



SCANIA SERVICES & SOLUTIONS

# VEHICLE MAINTENANCE SOLUTIONS

**SCANIA**

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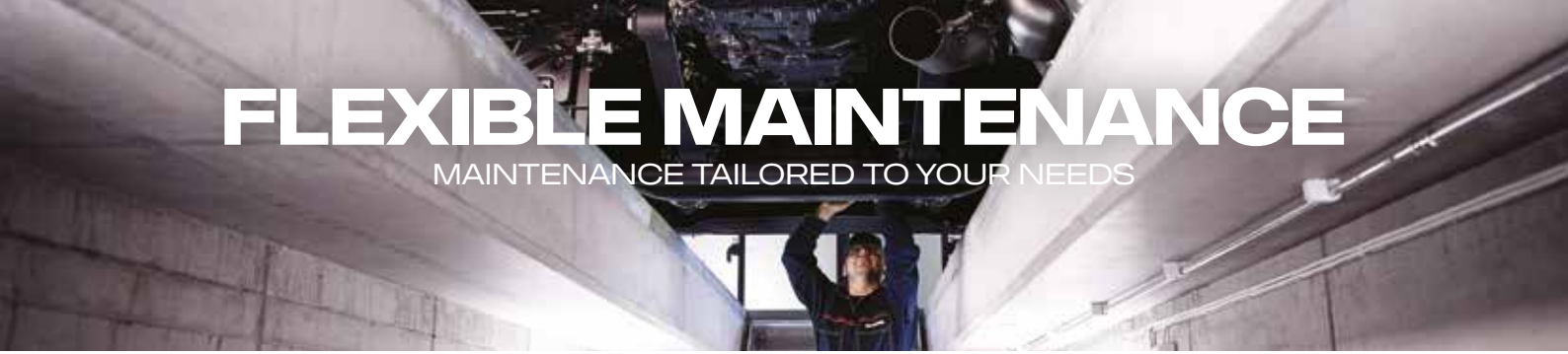
At Scania we work together to make sure that wherever you are, whatever happens, you can rely on us. We offer a selection of agreements for truck, bus and coach – as well as trailers – so there's a Scania Maintenance Solution Agreement for every kind of transport operation.

The best vehicles deserve the best aftersales care. We've designed our range of Maintenance Solution Agreements to provide just that. You'll have access to all our highly trained expertise, genuine parts, and Scania experience – that means maximum operating time and the best value for your money. Monthly fees are agreed up-front, which allows you to accurately control and forecast expenditure.





Maintenance	Core Driveline Coverage	Repair & Maintenance	Pro Care	Fleet Care
				Vehicle Performance Reporting
			Real Time Health Monitoring	Dedicated Fleet Manager
			On Road Guarantee	On Road Guarantee
		Bumper to Bumper Full Coverage	Bumper to Bumper Full Coverage	Bumper to Bumper Full Coverage
		Towing and Callout to 200km	Towing and Callout to 400km	Towing and Callout to 200km
		Preventative Maintenance Items	Predictive Preventative Maintenance	Preventative Maintenance Items
	Extended Driveline Coverage	Extended Driveline Coverage	Extended Driveline Coverage	Extended Driveline Coverage
24/7 Roadside Assistance	24/7 Roadside Assistance	24/7 Roadside Assistance	24/7 Roadside Assistance	24/7 Roadside Assistance
Monitoring Connectivity	Monitoring Connectivity	Control 5 Connectivity	Control 1 Connectivity	Control 1 Connectivity
Flexible Maintenance Plan	Flexible Maintenance Plan	Flexible Maintenance Plan	Flexible Maintenance Plan	Flexible Maintenance Plan
Proactive Workshop Service Scheduling	Proactive Workshop Service Scheduling	Proactive Workshop Service Scheduling	Proactive Workshop Service Scheduling	Proactive Workshop Service Scheduling

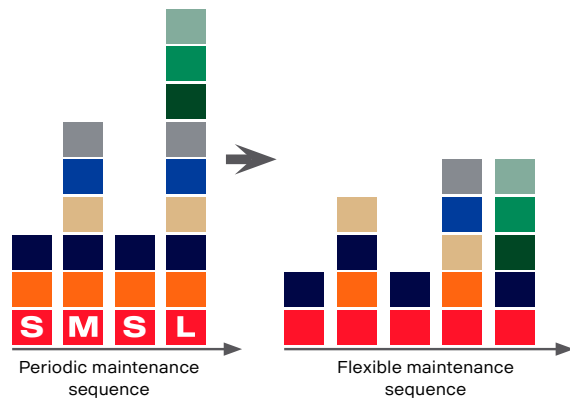
# FLEXIBLE MAINTENANCE

MAINTENANCE TAILORED TO YOUR NEEDS



A truly tailored maintenance programme, Scania maintenance intervals and service requirements are determined by using real-time operating data from each vehicle. This means that instead of service intervals based on set kilometers, and standard predefined service sheets. Vehicles are called in for service when the operating data indicates that maintenance is needed, then the vehicles receive exactly the maintenance they need which, in most cases, delivers increased uptime by spending less time at the workshop. Scania Flexible Plans will take maintenance to an entirely new level. The technology through the vehicle connectivity continuously monitors the vehicle's operating data which makes it possible to determine with a great deal of precision when various maintenance operations need to be carried out. With this agreement, the operator does not have to keep track of when the vehicle needs to be serviced; they are instead contacted by your Scania Workshop when it is time for a tailored service and informed how long the vehicle will be needed.

-  **Increased Profitability**
-  **Maximise your Uptime**
-  **Tailored plan via Operating Data**
-  **Servicing when required**



Note: 30 individual maintenance modules available.

## PERFORMANCE BASED AGREEMENTS

### REDUCE YOUR COSTS FURTHER WITH DRIVERS REWARD

With Scania service agreements already increasing resale values, being able to produce an Excellent or Elite driver status throughout the agreement term may see this value enhanced even more.

With the driver having a major impact on the fuel burn and wear and tear on the truck, a service agreement with Scania Flexible Plans will reward a well driven truck with not only an increase in uptime, but a reduction in monthly service agreement invoices.

#### DRIVER SCORE

CPK (Cents per Kilometre)				
CPK Review	6.97	6.45	6.14	5% rebate of annual invoice
≤ 35%	36%	50%	51%	70%
71%	85%	≥ 86%		
Well Below Average	Below Average	Good	Excellent	Elite

The cents per kilometre (CPK) figures featured above are for illustrative purposes only.

\*Periodic maintenance at set intervals is still available to customers or for driving patterns for which this option is most suitable.

To optimise Driver Support Score, follow guidance in the Scania Driver's Guide app.



# CORE DRIVELINE COVERAGE

REDUCING RISK FOR DRIVELINE REPAIRS



Extended Driveline Coverage provides additional benefits to keep your vehicle's vital driveline components turning smoothly.

With this extended coverage, Scania will include all general failure of driveline components, as well as powertrain and transmission. This will ensuring the running gear remains in prime condition across the contract period, maximising uptime, and removing the risk of major powertrain/driveline failure and the attendant cost.

## **Core Package**

- Maintenance Only
- Driveline component coverage
- Covers manufacturing and material defects
- Flexible maintenance plan
- Proactive service scheduling by home workshop.

# REPAIR AND MAINTENANCE

WE'VE GOT YOU COVERED



The comprehensive nature of the cover extends far beyond major driveline and powertrain components to climate control, cooling systems, steering and suspension and cab and chassis components. It's bumper-to-bumper cover for a single monthly individual agreed fee that gives you more time to focus on doing what you do best; running your business.

We include 24/7 national roadside assistance and, if required, towing which significantly reduces unplanned downtime.

## R&M

- Maintenance including Preventative Maintenance
- Bumper to Bumper coverage for material and manufacturing defects as well as wear and tear
- Towing and callout to 200km
- Proactive service scheduling by home workshop.



REPAIRS



TOWING



ROADSIDE ASSIST

## Exclusions

- Repair of damage due to accidents, misuse, fire, poor fuel, non-OEM equipment, non-Scania Work or any cause whatsoever not within the power or control of Scania
- Tyres, wheels and balancing
- Freight
- Paintwork
- Glass
- Maintenance or Repair of bodywork and non OEM components and equipment
- Adblue
- Additional costs associated to Maintain or Repair the vehicle due to the superstructure that has been fitted, or caused by a non-covered component
- Trailer connections, suzi coils, couplings, turntables and associated adjustments
- Any Items fitted by Scania or other Parties that is not recognised by Scania Warranty
- Maintenance or Repair to associated equipment such as non Scania radios and computers
- Callouts and towing on excluded items
- No fault found claims.

# SCANIA PROCARE

PREDICT THE FUTURE WITH PROCARE



24/7 health monitoring allows us to monitor vehicle health and prevent breakdowns before they happen by replacing faulty components without disrupting your workflow. It's about maximising your uptime and productivity in a seamless way to give you the confidence to stay productive, and to always deliver on your customer promise.

With a Scania ProCare contract, you should never have a vehicle breakdown especially on your timecritical deliveries. In fact, through health monitoring data from your truck, we'll call you when a component is nearing its end of life – in good time so we can schedule the visit during planned downtime. Our ProCare collects round the clock live operational data from your vehicle, and uses that data to predict critical component failure before they happen. The result is that the vehicles receive component replacements they need, before they happen and never after. And thanks to notifications from our Scania maintenance system the workshops know when a vehicle's component is nearing the end of its lifecycle so that they can contact you in advance, allowing you to schedule your operations accordingly and keep productivity to a maximum.

## Benefits with ProCare

- MAX24 included
- Maintenance including smart Preventative Component Repairs
- Bumper to Bumper coverage for material and manufacturing defects as well as wear and tear
- Smart scheduling based on real vehicle data
- Maximum uptime
- Increased towing and callout to 400km
- Peace of mind
- Proactive service scheduling by home workshop.

# FLEET CARE

YOUR VERY OWN FLEET MANAGER



With Scania Fleet Care you don't have to worry about managing the service of your fleet. We'll take care of everything from helping you in a few areas to assuming complete responsibility of repair and maintenance — for a part of the fleet or the whole fleet.

Monitoring the conditions of your vehicles on a daily basis, along with planning and performing the right activities at the right time will not only keep your fleet in top condition, it will also maximise uptime — making your fleet as available as possible during business hours. That means more time spent earning money for you.



Dedicated Fleet Manager for central co-ordination and planning



Defect reporting for drivers with Scania Fleet Management app



Ancillary equipment - e.g. bodywork and trailers



Performance Analysis from Fleet Management Portal



Repairs, Maintenance and statutory tests



Monitoring of fleet health and remote diagnostics

For more information contact your  
Scania branch or local dealer.

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**VICTORIA**

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**Scania Dandenong**

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Dandenong South, 3175  
Tel: (03) 9217 3600

**Scania Laverton**

125 – 129 Boundary Rd  
Laverton, 3026  
Tel: (03) 9369 8666

**NEW SOUTH WALES**

**Scania Eastern Creek**

2 Blue Metal Rd,  
Eastern Creek, 2766  
Tel: (02) 9825 7999

**Scania Prestons**

16 – 18 Lyn Pde  
Prestons, 2170  
Tel: (02) 9825 7900

**QUEENSLAND**

**Scania Richlands**

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Richlands, 4077  
Tel: (07) 3712 8500

**Scania Pinkenba**

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Pinkenba, 4008  
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**SOUTH AUSTRALIA**

**Scania Wingfield**

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Wingfield, 5010  
Tel: (08) 8406 0200

**WESTERN AUSTRALIA**

**Scania Kewdale**

527 – 529 Abernethy Rd  
Kewdale, 6105  
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Scania pursues an active policy of product development and improvement. For this reason the company reserves the right to change specifications without prior notice. Furthermore, due to national or EU legal requirements, some products and services may not be available in all local markets. For further information in these respects, please contact your local dealer or visit [www.scania.com.au](http://www.scania.com.au)



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