



# MERCEDES-BENZ TRUCKS SERVICE PLANS.

Because reliability means business.

Mercedes-Benz  
Trucks you can trust







## DAIMLER TRUCK > CUSTOMER SOLUTIONS

At Daimler Truck we know that you need safe, reliable efficient vehicles on the road with minimal downtime and a total cost of ownership that works for you. And for that, your choice of truck or bus model is just the beginning.

With Daimler Truck Customer Solutions at your side, you can be confident that you've got the support of a great dealer network, with mechanics that are trained to the highest standards and the right parts available at the right time for the right cost.

When it comes to planning service or finance options, we've got you covered too. And, should anything unexpected happen, you can have total confidence in our roadside assistance and leading warranties.

**Daimler Truck Customer Solutions.**  
**We're with you all the way.**





DAIMLER TRUCK  
> CUSTOMER SOLUTIONS

MERCEDES-BENZ TRUCKS SERVICE PLANS.



No matter what you are carrying or what industry you are in, the primary purpose of your truck is to earn money. There are many reasons why a Service Plan from Mercedes-Benz Trucks can make this easier for you, such as attractive, predetermined maintenance and repair costs, improved vehicle operational reliability and reduced administration.\*

Our Mercedes-Benz Trucks Service Plans are flexible, which means that whether you have a fleet of long-haul trucks or a single vehicle doing local runs, we have the right combination of Service Plans to meet your particular requirements.

Advantages at a glance

- Preferential rates on parts and labour
- Maintain operational reliability
- Superbly maintained
- Aid in maintaining mobility
- Nationwide service network
- Reduced administration
- Assist in maintaining the resale value of your vehicle

Payment Options

- Direct debit
- One up-front payment
- Monthly contributions
- Bundled into your finance package

\*Terms and conditions apply. Please contact your authorised Mercedes-Benz Trucks dealer for a copy of the full terms and conditions including inclusions and exclusions of items covered under each of the Service Plans offered.



# SERVICE SOLUTIONS THAT MEET YOUR OWN SPECIFIC REQUIREMENTS.

Mercedes-Benz Trucks Service Plans offer you a customised service package at a fixed, transparent, attractive price.



## DAIMLER TRUCK > CUSTOMER SOLUTIONS

### MERCEDES-BENZ TRUCKS COMPLETE SERVICE PLAN.

A full service package offering all round protection. Complete Service Plan covers a range of repair and maintenance work including wearing parts. Please consult inclusions and exclusions list in the brochure for more information. The best choice to ensure that your vehicle is in tip-top condition, is always available for use and that costs are kept under control.

#### Advantages at a glance

- A complete service, repair and wear and tear package for all-round protection.
- Predetermined payments.
- Reduced administration, leaving you free to concentrate on your core business.
- For terms of up to 60 months or 1,000,000km.
- Roadside Assistance – Repairs, maintenance and towing cost are all covered if the vehicle breaks down due to a part that's covered under the Complete Service Plan.\*

### MERCEDES-BENZ TRUCKS BESTBASIC SERVICE PLAN.

BestBasic includes all scheduled servicing work for your vehicle, as per the Mercedes-Benz Trucks requirements specified in the Mercedes-Benz Trucks Maintenance Manual, along with replacing globes and wiper blades when required. We offer attractive pricing on parts and labour, including a set monthly cost for an agreed term.

#### Advantages at a glance

- All scheduled services are carried out by trained Technicians using genuine parts and lubricants.
- Predetermined payments.
- Available at any point in the truck's life.

This brochure sets out the general services, benefits and exclusions of a Service Plan by Mercedes-Benz Trucks. Please contact an authorised Mercedes-Benz Trucks dealer for a copy of Service Plan Terms and Conditions or a tailored solution for your business. \*Terms and conditions apply. Please contact your authorised Mercedes-Benz Trucks dealer for a copy of the full terms.





DAIMLER TRUCK  
> CUSTOMER SOLUTIONS

24/7 ROADSIDE ASSISTANCE.

In the unlikely event of a breakdown, our 24/7 breakdown Service Hotline will take your call and organise the closest dealership or repairer to come to your aid and get you back on the road quickly.

Complete Service Plan will cover your breakdown service and towing for valid repairs.

Please refer to the inclusions and exclusions list in this booklet.



24 Hour Roadside Assistance  
In Australia – call 1800 033 557  
In New Zealand – call 0508 247 777

MERCEDES-BENZ TRUCKS SERVICE PLANS  
HAVE YOU COVERED.

We have the right combination of Service Plans to meet your particular requirements.\*

When your vehicle or fleet is covered by either one of our Service Plans, you can rest assured knowing our extensively trained technicians only use approved maintenance methods and the same high quality Mercedes-Benz Genuine Parts your truck was built with.

You can also trust us to help keep your truck performing at its best and where it belongs, on the road. With our Complete Service Plan, we offer timely replacements on selected worn components within your existing servicing intervals to further increase vehicle uptime.^

No matter what plan you decide to go with, we offer flexibility. If the usage of your vehicle changes, just inform your authorised Mercedes-Benz Trucks dealership, so that the Service Plan scheduling and pricing can be adjusted to your needs.

\*Please refer to the Mercedes-Benz Trucks Service Plan's Terms and Conditions for a full list of inclusions and exclusions  
^This is subject to Terms and Conditions. Please contact your authorised Mercedes-Benz Trucks dealer to obtain a copy of the full terms.









# MERCEDES-BENZ TRUCKS SERVICE PLAN INCLUSIONS.

All items listed are valid for material or manufacturing defects only.

	Complete	BestBasic
Benefits of Service Plans		
Scheduled Maintenance (Maintenance book or Telligent System)	•	•
Repair Powertrain/driveline	•	
Repair Vehicle	•	
Wear & Tear (No limitation on the number of replacements required)	•	
Globes, wiper blades and oil top ups between service (at dealership only)	•	•
Towing and Breakdown Service for valid repairs (600km limit)	•	
VCA/COF Inspection (Valid for New Zealand Customers Only)	•	
Maintenance		
Diagnostic test, brake fluid, material, top up fluids for the maintenance scopes	•	•
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	•	•
Replacement of fluids and their filter elements as per manufacturer's guidelines	•	•
Air/dust combination filter	•	•
Fuel/air/Ad-Blue filter	•	•
Oil filter, automatic transmission	•	•
Cartridge, air drier	•	•
Cleaning diesel particulate filter (DPF)	•	•
Towing devices including turn tables and trailer couplings (Valid for New Zealand Customers Only)	•	
Engine		
Engine, block, liners, pistons, crank, cam, heads	•	
Exhaust after treatment	•	
Intake/exhaust manifold	•	
Engine suspension	•	
Injection, fuel pump system	•	
Accelerator pedal	•	
Alternator	•	
Servicing the DPF (as per the service schedule)	•	
Glow plug	•	
A/C compressor	•	
V-belt	•	
Fuel/air filter	•	•
Charge air cooler	•	
Lines, tubes, hoses, clamps on major assembly	•	
Steering pump	•	
Fan	•	
Air compressor	•	
Engine brake	•	
Crankcase	•	
Engine radiator	•	
Belt drive (incl. belt pulleys, bearing)	•	
Starter	•	
Control unit	•	
Control	•	
Turbocharger	•	
Water pump and water hoses	•	

	Complete	BestBasic
Drive		
Drive suspension	•	
Differential lock	•	
Range group	•	
Master and slave cylinder	•	
Housing	•	
Clutch (release bearing, pressure plate, masses flywheel)	•	
Clutch (driving plate)	•	
Power take-off (factory installed)	•	
Oil cooler	•	
Pumps	•	
Retarder / Telma brake (factory installed)	•	
Shift mechanism / gearshift linkage / cable-controlled gearshift	•	
Control unit	•	
Synchronization	•	
Speedometer drive	•	
Splitter group	•	
Torque converter (automatic transmission) / Turbo clutch	•	
Shafts, gears, bearings	•	
Axles		
Drive shaft	•	
Axle suspension	•	
Differential	•	
Planetary gear	•	
Differential lock	•	
Through-drive	•	
Suspension, air bellows, shock absorbers, lift equipment	•	
Housing	•	
Propeller shafts	•	
Lines, tubes, hoses, clamps on major assembly	•	
Stabilizer bar	•	
Front axle (hydraulic driven) incl. Pump, hydraulic system, hoses, control unit	•	
Front axle (mechanically driven) incl. heel hub and wheel bearing, without tie rod, driving rod, stub axles	•	
Front axle (not driven), steered/non-steered leading axle, trailing axle (not driven), wheel bearing, wheel hub, tie rod, driving rod, drag link	•	
Interaxle differential	•	
Intermediate bearing	•	
Wheel Alignment (1 per annum)	•	
Chassis		
Exhaust system	•	
Hydraulic, mechanical, pneumatic brake system	•	
Brake linings, brake discs, brake drums, brake calipers	•	
Compressed air system	•	
Lines, tubes, hoses, clamps	•	
Steering gear/steering shaft	•	
Tank system	•	





# MERCEDES-BENZ TRUCKS SERVICE PLAN INCLUSIONS.

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	Complete	BestBasic
Cab		
Audio (factory installed)	•	
Battery	•	
Illumination including bulbs/globes (factory installed)	•	•
Electrical system and instruments	•	
Safety and Telematics system (factory installed)	•	
Telematics monthly subscription	•	
Stationary air conditioner	•	
Heating and air conditioning (factory installed)	•	
Light source	•	
Navigation system (factory installed)	•	
Locking system (tilting/sliding roof), seats (not covers)	•	
Wiper system without wiper blades (factory installed)	•	
Wiper blades (factory installed)	•	•
Auxiliary heater	•	

# MERCEDES-BENZ TRUCKS SERVICE PLAN EXCLUSIONS.

Damage caused by contaminated or substandard fuel, Ad Blue or out of spec fluids
Fuel/ Aftertreatment fluid
Wheels, wheel balance, caps, rims and tyres
Glass, windows, external body panels, trims, fairings, paintwork, rust and corrosion
Abuse, accident damage and incorrect use of vehicle including consequential damage
Repair or replacement of interior trims, lining, floor cover, mats, soft furnishings, seat upholstery and cushions
Non-OEM electrical system and installations
Non-OEM fixtures including guards, poles and mountings
Any nuts, bolts, washers, fasteners, bolts and consumable items associated with any excluded items
Towing devices including turn tables, trailer couplings, non-OEM trailer connectors, Suzi lines for electrical, pneumatic and hydraulic connections (Still applicable for New Zealand Customers only)
Consequential damage and failure caused by the deletion of emissions control systems and non-standard tunes.



Changes may have been made to the product since this booklet went to press (11/2023).  
For further information, contact your authorised Mercedes-Benz Trucks dealership.

Australia - Call 1800 033 557 or go to [www.mercedes-benz-trucks.com/en\\_AU](http://www.mercedes-benz-trucks.com/en_AU)  
New Zealand - Call 0508 247 777 or go to [www.mercedes-benz-trucks.com/en\\_NZ](http://www.mercedes-benz-trucks.com/en_NZ)



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