ensure that all outlets for possible fluid leakage are secure: Is the oil pan bolted on with gasket in place? Is the vent tube capped? Is the dipstick hole plug in place? Is the rear output flange in place or is the hole properly plugged? Holes not properly plugged will result in a \$100.00 deduction from the core credit will be assessed.
- F. Store the transmission in a normal horizontal position while awaiting shipment to the core consolidator.
- G. Within 24 hours prior to shipping out the core, remove the dipstick hole plug and remove fluid using a suction-type pump available at most auto parts stores.
- H. The transmission returnable case, liner, and attaching hardware **must** be free of cracks or physical damage.
- I. A completed copy of the Diagnostic Form (Aisin) & R.O. (Repair Order) must be attached to the core. Failure to include or complete any or all required documentation, including copies of repair orders, counter tickets, etc., which requires AIPDN to contact your dealership will result in a \$50.00 minimum administrative charge. AIPDN will contact the Dealer for the missing documentation and, if it is not received in 24 hours from notification, the unit(s) will be rejected and the Dealer will be charged back all related expenses.
- J. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- K. All transmission cores must be returned in the custom plastic container in which the remanufactured unit was received. A core charge of \$300.00 is assigned to the container (which is incorporated into the Dealer Net Core Charge) and will be credited in conjunction with the established transmission core charge when received at the core consolidation hub. If a transmission is received and is not in the custom plastic container, \$300.00 will be deducted from the core credit. Additional containers, if needed, can be purchased for 4L80E (2-90062-300-0 / 94052859) & for AISIN Containers (2-90525-820-0 / 97720266) at a Dealer Net Price of \$300.00.
- L. **Core must be enclosed in a polybag.** Failure to place the transmission core in the return polybag will result in a charge-back to the dealer of \$150.00 to properly bag the transmission at the core consolidation center. Additional polybags, if needed, can be purchased (2-9001E-300-0 / 97729055).
- M. Current scrap value will be credited to Dealers for cores which have been rejected.

8. Turbochargers

- A. Core must be fully assembled.
- B. All cores with a non-OE label and/or cores which are painted will be rejected.
- C. Core must be drained of oil.
- D. Core must have waste gate attached (if applicable).
- E. No Damage or Cracks to the Turbine Housing.
- F. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
- G. Return the core in the original box or a box of similar shape and size. If a core is not sent in a suitable box, a \$25.00 handling charge will be incurred.

9. Water Pumps

- A. Core must be fully assembled.
- B. Only Genuine Isuzu water pumps from 4BD1-T and 4BD2-T engine applications will be accepted. All cores with a non-OE label and/or cores which are painted will be rejected.

- C. A properly completed Core Return Tag must be attached. If the core return is related to a warranty repair, the Warranty Core Box must be checked.
 - D. Return the core in the original box or a box of similar shape and size. If a core is not sent in a suitable box, a \$25.00 handling charge will be incurred.
 - E. Cores which have a broken and/or damaged body will be rejected.
10. **Core credit policy concerning Parts Protection Plan Credit and VOR charges:**
- A. *Parts Protection Plan*: five (5) percent will only be paid on non-core values; that is Dealer Net minus core charge.
 - B. *VOR's* (the special handling): will be charged only on the non-core value of VOR parts invoices.

12.5 Scheduling Core Returns

1. How to Schedule Core Returns Shipment Online

You need **Adobe Acrobat Reader** installed on your computer to view or print Shipping Labels and Bills of Lading (BOL's). If you do not have Adobe Acrobat Reader loaded on your computer, you can download it free of charge from Adobe's web page:

<http://www.adobe.com/products/acrobat/readstep.html>

Once the program has been downloaded and installed on your machine, you will not have to repeat the procedure the next time you visit our site.

- **Select the program** appropriate for your type of computer and save the file to your hard drive (remember where you saved the file you downloaded).
- **Find the file you have just downloaded and double-click it.**
- **Follow all instructions on the screen to install the Acrobat software.** The program automatically sets itself up to work with your web browser. Once the program has been downloaded and installed on your machine, you will not have to repeat the procedure the next time you visit our site.
- Now, whenever you click to view a BOL or a shipping label, your browser will automatically run the Acrobat reader software and display the file.

A guide to the Returns Shipment Booking and Management System developed for Isuzu / GM dealers by Roadway Reverse Logistics, Inc.

Logging In

To log in for the first time

- Go to: <http://isuzu.rli.net>
- Enter your dealer code in the "Dealer Code" box.
- Enter the zip code for your dealership in the "Password" box.
- Click the "Submit" button.

The Shipper Preferences screen will display. Set your password at this screen.

To set your password

- At the Shipper Preferences screen, choose your password and type it in the "Password" and "Confirm Password" boxes.
- Click the "Submit" button.

The home screen will display.

To log in with your password

- Go to: <http://isuzu.rli.net>
- Enter your dealer code in the "Dealer Code" box.

- Enter your password in the “Password” box.
- Click the “Submit” button.

The home screen will display.

Navigation

- There are 5 sections—Home, Enter Parts/Schedule Shipment, Shipper Preferences, and View/Print Shipping Labels, and Help.
- You can get to any section by clicking the text links at the top of every screen.

Home

What’s on this screen?

Your dealership’s name and contact information, information from Isuzu, and a list of your past shipments are on this screen. View shipment detail, track the shipment, and print shipping papers from this screen.

To view shipment detail

- Scroll down to the Shipment History section. Shipments are listed by date.
- Click a date. The information provided when pickup service was requested will display. Item labels can be printed for 57 days after shipment pickup.
- Click “Home” to return to the home screen.

To track a Roadway or LTL shipment:

- Scroll down to “Shipment History.” A reference number is assigned to every shipment.
- Shipments can be tracked for 57 days after pickup. Click a reference number to view tracking information.
- Click “Home” to return to the home screen.

To reprint a BOL and packing list

- Scroll down to “Shipment History.”
- Click “Reprint BOL” or “Reprint Packing List.” They can be reprinted for 57 days after pickup.
- Click “Home” to return to the home screen.

Enter Parts/Schedule Shipment

What’s on this screen?

This screen has fields for entering part numbers and other information. There is also a running list of the parts in the shipment you are building, called the “Shipment Queue.” You can also schedule a shipment at this screen.

To add a part to a shipment

- Enter part number and quantity. You can enter either the 10 digit Isuzu part number (without dashes) or the corresponding 8 digit GM part number.
- If the part is under warranty, check the warranty box and enter the required information.
- Enter your initials.
- Click the “Add Part to Shipment Queue” button. The part will show in the Shipment Queue section.

To review the parts in your shipment before ordering a pickup

- Scroll down to the “Shipment Queue” section.

To change information already entered

- Scroll down to the “Shipment Queue” section. The parts you have added are listed by date entered.
- Click “Edit.”

- Enter your changes and click the “Submit” button.

To delete information already entered

- Scroll down to the “Shipment Queue” section. The parts you have added are listed by date entered.
- Click “Delete.”
- The parts entry is deleted from the Shipment Queue.

To print item labels

- Scroll down to the “Shipment Queue” section. The parts you have added are listed by date entered.
- Click “Print Item Labels.”
- One label, which includes dealer ID and item detail, can be printed for each warranty item.

To schedule a shipment

- All parts listed in the “Shipment Queue” section, with the exception of non-qualifying parts, will be included in the shipment. See next page ‘***What if a part in the shipment is not in the Isuzu core program?***’ for more details on non-qualifying parts.
- If a part is in the “Add Part” section, it also will be in the shipment.
- Click the “Schedule Shipment” button.

The Shipment Confirmation screen will display.

2. Shipment Confirmation

What’s on this screen?

All the information you’ve entered for this shipment is on this screen. This information will be used to create the bill of lading and request shipment pickup. Review it to make sure all information is correct.

To finalize the shipment

- Scroll down the “Shipment Confirmation” screen.
- If a lift-gate is required, check the box. Enter the time the shipment will be ready, your dock’s closing time, and total number of handling units.
- Click the “Submit” button.

The “Pickup Request Sent” screen will display. This confirms the pickup request was sent to Roadway. You can print a bill of lading, packing list, and shipping labels from this screen.

What if there’s a mistake in the shipment information on the Shipment Confirmation Screen

- Click “Enter Parts/Schedule Shipment” to return to the Enter Parts/Schedule Shipment screen.
- Click “Edit” in the “Shipment Queue” and correct the error.

What if a part in the shipment is not in the Isuzu core program?

- This system automatically checks the parts you enter against Isuzu’s databases.
- Parts not in the parts database are not in the Isuzu core program. They will display in red and will be marked “non-core program.”
- Parts not in the core program will not be on the bill of lading and will not be scheduled for pickup.

What if we are over the shipment limit?

- Isuzu’s core return policy provides for two prepaid shipments per calendar month.
- A message advising that you have exceeded the limit and that you will be charged for the transportation will display on the Shipment Confirmation screen.

What if the shipment weighs more than 7500 lbs?

- A message advising the shipment weighs more than 7500 lbs. will display on the Shipment Confirmation screen.
- Roadway cannot transport the shipment. Follow on-screen instructions to contact Isuzu via telephone.
- Press the “continue” button to forward your shipment information to Isuzu and clear your Shipment Queue.

If you press “continue,” the Truckload Shipment Confirmation screen will display. It confirms the shipment information has been sent to Isuzu. You can print a packing list and labels from this screen.

What if the shipment weighs less than 120 lbs?

- A message advising the shipment weighs less than 120 lbs. will display on the Shipment Confirmation screen.
- Roadway cannot transport the shipment. Follow on-screen instructions to contact a small package carrier to arrange for shipping.
- Press the “continue” button to forward your shipment information to Isuzu and clear your Shipment Queue.

If you press “continue,” the Small Package Shipment Confirmation screen will display. It confirms the shipment information has been sent to Isuzu. You can print a packing list and shipping labels from this screen.

What if I need to track a shipment?

- Go to the home screen, scroll down to shipment history, find the shipment date, and click the shipment reference number.
- Please note this tracking function is only available for shipments handled by Roadway.

What if I need shipping papers for a shipment?

- Go to the home screen, scroll down to shipment history, find the shipment date, and click “Reprint BOL” or “Reprint Packing List.”

What if I want certain types of Rejected for Criteria parts returned to me?

- Click on “Shipper’s Preferences” at the top of any screen.
- Select the rejected part types you want returned to you.
- Click the “Submit” button.

What if I forgot my password?

- Go to: <http://isuzu.rrli.net> and click “Forgot your password?”
- The Password Reminder screen will display. Enter your dealer code and click the “Submit” button.
- Click the “Send Password” button. An e-mail will be sent to the E-mail address listed on your profile in the Shipper Preferences screen.

Shipper Preferences

What's on this screen?

Your E-mail address and password information is on this screen. This screen also lists Rejected for Criteria part types you can flag for return to you.

To mark certain part types for automatic return if rejected for criteria

- Click on Shipper Preferences from any screen. The Shipper Preferences screen displays.
- Select the part types you want returned if rejected.
- Click the "Submit" button.

3. What You Need to View and Print Shipping Papers

You need Acrobat to view and print shipping labels, item labels, and the BOL. You need Avery sheets to print shipping labels.

ACROBAT—You need Adobe Acrobat Reader (at least version 4) installed to view/print BOLs, shipping labels. You can download this software for free at the Adobe website:

<http://www.adobe.com/products/acrobat/readstep.html>

THE SHIPPING LABEL—The shipping label is a TO/FROM printout, and uses an Avery standard #5164 or #5264 sheet. This is a two-across, three-down sheet of sticky-back labels. There are versions made for both laser and inkjet printers. The Avery Web site (www.avery.com) describes these as "3-1/3" x 4", White, Laser, Permanent, 6 labels per sheet". In June 2007, 600 labels cost about \$40.27; make sure to check their Web site for current price. Every time you print shipping labels, you will get a whole sheet's worth (6) of them. **Printing shipping labels is optional and is at the discretion of the dealer.** You need Acrobat Reader to view and print Shipping Labels.

THE BOL—you need Acrobat Reader to view and print.

THE ITEM LABEL—you do not need Acrobat Reader to view and print. It will be formatted to print on any plain 8.5 x 11 paper.

THE PACKING LIST—you do not need Acrobat Reader to view and print. It will print on any plain 8.5 x 11 paper.

Minimum Requirements to Use the System

- A computer with an Internet connection. At least 56k dialup is recommended to avoid slowness.
- Netscape Navigator or Internet Explorer version 4 or higher, which is JavaScript enabled (standard on Web browsers).
- Adobe Acrobat Reader version 4 or higher, installed (to print BOLs).
- A standard inkjet or laser printer.
- Avery labels #5164 or #5264 (for optional shipping labels).

Support

For website technical support please call 1-800-548-0435

- For questions regarding the Core Return Program please contact Lana Ware at 562-229-7224, or send an E-mail request to coreadm@isza.com.
- The information contained in this document is also available in the on-line Help section, accessible from any page in the website. Just click on the Help link.

Quick Reference/Tips

I need to schedule a Return Shipment

The basic steps for scheduling a shipment with the Returns Shipment Booking and Management System are:

- Go to website: <http://isuzu.rrli.net> and log in.
- From the home screen click “Enter Parts/Schedule Shipment”.
- In the “Add Part” section, enter part numbers and other information. Click the “Submit” button.
- The part information you entered will display in the Shipment Queue.
- Continue adding part information. The parts and information will remain in the Shipment Queue until you schedule a pickup, at which time the queue will be cleared.
- When you are ready to schedule a pickup for the shipments in the Shipment Queue, click “Schedule Shipment.”
- The Shipment Confirmation screen displays. If the shipment information is correct, enter your dock closing time and other pickup details, and click the “Submit” button.
- The Pickup Request Sent screen displays. Print the bill of lading, packing list, and shipping labels from this screen.
- After Roadway picks up the shipment, track it or reprint the shipping papers from the home screen.

I need to track a Roadway or LTL shipment

- Go to the home screen.
- Scroll down to Shipment History section.
- Click on the Shipment Reference Number you wish to track.
- You will be forwarded to the Roadway tracking website.

I need to print shipping papers

- If you’ve just scheduled the pickup, print from the Shipment Confirmation screen.
- If the shipment has already been picked up, go to the Shipment History section of the home screen.
- Or go to the View/Print Shipping Labels screen.

I need to schedule a small package or truckload shipment

Go to the Enter Parts/Schedule Shipment screen.

- Enter the parts information and press the “Schedule Shipment” button.
- Follow the on-screen instructions for small package and truckload shipments.

Remember

- The section names (Start, Home, Enter Parts/Schedule Shipment, Shipper Preferences, View/Print Shipping Labels, and Help) are at the top of every screen. You can get to a section by clicking on that section’s name.

12.6 Auditing of Core Returns

It is AIPDN's core return policy to accept core returns **only up to the quantity of the assemblies purchased from AIPDN**¹¹. The intent of the remanufactured parts program is to effectively reduce the cost to dealers of remanufactured parts by separately identifying a portion of the purchase price as a core charge and then refunding that charge when the dealer returns the switched-out core.

In regards to cores returned for credit, the following will apply:

¹¹ Applies only to new assemblies or remanufactured parts in which a core charge was applied as part of the purchase price

1. AIPDN is only obligated to issue credit on cores returned from Dealers the quantity of assemblies purchased ¹.
2. AIPDN has the right to reject or return shipments and, where necessary, reverse credits to Dealers where the quantity of returned cores is excessive or the returned cores are determined not to be eligible for return.
3. If AIPDN incurs additional expenses (i.e. transportation, inspection and storage fees, etc.) in connection with a rejected or returned shipment, AIPDN has the right to charge such expenses to your dealership at the following rates:

Inbound freight and inspection flat rate charges

\$ 3.00 for each brake shoe

\$12.50 for each small core

\$120.00 for each Transmission

\$ 115.00 for Each Short Block

\$125.00 for Each Long Block Engine

Administrative charge \$30.00 per shipment

Return freight at actual cost.

4. AIPDN reserves the right to perform audits to compare the quantity of core returns with the Dealer purchases of eligible parts ¹. Core returns that exceed 100% of the dealer's previous purchases of eligible parts ¹ are subject to an audit.

If you have concerns regarding whether a core shipment will be subject to an audit, please contact Lana Ware at 562-229-7224 prior to making the shipment.

12.7 General Freight Procedures

1. All AIPDN cores are to be shipped to your Dealership's facing ROADWAY REVERSE LOGISTICS hub, FREIGHT PRE-PAID, (refer to specific instructions under Detailed Freight Procedures below).
2. To assist the ROADWAY REVERSE LOGISTICS hub to quickly identify your shipment (cartons, boxes, etc.) as containing core(s) being returned for credit, it should be identified as such on the packing slip enclosed in the shipment. ***Please note that substantial delays will take place in processing the credit if the packing slip is not received.***
3. Generally, small cores (alternators, starters, calipers and turbochargers) should be sent via UPS if the collective shipment is less than 70 lbs. Larger core shipments over 70 lbs. should be sent via best economy LTL carrier. Please refer to the following detailed freight information in returning larger cores.

12.8 Detailed Freight Procedures for Roadway Reverse Logistics Paid by AIPDN

Dealers are allowed a maximum of two core returns per month which will be paid by American Isuzu Parts Distribution Network. Any returns beyond this limit are allowable, but the freight charges will be at the dealer's expense. An optional "self-serve" manual drop off core return procedure is available to those Dealers who are in close proximity to a ROADWAY REVERSE LOGISTICS hub. In order to take advantage of this option, the following must be observed and adhered to:

1. Core drop off times are between 8:00 a.m. and noon, local time.
2. Frequency is limited to one drop off per day.

¹¹ Applies only to new assemblies or remanufactured parts in which a core charge was applied as part of the purchase price

3. The Dealer vehicle must be loading dock compatible if the hub isn't equipped with a drive ramp.
4. ROADWAY REVERSE LOGISTICS personnel are NOT required, nor do they have authority to aid in removing cores from the Dealer vehicle. It's the Dealer's driver's responsibility to place all cores on the receiving dock for check-in.
5. Neither ROADWAY REVERSE LOGISTICS nor AIPDN accepts any responsibility for transporting any core to the receiving dock.
6. *WARNING: It is against EPA regulations to ship any item that leaks lubricant or other EPA regulated fluids. The burden is upon the party shipping the item to ensure that the item will not leak. The carrier is not responsible. The carrier may issue a claim against the shipper to recover the costs of cleaning the vehicle or other items/places damaged as a result of a spill. TO AVOID EXPENSIVE CONSEQUENCES, IT IS STRONGLY RECOMMENDED THAT EACH ENGINE AND/OR TRANSMISSION CORE BE COMPLETELY DRAINED OF LUBRICANT AND/OR COOLANT. Also, it is recommended that the core be encased in a 5-millimeter (thickness) plastic bag for added insurance against any residual oil that may be left over after drainage.*

12.9 Common Errors to Avoid in Returning Cores

The following errors will either delay core credit or cause core credit to be denied.

1. **Under Core Acceptance Criteria**
 - A. Sending in a disassembled core.
 - B. Sending in a core that's not in the AIPDN Remanufactured Parts Program.
 - C. Sending in a core that's full of and/or leaks fluid/ATF, etc.
 - D. Sending in a complete engine without removing the starter and alternator core. These cores need to be boxed and sent separately.
 - E. Not returning a core in the original box or container. Some cores may be in a box of similar shape and size (refer to specific criteria by core type).
2. **Under Core Return and Information Logistics**
 - A. The quantity shipped (as indicated on the Bill of Lading) doesn't match the Packing list (Roadway Reverse Logistics will correct quantities to match receipts).
 - B. The Packing List is not packed efficiently with the shipment and is either destroyed and/or is not readable due to contact with residual oil.
 - C. Sending a core to the wrong address.
 - D. Sending core without attaching a completed Core Return Tag.
 - E. Return in Excess of purchases.

12.10 Fundamental Suggestions for Efficient Core Management

1. **Storage**
 - A. Place cores in a retention area that's organized for holding cores until shipment to the core consolidation hub.
 - B. Set aside a bin and shelf area dedicated for holding cores until shipment. One of the best ways to store cores is with a shelf and tag system. All cores should be tagged with the following information: VIN, R.O. #, mileage, date and cause of failure. Place heavier cores on the bottom shelves/floor (transmissions) and graduate with the lightest cores being placed on the top shelves (ECM's).
 - C. All information from Core Return Tags / CRC forms should be logged, including the date shipped to the core consolidator. This allows you to track your core credit when it appears on your parts statement (approximately 10 days after arrival at the core consolidation hub).

Remember that cores are the same as money. A damaged or lost core is money lost!

Any questions on core policy, procedures, and Remanufactured Parts applications can be directed to your District Service and Parts Manager, or by calling the AIPDN Core Manager @ 562-229-7203.