DAF SERVICES

Powering your Success



A Total Transport Solution

A PACCAR COMPANY DRIVEN BY QUALITY

DAF



At DAF we understand that efficient transportation is about more than just great trucks. Our Total Transport Solution provides a world of services to ensure you get the most out of your fleet. From putting together your ideal vehicle and financing, to supporting your business and truck throughout its lifetime.

YOUR BUSINESS, YOUR PERFECT SERVICE PLAN

DAF MultiSupport

With DAF MultiSupport service plans you optimise your fleet's uptime. Whatever sector you operate in, whatever vehicles you use, whatever size your fleet. We work with you to develop a customised service plan that schedules preventative maintenance, and responds fast and flexibly when issues arise. So you have the overview and insights to plan even the most complex logistics with confidence and keep your fleet on the road and ahead of the game.

You drive, we take care of the rest

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

Fixed price per kilometre

Our flexible repair & maintenance packages give you maximum assurance at a fixed price per kilometre. Not only giving you full financial control, but also helping avoid any 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 to put things right.

Enhanced resale value

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

SIMPLIFYING YOUR LIFE

PACCAR Connect

PACCAR Connect delivers connected services that give you better control of your business processes. Our highly adaptable Portal Services simplify daily operations. You get deeper insights into your fleet's performance through our open yet secure Data Services. And our trusted Mobile Services give you greater flexibility. Available online round the clock, PACCAR Connect helps you increase vehicle uptime, reduce operational costs and optimize logistical efficiency.

The insights you want

PACCAR Connect provides it all, using the vehicle's trusted DAF data interface. Providing full integration with the apps you may be using from other partners. Monitor drivers, vehicles and logistical processes to manage your operations more efficiently.

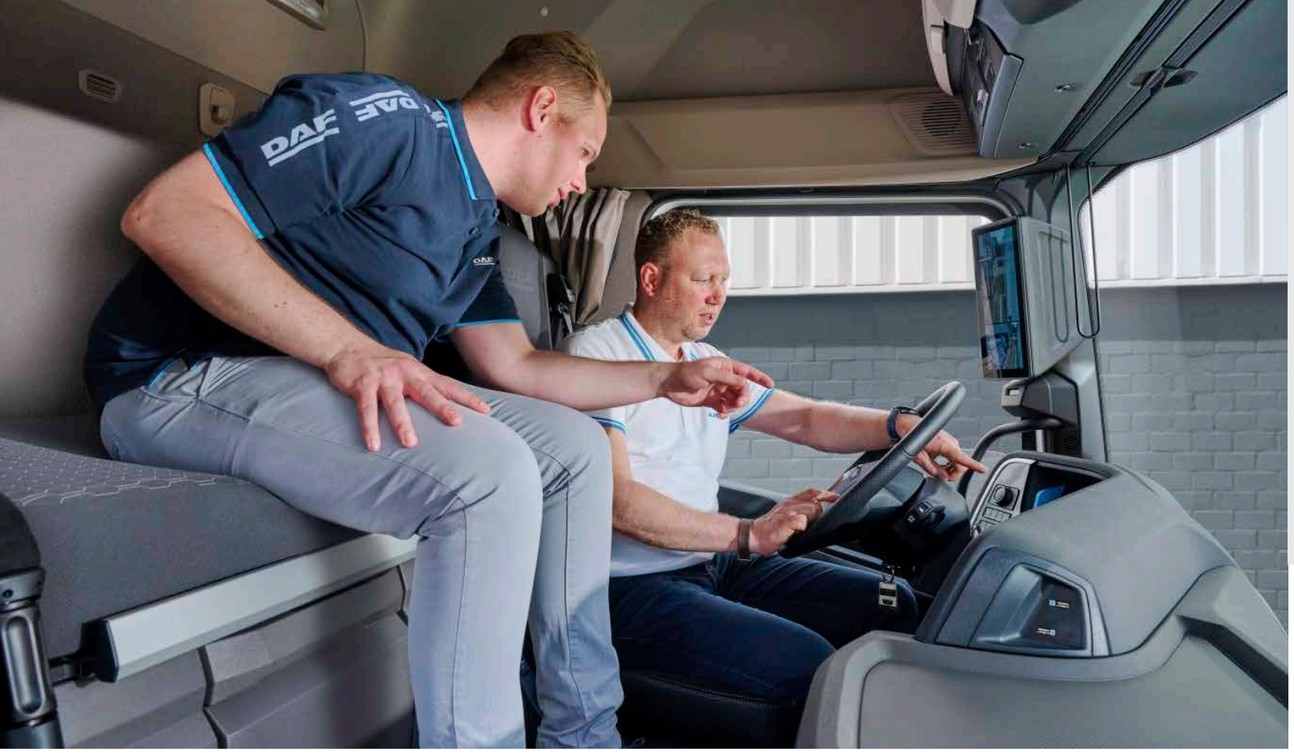
Digital detox – take the Tablet

With the dangerous distraction of multiple screens (for third party apps) and potential information overload, drivers need a digital detox. The PACCAR Connect Tablet offers a single screen and user interface and can be placed on the dashboard alongside the main display, featuring third party apps.

Full integration

Trucks today are data-gathering machines. We secure integrations with your suppliers for even richer truck data. This enables a fully integrated solution that seamlessly connects with your fleet management software and is built on an open platform that facilitates data sharing.





THE KEY TO OPTIMISING VEHICLE EFFICIENCY

DAF Driver Academy

DAF Driver Academy training courses help drivers make the most out of the driver support systems and teach them how to anticipate traffic situations even better. The result: fuel savings, lower operating costs, enhanced safety and less impact on the environment.

DAF EcoDrive+ training

DAF EcoDrive+ training helps drivers handle their truck as efficiently as possible. Reducing fuel consumption by 3% to 5%, as well as contributing to a cleaner environment.

Less is more

A 4% fuel efficiency gain typically translates into a saving of €2,400 per truck per year. And apart from fuel savings, DAF training courses help reduce wear on tyres and brakes, and enhance safety. That's a bottom-line business benefit you simply can't ignore.

Training in all the latest DAF features

- EcoMode
- EcoRoll
- Enhanced MX Engine Brake
- DAF Driver Performance Assistant
- Predictive Cruise Control
- Predictive Shifting

ROADSIDE ASSISTANCE FOR EVERY DAF CUSTOMER

DAF International Truck Service

In the event of a breakdown or other unexpected situation, mobilising the DAF International Truck Service (ITS) anywhere in Europe is just a phone call away. The DAF ITS call centre is staffed round the clock by experienced operators who make sure you get the assistance you need so your truck is back on the road - fast.

The unique DAF ITS offering:

- One number for all Europe (+31 40 214 3000) puts you in direct contact with an ITS operator.
- Call centre open 24 hours a day, 365 days a year.
- Assistance in 10 different languages.
- Dedicated, highly-trained technicians ensure most repairs get done on the spot.

FINANCIAL SOLUTIONS TAILORED TO YOUR NEEDS

PACCAR Financial

As DAF's in-house finance provider, PACCAR Financial has over 50 years' specialised experience in financial services for the transport sector. For the financing of new and used trucks, but also complete combinations, including superstructures and trailers. The many financing possibilities include insurance and MultiSupport services, such as repair & maintenance contracts. And always creating a solution tailored to your specific requirements.

A range of options

- Financial lease - Spread the costs over a specific period of time and choose between a fixed or variable rate.
- Operational lease - Instead of buying the truck or trailer, you purchase use of the vehicle for a fixed period.
- Hire purchase - Enjoy the balance sheet benefits of economic ownership of the vehicle. Go for a fixed or variable interest rate, as suits your business. Once all the payments have been made, you own the vehicle.

International network

- PACCAR Financial has a strong and growing international network, offering finance solutions in 15 European countries.

QUALITY YOU CAN TRUST

DAF Used Trucks

Via our Used Trucks Centers and the DAF dealer organisation we offer reliable, ready-to-drive trucks with a wide variety of specifications.

DAF Used Trucks

Every good-as-new DAF used truck comes with:

- Professional help selecting your ideal truck.
- Detailed service records (most vehicles have a DAF service history).
- Service, maintenance and spare parts via our pan-European dealer network.
- Roadside assistance via DAF ITS.
- Financing options via PACCAR Financial.

First Choice

Our First Choice quality hallmark additionally offers:

- DAF vehicles up to 5 years young and with less than 600,000 kilometres.
- The choice of a 6-month to 2-year Factory warranty on the driveline, a full warranty or a combination of these.
- All necessary maintenance and repair work carried out.
- Fully-documented service history.
- Successfully passed the First Choice DAF checklist.



ALWAYS THE RIGHT PART. ALWAYS WITHIN 24 HOURS.

PACCAR Parts

PACCAR Parts supply over 100,000 genuine PACCAR and DAF parts, and more than 80,000 universal TRP parts for all makes of truck and trailer, including workshop supplies.

Parts are easy to order via the DAF Webshop. We deliver from our own distribution centres within 24 hours to DAF dealers, TRP Stores and customers throughout Europe and the rest of the world.

We always offer great product quality and price for any vehicle, whatever age. PACCAR Parts also keep you informed on cost-saving opportunities, product news, market developments and personalised offers based on your vehicle park.

PACCAR AND DAF: TOGETHER YOUR EV ONE-STOP-SHOP

PACCAR Power Solutions

At DAF, the development of electric trucks goes hand-in-hand with creating innovative EV charging solutions. The result is a total electric transport solution, tailored to best fit your application and daily operations.

The PACCAR Power Solutions offering includes energy storage, energy management, repair & maintenance, connected services and - of course - the optimal charging solution for your particular circumstances. The PACCAR charger portfolio has a wide range of chargers for trucks, vans and even cars to match the needs of any customer.

PACCAR chargers have the same proven e-technology, reliability and versatility as DAF electric vehicles. With a focus on uptime, quality, connectivity and ease-of-use, our charging systems range from compact mobile charging stations to high-power chargers. And many models already offer higher current levels, so they're ready to meet your future charging needs.

OVER 1,000 DEALERS AND SERVICE POINTS

DAF Dealer Network

As a DAF customer you can rely on a network of over 1,000 high-quality dealers and service points worldwide. We work primarily with independent dealers — local businesses with the know-how, systems and DAF training to give you the highest quality service.

DAF Dealers and Service Partners

Most of our representatives are both DAF Dealers and Service Partners. Giving you a one-stop shop for all your fleet needs: new and used trucks, financing, parts, accessories, and repair & maintenance contracts for trucks and related equipment such as tail lifts, cooling aggregates and cranes.

DAF dealers are specialised in the sale of new and used vehicles. Their salespeople combine knowledge and experience with state-of-the-art tools to determine the exact specifications required for your particular application.

DAF Service Partners use the most advanced DAVIE XD diagnostic equipment to help you with every aspect of repair & maintenance. They also stock universal parts and can help with the repair & maintenance of other truck brands, even if you handle fleet maintenance yourself.

They sell workshop consumables and tools, along with parts for trailers, tail lifts and bodies.

DAF Coach & Bus Service Partners

Our 150-strong network of DAF Coach & Bus Service Partners are strategically located along Europe's main routes. They specialise in the repair & maintenance of coaches and buses, including specialist items such as toilet facilities, catering and on-board A/V equipment.

TRP Store Network

The TRP Store Network is a chain of transparent, high-quality parts and service providers for all makes of trucks and trailers. Unlike other providers, they offer up to 2 years' warranty and TRP parts are TNO, TUV and QBT-certified.



DAF TRANSPORT EFFICIENCY

DAF Transport Efficiency (DTE) is our guiding philosophy to help customers optimise their earnings per kilometre. It drives how we design vehicles, build services, train our people and support our customers. DTE consists of three interrelated elements.

Uptime: keeping your trucks on the road while helping your business be more resilient and predictable.
Efficiency: leveraging DAF's technological expertise and transport experience to deliver optimal truck performance.
Driver Comfort: empowering driver excellence through everything from world-beating cabs that protect and assist to driver training in safety and efficiency.

DTE DAF TRANSPORT EFFICIENCY



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LRQA CERTIFIED ISO 14001
ISO14001 Environmental Management System

LRQA CERTIFIED
IATF16949 Quality Management System

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