

DAF SERVICES

A TOTAL TRANSPORT SOLUTION



DAF



A total transport solution

Efficient transport involves more than just the perfect truck. Therefore, DAF offers a total transport solution. Behind DAF is a professional organisation and an international dealer network. They help you in choosing the right vehicle, arrange financing and keep your fleet in perfect condition.



DAF MultiSupport

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.





PACCAR Financial

Tailored financial solutions

As DAF's in-house finance provider, PACCAR Financial has over 50 years' experience offering financial services specifically for the transport sector. Naturally for the financing of your trucks, but also for complete combinations, including superstructures and trailers. With various financing possibilities, including insurance and MultiSupport services, such as repair & maintenance contracts. PACCAR Financial always offers a solution tailored to your individual requirements.

A range of options

PACCAR Financial provides various solutions for new and used trucks as well as trailers.

Financial lease

When you choose for financial lease, you spread the purchase expense over a fixed period of time for a fixed, or in some cases variable rate.

Operational lease

When you choose for operational lease, you are not buying the truck or trailer, but you buy the use of the vehicle for a fixed period of time.

Hire purchase

Enjoy the balance sheet benefits of economic ownership of the vehicle. You can also choose between a fixed or variable interest rate, whichever suits your business. When all payments have been made, you own the vehicle.

Global network

PACCAR Financial has a strong international network, offers finance solutions in 15 European countries and continues to expand.



PACCAR Parts

Always the
right part within
24 hours

PACCAR Parts supplies PACCAR genuine parts and DAF genuine parts along with over 80,000 universal TRP parts for all makes of truck and trailer, including workshop supplies. From its own distribution centres, PACCAR Parts delivers within 24 hours to DAF dealers, TRP Stores and customers throughout Europe and the rest of the world. It always has the right product quality and price for any vehicle of any age. And through its MAX programme, PACCAR Parts keeps you informed about cost-saving opportunities, product news, market developments and personalised offers based on your vehicle park.

A red DAF truck and a white DAF ITS service truck are parked on a winding asphalt road in a mountainous area. A technician in an orange safety suit stands between the two trucks. The background features steep, rocky mountains under a hazy sky.

DAF International Truck Service

Road side assistance for all DAF customers

When there's a breakdown or any other unexpected situation, you can fully rely on DAF International Truck Service (ITS). A phone call to DAF ITS is all that's needed to mobilize the DAF service organisation throughout Europe. The DAF ITS call centre is manned 24 hours a day, 7 days a week, 365 days a year. Our experienced operators offer all the assistance you need to get your truck back on the road fast.

The advantages of DAF ITS

- One phone number for the whole of Europe, +31 40 214 3000, puts you directly in contact with an ITS operator.
- 24 hours a day, 7 days a week and 365 days a year.
- The DAF ITS service team provides assistance in 15 different languages.
- Dedicated and highly trained technicians ensure that most repairs are done on the spot.



DAF Driver Academy

Get the best from your drivers and your trucks

Drivers are key to achieving the highest possible vehicle efficiency. DAF Driver Academy training courses help them save fuel by using the driver support systems and anticipating even better on traffic situations. The result: lower operating costs and higher vehicle availability.

DAF EcoDrive+ training

For even greater efficiency and a cleaner environment, the new DAF EcoDrive+ training helps the driver handle the truck as efficiently as possible. DAF EcoDrive+ training results in 3% to 5% better fuel efficiency. A 4% fuel efficiency gain means a saving of €2,400 per truck per year. Apart from fuel savings, DAF training helps reduce wear on tyres and brakes and enhances safety. That's a bottom line business benefit you can't ignore.

Training on the latest DAF features

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

Would you like your drivers to contribute to healthy operating results and a cleaner environment? Your DAF dealer will be happy to discuss the various options with you.

DAF Used Trucks

When quality counts

If you don't have a specific need for a new DAF truck, we have an excellent alternative: DAF Used Trucks. A high-quality used DAF truck can offer you all you need and more. The DAF dealer organisation has many reliable trucks - good as new - that are ready for you.

Support from the entire DAF organisation

- Professional support in choosing the best DAF used truck for your company or specific requirements.
- The service records of most used DAF trucks are available in detail. Most of the trucks have previously been serviced by DAF dealers on the basis of repair and maintenance contracts.
- Service, maintenance and spare parts via an extensive dealer network throughout Europe.
- Road side assistance via DAF ITS.
- Financing options via PACCAR Financial Europe.

First choice

DAF Used Trucks also offers a 'First Choice' selection. This is our quality hallmark for the best used DAFs, ready to drive.

- Younger than 5 years old.
- Less than 500,000 kilometres on the clock.
- 1-year Euro 6 warranty on driveline.
- All necessary maintenance and repair work carried out.
- Fully documented service history.
- Passed all 200 points on DAF checklist.





DAF Connect

More profitability through more insight

The DAF Connect fleet management platform gives you real-time insight into the performance of your drivers, vehicles and logistics processes. Available online 24 hours a day, 365 days a year, it helps you increase vehicle availability, reduce operational costs and optimise logistical efficiency.

User friendly solution

DAF Connect offers a solution which is very user friendly. It shows information about the drivers and the fleet in a clear and efficient way, if necessary you can also adjust it to your specific needs.

Advanced vehicle and driver fuel reporting

The Vehicle and Driver Fuel Report gives you a comprehensive overview of fuel consumption and driving behaviour, enabling you to monitor and compare the performance of both vehicles and drivers. A driver's performance score is shown on the vehicle dashboard through the Driver Performance Assistant (DPA) and this information is also displayed in the DAF Connect portal.

Alerts

You can receive pre-defined alerts when deviations occur in metrics like speed, idling time, fuel consumption and route so you can take immediate action. These alerts can automatically be forwarded by e-mail or SMS.

Dealer visibility

Based on the information provided by DAF Connect, maintenance can be tailored even more precisely to your specific fleet and business model. With your approval, your DAF dealer can access your data. This allows him or her to proactively assist you with better maintenance planning and advice about the behaviour of your trucks and drivers.

DAF Dealer Organisation

Over 1.000 dealers and service points

As a DAF customer you can rely on a first-class network of over 1,000 representatives worldwide. Many of our representatives are both DAF Dealer and DAF Service Partner. This gives you a one-stop shop for everything you need for your fleet: new or used trucks, financing, parts, accessories, and repair and maintenance contracts for trucks and related equipment like tail lifts, cooling aggregates and cranes. DAF works primarily with independent dealers. Local entrepreneurs with the know-how, systems and DAF training that enable them to offer you high-quality service.

DAF Dealer and Service Partner

Most of our representatives are both DAF Dealer and DAF Service Partner. They are specialised in the sale of new and used vehicles. The salespeople are transport consultants who use their vast knowledge and experience and the most modern tools to determine the exact specifications required for your particular application.

Your DAF Service Partner can help you with everything concerning repair and maintenance, using the most advanced DAVIE XD diagnostic equipment and staffed by highly qualified service professionals. As part of our TRP Programme, your DAF Service Partner stocks universal parts and can also help you with the repair and maintenance of other truck makes or even if you handle fleet maintenance yourself. Besides supplying DAF parts they also sell workshop consumables and tools along with parts for trailers, tail lifts and bodies.

DAF Coach & Bus Service Partner

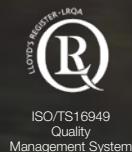
DAF also has a network of 150 specialised DAF Coach & Bus Service Partners strategically located along main routes in Europe. They specialise in repair and maintenance of coach and bus and have the knowledge on specific items such as toilet facilities, catering and on-board audio and video equipment.

TRP Store Network

The TRP Store Network is a chain of high-quality parts and service providers for all makes of trucks and trailers. At every TRP store, you can rely on transparency, up to 2 years' warranty and the use of high-quality parts. TRP parts are TNO, TÜV and QBT-certified and have been tested under the most extreme conditions. It's what distinguishes TRP parts from other providers.



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