



Terms and Conditions

2 years/200,000 kms free scheduled servicing on UD Trucks Trust Basic Service Agreement (Campaign period: 1 May 2019 – 31 August 2019)

1. This retail offer is available to customers on Quon 8-litre orders (of new trucks) placed between 1 May 2019 and the close of business 31 August 2019. These trucks must be delivered by COB 31 December 2019.
2. This agreement is applicable for 24 months or 200,000km (whichever occurs first from date of delivery) as per UD Trust Basic Service Agreement. A UD Service Schedule will be distributed for each vehicle when the offer is activated on the delivery date of the vehicle and relates to the usage of each vehicle. Available from participating Volvo Group Australia (UD Trucks) dealers.

'UD Trust Basic Service Agreement' Terms & Conditions

Full details relating to the UD Trucks Basic Service Agreement are available for download here: [UD Trucks Master Maintenance Agreement 2019](#)

As an overview of the conditions of this level of Agreement:

- Vehicle is to be maintained in accordance with UD Trucks recommendations and specifications and kept in good order and repair.
- Vehicle must be used for the application for which it has been built.
- Service/Maintenance conditions will apply.
- All service intervals are mapped out in the Service Schedule and are based on kilometers, or time (whichever occurs first).
- The vehicle must be presented at required intervals for services. Delaying your scheduled service means you may not receive your total entitlement of services under the Service Agreement.

Services Included

Inclusions:

The following services are included within the UD Trust Basic Service Agreement:

- a. servicing of the Vehicle in accordance with the Operator's Manual issued by the manufacturer ("the Operator's Manual") and at the intervals specified in the Schedule;
- b. preventive maintenance inspections in accordance with the Operator's Manual;

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UD TRUCKS

c. Injectors and Valve Adjustments as per the vehicles Optimised Service Plan (VOSP) Schedule;

d. top up of engine oil (up to 5 litres) between basic services if required;

All required parts and materials are included for the above.

Basic Exclusions

- All repairs to vehicle
- Loss of earnings through breakdown, parts availability, scheduled maintenance or accident
- Tyres or the replacement thereof
- Freight on spare parts
- Replacement glass
- Bodywork (including fibreglass)
- Corrosion and rust
- Superstructure or accessories
- On-site and afterhours servicing and repairs
- Any equipment or parts fitted that are not Basic to the vehicle
- Pick up and delivery of trucks for servicing or repairs
- Non factory fit communications and computer equipment
- Accident damage, abuse or neglect of any description
- Bulbs, fuses and wiper blades.
- Wheel alignment
- Paintwork, chrome, trim, emblems, grille
- Top up of engine oil (above 5 litres) between services
- Jump starting
- Mud flaps
- Road and stone damage
- Towing (including breakdown)
- Cab structure, leaf springs
- Windscreen (including seals)
- Non- factory fitted lighting
- Hydraulic equipment
- Turntable repairs, power take off (PTO) and any accessory repair or replacement
- Frame (including chassis rails and cross members),
- Upholstery and trim including floor mat etc.
- Washing, polishing and removing any residue from any part of the vehicle
- Cleaning any contaminants from radiator or intercooler.

Be assured that any extra work will be communicated to the owner prior to work commencing so that work can be approved prior to commencement.

UD Trucks Australia, as a brand of Volvo Group Australia reserves the rights to correct any printing errors.

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