

ISUZU DIESEL
SERVICE TRAINING

ISZAPT Programs: **For Distributors and OEM** *Technical Training Courses*

Tier 2 and 3 Industrial Engines

Tier 3 Electronic Controls & Diagnostics

- Hands-On & Classroom Workshops
- Test based – Certificate of Completion
- Benchmarked to State and National Certification Programs
- Use of electronic & hard copy publications

Applications Engineering

- Hands-On & Classroom Workshops
- Test based – Certificate of Completion
- Use of electronic & hard copy publications

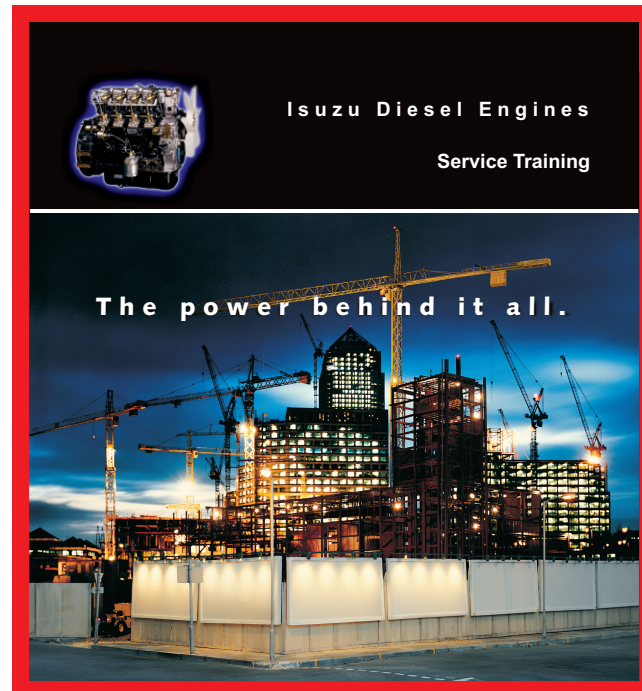
Overhaul and Electronic Controls for Tier 2 & 3 Engines

- Hands-On & Classroom Workshops
- Test based – Certificate of Completion
- Benchmarked to State and National Certification Programs
- Use of electronic & hard copy publications



ISZAPT Service Training
46401 Commerce Center Drive
Plymouth, MI 48170

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ISUZU
DIESEL

ISZAPT **Technical Training**

Louis Tiso
Training Manager

- Policy
- Programs
- Materials
- Strategy

46401 Commerce Center Drive
Plymouth, MI 48170
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ISZAPT Policy:

"Train the Trainer"

*Distributor and OEM
Tier 2 and 3 Industrial Engines
Overhaul and Electronic Controls
& Diagnostics*

Other Courses and Resources Available

*Electronic Parts Catalog (EPC)
Online Warranty System (OWS)
Isuzu Communications System (ICS)
Document Library*



Diagnostic Skid



Tilt Skid

ISZAPT Materials:

Publications Support

*Electronic & Hard Copy Presentation
Materials for Training Workshops*

Engine Mechanical

Technician Guides

- BG Series
- L Series
- JG Series
- JJ Series-New
- HK Series-New

Overhaul Guides

- JJ Series- New
- HK Series- New



Electronic Controls & Diagnostics, Applications Engineering and Computer Based Training

JJ & HK Series Electronic Controls & Diagnostics Workbook

- Fuel Injector Replace & QR code ECM update
- ECM Re-flash procedure
- Actuator tests
- Sensor Performance
- DTC Analysis

Applications Engineering Workbook

- Test Requirements
- Engine Systems
- Key Parameters

Computer Based Training (CBT):

- Basic Electrical CBT
- Powertrain Failure Analysis CBT
- Engine Repair CBT
- Engine Electrical System Diagnosis DVD
- Spillport Timing DVD
- Turbocharger Diagnosis DVD



ISZAPT Strategy:

Training Strategy

Improve and add value to the ISZAPT support network by:

- ✓ Providing World Class level of training to Distributor & OEM Network
- ✓ Offering courses to support specific customer needs
- ✓ Providing publications support materials that are user-based, and exceed the industry standard
- ✓ Providing engine training modules that are multipurpose by design to improve training efficiencies and reduce maintenance cost to ISZAPT & customer base
- ✓ Offering training locations in Michigan and at customer locations nationwide
- ✓ Offering courses and testing that prepare the participant for State and National Certification which raise the technician's competency level
- ✓ Providing strict test based course completion, *passing grade* is required to be authorized to work on Isuzu products
- ✓ Providing the network with appropriate background and experience to support the Isuzu product
- ✓ Providing "Fix it Right the First Time" capability with reduced warranty expense

