



SERVICE24H CONNECTED.

The online breakdown reporting for Mercedes-Benz Trucks.

Mercedes-Benz
Trucks you can trust



Service24h Connected is the new function for online breakdown reporting within your digital **My TruckPoint** customer portal from Mercedes-Benz Trucks.



An unplanned breakdown of your truck can cause frustration and stress. In this situation, we can now provide you with even better support. From now on, you can quickly and easily report a breakdown online via **My TruckPoint**.

Service24h Connected allows you to report a breakdown quickly and easily online. Thanks to the central management of your vehicles in **My TruckPoint**, most of the information is already pre-filled.

YOUR ADVANTAGES WITH SERVICE24H CONNECTED



For the drivers

Easy to use: Your drivers will only inform you about the problem and the location.



For the fleet managers

Quick online reporting: You can easily report the breakdown via My TruckPoint, much of the required data is already pre-populated. This saves you valuable time compared to calling our service hotline.



For the workshop

Improved processing: Your breakdown description will be forwarded directly to the Service24h technician. Our technician arrives on location well prepared and equipped.

ADDITIONAL FEATURES OF SERVICE24H CONNECTED:

Reporting a breakdown will be even easier for you by activating TruckLive¹ or Mercedes-Benz Trucks Uptime². These services will enable the transmission of the real-time position of your truck. In addition remote pre-diagnosis data will be transferred to the Service24h technician.

¹TruckLive is a free connectivity solution from Mercedes-Benz Trucks. After expiry of the free phase of 36 months, you can purchase TruckLive as a fee-based service. As long as you are a customer of our Fleetboard Paid Services or Mercedes-Benz Trucks service contracts, TruckLive will remain free of charge for you even after 36 months. Further information can be found at www.mercedes-benz-trucks.com/trucklive.

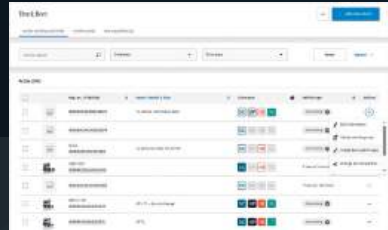
²Mercedes-Benz Trucks Uptime is a real-time diagnostic tool that continuously monitors the vehicle's systems and can help prevent predictable breakdowns. Mercedes-Benz Trucks Uptime can be booked as a standalone service or in combination with all other available service contracts. Further information can be found at www.mercedes-benz-trucks.com/uptime.

REPORTING A BREAKDOWN ONLINE

1

SELECT VEHICLE AND START ONLINE BREAKDOWN REPORT

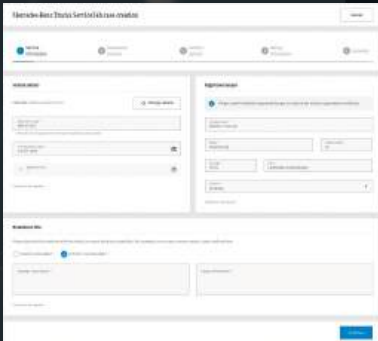
Go in My TruckPoint to your truck fleet, chose the specific truck that has a breakdown and start the action “create Service24h case”.



2

CHECK VEHICLE INFORMATION AND DESCRIBE BREAKDOWN

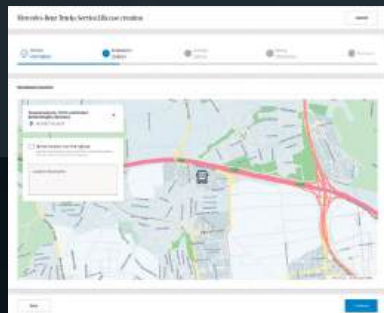
The data of the vehicle and vehicle owner are pre-populated. The owner data can be overwritten if necessary. You also have enough space in a free text field to describe the breakdown.



3

FIND LOCATION

You can see the current location of your truck on the map¹. If necessary, you can adjust the location.



¹Current location is available for vehicles with TruckLive or Mercedes-Benz Trucks Uptime. For other vehicles the position has to be entered manually.

4

ENTER CONTACT OPTIONS

Your contact details have already been entered in case we have any open questions. If necessary, add the driver's contact details.

5

REVIEW BILLING INFORMATION

The billing address and authorised dealer are pre-filled automatically. You only need to add the service card number (if available). Before invoicing, we will check whether the repair is covered by warranty or your Service Contract.

6

SUMMARY

In the last step, you can check all the details and submit your online report.

7

CONFIRMATION AND PROCESSING

You have saved valuable time by reporting online – and informed us of all the important details. We will forward your information directly to the Service24h technician. You will then be informed of the submission of the breakdown and its progress in the usual way. Case updates will be also available in My TruckPoint.

Your Mercedes-Benz Trucks sales representative will be delighted to answer any questions you may have. The FAQ section in the My TruckPoint portal (<https://mytruckpoint.mercedes-benz-trucks.com/landing#customer>) also addresses a wide range of questions you may have.

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