



## ISUZU D-MAX

# SERVICE & WARRANTY OVERVIEW

All new Isuzu D-Max pick-ups have been built to the highest standards and will be thoroughly checked prior to leaving the factory to ensure the vehicle is running at optimum performance. In addition, each vehicle is given a comprehensive pre-delivery inspection including exterior, interior, under bonnet, under body and road tests using the latest Isuzu tools and diagnostic machinery, specifically designed to ensure many miles of trouble free motoring.

Once on the road each vehicle is covered by a comprehensive warranty package including a:

- **standard 60 month/60,000 mile warranty<sup>1</sup>**
- **extended mileage warranty providing coverage up to 60 months or 125,000 miles<sup>2</sup>**
- **six year anti-corrosion programme<sup>3</sup>**

As an Isuzu D-Max owner you can expect a high standard of service from all of the approved Isuzu (UK) Ltd dealers located throughout the country, all of whom are listed on [isuzu.co.uk](http://isuzu.co.uk). You can be assured that when you bring your Isuzu D-Max to one of our fully equipped workshops it will be in the hands of experienced, trained and skilled technicians, always providing you with the highest level of service.

To find your local Isuzu dealer visit [isuzu.co.uk/find-a-dealership](http://isuzu.co.uk/find-a-dealership)



**5 YEAR**  
125,000  
**MILE**  
WARRANTY

**EURO 6**  
**NO**  
ADBLUE

—OVER—  
**40**  
MPG  
COMBINED

**5 YEAR**  
UK & EU  
ROADSIDE  
ASSISTANCE

**164**  
PS

**3.5**  
TONNES  
TOWING  
CAPACITY

—OVER—  
**1.1**  
TONNE  
PAYLOAD

[isuzu.co.uk](http://isuzu.co.uk)

\*Terms and conditions apply. Visit [isuzu.co.uk](http://isuzu.co.uk) or see the Service & Warranty handout for more information #MPG figures are official EU test figures for comparative purposes and may not reflect real driving results. Official fuel figures for the Isuzu D-Max range in MPG (l/100km): Urban 30.4 - 38.7 (9.3-7.3), Extra Urban 40.9 - 50.4 (6.9 - 5.6), Combined 36.2 - 45.6 (7.8 - 6.2). CO<sub>2</sub> emissions 163 - 205g/km. Over 40 MPG figure applies to the manual transmission models. For full details please contact your local Isuzu dealer or visit [isuzu.co.uk](http://isuzu.co.uk). \*3.5 tonne towing applies to all 4x4 models. \*\*125,000 mile/5 year (whichever comes first) warranty applies to all new Isuzu D-Max models.

**ISUZU**  
**THE PICK-UP**  
**PROFESSIONALS**

## 1 STANDARD LIMITED WARRANTY ON NEW ISUZU D-MAX

The Isuzu new Vehicle Standard Limited Warranty is extended to the first owner and all subsequent owners of the vehicle during the warranty period.

### WHAT IS COVERED

- It is warranted that each new Isuzu D-Max supplied by Isuzu (UK) Ltd registered and normally operated in the United Kingdom will be free of defects in materials or workmanship during the warranty period.
- Any officially appointed Isuzu (UK) Ltd dealer will make any repairs and adjustments, using new or remanufactured parts, to correct defects covered by this warranty.
- Except as otherwise indicated, this warranty covers your Isuzu D-Max for 60 months, or 60,000 miles, whichever occurs first, from the date of delivery of the vehicle to the original retail purchaser, or the date the vehicle is first put in use, whichever is earlier.
- Warranty repairs (parts and labour) will be made at no charge, a reasonable time must be allowed after taking the vehicle to the dealer for repairs.

### WHAT IS NOT COVERED

- Defects, malfunctions or failures resulting from misuse (e.g. overloading or racing), negligence, modification, alteration, tampering, disconnection, improper adjustments or repairs, accidents, installation of parts not equivalent in quality and design to parts supplied by Isuzu (UK) Ltd add-on parts, improper maintenance, lack of required maintenance or use of fuels, oils and / or lubricants other than those recommended in the Owner's Manual.
- Cleaning and polishing, replacement of filters, worn brake and clutch and normal maintenance services. For full details see the Maintenance Schedule section in this booklet.
- Inconvenience, expenses or commercial losses resulting from loss of the use of the vehicle (including, but not limited to, lodging bills, car rentals, other travel costs, loss of pay or other incidental or consequential damages).
- 'Environmental damages' resulting from airborne 'fallout' (e.g. chemicals, tree sap, etc.), salt, hail, wind storms, lightning, etc.
- Any vehicle on which the odometer mileage has been altered.
- Any damage to catalytic converters & Diesel Particulate Diffuser caused by failure to adhere to manufacturer's directives relating to the aforesaid components, including but not limited to, use of fuels other than those specified, improper adjustments, lack of proper maintenance etc.
- Routine recharging of air conditioning is not covered unless it is required as part of a warranty repair.
- The paint warranty excludes environmental damage and corrosion caused by stone/gravel impacts or salt /sea air damage.
- The battery, shock absorbers, clutch components, brake disc and drums, steering ball joints, suspension bushes and rubbers are not covered beyond 36 months or 60,000 miles whichever occurs soonest.

### OWNER'S RESPONSIBILITIES

- As an owner of a Isuzu D-Max, you are responsible for ensuring your vehicle is serviced in accordance with the schedules set out in this manual, using only genuine Isuzu parts or parts of certified equivalent quality.
- To maintain your vehicle to the highest standards, warranty repairs can only be undertaken at Authorised Isuzu Dealers and Repairers as listed on the Isuzu (UK) website at ([www.isuzu.co.uk](http://www.isuzu.co.uk))
- You are responsible for the proper operation, maintenance and care of your Isuzu D-Max in accordance with the instructions found in the Owner's Manual & Maintenance Schedule section in this booklet. Any services must be carried out within one month or 1000 miles either side of the due times or mileage as applicable. Failure to adhere to the service schedule may result in your warranty being invalidated.
- You are responsible for keeping detailed maintenance records and in some instances, it may be necessary for you to show that required maintenance has been performed on your vehicle.
- When you change your residence, you are requested to have the new address registered at your officially appointed Isuzu (UK) Ltd dealer, and with Isuzu (UK) Ltd.
- Following off-road use you must examine the underside of your vehicle for damage. Pay particular attention to any grass that may have collected around the exhaust, gearbox, propshaft & rear diff. Also after off-road use check transmission, diff and engine oils for water contamination and lubricate propshaft if the vehicle has been through water.
- If a defect occurs your vehicle should be taken to an officially appointed Isuzu (UK) Ltd dealer as soon as possible for rectification, as a delay in presenting your vehicle for repair could result in additional damage occurring that may not be covered under the terms of this warranty.

### THINGS YOU SHOULD KNOW

#### GENERAL

- Pursuant to this warranty, it is the intent of Isuzu (UK) Ltd to repair, without charge, any fault that develops during the warranty period, as a result of any defect in materials or manufacturer's workmanship. This includes replacing service supplies (e.g. oils, coolant, refrigerant, etc.), if necessary, when making these repairs, providing the vehicle is not due for a service.
- Note the distinction between the terms 'defect' and 'damage' as used in this warranty: 'Defects' are covered because the manufacturer is responsible for faulty materials or workmanship on your Isuzu D-Max. On the other hand, since the manufacturer has no control over 'Damages' caused by, for example, collision, misuse or lack of maintenance which occur after your Isuzu D-Max is delivered to you, these damages are not covered by this warranty.
- Normal maintenance is excluded from coverage under this warranty because it is your responsibility to maintain your Isuzu D-Max in accordance with the Maintenance Schedule in this booklet.
- Due to the high operating temperatures of the catalytic converter / DP0 the vehicle must never be parked over long grass, rags or other flammable material.

#### SHEET METAL, PAINT AND OTHER APPEARANCE ITEMS

Sheet metal, paint or other appearance defects in your Isuzu D-Max at the time it is delivered to you are covered by this warranty. However, for your protection, if you do find any such defects, advise your officially appointed Isuzu (UK) Ltd dealer immediately, since normal deterioration of your vehicle's appearance due to its use and exposure to the elements is not covered by this warranty.

#### PRODUCTION CHANGES

The Manufacturer, Importer and officially appointed Isuzu (UK) Ltd dealers reserve the right to make changes in vehicles built and/ or sold by them at any time without incurring any obligation to make the same or similar changes on vehicles previously built and/ or sold by them.

The statements contained herein do not affect consumer statutory rights and are in addition to any other remedies the owner may have under the contract of sale.

## 2 EXTENDED LIMITED WARRANTY ON NEW ISUZU D-MAX

The Isuzu Extended Limited Warranty is extended to the first owner and all subsequent owners of the vehicle during the warranty period.

### WHAT IS COVERED

- It is warranted that each new Isuzu D-Max supplied by Isuzu (UK) Ltd registered and normally operated in the United Kingdom will be free of defects in components or workmanship during the extended warranty period.
- Any officially appointed Isuzu (UK) Ltd dealer will make any repairs and adjustments, using new or remanufactured parts, to correct defects covered by this warranty.

c) The extended warranty becomes effective immediately after the standard limited manufacturer's warranty expires and, except as otherwise indicated, will cover your Isuzu D-Max up to a maximum of five years or 125,000 miles whichever occurs first from the date of first registration or the date of first use.

d) Warranty repairs (parts and labour) will be made at no charge, a reasonable time must be allowed after taking the vehicle to the dealer for repairs.

### WHAT IS NOT COVERED

- Defects, malfunctions or failures resulting from misuse (e.g. overloading or racing), negligence, modification, alteration, tampering, disconnection, improper adjustments or repairs, accidents, installation of parts not equivalent in quality and design to parts supplied by Isuzu (UK) Ltd add-on parts, improper maintenance, lack of required maintenance or use of fuels, oils and/ or lubricants other than those recommended in the Owner's Manual.
- Cleaning and polishing, replacement of filters, worn brake and clutch and normal maintenance services. For full details see the Maintenance Schedule section in this booklet.
- Inconvenience, expenses or commercial losses resulting from loss of the use of the vehicle (including, but not limited to, lodging bills, car rentals, other travel costs, loss of pay or other incidental or consequential damages).
- Any vehicle on which the odometer mileage has been altered.
- Routine recharging of air conditioning is not covered unless it is required as part of a warranty repair.
- Normal wear and tear item, for example but not limited to, battery, clutch linings and clutch components, brake Linings, brake disc and drums, shock absorbers, steering ball joints, suspension bushes and rubbers.

## 3 THE SIX YEAR ANTI-CORROSION PROGRAMME

### WARRANTY PERIOD

Isuzu (UK) Ltd hereby guarantee the Isuzu D-Max specified in this booklet, providing it has been supplied by an officially appointed dealer within the Isuzu (UK) Ltd network, against rusting of the body panels or bodywork structure from internal surfaces to external surfaces for a period of six years from the original registration date, subject to the terms and conditions set out in this booklet.

This warranty is limited to the bodywork and body panels below the bottom of the window line.

### REGISTRATION

The vehicle registration card contained in this booklet must be completed.

### BODY SERVICES

The vehicle must be presented to an officially appointed Isuzu (UK) Ltd dealer or reputable service agent at the following intervals for inspection and re-treatment USING MATERIALS APPROVED BY ISUZU (UK) LTD OR OF EQUIVALENT QUALITY.

- 12 months after initial registration
- 24 months after initial registration
- 36 months after initial registration
- 48 months after initial registration
- 60 months after initial registration

Each of these services must be performed within thirty days either side of the anniversary date of the vehicle's first registration.

Each service must be recorded in this booklet and validated by an officially appointed Isuzu (UK) Ltd dealer.

The cost of the inspection is free of charge however any chassis steam cleaning or additional work required to enable this inspection may be charged at the rate prevailing at the time of the service. Additionally the cost of the service is to be borne by the customer at the rate prevailing at the time of the service. (Consult your local Isuzu (UK) Ltd appointed dealer for details).

If the body services are not performed within the specified time limits this warranty will be rendered null and void and cannot be reinstated by a subsequent service.

### CLAIMS PROCEDURE

If an owner wishes to make a claim under the terms of the warranty the vehicle and this booklet should be presented to the officially appointed Isuzu (UK) Ltd dealer within thirty days of the corrosion damage becoming apparent. The dealer will then take any action that he deems appropriate.

Isuzu (UK) Ltd shall not be liable for any additional corrosion damage caused by the failure of the owner to present the vehicle to an officially appointed Isuzu (UK) Ltd dealer within the thirty day period.

### BODY REPAIRS AND / OR REPLACEMENTS

Should any part of the bodywork covered by this warranty require replacement or if any such part is modified in any way then these parts must be treated by an officially appointed Isuzu (UK) Ltd dealer within fourteen days of such replacement or modification.

The cost of such treatment will be borne by the vehicle owner save in the case where repairs or any replacement are effected pursuant to this warranty when the cost of the treatment will be borne by Isuzu (UK) Ltd.

Failure to treat such parts of the vehicle USING MATERIALS APPROVED BY ISUZU (UK) LTD OR OF EQUIVALENT QUALITY, will invalidate the warranty on the components repaired, replaced or modified.

### LIMITATIONS

The liability of Isuzu (UK) Ltd under this warranty shall be limited to:

- The repair or replacement of parts affected by corrosion damage as deemed necessary by Isuzu (UK) Ltd which shall be carried out by a repairer approved by Isuzu (UK) Ltd.
- The cost of treatment of such repaired or replaced parts.
- The maximum aggregate liability of Isuzu (UK) Ltd in respect of all claims made under this warranty shall not be in excess of two thirds of the trade value of the vehicle as specified in Glass's Guide at the time of repair. Once the payment of the maximum claim amount has been made this warranty shall be rendered null and void.

Under no circumstances shall Isuzu (UK) Ltd be liable for any consequential loss however caused.

### EXCLUSIONS

This warranty is not applicable to:

- Any vehicle used for motor sport competitions or which are subject to abnormal operating conditions.
- Corrosion damage to vehicles used in conditions which makes them susceptible to accelerated corrosion, e.g. exposure to acids, salts, chemical or corrosive agents.
- Corrosion damage to fuel tank, exhaust system and attaching parts, suspension components, brightwork, and any other mechanical parts.
- Damage caused by external corrosion or inward penetration of the paintwork by corrosion.
- Corrosion damage to parts of the vehicle which due to the vehicles construction cannot be rustproofed.
- Abrasions and stone chips that are left unattended can cause extensive damage and as such damage is not covered under the terms of this guarantee it is imperative that such blemishes are attended to with the minimum possible delay.

### GENERAL

This warranty is transferable but you are asked to advise Isuzu (UK) Ltd of any changes of ownership.

This warranty is in addition to any recourses you may have under law and in no way affects or limits your statutory rights.