

**24/7**  
**STAR★ASSIST™**

**SERIOUS  
ROADSIDE  
SERVICE**



**Serious trucks.**

**24/7**  
**STAR★ASSIST™**

**No matter where  
you are we can  
get you going.**

## The Policy Statement is applicable to vehicles delivered in Australia only.

Under 24/7 **STAR★ASSIST™**, NTL, 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 an entire 24 months from the in service date of your new 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 an 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 as a standard, our unique Western Star Assist package, 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.

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**  
**2 4 7 9 7 8 2 7**

## 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 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 Driver at the time of service.

### Flat Battery

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 is 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 customer.

### **Tyre / Wheel Changing**

24/7 **STAR★ASSIST™** will help the driver replace a damaged tyre/wheel using the vehicles 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 this 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 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 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™** arrange if possible, for a locksmith to attend at the driver's expense. The 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 we are unable to get you mobile, we will arrange towing. (Refer Conditions of Supply '\*Towing')

1. In the 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 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 driver's expense to the same destination as the towed vehicle.
3. Alternatively, the 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 Table 1

TOWING ENTITLEMENTS	
Model	Entitlement
4700,4800, 4900, 5800, 6900	\$1,500.00 including GST

### 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.

### 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 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 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 collision or impact with any Object".

Towing and Recovery Assistance is provided to a maximum value of \$1,500.00 (inclusive of GST) throughout the warranty period, commencing from the date of first registration for the vehicle. *\*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 4 hours travel time (up to \$1000, inclusive of GST). If the repair falls under the terms and conditions of the Western Star Warranty Program, 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 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 the most 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 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 warranty 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: Western Star Trucks 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 Western Star Trucks 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 nearest selling dealer.

### **Privacy Policy**

For information on Western Star's privacy policy please visit [www.westernstar.com.au](http://www.westernstar.com.au)

**For renewal of your annual subscription,  
after the initial 24 months, please contact  
your Western Star Dealer.**

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

**24/7**  
**STAR★ASSIST™**

**When driving a “STAR” you  
have the satisfaction of  
knowing a 24 hour roadside  
assistance program is at  
your finger tips.**

# 24/7 STAR ASSIST™

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

**24 HOURS ROAD ASSISTANCE**  
**1800 247 WSTAR**  
**2 4 7 9 7 8 2 7**

**WESTERN STAR TRUCKS AUSTRALIA PTY LTD**  
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