

FREIGHTLINER SERVICE PLANS

BECAUSE RELIABILITY
MEANS BUSINESS



CASCADIA[®]

DAIMLER TRUCK

FREIGHTLINER[®]

DRIVER DRIVEN



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.**

*Terms and conditions apply. Please contact your authorised Freightliner commercial dealer for a copy of the full terms

SERVICE PLANS

PUTTING YOU IN CONTROL OF YOUR VEHICLES' COST

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 Freightliner can make this easier for you, such as attractive, predetermined maintenance and repair costs, improved vehicle operational reliability and reduced administration.*

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

BENEFITS 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

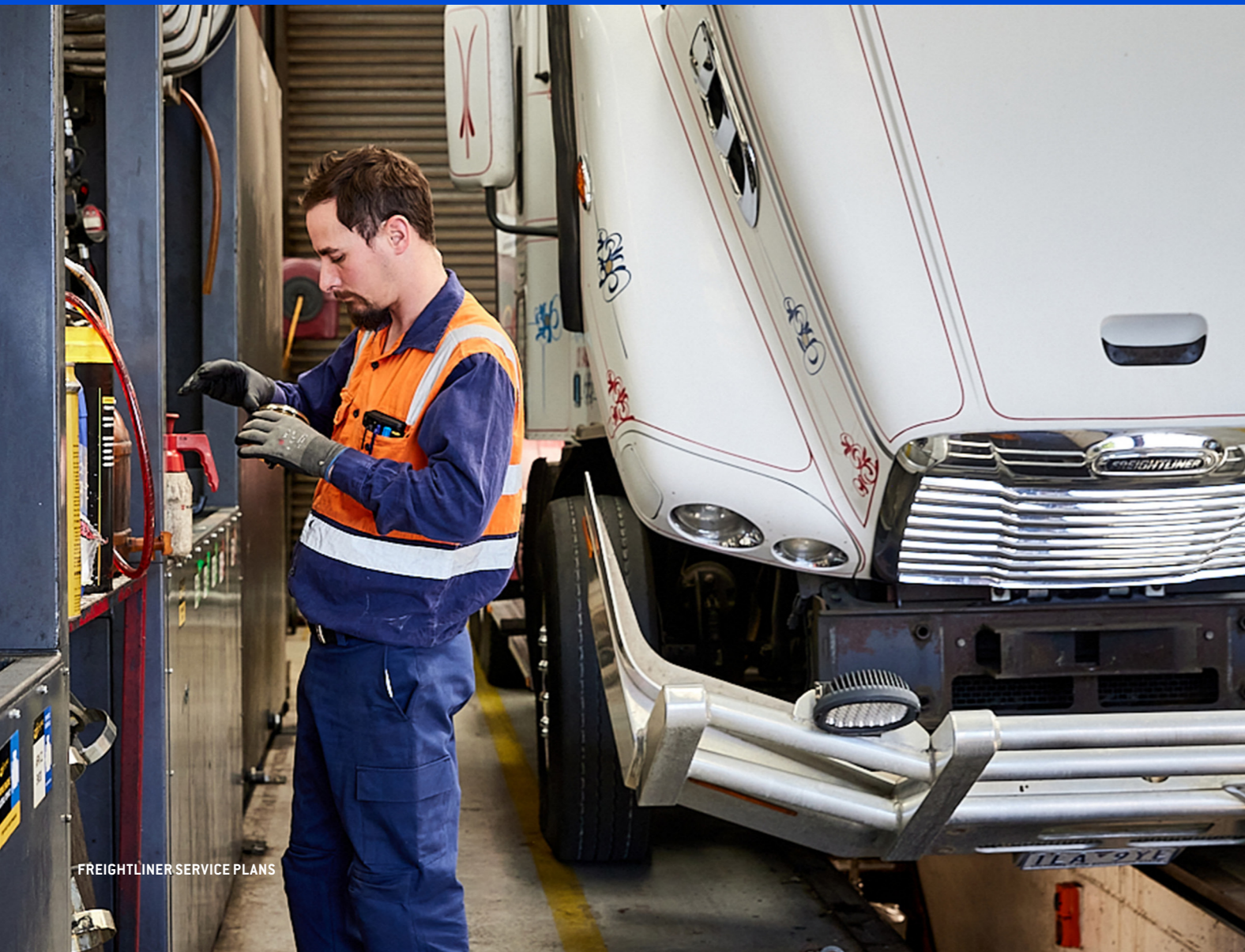
- Direct debit
- One up-front payment
- Monthly contributions
- Bundled into your finance package



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SERVICE SOLUTIONS THAT MEET YOUR SPECIFIC REQUIREMENTS

FREIGHTLINER SERVICE PLANS OFFER YOU A CUSTOMISED SERVICE PACKAGE AT A FIXED, TRANSPARENT, ATTRACTIVE PRICE



DAIMLER TRUCK
> CUSTOMER SOLUTIONS

FREIGHTLINER SERVICE PLANS

SERVICE PLAN

BENEFITS AT A GLANCE

BESTBASIC

BestBasic includes all scheduled servicing work for your vehicle, as per the Freightliner requirements specified in the Freightliner 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.

- 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.

COMPLETE

A full service package offering all round protection. Complete Service Plan covers a range of repair and maintenance work. 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.

- 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.*

This brochure sets out the general services, benefits and exclusions of a Service Plan by Freightliner. Please contact an authorised Freightliner dealer for a copy of Service Plan Terms and Conditions or a tailored solution for your business.

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FREIGHTLINER 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 Freightliner Genuine Parts your truck was built with.

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



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.

 IN AUSTRALIA - CALL
1800 033 557

 IN NEW ZEALAND - CALL
0508 247 777

FREIGHTLINER



FREIGHTLINER SERVICE PLAN INCLUSIONS

DESCRIPTIONS

BENEFITS OF SERVICE PLANS

	FREIGHTLINER COMPLETE	FREIGHTLINER BESTBASIC
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 dryer	•	•
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	•	

DESCRIPTIONS

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	•	

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	•	

FREIGHTLINER
COMPLETE

FREIGHTLINER
BESTBASIC

FREIGHTLINER SERVICE PLAN INCLUSIONS

FREIGHTLINER
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DESCRIPTIONS

AXLES

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	•	

CAB

Audio (factory installed)	•	
Battery	•	
Illumination including bulbs/globes (factory installed)	•	•
Electrical system and instruments	•	
Safety system	•	
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	•	
Wiper blades (factory installed)	•	•
Auxiliary heater	•	

FREIGHTLINER SERVICE PLAN EXCLUSIONS

DESCRIPTIONS

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



CONTACT YOUR LOCAL DEALERSHIP FOR MORE INFORMATION

Daimler Truck Australia Pacific Pty Ltd reserves the right to change the specifications and features of the products at any time without notice.

The information is correct at the time of printing 12/2022. Freightliner is a registered trademark of Daimler Trucks North America LLC, distributed by Daimler Truck Australia Pacific Pty Ltd.

Daimler Truck Australia Pacific Pty Ltd
ABN 86 618 413 282

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FREIGHTLINER.CO.NZ



DRIVER DRIVEN

A large, vertical version of the Freightliner logo, oriented vertically, set against a background of a blue sky with clouds and a blurred truck grille.