



UD TRUCKS



Aftermarket Brochure

Going the Extra Mile





UD Trucks Southern Africa at a glance

UD Trucks, a leading commercial vehicle solutions provider and proud member of the Isuzu Group, is represented in 60 countries on all continents and offers a full range of vehicles, suitable to Southern African conditions. Our product range spans across the medium and heavy-duty segments and includes the Quon, Quester, Croner and Kuzer. We offer a total transport solution, including service agreements, connected services and financial services.

UD Trucks Southern Africa is committed to improving socio-economic change and transformation and has a B-BBEE recognition level 3.

UD Trucks offers the following Aftermarket Services to our customers:

UD Trust Service Agreements

Service agreements with the benefit of Genuine Parts and Service for total peace of mind and best TCO.

UD Connected Services

Optimise your fleet's performance with real-time connectivity to take your business further. This includes fuel consumption monitoring, real-time tracking, and driver behaviour monitoring at your fingertips.

UD Genuine Service

Maintain your vehicle at its prime condition through our authorised dealer network to deliver the maximum uptime.

UD Genuine Parts

Prolong the performance of UD vehicles with UD Genuine Parts, including a 2-year warranty at UD Trucks dealerships.

UD Financial Services

Customised and flexible financing solutions from professionals who fully understand your business.

UD Road Support

As part of our Extra Mile Support, 24/7 UD Road Support will get you back up and running in no time.

2 Years Fitted Parts Warranty

Congratulations!

UD Genuine Parts – the only choice if you're looking for high quality, reliable and durable parts for your truck.

We have rigorously tested all our components to the highest standards to ensure optimal performance and a perfect fit for your vehicle.

UD Genuine Parts demonstrate our long-term commitment to you and your business – guaranteeing maximum uptime and a minimum of 12 months warranty which is increased to 24 months when fitted in an authorized workshop, giving you complete peace of mind.

You can rest assured that in our authorized UD workshops, we only fit UD Genuine Parts.

All service work is carried out by our qualified technicians, who are continuously trained to keep up with the latest technological developments. Our workshops are equipped with effective diagnostics systems, a full range of special tools and the very latest service literature.

With a full 2 Years Fitted Parts Warranty offered, we can say with confidence that UD Genuine Parts give you the best protection and the most value for money.

That's our promise to you every day.

UD Genuine Parts	1 year parts warranty	2 years parts warranty	2 years labour warranty	2 years consequential vehicle damage
Fitted by customer	•			
Fitted in an authorized UD workshop		•	•	•

Warranty coverage



Parts Warranty

If a UD Genuine Part purchased and fitted by customer, proves to be defective due to faulty material or manufacture within 12 months of date of purchase (unlimited mileage), it will be repaired or replaced in an authorized UD workshop, covering the cost for parts only, not labor.



2 Years Fitted Parts Warranty¹⁾

If a UD Genuine Part, which is fitted in an authorized UD workshop, proves to be defective due to faulty material or manufacture, within 24 months of date of purchase (unlimited mileage), it will be repaired or replaced in an authorized UD workshop, covering the cost for both parts and labor. In addition, if the defective UD Genuine Part causes consequential vehicle damage, then this is covered too.

Warranty conditions

The Parts Warranty and the 2 Years Fitted Parts Warranty are subject to the following conditions:

- The parts warranty is only valid when customer has purchased the part from an authorized UD workshop.
- Only UD Genuine Parts are covered.
- Proof of parts purchase (original invoice) from the authorized UD workshop is presented by the person making the claim under warranty.
- The part and vehicle have been serviced and maintained in accordance with UD recommendations.

In addition, the following conditions are applicable only for 2 Years Fitted Parts Warranty:

- Proof of fitment (original invoice) from the authorized UD workshop is presented by the person making the claim under warranty.
- The part must be correctly fitted to the UD vehicle for which it was designed in an authorized UD workshop.
- Consequential vehicle damage cover is only applicable if the warranty repair or replacement is carried out in an authorized UD workshop.
- Consequential vehicle damage is limited to damage to any UD Genuine Parts fitted to the vehicle damaged as a direct result of the failure of the defective part. For the avoidance of doubt this excludes the superstructure or any other non-genuine UD part.

Warranty exclusions and limitations

The Parts Warranty and 2 Years Fitted Parts Warranty are NOT valid for:

- A defect resulting from normal wear and tear, items which are part of normal maintenance, improper handling or incorrect storage of the part from an authorized UD workshop/customer (parts should be stored in their original packaging).
- Parts replaced free of charge under vehicle/driveline warranty, recalls or campaigns.
- If the part and/or vehicle have been subjected to an accident, improperly used, modified, rebuilt or changed.
- Damage caused due to neglect, incorrect fitment or adjustment of the part or the failure of another UD Genuine Parts or non-genuine part.
- Any losses, costs or damage, including loss of use, profit expected savings, load, lodging, phone calls, meals, express deliveries, lost time, inconvenience, loss of transportation, or any other direct/indirect incidental or consequential loss or damage you (or anyone else) may incur as a result of a defect covered by this warranty.

UD Trucks reserves the right to update the warranty terms & conditions from time to time. The warranty terms that apply will be those in force at the time of purchase.



The Parts Warranty and 2 Years Fitted Parts Warranty are applicable for:

- UD Genuine Parts
- UD Genuine Exchange
- UD Genuine Accessories

1) 2 Years Fitted Parts Warranty offer is not valid for UD Kuzer product

This is a summary of the key benefits and exclusions, for more information please contact your authorized UD workshop.

Ultimate dependability. Ultimate cost-effectiveness.

You're in business for the long run, and you expect the same of your fleet. But you're also in business to make money – which means you need to increase uptime and limit operating expenses. UD Trust service agreements ensure you make the most of the expertise and quality of UD Genuine Service & UD Genuine Parts. You get the best of our aftermarket support and maximise the benefits of your investment. So, while your UD Trucks workshop takes care of your fleet, you are free to focus on your business.



UD Service planning

The service agreement journey starts with setting up your personal maintenance schedule, based on shared and agreed information reflecting how you intend to use your UD truck. This provides you with a pre-defined and optimised maintenance schedule. The schedule can be updated based on actual use of your truck by connecting your UD trucks to UD Connected Services*.



UD Genuine Service

Your UD Trucks workshop will contact you to remind you about your scheduled services. The UD Genuine Service is always performed by authorised workshops that have access to the most up-to-date tools and UD Trucks diagnostic equipment.



UD Genuine Parts

To ensure optimum truck performance, only high-quality UD Genuine Parts are used on your trucks. They are designed to last for optimal service intervals, resulting in fewer stops for maintenance.

* Available in selected markets.



Get ultimate dependability with UD Trust Ultimate.



More hours on the road

UD Trucks helps you optimise your uptime by basing our service efforts on your actual business needs. We set up a personalised and optimised service schedule to support your operations.



Better service in less time

With UD Trust service agreements you can relax, knowing that your UD trucks will always be taken care of by UD Trucks service technicians, and that you get optimal service intervals and UD Genuine Parts with high dependability.



No costly surprises

UD Trust service agreements put you in control of your maintenance budget – you pay a specified amount on a regular basis, while we take care of the service scheduling and costs.



Improved lifecycle profitability

UD Trust service agreements will ensure that your trucks are maintained according to UD Trucks' standards. A well-maintained truck is more fuel efficient, which reduces transport cost and maximizes its resale value.



Convenience you can bank on

Partnering with UD Trucks is the most convenient way to get total control over your service and maintenance costs. Your trucks are always serviced on time, the costs are predictable, and everything is carried out with full transparency.



Reduced administration

The UD Trust service agreements save you both time and administrative work. We send you only one invoice a month, reducing your administration burden so that you can focus on what's really important – your business.

Terms & conditions

This maintenance contract does not cover:

- Tyres, batteries, fifth wheels, tow hitches, winches, superstructure, hydraulics, PTO's, accessories and equipment warranted by other manufacturers
- Equipment/parts, superstructure or other installation work not assembled/installed by UD Trucks
- Additional costs due to equipment/parts, superstructure or other installation work being assembled/installed by someone else other than UD Trucks, a Division of Volvo Trucks Southern Africa (Pty) Ltd, which renders the contract work more difficult or prevents the contract work from being performed.

The maintenance contract does not apply if it is likely that the defect in material or faulty workmanship, for which contract is invoked, resulted from:

- the driver failing to comply with the UD Trucks Corporation's applicable manuals and other available driver information, or failing to receive UD Trucks driver training;
- the vehicle being used in a manner other than that which is normal, or having been rebuilt or modified, or where its superstructure has not been mounted in accordance with UD Trucks Corporation's valid instructions;
- anti-tamper seals (e.g. on the engine injection pump) having been broken or the vehicle having been overloaded;
- the vehicle having been involved in an accident, subjected to misuse, or in any other way subject to external strain;
- the vehicle not having been operated in accordance with UD Truck Corporation's

valid instructions, e.g. that the stipulated warranty service, basic and full service have not been carried out at the correct time and/or mileage intervals (services which is not registered with UD Trucks dealer network will be deemed to have not been performed unless proven so);

- repair work (including adjustments of software) having been performed by a workshop other than one authorized by UD Trucks;
- the use of parts other than genuine UD Trucks Corporation parts;
- the use of oils, fuel (Bio fuel B30 max), greases or coolants other than those stipulated by UD Trucks Corporation;
- the defect/fault having been aggravated due to the failure by the driver to take immediate and appropriate action after such time as the defect/fault became known, or should have become known, to the driver, or after activation of the vehicle's warning indicator system.

The maintenance contract applies on the condition that UD Trucks is given full access to all electronic data stored in Electronic Control Modules.

UD Trucks makes no representations or warranties other than those expressly set forth above, and UD Trucks disclaims any implied warranties of any kind, including and without limitation quality, performance, merchantability or fitness for a particular purpose. Consequently, except as provided in this maintenance contract, UD Trucks disclaims any liability for direct and indirect losses, costs or damage which may result from defects in material or faulty workmanship.

Limitations of contractual responsibilities:

Responsibility or compensation liabilities other than those mentioned in the maintenance contract are not reimbursed by UD.

The UD maintenance contract excludes compensation for costs paid by the customer such as:

- telephone calls
- travel expenses
- vehicle hire
- business losses
- additional costs, as freight costs, when part is purchased in emergency

The UD maintenance contract excludes compensation (labor and material) for parts which have been damaged due to:

- accidents
- modification
- overloading
- neglected adjustments
- abnormal conditions or usage
- objects from surroundings
- incorrect or inadequate maintenance or repair (according to UD service program and maintenance requirements)
- lightning, flooding or other natural disasters
- driving through rivers, potholes or other road conditions that do not constitute normal road conditions other than which the vehicle is designed for.

Breakdown:

A breakdown constitutes a failure which causes a vehicle to be unable to proceed to a workshop under its own power safely without causing extensive damage to the vehicle or that the vehicle presents a road safety hazard when being driven.



Service Agreement Options

Tailor the benefits of your UD Service Agreements by selecting from the following options:

UD Trust Standard

Covers the cost of all services during the period you choose, with the benefit of additional support functions.

UD Trust Ultimate

Offers the customer full cover on all repairs and maintenance over the designated period, with the added advantage of all support functions.

UD Driver Training

Ensure your trucks' fuel efficiency by developing your drivers' skills.

UD Trucks Connected Services

Get improved cost management by controlling and collecting data about your fleet in real time.

Contact your nearest dealer for more information and further expert assistance.

COVERAGE

(all parts not listed below are specifically excluded):

	Trust Standard	Trust Ultimate
Scheduled services (parts, lubricants, labour)	●	●
Top up fluids (only during scheduled services)	●	●
Limited clutch & pressure plate, release & pilot bearing (only if specified)		●
Limited brake linings (only if specified)		●
Limited Wearcheck reports (only if specified)		●
Limited Wearcheck reports (only if specified)	●	●
Wipers (only during scheduled services)v	●	●
Access to UD breakdown call centre		●
Breakdown repairs (only if repair covered by contract)		●
Towing of vehicle (only if repair covered by contract)		●
Engine repairs and related parts (fair wear & tear)		●
Clutch system (incl. clutch & pressure plate, release & pilot bearing)		●
Gearbox repairs and related parts (fair wear and tear)		●
Retarder repairs and related parts (fair wear and tear)		●
Power take off (genuine UD part and installation)		●
Propshaft repairs and related parts (fair wear and tear)		●
Differential repairs and related parts (fair wear and tear)		●
Hub repairs and related parts (fair wear and tear)		●
Suspension repairs (fair wear and tear)		●
Steering system and related parts (fair wear and tear)		●
Air conditioning system and related parts		●
Brake system (incl. brake linings) and related parts (fair wear and tear)		●
Electrical system and instruments		●

EXAMPLES OF EXCLUSIONS:

Superstructure (crane, tipper body, concrete mixer, etc)
Power take off (dealer/customer installed)
Hydraulic system
Batteries
Glass, mirrors, windscreen, lens
Tyres, rims and wheel alignment
Fifth wheel, tow hitch and winch
Fuel, air & hydraulic tanks
Chassis rails, cross members
Mounting brackets, straps, tailboards, tool boxes, mudguards, battery box
Wind deflectors, body, cab and interior
Accessories
Towing of trailers
COF, PDI

Powerful tools for advanced fleet management



Introducing the new UD Connected Services — the all-in-one smart logistics platform that will drive your business further. As a next-generation successor to UD Telematics Services, UD Connected Services offers you: extensive fleet management, better logistical efficiency, and industry-leading vehicle connectivity.

My UD Fleet is your gateway to UD Connected services. Share, analyse, and store valuable data for your business optimization. The newly improved My UD Fleet platform is more powerful — enabling fleet managers to operate with greater efficiency.

Sustainability



Use powerful data-driven solutions to raise your fleet's fuel efficiency and champion long-term sustainability. Leverage Eco Coach and fuel efficiency reports to optimise driving performance and reduce fuel usage.

- Practice sustainable fuel management with a bird's-eye view of your fleet's fuel efficiency.
- Utilize the new Fuel Efficiency report to assess driving performance and scores – useful data for targeted coaching.

Optimized Business



Get ahead of the competition by improving your delivery planning and turnaround times. Stay on top with proactive alert notifications, vehicle health monitoring, and trip inspection summaries. Map out virtual boundaries and observe speed limits with Geofencing. Receive alerts when a vehicle deviates off route.

- Stay on top of faults and corrective plans – with vehicle health alerts via UD Connected Services.
- Protect your fleet with the new fuel level change report and visualize the location of suspected fuel theft on the map.

My UD Fleet

Made for fleet managers

With major design improvements over UD Telematics, My UD Fleet offers users a brand new experience in the fleet management journey. Navigation is now more user-friendly and the platform has been enhanced with powerful tools designed to propel your business further.



Better control over your business

Receive mission critical information about your fleet and track the status of your deliveries.



Fleet uptime management

Optimise vehicle servicing schedules and monitor fleet utilization.



Essential fuel optimization

Achieve greater cost savings with insights from comprehensive fuel & trip reports.



Real-time truck location

Monitor the health and position of each truck in your fleet in real-time.



Smart Logistics



Track your fleet in real-time, 24 hours a day, 7 days a week. Anticipate road delays, avoid costly trip disruptions, and make contingency plans on-the-fly. Further secure your journey by prechecking vehicle roadworthiness.

- Monitor your fleet with real-time tracking: live fleet status, location, and most recent events.
- Trace route & event history to aid incident investigations.

Uptime



Achieve better uptime with greater vehicle monitoring, timely alerts, and remote customer assistance. Run your business and drive confidently knowing you can request on-site repairs from UD Road Support – at the push of a button.

- Get notified of vehicle faults and rectify problems quickly.
- Keep an updated service plan by connecting your fleet – and properly coordinate all your workshop visits.



UD Road Support

UD Trucks provides round-the-clock support with an experienced team of specialists and trained technicians to ensure maximum uptime for your UD Trucks. Enjoy peace of mind and quality assurance knowing your vehicle needs are well taken care of by our professionals.



UD Road Support

The team undergo extensive hours of technical training to provide phone assistance and the right solutions for your needs.



One-stop support

A single phone call connects you to a comprehensive support network, ensuring maximum uptime and convenience.



UD Technicians

Our technicians undergo continuous training on the latest products and equipment to handle repairs and maintenance works in the most efficient and timely manner.



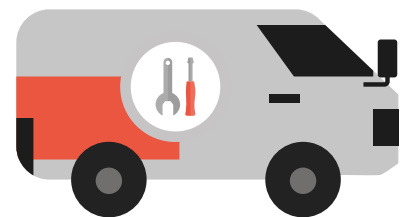
Vehicle health monitoring

Some vehicles enrolled in UD Connected Services will seamlessly transmit error messages to the UD Road Support team for real-time technical and mechanical support and assistance.



Real time vehicle location

Vehicles enrolled in UD Telematics will have GPS locations sent to the UD Road Support team, to enable swift onsite technical and mechanical support and assistance.



Onsite support

Some support vehicles are fully equipped with UD Trucks tools, diagnostic and UD Genuine Parts to provide on-the-spot technical and mechanical support.

*Connected Vehicles. Not all vehicles are connected with telematics.



How UD Road Support works

Whatever happens, we are by your side.

01

24-hour phone assistance

If you notice something amiss with your truck, please pull over to a safe spot and contact UD Road Support for assistance. Stay updated for your vehicle recovery status with our one-stop contact point.

02

End-to-end support

Our UD Road Support team will be with you every step of the way. Stay connected from the very first phone call until your vehicle is ready for the roads again.

03

Efficient and fully equipped team

Our UD Road Support team will assist you with essential information and arrange for mechanical support from the nearest qualified repair center. Additional tow truck facilities are available upon request to take your vehicle to the nearest UD Trucks dealer.

04

Seamless repair process

UD Technicians will send a detailed completion report to the UD Road Support team once repairs are completed. An invoice will be issued from one of our UD Trucks dealer and your truck will be ready to be back on the road.



Whatever happens, we are by your side.

UD Road Support

0800 008 800

Rain or shine, 24 hours a day, 365 days a year

At UD Trucks, we go the extra mile to ensure your safety and convenience, ensuring maximum vehicle uptime on the roads.

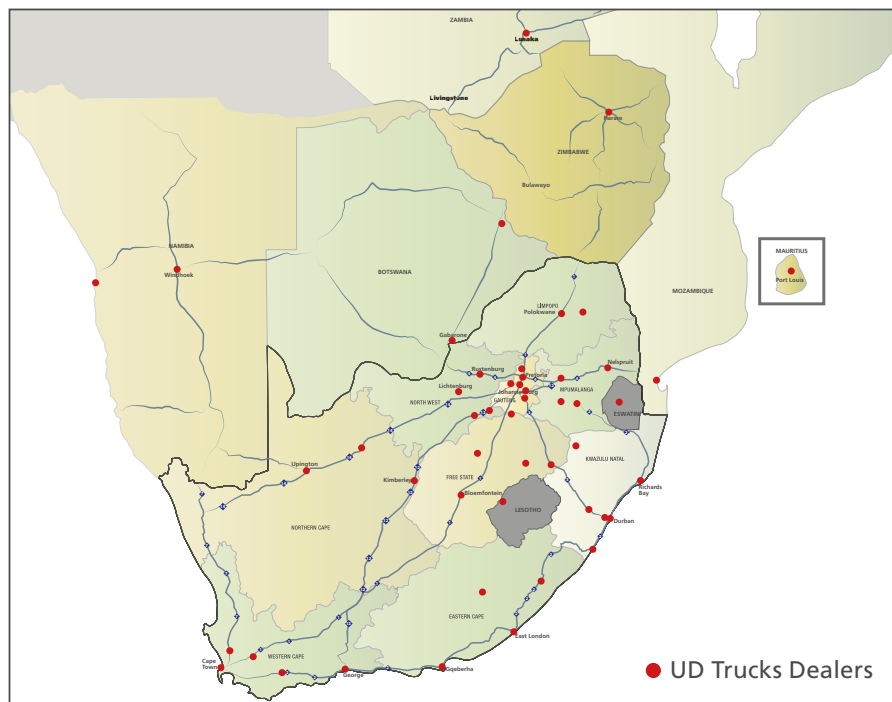
In the event of a vehicle breakdown or unforeseen emergency, stay calm and take care of yourself first.

Contact UD Road Support, and our specialists will be right with you to provide technical assistance over phone or assign onsite road support team if required.

With UD Trucks, you can drive with peace of mind anytime, anywhere.

**Communications Management via the
Roadside Assistance Plan is operational in the following areas:**

- The Republic of South Africa
- Lesotho
- Swaziland
- Namibia



● UD Trucks Dealers





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