



Your success is what drives us.

Mercedes-Benz Service Contracts for your truck.

Mercedes-Benz
Trucks you can trust





The Mercedes-Benz Service Contracts for your truck.

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 when buying a new vehicle: they offer varying levels of cover and are tailored specifically to your needs as a business customer.

Economic and efficient.

Avoid unnecessary downtime 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 quality standards, which means that your vehicle will retain its reliability, performance and value over the long term.

Individual care.

Your Mercedes-Benz Dealer will be happy to advise you on the attractive benefits and conditions of the Mercedes-Benz Service Contracts.

Your Mercedes-Benz Service Contracts for trucks.

For more information and pricing on all Service Contracts, ask your local Truck Dealer or visit mbtrucks.co.uk/servicecontracts

The maintenance Service Contract.^{1,2,5,7,9}

The Service Contract Mercedes-Benz Best Basic covers all maintenance work carried out to Mercedes-Benz quality standards and without limitation regarding mileage and duration.

Included in the cover:

- Regular servicing of the vehicle to Mercedes-Benz quality
- Inspections
- MOT
- All routine maintenance work¹ in accordance with Mercedes-Benz guidelines, including replacement parts² and oils

The package at a glance.



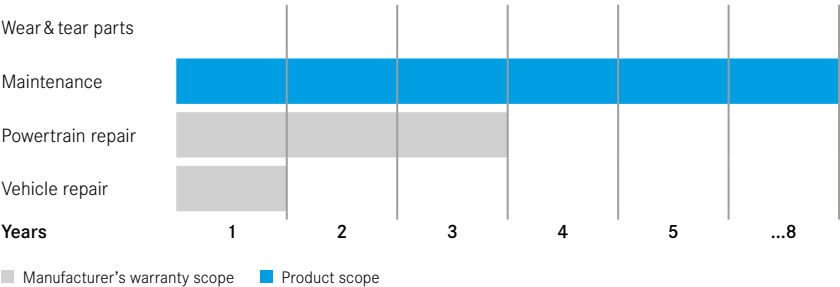
- Regular vehicle maintenance to Mercedes-Benz quality standards
- MOT preparation and test fee
- Inspections



- Mercedes-Benz Uptime. Intelligent, real-time monitoring that keeps your truck on the road where it belongs⁷

Maintenance Service

No limitation regarding duration and mileage



¹ Excluding implements and attachments.
² Excluding wear parts.
⁵ All services are provided in accordance with our conditions.
⁷ Optional for an additional charge.
⁹ No limitation regarding duration and mileage.

The warranty extension for your powertrain.^{2,5,7,8}

The powertrain warranty provides all-round cover for your truck’s most important components. The warranty for the vehicle powertrain can be extended on favourable terms, giving you reliable protection against unexpected repair costs.

Included in the cover:

- Engine
- Transmission
- Power take-off (PTO)
- Driven axles²
- Prop shafts
- Factory-fitted retarder

The package at a glance.



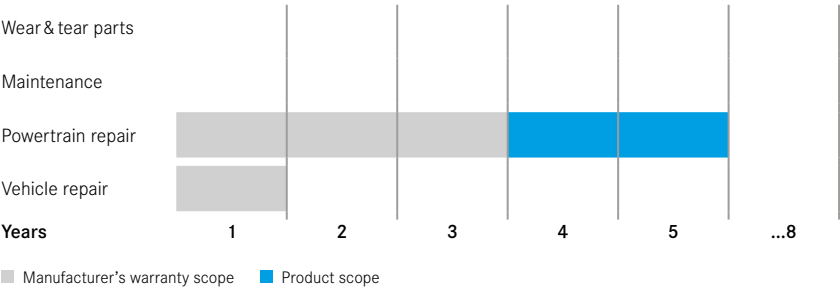
- Cover for the powertrain



- Mercedes-Benz Uptime. Intelligent, real-time monitoring that keeps your truck on the road where it belongs ⁷

Warranty extension for powertrain

Up to five years and up to 800,000 km



² Excluding wear parts.
⁵ All services are provided in accordance with our conditions.
⁷ Optional for an additional charge.
⁸ For terms of up to five years and up to 800,000 km.

The warranty extension for your vehicle.^{2,5,7,8}

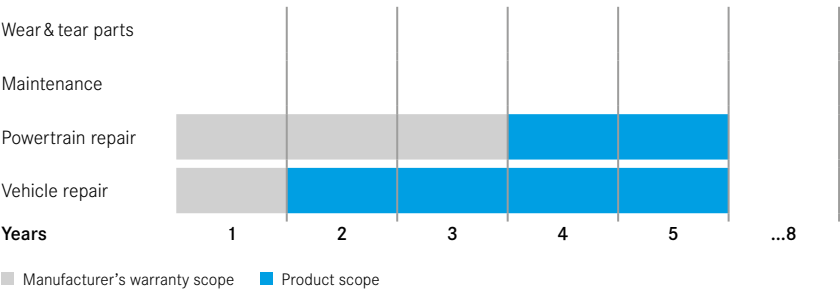
The warranty extension for your vehicle provides extended cover for a wide range of parts and part groups for your vehicle, including the powertrain. It gives you protection and cost transparency on predictable, attractive terms.

Included in the cover:

- Engine
- Transmission
- Power take-off (PTO)
- Axles²
- Prop shafts
- Factory-fitted retarder
- Exhaust after-treatment (BlueTEC diesel technology)
- Fuel system
- Release bearings
- Brake system²
- Air conditioning system
- Entire electrical system
- Cooling systems and auxiliary heater
- Gear shift / gearshift linkage
- Safety systems
- Instruments / recording equipment

Warranty extension for vehicle

Up to five years and up to 800,000 km



The package at a glance.



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



- Mercedes-Benz Uptime. Intelligent, real-time monitoring that keeps your truck on the road where it belongs⁷

² Excluding wear parts.
⁵ All services are provided in accordance with our conditions.
⁷ Optional for an additional charge.
⁸ For terms of up to five years and up to 800,000 km.

The complete service package.^{1,5,6,7}

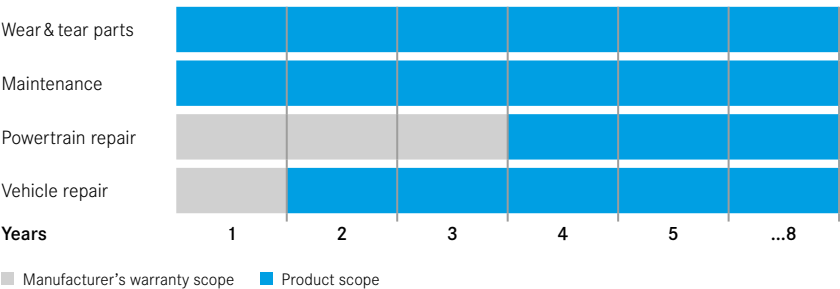
If you want comprehensive additional cover for your vehicle, look no further than Mercedes-Benz Complete. Payable in fixed monthly instalments, this comprehensive package covers all workshop jobs (including wear parts) from the scheduling of appointments to the verification of invoices. Your vehicle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

Included in the cover:

- All repairs,¹ including wear parts on the chassis, as well as all vehicle components and wear-related assembly replacements
- All routine maintenance work¹ in accordance with Mercedes-Benz guidelines, including replacement parts and oils
- Preventive repairs, identification of weak points and determination of remedial measures
- Additional options such as tyre replacement and tyre service as well as UK coverage of unplanned repairs and services
- Our Zero Tolerance on Downtime promise provides you with road assistance and recovery 24 hours a day. A free replacement vehicle is provided, if yours isn't fixed within 24 hours

Complete Service Contract

Up to eight years and up to 1,000,000 km



The package at a glance.

- Warranty**
 - Cover for a wide range of mechanical and electronic components as well as for the powertrain
- Maintenance**
 - Regular vehicle maintenance to Mercedes-Benz quality standards
- Wear parts**
 - Repair of worn parts and maintenance work on the vehicle (excluding implements and attachments)
 - Replacement of major assemblies
- 24 h Towing**
 - Breakdown assistance
 - Towing costs are covered in the case of mechanical breakdowns
- Statutory inspections**
 - MOT & Ministry inspections
 - Safety inspection for all vehicles weighing 7.5t or more
 - Tachograph check
- Tyre service**
 - Unlimited tyre replacements/servicing in accordance with the specified conditions of use⁷
 - Tyre Authorised Repairer, nationwide coverage provided⁷
- UPTIME**
 - Mercedes-Benz Uptime. Intelligent, real-time monitoring that keeps your truck on the road where it belongs⁷
- ZTOD**
 - Our Zero Tolerance on Downtime promise provides you with road assistance and recovery 24 hours a day. A free replacement vehicle is provided if yours isn't fixed within 24 hours

¹ Excluding implements and attachments.
⁵ All services are provided in accordance with our conditions.
⁶ For terms of up to eight years and up to 1,000,000 km.
⁷ Optional for an additional charge.

The complete service package – with Uptime.^{1,5,6,10,11,12,13}

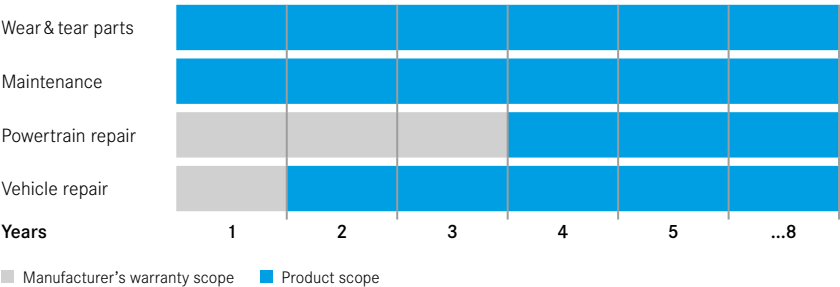
More than comprehensive additional cover for your vehicle, Mercedes-Benz Complete with Uptime provides the ultimate peace of mind and an unbeatable optimised truck. As with the Complete Service Contract, it is payable in fixed monthly instalments and covers all workshop jobs (including wear parts) from 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 repairs¹, including wear parts on the chassis, as well as all vehicle components and wear-related assembly replacements
- All routine maintenance work in accordance with Mercedes-Benz guidelines, including replacement parts and oils
- Preventive repairs, identification of weak points and determination of remedial measures
- Additional options such as tyre replacement and tyre service as well as UK coverage of unplanned repairs and services
- Our Zero Tolerance on Downtime promise provides you with road assistance and recovery 24 hours a day. A free replacement vehicle is provided, if yours isn't fixed within 24 hours
- Mercedes-Benz Uptime. Intelligent, real-time monitoring that keeps your truck on the road where it belongs

Complete Service Contract with Uptime

Up to eight years and up to 1,000,000 km



The package at a glance.

- Warranty**
 - Cover for a wide range of mechanical and electronic components as well as for the powertrain
- Maintenance**
 - Regular vehicle maintenance to Mercedes-Benz quality standards
- Wear parts**
 - Repair of worn parts and maintenance work on the vehicle (excluding implements and attachments)
 - Replacement of major assemblies
- 24 h Towing**
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 - Tyre Authorised Repairer, nationwide coverage provided⁷
- Uptime**
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- ZTOD**
 - Our Zero Tolerance on Downtime promise provides you with road assistance and recovery 24 hours a day. A free replacement vehicle is provided if yours isn't fixed within 24 hours

¹ Excluding implements and attachments.
⁵ All services are provided in accordance with our conditions.
⁶ For terms of up to eight years and up to 1,000,000 km.
⁷ Optional for an additional charge.
¹⁰ Not available on Econic and Atego
¹¹ Available on tractor units with an Integrated Service Package (340,000km) limit
¹² Available on Actros, Antos and Arocs rigid with a Complete Service Contract greater than two years
¹³ Available on Actros, Antos and Arocs rigid on a two year contract that is not on an Integrated Service Package

Uptime.^{3,4}

By intelligently networking your vehicles and transport company with the Mercedes-Benz Uptime 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 electronic systems and responds promptly to critical situations and to servicing and repair requirements. This can minimise breakdowns and downtime and allows scheduled workshop visits to be efficiently combined.



Three services, one objective: maximising uptime through individual customer care.



Real-time support for repair measures.

Our exclusive customer portal gives you a complete, real-time overview of the operating status of your vehicles as well as specific recommendations for action.



Efficient management of repairs and servicing.

Your home Dealer will tell you in advance about any repairs and maintenance work that has 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.



Preventing breakdowns.

If your vehicle is about to breakdown due to a condition that has been detected by one of the vehicle's electronic sensors then the CAC will call you immediately and quickly arrange a workshop appointment at the Mercedes-Benz Authorised Repairer that is most convenient for your route.



Now standard on new vehicles with applicable Service Contracts.

³ Optional for an additional charge where not included as standard.

⁴ Available on Actros, Arocs and Antos.

Can be combined with all Fleetboard® services. No limitation regarding duration and mileage.

Regarding the information in this publication: changes may have been made to the product since going to press (April 2018).

This publication may also contain information about models and services that are not available in individual countries. Statements regarding legislative, fiscal or other legal regulations and the implications of these are valid only for the United Kingdom at the time of going to press. For more information please contact your Mercedes-Benz Truck Dealer or visit mbtrucks.co.uk