



UD TRUCKS



# Quotation & Service Guide

UD Trucks

# UD Trucks Southern Africa at a glance

**UD Trucks**, a leading commercial vehicle solutions provider and proud member of the Isuzu Group, is represented in 60 countries on all continents and offers a full range of vehicles, suitable to Southern African conditions. Our product range spans across the medium and heavy-duty segments and includes the Quon, Quester, Croner and Kuzer. We offer a total transport solution, including service agreements, connected services and financial services.

UD Trucks Southern Africa is committed to improving socio-economic change and transformation and has a B-BBEE recognition level 3.



UD Trucks offers the following Aftermarket Services to our customers:

## **UD Trust Service Agreements**

Service agreements with the benefit of Genuine Parts and Service for total peace of mind and best TCO.

## **UD Connected Services**

Optimise your fleet's performance with real-time connectivity to take your business further. This includes fuel consumption monitoring, real-time tracking, and driver behaviour monitoring at your fingertips.

## **UD Genuine Service**

Maintain your vehicle at its prime condition through our authorised dealer network to deliver the maximum uptime.

## **UD Genuine Parts**

Prolong the performance of UD vehicles with UD Genuine Parts, including a 2-year warranty at UD Trucks dealerships.

## **UD Financial Services**

Customised and flexible financing solutions from professionals who fully understand your business.

## **UD Road Support**

As part of our Extra Mile Support, 24/7 UD Road Support will get you back up and running in no time.

## **Customer Adaption SVR**

CA Department offers services that includes and are not limited to PTOs, Bullbars Stone Guards, Hazchem requirements and custom solutions for various applications.



# List of UD Trucks dealers

No matter where you are in Southern Africa, there is a UD Trucks dealership near you.

## South Africa

Dealer Name	Tel	Email
<b>GAUTENG</b>		
BB Truck Pretoria	012 564 4000	gmud@bbtruckpta.co.za
McCarthy Commercial Alrode	011 439 5301	GabiT@mcmotor.co.za
McCarthy Commercial Boksburg	011 916 7100	henniegr@mcmotor.co.za
UD Trucks N14 Johannesburg	010 745 2735	gerte@udtrucksn14.co.za
UD Trucks Midrand	012 657 9000	LleRoux@magnistrucks.com
UD Trucks Pretoria East	086 144 3444	wgeyer@magnistrucks.com
<b>LIMPOPO</b>		
BB Truck & Tractor	015 293 4000	dp@bbtruck.co.za
UD Trucks Tzaneen	015 307 4950	christopher@bbmotorstzn.co.za
<b>NORTH WEST</b>		
UD Trucks NWT Rustenburg	014 592 3030	danie.debeer@supergroup.com
*UD Trucks Potchefstroom	018 464 2336	reytjie@laubstar.co.za
UD Trucks Klerksdorp	018 464 2336	reytjie@laubstar.co.za
UD Trucks Lichtenburg	018 632 0612/0/3	reytjie@laubstar.co.za
<b>MPUMALANGA</b>		
BB Truck Middelburg	013 246 1330	johan.dewet@bbtmid.co.za
Produkta Trucks	013 757 5300/2	bianca@produkta.co.za
UD Trucks Eastvaal	017 647 1098	phillipe@eastvaal.co.za
UD Trucks Ermelo	017 811 5885	corrie@ettc.co.za
<b>FREE STATE</b>		
*UD Trucks Bethlehem	058 622 1381	JohanL@groupmorgan.co.za
UD Trucks Bloemfontein	051 432 0280	mcronje@magnistrucks.com
UD Trucks Welkom	057 355 7272	dewet@welkomnissan.co.za
<b>KWA-ZULU NATAL</b>		
*CMH Commercial North Coast	031 792 4500	ruanj@cmh.co.za
*CMH Commercial Pietermaritzburg	031 792 4500	ruanj@cmh.co.za
CMH Commercial Pinetown	031 792 4500	ruanj@cmh.co.za
Thompson Commercial Vehicles	039 685 7000	richardt@thompsonmotors.co.za
UD Trucks Newcastle	017 811 5885	christo@ettc.co.za
UD Trucks Richards Bay	035 7512 240	sdhadibal@magnistrucks.com
<b>WESTERN CAPE</b>		
*UD Trucks Swellendam	083 230 0828	helenak@fuzion.co.za
*UD Trucks Worcester	023 342 4829	helenak@fuzion.co.za
Shorts Commercial Vehicles	044 878 0840	grant@shcv.co.za
UD Trucks Cape Town	021 505 8600	craigm@fuzion.co.za
UD Trucks Malmesbury	022 482 1124/5	danielp@fuzion.co.za

<b>EASTERN CAPE</b>		
*UD Trucks Mthatha	041 486 1611	udparts@fleetdynamics.co.za
*UD Trucks Queenstown	045 839 2127	frans@mmg.africa
Billson Trucks	041 486 2552	andy@billsontrucks.co.za
Fleet Dynamics	043 736 1502	robert@fleetdynamicsgroup.co.za
<b>NORTHERN CAPE</b>		
UD Trucks Kathu	082 290 1348	reytjie@laubstar.co.za
*UD Trucks Kimberley	051 432 0280	mcronje@magnistrucks.com
*UD Trucks Upington	072 491 3811	reytjie@udltx.co.za

\*Service Dealer Only.

## Emerging Markets

Dealer Name	Tel	Email
<b>BOTSWANA</b>		
NTT UD Trucks Gaborone	+267 391 2579	nscholtz@nttnissan.co.bw
NTT UD Trucks Francistown	+267 241 2380	wikusc@nttnissan.co.bw
<b>LESOTHO</b>		
Lesotho Nissan	+266 223 16608	maryj@lesothonissan.com
<b>MOZAMBIQUE</b>		
Moztruck		udtrucks@moztruck.com
<b>MAURITIUS</b>		
ABC Motors	+230 206 9900	rakeshr@abcmotors.intnet.mu
<b>NAMIBIA</b>		
Auto Sueco Namibia (Windhoek)	+264 61 228 520	jrossouw@autosueco.co.na
Auto Sueco Namibia (Walvisbay)	+264 64 279 100	jrossouw@autosueco.co.na
<b>SWAZILAND</b>		
Motruck	+268 251 87096	ernest@motruck.co.sz vitor@motruck.co.sz
<b>ZAMBIA</b>		
Titanium Motors	+26 0211 242 332	dharam@titaniummotors-zm.com
<b>ZIMBABWE</b>		
Duly Trucks	+263 772 265	steveh@dulytrucks.co.zw
*Dulys Mutare	+263 718 923	imbarashej@dulys.co.zw
*Dulys Gweru	+263 772 294	pauls@dulys.co.zw
*Croco Chiredzi	+263 772 285	godfrey@crocoset.co.zw
*Croco Masvingo	+263 772 678178	thompson@crocomsv.co.zw
*Duly's Bulawayo	+263 772 133	levisonb@dulys.co.zw

\*Service Dealer Only.

# UD Trucks Service Agreements

Managing a fleet is no easy task, but UD Trust provides a complete preventative maintenance programme for your vehicle and protection against unexpected expenses.

## Our Service Agreement Options are:

### UD Trust Standard

The UD Trust Standard plan is designed to service your vehicle according to your customised, OEM backed service plan.

### UD Trust Ultimate

The UD Trust Ultimate plan is a comprehensive Service Agreement, covering all that is included in the Standard option as well as repairs to the electrical, engine, driveline, braking and steering systems. This program includes UD Road Support.



# Connected Services & Recovery Solution

Fleet owners and managers now have the advantage of comprehensive vehicle visibility through UD Connected Services. Our cutting-edge solution includes real-time tracking, fuel consumption monitoring, and driver behavior analysis.

UD customers can access our premier fleet management suite. UD Connected Services recovery solution, boasts one of the industry's highest recovery rates and is endorsed by leading insurance entities. The Quester, Croner and Quon ranges boast a 5-Year\* Free UD Connected Services and Stolen Vehicle Recovery Service (\*with effect from 1 April 2024), while Kuzer models enjoy a 2-Year Free UD Connected Services and Stolen Vehicle Recovery Service.

*Fleet Management is excluded on the following models H22, H29 and H41, but will be equipped with recovery services. Please discuss with your UD Trucks Sales Representative.*

# UD Trucks Warranty Conditions

Our trucks come with extensive warranties for your peace of mind. See below for the warranties that apply to the various models, and the conditions attached to those warranties.



## Quon: E70 to E77

Vehicle warranty*	<b>1 year/unlimited km</b>
Driveline warranty**	<b>3 years/600 000 km</b>
Cab rust warranty:	<b>3 years/unlimited</b>



## Quester: E23 to E48

Vehicle warranty*	<b>1 year/unlimited km</b>
Driveline warranty**	<b>2 years/300 000 km</b>
Cab rust warranty:	<b>3 years/unlimited</b>



## Croner:

Vehicle warranty*	<b>2 years/unlimited km</b>
Cab rust warranty:	<b>3 years/unlimited</b>



## Quester: E50 to E91

Vehicle warranty*	<b>1 year/unlimited km</b>
Driveline warranty**	<b>3 years/600 000 km</b>
Cab rust warranty:	<b>3 years/unlimited</b>



## Kuzer:

Vehicle warranty*	<b>2 year/unlimited km</b>
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## Quester-E50 to E91

(severe, quarry, mining, timber):

Vehicle warranty*	<b>1 year/100 000 km</b> <b>1 year/50 000 km on the rear axle</b>
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### Cab Rust Warranty:

All cab rust warranty claims are subject to the completion of the six monthly inspection being performed by a UD Trucks authorized dealer, and the cab inspection coupon completed and signed.

### Allison Transmission:

2500 series	<b>3 year/unlimited km</b>
3000 series	<b>2 year/unlimited km</b>
3200 series	<b>2 year/unlimited km</b>

### Genuine Parts Warranty:

Fitted by an authorized UD dealer	<b>2 year/unlimited km.</b>
Fitted by an unauthorized workshop	<b>1 year/unlimited km</b>
All local parts	<b>1 year/unlimited km</b>

**\*Vehicle Warranty:**

- UD Trucks Corporation’s warranty for the vehicle specified in this warranty certificate covers defects in material and faulty workmanship existing at the time of delivery or coming into existence during the warranty period. The warranty is valid for a period of 12 months with unlimited mileage from date of delivery which is indicated in the warranty certificate.
- For Off road vehicles / Mining & Specialist Applications, which is only valid for UD Quester Vehicle Series: The warranty is valid for a period of 12 months or 100,000km for complete vehicle and 12 months or 50,000 km for rear axle, whichever comes first.
- UD Trucks Corporation undertakes to remedy, free of charge, established defects in material or faulty workmanship existing at the time of delivery or coming into existence during the warranty period. UD Trucks Corporation, or the designated workshop, shall determine, at its sole discretion, the remedying actions to be taken by the designated workshop.

**\*\*Driveline Warranty:**

Engine	
Cylinder block	Oil filter housing
Cylinder head	Internal pipes
Cylinder head gasket	Internal gaskets
Cylinder liners & pistons	Internal seals
Valve mechanism	Flywheel and casing
Inlet valves	Exhaust brake
Exhaust valve	Exhaust/intake manifold
Camshaft	By-pass valve
Timing mechanism	Thermostat and housing
Crank mechanism and bearings	Injector
Conn. rods and bearings	Turbocharger
Oil pump & pick up pipe	Coolant pump complete
Oil cooler	

**Manual Transmission & AMT**

Clutch housing	Internal pipes
Gearbox casing	Internal seals
Shafts & gears	Splitter unit
Bearings	Internal gear selector
Synchronizing parts	Oil pump
Hubs	Oil cooler
Sleeves	

**Automatic Transmission**

Torque converter	Internal pipes
Clutch lining kit	Internal seals
Disc kit	

**Power Take-Off (Gearbox)**

Shaft, bearings	Bearings
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**Retarder**

Shafts & gears	Internal pipes
Rotor and stator	Internal seals
Bearings	

**Drive Axles**

Front axle beam	Differential gears
Propeller shafts (excl. universal joints)	Differential bearings
Intermediate bearing	Differential lock
Front/rear axle casing	Drive shafts
Driving gears	Reduction gears
Differential casing	



# UD Trucks Road Support



Contact  
0800 008 800

UD Trucks provides round-the-clock support with an experienced team of specialists and trained technicians to ensure maximum uptime for your vehicle.

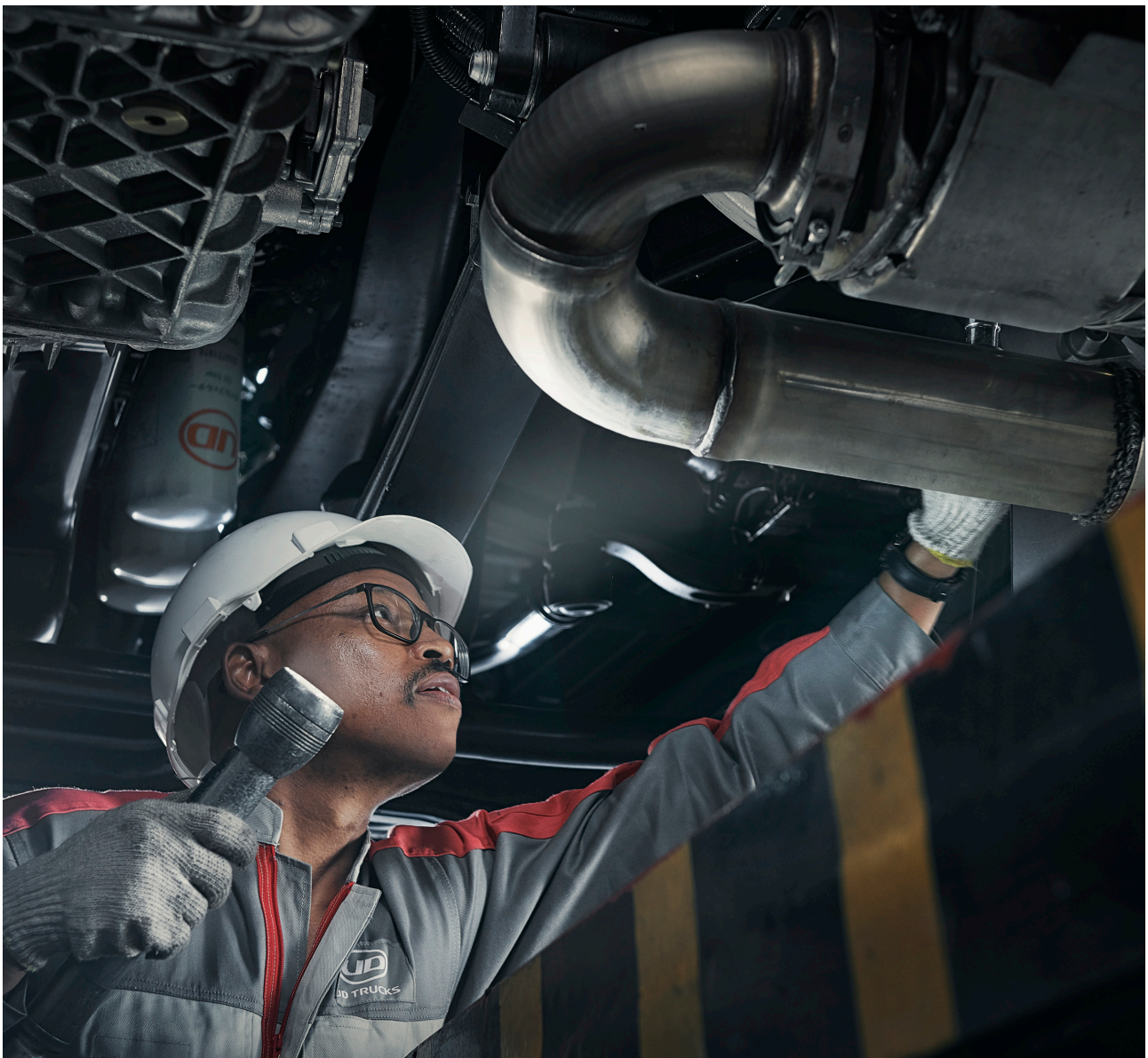
Whatever happens, wherever you are, you can be assured that we are by your side, providing the following support:

**01 24-hour emergency phone assistance**

**02 End-to-end support**

**03 Efficient and fully equipped team**

**04 Seamless repair process**





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