

PARTS AND SERVICE PRODUCTS

- Uptime Management Suite
- Excelerator

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Further information on Daimler Trucks North America is available online:

www.daimler-trucksnorthamerica.com and www.media.daimler.com

Uptime Management Suite: maximizing uptime through advanced service technology that puts the customer back on the road quicker with a more accurate, data-driven approach

AT A GLANCE

- **Express write-up uses wireless connection to pull VIN, mileage, fault codes, and vehicle trip details, quickly and seamlessly creating a repair order in Uptime Pro.**
- **Techlane uses rich data history to guide technicians to the root problem with greater speed and accuracy.**
- **Service tracker provides real time communication and detailed repair status – eliminating significant communication lag time.**
- **Launch of One-Stop on November 1st this year will eliminate processing time for customers on supplier extended coverage programs for parts supplied by DTNA's top suppliers.**

KEY FEATURES

- **Unparalleled fault code classification enables shorter repair jobs to be completed in under four hours with extreme accuracy.**
- **Service pre-authorization eliminates the need to stop a repair to obtain approval from fleet office.**
- **Upcoming Feature - Digitization of technical literature will allow technicians to access information at the repair bay using voice-recognition software on smart devices for quick repairs.**

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Excelerator: eCommerce platform turbocharges uptime and maximizes customer experience by creating an unparalleled level of network transparency and a streamlined parts ordering process

AT A GLANCE

- **Will allow customers to conduct business when and where it is needed through a streamlined ordering process and ETA tracking.**
- **Launches in 2020.**

KEY FEATURES

- Links entire network including dealer management systems, parts distribution centers, and Alliance Parts stores to add a new level of transparency and connectivity to customers.
- Once an order is placed, the customer can choose to pick up in store, or ship directly to them, leveraging a growing supply chain and dedicated delivery service routes for fulfillment in as little as 12 hours.

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