

PARTS INFORMATION

B U L L E T I N

DISTRIBUTION LIST

ALL COMMERCIAL TRUCK DEALERS

ISSUE DATE

JANUARY 30, 2004

BULLETIN NUMBER

AIPDN-PTS-CV02-04

TO: PARTS MANAGER

SUBJECT: PDC "WHO'S WHO" LISTING

Attached is the most recent listing of key PDC personnel.

The Dealer Parts Processors will be able to handle the majority of your parts inquiries regarding order status, shipping and billing information, backorder status, availability, etc. However, most of the inquiries can be handled through your ICS system or TRACS 2000 (availability etc.), if there are issues that can't be answered through ICS system or TRACS 2000, then call the PDC. Any inquiries, which they are unable to answer, will be promptly referred to the appropriate supervisor, manager or AIPDN national office for handling.

Most inquiries can be handled through the ICS system or TRACS 2000 but if you require specific assistance regarding dealer return requests, credit requests, PDC packing issues, shipping errors, carrier service issues or any other PDC related operating issue, please contact the responsible individual noted on the "Who's Who" list.

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

In the event that your issue is still unresolved, please contact Lana Ware, AIPDN Parts Operation Manager for assistance. Lana can be reached at (562) 229-7224.

AMERICAN ISUZU PARTS DISTRIBUTION NETWORK

PDC “WHO’S WHO” CONTACT LIST

AIPDN c/o Promax Automotive Inc.
5265 E. Provident Drive,
Cincinnati, OH 45246

AIPDN c/o Promax Automotive Inc.
11455 Cantu-Galleano Ranch Road, Suite A
Mira Loma, CA 91752

Mira Loma

Cincinnati

PDC TELEPHONE NUMBERS

Parts Inquiry Line (ACD)	909-681-1456	513-603-6060
Toll Free Number	866-225-7930	866-225-7928
Fax Number	909-685-6627	513-942-1525
Parts Technical Hotline	888-464-7808	888-464-7808

PDC MANAGEMENT

PDC Manager

Pat Callahan

PCALLAHAN@promaxauto.com

Don Ortiz

ortizd@promaxauto.com

PDC Customer Support Supervisor

Alton Norman

ARNORMAN@isza.com

Angel Daniel

adaniel@promaxauto.com

CONTACT LIST

- | | | |
|---|---|--|
| • Parts inquiries order status, shipping information, backorder status, ETA's, availability, or other general parts inquiries. | Gina Lawrence
GLAWRENC@isza.com | Monique Gibson
MLGIBSON@isza.com |
| • Dealer Return Requests, Credit Requests. | Gina Lawrence
GLAWRENC@isza.com | Sara Hensler
shensler@promaxauto.com |
| • Complaints regarding PDC performance; e.g., repetitive problems involving pick, pack and shipping errors, carrier service and delivery problems, etc. | Pat Callahan | Don Ortiz |
| • When all else fails, contact the AIPDN Parts Operations Manager | Lana Ware
562-229-7224 | Lana Ware
562-229-7224 |