

**ISUZU  
CARE➤**

**Care. It's what we do.**





**Andrew Harbison,**  
Director & Chief Operating Officer,  
Isuzu Australia Limited



## Welcome to a new era of Care.

When we introduced Isuzu Care in 2006, it redefined expectations for customer care in the Australian truck industry. Twenty years on, we continue to raise the bar by evolving and improving every aspect of our Care program to demonstrate our tireless commitment to customers.

Isuzu Care is a combination of unique service and support one percenters – combining to make owning an Isuzu a better experience than all the rest. Our unwavering attention to service and support has no doubt played a significant part in our 36 plus consecutive years of market leadership in Australia\*.

While Isuzu Trucks is celebrating 20 years of its industry-leading Care program, we remain driven in our ongoing commitment to deliver an ever-improving customer experience.

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# A history of Care.

The Isuzu Care program was launched back in 2006, setting a new benchmark in service and support for Australian truck customers. It was a breakthrough that recognised buying a truck was only a small part of the ownership process. The level of care offered before and after a purchase was a huge differentiator and set Isuzu, already the market leader, another leap ahead of the competition. Over the years our products have changed, but our philosophy behind Isuzu Care has remained the same.



# A new commitment.

At Isuzu we always pride ourselves on our level of customer care. That's one thing that will never change. But the world around us has changed at a dizzying pace since Care first launched and there are now countless new ways that we can make the experience of owning an Isuzu even better. So, we've challenged ourselves to always listen to customer needs, invest in new initiatives, new technologies and to implement new practices that will continue to make Isuzu Care the benchmark. And that's a commitment we take very seriously.



# Care. It's what we do.

At Isuzu, we've always taken great care of our customers.

We're Australia's number one truck... an honour we've held for over three decades.

That means more businesses put their trust in us than any other truck brand.

We understand that reputations are riding on us and that's why Isuzu Care is more than just an aftersales service package. It's part of our DNA.

From day one, we support customers and demonstrate that reliability is everything. We pride ourselves on being proactive and always going the extra mile.

And as we look to new frontiers, we're finding new ways to help our customers exceed their goals.

Isuzu Care is what sets us apart.

Always has, always will.





# The pillars of Isuzu Care.

Isuzu Care is a combination of unique customer service and support programs, all working together seamlessly to redefine the experience of owning an Isuzu truck.



## Customer Support.

Our dedicated local specialists are on hand to ensure that every part of your business runs smoothly. These support services include industry best practices, offering leading customer engagement and feedback tools.



## Productivity.

To get any job done, you need the right tools. Isuzu offers a wide range of truck models, supported by Australia's largest dealer network and innovative product design and support systems. All of these elements work together to enhance your business productivity.



## Reliability.

Isuzu trucks are known for their reliability. But at Isuzu, reliability is a lot more than the truck itself. From our industry leading 6 year warranty and roadside assist package, to our state-of-the-art Australian parts distribution centre, we take 'reliability is everything' to a whole new level.



# National Customer Care Centre.

Our National Customer Care Centre provides you access to a team of specialists with years of training. So, no matter the query, a conversation with an Isuzu specialist is as easy as contacting the team on Freecall 1800 035 640 or [customercare@isuzu.net.au](mailto:customercare@isuzu.net.au).

## ISUZU CARE➤



### Customer Relationship Management (CRM).

As you'd expect, we'll be in regular contact regarding your Isuzu making sure everything is running as smoothly as possible. Behind the scenes our industry leading CRM system is helping us to effectively manage and protect your details, streamline communications, collect feedback and manage any support enquiries you may have.

### Industry specialists.

At Isuzu, we have the largest model range in Australia, which means our trucks come in a huge variety of models and specifications. Our local specialists can tailor solutions for customised applications, from construction, logistics, mining, waste, and emergency utility services. So, no matter your industry or application, we have the expertise to match the perfect truck to your needs.



# National Fleet Support.

We know that when you choose Isuzu, you're trusting us with the most precious part of your business – your reputation. So we have one simple goal: Be your trusted partner in fleet solutions for life. Our people are committed to understanding your business to keep your fleet running smoothly. Our specialist Fleet team at our head office in Truganina, Victoria are backed by state-based teams across Australia with dedicated Fleet, Sales, Service and Parts Managers.



## Local Dealer Customer Specialists.

Step into any Isuzu Dealership and you'll find a local Customer Care Specialist just waiting to be of service. Once you've bought a truck, your Customer Care Specialist is your link to all the specialist services of Isuzu Australia. Whatever you may need, they're your first point of contact. They'll also be in touch with you regularly to see if there's anything they can do to improve your experience.

## Dealer Care Practices.

When your goal is to reach unmatched levels of service, you need a clear and consistent approach to customer experience. That's exactly what our Dealer Care Practices provide; best practice customer experience guidelines for our Dealer Network. To ensure Dealers are living up to these exacting standards, they are audited annually to keep their recognition as a Care Accredited Dealer.



# Industry Research.

Being Australia's number one truck brand is obviously a great honour but it's also a responsibility. As part of being an industry leader, we are constantly looking at the future of our industry to help provide the best solutions for our customers. We also share these key insights with our customers – recently we produced The Future of Trucking Report, the largest truck industry research of its kind ever conducted in Australia. Available on our website, it provides insights into the key trends likely to impact the industry in the coming years.

View Online: [isuzu.com.au/news/future-of-trucking-report/](http://isuzu.com.au/news/future-of-trucking-report/)



## Customer Feedback Surveys.

It's no secret that to stay on top of your game you need to constantly listen to the voice of your customers. That's why we reach out to our customers with direct sales, service and parts surveys to check in with how we're doing. We also welcome feedback from customers about any part of their journey with us. All feedback plays a role in how we improve our products and Isuzu Care Program.



# There when you need us.

From truck sales to service and after-care support, the Isuzu Dealer Network is the lifeblood of Isuzu trucks in Australia. And with over 70 dealership locations across the nation, Isuzu has one of Australia's largest networks. So, no matter where you are around the country, you'll never need to go far to get the care you're after. Just another way that buying an Isuzu gives you peace of mind.

Find your nearest dealer [isuzu.com.au/dealer-map](http://isuzu.com.au/dealer-map)



# Isuzu Sales Information Systems.

When buying a truck, there's nothing more important than getting the right match for your needs. It's a part of the process that we take seriously and to get exactly the right fit for you, our dealers use our specialty software system, Isuzu Sales Information System (ISIS). This powerful program helps you select from our range of engines, transmissions, axles and suspensions. It then simulates how the truck will perform in terms of weight distribution, available power and other factors. So don't leave your truck choice to chance.



## Operation Videos.

Whether you're looking to buy your first Isuzu or getting to know your latest Isuzu, there's a lot of important features for you and/or drivers in your business to learn about. We have created product demonstration videos across our key product ranges to help you get the most out of your Isuzu.



## Workshop Manuals.

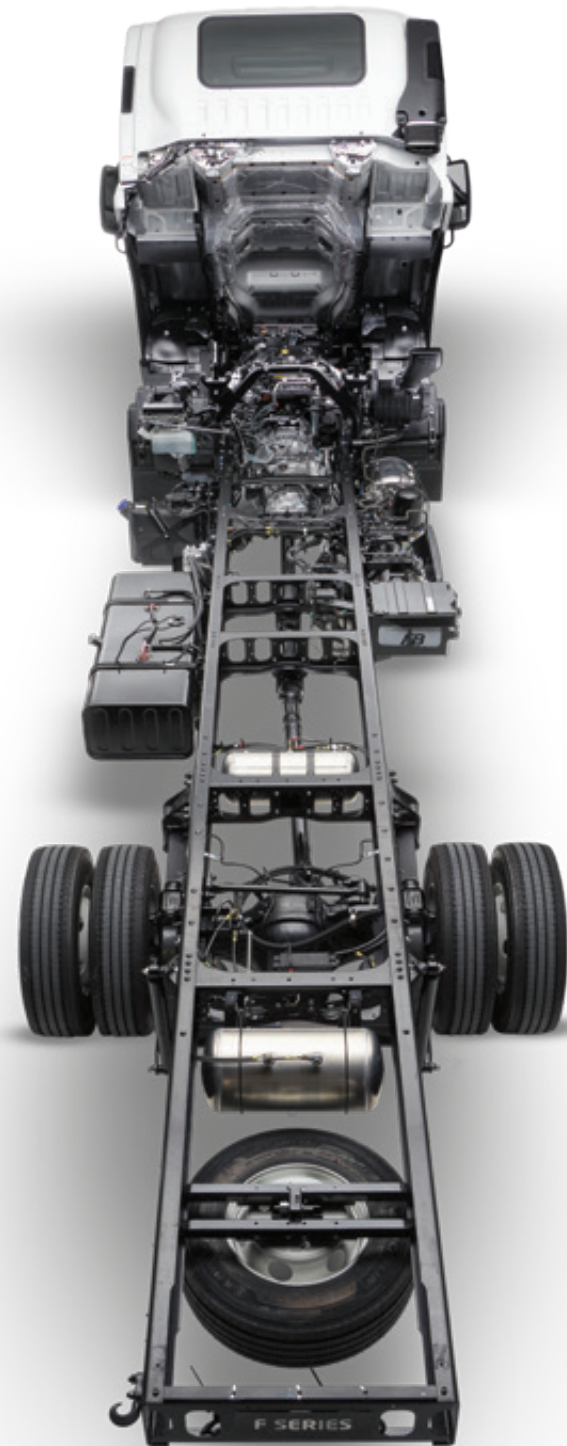
If you need a workshop manual for your Isuzu truck, they're now only ever as far away as your computer. Just visit the Isuzu Repair and Maintenance Information Website to access all the information you need to repair and maintain Isuzu models from 2002 and later. You'll find everything from mechanical manuals on engines, brakes, transmissions, and more, through to electrical troubleshooting guides and body repair manuals.





# Body builder's guide.

Before you begin building any type of structure, you need a deep understanding of the foundations you'll be working on. This is especially true for trucks where you have to match exactly the right chassis to the body being built. All the information body builders need to do their job to the highest standards can be found on the Isuzu body builders website, this includes 3D CAD cab chassis support material for key models, a first here in Australia.



# Isuzu-trained technicians.

Whether you're a tradie with a single truck or the manager of a national fleet, you want to know that your trucks are in the best hands when it comes to servicing or repairs. And fair enough... after all, your trucks are your livelihood. When you buy an Isuzu, you can rest easy knowing our technicians are trained in-house and are Isuzu specialists. They have access to the latest diagnostic equipment, up-to-the-minute product information, and factory service support, so any issues get fixed right the first time. When it comes to caring for your trucks and keeping you on the road, don't trust it to anyone but us.



# 6 Year Factory Warranty.

While we're confident that our trucks are built to last, even great workhorses need help at times. That's why our industry-leading warranty support package includes a 6 year factory warranty, covering the cab and chassis. And any Ready-to-Work truck bodies, all AWD/4x4 models and any models operating under harsh applications are still covered by our original 3 year factory warranty.

To view all warranty information visit:  
[isuzu.com.au/customer-care/warranties/](https://isuzu.com.au/customer-care/warranties/)



## N Series.

Model	Warranty	Roadside Assist	Genuine Accessories & Ready-To-Work Body
NLR, NMR, NNR, NPR, NQR	6 years or 250,000 km	6 years	3 years unlimited kilometres
NLS AND NPS	3 years or 150,000 km	3 years	3 years unlimited kilometres

## F Series.\*

Model	Warranty	Roadside Assist	Genuine Accessories & Ready-To-Work Body
FRR, FRD, FSR, FSD, FTR	6 years or 300,000km	6 years	3 years unlimited kilometres
FVR, FVD, FVL, FVZ, FVY	6 years or 500,000 km or 8,000 hours	6 years	3 years unlimited kilometres
FSS and FTS	3 years or 200,000km	3 years	3 years unlimited kilometres

\*6 year warranty excludes Concrete Agitator and Garbage Compactor models which are covered by a 3 year warranty, 3 year roadside assist and 200,000 km.

## FX and FY Series.

Model	Warranty	Roadside Assist
FXR, FXD, FXL, FXZ and FXY	6 years or 600,000 kilometres or 10,000 hours*	6 years
FYH, FYJ and FYX	6 years or 600,000 kilometres or 10,000 hours*	6 years

\*6 year warranty excludes Concrete Agitator and Garbage Compactor models which are covered by a 3 year warranty, 3 year roadside assist and 300,000 km.

# 6 Year 24/7 Roadside Assist.

Isuzu Assist is a 6 year, 24-hour roadside assistance program that comes as standard with our trucks. It's delivered throughout Australia via a highly trained team of technicians and recovery operators. So, whatever your business needs, it's reassuring to know that Isuzu is only a phone call away. All AWD/4x4 models and any models operating under harsh applications are covered by 3 year 24/7 Roadside Assist.

## Extended Assist.

For added peace of mind, you can add Extended Isuzu Assist for registered vehicles no older than eight years. You get the same in-depth level of specialist truck help, for longer. The roadside assistance programme covers you 24 hours a day, 365 days a year Australia-wide.



Service Agreements.

# Servicing made easier.

Few things cause as much pain to a business as a big, unexpected bill. And while we can't help with all of your outgoings, Isuzu's service agreements will flatten your truck servicing costs into a single, predictable, monthly payment (or upfront fee in the case of Isuzu Essentials).

Plus, looking after your truck pays bigger dividends than just smoothing out your servicing costs. Proper maintenance lowers the total cost of ownership, reduces downtime, and improves the revenue of every load. You can also rest easy knowing that with a service agreement, you'll be running a well-maintained fleet which means safer trucks for your drivers and protection for your business.



Isuzu Essentials.

Available on new trucks only and paid upfront, Isuzu Essentials covers your truck's first three regular services up to either your 36 month or 45,000 or 60,000km service (whichever comes first. Distance depends on truck model).

Genuine Filters & Lubricants^
Check and Report Fault Codes*
Wheel Bearing Re-pack*
Lubricating All Joints
Washer Fluids
Labour
Valve Adjustments
Consumables
Environmental

Isuzu Essentials Plus.

Essentials Plus is available on new trucks and trucks currently in use, up to 36 months old. This plan also covers consumables such as wiper blades, light globes, fuses and fan belts.

Genuine Filters & Lubricants
Check and Report Fault Codes
Wheel Bearing Re-pack
Lubricating All Joints
Globes - Stop, Tail, Number Plate, Indicator, Headlight, Interior
Wiper Blades
Relays & Fuses
Fan Belts & Coolant Hoses
Washer Fluids
Labour

Isuzu Total.

Our most comprehensive new truck service agreement. It covers everything included in Essentials Plus, as well as engine, transmission, driveline, brakes, suspension, and electrical componentry.

Genuine Filters & Lubricants
Check and Report Fault Codes
Wheel Bearing Re-pack
Lubricating All Joints
Globes - Stop, Tail, Number Plate, Indicator, Headlight, Interior
Wiper Blades
Relays & Fuses
Fan Belts & Coolant Hoses
Washer Fluids
Engine Components
Transmission Components
Brake Components

Isuzu Heritage.

Available on trucks in current use that are between 3 - 15 years old. This cost-effective service package provides comfort knowing your Isuzu is still looked after by Isuzu.

Genuine Filters & Lubricants#
Check and Report Fault Codes
Wheel Bearing Re-pack
Lubricating All Joints
Washer Fluids
Labour
Best Value Parts
BVP Filters
Valve Adjustments
Consumables
Environmental



Isuzu Parts.

# Helping you run smoothly.

No matter what business you are in, reliability is everything. Don't let your customers down or damage your hard-earned reputation with inferior parts. Keep your trucks on the road and performing their best by choosing Isuzu parts.

Parts and Service Warranty.

All Isuzu Genuine Parts / Accessories and Approved Parts Range comes with a 3 year parts and service (labour) warranty when fitted by an Isuzu Dealership or Authorised Service and Parts Outlet. Our Isuzu Best Value Parts range for older truck models come standard with a 1 year parts and service warranty.

PARTS & SERVICE (LABOUR) WARRANTY	ISUZU TRUCKS
Genuine Isuzu Parts & Accessories	3 years
Isuzu Approved Parts	3 years
Isuzu Best Value Parts	12 months

To view all warranty information visit:  
[isuzu.com.au/customer-care/warranties/](https://isuzu.com.au/customer-care/warranties/)



National Parts Distribution Centre.

With a National Parts Distribution Centre and Dealer parts stock, we make it easy to get the parts you need. We even offer overnight delivery to key locations across Australia. And because we use common parts across truck models, we're able to offer consistent availability of key parts (such as lights and doors), very competitive pricing, and the ability to get you back on the road sooner.



# Training Centre.

As part of our state-of-the-art head office in Melbourne's west, we have our own training centre. We take a hands-on approach to teaching our technicians to service Isuzu trucks to ensure they meet our exceedingly high standards. We know that reputations are riding on us so keeping our customers on the road is our highest priority.

## Product Development Centre.

At Isuzu we know that Australian operators need more than just a standard imported truck. Our local engineering team use high-tech testing equipment and regional knowledge to adapt Isuzu trucks to tackle our uniquely harsh Australian conditions. So, before any Isuzu model hits the road, our Product Development Centre complete thousands of hours of testing to get it just right.



## ISO 9001 Certified.

Any business can talk about their commitment to quality. At Isuzu Australia Limited we've proven it by earning ISO 9001 certification, an international standard of quality management. This ensures that all of our products, services and processes are reliable, safe and meet stringent specifications. And we need to requalify year after year, which suits us just fine because reliability is everything.



Quality  
ISO 9001  
SAI GLOBAL

RELIABILITY





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