



DAF MultiSupport

More than just Repair & Maintenance...



*Improve your profitability with **DAF MultiSupport!***

In the haulage business, everything is geared to maximise productivity and minimise costs; the highest possible profit per tonne/kilometre.

DAF MultiSupport is DAF's flexible European Repair & Maintenance programme which enables you to generate the maximum yield from investments in your vehicle fleet.

DAF MultiSupport key elements for increased profitability

Full financial control

DAF MultiSupport offers you an agreed price per kilometre for the repair and maintenance needs of your truck for up to 1.2 million kilometres, depending on vehicle type and use. From a full menu of services, you can choose exactly what you want to put in the hands of the DAF organisation. You know in advance what your costs will be for these services. In that way, you know exactly what your earnings will be per kilometre.

This results in full transparency in operational costs and reduced administration.

Prevent unpleasant surprises

At your DAF dealer, the well trained mechanics are familiar with every aspect of your truck and high quality genuine DAF parts are used. You are therefore assured of perfect maintenance and repairs. Even more important, by keeping your fleet in optimum condition, the risk of incurring a breakdown and subsequently costly effects of a delay are reduced to a minimum.

Maximum vehicle availability

Taking into account your needs, vehicle use, truck configuration and applicable legal inspections, the dealer will create an optimised maintenance schedule that is not only the best for the truck and its specific use, but also best for you. You can plan maintenance clearly in advance and thereby maximise your vehicle availability.

Enhanced resale values

DAF MultiSupport assures the highest standard of servicing for your vehicle. The value of having maintenance and repairs on your truck carried out to DAF standards with usage of genuine DAF parts, will not only show through increased reliability, but will also be reflected in an enhanced resale value.



Tailored Repair & Maintenance solutions

Three packages of services:



DAF MultiSupport Care⁺: Keep your vehicle in optimum condition.

Comprehensive preventative maintenance.



DAF MultiSupport Xtra Care: Protect against high risks for a competitive price.

Comprehensive preventative maintenance and necessary repairs on the vehicle's driveline.



DAF MultiSupport Full Care: Maximise your profitability.

Comprehensive preventative maintenance and full vehicle support for repairs.

Tailored to your needs

Duration and distance:	Fully tuned to your vehicle use in duration and distance, depending on vehicle type and use even up to 1.2 million kilometres.
Inflation protection:	You can either select an index linked rate or a fixed monthly rate for the entire duration for even more financial security.
Additional services:	All other services you wish to include; such as collection & delivery, body and tail lift support.

Tailored to your truck

Model and specification:	The model truck and its individual specification determine which maintenance activities are applicable.
Annual distance:	The annual distance affects the service frequency applicable to your truck.
Application and type of operation:	Different vehicle usage results in different service requirements.

**Maximum vehicle availability
Lowest operational costs**

DAF MultiSupport Care⁺

Offers you comprehensive preventative maintenance for an agreed price.

With DAF MultiSupport Care⁺ your servicing dealer provides far more than just maintenance. Through experience and knowledge, the DAF technicians know above all how to detect any signs of potential future problems. By timely detecting such indications, costly breakdowns can be prevented.

DAF MultiSupport Care⁺ gives you double assurance: your truck stays in tip-top condition and you know the cost beforehand.

***DAF MultiSupport
drives your
business forward!***

Content

All periodic preventative maintenance activities

According to the vehicle specific DAF maintenance standards.

All required maintenance parts, filters and oils

Also including v-belts and wiper blades, using genuine DAF parts.

Other services

Tyre inspection, headlights setting and top ups of coolant and battery acid levels at scheduled maintenance services.

Maintenance planning

Maintenance planning and service records maintained by your servicing dealer.

Options

- Legal Inspections.*
- Collection & Delivery of your truck at scheduled maintenance services.



DAF MultiSupport Xtra Care

Offers you on top of Care⁺ support for repairs on your truck's driveline.

For a small additional fee, you are not only assured of high quality preventative maintenance, DAF MultiSupport Xtra Care also takes over the financial risks of defects to the driveline.

Despite high-quality vehicles and premium preventative maintenance, the truck that never needs repairs has yet to be invented. With DAF MultiSupport Xtra Care, in the event of a driveline defect, you are free from worries.

Content

Preventative Maintenance

All DAF MultiSupport Care⁺ services.

Support for driveline repairs

All necessary repairs to the vehicle's driveline* (excluding accidents and misuse) to DAF standards using genuine DAF parts.

Breakdown support

Protects against additional costs of a repair in case of a breakdown due to a failure as described above, including recovery and towing costs to the nearest DAF dealer.

Options

- Legal Inspections.*
- Collection & Delivery of your truck at scheduled maintenance services.



**Improve your profitability
with DAF MultiSupport!**

DAF MultiSupport Full Care

Offers you more than repair and maintenance: complete vehicle care against lowest operational costs.

DAF MultiSupport Full Care is much more than just Repair and Maintenance. Full Care includes service solutions for virtually all service related aspects of your truck, varying from oil filter to Vehicle Monitoring and Cost Control.

In addition to your truck's repair and maintenance needs, Full Care also standard includes Legal Inspections, Breakdown Support and International Truck Service. Thereby, DAF MultiSupport Full Care enables you to maximise focus on your core business.

Let DAF take care of your Truck, so you can drive your business forward.

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Preventative Maintenance

All DAF MultiSupport Care⁺ services.

Legal Inspections*

All legally required inspections like tachograph calibration, ADR/VLG and Sooth Measurement.

Full vehicle support for Repairs

All necessary wear and tear repairs (excluding accidents and misuse) on the vehicle's driveline and non-driveline components to DAF standards using genuine DAF parts (including batteries and tachograph).

Complete vehicle Care

Repairs on all factory fitted vehicle options, such as 5th wheel, auxiliary heater, in cab refrigerator, audio equipment, etc.

Breakdown Support throughout Europe

Protects against additional costs of a repair in case of a breakdown due to a failure as described above, including recovery and travelling costs to the nearest DAF dealer.

International Truck Service (ITS)

To get you back on the road as soon as possible, ITS offers you European roadside assistance for Truck and (Semi-) Trailer, Accident Management if your truck is immobilized due to an accident, assistance in case of driver illness and fines and Key Service in case of lost keys.

Cab Protection

Validates your vehicle's anti-corrosion warranty for up to 5 years.

Options

- Collection & Delivery of your truck at scheduled maintenance services.
- Tail lift and Body support.
- Tyre management – Regular inspections and Replacement.
- Vehicle Monitoring and Cost Control – Tailor Made.

* See Quick Reference Guide for a detailed overview.

Advantages DAF MultiSupport in short

- **One monthly rate.**
- **Maximum vehicle availability.**
- **Enhanced resale value.**
- **Less administration.**
- **Maximum operational cost control.**
- **Maximum peace of mind.**

Frequently asked questions

Who will be my contract Partner?

With a DAF MultiSupport contract, you sign an agreement with DAF Trucks. In that way you are assured at all times that there is a highly qualified DAF dealer available who will perform the DAF MultiSupport services.

Who will I be dealing with?

Your home dealer will be the one who will be performing the DAF MultiSupport services, as he knows your vehicles, operation and requirements and can thereby provide your business with the best possible support.

With a DAF MultiSupport contract, can I have my maintenance and repairs in any DAF workshop?

As your DAF MultiSupport contract is with DAF Trucks, you can also select a national agreement in which multiple workshops can be specified to accommodate your business.

With DAF MultiSupport Full Care, what services can I expect in case of a breakdown abroad?

You can always count on the fast assistance of ITS (International Truck Service). With DAF MultiSupport Full Care, not only costs of the repair of the vehicle itself, but also the costs of a service vehicle and if necessary towing costs to the nearest DAF dealer are included throughout Europe.

Furthermore, ITS will also support you with European roadside assistance for your (semi-) trailer, Accident Management, Key Service and assistance in case of driver illness or fines, to get you back on the road as soon as possible.

Is the tariff for a DAF MultiSupport contract fixed in time?

You can specify either an index-linked tariff, which is periodically revised according to official inflation figures, or an inflation protected tariff which will remain the same for the entire duration, providing your driving conditions and application remain the same.

What if my real driven kilometres differ from contract kilometres?

Periodically DAF Trucks will report differences between real driven and contracted kilometres. As long as the difference is within agreed limits, DAF will settle an under- or over mileage, without adjusting the kilometre rate.

What if the home location of my vehicle changes?

If you should decide to change the home location of a vehicle with a DAF MultiSupport contract, please make sure you notify DAF Trucks, so arrangements can be made to select a new home dealer. In such a case, the tariff might need to be revised.

What if the operation of my vehicle changes?

If the operation of your vehicle changes, make sure you notify DAF Trucks, so that the maintenance frequency can be optimized to your new operation and the tariff adjusted accordingly.

Increase my profitability?

As a DAF MultiSupport solution is completely geared to your needs, your DAF dealer will be delighted to calculate for you how DAF MultiSupport can improve your profitability!



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DAF Trucks N.V. reserves the right to change product specifications without prior notice.
Products and services comply with the European Directives effective at the time of sale but may vary depending on the country in which you are located.
For the most recent information, contact your authorized DAF dealer.

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driven by quality



Environmental
Management
System

Quick Reference Guide

Package Overview	Care+	Xtra Care	Full Care
Maintenance	✓	✓	✓
Driveline repairs		✓	✓
Vehicle repairs			✓
Breakdown Support		optional *	✓
Legal inspections		optional *	✓
Preventative Maintenance	Care+	Xtra Care	Full Care
All necessary periodic preventative maintenance activities according to the vehicle specific DAF maintenance standards; Including all required parts, oils and filters using DAF Genuine parts.	✓	✓	✓
Also including at scheduled maintenance service visits:			
Adjustment if necessary			
headlights setting	✓	✓	✓
Top up if necessary			
engine coolant	✓	✓	✓
battery acid	✓	✓	✓
cabin tilt system & power steering fluid	✓	✓	✓
Replacement if necessary			
wiper blades	✓	✓	✓
v-belts	✓	✓	✓
Repairs	Care+	Xtra Care	Full Care
Axles			
Propeller shaft, including suspension bearing(s)		✓	✓
Axle shaft, axle housing, driven axles		✓	✓
Hub and hub reduction gears		✓	✓
Axle housing, non driven axles			✓
Axle shaft bearings			✓
Track rod and track rod ball joints			✓
King pin and king pin bushes			✓
Brake camshaft, slack adjusters			✓
Spring brake actuator, brake wheel cylinder			✓
Drive			
Gearbox, housing and internal components		✓	✓
Integrated oil cooler		✓	✓
Retarder / Intarder		✓	✓
Differential		✓	✓
Auxiliary gearbox, transfer box		✓	✓
Clutch housing, clutch release bearing		✓	✓
Differential carrier, gears and internal bearings, differential locking		✓	✓
PTO and PTO control			✓
Gearbox oil cooler			✓
Control valves, -cylinders, pipes and hoses			✓
Ball joints and pipes of gearbox			✓
* Optional: Exact content tailor made.			

Quick Reference Guide

Repairs	Care+	Xtra Care	Full Care
Engine			
Fuel pump and fuel injection pipes		✓	✓
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 valves operation		✓	✓
Turbocharger, intake- and exhaust manifolds		✓	✓
Oilpump, oilsump including dipstick and fill installation, oil cooler		✓	✓
Fan (viscous) and pulleys, vibration damper		✓	✓
Exhaust / engine brake excluding external control		✓	✓
Flywheel including housing, engine mounting		✓	✓
Alternator, starter motor, compressor, E-GAS control motor			✓
Cooling system, radiator incl pipes and hoses, fan (non-viscous)			✓
Injectors			✓
Steering pump including hoses			✓
Chassis, steering gear, suspension			
All chassis, steering gear and suspension related parts			✓
Cab			
All cab, exterior- and interior parts, including cab tilting device, ram pump and cab suspension			✓
Brakes			
All brake related parts, such as brake valves pipes and hoses, brake discs and drums, linings, shoes and pads			✓
Electrical system			
All electrical components and connections of chassis, engine and cab			✓
Ancillaries (if equipped)			
Air Conditioning, complete			✓
Fifth Wheel/Standard Coupling			✓
Low drawbar + Coupling			✓
DAF Alarm system			✓
Auxiliary Cab heater			✓
DAF In cab refrigerator			✓
Factory fitted audio system			✓
Breakdown Support	Care+	Xtra Care	Full Care
Above normative costs of a similar repair at the home dealer		optional	✓
Call out costs of a service vehicle		optional	✓
Towing costs		optional	✓
Legal inspections*	Care+	Xtra Care	Full Care
All applicable legal inspections	optional	optional	✓
Other Products	Care+	Xtra Care	Full Care
Collection and Delivery at scheduled maintenance services	optional	optional	optional
Cab Rewax	optional	optional	✓
Suzies			optional
Tyre management			optional
Tail lift Support			optional
* Legal Inspections: ask your subsidiary for the exact content.			