



# Mercedes-Benz Service Plans.

Because reliability means business.

Mercedes-Benz  
Trucks you can trust





# Mercedes-Benz Service Plans.

The economical and reliable way to manage your vehicles' Total Cost of Ownership.



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

Our Mercedes-Benz 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

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

\*Terms and conditions apply. Please contact your authorised Mercedes-Benz commercial 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 Service Plans offer you a customised service package at a fixed, transparent, attractive price.

## Mercedes-Benz 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.
- Preventative Maintenance – Parts can be replaced before they become worn, protecting you from costly repairs and unplanned time off the road.
- Predetermined payments.
- Reduced administration, leaving you free to concentrate on your core business.
- For terms of up to 60 months or 1,200,000km.
- 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 Mercedes-Benz. Please contact an authorised Mercedes-Benz 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 commercial dealer for a copy of the full terms.

## Mercedes-Benz BestBasic Service Plan.

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



# Mercedes-Benz 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 dealership, so that the Service Plan scheduling and pricing can be adjusted to your needs.

\*Please refer to the Mercedes-Benz 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 dealer to obtain a copy of the full terms.



# Preventative Maintenance.

We realise that for trucks to work at their optimum, components need to be replaced at the right time. That's why we include a list of Preventative Maintenance items, to reduce the risk of downtime for your vehicle and business. Contact your local Mercedes-Benz dealer and ask for the latest copy of the Preventative Maintenance flyer or tailored Preventative Maintenance packages. \*\* Plus, there are no limitations. We will repair or replace those key Preventative Maintenance items as many times as your truck requires for the duration of your Complete Service Plan. It's how smart operators stay on the road, longer.

# 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

\*\*Tailored Preventative Maintenance packages are only available for Australian Mercedes-Benz truck dealerships

# Mercedes-Benz Service Plan Inclusions.

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

|  | Complete | BestBasic |
|--|----------|-----------|
| <b>Benefits of Service Plans</b>   |          |           |
| Scheduled Maintenance (Maintenance book or Telligent System)   | •        | •         |
| Repair Powertrain/driveline  | •        |           |
| Repair Vehicle   | •        |           |
| Wear & Tear (Preventative Maintenance Replacements)  | •        |           |
| Towing and Breakdown Service for valid repairs (600km limit)   | •        |           |
| Preventative Maintenance   | •        |           |
| VCA/COF Inspection (Valid for New Zealand Customers Only)  | •        |           |
| <b>Maintenance</b>   |          |           |
| Diagnostic test, brake fluid, material, top up fluids for the maintenance scopes   | •        | •         |
| Inspection/adjustment of vehicle technical systems 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   | •        | •         |
| Towing devices including turn tables and trailer couplings (Valid for New Zealand Customers Only)  | •        |           |
| Cleaning diesel particulate filter   | •        | •         |
| <b>Engine</b>  |          |           |
| Engine, block, liners, pistons, crank, cam, heads  | •        |           |
| Exhaust after treatment  | •        |           |
| Intake/exhaust manifold  | •        |           |
| Engine suspension  | •        |           |
| Injection, fuel pump system  | •        |           |
| Accelerator pedal  | •        |           |
| Alternator   | •        |           |
| 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 |
|--|----------|-----------|
| <b>Drive</b>   |          |           |
| Drive suspension   | •        |           |
| Differential lock  | •        |           |
| Range group  | •        |           |
| Master and slave cylinder  | •        |           |
| Housing  | •        |           |
| Clutch (release bearing, pressure plate, masses flywheel)  | •        |           |
| Clutch (driving plate)   | •        |           |
| Modulator  | •        |           |
| 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  | •        |           |
| <b>Axles</b>   |          |           |
| 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)  | •        |           |
| <b>Chassis</b>   |          |           |
| Exhaust system   | •        |           |
| Hydraulic, mechanical, pneumatic brake system  | •        |           |
| Brake linings, brake disks, brake drums, brake calipers  | •        |           |
| Compressed air system  | •        |           |
| Lines, tubes, hoses, clamps  | •        |           |
| Steering gear/steering shaft   | •        |           |
| Tank system  | •        |           |



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|   | Complete | BestBasic |
|---|----------|-----------|
| <b>Cab</b>  |          |           |
| Audio (factory installed)                                 | •        |           |
| Battery   | •        |           |
| Illumination including bulbs/globes                       | •        | •         |
| Electrical system and instruments                         | •        |           |
| Safety and Telematics system (factory installed)          | •        |           |
| Telematics monthly subscription                           | •        |           |
| 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  | •        | •         |
| Auxiliary heater/stationary air conditioner               | •        |           |

# Mercedes-Benz Service Plan Exclusions.

- Fuel and damage caused by contaminated or substandard fuel
- Wheels, wheel balance, rims and tyres
- Glass and windows, panels, trims and paintwork
- Abuse, accident damage and incorrect use of vehicle including consequential damage
- Rust and corrosion
- Repair or replacement of damaged interior, lining, trims, floor cover, seat upholstery and cushions
- Non-OEM electrical system and installations
- Any nuts, bolts, washers, fasteners, bolts and consumable items associated with any excluded items
- Suzi lines for electrical, pneumatic and hydraulic connections

Changes may have been made to the product since this booklet went to press (08/2020). 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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