

We  
**share**  
the  
**load.**



# **EXTENDED CARE**

POLICY BOOKLET



**— 3 YEAR —**  
**CARE PACKAGE**

**— 5 YEAR —**  
**CARE PACKAGE**





# 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 set 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 product 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 factory warranty, Isuzu Extended Care customers receive Extended Isuzu Assist (roadside service) cover, and access to 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)

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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 product 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 product 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](mailto: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). The warranty component of Extended Care is subject to the terms and conditions of your Isuzu new truck warranty (see your Owner's Manual for warranty details).

## ISUZU EXTENDED CARE.\*

| <b>N SERIES</b>                              |
|--|
| \$2,450 RRP                                  |
| 5 years or 250,000 kilometres or 4,500 hours |
| Extended Isuzu Assist                        |
| Isuzu Care                                   |

| <b>F SERIES</b>                              |
|--|
| \$2,950 RRP                                  |
| 5 years or 300,000 kilometres or 5,000 hours |
| Extended Isuzu Assist                        |
| Isuzu Care                                   |

| <b>FV MODELS</b>                             |
|--|
| \$3,950 RRP                                  |
| 5 years or 350,000 kilometres or 5,500 hours |
| Extended Isuzu Assist                        |
| Isuzu Care                                   |

| <b>FX/GX/FY SERIES</b>                       |
|--|
| \$4,700 RRP                                  |
| 5 years or 400,000 kilometres or 6,000 hours |
| Extended Isuzu Assist                        |
| Isuzu Care                                   |

| <b>FSS, FTS MODEL<br/>(ON APPLICATION ONLY)</b> |
|---|
| \$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, NPS, 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. FSS and FTS available on application (please contact IAL).

# EXPERIENCE ISUZU CARE.

## EXTENDING YOUR ISUZU CUSTOMER CARE EXPERIENCE.

When you buy an Isuzu you get more than a truck – you're 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** during business hours - to answer your questions or provide guidance on anything related to Isuzu products or services. You'll be talking to people from Isuzu's Melbourne head office, with years of extensive training - people who know trucks.

Each of our Dealerships is required to achieve Care accreditation in line with our stringent criteria, meaning 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](http://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 reasons your journey may be interrupted, 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 a comprehensive standard roadside Truck 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.

## ROADSIDE SAFETY.

It will be at the discretion of the roadside assist provider to determine whether it's safe to carry out roadside assistance, or tow the vehicle to the nearest facility.

The decision whether a vehicle requires towing rests solely with the roadside assist service provider.



## **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's 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's not possible or practical to provide diesel fuel, the Vehicle will be towed 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 (additional charges may apply). 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 able to supply and/or repair the tyre/wheel combination may be provided. This depends on each case's circumstances, such as location, extent of damage to tyres, availability of replacement equipment, etc. For example, if two or more tyres are shredded, 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 additional labour charges must be paid for at the time of service. Refer to your battery's manufacturer for any warranty issues.

## **INTERPRETER SERVICE.**

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

## **LOCKOUT OR LOST KEYS.**

If you've 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 with 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 is not always assured).

# TOWING.

In the event we're 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 outside 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 can't be determined beforehand.

| *GST INCLUSIVE LIMIT | N SERIES | F SERIES | FV MODELS | FX/GX/FV SERIES |
|----------------------|----------|----------|-----------|-----------------|
|                      | \$450*   | \$600*   | \$1,000*  | \$1,500*        |

**Table 1:** Extended Isuzu Assist towing allowance.

# ACCIDENT COORDINATION.

Extended Isuzu Assist will help the driver 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**.

# CHANGE OF ADDRESS / CHANGE OF OWNERSHIP FORM

It is requested that owners who change their address (or name) or subsequent owners who purchase an Isuzu vehicle, complete and return this form.

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

## Please complete the following:

I am the current owner, please update my details

I have disposed of the vehicle via:

Auction; I do not have the new owner details

Insurance write off / stolen

Isuzu Dealership

Private sale, here are the new owner details (which I provide with the new owner's consent)

I am the new owner, please update your records

## UPDATE MY DETAILS / OWNERSHIP DETAILS

Company / Business Name

|       |            |         |
|-------|------------|---------|
| Title | First name | Surname |
|-------|------------|---------|

Address

|      |       |          |
|------|-------|----------|
| City | State | Postcode |
|------|-------|----------|

|            |            |
|------------|------------|
| Home phone | Work phone |
|------------|------------|

|        |       |
|--------|-------|
| Mobile | Email |
|--------|-------|

## VEHICLE DETAILS

|             |  |
|-------------|--|
| Rego number | Previous registration<br>(if applicable) |
|-------------|--|

|     |           |
|-----|-----------|
| VIN | Sold date |
|-----|-----------|

|           |      |
|-----------|------|
| Signature | Date |
|-----------|------|

Please send this completed form to IAL by either:

**Email:** [customercare@isuzu.net.au](mailto:customercare@isuzu.net.au)

**Fax:** Isuzu Customer Care Centre, Isuzu Australia Limited, 03 9644 6622

**Post:** Isuzu Customer Care Centre, Isuzu Australia Limited, PO Box 107, Port Melbourne Victoria 3207

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| Title | First name | Surname |
|-------|------------|---------|

Address

|      |       |          |
|------|-------|----------|
| City | State | Postcode |
|------|-------|----------|

|            |            |
|------------|------------|
| Home phone | Work phone |
|------------|------------|

|        |       |
|--------|-------|
| Mobile | Email |
|--------|-------|

## VEHICLE DETAILS

|             |  |
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Company / Business Name

|       |            |         |
|-------|------------|---------|
| Title | First name | Surname |
|-------|------------|---------|

Address

|      |       |          |
|------|-------|----------|
| City | State | Postcode |
|------|-------|----------|

|            |            |
|------------|------------|
| Home phone | Work phone |
|------------|------------|

|        |       |
|--------|-------|
| Mobile | Email |
|--------|-------|

## VEHICLE DETAILS

|             |  |
|-------------|--|
| Rego number | Previous registration<br>(if applicable) |
|-------------|--|

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|           |      |
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# EXTENDED CARE.

## 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: IAL reserves the right to change the service provider's conditions and supply procedures outlined in this booklet. We will provide you with reasonable notice in writing of any material changes and:

- (a) If you do not agree with the change you may terminate the services and products by providing us notice in writing and we will then refund to you any unused portion of fees you have paid; or
- (b) If you continue to use the services or the product you will be taken to have consented to the change.

## PRIVACY POLICY.

For information on IAL's Privacy Policy, visit <http://www.isuzu.com.au/privacy-policy/> or phone the Isuzu Customer Care Centre on **1800 035 640**.

## COOLING-OFF PERIOD AND TRANSFER OF BENEFIT.

If you purchase Extended Isuzu Assist and change your mind within seven days, you can obtain a refund – provided you have not received any services related to the product.

The coverage benefit is transferable to a subsequent owner for the remainder of the coverage period.

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

TIC: Isuzu is a member of the Truck Industry Council - *Safer Greener Essential* OCT2016 F•S•A/ISZ10971

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