



# PRESS RELEASE

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## START & DRIVE EXCELLENCE PREDICT: MILES AHEAD IN MAINTENANCE

**Renault Trucks is launching Start & Drive Excellence Predict, its predictive maintenance contract. Tried and tested for two years in twelve countries, this service offers customers maximum vehicle uptime and thus greater productivity.**

By taking action before the breakdown occurs, Renault Trucks gives its customers complete peace of mind. Its Start & Drive Excellence Predict predictive maintenance contract halves downtime and makes sure the fleet stays on the road.

Start & Drive Excellence Predict is based on a carefully managed service schedule and the analysis of technical data collected in real-time thanks to vehicle connectivity.

### ***An up-to-date optimised service schedule***

To ensure good-as-new vehicle performance, Renault Trucks offers a tailor-made service schedule adapted to the specific usage of each truck. To make life simpler for the customer and cut costs right from the start, it is the dealer who schedules and carries out maintenance operations as well as handling the paperwork.

Thanks to vehicle connectivity and real-time telematic reports on mileage, engine hours and fuel consumption, maintenance operations can be carefully scheduled and automatically updated once a week.

### ***Keeping an eye on wear parts***

Unscheduled maintenance tends to be more costly and involve longer downtime but with Start & Drive Excellence Predict, dealers receive an update on the state of wear of key parts (air dryer cartridge, brake pads, clutch discs, battery) every three days.

This means that wear can be carefully monitored and analysed and if any abnormal or premature wear is detected, the dealer immediately contacts the customer.

### ***Preventing breakdowns***

When a customer signs up for Start & Drive Excellence Predict, the fault codes of the critical components of their vehicle are sent to a surveillance platform located in Ghent in Belgium. Thanks to connected sensors, 80% of the key components which can be responsible for inconvenient vehicle downtime (excluding trailers and tires) are continuously monitored. If an anomaly is detected, the surveillance platform immediately alerts the dealership which contacts the customer to arrange for the vehicle to come in, eliminating the risk of a potential breakdown. The dealer first checks if any service operations are scheduled in order to ensure the truck spends as little time as possible in the workshop.

This predictive maintenance offering is the result of a project which has been ongoing since 2017. It harnesses the power and expertise of the Renault Trucks network. After being trialled for a year in France and the Czech Republic, the solution was deployed in twelve European countries in 2019. Today, some 10,000 vehicles are protected by a Start & Drive Excellence Predict contract.

The offer is available on Renault Trucks T and T High ranges. C and K models will benefit from the service in 2020.

Start & Drive Excellence Predict is part of Renault Trucks' comprehensive service contract offering: Start & Drive Reference, Start & Drive Performance and Endurance which is intended for trucks over 5 years old.

### ***About Renault Trucks***

Building on the legacy of more than a century of French truck know-how, Renault Trucks supplies transport professionals with a wide range of services and vehicles (from 2.8 to 120 T) adapted to local and regional distribution, construction and long distance activities. Renault Trucks vehicles are sturdy and reliable with low fuel consumption that enables them to deliver greater productivity and control operating costs. Renault Trucks is distributing and servicing its trucks via a dealership network comprising over 1,500 service points. The design and assembly of Renault Trucks vehicles, as well as the production of most components, is carried out in France.

Renault Trucks is part of the Volvo Group, one of the world's leading manufacturers of trucks, buses, construction equipment and marine and industrial engines. The Group also provides complete solutions for financing and service. The Volvo Group, which employs about 105,000 people, has production facilities in 18 countries and sells its products in more than 190 markets. In 2018 the Volvo Group's net sales amounted to about SEK 391 billion (EUR 38 billion). The Volvo Group is a publicly-held company headquartered in Gothenburg, Sweden. Volvo shares are listed on Nasdaq Stockholm.

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**For further information:**  
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