

THE WHOLE PACKAGE: ISUZU CARE.

ISUZU'S CARE PROGRAM HAS BEEN DESIGNED TO SUPPORT OUR OWNERS THROUGH THREE INTERTWINED PURSUITS:

RELIABLE TRUCKS.

Isuzu's passion for engineering mechanically reliable trucks has resulted in an industry-leading reputation for on-road performance, day after day, year after year and is reflected in sales leadership, high resale values and enviable customer loyalty to Isuzu.

CUSTOMER COMMITMENT.

Isuzu Dealers can help customers to specify the precise truck chassis and body/trailer combination for their application needs through the ISIS (Isuzu Sales Information System) and offer comprehensive insurance from NTI to approved customers.

OPERATIONAL SUPPORT.

All new Isuzu Trucks are provided with a standard 3 year warranty plus a parallel 3 years roadside Truck Assist program. For operators who wish to extend the assurance that these programs provide, the Isuzu Extended Care package can be purchased, taking these assurance benefits to 5 years.

Isuzu's in-house Customer Care centre provides customers with direct access to Isuzu staff for answers to queries or guidance on any matter relating to Isuzu products and services.

With regard to servicing, Isuzu has a standard policy that the 1st service is performed at no charge – oils included if required. Isuzu's standardised service processes include; Isuzu trained technicians, advanced diagnostic equipment combined with an internet based information exchange system to enable fast fault diagnosis and confirmation of component operating efficiency.

Finally, Isuzu Service Agreements are offered to smooth out the cost of servicing to one monthly fee. Based on factory-specified service schedules matched to the trucks application and predicted usage. Operators can use any Isuzu Dealership throughout Australia knowing that their truck will be serviced to the factory specification and that the cost of all services are covered within the one monthly contract fee.

ISUZU CUSTOMER CARE CENTRE
1800 035 640
isuzu.com.au

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.

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.

For full details of our Extended Care package, particularly the services included and excluded under the Isuzu Assist program please refer to the Extended Care policy document P/N 929 56480

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.

TIC: Isuzu is a member of the Truck Industry Council - Safer Greener Essential. MAR2014 F•S•A/ISZ9048

We
share
the
load.

ISUZU
RELIABILITY IS EVERYTHING

We
share
the
load.



EXTENDED CARE



**3 YEAR
CARE PACKAGE**

**5 YEAR
CARE PACKAGE**



**ALL THE PRIVILEGES OF THE ISUZU
CARE PACKAGE, EXTENDED.**

NOT ALL EXTENDED WARRANTIES ARE THE SAME.

The manufacturer's warranty is the supreme expression of the brand's commitment to after sales support to its customers.

With all the best intentions, quality control and manufacturing excellence, sometimes and as rarely as it does happen, things can go wrong. At Isuzu we have an enviable reputation for the mechanical reliability of our trucks. And we like to think, we have a corresponding reputation for applying common sense and fairness when we assess a customer claim.

It's in our interest to do so because our brand reputation is at stake.

THE ISUZU EXTENDED CARE PACKAGE COMPRISES TWO KEY ELEMENTS:

- 1 THE ORIGINAL, GENUINE, FACTORY WARRANTY PROVIDED BY ISUZU IS EXTENDED FROM THE STANDARD 3 YEAR TERM TO 5 YEARS, AND**
- 2 IN PARALLEL, THE ISUZU TRUCK ASSIST PROGRAM PROVIDING 24/7 'TRUCK' ROADSIDE ASSISTANCE FOR OUR CUSTOMERS IS EXTENDED FROM THE STANDARD 3 YEAR TERM TO 5 YEARS.**

Which simply means, all the assurances of Isuzu's commitment to customer support with our new truck warranty and roadside assistance can be extended from 3 years to 5 years.



ISUZU EXTENDED CARE.

Now you can extend the exceptional level of assurance provided with the original Isuzu Factory Warranty and the Isuzu Truck Assist program from the standard 3 year term... to 5 years.

By purchasing Isuzu Extended Care you gain the peace of mind provided by a 5 year Isuzu factory warranty. (Cost to owner varies depending on vehicle model – see Isuzu Extended Care options chart below.)

With the Isuzu Extended Care package not only are you protected by the terms of the original Isuzu factory warranty, if an incident does occur, you'll be dealing with none other than the industry's market leading brand... Isuzu.

ISUZU EXTENDED CARE

All entitlements of the Isuzu original factory warranty together with the Isuzu Truck Assist program are extended from 3 years to 5 years.

Available on	Limitations	Cost for extension
N Series	250,000kms / 4,500 engine hrs	\$2,450
F Series (excluding FSS/FTS/FV)	300,000kms / 5,000 engine hrs	\$2,950
FSS/FTS models	300,000kms / 5,000 engine hrs	\$4,700
FV models	350,000kms / 5,500 engine hrs	\$3,950
FX/GX/FY Series	400,000kms / 6,000 engine hrs	\$4,700

NPS, FSS and FTS models by application only.

ISUZU EXTENDED ASSIST.

Despite Isuzu's good reputation for reliability, sometimes 'it' happens. A driver can miscalculate the journey and run out of fuel. Batteries can die unpredictably, a flat tyre, a small electrical connection goes wrong. They're all part of the business of running a truck.

At Isuzu we recognise that when such events occur they can potentially wreck the productivity of a whole day. And we also know how much the attitude of the person 'at the other end of the phone' can make a difference.

That's why Isuzu have developed the Isuzu Assist program. It covers you 24/7 and is delivered by 'truck' technicians and recovery operators. Isuzu Assist is only a phone call away on 1800 947 898. If it happens, simply call Isuzu.



See Isuzu Assist policy brochure for all details and conditions regarding the program.