



EXTENDED CARE

ISUZU
RELIABILITY IS EVERYTHING

WELCOME TO ISUZU EXTENDED CARE

Since entering the Australian market in 1972, Isuzu has forged a legendary reputation for delivering some of the world's most rugged and reliable trucks to local operators.

But it's not just our trucks that stand us apart from the competition.

One of the biggest reasons why industry players of all sizes keep coming back to the Isuzu brand is our extensive suite of aftersales support products.

Isuzu Extended Care is the latest such product made available to owners/operators of new Isuzu trucks, providing a two-year extension to Isuzu's three-year factory warranty, and a range of extra benefits to help keep your business moving – even if things go wrong.

In addition to the five-year factory warranty provided under Isuzu Extended Care, customers also receive five years of cover under Extended Isuzu Assist (roadside service), and five years of Isuzu's market-leading Customer Care program.

WHAT IS ISUZU EXTENDED CARE?

Isuzu Extended Care gives you five years of:

Factory warranty coverage (see Extend your Isuzu warranty on page 5)

Support from Isuzu's market-leading Care team (see Extending your Isuzu customer care experience on page 6).

Extended Isuzu Assist (see Extended Isuzu Assist on page 7)

APPLICATION FORM

CUSTOMER INFORMATION

Customer's Name

Address

Business Phone

Mobile

Email

VEHICLE INFORMATION

Rego number

VIN

Model

Purchase date

Intended usage

PRODUCT INFORMATION

RRP

N Series
(NPS on application only)

5 years/250,000km/4,500 hours

\$2,450

F Series (Excluding FSS/FTS/FV)

5 years/300,000km/5,000 hours

\$2,950

FV models

5 years/350,000km/5,500 hours

\$3,950

FX/GX/FY Series

5 years/400,000km/6,000 hours

\$4,700

FSS & FTS models (On application only)

5 years/300,000km/5,000 hours

\$4,700

PURCHASER'S DECLARATION

Purchaser's signature

Dealership

Dealership representative

Dealership number

Please send this completed form to IAL within 7 days of purchase by either:

Email: extendedcare@isuzu.net.au

Fax: 03 9644 6622

Post: The Manager - IAL Service Department, PO Box 107, Port Melbourne, Victoria 3207

Original: IAL Green copy: Dealer Pink copy: Customer

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SOME IMPORTANT THINGS YOU SHOULD KNOW

Isuzu Extended Care is subject to the terms and conditions of your Isuzu new truck warranty. Please refer to your Owner's Manual for details.

Isuzu Extended Care applies to the Isuzu truck ("Vehicle") identified in your Owner's Manual as distributed in Australia by IAL. Cover is provided to the original owner/operator driving the Vehicle within Australia during the warranty period (see Isuzu Extended Care page 5). Subsequent owner/operators obtain the benefit of any unexpired portion of Isuzu Extended Care, subject to its terms, limitations and exclusions.

Isuzu Extended Care is provided by Isuzu Australia Limited (IAL), ABN 97 006 962 572. IAL is located at **858 Lorimer Street, Port Melbourne, Vic 3207** – phone **1800 035 640**.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product (or service) which the consumer has under the Australian Consumer Law and any other law in relation to goods and services to which this warranty relates.

Subject to any additional rights an owner/operator may have under the Australian Consumer Law, IAL is not liable under this warranty for any loss, damage or any other expense arising in relation to a Vehicle not being able to be used in the normal course of operations due to the performance of any repair or other remedial work, which may include campaign work or field repairs.

The Australian Government requires manufacturers to be able to contact a vehicle owner if necessary. IAL or any Authorised Isuzu Dealer should be promptly notified if a current owner/operator changes address or a Vehicle is transferred to a subsequent owner/operator. Notification can be made by either calling IAL on **1800 035 640**, by email to **customer.care@isuzu.net.au** or by posting a completed Change of Address form at the rear of this booklet.

EXTEND YOUR ISUZU WARRANTY

By purchasing Isuzu Extended Care you extend the standard three-year factory warranty by a further two years (to a total of five years), covering your vehicle for up to 400,000 kilometres or 6,000 hours (depending on model), subject to the terms and conditions of your Isuzu new truck warranty (see your Owner's Manual for warranty details).

ISUZU EXTENDED CARE*

N Series

\$2,450 RRP

5 years or 250,000
kilometres or 4,500 hours

Extended Isuzu Assist

Isuzu Care

F Series

\$2,950 RRP

5 years or 300,000
kilometres or 5,000 hours

Extended Isuzu Assist

Isuzu Care

FV models

\$3,950 RRP

5 years or 350,000
kilometres or 5,500 hours

Extended Isuzu Assist

Isuzu Care

FX/GX/FY Series

\$4,700 RRP

5 years or 400,000
kilometres or 6,000 hours

Extended Isuzu Assist

Isuzu Care

FSS, FTS model

(on application only)

\$4,700 RRP

5 years or 300,000
kilometres or 5,000 hours

Extended Isuzu Assist

Isuzu Care

*Isuzu Extended Care is available on NLR, NNR, NPR, NLS, NQR models; FRR, FRD, FSR, FTR and FSD models; FVR, FVD, FVZ, FVY, FVL, FVM and GVD models; FXR, FXD, FXL, FXZ, FXY, GXD, FYH and FYJ models.

NPS, FSS and FTS available on application (please contact IAL).

EXPERIENCE ISUZU CARE

EXTENDING YOUR ISUZU CUSTOMER CARE EXPERIENCE

When you buy an Isuzu you buy much more than a truck – you're also investing in a comprehensive support network.

By purchasing Isuzu Extended Care you'll receive all the benefits of Isuzu's comprehensive Care program for a full five years.

Our in-house Customer Care Team can be reached on **1800 035 640** to answer your questions or provide guidance on anything related to Isuzu products or services. You'll be talking to people with years of extensive training behind them, who know trucks, and are based at Isuzu's Melbourne head office.

Each of our Dealerships is required to achieve Care accreditation in line with our stringent criteria, which means you can expect the highest standard of service.

All Dealerships have a Care specialist who communicates with Isuzu's Customer Care Centre to achieve a timely and satisfactory resolution to any customer issues that arise.

Visit **www.isuzu.com.au** for more information on Isuzu Care, or phone Isuzu on **1800 035 640**.

EXTENDED ISUZU ASSIST

Our range of Isuzu trucks is built to exacting standards, with stringent quality checks throughout the manufacturing process ensuring we uphold our reputation for reliability.

There are, however, a number of ways your journey could be interrupted for reasons apart from mechanical breakdown, including:

- Running out of diesel fuel
- Flat tyre/s
- Flat battery
- Lockout or lost keys
- Glass repair
- Hydraulic hose repair.

ASSISTING YOU IN TIMES OF NEED

Extended Isuzu Assist covers you at the roadside 24 hours a day, 365 days a year. The program is delivered throughout Australia by a highly-trained team of technicians and recovery operators.

As Australia's most comprehensive standard roadside assistance program, Extended Isuzu Assist means help is only a phone call away whenever you need it on **1800 947 898**.

Extended Isuzu Assist may also be purchased as a stand-alone program. See your local Isuzu Dealer or phone the Isuzu Care team on **1800 035 640** to find out more.

EXTENDED ISUZU ASSIST

EMERGENCY BREAKDOWN

Extended Isuzu Assist may dispatch an emergency roadside service provider to get you mobile or tow your Vehicle to the nearest Isuzu service centre with a minimum of fuss.

OUT OF FUEL

Whenever possible, Extended Isuzu Assist will provide sufficient diesel fuel to enable a truck that has run out of fuel to be driven to the nearest diesel supply facility (the immediate supply of fuel may be charged to the driver).

Where it is not possible or practical to provide diesel fuel, a tow will be provided to the nearest facility (as per the towing entitlements detailed on page 10).

TYRE/WHEEL CHANGING

Extended Isuzu Assist will help the driver replace a damaged tyre/wheel using the Vehicle's original equipment. Where the tyre or original equipment is not serviceable, roadworthy or compatible, an independent tyre service may be dispatched to assist. All materials and any additional labour charges must be paid at the time of service.

Where this is not possible, a tow to the nearest facility that is able to supply and/or repair the tyre/wheel combination may be provided, but this depends on the circumstances in each case, such as location, extent of damage to tyres, availability of replacement equipment, etc. For example, it may be the case that two or more tyres are shredded, in which case towing may be impossible. You should also refer to Towing entitlements on page 10.

The tyres (and tubes where applicable) fitted to your Vehicle are not covered by this product. However, they may be covered by the tyre manufacturer.

FLAT BATTERY

An Extended Isuzu Assist service provider will attempt a battery boost to start your truck. If the battery is found to be faulty, a replacement battery may be supplied and installed. However, all materials and any additional labour charges must be paid for at the time of service. Refer to your battery's manufacturer for any warranty issues.



EXTENDED ISUZU ASSIST

LOCKOUT OR LOST KEYS

If you have lost your keys, or inadvertently locked them in your truck cabin, Extended Isuzu Assist will attempt to open the Vehicle. However, the driver may be asked to sign an indemnity releasing the service provider from any liability should damage be caused by such forced entry.

Alternatively, Extended Isuzu Assist will arrange for a locksmith to attend if possible, at the driver's expense. The driver is responsible for any costs over \$50 (inclusive of GST) per case.

GLASS REPAIR SERVICES

Extended Isuzu Assist will provide the driver an emergency glass service and/or replacement part. Any parts or additional labour charges not covered under Isuzu's warranty program must be paid for at the time of service.

HYDRAULIC HOSE REPAIR SERVICES

Extended Isuzu Assist will provide the driver with a hydraulic hose service and/or replacement part/s. Any parts or additional labour charges not covered under Isuzu's warranty program must be paid for at the time of service.

MESSAGE RELAY

Extended Isuzu Assist will relay any messages from the driver. In the event of an emergency breakdown, Extended Isuzu Assist can relay messages to family members, friends or business associates to notify them of any possible delays (delivery of message may not always be assured).

INTERPRETER SERVICE

An interpreter will be brought on-line should the driver need assistance in communicating their details to Extended Isuzu Assist.

EXTENDED ISUZU ASSIST

TOWING

In the event we are unable to get you mobile, we will arrange towing in line with the conditions below:

1. Your truck will be towed to the nearest Isuzu Service Centre. Should the emergency breakdown occur out of normal business hours, your truck will be stored and delivered to the nearest Isuzu Truck Dealer as soon as is practicable (as per the towing entitlements detailed in Table 1).
2. Any form of registered trailer that is in tow at the time of the emergency service callout will be transported at the driver's expense to the same destination as the towed truck.
3. Alternatively, the driver may elect to have the truck towed to a destination other than an Isuzu Service Centre. However, the driver must agree to accept any additional towing costs incurred, over and above the Extended Isuzu Assist towing allowance.

Towing is provided to a maximum value per tow as outlined in Table 1 (below) throughout the term of Isuzu Extended Care.

In all cases, the decision whether a vehicle requires towing rests solely with the Extended Isuzu Assist service provider.

A driver may be required to sign an indemnity releasing the service provider from damage caused by towing. The driver must agree to accept any specific or approximate excess towing charges prior to the towing being undertaken. It may be the case that some towing charges may not be able to be determined beforehand.

GST inclusive limit	N Series \$450	F Series \$600*	FV models \$1,000*	FX/GX/FY Series \$1,500*
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Table 1: Extended Isuzu Assist towing allowance.

ACCIDENT COORDINATION

Extended Isuzu Assist will help the driver to manage an accident. This could include advising the driver of their obligations at the scene of the accident, connecting the driver to an appropriate service provider, 000 emergency services, or a vehicle recovery operator. Isuzu Assist will remain on the line to provide assistance.

Accident means an incident in which a Vehicle has been damaged in a collision or impact with another object, whether or not this is another vehicle or is caused by a mechanical failure rendering the vehicle undriveable. This includes a series of incidents arising out of a single event.

ELIGIBLE ISUZU TRUCKS

The truck must be roadworthy and registered. The VIN number must be provided to receive service.

To learn more about Extended Isuzu Assist, please visit your nearest Isuzu Dealership or phone a friendly Isuzu Care consultant on **1800 035 640**.

TRANSFER OF OWNERSHIP FORM

PREVIOUS OWNER DETAILS

Company Name

Contact Name

Address

Phone Number

Mobile

Email

Rego number

VIN

Extended Assist purchase date:

NEW OWNER DETAILS

Company Name

Contact Name

Address

Phone Number

Mobile

Email

Rego number

VIN

OFFICE USE ONLY

NTI notified of change

Customer notified of acceptance of change

CARE notified regarding change of ownership

Please send this completed form to IAL by either:

Email: customer.care@isuzu.net.au

Fax: 03 9644 6622

Post: The Manager - IAL Customer Care Department, PO Box 107, Port Melbourne, Victoria 3207



CHANGE OF ADDRESS FORM

It is requested that owners who change their address (or name) or subsequent owners who purchase this vehicle, complete this form and return it by mail, to the address shown.

This notification is important even after the expiration of the original vehicle warranty in order that you can be contacted if the need arises.

Company Name

Contact Name

Address

Phone Number

Mobile

Email

Rego number

VIN

Isuzu Truck Model

Sold to Date

Please send this completed form to IAL by either:

Email: customer.care@isuzu.net.au

Fax: 03 9644 6622

Post: The Manager - IAL Customer Care Department, PO Box 107, Port Melbourne, Victoria 3207



DISPUTE RESOLUTION

IAL has a dispute resolution policy.

Please direct any comments or concerns regarding the Isuzu Extended Care program and/or the service/s provided, to our Customer Care Centre on **1800 035 640**.

Note: Isuzu reserves the right to change the service provider's conditions and supply procedures outlined in this booklet, without notice.

PRIVACY POLICY

For information on IAL's Privacy Policy, visit **www.isuzu.com.au** or phone the Isuzu Customer Care Centre on **1800 035 640**.

