

ISUZU

ROADSIDE ASSIST

ISUZU
RELIABILITY IS EVERYTHING

ISUZU ASSIST

1800 947 898

isuzu.truckassist.com.au

Isuzu Australia Limited ABN 97 006 962 572 ("IAL"). The information in this brochure was correct at time of printing, but all measurements, specifications and equipment are subject to change without notice. Some equipment may have been changed and/or is available at extra cost. IAL may make changes at any time without notice, in prices, colours, materials, equipment and models. IAL makes all reasonable attempts to ensure the availability of all vehicles and equipment. The information in this brochure is general in nature. Your Isuzu dealer can confirm all measurements, specifications and vehicle /equipment availability upon request. Any body illustrated is not standard equipment.

The involvement of IAL in this program is limited to providing the "Isuzu Trucks" brand under licence only and to deal with general enquiries through Isuzu Care. IAL is not licensed to provide financial advice. Your personal circumstances are not taken into account in providing you with information about Extended Isuzu Assist. If you need help making a decision you should seek advice from a licensed or appropriately authorised financial advisor.

*National figure is for Australia's road network total from Department of Foreign Affairs and Trade - about Australia fact sheet series, 2008.

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**ROADSIDE
ASSIST**

Assist: Truck specific,
24/7, extendable.

Another example of how Isuzu is improving Care.

Isuzu Assist is a 6 year, 24-hour roadside assistance* program that comes standard with our trucks. Delivered throughout Australia, it's just another one of the many benefits of Isuzu Care.



24-HOUR ISUZU ASSIST
1800 947 898

*Excluding models operating under harsh conditions, which receive a 3-year warranty with no hours stipulation and 3 Years Roadside assist.

Specially for trucks.

The majority of roadside assist programs are primarily geared to cater for cars. Isuzu's Roadside Assist is truck-specific and designed to deliver where other programs fail.

Our mechanics live and breathe trucks. We're ready and capable of assisting you with anything from a flat battery to a serious (but unlikely) mechanical breakdown.

We have incredible reach. Through our partnership with NTI Truck Assist you'll have access to a nation-wide network of truck specialists eg tyre dealers, auto electricians, and recovery vehicles to help you out wherever you are.

Size doesn't matter. Whether you have a 2 tonne payload or a 70 tonne GCM prime mover, our mechanics will have you back on the road before you know it.

Here if you ever need us.

Our trucks are renowned for their reliability, so we'd like to think you won't suffer from a mechanical breakdown. But here are a few common situations we can assist you with:

- Running out of fuel.
- Tyre/wheel change.
- Flat battery.
- Loss of keys or accidental lock-out.
- Glass repair.
- Hydraulic hose repair.
- Mechanical breakdown.



One call is all it takes.

24 hours a day, 365 days a year, just one freecall to 1800 947 898 gives you access to highly trained Isuzu technicians and NTI Truck Assist – Australia wide.

Should you or one of your drivers require interpreter assistance in communicating with our call centres, this can be arranged. We can also relay messages about possible delays to family members, friends, or business associates.

Our technicians will always strive for immediate repair, but if we're unable to get your truck mobile, we'll arrange for it to be towed to the nearest Isuzu Dealer.*



*Maximum towing allowance is capped depending on model.

One call is all it takes.

From the date you take delivery of your new Isuzu truck, and at no extra cost, you'll have the full benefits of Isuzu Roadside Assist. This lasts for a period of six years with no limitations on kilometres or activated engine hours.

For owners who intend to keep their truck beyond six years, and want to maintain all the benefits of Isuzu Roadside Assist, the original cover can be extended on an annual basis, or a two-year extension can be purchased at a discount. To extend your assist, follow the instructions on page 14.

1 YEAR EXTENSION [^]			
N SERIES	F SERIES	F H/D SERIES	FX SERIES
\$399	\$599	\$849	\$949
2 YEAR EXTENSION [^]			
N SERIES	F SERIES	F H/D SERIES	FX SERIES
\$748	\$1,148	\$1,648	\$1,848

Table 1

[^]There is a standard 72-hour waiting period from time of purchase for Isuzu Assist benefits. Where immediate assistance at the roadside within the waiting period is required, Isuzu Assist can be purchased but an "Immediate Service Surcharge" of \$150 will apply.

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COOLING-OFF PERIOD AND TRANSFER OF BENEFIT.

If you have purchased the Extended Isuzu Assist, and you change your mind within seven days, you can obtain a refund providing you have not received the service. The coverage benefit is transferable to a subsequent owner for the remainder of the coverage period (fees and conditions apply to both).

CALLING FOR ASSISTANCE.

For Roadside Assistance, dial the free service line: **1800 947 898**.

BEING PREPARED.

If you have the following information available before you call, it will help us to provide you with a more efficient service.

1. Your truck registration number and VIN number.
(Must be provided to receive service.)
2. The model and year of your truck.
3. The nature of the problem.
4. The exact location of your truck, the state, city and town, suburb or area, street or road and the nearest corner, crossroad and landmark if applicable.
5. Whether your truck is laden and if so, what is the approximate GVM. The truck Vehicle Identification Number is on the vehicle ID plate. Check your owner's handbook for its location.

EMERGENCY BREAKDOWN.

Isuzu Roadside Assist may dispatch an emergency roadside service provider whose aim is to get you mobile or tow you to the nearest Isuzu service centre with a minimum of fuss.

OUT OF FUEL.

Wherever possible, Isuzu Roadside 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.

Isuzu Roadside Assist will help the driver replace a damaged tyre/wheel using the truck's original equipment. Where the original equipment is not serviceable, roadworthy or compatible, a tyre service may be dispatched to assist. All materials and any additional labour charges must be paid for at the time of the 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. This is because it may be the case that there may be two or more tyres that are shredded, in which case towing may be impossible. You should also refer to towing entitlements (on page 10).



FLAT BATTERY.

An Isuzu Roadside 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. You will have to refer to your battery's manufacture for any warranty issues. (New truck owners are covered for a replacement battery, up to 12 month's from the original purchase date).

LOCK-OUT OR LOST KEYS.

If you have lost your keys, or inadvertently locked them in your truck cab, Isuzu Roadside Assist will attempt to open the truck. 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, Isuzu Roadside Assist will arrange, if possible, for a locksmith to attend at the driver's expense. The driver would be responsible for any costs over \$50 (including GST) per case.

GLASS REPAIR SERVICES.

Isuzu Roadside Assist will arrange with 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.

Isuzu Roadside Assist will arrange with the driver 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.

In the event of an emergency breakdown, Isuzu Roadside Assist can relay messages to family members, friends or business associates so as 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 Isuzu Roadside Assist.

TOWING.

In the event we are unable to get you mobile, we will arrange towing.

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 2.)
2. Any form of registered trailer that is in tow at the time of the emergency service call-out, 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 another destination. However, the driver must agree to accept any additional towing costs incurred, over and above the Isuzu Roadside Assist towing allowance.

Towing is provided to a maximum value per incident as outlined in Table 2 (below) throughout the term of the selected cover. In all cases, the decision whether a vehicle requires towing rests solely with the Isuzu Roadside Assist service provider. A driver may be required to sign an indemnity releasing the service provider from damage caused from 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	F SERIES	F H/D SERIES	FX SERIES
	\$450*	\$600*	\$1,000*	\$1,500*

Table 2

ACCIDENT COORDINATION.

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. Isuzu Roadside Assist, with the assistance of the driver, will provide assistance in the management of the incident. 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.

Conditions of supply.

ELIGIBLE ISUZU TRUCKS.

The truck must be roadworthy, registered and no older than eight years. The truck must not or have been classified as a Statutory write-off, or Repairable write-off. Isuzu Roadside Assist Services can be provided to ineligible trucks at the driver's expense. The VIN number must be provided to receive service. Excludes models operating under harsh conditions, which receive a 3-year warranty with no hours stipulation and 3 Years Roadside assist.

SERVICE COSTS.

Isuzu Roadside Assist covers all eligible Isuzu Trucks from home, business (excluding a place of repair) or the roadside, for everything except diesel fuel assistance above that specified under "out of fuel", or parts not covered under warranty. For parts ineligible under Isuzu New Vehicle Warranty program, the driver will be responsible for any costs at the time of supply. Any parts or additional labour charges not covered under Isuzu New Vehicle Warranty program must be paid for at the time of service.

Note: Non-covered expenses comprise any additional expense in the coverage benefits referred to in any of the above services that exceed the amounts in Table 2. You hereby authorise NTI TruckAssist to charge your credit card for any non-covered expenses.

The credit card number provided to NTI TruckAssist will be charged for any costs in excess of the covered benefits.

TRAFFICABLE ROADS.

Service can only be provided to eligible Isuzu trucks, on a constructed road/driveway that is legally trafficable by a conventional two wheel drive vehicle and/or towing recovery vehicle, dependent on weather and road conditions at the time of service.

If your truck has become disabled off a 'legally' trafficable road in a situation such as a mining or construction site, beach, field or creek bed, Isuzu Roadside Assist will attempt to provide service, however this will be at the driver's expense. Trucks that are disabled on a construction site or mine site where public access is restricted will require the owner (at their expense) to position the truck in a place that is publicly accessible.

BOGGED / DISABLED TRUCKS.

If your truck becomes bogged/disabled on a road which is considered to be legally trafficable to normal two wheel drive vehicles and where no special equipment is required, Isuzu Roadside Assist will be provided, dependent on weather and road conditions at the time of service.

If your truck has become bogged/disabled off a legally trafficable road in a situation such as a mining or construction site, beach, field or creek bed, dependent on weather and road conditions, Isuzu Roadside Assist will attempt to provide truck recovery service, however this will be at the driver's expense.

REMOTE AREAS.

In remote or sparsely populated areas you may experience delays in obtaining Isuzu Roadside Assist due to your location, the availability of the service provider and accessibility.

Note: Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available. Towing may be provided in these areas as a safer, quicker and more cost-effective solution to getting your truck repaired and back on the road as quickly as possible (as per the towing entitlements detailed in Table 2).

ATTEMPTED REPAIRS.

If you request Isuzu Roadside Assist, the service provider will on arrival examine the truck. If it is found that a third party has attempted repairs causing further problems and the service provider considers in his/her opinion that the truck cannot be started or driven without risk of further damage, service may be refused. In these circumstances the owner/driver will be responsible for any towing costs incurred.

UNATTENDED TRUCKS.

It is imperative that the driver, or a representative, wait with the truck until the service provider arrives, unless arrangements have been previously made and agreed to by the attending service provider.

Unattended trucks will not be serviced under any circumstances. Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate truck driver's licence in case the truck is required to be moved. Where the truck is found to be unattended, any subsequent calls for assistance may be at the driver's expense.

SPECIAL EQUIPMENT AND TRUCK BODIES.

If the service provider is required to return to their service facility to collect any equipment/parts required to deliver effective service, for special equipment and bodies, the additional cost will be the owner/ driver's responsibility. Subject to Australian consumer law.

NATURAL DISASTERS.

If a natural disaster places extraordinary demands on service resources, Isuzu Roadside Assist may alter and/or offer alternative service. If a disabled truck cannot be reached owing to events such as floods or bushfires, Isuzu Roadside Assist will endeavour to provide whatever assistance is practicable under the circumstances.

DAMAGE DURING SERVICE.

If you believe your truck has been damaged by a service person providing emergency roadside assistance, you should contact Isuzu Roadside Assist on **1800 947 898**. A person authorised by Isuzu must inspect the truck in question and agreement gained prior to any further repairs being undertaken.

OWNER / DRIVER NOTE.

Isuzu Truck owners requiring emergency assistance for a flat tyre and/or damaged rim may be requested to assist the service provider at the roadside due to the combined weight of the tyre/wheel combination.

CARGO.

Under Isuzu Roadside Assist, Isuzu Australia Limited (IAL), NTI Limited and their service providers will accept no responsibility, under any circumstances, for the security, loss or any damage of cargo carried by a disabled truck.

FREQUENT USERS.

If, in our discretion, we consider that you have received or requested emergency Isuzu Roadside Assist for a vehicle on an excessive number of occasions, we may refuse to provide further motoring assistance to you.

Alternatively, we may at our discretion charge you additional fees for each callout for Isuzu Roadside Assist (payable at the time assistance is required) or offer an alternative service (at your expense) such as a battery, auto electrical or tow truck service.

A frequent user could be deemed as "frequent" if the service is used in excess of 4 calls per year. However we reserve the right to review this throughout the 12 month period.

GENERAL CUSTOMER COMMENTS.

IAL has a dispute resolution policy. Please direct any comments or concerns regarding the Isuzu Roadside Assist 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 the Isuzu Australia Limited privacy policy, please visit www.isuzu.com.au or call the Isuzu Customer Care Centre on **1800 035 640**. The services offered by NTI Truck Assist are in addition to any rights or remedies that the customer may have by virtue of the customer's purchase of the vehicle under the Australia Consumer Law. For information on the NTI Privacy Policy, please visit <http://www.nti.com.au/statement/privacy-statement.php> or call 1800 947 898.

ONLINE SIGN UP FOR EXTENDED ISUZU ASSIST.

Either enter this link into your internet browser address bar:

<https://isuzu.truckassist.com.au/> or follow the link from the Isuzu website www.trucks.isuzu.com.au Click on Support Isuzu Care and then to Extended Isuzu Assist.

Enter your details and VIN to log on to the online store to complete your purchase (shown on the right).

Once logged on, the VIN Renewal service is displayed. Select either the one year or two year Extended Isuzu Assist service by clicking the appropriate 'Click to Purchase' link. You will be taken to the Check Out to enter the Owner and Vehicle Information and then Payment Information.

There is a standard 72-hour waiting period from time of purchase for Isuzu Assist benefits. Where immediate assistance at the roadside within the waiting

Online sign up screen for Extended Isuzu Assist.

period is required, Isuzu Assist can be purchased but an "Immediate Service Surcharge" of \$150 will apply.

Once your order has been processed, you will receive an electronic copy of the transaction receipt and brochure sent to the email address you have provided. A welcome pack will be mailed shortly after.

PURCHASE INFORMATION.

Isuzu Roadside Assist cover can be purchased on an annual basis or to receive a \$50.00 discount, purchase a 2 year extension. (See Table 1.)

