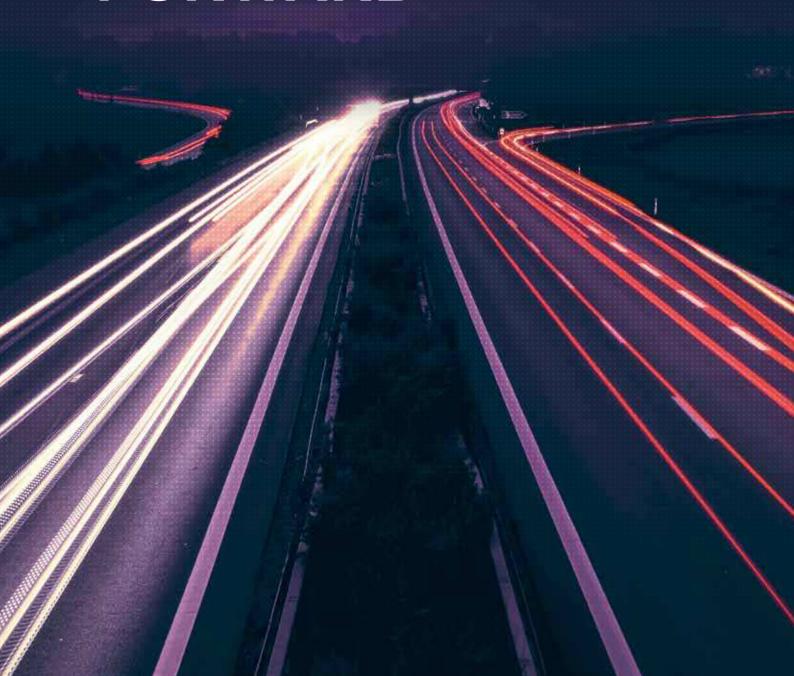
FLEET BOARD

DRIVING LOGISTICS FORWARD





FLEETBOARD YOUR PARTNER FOR INDIVIDUAL TELEMATICS SOLUTIONS

INCREASE YOUR PERFORMANCE

MAKE YOUR COMPANY MORE PRODUCTIVE AND MORE SECURE

Do you want to improve the competitiveness and position of your logistics company in the market? Are you looking for a partner for telematics solutions to make your company more efficient, more secure and, most of all, more cost-effective? Are individual solutions, personal consulting, first-class expertise and comprehensive industry experience important to you?

FLEETBOARD IS EXACTLY THE RIGHT CHOICE FOR YOU

As a pioneer in the field of telematics, we continue to provide compelling, high-quality telematics solutions to our customers, regardless of make and brand of their vehicles. As a 100 percent Daimler subsidiary, we know more about the transport and logistics industry than any other company. Our modular services and our complete, single-source solutions help you save costs and manage your logistics processes – for all makes of trucks and buses.

IN GOOD HANDS:



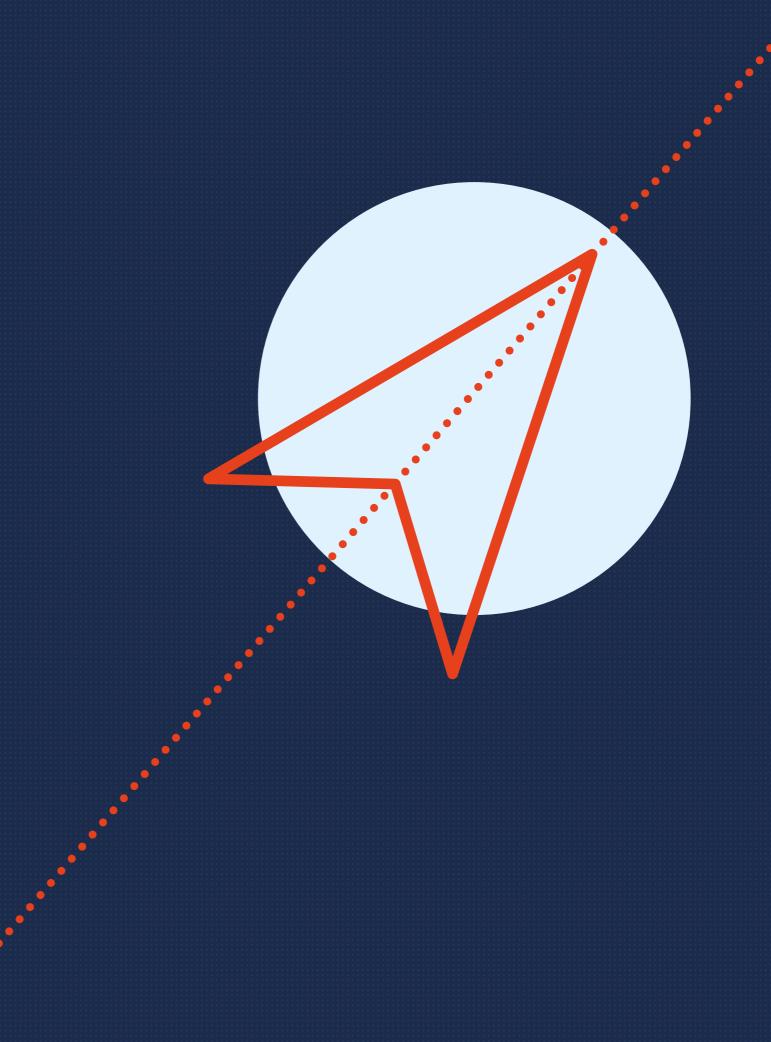
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NETWORKED LOGISTICS SEE MORE KNOW MORE DO MORE

The intelligent networking and transparency of vehicles, vehicle data, infrastructure and traffic systems, as well as all data for the driver and load, provide enormous benefits for your logistics company. After all, the provisioning and evaluation of data from the vehicles in real time helps to optimally react to the current situation and quickly make the right decisions on:

- Optimised vehicle usage
- Lower fuel consumption
- Increased vehicle availability

With solutions by Fleetboard, such as Driver, Vehicle and Logistics Management, you achieve maximum efficiency with minimal operating costs.



LOWER COSTS INCREASED PRODUCTIVITY HEIGHTENED SECURITY

With the Performance Management concept we ensure maximum transparency at every level. This networking of the driver, fleet and order provides valuable information that helps you reduce costs while simultaneously increasing productivity and ensuring more security. We offer the most modern hardware and software, as well as a wide range of services, to our customers.

DRIVER MANAGEMENT

One thing is clear: the race for economic viability will be won on the road. This is where your drivers come into play. Fleetboard Driver Management enables you to communicate more easily with your drivers. It also helps your drivers to adopt a more efficient driving style, allowing you to reduce fuel consumption by up to 15 percent. A preventative driving style also means fewer accidents and fines.

FLEET MANAGEMENT

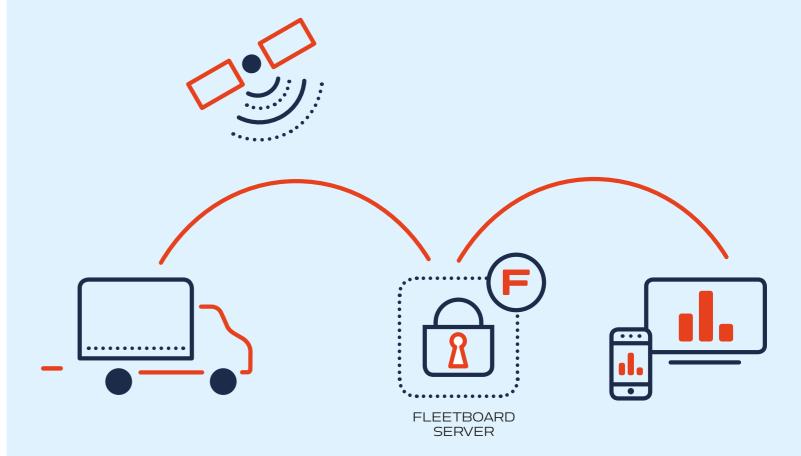
Your vehicles should be on the road. This is a vital part of your business and critical part of operating a fleet. With Fleetboard Fleet Management, you can count on improved vehicle availability, gain insights into maintenance planning and view detailed trip records. This helps you avoid unnecessary idle times or detours and, thus, increase the efficiency of your business. Trailer Data and Trailer ID provide improved planning for your fleet by bringing together all information – past and current.

ORDER MANAGEMENT

The essence of Order Management is to ensure maximum utilisation of drivers and vehicles. Efficient transport planning and order processing leads to satisfied customers and, over the long-term, a competitive edge. Last but not least, the automation of logistics processes and the use of intelligent hardware help to prevent errors and reduce costs.

FLEETBOARD PERFORMANCE MANAGEMENT

HOW TELEMATICS WORKS:



Using the vehicle interface, Fleetboard accesses the vehicle's electronic system and transmits vehicle and driver data to the Fleetboard servers via GSM/GPRS.

FLEETBOARD DRIVER MANAGEMENT TURN YOUR DRIVERS INTO REAL COST SAVERS

Your drivers are not only responsible for getting things smoothly from A to B, they also play a crucial role in the continuous optimisation of logistics processes. Drivers can have a positive influence on the cost-effectiveness of your company by:

- Consumption-optimised driving style
- Communicating with dispatchers
- Adhering to legal requirements

With Fleetboard Driver Management, you can now turn your drivers into a valuable resource and effectively reduce costs, increase productivity and heighten security.





EFFECTIVE COST SAVINGS

LOWER COSTS:

UP TO 15 PERCENT LESS CONSUMPTION

With a predictable, wear-optimised driving style, every driver has the possibility to reduce fuel consumption by up to 15 percent. With Fleetboard Performance Analysis, you can easily track how driving style affects fuel consumption. The Fleetboard driving style grade for the driver's driving is a fair and objective assessment that is also suitable as a basis for a bonus system.

MORE SECURITY: PRECISE ADMINISTRATION AND A LOWER RISK OF ACCIDENTS

Fleetboard supports you in fulfilling secure legal archiving requirements, for example, with the remote reading of the mass memory and the DTCO driver card. This makes it considerably easier to meet the legally required documentation obligation for driving and resting times. More safety through streamlined processes: automatically processed orders reduce errors while a preventative driving style helps reduce the risk of an accident occurring.

MORE PRODUCTIVITY: FIRST-CLASS NAVIGATION AND SIMPLIFIED PROCESSES

Every rerouting and each unnecessary process costs the dispatcher time and money. Fleetboard therefore offers excellent truck navigation as a basic requirement for the efficient processing of orders. Along with this, the driver's job is supported by predefined workflows, for example with an automatic driver feedback to the dispatch office.

MOBILE MOTIVATION: FLEETBOARD DRIVER.APP

Your drivers receive direct feedback on their driving style. They are also shown their driving and rest times and are given valuable tips for fitness and health. The app is available free of charge through the Google Play Store.

THE ECONOMICAL DRIVER WINS: THE FLEETBOARD DRIVERS' LEAGUE

The Fleetboard Drivers' League also offers a motivation for your drivers. Every year, thousands of drivers from various international countries take part in a competition; whoever drives the most economically over a set time period can win great prizes. The economic driving style during the competition also has a direct effect on fuel consumption and has been proven to reduce costs.

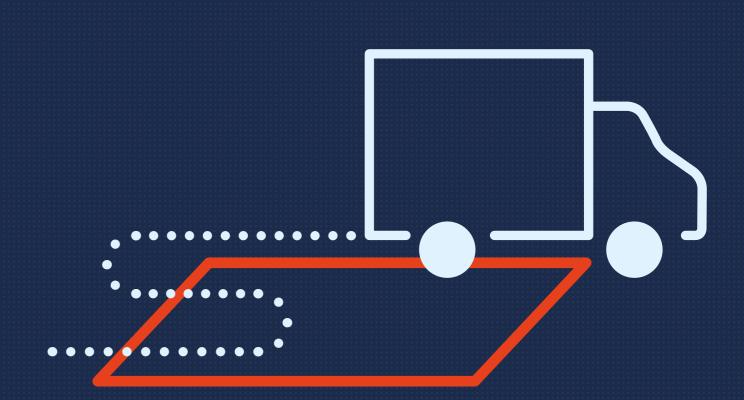


FLEET MANAGEMENT MONEY IS EARNED ON THE ROAD - AND NOT IN THE WORKSHOP

With Fleetboard Fleet Management you have objective, comparable data from all vehicles of your fleet, regardless of the brand. In addition, truck and trailer data records are linked together:

- What are the fill levels of the vehicles?
- How many kilometres can the vehicle continue driving until the next maintenance appointment is due?
- What does the status data on the technical components of my trailers indicate?
- Where is which trailer?
- Is my trailer coupled?

As a result, you have a comprehensive overview of your fleet, with maximum transparency at all levels.



INCREASED VEHICLE AVAILABILITY

LOWER COSTS: OPTIMAL VEHICLE CONDITION

Besides fuel consumption, the regular wear on your vehicles is also a significant cost factor. With Fleetboard service, you receive all data necessary for effective maintenance planning. You can view the maintenance history and retrieve current information on your vehicles, including tyre pressure, brake wear, oil, and coolant levels. Thanks to Fleetboard, you always have an overview of the condition of your vehicles, allowing you to plan more effectively and minimise wear and repair costs.

MORE PRODUCTIVITY: THANKS TO IMPROVED AVAILABILITY

Make sure that your vehicles are only in the workshop when it works for you. With Fleetboard Fleet Management, you have all relevant data from all your vehicles in order to bundle and proactively manage maintenance intervals.

MORE SECURITY: ALL VEHICLES AT A GLANCE

When it comes to the safety of your vehicles, drivers and transported goods, nothing should be left to chance. With the Fleetboard solutions for Fleet Management, you always know where your vehicles are located. You are warned automatically if an area is left unexpectedly and can also react quickly in the event of theft. Furthermore, thanks to Fleetboard, routine legal checkups are automatically met, ensuring maximum safety for all vehicles of your fleet.

MORE TRANSPARENCY

All information – past and present – on trucks and trailers is brought together and can be queried any time in the Fleetboard Cockpit. You not only benefit from our two individual services customised to your needs, but also from the strength of our cooperation partners. This gives you a better basis for planning your fleet.

FLEETBOARD FLEET MANAGEMENT 12 · 13



EXCLUSIVELY FOR
MERCEDES-BENZ TRUCKS:
DRIVING LOGISTICS FORWARD

YOUR BENEFITS

- Improved vehicle availability through efficient maintenance planning
- All vehicle information that relates to your business
- An overview of the location of each vehicle in your fleet
- Additional services by Fleetboard in your Mercedes-Benz truck

MERCEDES-BENZ UPTIME

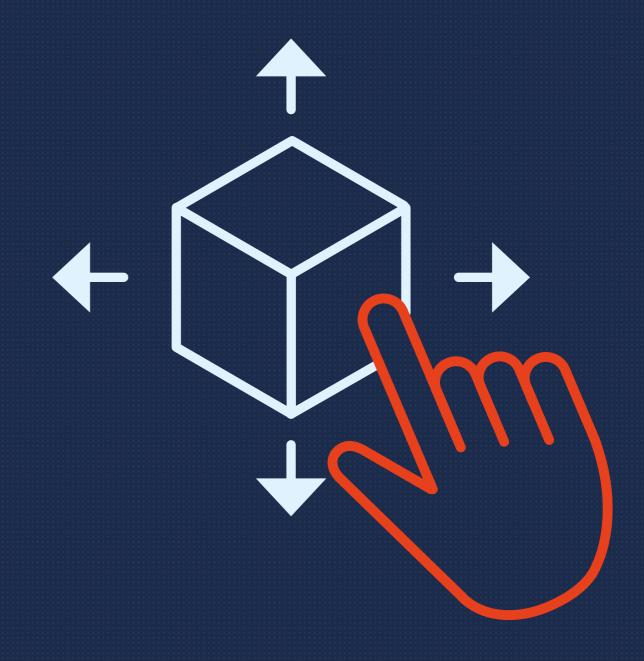
Mercedes-Benz Uptime helps you better anticipate when your Mercedes-Benz truck is available and when it requires maintenance work. A fully automated telediagnostics function continuously checks the status of the vehicle systems and provides ample warning of critical states, as well as of maintenance and repair requirements. This allows you to reduce malfunctions and breakdowns and to efficiently group scheduled maintenance intervals.

FLEETBOARD ORDER MANAGEMENT PROPER UTILISATION, PROPER RESULTS

The best thing that can happen to your fleet is an optimal utilisation of the vehicles. After all, your vehicles belong on the road, not in the workshop. Fleetboard Order Management helps you achieve:

- Optimal transport planning
- Seamless order processing

The efficiency of your business will be improved considerably by the automation of logistics processes and dynamic task procedures. With a seamlessly operating business, everyone wins – including your customers.



OPTIMAL WORK DISTRIBUTION

LOWER COSTS:

THROUGH DEFINED WORKFLOWS

Automated standard workflows make it easier to plan resources and securely control and monitor repetitive work processes – and, thus, avoid costly errors. This includes, for example, dispatching orders, tracking idle times, exchanging text messages, and managing workflows that support typical logistics tasks.

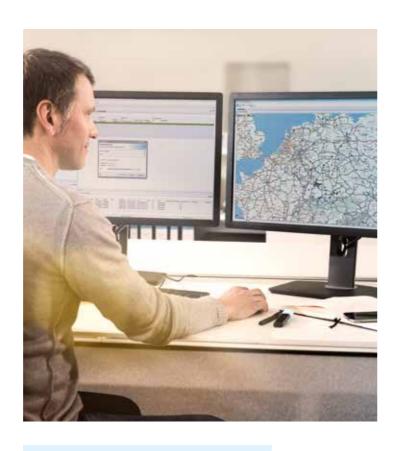
Our Fleetboard consultants will be pleased to work together with you to develop a flexible mapping of company-tailored and industry-specific work processes. We have, for example, already created workflows for food retailers, the building supplies industry, hazardous goods transport, and removals transportation.

MORE PRODUCTIVITY: WITH THE DISPOPILOT.GUIDE

The DispoPilot.guide is equipped with the latest truck-specific navigation software. Besides free map updates, it offers innovative features with which you can more effectively communicate with your drivers and manage numerous logistics processes. The new Fleetboard DispoPilot.app is an ideal solution for the simple and easy integration of sub-contractors into your logistics processes.

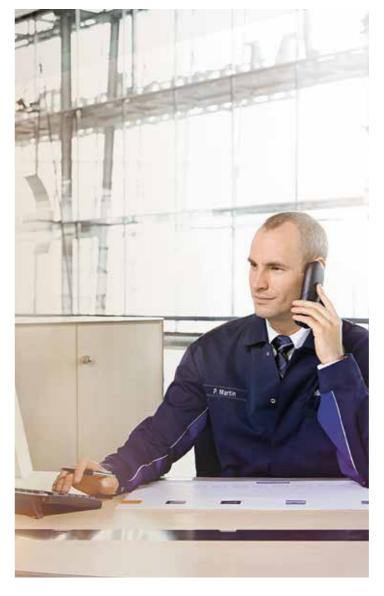
MORE SECURITY: IMPROVED COMMUNICATION

Simple and fast communication with the drivers via the Messaging service ensures more secure and transparent processes. Thus, for example, geo-coded delivery addresses can be transmitted directly to the driver's navigation or position data can be used to determine the expected arrival time.



YOUR BENEFITS

- Simple and quick communication with the driver
- Optimal transport planning with automated, standard workflows
- Effective order management with the DispoPilot.guide
- Easy connection of sub-contractors via the DispoPilot.app



DRIVING LOGISTICS FORWARD:

ACCOMPANIMENT THROUGH TO THE INDIVIDUAL SOLUTION: FLEETBOARD CONSULTING

A telematics solution for your fleet should take all workflows relevant to your business into account. We provide comprehensive consultation and show you how you can integrate Fleetboard solutions into your existing IT infrastructure. We also accompany you in the implementation process and during operation.



"THE BEST THING ABOUT FLEETBOARD IS THE TIME MANAGEMENT FACILITY, AND THE WAY IT HELPS ME TO KEEP THE DRIVERS 'LEGAL'"

DANNY GOULD, TRANSPORT MANAGER, SLAM TRANSPORT

Once a specialist distributor of first VHS videos, then CDs and DVDs, Slam Transport was under serious threat from the advent of music and video streaming. Today, having forged a successful partnership with the Internet's best-known retailer, and adopted Mercedes-Benz Fleetboard telematics technology, the Coventry-based operator is going from strength to strength.





ACHIEVE MORE WITH FLEETBOARD







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HOW IMPORTANT IS FLEETBOARD TO YOUR BUSINESS?

Our biggest customer is very demanding. Everything is time-critical and the situation is constantly chopping and changing, with jobs being cancelled and others put on all the time. This means we have to be very 'light on our feet', and able to respond rapidly to special requests and amendments to schedules. Fleetboard plays an invaluable role in enabling us to provide this all-important flexibility, while also ensuring that our transport operation remains efficient and compliant at all times.

"I'M ON FLEETBOARD ALL DAY LONG, BECAUSE IT'S SUCH A BRILLIANT MANAGEMENT TOOL"

HOW HAVE YOUR DRIVERS RESPONDED TO THE INTRODUCTION OF FLEETBOARD TECHNOLOGY?

We particularly value the visibility and control that Fleetboard offers. Its Mapping function, which includes live traffic information, means we always knows in real time the precise location and status of each vehicle. Fleetboard summarises driving and rest periods, so we can easily and efficiently plan trips based on drivers' remaining hours. I can see what they've done, and more importantly how long they have left.

There have been several occasions on which we've called a driver to remind him he's down to his last 15 minutes. Of course, he'll invariably tell you he was aware of this and just about to pull over. But there are certainly no complaints about a 'spy in the cab' – given what's at stake, it's as reassuring for the drivers as it is for us that we're able to keep an eye on them.

"THE MERCEDES-BENZ
ACTROS IS A GREAT
PRODUCT, BACKED
BY A FANTASTIC
AFTER SALES
SERVICE. FACTOR IN
FLEETBOARD AS WELL,
AND IT ADDS UP TO AN
UNBEATABLE PACKAGE."

IS FLEETBOARD'S REMOTE TACHOGRAPH DOWNLOAD SERVICE OF BENEFIT?

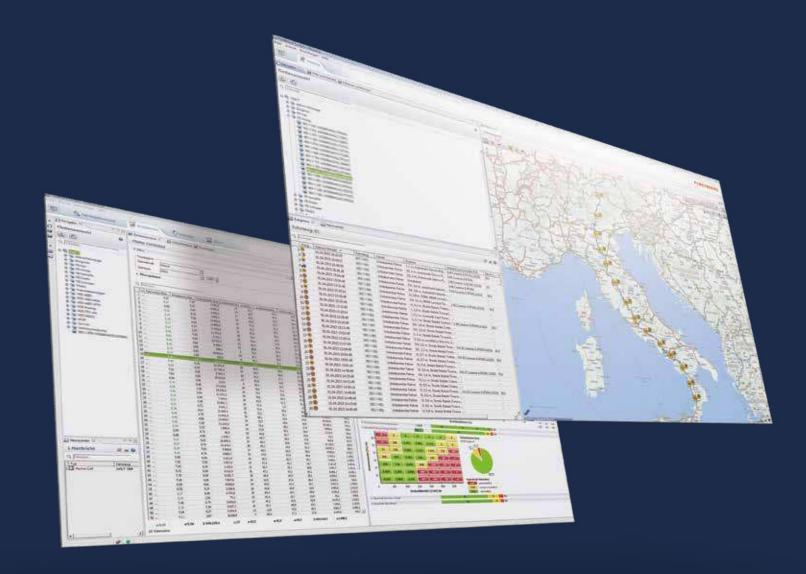
We've always asked them to come in and download their cards once a week, but drivers being drivers you would often find they had gone two or three weeks without doing so. Also, we have people up in Scotland who never come back to base. The remote download facility means the driver doesn't have to put in an appearance – he just inserts his card into Fleetboard's 'black box' and everything is done at the press of a button, which makes life so much easier.

HAS FLEETBOARD HELPED TO IMPROVE THE FUEL-EFFICIENCY OF YOUR OPERATION?

We use Fleetboard's driver and vehicle analysis and apply targeted training where shortcomings in driving style are identified. As a result, our economy figure has shot up from 10.2 mpg to 11.5 mpg. That's worth a fortune to the business, and there's still room for improvement.

WORKING FOR YOU SERVICES AND TOOLS

Our range of services ensures that your Fleetboard telematics solution is implemented quickly and that all employees can work with it effectively. Your selection of Fleetboard hardware and software solutions and Fleetboard services will be tailored exactly to the requirements and needs of your industry and your company.



Fleetboard Cockpit: Your control centre. All information at a glance: the Fleetboard Cockpit enables faster, better analysis and evaluation of the driver, vehicle and transport data.

SUCCESS STARTS WITH PROPER CONSULTING



INDIVIDUAL SERVICES

- Individual analysis and consultation from sales representatives and consultants
- Industry and company-specific selection of the scope of software and hardware
- Integration into your own software possible

AFTER-SALES

- Mercedes-Benz service network for follow-up orders, exchange or installation of the Fleetboard hardware
- Throughout Europe, 150 certified Fleetboard premium partners with expert knowledge
- Use of Fleetboard functionality for proactive maintenance management and optimisation

TRAINING AND IMPLEMENTATION

- System training after the installation of the hardware
- Seminar selection for dispatchers, fleet directors and managers
- Driver training, for example with Fleetboard for the new Actros

HOTLINE & SUPPORT

- Free technical support in several languages
- High degree of technical competency with Fleetboard experts
- Guaranteed high availability and fast reaction times
- Service account manager also available as a permanent contact partner

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FLEETBOARD CONSULTING

Certified Fleetboard experts with comprehensive vehicle, IT and process knowledge and wide-reaching industry expertise perform a targeted analysis based on your processes and requirements. From project management over live tests in pilot projects to a final roll-out – we are there for you. With Fleetboard, there are no off-the-shelf solutions; each telematics solution is individually tailored to your industry and the requirements of your company. Is this the first time you have thought about a telematics solution? Or do you have a solution in place and want to take advantage of its full potential? No matter what your plans are, we can help you find the optimal solution to meet your business objectives, consulting you along each step of the way.





ΔΝΔΙΥ

Together with you, we assess your internal fleet and transport processes and develop a concept on how you can map your business processes with Fleetboard.



IMPLEMENTATION

We agree on the defined solution process in detail and implement the previously defined processes.



PILOT PHASE

The implemented solution is tested extensively by us and – more importantly – by you.



ROLL-OUT TRAINING

We configure the end-user equipment on the vehicles for you and provide intensive and long-lasting training in the use of the system.



OPERATION

Effective immediately, Fleetboard is part of your daily business and with every route and each order you profit from the benefits of your new Fleetboard telematics solution.



INDIVIDUALLY TAILORED FOR YOU

For any requirements - also for yours. The Fleetboard services can be tailored individually to enable you to implement Performance Management in your company. We would be pleased to help you determine which services optimally meet your requirements.

FLEETBOARD PERFORMANCE ANALYSIS AND REPORTS

Fleetboard Performance Analysis records and processes technical data from your vehicles, for example on speeds, braking and idle times. This data is used to determine the driving behaviour. Fleetboard Reports provide a compact overview and evaluation of the data, with the following benefits:

- Up to 15 percent less consumption and CO₂-emissions due to a consumption-optimised driving style
- Lower maintenance costs due to a wear-optimised driving style
- Fewer accidents due to a preventative driving style

FLEETBOARD DRIVER CARD AND MASS MEMORY DOWNLOAD

The DEKRA-certified download provides all relevant data from the vehicle. This allows for:

- Fulfillment of the legal documentation requirements for the driving and rest times
- Less time required to read out and archive data

FLEETBOARD TIME RECORDING

Time Recording provides you with an overview of the driving and rest times of drivers with shift start, number of rest time reductions, or driving time extension. The benefit is:

 More efficient use of personnel due to the planning of orders on the basis of the required driving and rest times

FLEETBOARD SERVICE AND UPTIME

With Service and Uptime, you receive important information on wear parts and operating equipment for your vehicle. You can also download and view the error log of any vehicle. This service provides you with:

- Increased vehicle availability due to efficient maintenance planning
- Less wear by maintaining an optimal vehicle condition
- Increased security of the vehicles due to their optimal condition and the adherence to regular legal checks

FLEETBOARD MESSAGING

The Messaging service offers a two-way communication including a European flat rate with text messages, received and read confirmation, transmission of position data as well as by determining the expected time of arrival, leading to:

 Less errors due to direct communication between the driver and the dispatch agent FLEETBOARD SERVICES 26 · 27



FLEETBOARD LOGISTICS

With the Logistics service you have predefined or individual workflows to support typical transportation tasks, for example, for dispatching trips or orders or for workflow-supported processing of orders, which leads to:

- Improved vehicle usage through optimal transport planning
- · More efficient use of personnel
- Documentation security by digitising the order
- Simpler and improved order management
- Fewer errors due to simplified communication

FLEETBOARD MAPPING AND TRIP RECORDS

Fleetboard Mapping illustrates a variety of vehicle data on a digital street map. The route is shown as a GPS track. The electronic trip records offer a detailed view of all driving and rest times, and provide:

- Efficient processing of orders through localisation on the basis of geofences
- Quick reactions in the event of an emergency, for example in case of theft and other area exits
- Increased customer satisfaction

FLEETBOARD TRAILER DATA

With Trailer Data, various information on the trailer is displayed in the Fleetboard cockpit. For the use of Trailer Data, an additional contract with one of our cooperation partners is required. The Fleetboard trailer data provides:

- An overview on current truck and trailer data including status messages
- Retrieval of technical information on the condition of the trailer
- Information on cooling system and display of cooling chain
- · Location history in Fleetboard Mapping

FLEETBOARD TRAILER ID

With the latest generation of Mercedes-Benz commercial vehicles, Fleetboard offers a unique service in the market. The trailer ID provides you with:

- Identification of linked trailers
- Display of the current coupling status
- · Tracking in Fleetboard Mapping

ALWAYS READY TO USE: THE EQUIPMENT FOR **PERFORMANCE MANAGERS**

We give you, your employees, and your drivers the necessary tools to help your business succeed. The Fleetboard Cockpit for dispatchers, the smartphone app - all solutions are designed to ensure an optimal workflow and easy communication for each step of the process.

TRUCK DATA CENTRE THE ON-BOARD COMPUTER

Fleetboard Truck Data Centre is the end device to use the Fleetboard telematics services. This end device is used to transfer technical data for each vehicle with a vehicle interface.

DISPOPILOT.GUIDE LOGISTICS, COMMUNICATION, **NAVIGATION**

The DispoPilot.guide is a mobile, robust driver tablet for Fleetboard Logistics Management or Messaging. Furthermore, it offers professional navigation for the truck and bus and European-wide map coverage in 46 countries with free map updates. Additional advantages are 36 months live traffic coverage. The device offers maximum transparency for the order and the driver's activities, ensuring increased productivity and a secure processing of orders.

DISPOPILOT.MOBILE THE ORDER PROCESSOR

The robust hand-held DispoPilot.mobile device supports the communication between the driver and headquarters. You can plan your orders directly using your computer, configure optimum trips, and send them with the complete additional information to the DispoPilots of your drivers at the click of a button.

SPACEMAPPING APP SNAP, LOAD AND GO!

Fleetboard SpaceMapping is an app that helps your drivers measure the available capacity of the trailer in a fast and easy way. By using the height of the user, as well as the position of the current load of the trailer, the app calculates the remaining space available for other goods.





DISPOPILOT.APP THE APP FOR SUBCONTRACTORS

The Fleetboard DispoPilot.app for all Android smart-phones and tablets is the ideal solution to easily integrate sub-contractors into your logistics processes.



DRIVER.APP MOTIVATION FOR THE DRIVER

The app for Android smartphones and tablets provides valuable information for the driver's daily work, such as the display of driving and rest times, including a reminder function or important facts about the vehicle currently being driven. Furthermore, the driver receives direct feedback on the economic driving style.



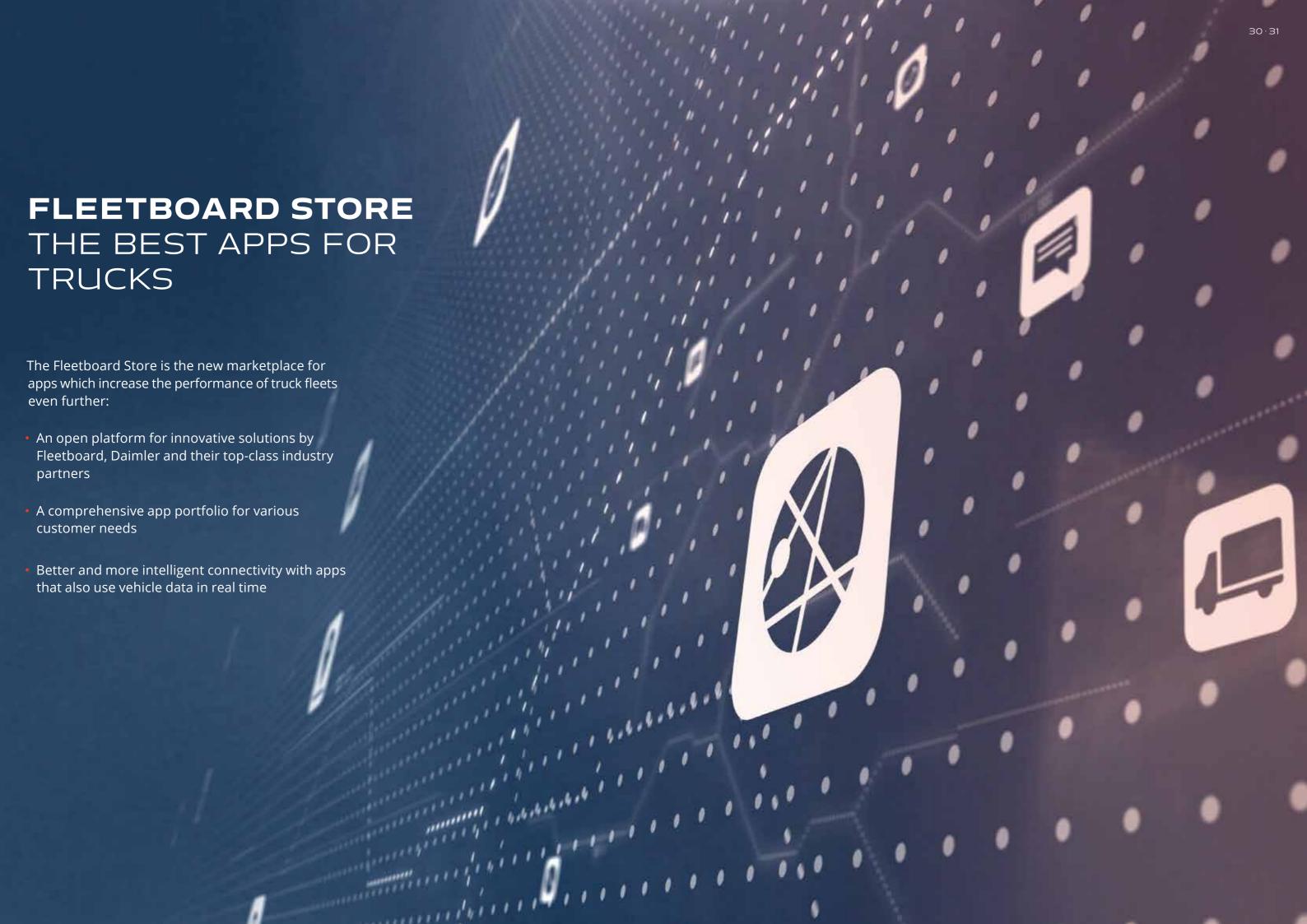
FLEET.APP THE COCKPIT ON THE SMARTPHONE

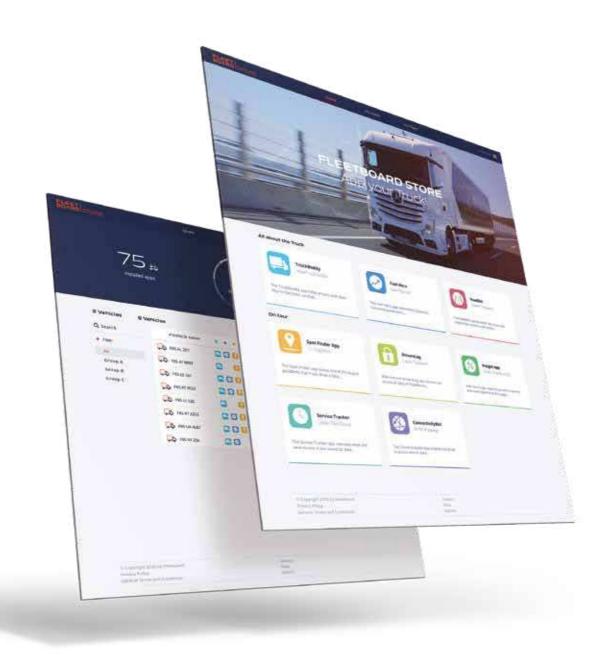
The lite version for the services of Vehicle Management, Logistics Management, Time Management and Mapping enables you to optimise your trips and to get in touch with your vehicles and drivers anytime and from anywhere.



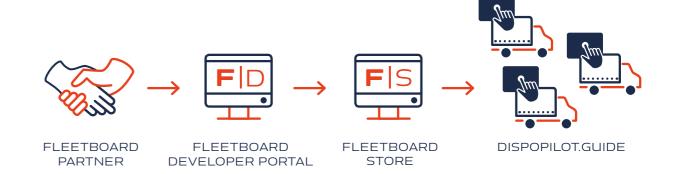


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AHEAD OF THE **COMPETITION THROUGH** MORE **INTELLIGENT** CONNECTIVITY



LARGER SELECTION

Various solutions to meet various customer needs.

APPS BY EXPERTS

Concentrated industry know-how by Fleetboard, Daimler and their top-class partners.

AVAILABLE AT ONE STOP

The widest range of solutions on a single platform.

BEYOND BRANDS

Apps can be applied beyond all brands*.

LESS HARDWARE

More benefits with less hardware by using one end device in the vehicle.

SIMPLE ADMINISTRATION

Convenient administration of the vehicles from the central office and over the air.

FROM THE APP IDEA TO THE VEHICLE -**HOW IT WORKS**

The new Fleetboard Developer Portal offers interested partners and independent developers all required information regarding the development, the distribution, and sale of apps. Various technical documentation, an SDK, and a guided submission process help to integrate apps easily into the Fleetboard Store.

Fleetboard customers can install apps from the Fleetboard Store on individual vehicles or all vehicles of the fleet. Subsequently, they are available to the drivers on the DispoPilot.guides assembled in the vehicles.

The installed apps not only improve everyday life for drivers, they also increase the efficiency of the entire fleet through intelligent connectivity.



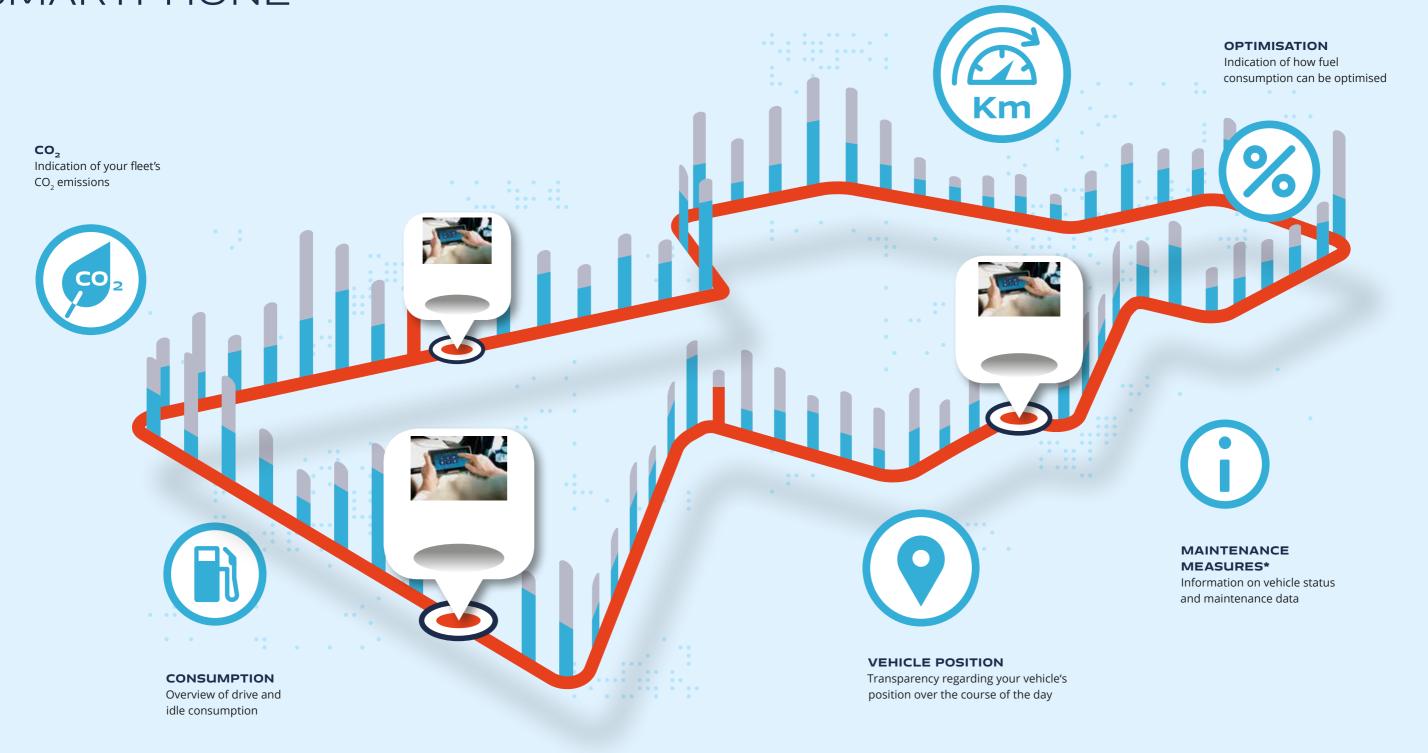
appyourtruck.com for more information

FLEETBOARD MANAGER APP

EFFICIENCY POTENTIALS
FOR YOUR MERCEDES-BENZ
ACTROS DIRECTLY ON YOUR
SMARTPHONE

MILEAGE

Weekly overview of your fleet's performance

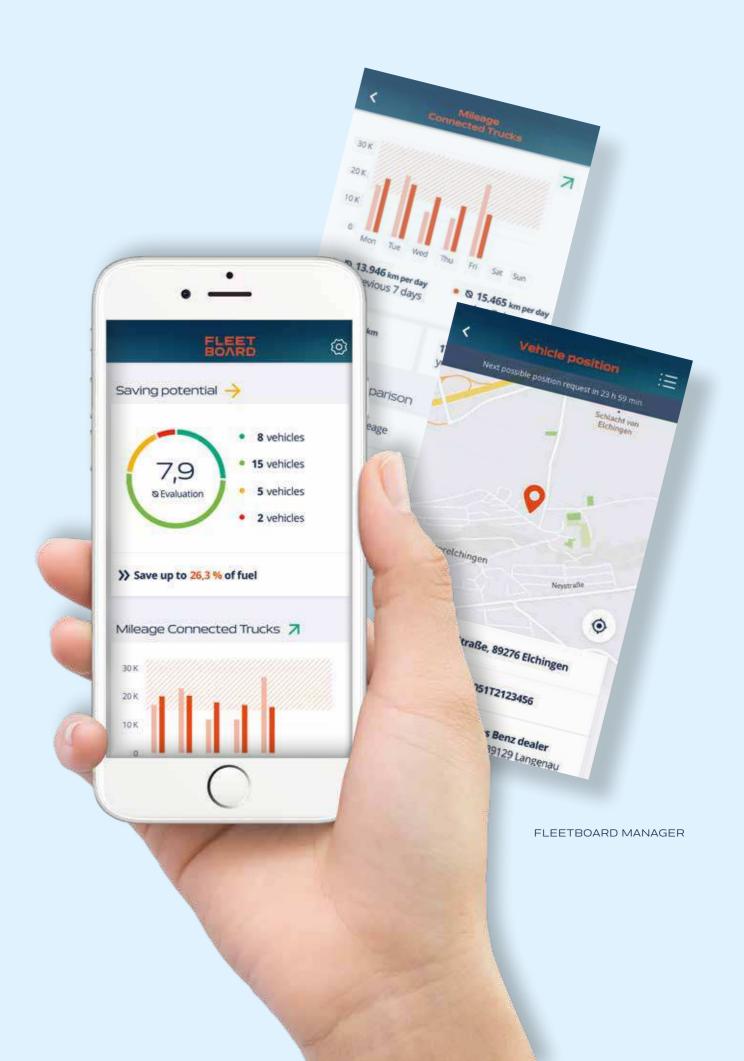




* Mercedes-Benz Uptime lite; only for selected wear parts and operating aids. The app does not display all data records available in the vehicle. This may lead to deviations.

With the Fleetboard Truck Data Centre you can access useful information with a single click. Customise the Fleetboard connectivity services to suit your individual needs.

FLEETBOARD MANAGER	FLEETBOARD SERVICES
An introduction to connectivity – simple and fast	Comprehensive services for lower operating costs and optimal utilisation of all connected vehicles
 Fleet information directly on your smartphone Transparency regarding the optimisation potentials of your fleet 	 Driver Management Fleet Management Order Management
Free of charge	In addition to monthly service fees



COMPANIES OF VARIOUS SIZES AND FROM VARIOUS INDUSTRIES TRUST US. OUR SUCCESSES ATTEST TO THIS.

Daimler Fleetboard GmbH is one of the leading European-wide suppliers of telematics-supported Internet services for trucks and buses. The modular Fleetboard services support logistics companies in the optimal handling of intercity, distribution and construction-site transport and in reducing fleet operating costs. The hardware is installed in Mercedes-Benz utility vehicles at the factory, it is standard in the new Actros. In other vehicle makes, the telematics system is available as a retrofit. All vehicles profit from the full service sales and service network. The 100 percent Daimler subsidiary with its headquarters in Stuttgart has received several awards and is a DEKRA-approved and certified company according to DIN EN ISO 9001:2008

FLEETBOARD SUPPORT SERVICE TIMES AND INFORMATION

The service times for our technical support and country-specific information is available on our website; fleetboard.com/support, or by phone on 0345 1270900.