



Mercedes-Benz Service.

Keeping your truck on the move.

Mercedes-Benz

Trucks you can trust





Mercedes-Benz Service.

To get the best out of your truck and to keep it running how the Mercedes-Benz engineers intended, we recommend that you have it maintained and serviced at regular intervals at the Mercedes-Benz Service Centers. We have a number of servicing and repair options designed to help manage your maintenance costs with flexible and affordable options. With our trained technicians you can be confident that your truck is in the best hands.

What will we do for you?

Having your truck serviced by a Mercedes-Benz Service Center ensures that:

- Your truck will be serviced correctly. Servicing carried out to the manufacturer's standards will lower the possibility of downtime on the road and extend the lifetime of your vehicle.
- Service measures identified by the factory will be undertaken to ensure that your vehicle receives all the necessary upgrades - free of charge.
- Only Mercedes-Benz GenuineParts will be fitted, reducing the chances of vehicle breakdown and inconvenience to yourself and your business.
- Only the correct grade of oil will be used for your vehicle to ensure our class-leading standards for both fuel economy and length of service intervals are maintained. Using the wrong oil can reduce service intervals by up to 50% and cause damage to your vehicle.
- Work will only be undertaken by certified Mercedes-Benz technicians. They know the vehicles they work on. They will only replace and repair what is necessary and what you agree to, reducing your potential costs and ensuring trouble-free motoring.



Get the best out of your truck and keep it running reliably, efficiently, and safely with Mercedes-Benz Service.

Reliability

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We know that speed matters for you and your business, which is why you receive a repair quickly at Mercedes-Benz. We perform extensive maintenance and repair work at the best time: when your vehicle is not needed on the road. This helps you minimize the downtime for your trucks, meaning more profitability for your business.

Our professional team is always up-to-date with state-of-the-art technology thanks to regular training sessions. You benefit from this expertise - including when you need to make an unplanned stop, in which case our Service 24h staff will get you back on the road as quickly as possible. All of this is the basis for a solid, long-term partnership based on trust.

Yours sincerely,

Mercedes-Benz Trucks



Mercedes-Benz ServiceSolutions.

Your success is what drives us.

Mercedes-Benz ServiceSolutions are customized to fit your needs. 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 with varying levels of coverage.

Mercedes-Benz ServiceSolutions offers three attractive packages to choose from:

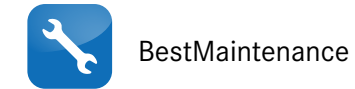
	Best Maintenance	Select Plus	Complete
Scheduled maintenance	●	●	●
Post-warranty cost protection		●	●
Wearing parts			●

With Mercedes-Benz ServiceSolutions, your truck is serviced at optimized maintenance intervals with 24H roadside assistance, enabling you to achieve lower service and repair costs, more uptime, and increased vehicle resale value.



Mercedes-Benz ServiceSolutions.

Good for your fleet, even better for your business.



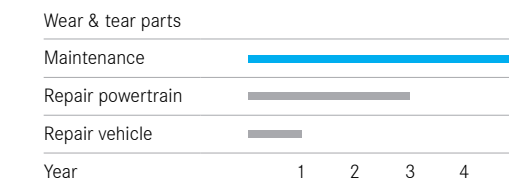
Transparent and plannable maintenance costs.

BestMaintenance includes all scheduled maintenance work for your vehicle as specified by Mercedes-Benz. It covers your routine service operations like engine oil and filter change, air filter replacement, gearbox oil change and so on.

- Regular vehicle maintenance to Mercedes-Benz quality standards
- Covers the cost of necessary parts, labor and lubricants

- 24 h Breakdown assistance
- Towing costs are covered in the case of mechanical breakdowns

BestMaintenance.
No limitation regarding duration and mileage.



■ Manufacturer's warranty scope
■ Product scope



Convenient maintenance and extensive protection against unexpected costs.

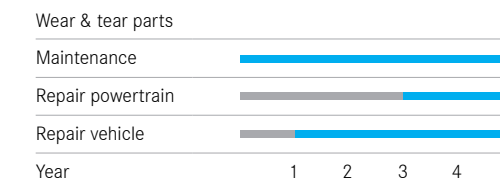
The SelectPlus ServiceSolution includes post-warranty cost protection for your vehicles and all the scheduled maintenance work specified by the manufacturer. Purchasing these services as a bundle is less expensive than purchasing them individually, which means more repair service for a lower cost.

- Regular vehicle maintenance to Mercedes-Benz quality standards
- Covers the cost of necessary parts, labor and lubricants

- Coverage for a wide range of mechanical and electronic components as well as components for the powertrain
- Replacement of major assemblies

- 24 h Breakdown assistance
- Towing costs are covered in the case of mechanical breakdowns

SelectPlus.
Up to 5 years and up to 750.000 km



■ Manufacturer's warranty scope
■ Product scope



A complete service solution for utter peace of mind.

The Complete ServiceSolution combines scheduled maintenance, wear & tear components and a post-warranty cost protection. This attractive package gives you the maximum level of cost control with a fixed monthly rate.

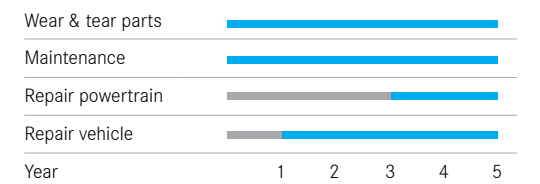
- Regular vehicle maintenance to Mercedes-Benz quality standards
- Covers the cost of necessary parts, labor and lubricants

- Coverage for a wide range of mechanical and electronic components as well as components for the powertrain
- Replacement of major assemblies

- Replacement of wearing parts such as brake pads, brake discs or clutch

- 24 h Breakdown assistance
- Towing costs are covered in the case of mechanical breakdowns

Complete.
Up to 5 years and up to 750.000 km



■ Manufacturer's warranty scope
■ Product scope

Mercedes-Benz Service24h.

Round-the-clock roadside assistance.

In the event of a technical breakdown or starting problems on route, you can always count on Service24h experts. Our service hotline will respond to your call and arrange rapid, professional assistance. 24 hours a day, 7 days a week, 365 days a year. Our extensive Mercedes-Benz service network means we are never far away and can respond to an emergency quickly. A breakdown can often be repaired right on the spot. And if this is not possible, we will make sure that your vehicle is taken to the nearest Mercedes-Benz workshop and help arrange alternative transportation for you.

With Mercedes-Benz Service24h you can count on these services:

- Individual assistance in emergencies
- Qualified specialists
- Breakdowns often repaired on the spot
- Remote diagnosis allows fast troubleshooting, provided FleetBoard® is activated (subject to each GD)



Extended Warranty.

Leaves you worry-free.

As a Mercedes-Benz owner, you can count on our reputation for reliability and quality. In order to give you even greater peace of mind, every new Mercedes-Benz vehicle sold through the Mercedes-Benz network comes with a comprehensive 12-month warranty valid from the date of delivery and a 2 or 3 year Powertrain warranty.

Should you need extended protection, Mercedes-Benz offers you extended warranty packages that enable you to enjoy up to 5 years peace of mind. With its comprehensive coverage, our post-warranty cost protection allows you to focus on your day-to-day business and avoid unforeseen expenses. Thanks to the exclusive use of Mercedes-Benz GenuineParts and expert technicians performing the repairs, you benefit from an increased vehicle resale value in addition to cost transparency and the opportunity to fix your repair costs in advance.

Extended warranty can be added in combination with a BestMaintenance or Complete ServiceSolution.



Flexible Service System.

Just what your trucks need, when they need it.

Every truck operator is unique and so is each fleet. In challenging climates, it is especially important to address wear at the right time in order to minimize downtime and expert maintenance services are essential.

From the fixed maintenance intervals, new Actros and Arocs trucks are transitioning to flexible service systems. Whether off-road or highway long haul – each truck is used differently and collects unique real-time data. The service system analyzes parameters such as fuel consumption, oil and engine temperatures, idle time, distance driven, and average speeds to establish an optimum service and maintenance schedule.

Depending on how each vehicle is used, the system will notify the driver one month in advance by sending countdown messages indicating which service is needed and when the vehicle has to be scheduled.

Flexible Service System guarantees that optimized maintenance intervals are planned in advance, productivity will be maximized and disruption to daily activity will be decreased.

Mercedes-Benz Flexible Service System



Fixed maintenance intervals



Genuine Remanufactured Parts.

Uncompromised quality that's easy on your budget.

Just like new GenuineParts, our Mercedes-Benz Genuine Remanufactured Parts are manufactured to the latest Mercedes-Benz specifications. They are not merely reconditioned, repaired and recycled like many aftermarket parts.

Mercedes-Benz Genuine Remanufactured Parts go through a strict remanufacturing process before they get approved. They undergo the same testing criteria as our new GenuineParts. The parts are inspected and subjected to a complete disassembly. Cleaning operation, visual inspection, dimensional check and testing. Parts that do not comply are put through the process until they meet the specifications.

Genuine Remanufactured Parts benefit from the same market-leading manufacturer warranty of 12 months from the date of purchase. Parts which prove to be defective due to faulty material or manufacture will be repaired and replaced. If the part has been fitted by a Mercedes-Benz workshop, labor is free of charge.

4 Benefits of Mercedes-Benz Genuine Remanufactured Parts:

- Economical replacement parts costs
- Guaranteed Mercedes-Benz quality
- Excellent availability
- Resource-friendly manufacture



Fleetboard.

For improved fuel consumption and an even longer service life.

As one measure towards environment-friendly operating, we optionally offer all our vehicles with a telematics-based Internet service – Fleetboard – which measures the performance of vehicles and drivers.

Fleetboard helps decrease fuel consumption and extends vehicle service life by analysing driver and vehicle behavior. Systems such as the proven Fleetboard Performance Analysis track key performance indicators over the long term – for instance, helping drivers achieve and maintain a preventative driving style, which reduces wear and consumption. Potential fuel savings are well within reach, and with Mercedes-Benz ServiceSolutions Complete package, driver training is included.

Fleetboard Performance Analysis records and processes technical data from every utility vehicle. The data is used to rate the driving style of the drivers in “grades”. Individualised driver training tips help further improve the driving style.

Fleetboard Service & Uptime: Optimised maintenance intervals and fewer workshop visits also increase the economic viability of your vehicles. How worn are the brake linings? How many kilometers can the truck drive before its next maintenance appointment? Via remote diagnostics the active and stored fault codes can be analyzed.



Electronic Trip Records allow you to track all relevant transports events: trips, stops, idling and fuel level. A comprehensive support system, Fleetboard makes your trips more profitable from the very first day.

Mobile Workshops / On-Site Parts Stock.

The best value for your fleet.

Sometimes our fleet customers operate in a remote area, far away from our established Mercedes-Benz network. In order to support them, Mercedes-Benz developed the Mobile Workshop concept and the OSPS (on site parts stock) concept. This way, the network can support remote customers by placing teams of certified mechanics in the desired location together with relevant Mercedes-Benz GenuineParts stock. As a result, the fleet is perfectly maintained at the best value for money.



Mercedes-Benz GenuineParts.

Part of your success.

Mercedes-Benz GenuineParts offer extended durability and lifetime as well as unrivalled reliability. They come with a Mercedes-Benz one-year unlimited mileage warranty and we ensure optimum availability and fast delivery.

We recommend complementing your Mercedes-Benz GenuineParts with our Mercedes-Benz Genuine Oil: from the team of experts who built your engine comes the only oil specially designed for Mercedes-Benz Truck engines, providing reduced friction for greater performance, lower consumption, and increased reliability.



Fleet Checks.

Ensuring your fleet operates at its maximum potential.

All fleet owners share a common goal: timely deliveries and trouble-free trips at the lowest possible cost. Total Cost of Ownership (TCO) is one of the main indicators, so expert knowledge of the fleet's maintenance and repair needs is crucial in scheduling fleet activity.

Workshop expertise is very important. That is why the Mercedes-Benz network works hard to ensure that the know-how in the workshop meets the high standards of the vehicle – no matter if it is a network-owned workshop or a workshop owned by one of our fleet customers. Our workshops perform regular fleet checks at the customer's location. A team of certified and experienced technicians, supported by technicians from the factory in Germany and equipped with a mobile workshop, visit the customer's location to perform inspections on site. Full vehicle reports are provided to the customer after each inspection.



Driver Training.

Good drivers are key to success.

One of the most important factors in the transport cycle is the driver. Driver training courses for fleets ensure that the drivers are aware of appropriate usage of the commercial vehicle. Furthermore, they learn to take full advantage of all the technologies embedded in the vehicles. Drivers become managers of our truck's many systems, such as PowerShift3, cruise control, Proximity Control Assist, Active Brake Assist 4 and Lane Keeping Assist.





www.mercedes-benz-mena.com/trucks

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