



WESTERN STAR TRUCKS



STAR GUARD

EXTENDED WARRANTY

PROGRAM

WHAT IS STAR GUARD?

STAR GUARD is a multi-tiered extended warranty package which can be purchased by the customer to allow greater factory support of specific chassis components i.e. “Qualified Part”.

STAR GUARD offers an extended warranty cover beyond the standard factory warranty period which increases your warranty coverage to 4 years and up to 800,000 kms travelled (whichever occurs first). STAR GUARD has four levels of cover, each offering varying levels of support. The items covered in each level can be found on page 4 under “STAR GUARD Inclusions & Exclusions”.

The STAR GUARD extended warranty program is applicable to “On-Highway” vehicles operating in Australia only.

WHAT IS PENSKE AUSTRALIA'S RESPONSIBILITY UNDER THE STAR GUARD PROGRAM?

Penske Australia will repair or replace any qualified part that fails, under normal use and service, due to defects in material or workmanship during the coverage period. All repairs must be performed by an authorised Western Star Trucks service facility during normal working hours. New or remanufactured parts or components, supplied or approved by Penske Australia, will be used to replace any defective qualified parts. Such parts will assume the identity of the parts replaced and be entitled to any remaining extended warranty coverage. Penske Australia's responsibility is limited to the cost to repair or replace, in Penske Australia's sole discretion, the defective qualified part. In no event shall Penske Australia's liability exceed the fair market value of the vehicle at the time the defect is discovered.

WHAT IS THE COVERAGE PERIOD FOR THE STAR GUARD PROGRAM?

STAR GUARD coverage initiates when the standard factory New Vehicle Warranty cover expires. Time and distance limits are measured from the in-service date of the product for the first retail purchaser, and starts from zero kilometres on the odometer.

HOW TO KEEP COVERAGE IN EFFECT?

The owner is responsible for ensuring that the vehicle is used in the vocation for which it was purchased. The owner is also responsible for the performance of regular maintenance services as specified in the Western Star Trucks Service Maintenance Booklet.

CAN STAR GUARD BE TRANSFERRED TO A SUBSEQUENT OWNER?

STAR GUARD extended coverage is automatically transferred to subsequent owners of the vehicle as long as the vehicle is used in the same vocation, subject to existing time/distance limits. The previous owner should arrange for the transfer of available service records, repair orders, and related documents to the new owner.

RIGHTS OF CONSUMERS

THE BELOW ONLY APPLIES IF YOU ARE A “CONSUMER” UNDER THE AUSTRALIAN CONSUMER LAW. THAT IS:

- a) the amount paid or payable for the goods covered by this Manufacturer’s Warranty does not exceed \$40,000 (or such greater amount as may be prescribed by regulation); or
- b) the goods covered by this Manufacturer’s Warranty are of a kind ordinarily acquired for personal, domestic, household use or consumption; or
- c) the goods consist of a vehicle or trailer acquired for use principally for the transport of goods on public roads, regardless of price.

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 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.

STAR GUARD INCLUSIONS & EXCLUSIONS

STAR GUARD - 1

| INCLUDED SYSTEMS | INCLUDED ASSEMBLIES AND/OR PARTS | EXCLUDED ASSEMBLIES AND/OR PARTS |
|--|---|---|
| Air Conditioning, Heating & Ventilating System | <ul style="list-style-type: none"> Compressor Evaporator Core Condenser Assembly Blower Motor Heater Assembly Wiring Select Auxiliary HVAC Components (If Factory Equipped) | <ul style="list-style-type: none"> Batteries Parksmart System Refrigerant Refrigerant Top Ups Hoses |
| Suspension, Front/Rear | <ul style="list-style-type: none"> Steel Springs Spring Hanger Brackets Shackles And Pins And Torque Rods Air Suspension King Pin Bushings & Bearings Wheel End Components | <ul style="list-style-type: none"> Nuts, Bolts, Kits, And Mounting Hardware Steering Arm Drive Axles Steer Axles Shocks Bushings Hoses |
| Alternator & Charging System | <ul style="list-style-type: none"> Alternator Assembly Hardware, Mounting – (Alternator Assembly) Alternator Wiring Harness Voltage Regulator Battery Charge Equaliser | <ul style="list-style-type: none"> Bolt – Alternator Housing Bolt – Alternator Frame Bolt – Adjustment, Alternator |
| Starter & Cranking System | <ul style="list-style-type: none"> Starter Motor Assembly Starter Solenoid Battery Cables Ground Strap Battery Disconnect Switch | <ul style="list-style-type: none"> Batteries Bushings |
| Air Intake System | <ul style="list-style-type: none"> Charge Air Cooler Housing Charge Air Cooler Mounting Hardware Charge Air Cooler Cold Side Pipe Charge Air Cooler Hot Side Pipe Charge Air Cooler Elbow | <ul style="list-style-type: none"> Air Cleaner Pre-Cleaner Assembly Filter Elements Seals & Gaskets & Kits Turbocharger |
| Ignition System | <ul style="list-style-type: none"> Ignition Switch Starter Interlock Wiring | <ul style="list-style-type: none"> Hoses |
| Select Frame Components | <ul style="list-style-type: none"> Brackets Remote Start Wiring/Switch/Antenna Bumper Assembly Front & Rear Engine Mountings Cab & Body Mountings Battery Box & Support Fuel Tank Support License Carrier Attaching Devices – Hoses, Lines, Tubes & Wire Sleeper Mounting Toolbox Assembly & Mountings Noise Shield Lifting Hooks Step & Brackets – Frame Mounted Step Assembly | <ul style="list-style-type: none"> Fuses Bushings |

STAR GUARD - 2

| | | |
|---------------------------|---|---|
| Drive Shafts / Drivelines | <ul style="list-style-type: none"> Drive Shaft / Driveline Yoke – Drive Shaft End Universal Joint – Front, Center, Rear Bearing Assembly – Drive Shaft | <ul style="list-style-type: none"> Pinion End Yoke And Seals Drive Heads Axle Housings |
| Cooling System | <ul style="list-style-type: none"> Radiator Assembly Coolant Recovery System Surge Tank Assembly Radiator Mounting Hardware Radiator Plumbing Fan Clutch Fan Hub Seal & Bearing Fan Blade Oil Cooler Assembly – (Transmission) Radiator Fan Shroud Assembly | <ul style="list-style-type: none"> Belts Hoses Bushings |

STAR GUARD INCLUSIONS & EXCLUSIONS

| INCLUDED SYSTEMS | INCLUDED ASSEMBLIES AND/OR PARTS | EXCLUDED ASSEMBLIES AND/OR PARTS |
|-----------------------------|--|---|
| Brakes | <ul style="list-style-type: none"> • Brake Chambers • Brake Caliper Assemblies • Slack Adjusters • Select Valves • Lever – Pedal & Sector Assembly, Parking Brake • Air Tank • Air Regulator Or Governor • Air Drier W/Drain Valves • Antilock Brakes ECU & TCV | <ul style="list-style-type: none"> • Brake Lining • Disc Brake Pad • Repair Kits • Brake Drums • Brake Rotors • Hoses • Bushings |
| Clutch System | <ul style="list-style-type: none"> • Clutch Pedal • Shaft – Clutch Pedal • Clutch Release Bearing • Master Cylinder Assembly – (Clutch) • Control Assembly – (Hydraulic Clutch) • Slave Cylinder Assembly – (Clutch) • Fork – Clutch Release | <ul style="list-style-type: none"> • Plate Assembly – Driven Disc, Clutch • Facings – Clutch • Plate – Intermediate • Pressure Plate & Cover Assembly • Bolt – Clutch Driven Plate Hub |
| Transmission – Main, Manual | <ul style="list-style-type: none"> • Tube – Dipstick • Dipstick • Rod – Transmission Support Strut • Housing – Clutch • Fitting – Air Line, External Control • Fitting – Oil Cooler Hose • Gear Shift Lever And Knob • Mounting Bracket, External Shift | <ul style="list-style-type: none"> • Transmission Assembly • Transmission Case • Bell Housing • Oil Filter • Seals & Gaskets • Bolts – Clutch Housing To Engine • Hoses • Bushings |
| Transmission – Automatic | <ul style="list-style-type: none"> • Tube – Oil Dipstick • Bracket – Tube, Oil Check • Module – Shift Selector • Rod Assembly – Parking Lot Actuator • Hardware, Mounting – Bell Housing To Engine • Bracket – Rear Support • Sensor – Temperature • Shift Selector • Wiring Harness – Speed Sensor • Shift Control Linkage • Cooler, Manifold – Assembly | <ul style="list-style-type: none"> • Automated Transmissions • Automatic Transmission • Automatic Transmission Case • Converter Assembly • Hoses • Bushings |
| Lighting System | <ul style="list-style-type: none"> • Housing Assembly – Headlamp • Wiring Harness – Headlamp • Housing Assembly – Rear Lamp (Tail/Stop/Turn Signal) • Lamp Assembly – Tail, Stop, & License Combination, Rear • Led – Rear Tail Light / Stop Light Assembly • Housing – Turn Signal Operating Switch • Lever – Turn Signal Operating • Housing – Front Turn Signal & Parking Lamp • Housing Assembly – Turn Signal, Rear • Housing Assembly – Side Turn Signal • Wiring Harnesses (Including: Power Windows, Power Door Locks, Power Seats, ABS System, Speedcontrol, Information Center Assembly, Et Al) | <ul style="list-style-type: none"> • Light Bulbs, Lamps, Fuses, Fluorecent Ballast And Tubes, Lens, Halogen Capsule, Trailer Wiring Connectors |
| Fuel System | <ul style="list-style-type: none"> • Fuel Tank, Filler Pipe, Vent Pipe, Gauge • Pedal & Linkage Assembly – Accelerator • Control Module – Speed • Wiring Harness – Cruise Control System • GPS Module – Predictive Cruise Control • Fuel Heater | <ul style="list-style-type: none"> • Fuel Tank Cooler, Fuel Tank Cap, Filters, Filter Elements, Filter Assemblies, Labels, Sight Glass, Fuel Pump Assemblies Including Wiring & Hardware & Electronics, Fuel Injection Assemblies Including Wiring & Hardware & Electronics, Fuel Components Provided By Engine Manufacturer With The Engine |

STAR GUARD INCLUSIONS & EXCLUSIONS

STAR GUARD - 4

| INCLUDED SYSTEMS | INCLUDED ASSEMBLIES AND/OR PARTS | EXCLUDED ASSEMBLIES AND/OR PARTS |
|--------------------------------|---|--|
| Cab & Sheet Metal | <ul style="list-style-type: none"> • Grille – Radiator • Fender Assembly – Cab, Front • Fender – Cab, Rear • Panel Assembly – Hood • Panel Assembly – Cowl, Cab • Panel – Roof, Cab • Pillar A, B, & C • Storage Compartment – Cab, Side • Dash Assembly • Mirror – Motorized & Heated • Wiring Harness – Mirror • Armrest – Cab Or Front Door • Seat Belt & Retainer Assembly • Rocker Panel • Floor Pan – Cab Or Front • Cab Assembly – Complete • Door Assembly – Cab Or Front • Frame – Door, Front Or Entrance • Wiring Harness – Power Window • Actuator – Electric Door Lock • Motor & Transmission – Electric Window Regulator • Air Bag – Assembly, Driver Side, Front • Seat Assembly • Motor Assembly – Windshield Wiper | <ul style="list-style-type: none"> • Mud Flaps, Hanger – Mud Flap, Hardware, Mounting – Mud Flap, Clips, Springs, Glass, Windshield Glass, Windshield Glass – Corner, Window Seal – Meeting Rubber, Glass- Quarter Window, Glass – Sidesliding, Glass – Rear Door, Glass – Cabor Front Door, Glass – Back Window, Glass – Side Door, Windshield Rubberseal, Wiring Harness – Heated windshield, Decals, Floor Mats, Carpet – Floor, Mirror Glass • Shocks • Hoses • Bushings |
| Instruments, Gauges, Warning | <ul style="list-style-type: none"> • Oil Pressure Gauge & Line • Ammeter • Water Temp Gauge & Sending Unit • Fuel Gauge Assembly & Sending Unit • Door Chime Relay • Speedometer Head & Odometer • Wiring Harness – Speedometer • Multiplexer Cab • Wiring Harness – Multiplexer • Software – CPU, Multiplexer Unit | |
| Aerodynamic Devices | <ul style="list-style-type: none"> • Deflector – Airfoil, Roof Mounted • Mounting Bracket – Roof Air Deflector • Fairing – Assembly, Complete, Roof Mounted • Fairing – Chassis • Fairing – Cab Extender • Air Deflector – Cab Front | <ul style="list-style-type: none"> • Bushings |
| Steering | <ul style="list-style-type: none"> • Steering Wheel Assembly • Steering Column • Wiring – Harness, Steering Column • Steering Gear Assembly • Arm – Pitman • Tie Rod – Right & Left • Tie Rod End Assembly • Pressure Relief Valve – Power Steering Pump • Cooler Assembly – Oil Pump • Pump Assembly – Power Cylinder • Mounting Hardware – Power Steering Pump • Steering Shaft | <ul style="list-style-type: none"> • Steering Stability System • Shocks • Hoses • Bushings |
| Tyres, Tubes, Liners & Valves* | <ul style="list-style-type: none"> • Valve - Relief - Tyre pressure inflation and monitoring systems • Pneumatic Control Unit (PCU) • Display - Tyre pressure monitoring system • Controls, central tyre inflation system | <ul style="list-style-type: none"> • Tyres • Tubes • Hoses • Wheel oil seals |

STAR GUARD INCLUSIONS & EXCLUSIONS

STAR GUARD - 4

| INCLUDED SYSTEMS | INCLUDED ASSEMBLIES AND/OR PARTS | EXCLUDED ASSEMBLIES AND/OR PARTS |
|---|--|---|
| Wheels, Rims, Hubs & Bearings | <ul style="list-style-type: none"> • Hub Assembly – Preadjusted, Front Steer Wheel • Hub & Drum Assembly – Front Steer Wheel • Hub & Rotor – Assembly, Front Steer Wheel • Hub Assembly – Preadjusted, Rear Drive Wheel • Hub & Rotor Assembly – Rear Drive Axle • Wheel Assembly – Steer Axle • Wheel Assembly – Drive Axle • Wheel Assembly – Pusher Axle • Wheel Assembly – Tag Axle • Hub & Cup Assembly – Tag Or Pusher Wheel | <ul style="list-style-type: none"> • Wheel Covers • Wheel oil seals • Bushings • Hoses |
| Transfer Case | <ul style="list-style-type: none"> • Shift Shaft • Mounting Hardware • Wiring Harness • Skid Plate • Tube – Lube, Oil Cooler • Speed Sensor | <ul style="list-style-type: none"> • Transfer Case Assembly • Hoses • Bushings |
| Modules/Relays – Electrical | <ul style="list-style-type: none"> • Module – Bulkhead • Module – Chassis | |
| Supplemental Information Devices* | <ul style="list-style-type: none"> • Detroit Assurance • CPU – Collision avoidance system • Camera – Collision avoidance system • Display Unit – Driver, collision avoidance system • Software – Collision avoidance system • Lane Departure | <ul style="list-style-type: none"> • Asset tracking assembly –Complete • Surveillance system • Systems warranted by suppliers |
| Exhaust System | <ul style="list-style-type: none"> • Muffler • Pipe Assembly – Exhaust • Pipe – Stack, Exhaust | <ul style="list-style-type: none"> • Turbocharger Assembly • Exhaust Brake And Related Components • Filter – Diesel Particulate, Exhaust After-Treatment Devices • Excludes Engine Components • Bushings |
| Western Star Chassis ATS/DEF Components | <ul style="list-style-type: none"> • Bellows – Connector, Aftertreatment To EGR • Pipe – Intermediate, Aftertreatment To EGR • Diesel Exhaust Fluid (DEF) Tank And Mounting • DEF Coolant Supply Valve And Coolant Lines • DEF System Air Pressure Regulator And Associated Air Lines • Electrically-Heated DEF Lines • Mounting Bracket And Protective Cover For Aftertreatment Control Module • DEF Pump Mounting And Protective Cover • DEF System Chassis Interface Harness | <ul style="list-style-type: none"> • 1-Box • All ATS Components Supplied by Engine Manufacturer • Hoses • Bushings |
| General Accessories | <ul style="list-style-type: none"> • Tachometer Assembly – Mechanical | <ul style="list-style-type: none"> • Air Pump Assembly – On Board |
| Electrical Accessories | <ul style="list-style-type: none"> • Speaker Assembly – Radio • Wiring Harness – Radio • Hardware Mounting - Complete Navigations System Assembly, GPS • Head - Navigation System, GPS • Monitor - Control, Dash Mounted, GPS • Wiring - Navigation System, GPS • Radio • Inverter Power - AC to DC; DC to AC | <ul style="list-style-type: none"> • Refrigerator – Assembly • Television Assembly • Radar Detector Assembly |
| Horns & Mountings & Reverse Signal Alarms | <ul style="list-style-type: none"> • Horn Assembly – Air • Hardware, Mounting – Horn Assembly • Wiring, Horn – Steering Column • Horn Assembly – City • Compressor – Air Horn • Horn – Electric • Alarm – Reverse Signal • Hardware, Mounting – Reverse Signal Alarm | <ul style="list-style-type: none"> • Siren Assembly • Hoses • Bushings |
| Power Take-Off* | <ul style="list-style-type: none"> • PTO Assembly – Complete • Wiring Harness – Control, PTO • Lever – Control, PTO | <ul style="list-style-type: none"> • Belt – Hydraulic Pump Drive, PTO • Belt – Auxiliary Drive, PTO • Filter – Breather, PTO • Hoses & Bushings |

ADDITIONAL EXCLUSIONS

PLEASE NOTE THAT THE STAR GUARD PROGRAM DOES NOT COVER ANY OF THE FOLLOWING:

1. Normal maintenance items or consumable parts. It does not cover the replacement of normal maintenance items as outlined in the Western Star Trucks Service Maintenance Booklet (such as filters, belts, hoses, air cleaners, and fluids), or parts or other items that are normally consumed and routinely replaced during their normal service life.
2. Glass, mirrors, or lenses. Broken, chipped, or scratched glass, mirrors, or lenses.
3. Non-factory installed components or parts, or progressive damage caused by failure of such components or parts, including, but not limited to, non-factory installed glider, bodybuilder, dealer and customer installed components and parts.
4. Failure or damage caused by misuse, abuse, negligence, accident, alteration, misapplication, insufficient or lack of proper maintenance, or the use of non-factory approved parts;
5. Failure or damage caused by use of the vehicle in any application that is not approved or is inconsistent with the original build/vocation of the vehicle.
6. Failure or damage caused by fire, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, water or flood.
7. The repair or replacement of cab interior components that are rendered unserviceable due to normal wear.
8. Original or replacement parts that fail to perform as the result of wear-out are not included under this definition.
9. Any failure covered by a repairing outlet's guarantee
10. Damage resulting from improper use, misuse, or abuse, negligence, improper operation, improper or insufficient maintenance (including, but not limited to failure to maintain vehicle as outlined in the Western Star Trucks Service Maintenance Booklet), overloading, unauthorised modifications, accidents, or operation at excessive speeds.

ADDITIONAL EXCLUSIONS

11. Loss of time, loss of use of the vehicle, inconvenience, lodging, food or other consequential loss that may result from a failure.
Other charges or work not directly related to the repair or replacement of a warranted part, including but not limited to: federal, state, provincial, and local taxes; travel expenses; loss of revenue; customer labour, including overtime labour; downtime; driver's expenses; cost of rental equipment; loss of cargo, including perishable cargo; general housekeeping supplies (i.e., rags, solvents, sweeping compounds, coveralls, etc.); communication charges; repair or replacement of optional items not sold or installed by Penske Australia; removal or replacement of dealer, bodybuilder, or customer installed equipment; environmental fees, clean-up, or other charges; cost of emergency services; or towing/roadside assistance, overtime, mechanic's travel time and/or kilometres.
12. Repairs or replacement of qualified parts performed by non-authorized service outlets.
13. Repairs to address performance complaints (including but not limited to low power, poor fuel economy, etc.) unless caused by the failure of a qualified part.

In no event shall Penske Australia be liable for special, indirect, incidental, or consequential damages including, but not limited to, injuries to persons or damage to property, loss of profits or anticipated profits, or loss of vehicle use.

STAR ASSIST™

24 HOUR ROAD ASSISTANCE



1800 247 WSTAR
1800 247 97827



The inclusions and exclusions stated within this document are all subject to normal limitations outlined in the applicable New Vehicle Warranty Booklet presented at the point of sale. This document (PAU AFTSG14.022 V1.0) is a supplemental document only and does not override the standard factory warranty conditions. Star Guard does not cover components supplied by third party/dealer supplied items, and items covered by manufactures warranty such as Eaton or Allison. This list is intended as an overview only and are subject to change without notice.



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