



SERVICE PLANS



 **GETTING THE JOB DONE SINCE '71**
DAIMLER TRUCK



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 warranties.

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



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

SERVICE PLANS

PUTTING YOU IN CONTROL OF YOUR VEHICLE COSTS

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

Our FUSO 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 payments
- Bundled into your finance package

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

TAILORED SERVICE SOLUTIONS

FUSO SERVICE PLANS OFFER YOU
A CUSTOMISED PACKAGE AT A FIXED,
TRANSPARENT, ATTRACTIVE PRICE THAT
MEETS YOUR SPECIFIC REQUIREMENTS.

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COMPLETE SERVICE PLAN

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 your vehicle stays in tip-top condition, remains always available for use, and keeps costs under control.

BENEFITS AT A GLANCE

- A complete service, repair and wear and tear package for all-round protection.
- Predetermined payments which are CPI locked for the duration of your contract.
- Reduced administration, leaving you free to concentrate on your core business.
- 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.*

BESTBASIC SERVICE PLAN

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

BENEFITS AT A GLANCE

- All scheduled services are carried out by trained technicians using genuine parts and lubricants.
- Predetermined payments which are CPI locked for the duration of your contract.
- Available at any point in the truck's life.

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

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



FUSO 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 FUSO 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 FUSO dealership, so that the Service Plan scheduling and pricing can be adjusted to your needs.



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.

 **1800 033 557**

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*Please refer to the FUSO Service Plan's Terms and Conditions for a full list of inclusions and exclusions.



FUSO SERVICE PLAN INCLUSIONS

	Complete	BestBasic
Benefits of a Service Plan		
Scheduled Servicing	•	•
Globes	•	•
Wiper Blades	•	•
Lubricant & Coolant Top-ups	•	•
24/7 Roadside Assist and Towing (Up to 600km) ¹	•	•
Drive Line Coverage	•	•
Comprehensive Vehicle Coverage	•	•
Wear & Tear Components	•	•
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/AdBlue Filter	•	•
Oil Filter, Automatic Transmission	•	•
Cartridge, Air Drier	•	•
Scheduled DPF Replacement	•	•
Repair		
Engine		
Engine, Block, Liners, Pistons, Crank, Cam, Heads	•	•
Exhaust After Treatment	•	•
Intake/Exhaust Manifold	•	•
Engine Suspension	•	•
Injection, Fuel Pump System	•	•
Fuel Injectors	•	•
Accelerator Pedal	•	•
Servicing The DPF (as per the Service Schedule)	•	•
Glow Plug	•	•
A/C Compressor	•	•
V-Belt/Belt Tensioners	•	•
Fuel/Air Filter	•	•
Charge Air Cooler	•	•
Coolant Hoses (Incl. Coolant)	•	•
Lines, Tubes, Hoses, Clamps on Major Assembly	•	•
Steering Pump	•	•
Fan Hub	•	•
Air Compressor	•	•
Engine Brake	•	•
Crankcase	•	•
NOx Sensors	•	•
Top & Bottom Radiator Hoses	•	•
Belt Drive (Incl. Belt Pulleys, Bearing)	•	•
Control Unit	•	•
Control	•	•
Turbocharger	•	•
Water Pump and Water Hoses	•	•
Starter Motor	•	•
Alternator	•	•
Front Engine Mounts	•	•
Rear Engine Mounts	•	•
Heater 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/Relma Brake (Factory Installed)	•	•
Shift Mechanism/Gearshift Linkage/Cable-Controlled Gearshift	•	•
Control Unit	•	•
Synchronisation	•	•
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	•	•
Universal Joint Kit (Applicable to MB 6x4 Models Only, Excludes 2646)	•	•
Lines, Tubes, Hoses, Clamps on Major Assembly	•	•
Stabiliser 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 (One Per Annum)	•	•

FUSO SERVICE PLAN INCLUSIONS

	Complete	BestBasic
Chassis		
Exhaust System	•	
Hydraulic, Mechanical, Pneumatic Brake System	•	
Brake Linings, Brake Discs, Brake Drums, Brake Calipers	•	
Compressed Air System	•	
Compressor Hose between Metallic Lines	•	
Lines, Tubes, Hoses, Clamps, Compressor Pipe/Hose	•	
Steering Gear/Steering Shaft	•	
Tank System	•	
Cab		
Audio (Factory Installed)	•	
Battery	•	
Illumination Incl. Bulbs/Globes (Factory Installed)	•	•
Electrical System and Instruments	•	
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	•	

FUSO SERVICE PLAN EXCLUSIONS

Damage Caused by Contaminated or Substandard Fuel, AdBlue 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

Consequential Damage and Failure Caused by the Deletion of Emissions Control Systems
and Non-Standard Tunes.



FUSO BATTERY ELECTRIC VEHICLE+ SERVICE PLAN INCLUSIONS

	eCenter Complete	eCenter BestBasic
Benefits of a Service Plan		
Scheduled Servicing	•	•
Globes	•	•
Wiper Blades	•	•
Lubricant & Coolant Top Ups	•	•
24/7 Roadside Assist and Towing (Up to 600km) ¹	•	•
ePowertrain Coverage	•	•
Comprehensive Vehicle Coverage	•	•
Wear & Tear Components	•	•
HV Battery Coverage	•	•
Maintenance		
Inspection as per Manufacturer's Guidelines: E-Powertrain, Battery, Electrical Systems Including High-Voltage Components and Cables, Safety-Related Parts, Lamps, Oil During Periodic Maintenance, Fluids: Coolant Level, Washer Fluid, Antifreeze, Coolant, Refrigerant	•	•
Inspection/Adjustment of Vehicle Technical Systems	•	•
Operating Fluids for Maintenance Scope	•	•
Replacement of Fluids and Their Filter Elements (as per Manufacturer's Guidelines)	•	•
Corrosion Protection Check/Replace (as per Manufacturer's Guidelines)	•	•
Fire Detector, Fire Extinguisher (If Applicable and as per Manufacturer's Guidelines)	•	•
Repair		
Electric Drive System		
ePowertrain Suspension	•	•
Accelerator Pedal	•	•
A/C Compressor	•	•
Lines, Tubes, Hoses, Clamps on Major Assembly	•	•
Electrical Steering Pump	•	•
Cooling Radiator and Fan	•	•
Water Pump	•	•
Water Hoses	•	•
Electric Drive System Radiator	•	•
HV Control Unit/Electrics/Electronics	•	•
AC/DC Converter	•	•
DC/DC Converter	•	•
Energy Distributor (Power Distribution Module)	•	•
eMotor	•	•
HV Battery	•	•
Converter/Inverter	•	•

	eCenter Complete	eCenter BestBasic
Transmission		
Electrical Power Take-Off (ePTO/PTO)	•	•
eAxles		
Drive Shaft eAxle	•	•
Suspension, Air Bellows, Shock Absorbers, Lift Equipment	•	•
Housing	•	•
Lines, Tubes, Hoses, Clamps on Major Assembly	•	•
Control Unit/Electrics/Electronics	•	•
Front eAxle (Not Driven), Steered/Non-Steered Leading eAxle, Trailing eAxle (Not Driven), Wheel Bearing, Wheel Hub, Tie Rod, Driving Rod, Drag Link	•	•
Chassis		
Hydraulic, Mechanical, Pneumatic Brake System Incl. Brake Calipers	•	•
Brake Linings/Pads, Brake Discs, Brake Drums	•	•
Resistor, Brake Chopper (Inverter)	•	•
Electrical System and Equipment	•	•
Lines, Tubes, Hoses, Clamps	•	•
Steering Gear/Steering Shaft	•	•
Control Unit/Electrics/Electronics	•	•
Battery Charging Connector	•	•
DC Chargebox (on the Vehicle Side) Without Charging Cable	•	•
Charging Socket (on the Vehicle Side)	•	•
Cab		
Audio/Communication	•	•
Battery	•	•
Illumination Without Light Source	•	•
Electrical System and Instruments	•	•
Safety Systems (Incl. Rear View Camera)	•	•
Heating and Air Conditioning	•	•
Light Source	•	•
Navigation System	•	•
Locking System (Tilting/Sliding Roof), Seats (Not Covers)	•	•
Control Unit/Electrics/Electronics	•	•
Wiper System Without Wiper Blades	•	•
Wiper Blades	•	•
(Electrical) Auxiliary Heater/Stationary Air Conditioner	•	•

* Inclusions/exclusions applicable to Battery Electric Vehicles only.

¹ Roadside assist and towing up to 600km is covered for valid repairs by 24/7 Roadside Assistance under your Complete Service Plan. Coverage is supplementary to your vehicle warranty policy.

* Inclusions/exclusions applicable to Battery Electric Vehicles only.

FUSO BATTERY ELECTRIC VEHICLE+ SERVICE PLAN EXCLUSIONS

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 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

Consequential Damage and Failure Caused by any Modification to the Control Unit Settings

Damages of the Battery and Electric/Electronic Parts of the Periphery Caused by Improper Charging

Total Discharge of the Battery Caused by Intentional or Improper Discharging

If the Vehicle is Left Standing Too Long, With an Empty Battery Status for More Than 30 Days





CONTACT YOUR AUTHORISED LOCAL FUSO DEALER OR VISIT **FUSO.COM.AU**

Service Plans Customer Contact Centre
Monday – Friday, 9:00 am – 5:00 pm (AEST)
P: 1800 6748 103
E: service_plans@daimlertruck.com

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