

IT'S NOT JUST THE TRUCK YOU BUY,  
IT'S THE COMPANY YOU KEEP



WITH YOU ALL THE WAY



TIC: Isuzu is a member of the Truck Industry Council – Safer Greener Essential.



**ISUZU**  
RELIABILITY IS EVERYTHING





WITH YOU ALL THE WAY

## WELCOME TO ISUZU AUSTRALIA AND ISUZU CARE

Dear customer,

At Isuzu Australia, we're very proud of our performance in one of the world's most competitive truck markets.

Due mainly to the hard work and dedication of our team and our national dealer network, we're celebrating 22 years in a row as Australia's truck market leader\*.

Our promise to deliver a premium, environmentally friendly and technologically advanced product to you and to the Australian market has been proudly and consistently upheld.

The measure of this commitment is reflected in the number of trucks on the road that carry our badge, and the number of successful companies relying on Isuzu trucks every day of the year.

At Isuzu, when we talk about reliability we don't just mean our trucks, but also our people and indeed our whole philosophy. As well as our in-house Customer Care Centre, you have access to an extensive range of service and support programmes designed to make ownership of an Isuzu truck a positive and rewarding experience for you.

We call it Isuzu Care. And you can read more about it in the following pages.

Yours sincerely,

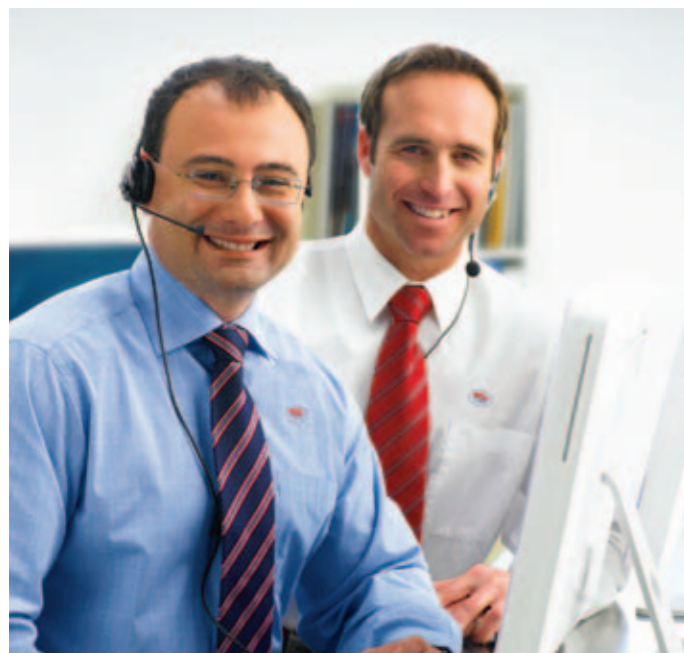
A handwritten signature in black ink that reads "Phil Taylor".

Phil Taylor

Director of and Chief Operating Officer, Isuzu Australia Limited.



WITH YOU ALL THE WAY



### THE ONE FOR RELIABILITY

Isuzu trucks first arrived in Australia in the early '70s, and quickly built a reputation for toughness, versatility and reliability. Essential qualities to handle the harsh Australian conditions, and still major factors in our success today.

Isuzu's tradition of engineering mechanically reliable trucks has resulted in an industry-leading reputation for on-road performance, day after day, year after year.

This has been consistently reflected in higher resale for Isuzu owners, and strong loyalty to the Isuzu brand. That's why Isuzu continues to sell more trucks than anyone else in Australia.

When you choose an Isuzu, you're in good company.

### ONE COMMITMENT

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

#### ISIS – Isuzu Sales Information System

Your Isuzu Care experience usually starts well before any purchasing decision is made. Just visit an Isuzu Truck Dealership and you'll be

introduced to ISIS, a revolutionary electronic truck selection programme that predicts likely model performance influencing operating costs.

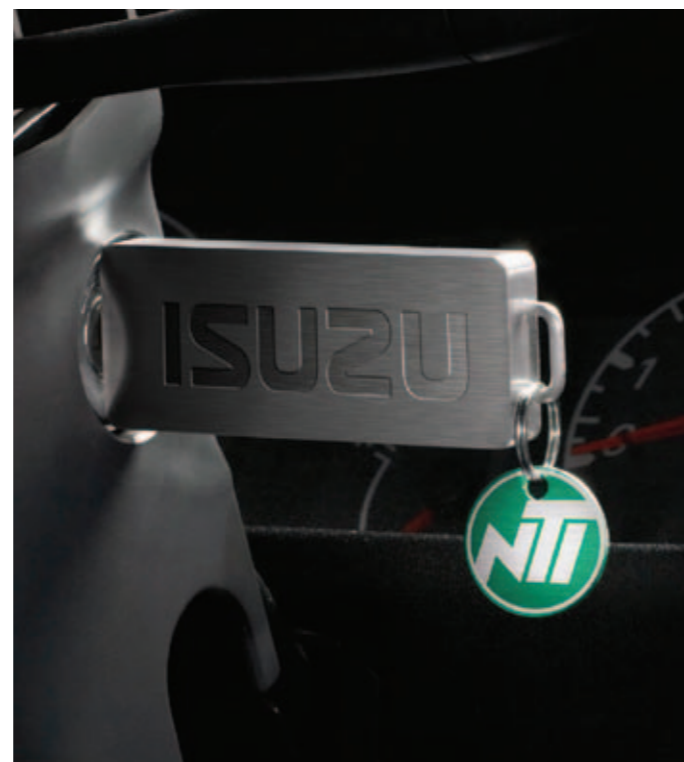
It will help you decide on the most suitable truck for your needs. It can also help you design and specify the truck chassis and body/trailer combination that's right for you.

#### Isuzu Customer Care Centre

Just freecall 1800 035 640 for direct access to Isuzu Australia staff, who'll answer your questions or provide you with guidance on anything relating to Isuzu products and services. You'll be talking to people with many years of extensive training behind them, who know trucks, and who are located right here at the head office in Melbourne.

#### Isuzu Truck Insurance\*

Isuzu's insurance is managed by Australia's leading truck insurance specialist, NTI. It's a powerful alliance, giving you access to a broad range of insurance products, claims services and risk-management advice designed specifically for the Australian transport industry.



#### Isuzu Standard Warranties

They might be called standard, but an Isuzu warranty is anything but. In fact, they're among the best in the industry. And going even further, you can extend the warranty coverage for your truck to 4, 5 even 6 years for a fixed fee^.

### THERE'S NO BETTER PROOF OF OUR RELIABILITY

#### Isuzu Genuine Parts and Accessories

They all carry a nation-wide 3 year parts and labour warranty# when fitted by an Isuzu Dealer or authorised service outlet. What's more, many parts are now common across models, saving you both money and inventory.

#### Isuzu-trained specialists

Only factory-trained technicians aided by the latest diagnostic equipment are allowed next to your vehicle. This, combined with an internet-based information exchange system, quickly diagnoses faults and confirms components are operating efficiently.

#### Isuzu Assist

It's important for you to be able to rely on someone for help if you ever need it. So all Isuzu Trucks come with Assist, free for 3 years. It's designed exclusively for Isuzu trucks, and no matter where you are or what your problem is, just make one call and Isuzu Assist will help you get going in the fastest, most practical way.

#### Isuzu Service Agreements

You can tailor, fix and foresee all your service maintenance costs



with a Service Agreement. Choose from four levels of cover to fit your specific needs, and then budget for just one monthly payment.\*\*

They make your operating costs more predictable, and give you peace of mind to concentrate on running your business while your Isuzu Dealer looks after your service and repairs.

### ONE HIGH STANDARD

All Dealers are required to achieve Care accreditation in line with our stringent criteria, which means you can expect the highest standard of service. Under accreditation, Dealerships commit to the Isuzu Care practices, to provide you with the best uniform nation-wide service experience.



Regular audits of accredited Dealerships are undertaken to ensure standards are maintained. Furthermore the criteria for accreditation is constantly evolving, ensuring Isuzu Care standards are reflective of what today's customers expect.

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

Isuzu and the Isuzu Truck Dealer network are partners in providing you with Isuzu Care.

Everything we do is about reliability, because, reliability is everything.

\*Insurance products are provided by National Transport Insurance (NTI) (ABN 84 000 748 109) a company managed by NTI Limited (ABN 84 000 748 109) an equal-partner joint venture of CGU Insurance Limited (ABN 27 004 478 371) and Vero Insurance Limited (ABN 48 005 297 807). Isuzu Truck Insurance is a brand name owned by Isuzu. Isuzu is not liable for the insurance policies issued under the Isuzu Truck Insurance brand name. Isuzu merely refers this product through Isuzu Dealerships. Isuzu Dealerships may receive commission from this insurance.

^Extended warranty\* is available at extra cost dependent on term selected. #Parts & Accessories installed after new vehicle delivery by an Authorised Isuzu Dealer or Authorised Service Outlet. N Series: 36 months or 100,000 kilometres whichever occurs first from the date of purchase. F & GIGA Series: 36 months or 150,000 kilometres whichever occurs first from the date of purchase. \*\*Fixed prices will vary dependent on customer application. Specification of Agreement may vary according to customer application.



WITH YOU ALL THE WAY



#### ISUZU AUSTRALIA'S VISION

"To be Australia's No.1 truck company with a dedication to excellence, environmental practices, and an unrivalled focus on customer care."

#### ISUZU AUSTRALIA'S MISSION

"To exceed customers expectations through an ownership experience that is so highly rewarding that they have no desire to consider another truck brand, while minimising our environmental impact in every thing we do."



**Mixed Sources**

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forests and other controlled sources  
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