

DAF MULTISUPPORT

More than just
Repair & Maintenance



DAF



Repair and maintenance services customised to your business

DAF MultiSupport provides a range of repair and maintenance service packages to increase uptime, control your costs and reduce risks. You decide yourself the level of service, with the possibility to extend to trailer equipment and/or construction. So you are always assured of a perfectly maintained fleet and maximum vehicle availability. And just as important, you can concentrate on your core business.



You drive, we take care of the rest

Your DAF dealer takes maintenance planning and administration off your hands. You can focus on your core activities sure in the knowledge that your fleet will always be in perfect condition.



Fixed price per kilometre

Our flexible repair and maintenance packages give you maximum assurance at a fixed price per kilometre. As well as giving you full financial control, it helps prevent costly surprises.



Maximum uptime

Based on your needs, vehicle use and truck configuration your DAF dealer will give you the best maintenance schedule for your operations. And if there is an unexpected breakdown, you can always rely on DAF International Truck Service.



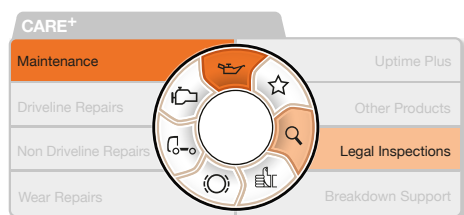
Enhanced resale value

Our repair and maintenance services use genuine DAF parts to increase vehicle reliability and ensure an enhanced resale value of your truck.

Flexible packages at a fixed price

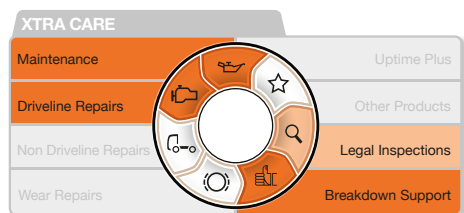
Over 11,600 satisfied customers since 2001, they had good reasons to trust us

DAF MultiSupport helps you to get even more out of your fleet. Our packages offer a tailor made service solution for any vehicle application for up to 8 years.



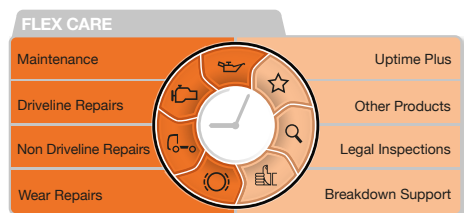
Keeping your vehicles in excellent condition

DAF MultiSupport Care+ gives you all the maintenance services you need to keep your vehicles in excellent condition. It helps you prevent unexpected breakdowns and maximise vehicle uptime for an attractive, agreed monthly fee.



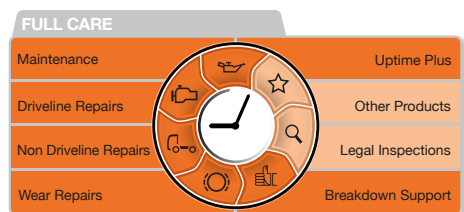
Maintaining and protecting your driveline no matter what

With DAF MultiSupport Xtra Care, you are assured of excellent maintenance, high-quality repairs and maximum vehicle availability to drive your business forward. The contract covers the most expensive components, your vehicle's driveline.




Maximum flexibility through extended tailor made services

DAF MultiSupport Flex Care provides excellent maintenance services and also covers repairs to your vehicle. You can optimise your Total Cost of Ownership even further by selecting from a range of additional services.



Taking care of your truck so you can focus on your business

DAF MultiSupport Full Care offers the most comprehensive coverage, enabling you to focus entirely on your core business. Including solutions for all service-related aspects of your truck, with fixed costs and no financial risk, it's the best way to increase uptime and lower your Total Cost of Ownership.

 **Included**  **Optional**

Maximum vehicle availability

Maximise your uptime through prompt, comprehensive maintenance

DAF Trucks helps you optimise your business by focusing on reliability, cost-effectiveness and transport efficiency. To give you maximum certainty when it comes to logistics, you can expand your DAF MultiSupport package with our Uptime and Connected Services.



Get back on the road faster

DAF MultiSupport Uptime Plus combines optimum vehicle performance with the most comprehensive breakdown service delivered by DAF International Truck Service.

The Uptime Plus promise

- DAF ITS takes care of your breakdown
- Fast, reliable, 24/7 assistance from over a 1,000 DAF dealers
- Your truck is back on the road within 8 hours
 - o Replacement vehicle for up to 10 days when repairs take longer
 - o Financial compensation for up to 10 days as an alternative to a replacement vehicle



UPTIME PLUS

Connected Services

Supported by DAF CONNECT

DAF MultiSupport Connected Services allow you to optimise your logistics by providing insight into the performance of your vehicles and drivers.

- Maximise uptime through Live Fleet Monitoring
- Improve efficiency through exception reporting
- Access real-time information about vehicle condition
- Align your operations with your R&M contract



Benefits at a glance



Let DAF take care of your vehicle so you can drive your business forward

- Over 1,000 highly qualified and responsive DAF dealerships are always ready to help keep your business running
- If there's an unexpected situation, you can fully rely on DAF International Truck Service 24 hours a day, 7 days a week, 365 days a year



National dealer coverage

Achieve the highest level of efficiency by having your services carried out by the DAF dealer that's most convenient for you.

Experience the advantages for yourself

- Always a DAF workshop nearby
- Service when and where you need it
- Service in the workshop nearest to your operation
- You can relocate your vehicle within your country without having to adjust your DAF MultiSupport contract



DAF MultiSupport

More than just repair & maintenance

- Complete financial control
- Worry-free ownership
- Save time, effort and money
- Maximum vehicle uptime and optimal vehicle performance
- Highly trained DAF technicians in every dealership provide expert advice, service and support
- Peace of mind enables you to focus on your core business
- Your vehicle always in top condition
- Increased residual value

Quick Reference Guide

Package Overview	Care*	Xtra Care	Flex Care	Full Care
Maintenance				
Legal inspections				
Driveline Repairs				
Non-driveline Repairs				
Wear Repairs				
Breakdown Support				
Uptime Plus				
Connected Services				
Reporting				
Other Products				

Maintenance	Care*	Xtra Care	Flex Care	Full Care
All necessary periodic preventative maintenance activities according to vehicle specific DAF maintenance standards, including all required parts, oils and filters using DAF Genuine parts				

Legal Inspections	Care*	Xtra Care	Flex Care	Full Care
All applicable legal inspections				
Adjustments to headlight settings if necessary				

Driveline Repairs	Care*	Xtra Care	Flex Care	Full Care
Engine				
Fuel pump, fuel injection pipes and injectors				
Short block including crankshaft, connecting rod, pistons, cylinder liners, bearings and timing gears				
Water pump, thermostat and thermostat housing				
Cylinder head and cylinder head gasket, including inlet and exhaust valves, camshaft and valve operation				
Turbocharger, intake and exhaust manifolds				
Oil pump, oil sump including dipstick and fill installation, oil cooler				
Fan (viscous) and pulleys, vibration damper				
Exhaust / engine brake excluding external control				
Starter motor				
Axles				
Propeller shaft				
Axle shaft, axle housing, driven axles				
Hub and hub reduction gears				
Drive				
Gearbox; housing and internal components (AS Tronic modulator)				
Synchromesh				
Integrated oil cooler				
Retarder / Intarder				
Differential, differential carrier, gears and internal bearings, differential locking				

Non-driveline Repairs	Care*	Xtra Care	Flex Care	Full Care
Engine				
Alternator and compressor				
Cooling system, radiator including pipes and hoses, fan (non-viscous)				
Steering pump including hoses				
EAS system				
DPF unit Euro 6				
Axles				
Axle housing, non-driven axles				
Axle shaft bearings				
Track rod				
King pin and king pin bushes				
Brake camshaft, slack adjusters				
Spring brake actuator, brake wheel cylinder				
Drive				
PTO and PTO control				
Control valves, cylinders, pipes and hoses				
Gearbox pipes				

Non-driveline Repairs	Care*	Xtra Care	Flex Care	Full Care
Chassis, steering gear, suspension				
Chassis, steering gear and suspension-related parts			Included	Included
Cab				
All cab, exterior and interior parts, including cab tilting device, ram pump and cab suspension			Included	Included
Electrical system				
All electrical components and chassis, engine and cab connections			Included	Included
Ancillaries (if factory equipped)				
Air conditioning			Included	Included
Fifth wheel/Standard coupling			Included	Included
Low drawbar + coupling			Included	Included
DAF alarm system			Included	Included
Auxiliary cab heater			Included	Included
DAF in-cab refrigerator			Included	Included
DAF audio system			Included	Included
Wear Repairs	Care*	Xtra Care	Flex Care	Full Care
Replacement of:				
Shock absorbers and rubbers			Included	Included
Bushes			Included	Included
Shackle pins, king pins			Included	Included
Batteries			Included	Included
Brakes				
Repair and/or replacement of brake discs and drums, linings, shoes and pads			Included	Included
Drive				
Repair and/or replacement of clutch assembly			Included	Included
Breakdown Support	Care*	Xtra Care	Flex Care	Full Care
DAF ITS assistance	Included	Included	Included	Included
Repair costs (for Xtra Care: only driveline components)		Included	Included	Included
Call-out costs of a service vehicle		Included	Optional	Included
Towing costs		Included	Optional	Included
Uptime Plus	Care*	Xtra Care	Flex Care	Full Care
Uptime Plus			Optional	Included
Connected Services	Care*	Xtra Care	Flex Care	Full Care
Basic Connect Services				Optional
Reporting	Care*	Xtra Care	Flex Care	Full Care
KPI Reporting	Included	Included	Optional	Included
Other Products	Care*	Xtra Care	Flex Care	Full Care
Wiperblades	Included	Included	Included	Included
Oil top up	Included	Included	Included	Included
Bulbs and Fuses Support	Included	Included	Included	Included
Auxiliary Air-conditioning Support			Optional	Included
Tail Lift Support			Included	Included
Collection and delivery at maintenance services	Included	Included	Included	Included
Suzies (electrical and air)			Included	Included
Tyre management	Included	Included	Included	Included
Box or curtainsider superstructure support			Optional	Included

The content of this Quick Reference Guide is for information purposes only and gives a general overview of the DAF MultiSupport products without being exhaustive in the description of the products and their relevant conditions and/or exclusions. This Quick Reference Guide is not intended to substitute the DAF MultiSupport Agreement. Only the signed DAF MultiSupport Agreement will provide you with a complete overview of the applicable terms and conditions.

 **Included**  **Optional**

DAF Trucks N.V.
Hugo van der Goeslaan 1
P.O. Box 90065
5600 PT Eindhoven
The Netherlands
Tel: +31 (0) 40 21 49 111
Fax: +31 (0) 40 21 44 325
daf.com



ISO14001
Environmental
Management System



IATF16949
Quality
Management System

In the interest of continuing product development, DAF Trucks reserves the right to change specifications or equipment at any time without notice. For exact and recent information please contact your local DAF dealer.

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