

# 2025 PKEs FAQs

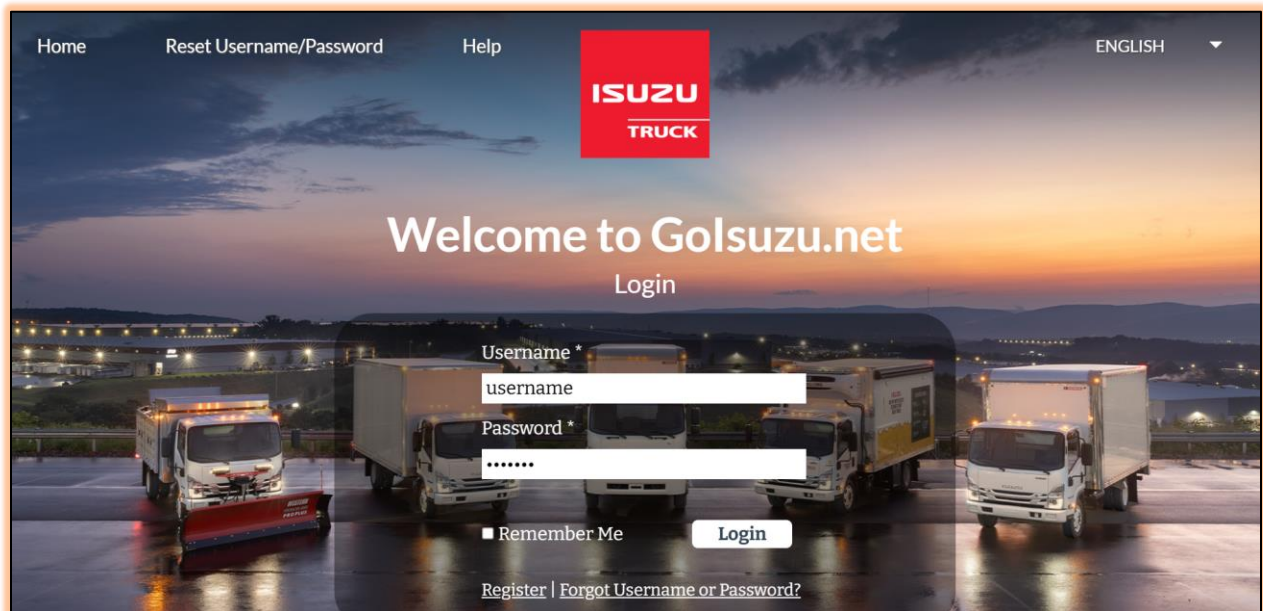
1. How do I access the PKE courses?
2. What are Categories and how do I use them?
3. How do I select and launch a course?
4. Can I go directly to the quiz if I already understand a topic?
5. I launched the course, but the video doesn't play.
6. Can I stop the course and return to my saved place later?
7. Can I take the quizzes as many times as I need?
8. Can I change my answers before I submit a quiz?
9. I finished the course, and it says I did not pass. What should I do now?
10. How do I get a Certificate of Completion?
11. How do I track my progress on achieving PKE goals?
12. How do I get more help?
13. I completed the courses, but my scores are not showing up on Golsuzu.

## 1. How do I access the PKE courses?

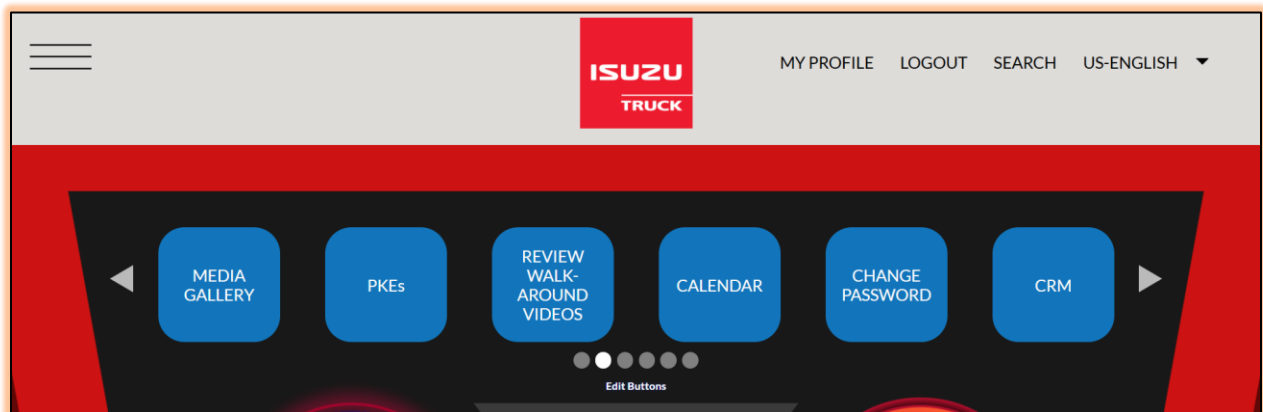


Navigate to <https://goisuzu.net/>

Note that Golsuzu works best with Chrome or Firefox. IE 11 and Edge are not supported. Golsuzu is mobile-friendly.

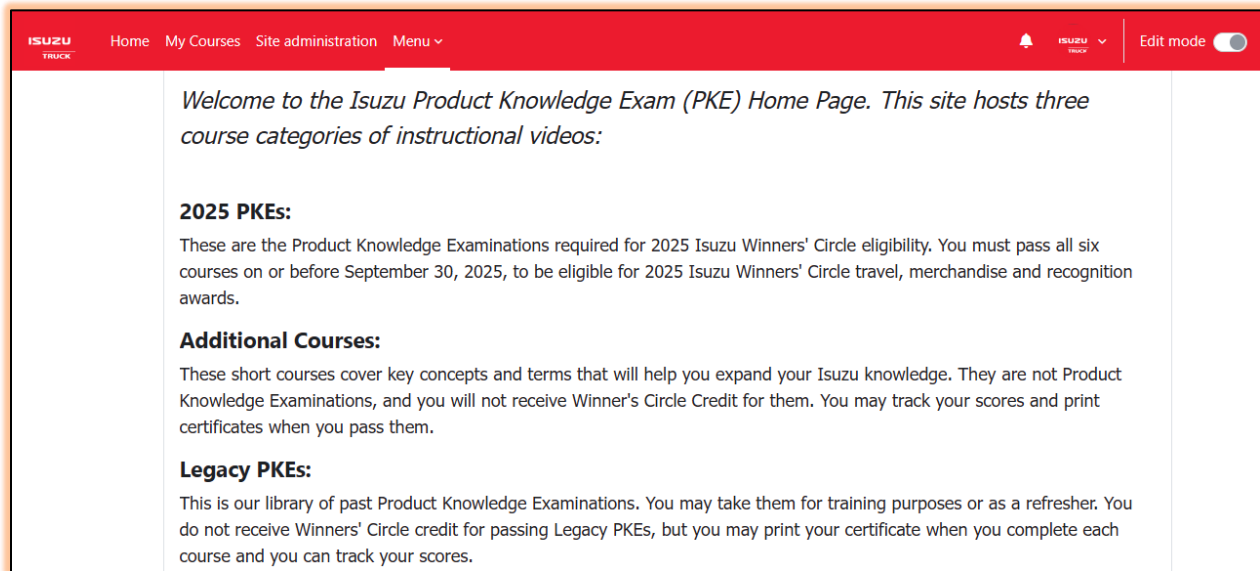


- Enter your log-in credentials, and then select the Log-in button.
- Select Remember Me to avoid having to type in your credentials in the future.
- If this is your first time entering the system, select the Register Link.
- If you don't remember your Username or Password, select that link to get a reminder.



You will arrive at the Golsuzu home page. Select the PKEs icon to launch the 2025 PKE course landing page.

## 2. What are Categories and how do I use them?



The 2025 PKE site has three categories of courses:

### **2025 PKEs:**

These are the Product Knowledge Examinations required for 2025 Isuzu Winners' Circle eligibility. You must pass all six courses on or before September 30, 2025, to be eligible for 2025 Isuzu Winners' Circle travel, merchandise and recognition awards.

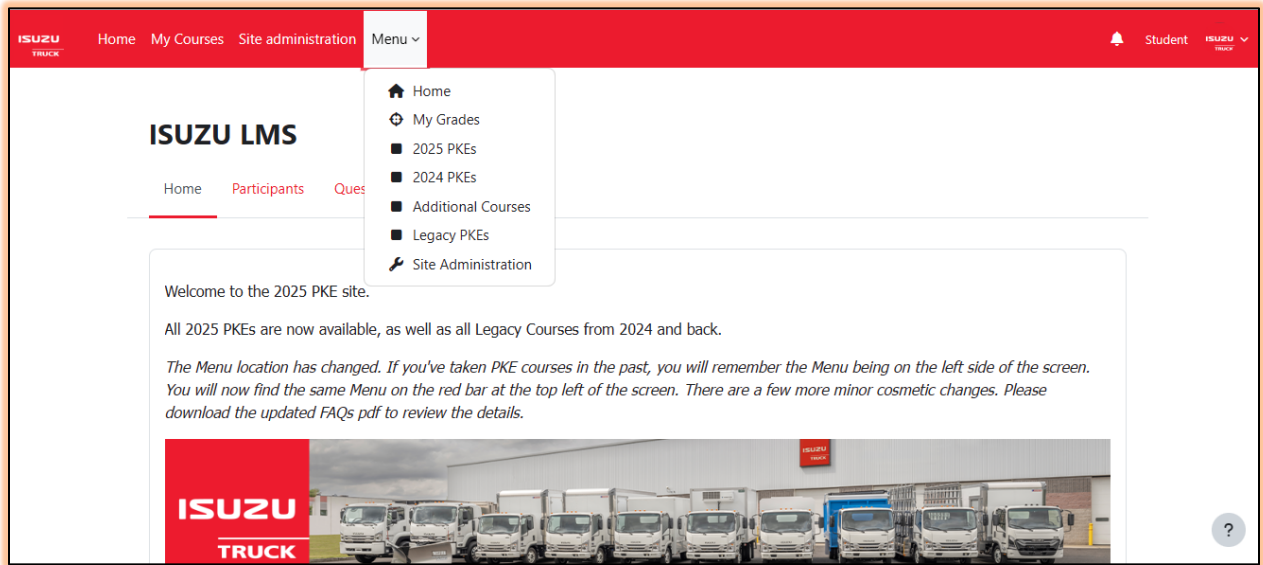
### **Additional Courses:**

These short courses cover key concepts and terms that will help you expand your Isuzu knowledge. They are not Product Knowledge Examinations, and you will not receive Winner's Circle Credit for them. You may track your scores and print certificates when you pass them.

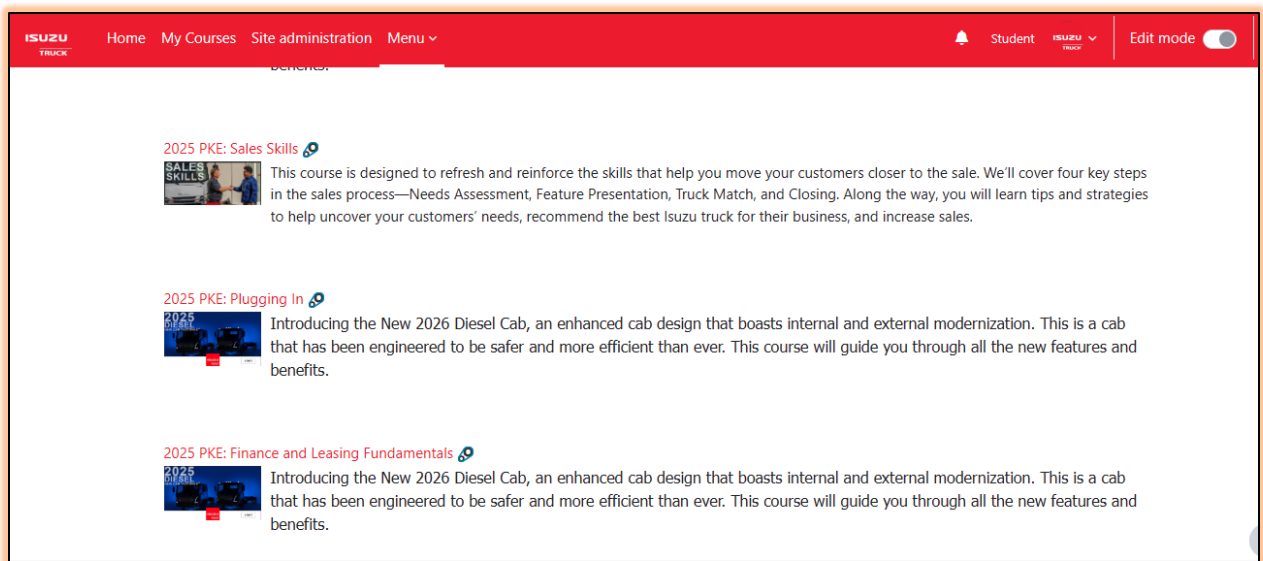
### **Legacy PKEs:**

This is our library of past Product Knowledge Examinations. You may take them for training purposes or as a refresher. You do not receive Winners' Circle credit for passing Legacy PKEs, but you may print your certificate when you complete each course, and you can track your scores.

### 3. How do I select and launch a course?



Use the Menu on the red bar to launch the PKE Category that contains the course you want to launch.



Select the course from the list that appears on the screen.

## 2025 PKE: Sales Skills Bulk actions

Course **Settings** Participants Grades Reports More ▾



2025 PKE Sales Skills Topic 1 +

This course is designed to refresh and reinforce the skills that help you move your customers closer to the sale. We'll cover four key steps in the sales process—Needs Assessment, Feature Presentation, Truck Match, and Closing.

Along the way, you will learn tips and strategies that can help you uncover your customers' needs, recommend the best Isuzu truck for their business, and increase sales.

Click below to start the PKE:

---

 2025 PKE: Sales Skills 

Completion ▾ ⋮

Select the title icon to launch the course.



To access a course topic:

- Use the hamburger icon to toggle the menu sidebar open or to close it
- The course is linear, so each topic will open up sequentially when you finish the one above it.

- Select any item you've completed already using the menu if you want to review the information again.

#### 4. Can I go directly to the quiz if I already understand a topic?

No, the quizzes are locked until you complete the video at least one time. The videos are short and packed with useful information you may not know, and your customers will appreciate.

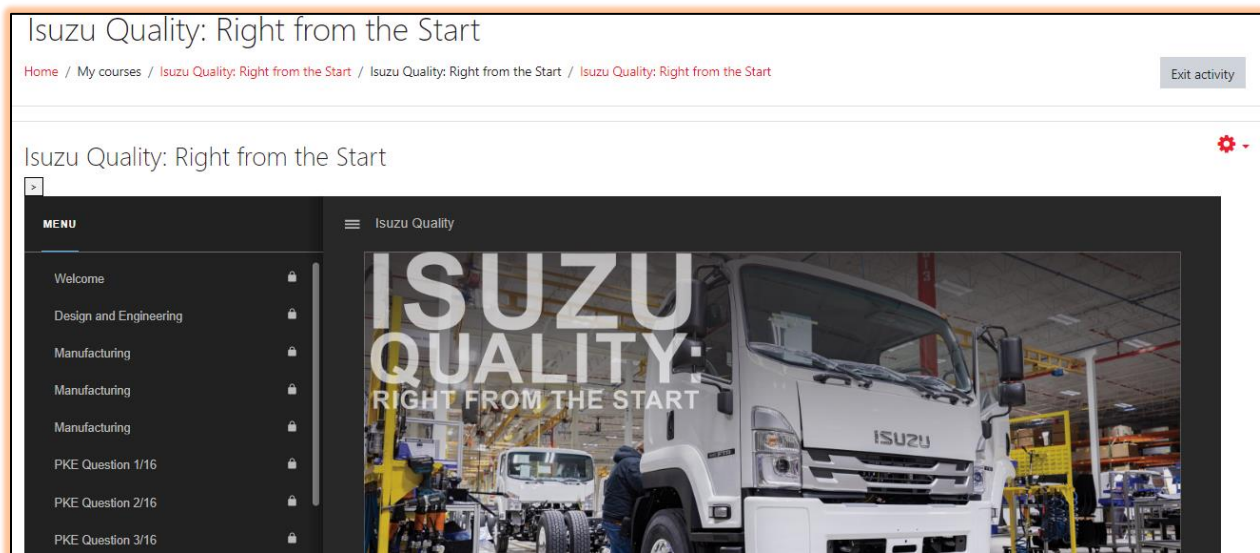
#### 5. I launched the course, but the video doesn't play.

Make sure your browser is either Chrome or Firefox. IE 11 and Edge are not supported. Golsuzu is mobile-friendly, but your unique devices may have difficulty with videos. If you're taking the course on a mobile device and encounter issues, try logging in to a computer instead.

#### 6. Can I stop the course and return to my saved place later?

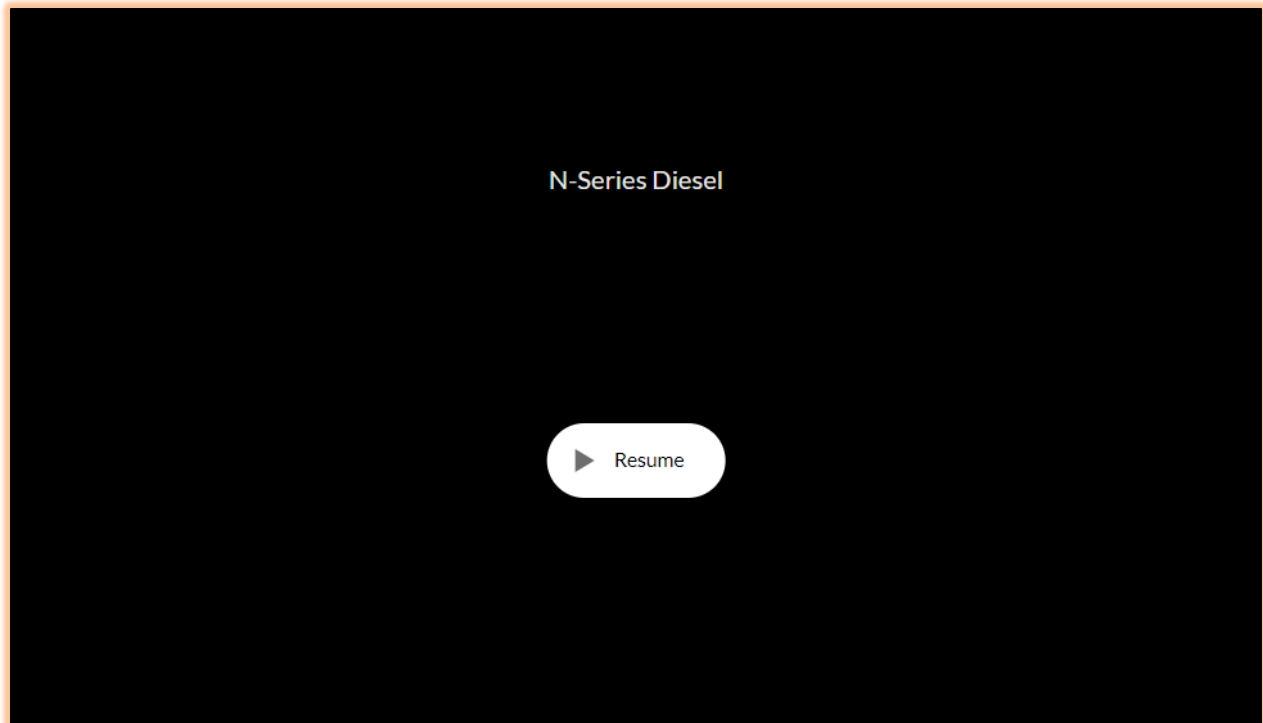
Bookmarking is automatic in these courses. If you want to leave the course:

- Select the Exit activity button



When you return, you'll be asked if you want to resume where you left off.

- Select the Resume button to continue.



7. Can I take the quizzes as many times as I need?

Yes. All the courses allow you to retake tests and improve your score as often as you like.

8. Can I change my answers before I submit a quiz?

No. You can change your answer on any question screen before you select Submit. Once you hit Submit the answer is recorded.

However, you can retake any of the quizzes using the Retry button to improve your score.

9. I finished the course, and it says I did not pass. What should I do now?

You can retake the entire set of PKE questions right away, or later if you prefer to wait. In either case, you must select the Restart button to reset all of your answers.

The course will return to the Welcome Page, but all topics will be unlocked on the side Menu. You can choose whether you want to refresh your memory by viewing

the content screens again, or whether you want to go right to the PKE questions and try them again.

**IMPORTANT:** On a retake, your previous answers are cleared. You cannot just take one set of questions. You must answer all PKE questions to get a passing score.

## 10. How do I get a Certificate of Completion?

When you've completed all topics and quizzes with a score of 80% or higher as a cumulative total, you will be eligible to download a Certificate of Completion. Fill in your first and last name and then select the Certificate button.

### RESULTS: KNOWLEDGE CHECK STATUS


This course has a total of 20 questions.  
You need 16/20 (80%) to pass the course.

Your Score for this course. **90%**

**Congratulations!**  
You have passed this course.

Please enter your name and download your completion certificate here:

<input type="text" value="PKE"/>	<input type="text" value="Test"/>
FIRST NAME	LAST NAME

SALES SKILLS 

Your certificate will open in a separate browser window.





The certificate will open in a new browser window, where you can print it.

## RESULTS: KNOWLEDGE CHECK STATUS

This course has a total of 20 questions.  
You need 16/20 (80%) to pass the course.

Your Score for this course. **90%**

### Congratulations!

You have passed this course.

Please enter your name and download your completion certificate here:

FIRST NAME

LAST NAME

Certificate

Submit Score  
and Exit

SALES SKILLS

ISUZU  
TRUCK

**Important: Be sure to return to the course and select the Submit Score and Exit button.**

2025 PKE Sales Skills

Topic 1

This course is designed to refresh and reinforce the skills that help you move your customers closer to the sale. We'll cover four key steps in the sales process—Needs Assessment, Feature Presentation, Truck Match, and Closing.

Along the way, you will learn tips and strategies that can help you uncover your customers' needs, recommend the best Isuzu truck for their business, and increase sales.

Click below to start the PKE:



2025 PKE: Sales Skills

Completion ▾

#### Students must

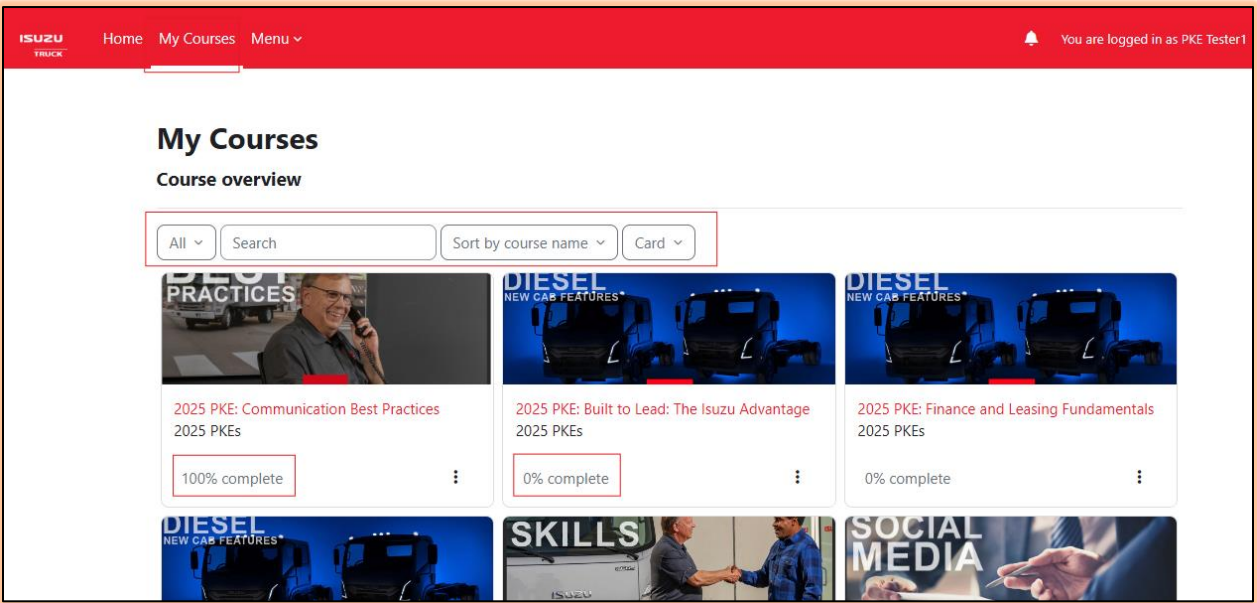
- Receive a grade
- Receive a score of 80 or more

©2025 Golsuzu

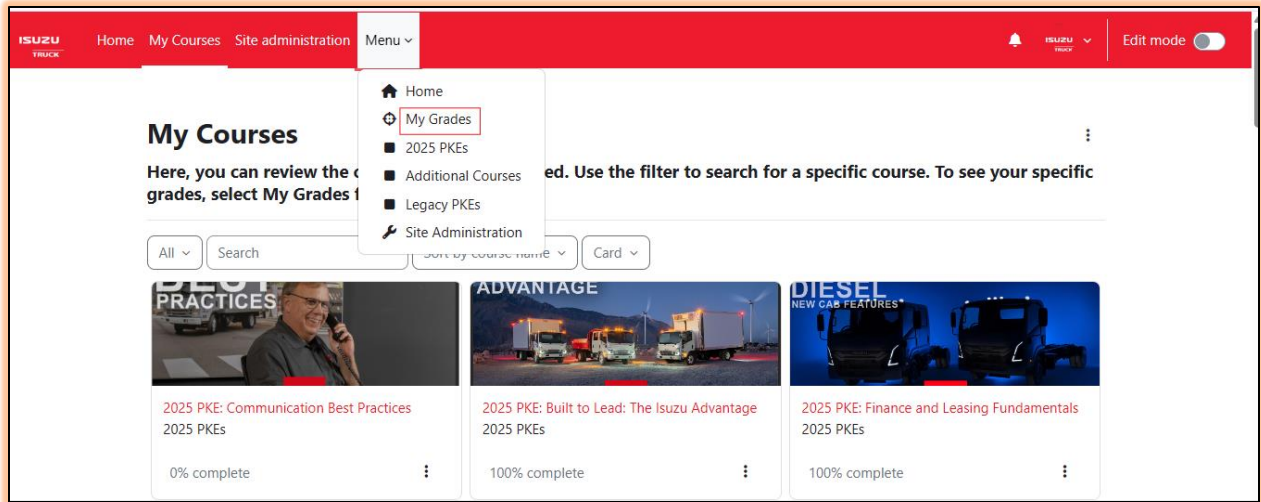


When you return to the course launch page, you can check your progress by selecting the Completion drop-down menu. Once you've received a passing grade and submitted your score, the Completion box will register these tasks as done.

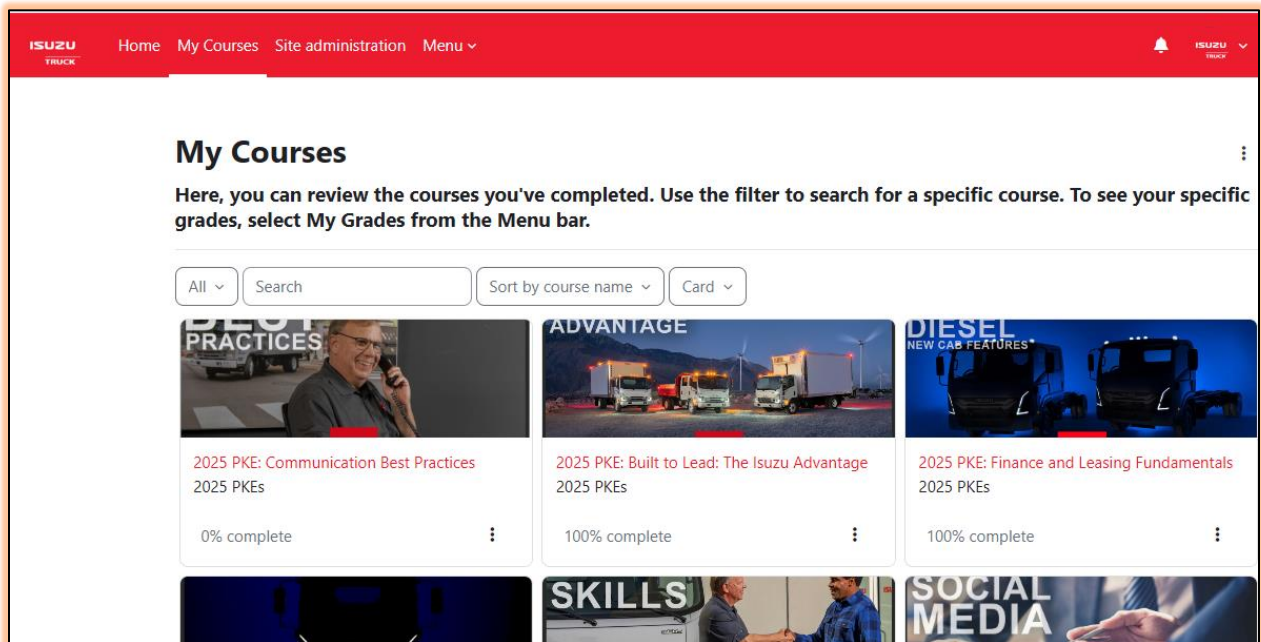
11.How do I track my progress on achieving PKE goals?



To check your completion progress on PKEs, select My Courses on the Menu bar.



Here, you can view the courses you've completed. Use the filter to search for a specific course or by a specific year, for example, 2025



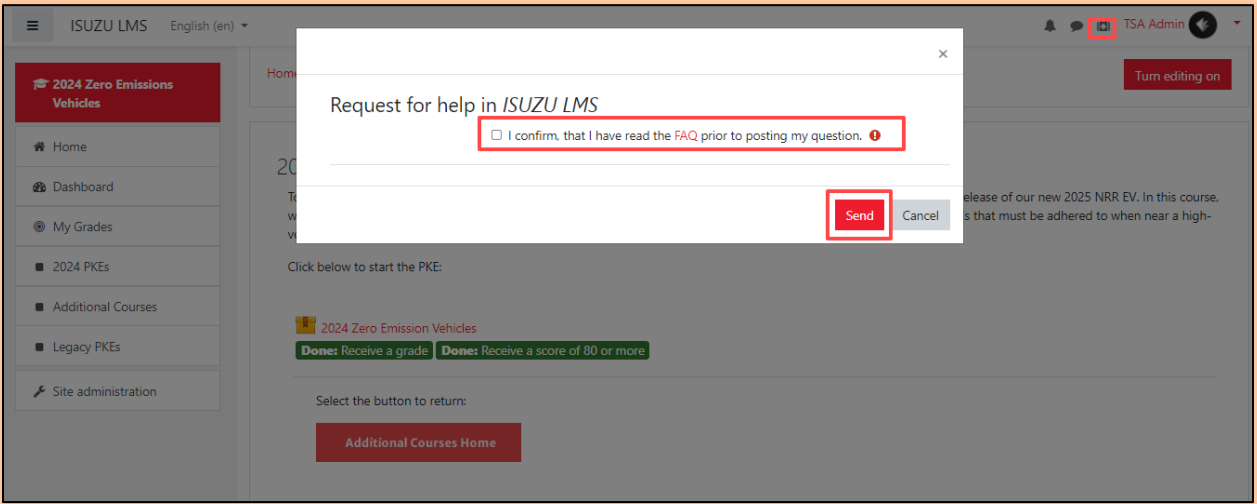
To check your specific scores on PKEs, select My Grades on your Profile Menu.

Course name	Grade
2025 PKE: Communication Best Practices	0.00
2025 PKE: Built to Lead: The Isuzu Advantage	90.00
2025 PKE: Finance and Leasing Fundamentals	100.00
2025 PKE: Plugging In	90.00
2025 PKE: Sales Skills	90.00
2025 PKE: Using Social Media	90.00

Here you can see your current grades on any course to which you are enrolled.

### 12.How do I get more help?

Use the Help icon to send us your question.



It's helpful to include a screen capture if relevant so we can get a good idea of what you're seeing and experiencing.

The image shows a web form with a close button (X) in the top right corner. The email address 'IsuzuPKE@gmail.com' is displayed at the top. The form contains two main sections: 'Subject' and 'Description'. Both sections have a red exclamation mark icon to their left, indicating they are required fields. The 'Subject' field is a single-line text input, and the 'Description' field is a larger multi-line text area. Below these fields is a 'Post screenshot' section with a 'Choose File' button and the text 'No file chosen'. At the bottom of the form, a message reads 'There are required fields in this form marked !'. In the bottom right corner, there are two buttons: a red 'Send' button and a grey 'Cancel' button.

13. I completed the courses, but my scores are not showing up on Golsuzu.

The code for linking course scores updates every 24 hours. If you don't see your score after 24 hours, please use the Help icon to contact us.