

**MEMORANDUM
CUSTOMER SERVICE170123****Internal Memo**

TO : ALL Dealer Service Managers
FROM : CUSTOMER SERVICE-SERVICE
DATE : October 13, 2017
CC : ALL Dealer Branch Heads; ALL Customer Relations Officers / Heads
SUBJECT : Releasing of New Vehicle Servicing and Maintenance Guide Warranty Book

This is in reference to the complaints we have been receiving from our customers concerning the following:

1. That warranty booklet was not issued to the customer during the release / delivery of the unit;
2. That the 1,500 km and 5,000 km PMS coupon was already detached when the customer received their vehicle's warranty booklet during release / delivery of the unit; and
3. That there were instances that when the customer had their vehicle serviced for 1500 km PMS, the servicing dealer also detached 5,000 km together with the 1500 km coupon.

Due to this practices by some dealers, customers encountered problems with the servicing of their vehicles particularly those who were transferred to provinces like in Visayas and Mindanao regions. The customer experienced inconvenience in coordinating with their selling dealer to request for the warranty booklet to be sent to their current location. And with this transaction, there are times that the concerned dealer failed to provide the customer's request due to the costing of the delivery charges and worst, forgot to process the release of the warranty booklet.

Likewise, based on our investigation, dealers hold the release of warranty booklet or detached the PMS coupons to ensure that the customer will return to them during 1500 and 5000 km servicing. Please be reminded that the customer may bring his / her vehicle to any authorized Isuzu dealership at their convenience. Regardless if it is their selling dealer or not, as stipulated in our standard servicing procedure. Thus, the dealer's action to hold / keep the customer's warranty booklet is not acceptable.

Further, it is strictly implemented to require all customers to bring their warranty booklets during the maintenance servicing of their vehicles. The warranty booklet was used by the servicing dealer as their reference on the previous service records of the vehicle.

In view of the above, we strongly advise **ALL** dealers including your branches and satellite offices to refrain from holding as well as detaching the 1,500 km and 5,000 km PMS coupon from the warranty booklet. We trust that we will no longer encounter concerns such as this with our customers.

Your compliance on this matter is highly expected.

We hope you find the above in order. Should you have any inquiries, you may contact us telephone number (02) 757-2340 or through this email address.

Sincerely,


Nikki Castillo
Customer Service

Noted by:


Joey Bias
Department Head
Service Department


Jinky Zavala
Customer Service


Edward De Guzman
Division Head
Aftersales Division