

STAR ASSIST™



24/7

SERIOUS ROADSIDE SERVICE



Serious trucks.™

24/7

**“NO MATTER WHERE
YOU ARE, WE CAN
GET YOU GOING.”**

ST  R ASSIST™

THE POLICY STATEMENT IS APPLICABLE TO VEHICLES DELIVERED IN AUSTRALIA ONLY.

Under 24/7 STAR ASSIST™, NTI TruckAssist, in association with the Western Star Dealership network, will provide owners and drivers with emergency roadside repairs and assistance - around the clock, seven days a week - for the period of cover of your Western Star vehicle. In the event of a breakdown, no matter where you are, 24/7 STAR ASSIST™ is ready to do whatever we can to get you going.

Western Star now provides a comprehensive Roadside Assistance Service that will have you back on the road or back to the nearest authorised Western Star Dealer/Repairer as quickly and as safely as possible. There are a number of reasons, apart from mechanical failure, why your journey could be interrupted, including:

- Running out of diesel fuel
- Flat tyre/s
- Flat battery
- Lockout or lost keys
- Glass repair
- Hydraulic hose repair

Whatever the reason, it is reassuring to know that 24/7 STAR ASSIST™ is only a phone call away.

ROADSIDE ASSIST

Having recently taken delivery of your new Western Star vehicle, you will receive our unique Western Star Assist package as standard, covering you at the roadside for 24 months, from the date of first registration. This free service is extended to you whether you're a private vehicle purchaser, a fleet, or rental company, or a Commonwealth, State or Local Government customer.

For owners who intend to keep their truck beyond two years and want to maintain all the benefits of 24/7 Star Assist, the original cover can be extended annually, or a two-year extension can be purchased with a discount. To extend your assist, follow the instructions on page 11.

12 MONTH \$1,299 INC GST**

24 MONTH \$2,498 INC GST**

*There is a standard 72-hour waiting period from time of purchase for 24/7 Star Assist benefits to be available. Where immediate assistance at the roadside within the waiting period is required, 24/7 Star Assist can be purchased, but an "Immediate Service Surcharge" of \$500** will apply. **Pricing subject to change.

Now Roadside Assistance travels with you, 24 hours a day, 365 days a year. 24/7 STAR ASSIST™ is delivered throughout Australia from a highly trained team of technicians and recovery operators.

CALLING FOR ASSISTANCE

For Roadside Assistance, dial the free service line:



1800 247 WSTAR
1800 247 97827

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 vehicle registration number and/or VIN/Chassis number.
2. The model, colour and year of your vehicle.
3. The nature of the problem.
4. The exact location of your vehicle, the state, city and town, suburb or area, street or road and the nearest corner, crossroad and landmark if applicable.
5. Whether your vehicle is laden and if so, what is the approximate GVM, length, height and width.

As a valued 24/7 STAR ASSIST™ customer, you are entitled to call for roadside assistance covering:

EMERGENCY MECHANICAL BREAKDOWN

If a mechanical breakdown occurs, 24/7 STAR ASSIST™ will dispatch an emergency roadside service provider whose aim is to get you mobile with a minimum of fuss where possible.

(**'Minor Mechanical Assistance' Limits apply)

OUT OF FUEL

Wherever possible, 24/7 STAR ASSIST™ will provide a maximum of 40 litres of diesel fuel to enable a vehicle that has run out of fuel to be driven to the nearest diesel supply facility (the immediate supply of fuel is to be paid for by the owner/driver at the time of service).

Where it is not possible or practical to provide diesel fuel, a tow can be provided to the nearest facility and is to be paid for by the owner/driver at the time of service.

FLAT BATTERY

If you are unable to start your vehicle due to a flat battery, the service provider will attempt a battery boost to start your vehicle.

If the original battery/batteries is found to be faulty and are still inside the term of the battery warranty period, a replacement battery may be arranged through a Western Star Dealer. If the faulty battery/batteries are outside the term of the warranty period, a replacement battery may be supplied and installed. However, all materials/parts and any additional labour charges must be paid for at the time of service by the owner/driver.

TYRE / WHEEL CHANGING

24/7 STAR ASSIST™ will help the driver replace a damaged tyre/wheel using the vehicle's original equipment.

Where the original equipment is not serviceable, roadworthy or compatible, a tyre service provider will be dispatched to assist.

Western Star vehicle owners may be requested to provide assistance to the service provider at the roadside due to the combined weight of the tyre/wheel combination for a flat tyre and/or damaged rim. The Service Call only is covered by the 24/7 STAR ASSIST™.

Where it is not possible to provide the service at the roadside, a tow to the nearest facility that is able to supply and/or repair the tyre/wheel combination will be provided and is to be paid for by the owner/driver at the time of service.

All materials and any additional labour charges must be paid for at the time of the service. A credit card number provided to the 24/7 STAR ASSIST™ service provider will be charged for any costs in excess of the covered entitlements.

LOCKOUT OR LOST KEYS

If you have lost your keys, or inadvertently locked them in your vehicle cabin, 24/7 STAR 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, 24/7 STAR ASSIST™ may arrange, if possible, for a locksmith to attend at the owner/driver's expense. The owner/driver would be responsible for any costs over \$50 (inclusive of GST) per case.

GLASS REPAIR SERVICES

24/7 STAR ASSIST™ will provide the driver with an emergency glass service and/or replacement part. Any parts or additional labour charges not covered under Western Star's warranty program must be paid for at the time of service.

HYDRAULIC HOSE REPAIR SERVICES

24/7 STAR ASSIST™ will provide the driver with a hydraulic hose service and/or replacement part/s as per Western Star's warranty program. Any parts or labour must be paid for at the time of service.

MESSAGE RELAY

24/7 STAR ASSIST™ will relay any messages from the driver. In the event of a breakdown, 24/7 STAR ASSIST™ can relay messages to family members, friends or business associates so as to notify them of any possible delays.

INTERPRETER SERVICE

An interpreter will be brought on line should the driver need assistance in communicating their details to 24/7 STAR ASSIST™.

TOWING

In the event of us being unable to get you mobile, we will arrange towing. (Refer Conditions of Supply '*Towing')

1. In a metropolitan area, your vehicle will be towed to the nearest Western Star Dealer. Should the emergency breakdown occur out of normal business hours, your vehicle will be stored and delivered to the nearest Western Star Dealer as soon as it is practicable.
2. Any form of registered trailer that is in tow at the time of the service callout and is not able to be towed at the same time as the Prime Mover/Truck, can be transported at the owner/driver's expense to the same destination as the towed vehicle.
3. Alternatively, the owner/driver may elect to have the vehicle and / or trailer towed to an alternate destination. However, the driver must agree to accept any additional towing costs incurred, over and above the Western STAR ASSIST™ towing allowance.
4. Any additional towing excess charges must be paid for up front at the time of service.

TOWING ENTITLEMENTS

ALL ROAD REGISTERED WESTERN STAR MODELS	ENTITLEMENT
47X, 48X, 49X	\$1,500.00 including GST

*Towing Table 1

ACCIDENT CO-ORDINATION

24/7 STAR ASSIST™ will assist the driver at the incident scene. 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. 24/7 STAR ASSIST™ will remain on the line to ensure appropriate services are being provided.

CONDITIONS OF SUPPLY

Eligible Western Star Vehicles 24/7 STAR ASSIST™ is provided for all model vehicles. The vehicle must be roadworthy and registered within the first six (6) months of the purchase date. For owners wishing to purchase an extension the truck must be roadworthy, registered and no older than five years.

SERVICE COSTS

24/7 STAR ASSIST™ covers all eligible Western Star vehicles from home, business or the roadside, for everything except diesel fuel assistance above that has been specified previously in this brochure, or parts not covered under Western Star's warranty program. For parts and additional labour charges not covered under Western Star's warranty program, the owner/driver will be responsible for any costs at the time of supply.

Note: You hereby authorise NTI TRUCKASSIST to charge your credit card for any non-covered expenses in excess of the limits set out below and any costs in excess of the coverage benefits.

TOWING AND RECOVERY

Note: Towing and Recovery for an Accident is not under the Western Star roadside assist program. The definition of an accident is "Where a Vehicle is disabled as a result of a collusion or impact with any Object".

Towing and Recovery Assistance is provided to a maximum value of \$1,500.00 (inclusive of GST) throughout the coverage period, commencing from the date of first registration for the vehicle or commencement date of any extension purchased. *See Towing Table 1 This Towing package is not transferable or accumulative when not used by the driver during any one year of use. In all cases, the decision regarding whether a vehicle requires towing rests solely with the Western Star Service Provider.

Excess costs will be charged to the driver at the time of service. The driver must agree to accept any specific excess towing charges prior to the tow being undertaken. Unless approved and an Order Number is provided by the repairing dealer and has been registered with the 24/7 STAR ASSIST™ Call Centre.

MINOR MECHANICAL

** Minor Mechanical Assistance is provided to a maximum of four hours travel time (up to \$1000, inclusive of GST). If the repair falls under the terms and conditions of the Western Star New Vehicle Warranty Agreement, any labour to repair and parts used will be covered under this program.

TRAFFICABLE ROADS

Service can only be provided to qualifying Western Star vehicles, on a constructed road/driveway, weather permitting, that is legally trafficable by a conventional two wheel drive vehicle and/or towing recovery vehicle.

BOGGED/DISABLED VEHICLES

If your vehicle becomes bogged or disabled on a road which is considered to be legally trafficable to normal two wheel drive vehicles and where no special equipment is required, 24/7 STAR ASSIST™ will be provided.

VEHICLE RESCUE

If your vehicle has become bogged or disabled off a 'legally' trafficable road in a situation such as a building site, construction/mine site, beach, field or creek bed, 24/7 STAR ASSIST™ will attempt vehicle rescue. However, this will be at the owner/driver's expense.

REMOTE AREAS

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

Towing will be provided in these areas as a safer, quicker and more cost effective solution to getting your vehicle repaired and back on the road as quickly as possible.

Note: Remote areas are defined as areas within Australia that are sparsely populated and where normal dealer services are not readily available.

UNATTENDED VEHICLES

It is imperative that the driver, or a representative, wait with the vehicle until the service provider arrives unless previous arrangements have been made and agreed to by the attending service provider. Unattended vehicles will not be serviced under any circumstances.

Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate vehicle driver's licence in case the vehicle is required to be moved. Where the vehicle is found to be unattended, any subsequent calls for assistance may be at the owner/driver's expense.

ATTEMPTED REPAIRS

If you request 24/7 STAR ASSIST™, the service provider will, on arrival, examine the vehicle. 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 vehicle 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.

SPECIAL EQUIPMENT

If the service provider is required to return to their service facility to collect any special equipment required to deliver effective service, the additional cost will be the owner / driver's responsibility. Alternatively, a Tow can be provided up the Towing Entitlement found under *Towing Table 1

NATURAL DISASTERS

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

DAMAGE DURING SERVICE

If you believe your vehicle has been damaged by a service person providing roadside assistance, you should contact 24/7 STAR ASSIST™ on 1800 247 WSTAR. The vehicle in question must be inspected by a person authorised by Western Star and/or Western Star Assist and agreement gained prior to any further repairs being undertaken.

CARGO

Western Star Australia Limited, National Transport Insurance 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 vehicle.

EXCESSIVE USE

Where 24/7 STAR ASSIST™ believes a Customer has repeatedly requested the breakdown service, on an excessive basis, during the coverage period, we may refuse to provide further assistance. However, we will continue to offer assistance at the member's expense, to be paid for at the time of service.

GENERAL CUSTOMER COMMENTS

Please direct any comments or concerns regarding the Western Star Assist program and/or the service/s provided, to 24/7 STAR ASSIST™ on 1800 247 WSTAR.

Note: Penske Australia reserves the right to change the service provider's conditions and supply procedures outlined in this booklet, without notice.

CHANGE OF REGISTRATION, NAME, ADDRESS OR OWNERSHIP

Please advise both Penske Australia and 24/7 STAR ASSIST™ immediately of any changes so that we may respond quickly to your calls.

SALE OF VEHICLE

If you sell your vehicle within the warranty period, the new owner, and any subsequent owners, is entitled to Western Star Assist for the balance of the 24 months service period. If you are the new owner, please contact your nearest selling dealer.

PRIVACY POLICY

For information on Western Star's privacy policy please visit www.westernstar.com.au

For renewal of your annual subscription after the initial 24 months:
ONLINE SIGN UP FOR EXTENDED STAR ASSIST.

Either enter this address into your internet browser address bar:
<https://westernstar.truckassist.com.au/> or follow the link from the Western Star website www.westernstar.com.au
Click on Service tab and then Extended Star Assist.

Enter your details and VIN to log on to the online store to complete your purchase.

Once logged on, the VIN Renewal service is displayed. Select either the one year or two year Extended Star 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 24/7 Star Assist benefits. Where immediate assistance at the roadside within the waiting period is required, Star Assist can be purchased but an "Immediate Service Surcharge" of \$500 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.

For terms and conditions in your new vehicle start up package at time of purchase.

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:
www.nti.com.au/statement/privacy-statement.php

For dealer network support please scan the QR code below:



STAR ASSIST™

24 HOUR ROAD ASSISTANCE



1800 247 WSTAR
1800 247 97827

In the event of a mechanical breakdown
or if you require roadside assistance
Western Star Trucks is pleased to offer to
all our valued customers a 1800 number.

PENSKE AUSTRALIA

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WESTERNSTAR.COM.AU

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WESTERN STAR TRUCKS