

DAF BACK-UP - THE BEST IN THE BUSINESS

# DAFaid Our First Priority



# DAFaid

There for you if things go wrong. You need a service you can rely on and DAFaid is accepted as the best in the business.



## You are our first priority

Our roadside assistance service - DAFaid - has an industry average from initial call to vehicle moving of 90 minutes – with a response time within the hour.

Dedicated and highly trained technicians ensure that over 85% of all vehicles are repaired at the roadside. Communication is a clear priority for DAFaid and, through our 'link and chase' process, will ensure you are kept fully informed of the progress of any incident.

Available 24/7 – whenever your vehicle is on the road, DAFaid is there to support you, ensuring downtime is kept to a minimum.

## DAF ITS

When abroad, DAF ITS (International Truck Service) picks up the baton. If you need help, our team of

operators are equally experienced, with instant access to the information they need to get your vehicle up and running again as quickly as possible.

With an extensive and well-distributed European network of approximately 1,100 DAF Dealer service points, help and support are never far away.

☎ **DAFAID:** 0800 919395

☎ **DAF ITS:** +31 40 214 3000

## Triage Facility

Outside of DAFaid and DAF ITS, DAF offers a triage facility with your local DAF servicing dealer. This includes a 30 minute Fast Service for minor checks, repairs and fluid top-ups, where vehicles will be looked at within 15 minutes.



# DAF Services

## DAF MULTISUPPORT

Maximise uptime. Increase fleet efficiency. When it comes to flexibility, cost transparency and uptime, a DAF MultiSupport Repair and Maintenance package is your best choice. Tailored packages including pro-active maintenance planning using real time vehicle data, to help you keep your trucks in excellent condition and on the road.

## PACCAR FINANCIAL

As DAF's in-house finance provider, PACCAR Financial provides tailored and complete financial services to the transport sector. A unique understanding of your day-to-day business makes PACCAR Financial your partner of choice.

## DAFaid

Accidents and breakdowns are an inevitable part of the transport business, even for the best trucks. So it's good to know that DAFaid is just a telephone call away. 24 hours a day, 365 days a year, our team of highly skilled technicians will do everything possible to get your truck back on the road fast. When abroad, DAF ITS (International Truck Services) picks up the baton.

## PACCAR PARTS

PACCAR Parts supplies PACCAR genuine parts and DAF genuine parts along with over 100,000 TRP parts for all makes of truck, trailer and LCV, including workshop supplies. From its own distribution centres, PACCAR Parts delivers within 24 hours worldwide.

## DAF DEALER NETWORK

With our extensive network of professional sales and service dealers, there's always a DAF representative nearby. Highly qualified DAF technicians have in-depth knowledge of your vehicle, ensuring fast, effective repair and maintenance, using original PACCAR, DAF and TRP parts. This guarantees maximum vehicle availability and high residual value.

## PACCAR CONNECT

In our drive for transport efficiency, the new PACCAR Connect Fleet Management Platform can provide realtime information anytime, anywhere, on the performance of both individual vehicles and your entire fleet, logistical processes and the performance of drivers, thereby helping you to optimise your returns.

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