

START & DRIVE

SERVICE CONTRACT DETAILS

DIAGNOSTICS AND FOLLOW-UP			REFERENCE	PERFORMANCE STANDARD	PERFORMANCE MAXI	EXCELLENCE PREDICT
- Electronics - Brake system - Driveline	- Suspension, wheels - Axles, steering, chassis - Cab	- Other checks				
SERVICING (SYSTEMATIC AND PREVENTIVE MAINTENANCE)						
- Engine oil change, replacement of filters (diesel and oil) - Gearbox oil change, filter replacement - Coolant replacement - Particulate filter (DPF) maintenance/ replacement - Drive axle oil change - Clutch system fluid change	- Air conditioning system maintenance, cab filter replacement - Air filter replacement - Air dryer cartridge replacement - Steering oil level top-up - Power steering reservoir filter replacement - Replacement of belts and tensioners	- Fifth wheel or towing hook greasing - Chassis and hinge lubrication without grease fitting - Radiator cleaning - Valve and injector clearance adjustment				
DRIVELINE REPAIRS						
- Engine gasket set - Cylinder block: crankcase, connecting rods and bearings crankshaft, pistons, flywheel, damper, cylinder head, distribution, valves, camshaft, exhaust manifold, turbocharger, breather - Anti-pollution system (EATS) - Water pump, thermostat - Water/oil heat exchanger, engine fan control	- Engine oil pump, oil filter housing and gauge - Injection pump, feed pump, fuel filter housing - Engine electronic unit - Injectors and pipes - Air compressor - Gearbox: gearbox housing, synchronisers, pinions, shafts, relays, range-splitter, oil pump, sensors - Power take-off	- Power take-off - Gears and shafts of power take-off - Transfer box - Rear axle, hub reduction, differential lock, shafts - Transmissions - Electrical or hydraulic retarder, exhaust brake - Gearshift control				
CHASSIS AND CAB REPAIR						
- Clutch, gearbox, power take-off control - Steering control: column, housing, connecting rods, hydraulic pump - Suspensions: shock absorbers, air bags, bars, studs - Towing: front or rear towing hook, coupling - Fifth wheel, fifth wheel bed and mountings - Oil, air, water, fuel systems - Exhaust, silencer, after-treatment system, heat and pressure sensors, injectors - Axles, stub axle, hubs and bearings, bump stops	- Mechanical, pneumatic or hydraulic brake control - cylinders - Pneumatic systems, pipes, compressed air tank, APM, EACU - Complete chassis, lift axle system - Battery box, tool locker, spare wheel carrier - Bodywork structure, mountings, suspension and cab tilt function - Doors, door handles, locks (except lock barrel), hinges, window lifts, rear-view mirrors - Screen wash/wipe mechanism and control - Heating, demisting, air conditioning, climate control	- Dashboard and instruments, interior equipment (fridge, radio, speaker, tachygraph) - Controls, stalk switches, warning lights - Accelerator pedal, speed limiter - Seats and bunk mechanism, seat belts - Wiring harness and harness fixings, battery cut-off - Alternator, starter motor, voltage regulator - Electronic switching centres and plug-in connectors, ECU - Sensors, immobilizer - Relays, switches, horns, signalling lights - Engine stop control				
REPLACEMENT OF WEAR AND TEAR PARTS						
- Clutch disc, mechanism and bearing - Brake discs or drums	- Brake linings or pads - Batteries					
PROACTIVE MAINTENANCE (PREDICT PACK)						
- Dynamic systematic maintenance	- Wear management and monitoring by means of connectivity (air dryer cartridge, clutch, pads, battery)	- Prevention of vehicle downtime				



PACKS AVAILABLE

- **Towing pack:** towing assistance 24/7
- **Refill pack:** oil, screen wash, coolant
- **Vision pack:** bulbs, fuses, wiper blades
- **Preparation pack:** technical inspection pre-check
- **Legal visit pack:** regulatory checks (conveyance & tax), extinguisher, speed limiter and tachograph checks
- **Tail lift legal pack:** twice-yearly legal inspection of tail lift
- **Turbocharger pack:** preventive replacement of turbo
- **Special issue variants pack:** Optitrack

RENAULT TRUCKS ALSO GIVES YOU:



A network of pros for pros

More than 1,450 service points worldwide to assist you quickly and efficiently wherever you are. Professionals equipped with state-of-the-art equipment, adapted to your vehicle's technology and regularly trained in product and diagnostic software.



Genuine parts to maintain your vehicle's performance

These parts are designed specifically for Renault Trucks ranges. Robust and reliable, they are the only parts to ensure vehicle sustainability and performance. Nothing beats a genuine part!



A global solution for maintenance of your fleet

Extended offers a selection of parts for:

- the routine maintenance requirements of the drive train assembly,
- workshop maintenance solutions (tooling, garage equipment, cleanliness, personal protection and truck protection).

At your side for all your needs!



An exceptional warranty

The warranty covers all incidents occurring within two years of purchase provided that the part or component was fitted by a Renault Trucks authorised repairer. It includes parts, labour, breakdown assistance and recovery.



A range of service exchange products

Mechanical components and equipment reconditioned according to an industrial process to restore original performance at a lower cost, while respecting the environment. Give your parts a second life!



Instant support

00.800.1234.24.24

From your first call you are supported by a dedicated coordinator who monitors your case throughout the intervention.

RENAULT TRUCKS OILS

A complete range of lubricants that guarantees the performance and durability of your vehicles.



START & DRIVE

SERVICE CONTRACTS

OPTIMISE THE MAINTENANCE AND REPAIR OF YOUR VEHICLES



renault-trucks.com

THE MOST EXTENSIVE COVERAGE ON THE MARKET

START & DRIVE, MEANS:

- The guarantee of customised maintenance with delivery of your maintenance plan and plan updates throughout your activity.
 - A range of service contracts adapted to suit your new vehicle and your business:
- REFERENCE** covers routine servicing operations on your vehicle.
- PERFORMANCE STANDARD** covers routine maintenance and repairs to the driveline (components causing downtime).
- PERFORMANCE MAXI** completes the Standard Performance range with repairs to the whole vehicle.
- EXCELLENCE** covers routine maintenance, the replacement of wear and tear parts, repairs to the whole vehicle.

HIGH-PERFORMANCE SERVICE

Renault Trucks is at your service throughout the entire operating life of your vehicles to ensure that you can count on their performance and maximum operational availability.

PEACE OF MIND

- Start & Drive contracts honoured throughout Europe at Renault Trucks' 1,450 service points.
- Costs controlled and known in advance.
- 24/7 breakdown assistance and towing.
- Original performance retained and extended by adapted dynamic maintenance.
- Renault Trucks experts using certified processes and tools.

FLEXIBILITY

- 4 service contracts customised to your vehicle and your business over a period chosen by you.
- Contracts can be adjusted at any time (options, mileage in real use, duration, etc.).
- Your choice of financing (immediate, monthly payments, etc.).
- Connected vehicles for customised maintenance.

PROFITABILITY

- A guarantee that your work tool will be available.
- A vehicle that is well maintained, at the right time, using genuine parts guaranteed for 2 years.
- Reduced administrative costs.
- Your vehicle's resale value is maintained.

START & DRIVE CONTRACTS

		REFERENCE		PERFORMANCE		EXCELLENCE	
				Standard	Maxi		
DIAGNOSTICS AND FOLLOW-UP	120 check points*	●		●	●	●	●
	60 check points						
MAINTENANCE	Engine oil change	●		●	●	●	●
	Gearbox oil change	●		●	●	●	●
	Drive axle oil change	●		●	●	●	●
	Filter replacement	●		●	●	●	●
	Belts	●		●	●	●	●
	Particulate filter (DPF)	●		●	●	●	●
REPAIR	Engine			●	●	●	●
	Gearbox			●	●	●	●
	Transmission			●	●	●	●
	Drive axles			●	●	●	●
	Injection			●	●	●	●
	Air compressor			●	●	●	●
	Anti-pollution system (EATS)			●	●	●	●
	Electronics				●	●	●
	Suspension				●	●	●
	Steering				●	●	●
	Chassis cab				●	●	●
	Starter motor - Alternator				●	●	●
REPLACEMENT OF WEAR AND TEAR PARTS	Batteries					●	●
	Brake discs or drums					●	●
	Brake linings or pads					●	●
	Clutch					●	●
PROACTIVE MAINTENANCE	 Predict pack						●
PACKS	Towing pack	○		○	○	●	●
	Refill pack	○		○	○	○	○
	Vision pack	○		○	○	○	○
	Preparation pack	○		○	○	○	○
	Legal visit pack	○		○	○	○	○
	Tail lift legal pack	○		○	○	○	○
	Turbo preventive pack	○		○	○	○	○
	OptiTrack pack			○	○	○	○

*Check performed on over 120 points (service, electronics, braking, driveline, suspension, pneumatics, axles, steering, chassis, cab, ...)

Not included in manufacturer contracts: bodywork panels, trim, tyres, equipment not supplied by the manufacturer.

● Included in offer ○ As option

START & DRIVE EXCELLENCE PREDICT

GET A HEAD START ON MAINTENANCE



		
PROACTIVE MAINTENANCE		
DYNAMIC SYSTEMATIC MAINTENANCE	WEAR MANAGEMENT	PREVENTION OF VEHICLE DOWNTIME
- Auto-adaptability of the maintenance plan thanks to real time uploading of vehicle data (e.g. km, engine hours, ...) - Everyday management of the maintenance and technical operations necessary on our customers' vehicles.	Monitoring of wear on four components: - Air dryer cartridge - Clutch - Pads - Batteries	Reduction in downtime thanks to: - Real time monitoring of fault codes extracted from the vehicles - Reinforced support for handling preventive interventions.
VEHICLE PREREQUISITES (T & T-HIGH)		
Battery sensor + Vehicle manufactured after 1 January 2015.		

Advantages of the Excellence Predict offer

		↗ Increase in preventive actions	↘ Reduced downtime
Defined personalised maintenance schedule	Optimised systematic maintenance and wear management	Prevention of vehicle downtime	Intervention 24/7, 7 days a week
			

Difference between an Excellence contract and an Excellence Predict contract

WITH EXCELLENCE

CASE EXAMPLE

- A customer breaks down following a problem on an AdBlue® injector.
- His vehicle is immobilised: loss of activity.

EXCELLENCE SOLUTION

- The 24/7 assistance service intervenes and deals with the breakdown.

- Final result: the customer will be reimbursed but will have experienced an operating loss.

WITH EXCELLENCE PREDICT

CASE EXAMPLE

- The state of health of the AdBlue® injector on the customer's vehicle is systematically monitored by means of connectivity.
- The uploaded data are analysed and appropriate actions are taken if required.

EXCELLENCE PREDICT SOLUTION

- In the event of alerts involving a risk of failure of the AdBlue® injector, the dealer contacts the customer to arrange the preventive replacement of the injector and thus prevent unplanned downtime: proactivity/anticipation.
- Customer benefits: continued activity and cost control.

- Final result: an operating loss has been avoided.