



The new service innovation – Mercedes-Benz Uptime.

Efficiency is the sum of the details.

Mercedes-Benz

Trucks you can trust



Mercedes-Benz Uptime

Customer

Mercedes-Benz Service



Intelligent networking. For even more efficient vehicle use.

Mercedes-Benz Uptime's intelligent networking of the vehicle, your Mercedes-Benz Service Partner and your company defines new standards. This results in significantly improved organisation of workshop visits and higher vehicle availability.

The vision behind Mercedes-Benz Uptime: 100% predictability and maximum vehicle availability. With Mercedes-Benz Uptime we are pursuing a clear objective: to permanently minimise unscheduled vehicle downtime and to make repairs predictable resulting in increased vehicle availability.

Mercedes-Benz Uptime in use. Mercedes-Benz Uptime^{1) 2) 3) 4)} allows even more reliable and cost-effective fleet operation, because repair and maintenance needs can be identified at an early stage, making it easier to plan workshop visits. Constant communication from all the connected on-board systems generates several gigabytes of data per truck per day, which can be used for a range of vehicle diagnostic functions. The majority of diagnostic processes are already automatically and remotely monitored by Mercedes-Benz Uptime. This

means that the cause of the fault is already known by the workshop before your vehicle arrives there. After the data from the truck has been received, Mercedes-Benz Uptime automatically provides the Dealer with recommendations for action by the workshop within an average of 240 seconds. This enables diagnosis, clear recommendations for action and identification of parts required based on the repair instructions. In other words: the workshop is optimally prepared for your visit, even if it is unscheduled. This shortens the diagnosis time at over 1500 of our Mercedes-Benz Dealers across Europe who are certified for Mercedes-Benz Uptime. This saves time and money. With the majority of Mercedes-Benz Uptime vehicles, workshop visits have already been reduced by over half thanks to early fault detection. That's not a promise, it's a fact.

This means: your trucks are back on the road faster. Mercedes-Benz Uptime means increased vehicle availability resulting in even more efficient vehicle use.



Three services, one goal: increased vehicle availability thanks to outstanding customer support.

Mercedes-Benz Uptime noticeably increases vehicle availability: by providing real-time support for maintenance operations the customer has to carry out; by ensuring efficient management of repair and maintenance; and by helping you to avoid vehicles breaking down.



Real-time support for customer repairs. In many instances a failure to carry out maintenance in a timely manner may increase wear to the vehicle and result in damage or a breakdown. To prevent this, Mercedes-Benz Uptime provides you with timely information and recommendations on the customer portal with regard to necessary repairs on your truck or trailer. This work can be easily performed by the customer, potentially avoiding unnecessary downtime and any associated repair costs. Such tasks include, for example, the regeneration of the diesel particulate filter, replenishing the operating fluids such as AdBlue® and correcting the tyre pressure.



Efficient management of repair and maintenance work. Applicable repair and maintenance requirements detected at an early stage are automatically reported to your selected Mercedes-Benz Service Partner. Based on this information, your Service Partner can bundle the pending repair and maintenance tasks and contact you to arrange an appointment, optimally tailored to your personal schedule and the maintenance requirements. Real-time transparency on the condition of your vehicles allows the workshop to prepare for your visit – ordering the required parts in good time, scheduling workshop capacity and preparing the job card. This makes it possible to plan for unscheduled workshop visits while at the same time significantly reducing associated downtime.



Prevention of predictable vehicle breakdowns. If your vehicle is about to breakdown due to a condition that has been detected by one of the vehicle's electronic sensors, then the Customer Assistance Centre (CAC) will call you immediately and quickly arrange a workshop appointment at the Mercedes-Benz Authorised Repairer that is most convenient for your route⁵⁾. The CAC will check in advance to ensure that the parts and resources required are available at the workshop to repair the vehicle as soon as possible. This can avoid potential breakdowns and associated challenges, leaving you free to complete your journey.

Intelligent vehicle connectivity

+ Real-time customer support



Recommended action at a glance

The Mercedes-Benz Uptime customer portal: all of your recommended actions at a glance.

The exclusive Mercedes-Benz Uptime customer portal provides you with a full overview of the current status of your entire fleet in real time.

Mercedes-Benz Uptime customer portal. Choosing Mercedes-Benz Uptime^{1) 2) 3) 4)} gives you access to the exclusive online Mercedes-Benz Uptime portal. It provides a complete overview of the status of your vehicles in real time: all current messages from Mercedes-Benz Uptime are displayed in a clear format. Information on the current status of wearing parts and operating fluids in the individual vehicles is available here. This allows optimal maintenance and repair scheduling, and if, in addition to Mercedes-Benz Uptime, you use Fleetboard, this information is also displayed in the Fleetboard cockpit, allowing you to continue to work with your familiar systems.

Mercedes-Benz Uptime is an integral part of Mercedes-Benz Complete Service Contracts. Through the ideal combination of intelligent vehicle connectivity and a Mercedes-Benz Service Contract, you, as a customer, benefit twice with increased vehicle availability and significantly greater predictability of

workshop visits. In addition, the optimised repair and maintenance costs thanks to Mercedes-Benz Uptime are reflected in attractively priced Service Contracts. All other Mercedes-Benz Service Contracts can also be combined with Mercedes-Benz Uptime.

For more information about Mercedes-Benz Uptime, contact your Mercedes-Benz Dealer or go to: www.mercedes-benz.com/uptime

¹⁾ Available for Actros, Arocs, Antos, Atego orders.

²⁾ Included in Mercedes-Benz Complete, optionally available with every other Mercedes-Benz Service Contract or as a separate product.

³⁾ Can be combined with all Fleetboard services.

⁴⁾ In conjunction with Truck Data Centre which is a deselectable standard item for Actros and optional equipment for Arocs, Antos, Atego.

⁵⁾ Certain failures cannot be detected by Mercedes-Benz Uptime. This is the case, for example, where the failure cannot be technically predicted (e.g. mechanical failure of a spring).

Advantages at a glance:

- Individual, personal support from Mercedes-Benz Service
- Maximum planning control and efficiency for your workshop visits
- Increased vehicle availability within your fleet
- Transparency over the vehicle status of the entire fleet in real time
- Prompt information and clear indication of recommended action when repair or maintenance requirements are identified
- Integrated solutions for trucks and trailers
- Attractive price of Service Contracts thanks to the integration of Mercedes-Benz Uptime

Intelligent vehicle connectivity

+ Real-time customer support

+ Recommended action at a glance

Mercedes-Benz Uptime

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