

ISUZU TRUCK CUSTOMER **CARE** PROGRAMME



CUSTOMER FACING
ALWAYS LISTENING
RELIABLE & TRUSTWORTHY
EFFICIENT & FRIENDLY

OUR TRUCKS COME LOADED WITH **TONNES MORE CARE**

The whole Isuzu team would like to thank you for choosing our product and we would like to welcome you to the Isuzu family. We genuinely wish to not only meet our Customers' expectations but exceed them and we are all absolutely committed to providing fantastic customer service. We have a unique CARE Programme at Isuzu Truck UK which we are incredibly proud of. You will benefit greatly from being assigned a dedicated member of the CARE Team who will call you throughout your Isuzu journey. They will also provide you with their direct contact details, should you require assistance at any time. We are so confident of our products and the service you will receive, that we provide direct contact details to our senior management team, including our Honorary Chairman Nikki King OBE, CBE and our Managing Director, Peter Murphy, within our Welcome Letter.



"We have always displayed the greatest passion and desire to provide the highest level of customer service that we possibly can and by engaging directly with our valued Customers, over many years, we are constantly able to meet their evolving needs in an ever-changing world."

Peter Murphy - Managing Director
Isuzu Truck (UK) Ltd



"Since I joined Isuzu Truck UK in 2003, I have seen the company grow considerably since those early days. CARE was always at the forefront of any decision made and still is to this day and we continuously strive to improve the customer experience even further. We provide a unique personal customer service, and we achieve this by ensuring our personnel and Dealer Network have the same ethos regarding Customer CARE. Our Customers are extremely important to us, after all, you have made that important decision to purchase the Isuzu truck for your business and we need to ensure you are happy with your buying decision and continue to be, throughout your Isuzu journey."

Syan Hancock - CARE General Manager
Isuzu Truck (UK) Ltd

MEET THE **CARE TEAM**

You will have a dedicated member of the CARE Team assigned to you, your 'Customer Liaison Executive' will contact you within six weeks of the delivery of your truck and then every six months throughout your Isuzu journey. CARE calls are to ensure any questions are answered and that you are entirely happy with your truck and the service you receive. This is not a sales call and purely customer focused so please give any feedback you have to our team to enhance your customer experience. In the unlikely event that you have an issue, your 'Customer Liaison Executive' will liaise with your Isuzu Truck Dealership to ensure you are kept fully updated throughout. With our bespoke Vehicle Issue Tracker System, we are able to see the repair progress and provide support to the dealer, if needed, to ensure your vehicle is back with you as soon as possible.



ISUZU TRUCK WARRANTY & ROADSIDE **ASSISTANCE**

3-YEAR WARRANTY

To give you total peace of mind, all of our vehicles are supplied with three-year warranty and roadside assistance as standard, extended warranties are also available on certain models.

Terms & Conditions apply.

ROADSIDE ASSISTANCE

In the unlikely event that your vehicle does breakdown at roadside, please call Isuzu Commercial Assist.

Call free on:

0800 008 7210

**YOU WILL FIND YOUR OWN DEDICATED CUSTOMER LIAISON EXECUTIVE IN
OUR CARE SECTION AT WWW.ISUZUTRUCK.CO.UK/CARE/ **OR BY CLICKING HERE**
ALTERNATIVELY, PLEASE CONTACT OUR HEAD OFFICE FOR ENQUIRIES**



www.isuzutruck.co.uk

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