

ISUZU
TRUCKS
CELEBRATING
25
YEARS LEADERSHIP
1989-2013

We
share
the
load.

ISUZU
RELIABILITY IS EVERYTHING

CARE



EFFECTIVE
AUG 2014



IF YOU CARE YOU CAN.

FIVE LITTLE WORDS BUT, TO US, THEY SAY SO MUCH.

ISUZU TRUCKS CAME TO AUSTRALIA IN 1972 AND QUICKLY BUILT A REPUTATION FOR MECHANICAL RELIABILITY.

AT THE TIME, SO MANY OPERATORS SAID, "SAY WHAT YOU LIKE ABOUT THE ESTABLISHED BRANDS, BUT MY ISUZU HAS NEVER LET ME DOWN."

AS THE WORD SPREAD, BOTH OUR REPUTATION FOR RELIABILITY AND QUEST FOR LEADERSHIP WERE BORN.

Today, nothings changed. We've just expanded its meaning. We've always endeavoured to offer you the most mechanically reliable trucks in Australia. Even in the face of global challenges. For instance, emission standards, alternative fuels, driver and occupant safety, and OH&S factors.

But mechanical reliability is only part of our mission. You see, we know that, more and more, our customers want us to share the load, through reliability in other ways. Like our dealers offering overnight servicing, so you don't lose a day's work. Roadside Assistance, for unexpected events and minor mishaps. And sales consultants armed with a computer program, to predict actual truck performance in a given application. With us, benefits such as these re-define reliability.

At Isuzu, we've always said reliability is everything. It still is. But now, it's reliability in everything.

CARE CENTRE.

If you care, you can have your own customer care centre.

Nor one that's contracted out. Nor manned by part-timers. Nor based overseas. To be truly reliable, it has to be our own, full-time staff at our headquarters right here in Melbourne, Australia. Wherever you may be, Care's as close as Freecall 1800 035 640.

So while it adds cost for us, it adds value for you. Simply because the constant customer interaction has enabled reliability in two other important areas (as you're about to see).



DEALER NETWORK.

We have an extensive Melbourne-based office support centre with close to 70 dealers, branches and service operations around the country.



ISIS.

We offer over 50 models with a total of 160 variants. From a 4,500kg GVM light truck to a 510hp B-double-spec prime mover. Then there's all the engine, transmission, axle and suspension choices. So how can you be absolutely sure you get the one that's right for your needs?

ISIS. It's where Isuzu Care begins, and your search ends.

ISIS is our industry-leading technology that lets you determine whether your dimensions and loaded body and payload placement will be within the statutory limits. As well, it simulates how your truck will perform with various engines and transmissions, even down to the gradeability of a loaded truck in each gear.

It means you don't just get a truck that's close. You get the truck that's right.

CARE PRINCIPLES AND PRACTICES.

Let's say you've just bought a new Isuzu Truck. Our Care Centre will call you to see if you're happy with your truck's delivery and initial performance. And to acquaint you with all the programs and privileges that come with it.

Then, after this welcome call, and over the long life of your truck, we're here to address any concern or query you might have. This also helps us monitor how well our systems and processes are working for you. And learn both what you value and where we should improve.

Equally, this customer contact underpins the Care Accreditation program, a pillar of our Brand and Company culture. Whereby our Dealers must adhere to a comprehensive set of practices covering facilities, training, staffing, quality standards and more. All so you can rely on us, absolutely.

Of course, this doesn't mean much if it's not delivered with the right attitude. But if you care, you can. And we and our Dealers constantly strive to listen, to understand and to deliver for you. With a pleasant, can-do attitude.

CARE PRODUCTS.

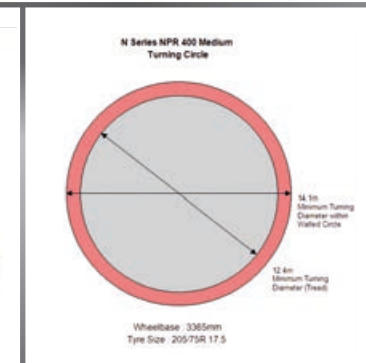
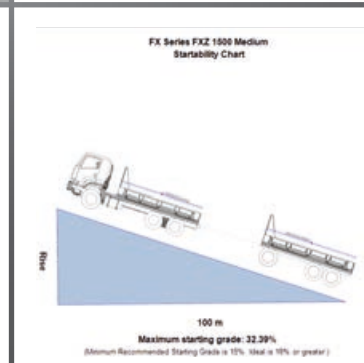
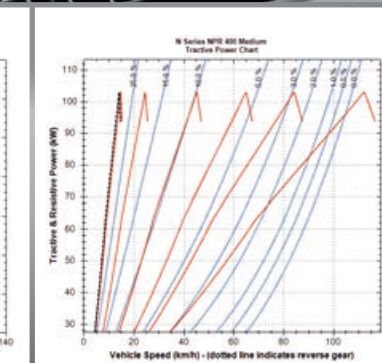
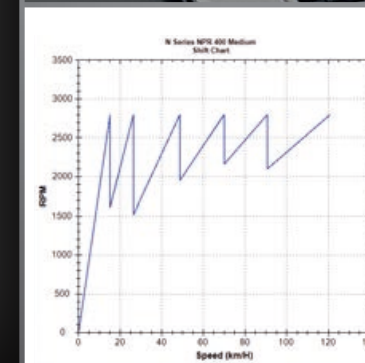
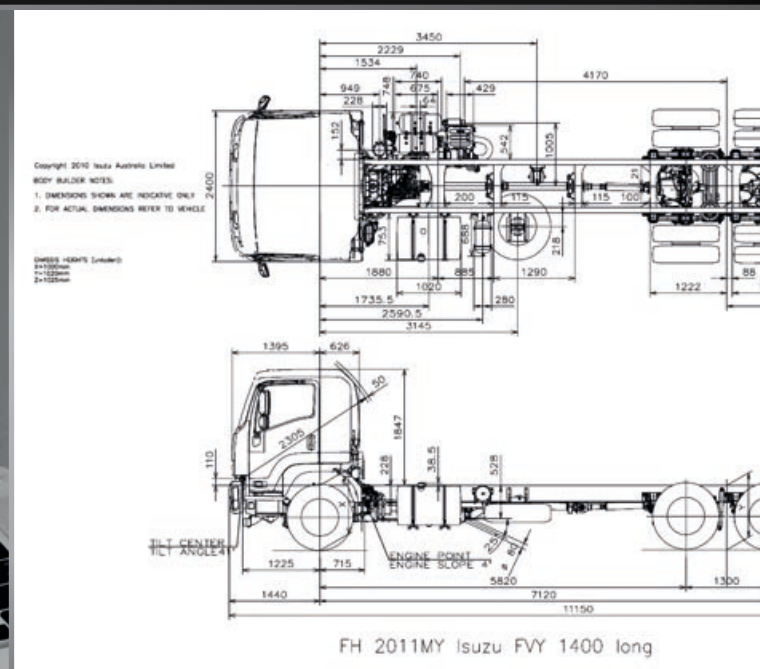
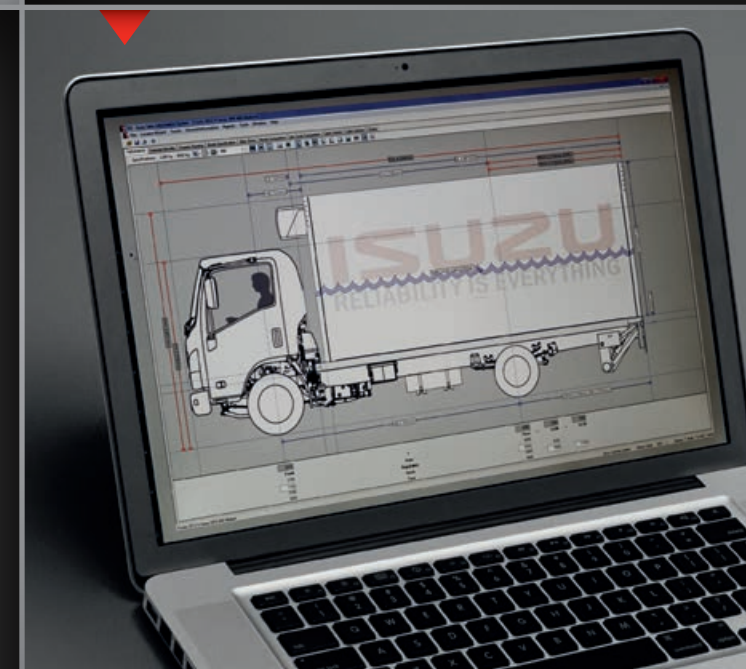
Through insights from our Care Centre and other customer feedback, we've developed several unique innovations.

For instance, we have invested many years and dollars developing the software program known as ISIS. Our Isuzu Sales Information System (ISIS), matches your needs with our most suitable models, to put it simply. Clearly superior to guesswork, opinion and hearsay. (We explain ISIS shortly.)

We also made our first, free service truly free. No charge for oil. No charges or surcharges for this or that. Won't cost you a cent.

And because little things can happen, like a flat battery, we introduced Isuzu Roadside Assist. Which is manned, both on the phone and the road, by truck specialists. Rather than just road-service people, who really only know cars.

More follows on these and many other Care benefits. Demonstrating that if we care, we can. And whenever we do, we share your load.



ROADSIDE ASSIST.

It's like having a top truck mechanic always along with you. As you'll know, even with the most reliable truck, little things can happen. Like a flat tyre or a flat battery. And if it does, one quick free call to our dedicated Assist Centre will bring the combined and considerable resources of Isuzu and our dealer/supplier network promptly to your roadside, 24/7/365.

What's more, when you freecall us (1800 947 898) you'll talk with a real 'live' person here in Australia who knows all about trucks and will work with our comprehensive network of Isuzu Dealers and/or specialist truck servicing companies to help you. Whether it be a broken windscreen or a major problem that means your truck has to be towed, whether it's 4.00pm or 2.00am, we'll set you right.

EXTENDED ASSIST.

Assist is free for three years with every new Isuzu. But for nominal extra cost, you can extend it to four or five years. That's cheap peace of mind.

ISUZU EXTENDED ASSIST	N Series	F Series	FV models	FX/FY Series
1 year extension	\$399	\$599	\$849	\$949
2 year extension	\$748	\$1,148	\$1,648	\$1,848



INSURANCE.*

Over 25 consecutive years as market leader has given us the advantage of scale. An advantage we're happy to share with you.

When you buy a new truck, we offer you an exclusive insurance policy through National Truck Insurance, Australia's leading specialist truck insurer. It promises faster turn-around from a network of premium truck repairers and includes things like assistance at accident scenes.

*Available at additional cost.



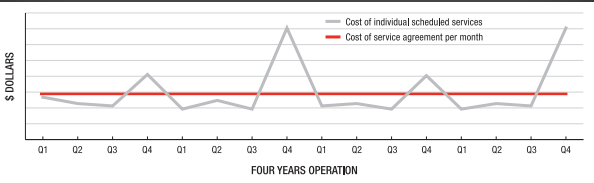
ISUZU SERVICE AGREEMENTS.

Easily the most effective and cost-efficient way to have regular servicing to our 'factory-specified' schedule.

Best of all, the total cost is spread over the full term and billed monthly. So there's one predictable amount each month, rather than nothing one month and a major service the next. You'll also appreciate your service record being fully maintained, adding considerably to your resale value.

You can choose from four levels. The first two cover all scheduled services, the second adding incidentals like globes and wipers. The other two step-up to include wear-and-tear components like brakes and clutches, while the fourth adds diff, transmission and engine overhauls.

Working with us, you can input the distances and rigours of your particular application, to design a schedule for the entire life of your truck. Knowing then that your service regime is as good as it gets.



Cost of Retail Services vs Isuzu Service Agreements. (Indexed to CPL)

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

Effective April 2nd, 2014.



WARRANTY AND EXTENDED CARE.

Our factory warranty is based on a three-factor, time/kilometre/engine-hour basis. Sounds complicated, but it's simple, we lead the industry in standing behind every single truck we sell. That's our commitment to you.

But if you care, you can. And our attitude on warranty is highly regarded out there. Given Isuzu's reliability though, fortunately very few of our customers ever get to experience it.

For even more assurance, but not much more cost, you can extend the factory warranty and Roadside Assist to five years in the form of an 'Extended Care' package. With a couple of provisos.

This Extended Care must be taken out when your new Isuzu Truck's delivered.

THE ISUZU PARTS ADVANTAGE.

When you invest in an Isuzu Truck you also invest in a support process with the objective to keep you on the road, maximise productivity and provide peace of mind.

Nothing's more frustrating than having your truck off the road while a dealer or repairer waits on a part. And you're waiting, not earning.

Our parts infrastructure is integrated with both Isuzu Japan's 'state-of-the-art' inventory management system and our Australian dealer network to provide end to end visibility of parts availability. Through constantly incorporating the latest technology and processes we ensure we deliver parts efficiently and effectively to minimise downtime.

Isuzu Dealers, are able to place orders or make availability enquiries on the Isuzu Australia parts system 24 hours a day, 7 days a week and also access availability details from any other Isuzu Dealer around the country. Sourcing internationally, lead times range from 7 days, to just 72 hours, depending on the service selected and inventory availability.

Our industry leading, dealer Electronic Parts Catalogue (EPC) has been designed to be VIN specific to your truck, ensuring parts interpretation enquiries are easily carried out, with our dedicated national parts support centre team providing additional dealer support if required.

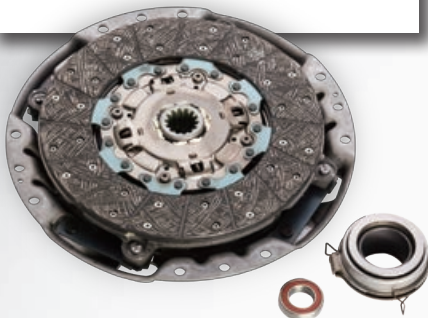
What's more, to better and more efficiently serve our many customers in northern NSW, Queensland and the Northern Territory, we've opened a second parts distribution centre in Brisbane to complement our existing Melbourne facility.

Our facilities are located close to airports, major highways and ports with this proximity to major infrastructure enabling overnight delivery across Australia. The warehouses use radio frequency technology for inventory accuracy while our freight carrier's internet based shipment tracking systems provide readily available and regularly updated information on urgent parts shipments.

Over time we have significantly expanded our parts product ranges to include -

ISUZU

GENUINE PARTS



GENUINE PARTS.

Like it says, the exact same parts used in the trucks original manufacture. High quality parts that all come with a full, three-year warranty, which includes fitting/refitting costs, when fitted by an authorised Isuzu Truck Dealership or branch.

ISUZU

ACCESSORIES



ACCESSORIES.

Isuzu has designed and developed a range of 'factory approved' accessories for the full range of Isuzu Trucks. The accessory range includes: Protection products including everything from bull bars to seat covers; Performance enhancements including additional fuel tanks to cruise control; Storage options including organiser boxes; and operator comfort and convenience products from tyre pressure monitoring systems to reversing cameras to entertainment system upgrades.

ISUZU

FLUIDS



LUBRICANTS.

Our large range of lubricants has been developed to meet the requirements of the Australian trucking operating environment and in keeping with our goal of providing a one stop shop for customers, these lubricants cover all truck and 4WD applications no matter what the brand.

We have developed an easy to use public website providing customers with the details of exactly what Isuzu lubricant to use, by brand and model, and in most cases even the quantity required.

This site ensures your truck's operational needs are perfectly matched to the right lubricant. The site can be accessed at <http://parts.isuzu.com.au/> then just click on the Lubricants and Batteries tab.

ISUZU

DRIVELINE



AMERICAN DRIVELINE.

Numerous trucks on the Australian roads boast North American driveline components and parts, including Allison and Eaton transmissions, Meritor axles and brakes, and Hendrickson suspensions. So we stock a large range of these, as well as world-renowned ZF transmissions with the range constantly evolving and expanding.

ISUZU

BEST VALUE PARTS

The best value alternative



BEST VALUE PARTS.

We've applied our parts expertise to develop a broad range for all trucks, including Isuzus, known as Best Value Parts (BVP). They're designed for older model trucks, but still to exacting specifications, suitable where the workload may be lighter and the durability, warranty and cost of genuine parts may not be called for.

TECHNICIAN TRAINING PROGRAM AND TECHNICAL ASSIST.

Another important requirement of our dealers is that they must stay abreast of the technical advancements and changes that come with new model Isuzu Trucks as well as the latest problem diagnostic procedures and technologies.

In any one year Isuzu will present around 60 individual courses with

over 400 Isuzu Dealer technicians attending training programs to maintain their mechanical, technical knowledge and diagnostic skills.

In addition to this purpose-specific training, the Isuzu Truck technicians guild (over 635 enrollees from Isuzu Dealerships across Australia in 2014) provides Isuzu Truck Technicians access to a library of Isuzu product and technical articles that can be referenced at any time.

These two primary programs combine with a facilitated information exchange between dealers so that any one dealership effectively has enormous support from Isuzu and the truck servicing staff of over 56 dealers. There's no other truck brand in Australia that can call on that level of expertise and experience!



THE CONNECTED TRUCK.

Isuzu 'Connect' telematics interconnects both truck and driver with your full support team, from the dispatcher to the service manager. To electronically, automatically and continuously share countless data, in real time, on virtually everything the truck and the driver do. From its brakes to his breaks. From how long it spent idling to where it spent the night. And in the process, makes all of you even better 'drivers', including the driver himself.



IN THE END IT'S THE ATTITUDE.

"THE ATTITUDE OF THE GUY AT THE OTHER END OF THE PHONE MAKES ALL THE DIFFERENCE," AS ONE OF OUR CUSTOMERS SAID RECENTLY. WE COULDN'T PUT IT BETTER OURSELVES.

Apart from making market-leading trucks, we stay in touch with the market through our exclusive Care Centre here at our Melbourne headquarters. So, when combined with feedback from our field staff, we have an excellent understanding of customer needs, beyond a truck that does its job well and performs reliably. And we respond to that by providing products and practices to support you and your business.

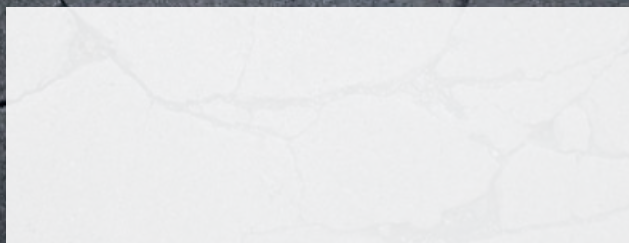
After your truck's delivered, you should be able to rely on your dealer and the network for direct support. And then on us, to provide and promote the sort of spirit in our people that can make a real difference. Because in the end, attitude is everything. Now and again, even with an Isuzu, 'it' happens. You're in trouble and you need a hand.

And here at Isuzu, our philosophy is 'If you care, you can'.

Can we fit in a 'customer in need' after hours? If you care, you can. Can we help a dealer find a truck with the exact specification you want that's not in his stock? If you care, you can. Can we come out and jump-start your truck in the morning, and fit a new battery so it won't all be repeated the next morning? We care, we can.

All in all, this is the very essence of Isuzu. Tough and reliable trucks, from a caring company. We share the load.





We
share
the
load.

ISUZU
RELIABILITY IS EVERYTHING

isuzu.com.au

25 years leadership according to T-Mark industry statistics. TIC: Isuzu is a member of the Truck Industry Council – *Safer Greener Essential*. 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 Truck Dealer can confirm all measurements, specifications and vehicle/equipment availability upon request. Any body illustrated is not standard equipment. AUG2014 F•S•A/ISZ9392