

Mercedes-Benz Uptime

Mercedes-Benz Uptime

VIII. Aftermarket Conference
Istanbul, 26.05.2017

Mercedes-Benz



Agenda

1. **Company Overview**
2. Mercedes-Benz Uptime

1. Mercedes-Benz Türk at a glance;



50 years of long and succesful history!



One of the biggest and oldest manufacturing company as an FDI in Turkey!



The most reputable and admired Turkish company to work for voted by public!



Over 6.300 employees, 4.500 dealer network...



Invested more than 1 billion € since 1967.



Produced and delivered 80.000 buses and 230.000 trucks since its foundation.



1. With our remarkable milestones, Mercedes-Benz Türk is among the largest foreign direct investments in Turkey!



* As of 31.12.2015

Agenda

1. Company Overview
- 2. Mercedes-Benz Uptime**

2. Mercedes-Benz Uptime

Mercedes-Benz Uptime: The new innovative service product **connecting the vehicle, Mercedes-Benz Service and the customer** in real time

Customer

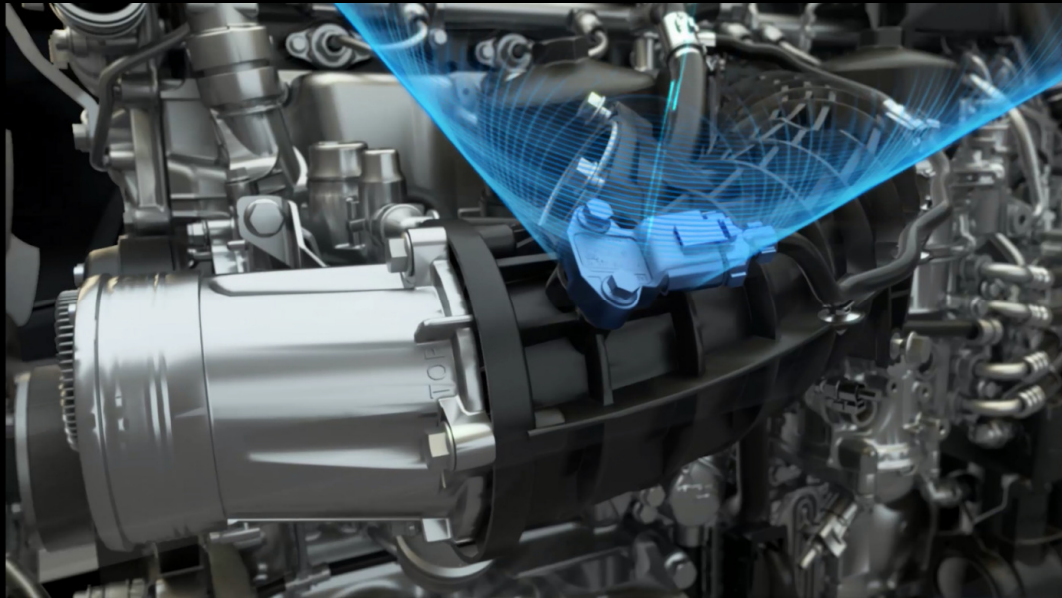
MB Service



Vehicle

2. Mercedes-Benz Uptime

Fully automatic telediagnosis continuously checks the status of vehicle systems, allowing **critical conditions to be detected at an early stage**



- ✓ Continuous monitoring of vehicle systems (failure codes, load spectrum data & CAN bus)
- ✓ Automatic analysis of identified critical conditions
- ✓ Clear interpretation of the problem and concrete instructions

2. Mercedes-Benz Uptime

We have been testing Mercedes-Benz Uptime **since 2013**.
The feedbacks confirms the excellent customer experience!

4 markets (DE, AT, UK, PL)

16 fleet customers

220 mio km on the road
since 2013

2. Mercedes-Benz Uptime

If any repair requirements are identified, MB Service supports the customer with an **optimal solution for max. vehicle availability & customer's comfort**



Avoiding vehicle
breakdowns



Efficient management of
repair & maintenance work



Real-time support for
customer repairs

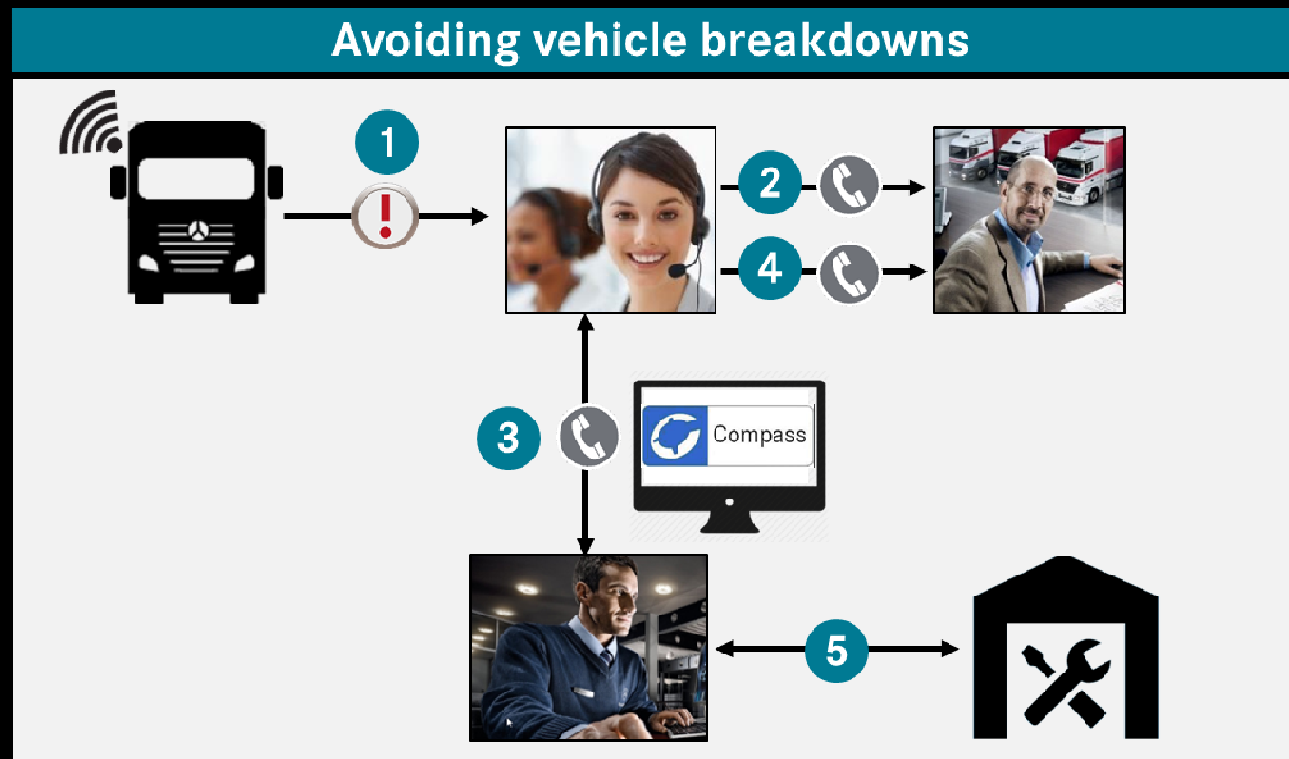
2. Mercedes-Benz Uptime

If a truck is in danger of breaking down, call center immediately informs the customer by phone & arranges workshop appointment along the vehicle's route



Customer benefits:

- ✓ Avoiding of potential breakdowns and
- ✓ Organizational stress for the customer



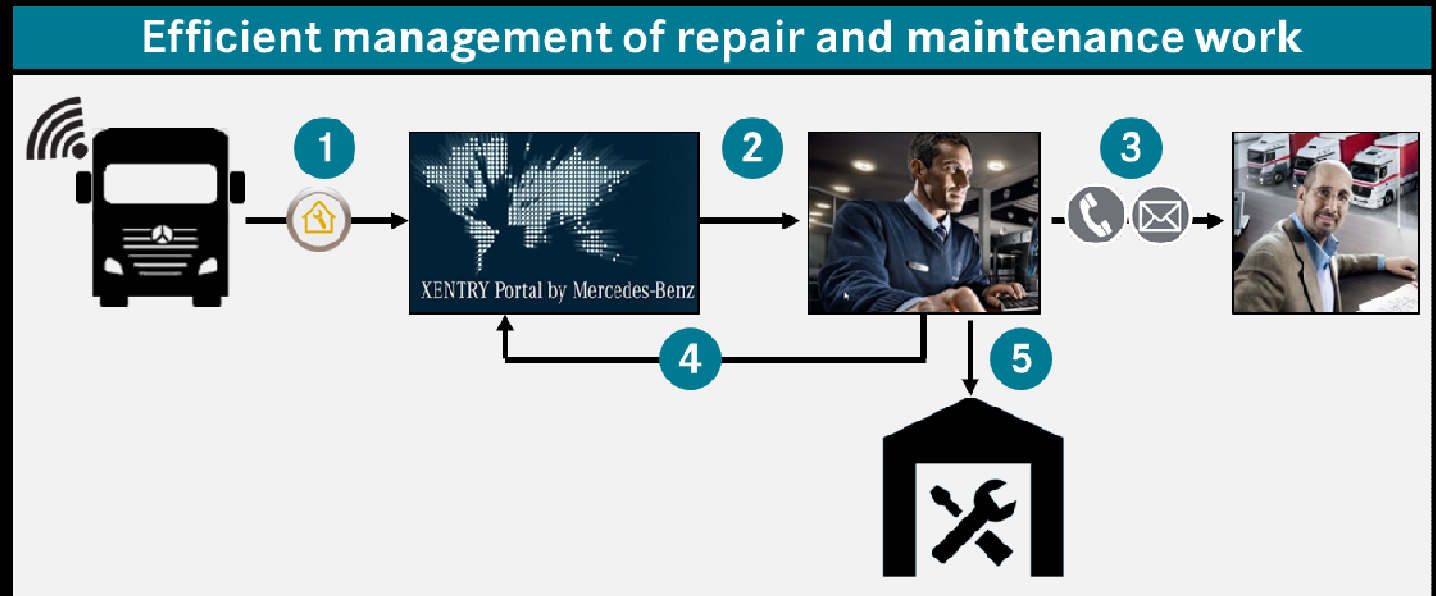
2. Mercedes-Benz Uptime

Repair & maintenance needs, detected at an early stage, are reported to customer's home workshop for the timely & efficient planning of workshop visits



Customer benefits:

- ✓ Workshop visits &
- ✓ Workshop downtime are minimized



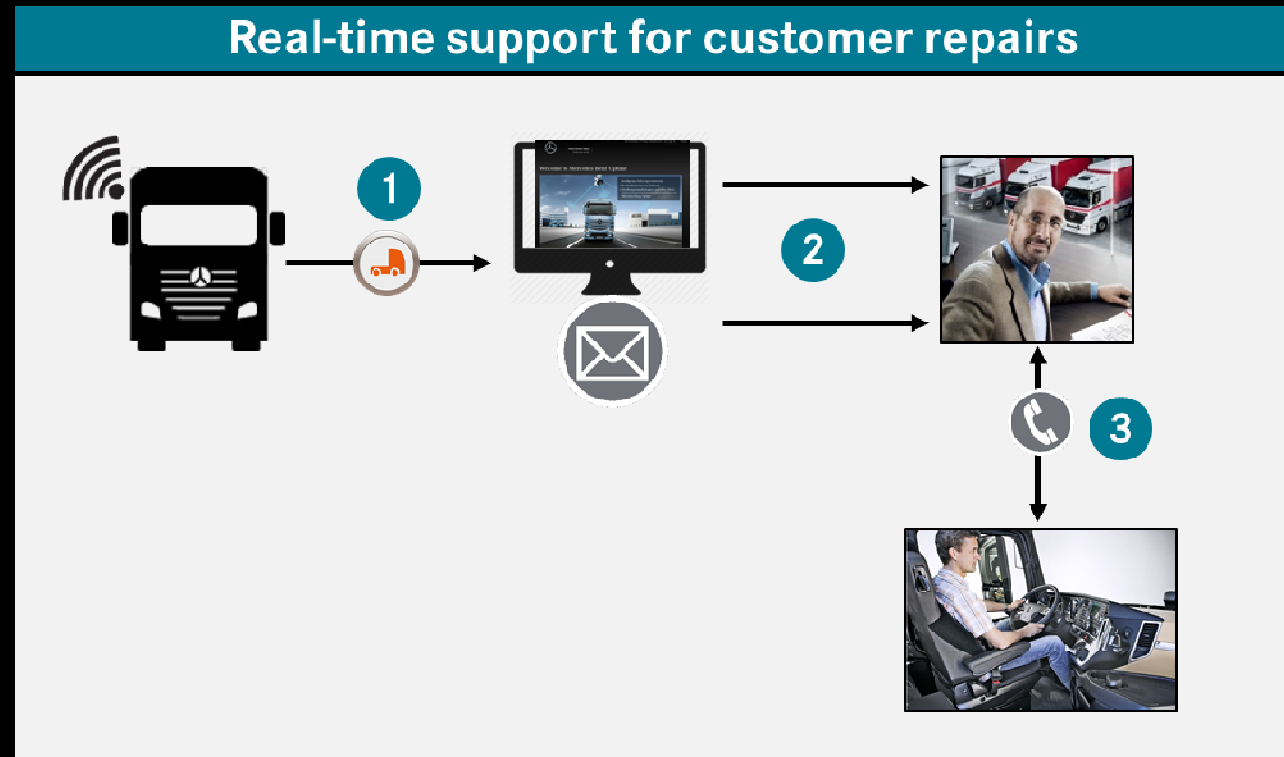
2. Mercedes-Benz Uptime

In case of maintenance needs, which the customer can easily carry out himself, he will receive concrete instructions in MB Uptime customer portal & per e-mail



Customer benefits:

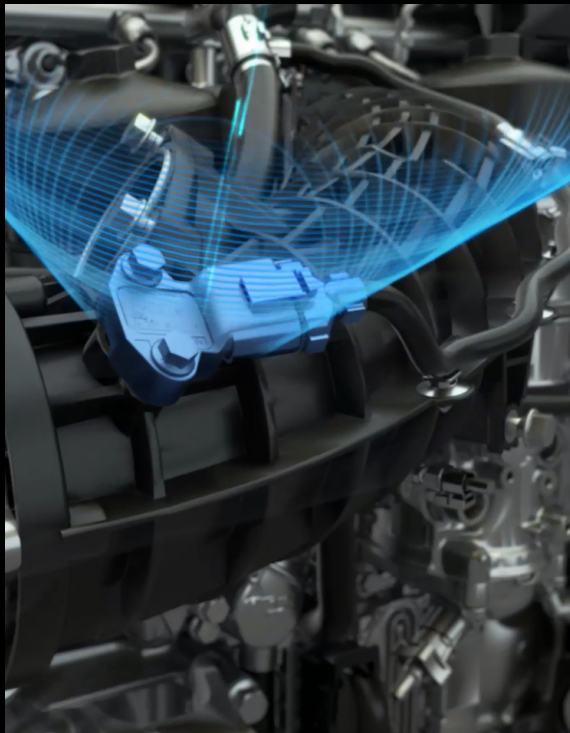
- ✓ Avoiding of unnecessary workshop visits &
- ✓ Repair costs



2. Mercedes-Benz Uptime

Numerous repair requirements can be already detected today.

The technology is being continuously refined with new field & Big Data findings



Which critical conditions can / cannot be detected?



Numerous damages:

- Powertrain
- Exhaust-gas after-treatment system
- Braking system
- Wheel system
- Lighting system



Damages:

- Of mechanical components
- That result in a breakdown with little or no notice
- Of components, not yet monitored by vehicle sensors
- On trailers & add-on bodies

2. Mercedes-Benz Uptime

Mercedes-Benz Uptime portal provides the customer with a full overview of the current status of his entire fleet: all repair & maintenance needs at a glance



Mercedes-Benz customer portal:

- ✓ All current messages from Mercedes-Benz Uptime
- ✓ Current status of wear & tear parts & operating fluids
- ✓ Online maintenance planning
- ✓ Useful tips for further fleet optimization

2. Mercedes-Benz Uptime

MB Uptime noticeably **increases the vehicle availability** & **releases the customers** from having to **manage repairs & maintenance** of their fleets



- ✓ Avoidance of breakdowns & unforeseen repairs
- ✓ Less effort for management of repair & maintenance
- ✓ Max. efficiency of workshop visits
- ✓ Online transparency over the vehicle status

2. Mercedes-Benz Uptime

Page „Fleet“: Overview of all Mercedes-Benz Uptime vehicles and their upcoming repair & maintenance needs

The screenshot shows the Mercedes-Benz Uptime Fleet overview page. The interface includes a top navigation bar with the Mercedes-Benz logo, the text 'Mercedes-Benz Trucks you can trust', and tabs for 'Overview', 'Fleet' (selected), 'History', and 'Administration'. A search bar is located below the navigation bar. The main content area displays a table of vehicles grouped into 'Vehicle group 1' and 'Vehicle group 2'. Each vehicle entry includes its name, VIN, registration number, current cases and recommended actions, and the next maintenance date. Annotations with arrows point to specific elements: 'Vehicle groups defined by customer' points to the group headers; 'Overview of current MB Uptime cases by vehicle' points to the 'Current cases and recommended actions' column; and 'Forecast next maintenance date' points to the 'Maintenance' column.

Vehicle name VIN Registration number	Current cases and recommended actions	Maintenance
Vehicle group 1		
Actros_S-CR 7867 67543987653 L-R56-19	Coolant level too low + 2 additional cases	04.11.2016 (Engine)
Actros_S-CR 86 67543987653 L-R56-19	The exhaust gas recirculation rate is too high	04.11.2016 (Engine)
Actros_S-CR 344 67543987653 L-R56-19	Consumer shutoff active	04.11.2016 (Engine)
Vehicle group 2		

2. Mercedes-Benz Uptime

Detailed information on every Mercedes-Benz Uptime case:
clear problem description, instruction for action and status

Mercedes-Benz
Trucks you can trust

[Provider/Privacy statement](#)
[Log out](#)
[? Help](#)

[Overview](#)
[Fleet](#)
[History](#)
[Administration](#)

Urgency filter:

Vehicle group 1

Vehicle name VIN Registration number	Current cases and recommended actions	Maintenance
Actros S-CR 7867 67543987653 LR56-19		04.11.2016 (Engine)

Current Cases and recommended actions:

3

2

1

Coolant level too low

Description	The coolant level has dropped at least 3 liters below the normal fill level. The operational safety of the engine is at risk.
Recommended action	Immediately park the vehicle in a safe location and top up the coolant (G40®, red in color). Warning: Always follow the instructions in the owner's manual. If the coolant level drops again, immediately have the engine cooling system inspected at an authorized Mercedes-Benz workshop.

Fleet: Testfleet, User: Volker Hüntrup 26.03.2015

2

4

2

Recommended action	Check tires for damage.
Status/Date of receipt	New; 26.03.2015

In progress

Done

The fuel filter is dirty

Description	The above-specified fault code is set due to a dirty fuel filter. Notification was already provided with fault message 5E000F "Fuel filter service is due". The occurrence of this fault activates torque reduction.
Recommended action	It is essential to replace the fuel filter to ensure continued vehicle operation. We recommend contacting an authorised Mercedes-Benz workshop as soon as possible for replacement of the fuel filter.
Status/Date of receipt	New; 26.03.2015

The engine brake has failed

Description	When this fault code is active, the engine brake of the vehicle is not operational resulting in increased load on the service brake. The fault is activated by various causes in the vehicle.
Recommended action	We recommend contacting an authorised Mercedes-Benz workshop to rectify the fault.

Fleet: Testfleet, User: Max Mustermann

2

4

2

2. Mercedes-Benz Uptime

Detailed information on every Mercedes-Benz Uptime vehicle:
vehicle data, status of operating fluids & wear & tear parts

Vehicle data: Actros_S-CR 7867

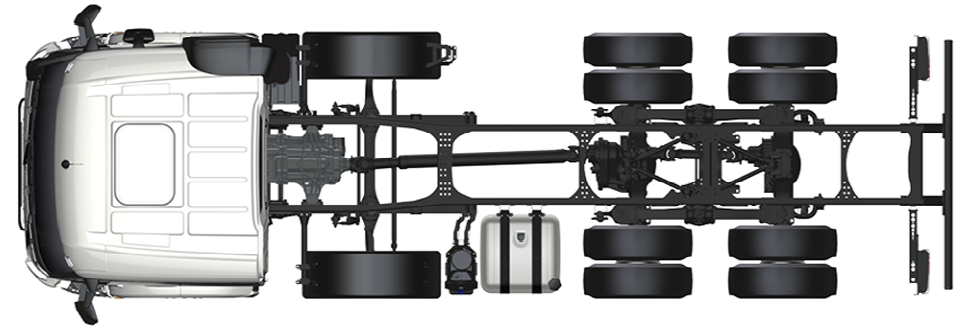
Vehicle type Actros neu	VIN 67543987653	Registration number L-R56-19	Odometer reading 43.498,4 km
Operating time 1.033 h	Oil viscosity 5W30	Engine oil quality 228.51	Transmission oil quality 235.11

Status check: Actros S-CR 7867

Faulty bulbs 0	Air filter Ok	Engine coolant level Ok	Washing water reserve Ok
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Tyres and brakes: Actros_S-CR 7847

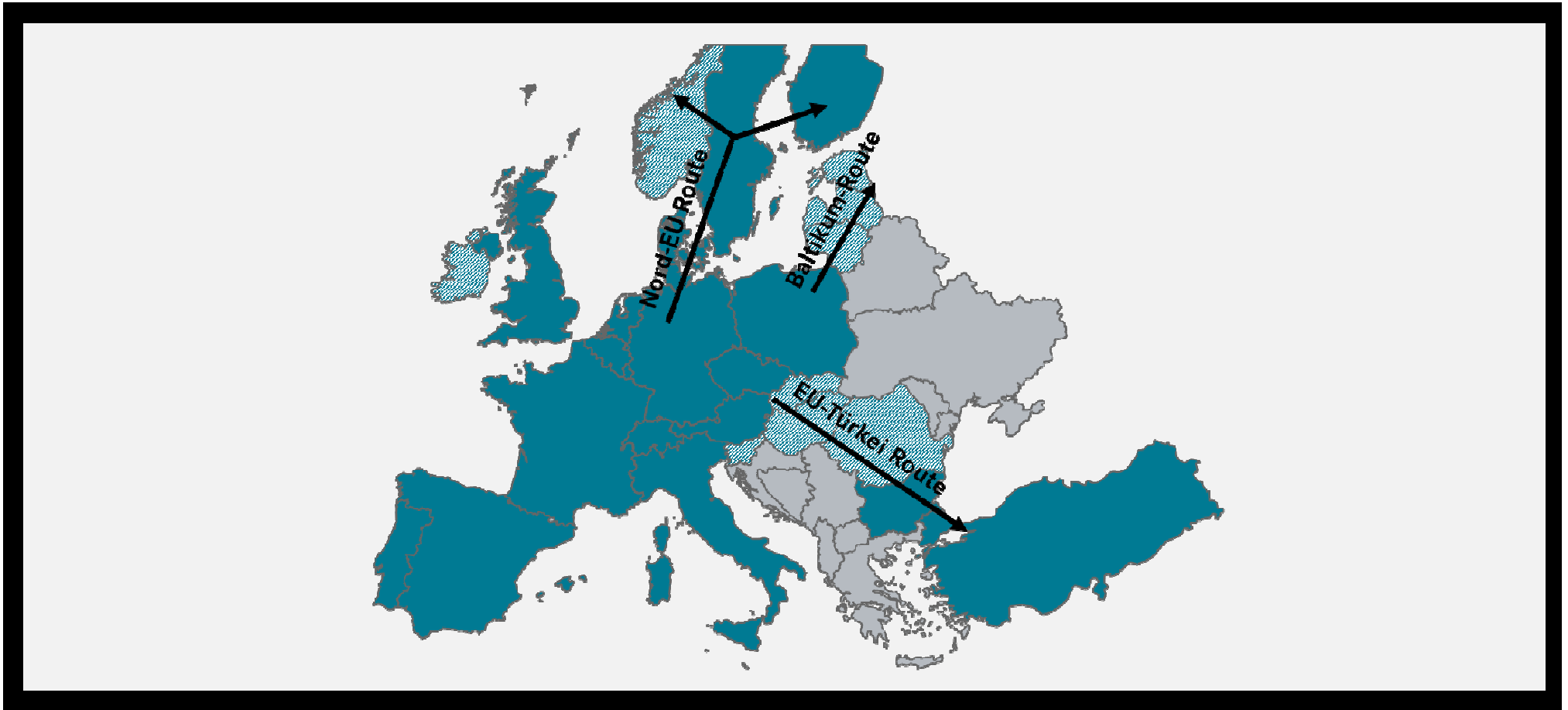
1. Axle right Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	2. Axle right Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	3. Axle right Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	4. Axle right Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar
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1. Axle left Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	2. Axle left Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	3. Axle left Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar	4. Axle left Brake wear 17 % Inner tyre pressure 7,5 bar Outer tyre pressure 7,5 bar
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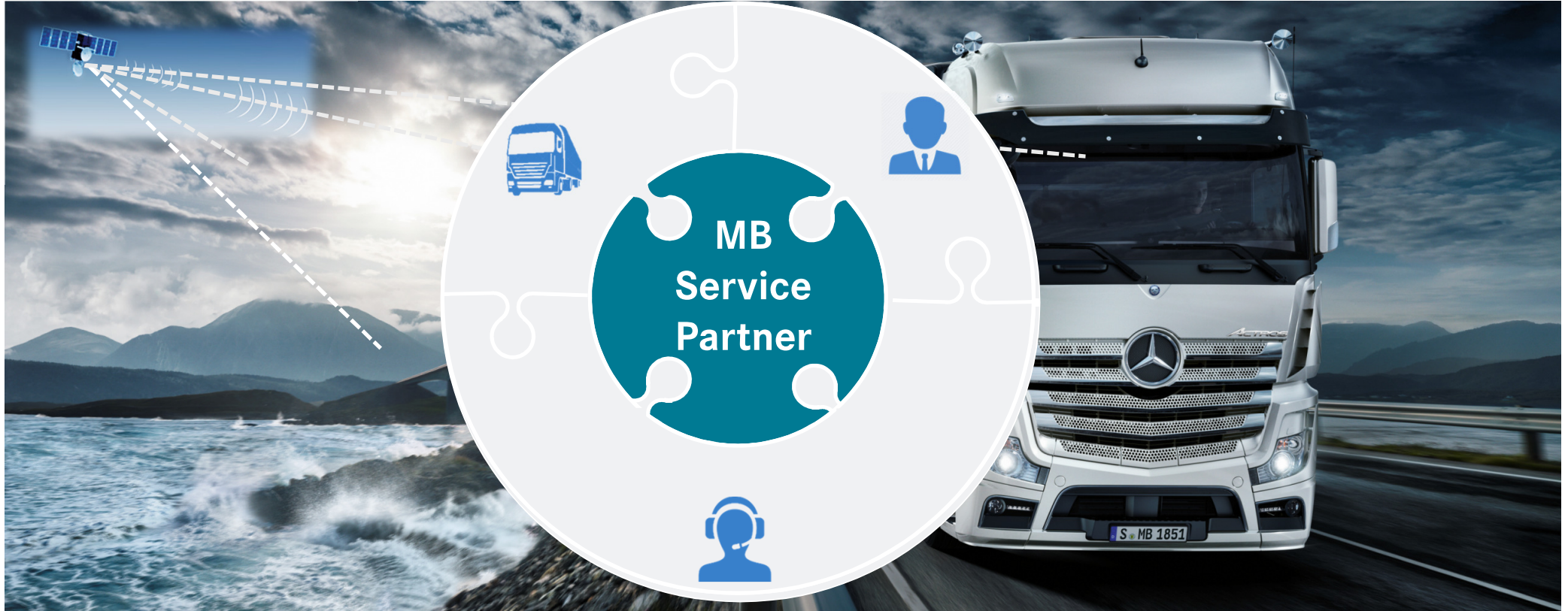
2. Mercedes-Benz Uptime

As of 2018, main routes in Europe will be covered with MB Uptime services



2. Mercedes-Benz Uptime

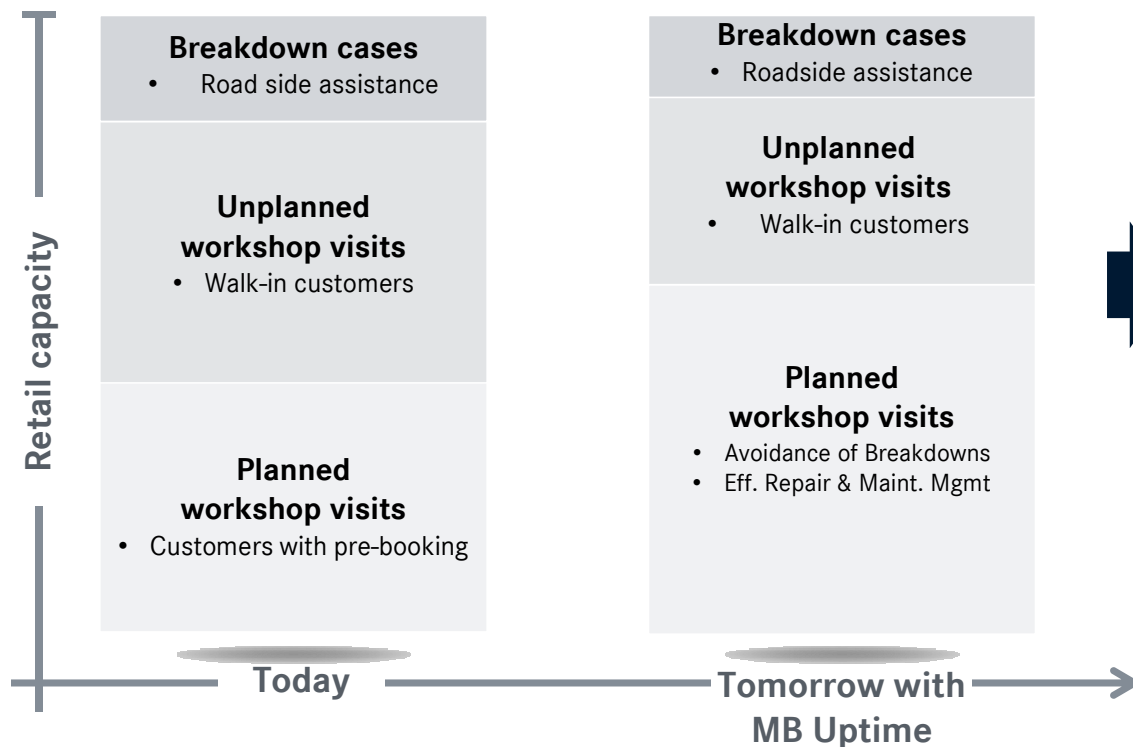
MB Service Partner involvement is of key importance for successful implementation of “MB Uptime”



MB Service Partners gain precise knowledge about the vehicle condition and can build up a close cooperation with the customer based on a pro-active approach

2. Mercedes-Benz Uptime

Based on connectivity, real time information will provide game changing levers to optimize the business of our Mercedes-Benz Service Partners



Retail effects

- **Increase** share of **planned visits**
- More **efficient** workshop **planning**
- Close and **pro-active interaction** with **customers**

and thus:

- Chance to **increase customer loyalty**
- Chance to **conquest new customers**





2. Mercedes-Benz Uptime

Mercedes-Benz aims to focus on core activities and a better preparation of workshop orders

Today's situation Service Reception



Permanent **interruption** by phone calls, **unexpected** breakdown **cases**, **walk-in customers**, etc.



No up-to-date vehicle condition **information** available at the time of vehicle reception



Tomorrow's situation Service Reception



Focus on core tasks through availability of all important case data in advance



Precise workshop order preparation due to early availability of diagnosis information





2. Mercedes-Benz Uptime

MB Uptime pays in improved workshop capacity planning due to early available vehicle information and telediagnosis+ and maintenance data

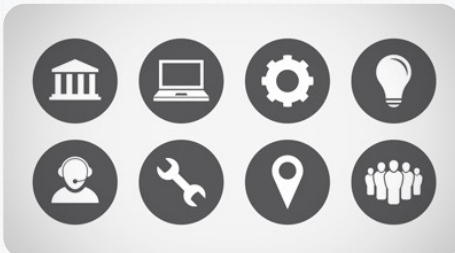
Todays situation Workshop Planning



Unproductive hours due to **waiting time** for free capacities and/or parts availability



Inefficient workshop capacity **planning** due to vague customer complaint information



Tomorrows situation Workshop Planning



Sustainable workshop capacity **planning** due to available **real-time vehicle data**



Pro-active scheduling of a **workshop appointment** and **parts ordering** before-hand



Bundling of several maintenance/repair issues into one **tailor-made** customer-oriented **workshop appointment**





2. Mercedes-Benz Uptime

Improved root cause determination and repair work allocation based on telediagnosis+ leads to an efficient repair execution

Todays situation Diagnosis & Repair



Extended diagnostic necessary when vehicle arrives at workshop and screening of several workshop documents (WIS, TIPS, etc.)



No guarantee that vehicle can be allocated to the best qualified technician* (*in reference to customer complaint)



Blocked work bays caused by partially **dismantled vehicles**



Tomorrows situation Diagnosis & Repair



Improved root cause determination through **recommendations** of relevant **diagnosis & repair methods**



Improved **vehicle allocation** in appropriate repair teams **based** on **advance available diagnosis information**



Increase of technical **competence**



2. Mercedes-Benz Uptime

Better preparation of repairs and decreasing of customer waiting time through proactive routing to Mercedes-Benz Service Partner before breakdown



Today's situation Breakdown



No focused repair preparation possible beforehand due to **missing information** on breakdown reasons



Driving to breakdown location necessary: **Increased effort** when parts are missing



Customer waiting time not predictable due to traffic, missing parts, towing etc.



Tomorrow's situation MB Uptime Urgent



Better workshop preparation: Technicians, work bay, parts and other tools – decrease of overall case handling time



Saving of S24h technician driving time: Higher **availability** for **other jobs** at **workshop**



Less customer hassle by e.g. reduction of waiting times – higher customer satisfaction



2. Mercedes-Benz Uptime



Q & A session
MB Uptime

Thank you!

