



UD TRUCKS

# SERVICE AGREEMENTS



Going the Extra Mile.



**UD TRUCKS**

# Standard Service Agreement



The UD Trust Standard Program is our base level program to ensure we keep your truck in top shape by conducting thorough routine maintenance services. We also take this time to inspect and report to you any items that may need some action to avoid any potential downtime and unexpected expenses - our priority is to keep your truck moving.

A UD Trucks Service Agreement offer your business total cost control. There are no surprises or unexpected expenses, just a simple fixed\* monthly cost that you know in advance.

Technicians in the UD Trucks workshop know your truck inside-out. They constantly update their knowledge and skills as new features are added. UD Trucks workshops have all the efficient diagnostics systems and special tools, and they only use parts that belong in your truck – UD Genuine Parts.

All backed by the Volvo Group Australia dealer network - Australia and New Zealand's largest.

## Features and Benefits

**Covers preventative maintenance**

**An optimised service plan tailored to your operations**

**Increased uptime**

**Reduced risk for unexpected repairs**

**Improved cost control**

**Improved residual value**

**Reduced total cost of ownership**

\*Subject to terms & conditions

Find out more about all our service agreements: Talk to your local dealer or visit [udtrucks.com/australia](http://udtrucks.com/australia). Please turn to the next page to see what's included in the UD Truck Basic Service Agreement.

# UD Trucks Standard Agreement

## Preventative maintenance\*\*

- Alternator belt tensioner replace
- Alternator brushes or regulator replace
- Air conditioning filter replace
- Alternator drive belt replace
- Air dryer and air dryer cassette replace
- Basic and annual service including preventive vehicle checks
- Cab lubrication
- Change axle oil
- Change engine oil and filter
- Change gearbox oil and filter
- Chassis lubrication
- Charging regulator replace
- Coolant and coolant filter replace
- Drive belt fan replace
- Fan belt tensioner replace
- Filter change in power steering
- Filter for fuel tank ventilation replace
- Filter insert air cleaner replace
- Filter water separator replace
- Fuel filter replace
- Oil change on driven front axle (where fitted)
- Oil change on final drive (where fitted)
- Particulate filter (DPF) cleaning
- Retarder oil change
- Valves and unit injectors adjust
- Wheel nuts, check tightening
- Wiper blades at the time of servicing
- Replacement of bulbs at the time of servicing

### Road test

- Check after road test
- Check after start
- Check during road test
- Check height regulation for air suspension
- Check seat belt
- Check warning and control lamps
- Connect – disconnect PC

### External checks

- Check AdBlue system
- Check air intake and air deflector
- Check axial play, V-stay
- Check batteries – dirt, leakage attachment, fluid level, connections and battery box
- Check coolant frost protection and fluid level
- Check engine oil level
- Check fluid levels in windscreen and headlamp washer reservoirs
- Check fuel tank, hoses, air vent pipe and mountings
- Check lighting and reflectors
- Check rear shock absorbers
- Check rear wheels
- Check rear wheel bearings
- Check refrigerant tank, condenser, pipes and hoses
- Check sealing on servo pump, oil connections, oil hoses and steering gear
- Check silencer for modulator
- Check tyre wear

### Engine bay

- Check A/C – compressor for A/C unit
- Check air pipe between air intake and turbo
- Check drive belts and belt tensioners
- Check engine, engine powered power take-off and compressor for leakage
- Check engine mountings
- Check engine sound baffles
- Check fuel piping and lines
- Check for exhaust leakage
- Check hoses and pipes for the intercooler
- Check of electrical connections and cables for alternator, starter motor and preheating unit
- Check radiator, hoses and pipes
- Check radiator fan, fan shroud and fan ring with rubber seal
- Power steering system, oil level check

### Lubrication, oil and fluid level checks

- Cab lubrication
- Check oil level in gearbox
- Check oil level in rear axle
- Check propeller shafts and universal joints, slide joints and support bearings
- Check rear axle ventilation
- Check sealing of rear axle and hub reduction gear
- Check ventilation for gearbox and PTO
- Coupling lubrication (optional)
- Fifth wheel lubrication (optional)

### Front suspension, steering gear

- Check front shock absorbers
- Check front wheels
- Check front wheel bearings
- Check king pin bearings
- Check steering link system

### Checks underneath the vehicle

- Check air suspension bellows
- Check anti-roll bar
- Check brake calipers and brake discs
- Check brake linings
- Check chassis frame and crossmembers
- Check compressed air lines and hoses
- Check exhaust pipe and silencer or particulate filter
- Check sealing on the vehicle speed sensor
- Check springs and U-bolts

\*\* According to pre-agreed service schedule.

### Possible service agreement options

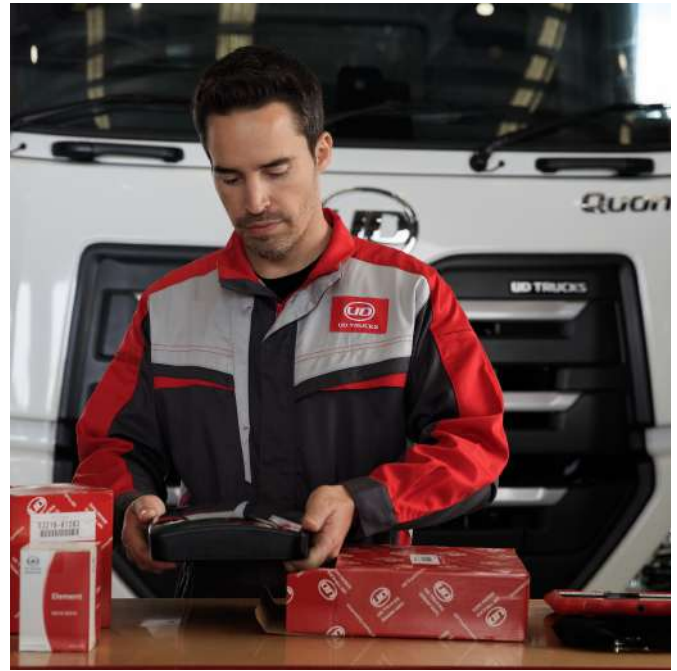
ADR inspection • Collection and delivery of the vehicle for routine servicing, inspections or legal tests • Maintenance and repair of any additional equipment • Maintenance and repair of hydraulic equipment • Maintenance and repair of refrigeration equipment • Maintenance and repair of tail lift • Servicing & repairs outside normal working hours • Wheel and axle alignment for reduced fuel consumption

Local variations applicable. For detailed options list, please speak to your UD Trucks contact. General terms and conditions apply.



**UD TRUCKS**

# Extra Service Agreement



The UD Trust Extra Program covers all that is included in the Standard Program as well as repairs to driveline components\*. The Extra Program gives you excellent protection against unplanned standstills.

A UD Trucks Service Agreement offer your business total cost control. There are no surprises or unexpected expenses, just a simple fixed\* monthly cost that you know in advance.

Technicians in the UD Trucks workshop know your truck inside-out. They constantly update their knowledge and skills as new features are added. UD Trucks workshops have all the efficient diagnostics systems and special tools, and they only use parts that belong in your truck – UD Genuine Parts.

All backed by the Volvo Group Australia dealer network - Australia and New Zealand's largest.

All this means your truck has the shortest possible downtime and is back on the road quickly.

## Features and Benefits

**Covers preventative maintenance**

**An optimised service plan tailored to your operations**

**Covers driveline components and repairs**

**Increased uptime**

**Truck kept in top condition**

**Improved cost control**

**Improved residual value**

**Reduced total cost of ownership**

\*Subject to terms & conditions

Find out more about all our service agreements: Talk to your local dealer or visit [udtrucks.com/australia](http://udtrucks.com/australia). Please turn to the next page to see what's included in the UD Truck Extra Service Agreement.

# UD Trucks Extra Agreement

## Preventative maintenance\*\*

- Alternator belt tensioner replace
- Alternator brushes or regulator replace
- Air conditioning filter replace
- Alternator drive belt replace
- Air dryer and air dryer cassette replace
- Basic and annual service including preventive vehicle checks
- Cab lubrication
- Change axle oil
- Change engine oil and filter
- Change gearbox oil and filter
- Chassis lubrication
- Charging regulator replace
- Coolant and coolant filter replace
- Drive belt fan replace
- Fan belt tensioner replace
- Filter change in power steering
- Filter for fuel tank ventilation replace
- Filter insert air cleaner replace
- Filter water separator replace
- Fuel filter replace
- Oil change on driven front axle (where fitted)
- Oil change on final drive (where fitted)
- Particulate filter (DPF) cleaning
- Retarder oil change
- Valves and unit injectors adjust
- Wheel nuts, check tightening

### Road test

- Check after road test
- Check after start
- Check during road test
- Check height regulation for air suspension
- Check seat belt
- Check warning and control lamps
- Connect – disconnect PC

### External checks

- Check AdBlue system
- Check air intake and air deflector
- Check axial play, V-stay
- Check batteries – dirt, leakage attachment, fluid level, connections and battery box
- Check coolant frost protection and fluid level
- Check engine oil level
- Check fluid levels in windscreen and headlamp washer reservoirs
- Check fuel tank, hoses, air vent pipe and mountings
- Check lighting and reflectors
- Check rear shock absorbers
- Check rear wheels
- Check rear wheel bearings
- Check refrigerant tank, condenser, pipes and hoses
- Check sealing on servo pump, oil connections, oil hoses and steering gear
- Check silencer for modulator

- Check tyre wear

### Engine bay

- Check A/C – compressor for A/C unit
- Check air pipe between air intake and turbo
- Check drive belts and belt tensioners
- Check engine, engine powered power take-off and compressor for leakage
- Check engine mountings
- Check engine sound baffles
- Check fuel piping and lines
- Check for exhaust leakage
- Check hoses and pipes for the intercooler
- Check of electrical connections and cables for alternator, starter motor and preheating unit
- Check radiator, hoses and pipes
- Check radiator fan, fan shroud and fan ring with rubber seal
- Power steering system, oil level check

### Lubrication, oil and fluid level checks

- Cab lubrication
- Check oil level in gearbox
- Check oil level in rear axle
- Check propeller shafts and universal joints, slide joints and support bearings
- Check rear axle ventilation
- Check sealing of rear axle and hub reduction gear
- Check ventilation for gearbox and PTO
- Coupling lubrication (optional)
- Fifth wheel lubrication (optional)

### Front suspension, steering gear

- Check front shock absorbers
- Check front wheels
- Check front wheel bearings
- Check king pin bearings
- Check steering link system

### Checks underneath the vehicle

- Check air suspension bellows
- Check anti-roll bar
- Check brake calipers and brake discs
- Check brake linings
- Check chassis frame and crossmembers
- Check compressed air lines and hoses
- Check exhaust pipe and silencer or particulate filter
- Check sealing on the vehicle speed sensor
- Check springs and U-bolts

\*\* According to pre-agreed service schedule.

## Driveline repairs

### Engine

- Connecting rods and bearings
- Coolant pump
- Crank mechanism
- Cylinder head, cylinder block
- Cylinder liner and Pistons
- Electric air pre-heater
- Engine ECUs
- Flywheel
- Flywheel housing
- Fuel pump
- Injection pump
- Inlet and exhaust manifolds
- Oil pump and oil cooler
- PTO housing (engine)
- Timing mechanism and camshaft
- Turbocharger
- Unit injectors
- Valve mechanism and valve cover
- UD engine brake/exhaust brake

### Exhaust system

- Engine after-treatment system
- Exhaust muffler and pipe

### Transmission

- Clutch cylinder
- Clutch housing
- Gearbox brackets
- Gearbox ECU
- Gearbox housing
- Gears, bearings and shafts
- Gear lever, gear shift controls
- Oil pump and oil cooler
- Selector fork
- Synchronising parts
- UD retarder

### Drive unit

- Differential gear
- Differential housing
- Differential lock
- Drive shaft
- Hub reduction
- Propeller shaft and bearings
- Rear and front axle casing
- Sealings

### Possible service agreement options

ADR inspection • Collection and delivery of the vehicle for routine servicing, inspections or legal tests • Maintenance and repair of any additional equipment • Maintenance and repair of hydraulic equipment • Maintenance and repair of refrigeration equipment • Maintenance and repair of tail lift • Servicing & repairs outside normal working hours • Wheel and axle alignment for reduced fuel consumption

Local variations applicable. For detailed options list, please speak to your UD Trucks contact. General terms and conditions apply.



**UD TRUCKS**

# Ultimate Service Agreement



The UD Trust Ultimate Program is the most comprehensive of UD Trucks' Service Agreements.

It covers all that is included in the Standard and Extra Programs but with the added confidence of full repair coverage\*. This program also includes UD Roadside Assistance and additional telematics mapping for the life of the agreement.

Technicians in the UD Trucks workshop know your truck inside-out. They constantly update their knowledge and skills as new features are added. UD Trucks workshops have all the efficient diagnostics systems and special tools, and they only use parts that belong in your truck – UD Genuine Parts.

In addition, a UD Trucks Ultimate Service Agreement offer your business total cost control. There are no surprises or unexpected expenses, just a simple fixed\* monthly cost that you know in advance.

All backed by the Volvo Group Australia dealer network - Australia and New Zealand's largest.

All this means your truck has the shortest possible downtime and is back on the road quickly.

## Features and Benefits

**Complete truck coverage**

**Covers preventative maintenance**

**UD Action Service On-Call**

**Maximum uptime**

**The truck is always in top condition**

**Improved cost control**

**Optimal residual value**

**Reduced total cost of ownership**

**A worry-free ownership**

**Genuine UD Services and Parts - no compromise on quality**

\*Subject to terms & conditions

Find out more about all our service agreements: Talk to your local dealer or visit [udtrucks.com/australia](http://udtrucks.com/australia). Please turn to the next page to see what's included in the UD Trucks Ultimate Service Agreement.

# UD Trucks Ultimate Agreement

## Preventative maintenance\*\*

- Alternator belt tensioner replace
- Alternator brushes or regulator replace
- Alternator replace
- Air conditioning filter replace
- Alternator drive belt replace
- Air dryer and air dryer cassette replace
- Basic and annual service incl. preventive vehicle checks
- Cab lubrication
- Change axle oil
- Change engine oil and filter
- Change gearbox oil and filter
- Chassis lubrication
- Charging regulator replace
- Coolant and coolant filter replace
- Drive belt fan replace
- Fan belt tensioner replace
- Filter change in power steering
- Filter for fuel tank ventilation replace
- Filter insert air cleaner replace
- Filter water separator replace
- Fuel filter replace
- Oil change on driven front axle (where fitted)
- Oil change on final drive (where fitted)
- Retarder oil change
- Valves and unit injectors adjust
- Wheel nuts, check tightening

\*\* According to pre-agreed service schedule.

## Driveline repairs

### Engine

- Connecting rods and bearings
- Coolant pump
- Crank mechanism
- Cylinder head, cylinder block
- Cylinder liner and Pistons
- Electric air pre-heater
- Engine ECUs
- Fan
- Flywheel
- Flywheel housing
- Fuel pump
- Injection pump
- Inlet and exhaust manifolds
- Oil pump and oil cooler
- PTO housing (engine)
- Radiator
- Timing mechanism and camshaft
- Turbocharger
- Unit injectors
- Valve mechanism and valve cover
- UD engine brake/exhaust brake

### Exhaust system

- Engine after-treatment system
- Exhaust muffler and pipe

### Transmission

- Clutch cylinder
- Clutch disc
- Clutch housing
- Clutch pressure plate
- Gearbox brackets
- Gearbox ECU
- Gearbox housing
- Gears, bearings and shafts
- Gear lever, gear shift controls
- Oil pump and oil cooler
- Selector fork
- Synchronising parts
- UD retarder

### Drive unit

- Differential gear
- Differential housing
- Differential lock
- Drive shaft
- Hub reduction
- Propeller shaft and bearings
- Rear and front axle casing
- Sealings

## Non-Driveline Repairs

### Brakes

- ABS/EBS brake valves
- ABS/EBS control unit
- ABS/EBS sensors
- Air dryer
- Brake discs/linings
- Brake drums/linings
- Brake valves & pipes

### Cabs and interior

- Air conditioning unit
- Cab mountings
- Dashboard instruments
- Door locks
- Drivers seat mechanism
- Heat regulation and exchanger
- Rearview mirrors and heating
- Roof hatch
- Window mechanism

### Chassis, suspensions and steering

- Frame
- Front wheel suspension
- Hubs and wheel bearings
- Rear wheel and bogie suspension
- Shock absorbers
- Steering
- Compressor

### Electrical items

- AdBlue dosing system
- Alternator
- Battery
- Bulbs and fuses
- Cable harness
- ECU's
- Electrical central box
- Info system
- Radio
- Relays
- SCR muffler
- Starter motor
- UD Immobiliser
- Windscreen wipers motor
- Wiperblades

#### Possible service agreement options

ADR inspection • Collection and delivery of the vehicle for routine servicing, inspections or legal tests • Maintenance and repair of any additional equipment • Maintenance and repair of hydraulic equipment • Maintenance and repair of refrigeration equipment • Maintenance and repair of tail lift • Servicing & repairs outside normal working hours • Wheel and axle alignment for reduced fuel consumption  
Local variations applicable. For detailed options list, please speak to your UD Trucks contact. General terms and conditions apply.