

Nothing can stop us



WHEN THE UNEXPECTED HAPPENS...

It can happen to anyone, at any time.

You're driving through a new town, lots of roundabouts, when a rental truck comes out of nowhere and... there you are, with only one headlight, and the right rear-view mirror dangling...

Or it's late at night, raining heavily in the middle of nowhere when one of your trailer tyres goes flat. And you don't have a spare...

Or you've got a refrigerated load that has to be at the harbour by 10.00. It's 8.00 now and your engine just won't start.

You're far from home and you need to get the job done.

What would you do?

A normally-maintained Scania should offer you problem-free operation. It's built for uptime and a long service life.

But if something does go wrong, just call us at Scania Assistance.

A single telephone call will put you in touch with a professional service coordinator who knows your Scania – and who speaks your language – any time of the day or night, 365 days a year.

We're there for you. Just call.



Scania Assistance

How we work



## We get things moving. Quickly.

We'll listen to you and identify your problem and location. We'll tell you how we can help and approximately how long it will take.

## We get you back on the road.

If need be, we'll arrange for a service vehicle to be sent out – with parts that fit your vehicle – and the right tools. You can be sure we will do our utmost to help you, regardless of the reason for a stop.

## We chase the details.

We'll speed things along by arranging for any necessary workshop estimates, warranty checks or credit checks. And we'll stay in touch with you and others involved to make sure that the right things happen.

## We organise things for you.

If you are stranded because of longer repair times, we can also help arrange a replacement vehicle, or even help you with temporary accommodation or travel connections.

To top it off, there is no charge for the support provided by our service coordinators! Scania Assistance is there for you. So if you do experience an unplanned stop, call us. We'll come running.

Just a phone call away





Scania Assistance – just a phone call away





## We've assisted thousands of drivers. Each one has a story something like these...

“It was just after 9.00 pm when our driver started to experience some electrical problems while on a long haul, on a dark road in northern Norway. He pulled over to check and it was obvious there was a problem with the alternator. He called Scania Assistance at 9.20 pm and the service coordinator had a technician ready to go within minutes. But because of the remote location the replacement alternator had to be flown in on a flight at 10 pm. The technician picked it up at the airport and sped to reach the stranded driver and install it. Incredibly, our driver was back on the road by 1.30 am!”

“When our non-Scania bus broke down in Poland, the situation looked bad. Our driver was unable to get through to the manufacturer's emergency centre, and he really didn't know where to turn for help. One of our passengers decided to call a friend in a Scania workshop. That call made all the difference – the workshop called Scania Assistance, who agreed to send out a technician. The service was incredible. The technician wasn't able to fix the problem at the roadside but he towed our vehicle to the workshop and even arranged a substitute bus. A happy ending for us, and our passengers.”

## An organisation *dedicated to service.*

10 Scania Assistance centres serving 28 countries in Europe – and still growing.

Your link to over 1000 Scania workshops with technicians on call 24 hours a day, with specially-equipped service vehicles.

We are part of a very fast, effective and efficient service chain. The average time for getting vehicles back on the road is less than six hours.

Our service depots have excellent availability of all Scania Parts, which help preserve the quality and contribute to the uptime of your Scania.





Scania pursues an active policy of product development and improvement. For this reason the company reserves the right to change specifications without prior notice. Service solutions may vary from one market to another.

