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**PARTS KNOW-HOW KEEPS ARMY OF ISUZU TRUCKS ON THE MARCH**

In line with customer demand, Isuzu Australia Limited (IAL) has increased training for its service and parts professionals throughout the vast national dealer network.

Australia’s leading truck brand for 35 consecutive years, Isuzu has sold and now oversees the on-road support of approximately 100,000 trucks that have been in operation for 10 years or less across the country. These trucks require a large number of replacement parts to keep Aussie businesses moving.

To ensure the latest in [Isuzu Genuine Parts & Accessories](https://parts.isuzu.com.au/?_ga=2.65314861.202224697.1730151356-510080879.1717369588) product knowledge and industry know-how, Isuzu invests heavily in on-site training at its National Training Centre in Melbourne and across national dealer operations.

**Knowledge is power**

IAL’s National Parts Sales Manager, Joel Gledhill, says training is a crucial element that distinguishes dealership professionals when they are recommending fit-for-purpose parts to customers.

“Isuzu has an extensive range that includes last mile light trucks that can be driven on a car licence, right through to heavy vehicles that are doing work such as concrete delivery and waste disposal,” said Mr Gledhill.

“In fact, we have over 35,000 different parts line items on hand. Ensuring the customer gets the right parts for their needs is dependent on the team correctly specifying those items across Isuzu’s network.”

Isuzu Australia’s trainers use a mix of theoretical and practical methods to ensure that parts professionals have the latest industry and product information at their fingertips.

“The training team from IAL is comprised of people with dealer, engineering and educational backgrounds, all combining to provide the best information for our customer-facing professionals,” said Mr Gledhill.

“Customers can have total peace of mind that they will receive the right advice and the right componentry that meets Isuzu’s exacting standards.”

One added benefit of specifying parts and componentry through the Isuzu network is this rigorous level of attention to detail and expertise.

“Numbering more than [70 sites](https://www.isuzu.com.au/dealer-map/) across the country, the Isuzu network is huge, and all those sites have fully trained parts professionals trained and ready to assist,” continued Mr Gledhill.

“All of the aftersales personnel are well-established transport experts who understand their customers’ needs; in many cases, they become a hub for local industry and their vehicle requirements.”

**Backed by the best**

All Isuzu parts are housed and dispatched from IAL’s purpose-built 15,000 square-metre National Parts Distribution Centre in Melbourne’s west.

With 16,000 items processed daily at the facility, dealers are assured an ongoing inventory of parts critical to supporting their customers’ transport operations.

Isuzu Trucks offers parts and componentry under three key product ranges: [Genuine Parts](https://parts.isuzu.com.au/products/genuine-parts/), [Isuzu Approved Parts](https://parts.isuzu.com.au/products/approved-parts/), and its second-tier Best Value Parts (BVP) range.

Isuzu offers a three-year [warranty](https://parts.isuzu.com.au/products/warranties/) on all Isuzu Genuine and Approved Parts & Accessories when installed on an Isuzu truck by an approved dealership or Authorised Service and Parts Outlet (ASPO).

The BVP range is offered with a 12-month warranty, regardless of the installer.

“Increased demand for Isuzu parts has been met in our forecasting, and, in fact, we have room to scale up should the need arise,” noted Mr Gledhill.

“Importantly, Isuzu customers that service through an Isuzu dealer or an ASPO site all have access to the same range of high-quality parts to keep the wheels turning.”

**ends**

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