



REPAIRS & MAINTENANCE

Western Star Trucks, Serious Trucks, Serious Commitment.

Western Star Repair & Maintenance simply requires one low monthly price, guaranteeing your Western Star receives the best care available.

We will help minimise your downtime, keeping you on the road longer, and will assist in greater resale value and control business expenditure.

When your Star needs attention, you are covered by our National Dealer Network to keep you on the road longer, and in the unfortunate event of a breakdown you are supported with our comprehensive roadside assistance package '24/7 Star Assist'.

The full R&M package will cover you for complete maintenance and repairs for the life of the contract, bumper to bumper.

- ✓ **Fixed monthly rates**
- ✓ **Stress-free trucking**
- ✓ **Supported by 24/7 Star Assist**
- ✓ **Suite of options to suit your business needs**
- ✓ **Best care for your Star**

Star Gold - Complete Base Vehicle		
Engine	Electrical system	Cab
Extended engine coverage as per the following manufacturers: • Detroit* • Cummins* * Fair wear and tear to injectors excluded	Alternator	Structure
	Starter motor	Seat
	Wiring harness	Interior trim
		Window regulators
	Suspension	Mirrors
	Springs	Dash instruments
Transmission	Shock absorbers	Gauges
Auxiliary case	Torque rods	Cab height control valve
Transmission case	Suspension beams	Wiper motor
Forks	Suspension air bags	Wiper arms
Input shaft	Level valves	
Main shaft	Shackles and pins	Air conditioning
Countershaft and countershaft gears	Suspension bushes	Compressor
Bearings	U-bolts	Refrigerant lines
Transmission controller		Condenser
XY shifter	Steering	Receiver drier
Oil pump and coolers	Drag links	TX valve
	King pins	Blower motor
Driven axle	Pitman arm	
Diff drive gears	Steering arm	Brakes
Diff bearings	Steering box	S-cam tubes
Diff housing	Steering hydraulic pump	Brake booster
Drive axle housing	Steering lines	Brake valves
Axle shaft	Tie rod ends	
Wheel bearings		Air system
Seals and gaskets	Chassis / Frame	Air compressor
Diff lock	Chassis rail	Air tanks
Propshaft	Crossmembers	Air lines
Centre bearing	Mounting brackets	
Uni-joints	Engine mounts	
	Transmission mounts	
	Air intake piping	
	Exhaust piping	
	Fuel tanks and supports	



REPAIRS & MAINTENANCE

Serious Trucks, Serious Commitment.

Star Gold - Exclusions (refer to service contract for full details)

- Any equipment not installed by Penske Commercial Vehicles
- Any failure on a vehicle on which the odometer has been altered or changed so that the number of kilometres travelled by the vehicle cannot be readily ascertained
- Any temporary or unauthorised repairs or modifications
- Any corrosion due to environmental damage
- Cab sleeper shell and chassis corrosion resulting from bare metal becoming exposed due to damage to the paint or protective coating caused by accident, road abrasion (stone chips, sand, salt), industrial fallout, environmental damage (sap, hailstones), harsh cleaning chemicals or high pressure cleaning devices
- Customer / dealer furnished equipment
- Damage or defects that are attributable to the vehicle being engaged in work other than that for which it was designed (refer to Truck Requirement Analysis Form)
- Defects as a result of fire, accident damage, misuse or neglect. Possible cancellation of warranty schedule, in the event of major accident damage (of which Western Star Trucks Australia) shall be the sole judge
- Overtime labour rates (unless specified in contract)
- Repairs to paint, glass, upholstery, trim and appearance items due to other than faulty workmanship (e.g. stone chips, use of strong detergents, high-pressure cleaning equipment and abuse)
- Towing, traveling, telephone, meal or accommodation charges
- Tyres, wheel alignment and wheel balancing
- Failures caused by use of non approved Western Star parts
- Drive belts for fan, alternator, freon compressor or adjustments (limitations apply)
- Brake and clutch linings (unless specified in contract)
- Tightening of nuts and bolts outside of documented services
- Wiper blades (limitations apply, in conjunction with a service)
- Exterior panel adjustments
- Maintenance of paint and brightwork
- Fuses and bulbs in conjunction with a service
- Vehicle insurance and registration
- Diesel fuel or damage as a result of contaminated fuel
- Work conducted outside of the Western Star Dealer Network
- Batteries (after 12 months from date in service)

Contract Options

- After hours servicing (dealer dependant)
- 24/7 Star Assist (standard 2 years)
- Clutch replacement
- Brake replacement
- Engine oil top ups (max 5 litres between service)



REPAIRS & MAINTENANCE

Serious Trucks, Serious Commitment.

Star Silver - Service & Driveline Only maintenance	
Engine	Drive axles
Replacement oil and filters	Replacement oil and filters
Fuel filters	Oil sampling
Air filters	Drive head
Coolant and filters	Axle housing
Valve adjustments	Propshaft
Engine tune	
Oil sampling	Chassis
Engine warranty subject to OE guidelines, including distance, fuel burn and operating hours	Greasing and inspection
	Governor valves
Transmission	Drain valves
Replacement oil and filters	Air dryer cartridge
Oil sampling	Brake fluid
Auxillary case	Clutch fluid
Transmission case	Power steering fluid
Forks	
Input shaft	
Main shaft	
Countershaft and counter shaft gears	
Bearings	
Transmission controller	
XY shifter	
Oil pump & coolers	

Star Silver - Service Maintenance & Driveline Exclusions
<ul style="list-style-type: none"> • Batteries (after 12 months from DIS) • Abuse / neglect • Customer / dealer furnished equipment • Damage caused by contaminated fuel • Environmental damage • External influence / 3rd party damage • Use of vehicle for other than intended purpose • Work conducted outside of Western Star dealer network • Diesel fuel • Glass • Tyres, wheel alignment & balancing • Vehicle insurance and registration • Exhaust after treatment • Vehicle repairs • Cummins mid-life • Clutch disc and clutch operating systems



REPAIRS & MAINTENANCE

Serious Trucks, Serious Commitment.

Star Choice - Service & Driveline Only maintenance	
Engine	Drive axles
Replacement oil and filters	Replacement oil and filters
Fuel filters	Oil sampling
Air filters	
Coolant and filters	Chassis
Valve adjustments	Greasing and inspection
Engine tune	Governor valves
Oil sampling	Drain valves
	Air dryer cartridge
Transmission	Brake fluid
Replacement oil and filters	Clutch fluid
Oil sampling	Power steering fluid

Star Choice - Service Maintenance Exclusions
<ul style="list-style-type: none"> • Batteries (after 12 months from DIS) • Abuse / neglect • Customer / dealer furnished equipment • Damage caused by contaminated fuel • Environmental damage • External influence / 3rd party damage • Use of vehicle for other than intended purpose • Work conducted outside of Western Star dealer network • Diesel fuel • Glass • Tyres, wheel alignment & balancing • Vehicle insurance and registration • Exhaust after treatment • Vehicle repairs