

Isuzu FEDEX Reach FAQ



Q: What is the warranty coverage on the FEDEX Reach?

A: The Reach comes with two warranties. The chassis and drive train are covered by the standard Isuzu 3-year unlimited mile warranty. The body is covered under the Utilimaster 3-year unlimited mile body warranty.

Isuzu offers optional extended warranties to cover the chassis and drive train for up to 5 years and 200,000 miles.

Q: Can I stand up in the FEDEX Reach work area?

A: The lowest roof height in the Reach work area is under the roll-up rear door. This area offers 6'6" of clearance.

Q: What is the cargo size of the FEDEX Reach?

A: The Reach is available in two separate cargos sizes with a 12 foot or a 14 foot configuration. The 14 foot unit is about the same size as a P-700 at 640 cubic feet. The 12 foot unit is equivalent to the P-500.

Q: What is the wheelbase and maneuverability of the FEDEX Reach?

A: Both the 12 and 14 foot body versions are built on a 151" wheelbase chassis making it about the same wheelbase as an extended cab pickup. This front axle is the same as the front axle on Isuzu's cab-over engine models and offers an excellent turning radius of just 44 feet, which is shorter than most pickups.

Q: What options come standard with the basic FEDEX Reach Package?

A: The standard package includes a rear roll-up door with enforcer lock, a Safety Kit (fire extinguisher and triangle kit), a back-up camera and a fold up shelving package.

Q: Can I get swing doors with my FEDEX Reach package?

A: Yes, the FEDEX package for both the 12 and 14 foot Reach can be ordered with either the rear roll-up door or the rear swing door. We do not stock as many swing doors so the vehicle may have to be special ordered.

Q: What options should I consider when ordering a FEDEX Reach?

A: Many customers have found that a few additional options make the Reach safer and more comfortable. The most popular options include:

- ◆ Drivers air ride suspension seat
- ◆ Extra LED work light in cargo area
- ◆ Three way switch for cargo lights dash and rear door
- ◆ Remote controlled and heated mirror package
- ◆ Lower window in passenger door
- ◆ Overhead storage bins above dash
- ◆ Back up alarm

Q: How do I get my new FEDEX Reach delivered to me?

A: The delivery cost for the Reach is built into the unit as an equalized cost. Your new Reach will be delivered to the terminal you work from, via a flatbed. Your new Reach will be delivered to you with very low miles.

Q: How do I get the FEDEX decal package for my new Reach?

A: When you purchase a new Reach you will need to order your decals through your terminal. For a minimum charge you can have the decals installed on the unit at the factory by sending the decal kit to us. Factory installation of the decal package normally delays delivery by about a week. You can always have your decal kit installed locally.

Q: Can you help with financing for a new FEDEX Reach?

A: Yes, we have financing sources that specialize in the FEDEX contractor market.

Q: Where do I get go to get my FEDEX Reach vehicle serviced or repaired?

A: The Reach chassis can be serviced by any Isuzu dealer or by any reputable service center. Should your Reach need a warranty repair you would need to visit your closest Isuzu truck dealer. In the rare case where your Reach needs to be towed, the Isuzu chassis comes standard with Road Side Assistance, including towing to the nearest Isuzu dealership. *Isuzu Road Side Assistance* includes other features such as emergency lock out service and out of fuel service.

Q: Once I buy a FEDEX Reach how can I get needed parts?

A: As with all Isuzu products you can buy parts from any Isuzu dealer. If you purchase your Isuzu Reach from us we offer a *Reach Fleet Discount* that will save you money on parts and service items for years to come.

Q: Are the new FEDEX Reach trucks readily available?

A: We strive to have an inventory of FEDEX Reach units on hand at all times, ready for shipment. We make every attempt to stock a variety of units with different options, but we may not immediately have a unit available with the exact options you require. However, most options can be added to inventory units with only a short delay (two to three days) in shipping the unit.

Q: How long will it take to get my new FEDEX Reach if you have it in inventory?

A: The sales order is normally processed within 72 hours, including contacting a carrier to pick up the unit for delivery to your home terminal. The carrier then combines your order with other Reach vehicles going in the same general direction to make a full load. It may take a couple of days to put a load together. Travel time from the factory to your location will take 1 to 5 business days. Normal delivery time to you is about 7 to 14 business days from the time your order is confirmed. Changes to the unit such as adding options, installing decals or bad weather could obviously affect delivery times.

Q: What should I expect for fuel economy with my new FEDEX Reach?

A: Fuel economy is dependent upon many factors such as terrain, speed, idling time and driver habits. Most FEDEX contractors are seeing 12 to 15 mpg driving urban city routes and 15 to 18 mpg driving more rural routes. The Isuzu Reach comes standard with an on-board tracking system call the *Isuzu Health Report*. This report will show you many things about your Reach vehicle such as driver acceleration habits, braking habits, top speeds, fuel usage to the one hundredth for idle time, highway time and stuck in traffic time. Having this information can greatly assist you in managing your drivers. You can see a sample health report under the Reach Benefits tab on this website.

Q: Why is the composite body on the FEDEX Reach a good thing?

A: There are many reasons. The composite body weighs less which allows for more payload in a smaller GVWR. This helps the Reach achieve the great fuel economy we are seeing. If you are located in a area that uses salt or chemicals during the winter, or even working in coastal areas with lots of salt air, the bodies composite material will NOT RUST. Your Reach will look like new for a much longer period of time.

Q: How can owning and operating a FEDEX Reach vehicle help me make more money?

A: Most significantly, you will save money on fuel costs. With up to 35% better fuel economy than a standard P-700 we have contractors that are saving \$400 per month in fuel costs when using a Reach on one of their routes. The 16 inch standard tire size helps control your tire cost and the standard exhaust brake helps with stopping, which extends the brake life. Additionally, Isuzu's true commercial built chassis and strong 3-year unlimited mileage warranty (or the optional 5-year 150,000 or 200,000 miles options) assure that your long term investment is protected.



Q: So how much will a new FEDEX Reach cost me?

A: The 2012 model year Reach with the base FEDEX Package (which includes fold up shelving, back up camera, enforcer lock, fire extinguisher, triangle kit, air conditioning, AM/FM CD, exhaust brake, and roll-up rear door) delivered to your home terminal via flatbed is **\$59,975**. As outlined above, we have many options available that will add a little to the price of a new FEDEX Reach. You can get a fully loaded 2012 Reach with all the available options discussed above for under \$62,000.

If you choose to have your decal package installed at the factory there is an additional minimal charge. If you wish to purchase Isuzu's extended warranty package on the drive train for up to 5 years and 200,000 miles it is available at a very reasonable price.

Q: How can I get a FEDEX Reach????

A: To better serve the FEDEX operator, we have two dealers offering this FEDEX package and available options. One dealer is for customers EAST of the Mississippi and the other is for customers WEST of the Mississippi. Both are full service, long term Isuzu dealerships. We feel this makes it easier for you because you can work with someone in your time zone. You can find the contact information on the contact page of this website. Or simply call:

**West of the Mississippi
1-800-927-8750**



**East of the Mississippi
1-877-773-3134**



Thank you for your interest in our FEDEX Reach. If you have further questions, please feel free to call the above numbers for help.

