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# More Peace of Mind, right from the start.

One-stop service solutions with Mercedes-Benz Trucks ServiceContracts.



Mercedes-Benz

Trucks you can trust.



# The Mercedes-Benz Trucks ServiceContracts for your truck.

Clearly calculable costs without any nasty surprises – ServiceContracts from Mercedes-Benz Trucks facilitate long-term planning at attractive monthly rates. In order to retain the value of your truck, only Mercedes-Benz Trucks GenuineParts are used. Individually tailored service packages provide you with maximum mobility and help you to avoid breakdowns.

**More peace of mind, right from the start.** Your truck is what drives your success. If it's moving, then so is your business. To give you additional peace of mind on the road, you can purchase a service contract from Mercedes-Benz Trucks when buying a new vehicle: they offer varying levels of cover and are tailored specifically to your needs as a business customer.

**Greater economy and more uptime.** Avoid unnecessary downtimes and gain more uptime by passing the administrative burden on to us (invoice control, processing of service cases). This will allow you to focus on your core business and give you a more reliable basis for planning. The same applies when it comes to calculating your costs: you can expect transparent and fair conditions – without any deductibles.

**Long-term value retention.** Your truck is maintained, serviced and, if necessary, repaired. The work is done by experienced specialists and to Mercedes-Benz Trucks quality standards, which means that your vehicle will retain its reliability, performance and value over the long term.

**Individual care.** Your Mercedes-Benz Trucks dealer will be happy to advise you on the attractive benefits and conditions of the Mercedes-Benz Trucks ServiceContracts.





# Mercedes-Benz Trucks BestBasic:

## The maintenance service at a glance.

The service contract Mercedes-Benz Trucks BestBasic covers all maintenance work carried out to Mercedes-Benz Trucks quality standards and without limitation regarding mileage and duration.

### Included in the cover:

- Regular servicing of the vehicle.
- All maintenance work in accordance with flexible maintenance system or maintenance leaflet on Mercedes-Benz Trucks chassis incl. replacement parts, oils and greases.



- Regular vehicle maintenance to Mercedes-Benz Trucks quality standards



# Mercedes-Benz Trucks Complete:

The complete service package at a glance.

If you want comprehensive additional cover for your vehicle, look no further than Mercedes-Benz Trucks Complete. Payable in fixed monthly instalments, or Cost per Kilometer billing, this comprehensive package covers all workshop jobs (including wear parts) from the scheduling of appointments to the verification of invoices. Your vehicle is always ready for use as scheduled and the costs are safely under control.

## Included in the cover:

- All repairs, including wear parts on the chassis, as well as all vehicle components and wear-related assembly replacements.
- All maintenance work in accordance with flexible maintenance system or maintenance leaflet on Mercedes-Benz Trucks chassis, incl. replacement parts, oils and greases.
- International coverage of unplanned and planned repairs and services in supporting countries, roadside breakdown assistance and towing costs in case of technical default as well as statutory inspections and tests of the Mercedes-Benz Trucks chassis including safety checks.



Warranty

- Cover for a wide range of mechanical and electronic components as well as for the powertrain



Maintenance

- Regular vehicle maintenance to Mercedes-Benz Trucks quality standards



Wear parts

- Repair of worn parts and maintenance work on the vehicle (excluding implements and attachments)
- Replacement of major assemblies



24h

Towing

- Breakdown assistance
- Towing costs are covered, as per warranty rates, in the case of mechanical breakdowns



Service

- Efficient processing of service cases and invoice control



Uptime

- Mercedes-Benz Trucks Uptime



# Mercedes-Benz Trucks Uptime

## Real-time customer support.

By intelligently networking your vehicles and transport company with Mercedes-Benz Trucks Service, Mercedes-Benz offers you significantly greater predictability with regards to workshop visits and vehicle uptime. Fully automated telediagnosis continually monitors the status of the vehicle systems and responds promptly to critical situations and to servicing and repair requirements. This minimises breakdowns and downtime and allows scheduled workshop visits to be efficiently combined.

**Three services, one objective: achieving ever greater uptimes through individual customer care.**



### **Real-time support for customer repairs.**

Our exclusive customer portal gives you specific recommendations for action in real-time as well as an overview of the operating status of your vehicle and compatible coupled trailers.



### **Efficient management of repair and servicing.**

Your service partner will tell you in advance about any repairs and maintenance work that have been identified as being necessary. They will proactively contact you to make sure all the required work can be carried out in one go at a time that suits your needs. This makes it possible to plan for unscheduled workshop visits while significantly reducing the associated downtime.



### **Prevention of predictable vehicle breakdowns.**

We will call you immediately and quickly arrange a workshop appointment at the Mercedes-Benz service partner that is most convenient for your route.

**Mercedes-Benz Trucks Uptime is included in Mercedes-Benz Trucks Complete service contracts.**

Benefit from the ideal combination of intelligent vehicle connectivity and a Mercedes-Benz Trucks service contract, payable in attractive monthly instalments.

For more information, please contact your Mercedes-Benz Trucks dealer.

# Mercedes-Benz Trucks Best Basic and Complete Service Package.

Comprehensively cover all the repair and maintenance requirements of your vehicle, payable in monthly installments to ensure there are no surprises.  
Technical contents of service contracts for all scopes installed at the factory or retrofitted with original parts.

| Designations  | BestBasic | Complete |
|---|-----------|----------|
| <b>Engine</b>   |           |          |
| Exhaust aftertreatment (GATS box)                       | No        | Yes      |
| Exhaust aftertreatment (catalytic converter/SCR system) | No        | Yes      |
| Intake/exhaust manifold                                 | No        | Yes      |
| Engine suspension                                       | No        | Yes      |
| Diesel particulate filter                               | Yes       | Yes      |
| Injection system  | No        | Yes      |
| Accelerator pedal                                       | No        | Yes      |
| Alternator  | No        | Yes      |
| A/C compressor  | No        | Yes      |
| V-belt/belt drive                                       | No        | Yes      |
| Fuel/air filter   | Yes       | Yes      |

| Designations                                  | BestBasic | Complete |
|---|-----------|----------|
| <b>Engine</b>                                 |           |          |
| Fuel pump                                     | No        | Yes      |
| Charge air cooler                             | No        | Yes      |
| Lines, tubes, hoses, clamps on major assembly | No        | Yes      |
| Power steering pump                           | No        | Yes      |
| Fan   | No        | Yes      |
| Air compressor                                | No        | Yes      |
| Engine brake                                  | No        | Yes      |
| Crankcase                                     | No        | Yes      |
| Engine radiator                               | No        | Yes      |
| Starter                                       | No        | Yes      |
| Control unit                                  | No        | Yes      |
| Control                                       | No        | Yes      |
| Crank assembly                                | No        | Yes      |
| Turbocharger                                  | No        | Yes      |

| Designations                                  | BestBasic | Complete |
|---|-----------|----------|
| <b>Engine</b>                                 |           |          |
| Water pump                                    | No        | Yes      |
| Water hoses                                   | No        | Yes      |
| Mounts/suspension parts                       | No        | Yes      |
| Differential lock                             | No        | Yes      |
| Clutch release bearing                        | No        | Yes      |
| Range group                                   | No        | Yes      |
| Master and slave cylinder                     | No        | Yes      |
| Housing                                       | No        | Yes      |
| Clutch  | No        | Yes      |
| Lines, tubes, hoses, clamps on major assembly | No        | Yes      |
| Modulator                                     | No        | Yes      |

| Designations         | BestBasic | Complete |
|----------------------|-----------|----------|
| <b>Gear box</b>      |           |          |
| Power take-off (PTO) | No        | Yes      |
| Oil cooler           | No        | Yes      |

| Designations                                  | BestBasic | Complete |
|---|-----------|----------|
| <b>Gear box</b>                               |           |          |
| Pumps   | No        | Yes      |
| Retarder                                      | No        | Yes      |
| Shift mechanism/gearshift linkage             | No        | Yes      |
| Control unit                                  | No        | Yes      |
| Synchronization                               | No        | Yes      |
| Speedometer drive                             | No        | Yes      |
| Telma brake (factory installed)               | No        | Yes      |
| Turbo clutch                                  | No        | Yes      |
| Splitter group                                | No        | Yes      |
| Torque converter                              | No        | Yes      |
| Shafts, gears, bearings                       | No        | Yes      |
| <b>Chassis</b>                                |           |          |
| Exhaust system                                | No        | Yes      |
| Hydraulic, mechanical, pneumatic brake system | No        | Yes      |

| <b>Chassis</b>  |    |     |
|---|----|-----|
| Brake linings, brake disks, brake drums, brake calipers | No | Yes |
| Compressed air system                                   | No | Yes |
| Electrical system and equipment                         | No | Yes |
| Tank system   | No | Yes |
| Lines, tubes, hoses, clamps                             | No | Yes |
| Steering gear/steering shaft                            | No | Yes |

| <b>Designations</b>                                      | <b>BestBasic</b> | <b>Complete</b> |
|--|------------------|-----------------|
| <b>Axles</b>   |                  |                 |
| Drive shaft  | No               | Yes             |
| Mounts/suspension parts                                  | No               | Yes             |
| Differential   | No               | Yes             |
| Planetary gear   | No               | Yes             |
| Differential lock  | No               | Yes             |
| Through-drive  | No               | Yes             |
| Suspension, air bellows, shock absorbers, lift equipment | No               | Yes             |

| Designations  | BestBasic | Complete |
|---|-----------|----------|
| <b>Axles</b>  |           |          |
| Housing   | No        | Yes      |
| Propeller shafts  | No        | Yes      |
| Front axle, steered trailing axle (wheel hub, steering knuckle, wheel bearing, tie rod, push rod, drag link in general) | No        | Yes      |
| Lines, tubes, hoses, clamps on major assembly   | No        | Yes      |
| Stabilizer bar  | No        | Yes      |
| Interaxle differential  | No        | Yes      |
| Intermediate bearing  | No        | Yes      |

| Designations                      | BestBasic | Complete |
|-----------------------------------|-----------|----------|
| <b>Cab</b>                        |           |          |
| Audio                             | No        | Yes      |
| Illumination without bulb sets    | No        | Yes      |
| Electrical system and instruments | No        | Yes      |
| Fleet Board                       | No        | Yes      |

| Designations  | BestBasic | Complete |
|---|-----------|----------|
| <b>Cab</b>  |           |          |
| Heating and air conditioning                              | No        | Yes      |
| Communication   | No        | No       |
| Bulb sets   | No        | Yes      |
| Navigation system   | No        | Yes      |
| Locking system (tilting/sliding roof), seats (not covers) | No        | Yes      |
| Wiper system without wiper blades                         | No        | Yes      |
| Brake linings, brake disks, brake drums, brake calipers   | No        | Yes      |
| Wiper blades  | No        | Yes      |
| Auxiliary heater/stationary air conditioner               | No        | Yes      |

| <b>Maintenance</b>  |     |     |
|---|-----|-----|
| Diagnostic test, brake fluid, wages and material, operating fluids for the maintenance scopes   | Yes | Yes |
| Inspection/adjustment of vehicle technical systems  | Yes | Yes |
| Inspection as per manufacturer's guidelines: engine,battery, electrical systems, safety-related parts, lamps, exhaust systems, oil during periodic maintenance, fluids: coolant level, washer fluid, antifreeze | Yes | Yes |
| Replacement of fluids and their filter elements as per manufacturer's guidelines  | Yes | Yes |

| Options        |  |     |
|----------------|--|-----|
| Towing costs   |  | Yes |
| Towing service |  | Yes |

|  |
|--|
| Included in the respective service agreement     |
| Not included in the respective service agreement |

**Note: The Mercedes-Benz Trucks Extend product is available for Mercedes-Benz Actros Truck Tractor and Freight Carriers, as well as certain Arocs Models.**

- Mercedes-Benz Trucks Complete Contracts the vehicle age and Km's must be less than 18 Months and or less than 100 000 Km's.
- Mercedes-Benz Trucks BestBasic unlimited.
- Contracts must be extended at least one month prior to expiry Date, and or at least 15 000 KMS prior to expiry KMS.

## Service Categories

### Category 1

Short distances e.g., Construction, On-site operation, Refuse, Stop-Start operation. Mixers, On Site Tippers, Fire Fighters, Compactors etc Must be on HRS)

### Category 2

Local Distribution/Medium usage under: 100 000 KMS/Year.

### Category 3

- Long Haul operation more than 100 000 KMS/Year example (Durban-JHB).
- Lead distance more than 250 KMS

**Maximum Contract Kilometer Allowed per Model**

|                      |  |
|----------------------|--|
| ACTROS               | 1000 000 KMS and a Maximum of 96 Months  |
| AROCS F/C            | 1000 000 KMS and a Maximum of 96 Months  |
| AROCS A, B, K AND AK | 750 000 KMS or 15 000 HRS and a Maximum of 96 Months ( Mixers, On Site Tippers etc on HRS) |

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