



UD TRUCKS



Extra Mile Support Services

Keeping your business on the road

After-Sales Service Guide

Extra Mile Support For Your Business

At UD Trucks, our aim is to provide you with Ultimate Dependability. We will look after your truck, ensuring that it keeps working in the optimal condition.



UD Genuine Service

Our optimized service planning helps to reduce workshop visits, extending service intervals for maximum uptime.



UD Road Support

A fast and efficient UD Road Support team provides repair services at your convenience to get you back on the road as fast as possible.



UD Service Planning

Service schedules are tailored to your truck and are designed to give your truck exactly the maintenance it needs.



UD Genuine Parts

Designed and tested to provide the highest quality and durability. With a two-year warranty, access to UD Genuine Parts increases uptime and lowers costs per kilometer.

Joseph Heng

General Manager
UD Trucks Singapore



UD Trust

Three levels of service care is available: UD Trust Standard, UD Trust Extra and UD Trust Ultimate.

With these three levels, full transparency and no surprises with unplanned repair expenses and less administration are guaranteed.

UD Genuine Service



We know your truck. Our aim is to ensure your vehicle is fit for the road. This means keeping your vehicle in the optimum condition, and ensuring that our network is available for you with the proper technics and parts, whenever you may need them.

We have developed a skilled network which is capable of providing the correct level of preventative maintenance and the latest technical specifications.

Our workshops have access to the latest special workshop tools, diagnostic equipment and genuine parts. Servicing at our workshops is the key to reducing unplanned stops, increasing your vehicle uptime. We have established training centers around the world, complete with various training programs, to ensure that our workshops deliver the best service possible.

At your service

We are proud to take care of you. You can rely on our service team to provide the very best service for your truck. We have the know-how, the tools and the unmatched commitment, ensuring your truck performs at its best.



UD Service Planning

Efficiency in the transportation business means maximised uptime. This requires the number of unplanned service stops to a minimum. Expanding our range of services on top of our complimentary service plans, give your trucks the exact preventive maintenance it requires.

Your truck model and the unique assignments that it performs will set the basis of your tailored service schedule. By giving us an estimate of the distances that will be covered, our optimised service planning system will calculate a complete service schedule, indicating actions that are required during the entire service period.

Improved Express Lane Servicing

At UD Trucks, we are committed to providing you with the quickest turnaround on service and maintenance checks.

Extended Operation Hours

We know your business. Every unplanned servicing calls for unnecessary downtime. By extending our service hours, we aim to minimise disruption to your operations.

- Mondays – Fridays; 8.30am – 9.30pm
- Saturdays; 8.30am – 12.30pm



Avoid unnecessary stops

Our complimentary service planning and additional services are simple and reliable ways to plan your service, ensuring the highest possible productivity and minimising the risk of downtime. Your truck will thank you by always running at peak performance.

UD Road Support

Your customers rely on their consignments arriving on time. If you come to an unexpected standstill, a single phone call to UD Road Support will have your truck back on the road in no time.

When you call UD Road Support, you will get to speak to a specialist who knows your UD trucks well. Our technicians have all the technical experience at their fingertips, and will know exactly what you are referring to when you describe the problem you are experiencing with your truck.

As soon as we have established your truck's identity, your location and the nature of the problem, an experienced technician is despatched from the UD Trucks service centre.

For UD Road Support, call us at +65 9771 8672.

Keep your promises

A breakdown can leave you, your operation, perhaps even your customers, at a standstill. This is where a single call to UD Road Support will have your truck back on the road in no time.



UD Genuine Parts

When you use UD Genuine Parts, you can count on guaranteed quality, value throughout the life cycle and improved productivity of your truck. We are now offering 24-month warranty on parts and labour, when you fit UD Genuine Parts in our authorised workshops.

There is peace of mind that comes from using UD Genuine Parts. We offer a wide range of superior quality genuine parts, each backed by extensive testing and analysis, and provided through our global parts supply network.

UD Genuine Parts are guaranteed to:

- Meet UD Trucks' vehicle specifications
- Fit perfectly and work right the first time
- Deliver superior quality
- Ensure that your UD truck stays 100% UD

Fitted and ready for the road

UD Genuine Parts retain maximum performance over the entire life cycle — a major contribution to the vehicle uptime. Our consistent levels of quality will help keep your maintenance on schedule with the designated maintenance intervals. UD Genuine Parts not only improve total life cycle costs but help prevent unexpected vehicle malfunctions and maintain long-term performance.

The 24 months fitted parts warranty are applicable for:

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

UD Genuine Parts	1 year parts warranty	2 years parts warranty	2 years labour warranty
Purchased by customer	●		
Fitted by qualified technician		●	●



Every part counts

UD Genuine Parts are designed to work in harmony with existing parts — which is why we say, "every part counts".

UD Trust - Service Agreement Programs

At UD Trucks, we understand that productivity counts because your truck is your business. Therefore, with UD Trust, our aim is to keep your truck on the road and ultimately maximise your profits.

A UD Trust service agreement gives you an optimum service solution that will meet all the technical maintenance requirements of your truck. With different options available, your dealer will work with you to choose a service agreement program that best suits your needs.

Know your costs in advance

UD Trust offers your business total cost control, making it easier to achieve your target income and healthy profit margin. There are no surprises or unexpected expenses, just a simple fixed cost that you know in advance.

Protected from the unexpected

During a routine maintenance service, UD Trucks aim to identify and inform you of any necessary repairs before expensive damages occur.

Programs suited to your needs

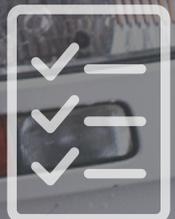
All service agreement programs offer the flexibility to include additional options to meet your specific business needs. UD Trucks will examine your transport application, operating conditions and annual mileage in order to develop a personalised service schedule. Your service schedule will ensure maximum performance and reliability of your truck, while protecting your investment and minimising operating costs.

Options to suit your needs

UD Trust Standard – Preventative maintenance aimed at identifying any issue with your truck during routine maintenance services.

UD Trust Extra - The UD Trust Extra plan covers all that is included in the Standard Program as well as repairs to brakes and clutch components. The Extra plan gives you excellent protection against unplanned standstills.

UD Trust Ultimate – The most comprehensive of our service agreements, covering basic preventative maintenance and comprehensive maintenance, with the added confidence of repairs to electrical, engine, driveline, braking and steering systems.





UD TRUCKS

Contact us to learn more about our UD Extra Mile Support Services.

The specifications in this brochure are subject to change without notification. The specifications, colors, and other details of the actual vehicle may vary. Some of the services and products mentioned may only be available as options or accessories.

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