

Aftersales Awards 2025 Result



<Winning Star(s) Criteria>

	★★★	★★	★
Chapter 4	90% or more	90% or more	80% or more
Total	90% or more	80% or more	70% or more

<Uptime support Award Criteria>

Chapter 4	70% or more
Other Criteria	No stars

<Result>

Total of 65 companies participated in the 2025 Aftersales Awards, 29 of which received stars, and 6 companies received the Uptime Support Award.

*The companies are listed in alphabetical order.

Star	Country	Company Name	Chapter Number(*)						Total
			Ch3	Ch4	Ch5	Ch6	Ch7	Ch8	
★★★★	Australia	ISUZU AUSTRALIA LIMITED	100.0%	93.9%	100.0%	100.0%	100.0%	93.5%	95.7%
	Bahrain	BAHRAIN MARKETING & SERVICING CO. W.L.L.	100.0%	93.9%	78.5%	80.0%	100.0%	100.0%	92.1%
	Costa Rica	CORPORACION GRUPO Q COSTA RICA, S. A.	100.0%	92.7%	85.7%	80.0%	100.0%	96.7%	92.1%
	El Salvador	GRUPO Q EL SALVADOR S. A. DE C. V.	100.0%	93.9%	82.1%	80.0%	100.0%	100.0%	92.7%
	Kenya	ISUZU EAST AFRICA LIMITED	100.0%	95.1%	92.8%	90.0%	100.0%	93.5%	94.5%
	Malaysia	ISUZU MALAYSIA SDN. BHD.	100.0%	92.7%	92.8%	80.0%	100.0%	93.5%	92.7%
	Mexico	ISUZU MOTORS DE MEXICO, S. DE R. L.	100.0%	97.5%	78.5%	90.0%	100.0%	100.0%	94.5%
	Philippines	ISUZU PHILIPPINES CORPORATION	100.0%	91.5%	96.4%	90.0%	80.0%	93.5%	92.1%
	Saudi Arabia	ALISSA UNIVERSAL MOTORS CO. LTD.	100.0%	93.9%	100.0%	80.0%	100.0%	100.0%	95.7%
	Vietnam	ISUZU VIETNAM CO., LTD.	100.0%	98.7%	96.4%	90.0%	90.0%	100.0%	97.5%
★★	India	ISUZU MOTORS INDIA PRIVATE LIMITED	100.0%	92.7%	78.5%	80.0%	70.0%	80.6%	86.1%
	Taiwan	TAIPEI TRIANGLE MOTORS LIMITED	100.0%	93.9%	85.7%	90.0%	100.0%	54.8%	85.5%
	U.S.A.	ISUZU COMMERCIAL TRUCK OF AMERICA, INC.	100.0%	90.3%	85.7%	60.0%	80.0%	77.4%	84.9%
★	Dominican Republic	AUTOCAMIONES S.A	100.0%	85.5%	75.0%	70.0%	90.0%	93.5%	84.9%
	France	MIDI FRANCE S.A.S.	100.0%	85.5%	78.5%	60.0%	20.0%	80.6%	78.3%
	Guatemala	CANELLA S. A.	100.0%	84.3%	85.7%	90.0%	90.0%	87.0%	86.1%
	Hong Kong	DAH CHONG HONG (MSC) LIMITED	100.0%	84.3%	64.2%	0.0%	50.0%	64.5%	70.4%
	Indonesia	PT. ISUZU ASTRA MOTOR INDONESIA	100.0%	85.5%	46.4%	70.0%	90.0%	83.8%	78.3%
	Italy	MIDI EUROPE S.R.L.	100.0%	89.1%	78.5%	60.0%	20.0%	80.6%	80.1%
	Jordan	QUDRA AUTOMOTIVE TRADING CO.LTD	100.0%	85.5%	67.8%	40.0%	70.0%	90.3%	80.1%
	Korea	CURO MOTORS CO.,LTD	100.0%	83.1%	64.2%	60.0%	60.0%	87.0%	78.3%
	Kuwait	MOHAMMAD SALEH AND REZA YOUSUF BEHBEHANI CO. W.L.L.	100.0%	89.1%	82.1%	50.0%	100.0%	100.0%	88.5%
	Pakistan	GHANDHARA INDUSTRIES LTD.	100.0%	80.7%	96.4%	90.0%	80.0%	96.7%	87.3%
	Palestine	KIMA LATEJARET AL MARKABAT CO.,	100.0%	80.7%	96.4%	30.0%	100.0%	100.0%	85.5%
	Panama	COPAMA S. A. (EMPRESAS MELO, S.A. (025),)	100.0%	81.9%	89.2%	70.0%	80.0%	93.5%	84.9%
	Paraguay	AUTOMOTOR S. A.	100.0%	84.3%	85.7%	80.0%	100.0%	90.3%	86.7%
	South Africa	ISUZU MOTORS SOUTH AFRICA (PTY) LIMITED	100.0%	81.9%	96.4%	80.0%	70.0%	100.0%	87.3%
	Spain	MIDI SPAIN AUTOMOCION S.L.	100.0%	87.9%	78.5%	50.0%	20.0%	80.6%	78.9%
	U.A.E.	GENERAL NAVIGATION AND COMMERCE COMPANY LLC	100.0%	84.3%	92.8%	50.0%	50.0%	87.0%	82.5%
Uptime support Award	Colombia	GM-ISUZU CAMIONES ANDINOS DE COLOMBIA, LTDA.	100.0%	71.0%	75.0%	40.0%	70.0%	77.4%	71.6%
	Egypt	GENERAL MOTORS EGYPT S.A.E.	100.0%	72.2%	82.1%	70.0%	80.0%	38.7%	68.6%
	Ethiopia	KAKI PRIVATE LIMITED COMPANY	100.0%	78.3%	64.2%	80.0%	90.0%	90.3%	79.5%
	Sri Lanka	SATHOSA MOTORS PLC	75.0%	75.9%	60.7%	40.0%	80.0%	45.1%	65.6%
	Turkey	ANADOLU ISUZU OTOMOTIV SANAYI VE TICARET A.S.	100.0%	75.9%	75.0%	80.0%	100.0%	70.9%	77.1%
	United Kingdom	ISUZU TRUCK (UK) LIMITED	75.0%	75.9%	78.5%	60.0%	80.0%	90.3%	78.3%

* Chapter Number Explanation

The **Aftersales Awards** question structure is based on the **Aftersales WAY** chapter structure.

Title of Chapter	
Chapter 3	Legal compliance
Chapter 4	Maximizing vehicle uptime
Chapter 5	Building and sustaining good relations with customers
Chapter 6	Managing and guiding dealers
Chapter 7	Sales & marketing
Chapter 8	Business management