

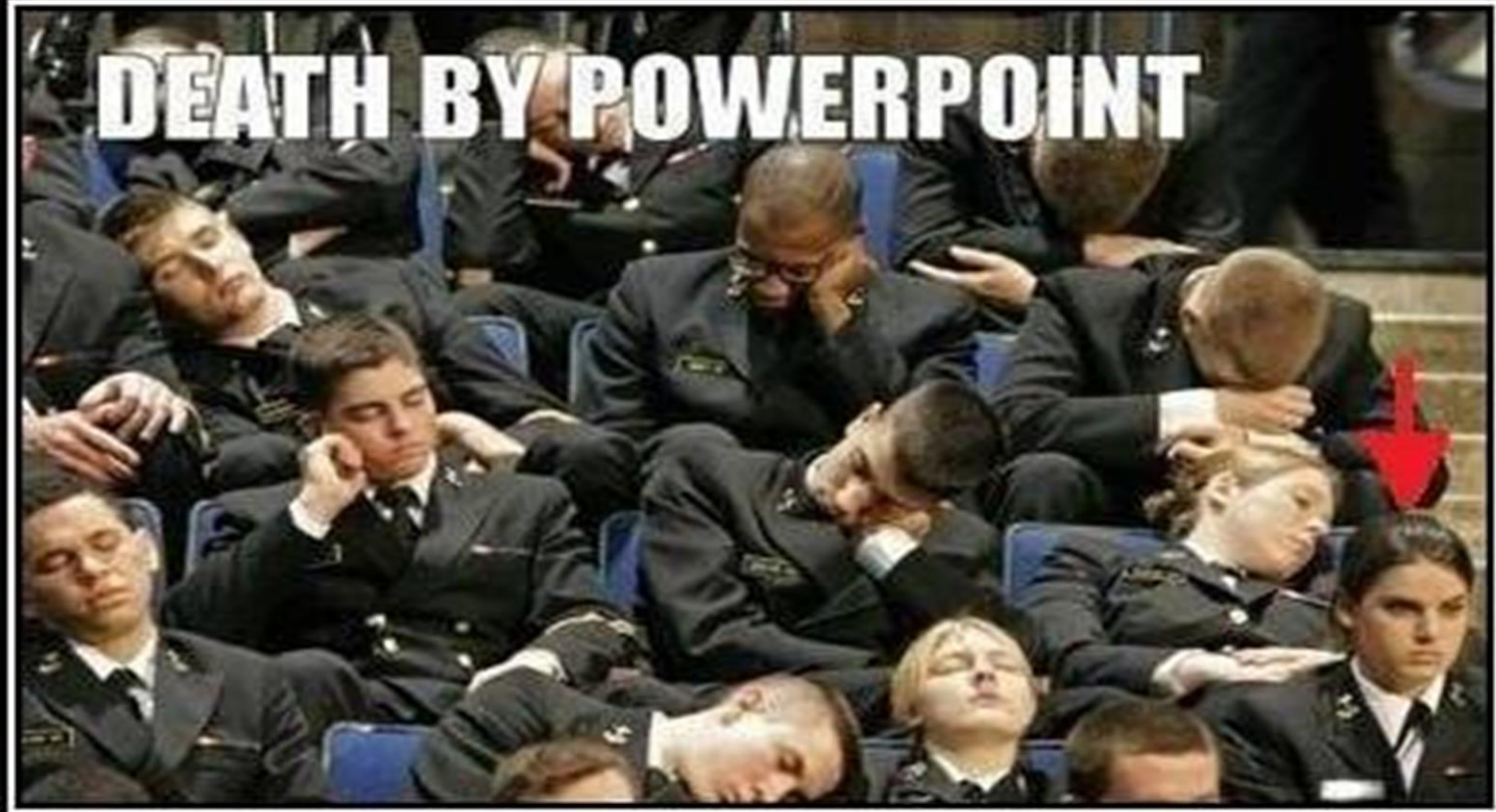


2013 WSEMA - Conference



Salt Lake City, Utah
Wednesday August 28st 2013

Richard Saward, General Manager, Freightliner Vocational Sales



99%
COMPLETE



- Freightliner Products
- Alternative Fuel Choices

• Support

• A Measure of Success

FREIGHTLINER PRODUCTS



Multiple Configurations Available for Municipalities



BBC: 106 - 122 Inch

Configuration: Truck/Truck with Tow/ Tractor

Axle Setting: 31"/29.5" Set Forward - 42/48" Set Back

Engine: ISB/ISL/ISLG/ISXG/DD13-15-16

Transmission: Manual/Automated/Automatic

Front Ratings: 8,000lbs - 23,000lbs

Rear Ratings: 21,000lbs - 69,000lbs

Snow Plow



- Side of hood air intake with snow door and under hood intake
- Heated windshield
- Snow plow light hook-up
- Belly plow body with high ground clearance
- Snow plow c-channel mid-ship crossmember



Sewer Vac's and Street Sweepers



Partnering with America's top vocational truck equipment manufacturers to ensure seamless integration and optimized configurations. Dedicated TEM representatives at OEM to OEM level

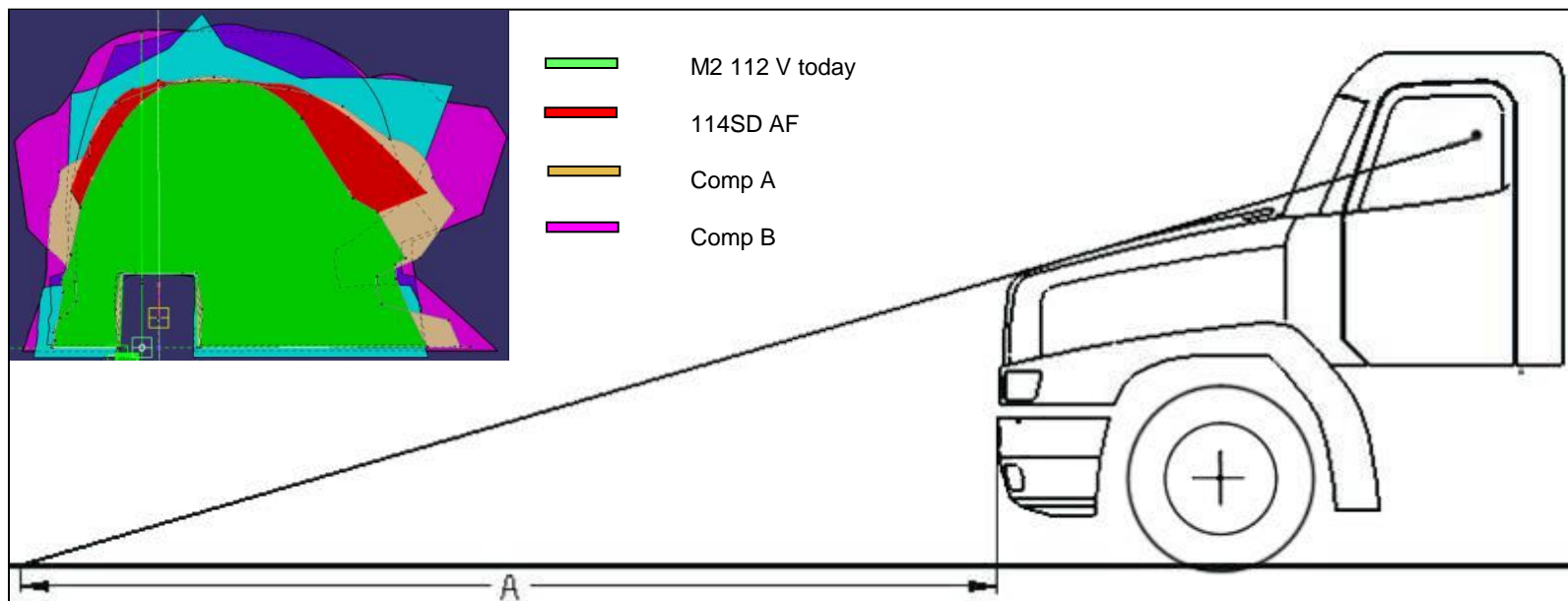


Refuse, Waste Disposal and Collection



Safety – Visibility with Unobstructed View

Competitive Benchmark



	114SD AF	Comp A	Comp B
BBC	114"	116.5"	107"
Eye to Ground at C/L Vehicle	20.1	20.1	26.6
Obstructed ground (sq. m)	76.8	83.7	95.3

Safety - Vocational Cab

Meets requirements of “Swedish A-Pillar” test standard

Swedish A-Pillar Test: 3306lb steel barrel into the driver’s upper A-pillar



Occupant’s space is retained



SAE Roof Strength: The roof supports the GAWR of the front axle up to 22,000lbs.

Meets SAE J2422 roof strength requirements

SAE Roof Impact: 13,000 lbs energy impact to the roof corner



Safety – Cab Entry and Egress

Large door handles

- Easy to grip and operate with work gloves on

Cab doors are tall, wide and strong

- Easy cab ingress and egress with 62 degree opening
- Multiple interior entry/egress grab handles

Easy Grip Exterior Grab Handles

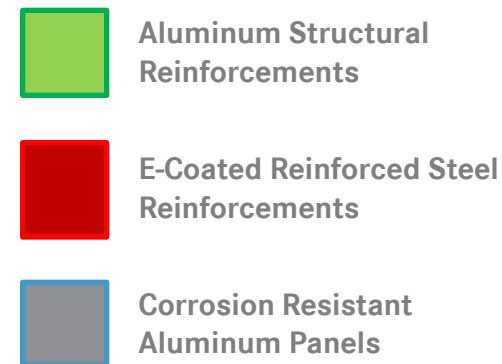
- Optional rubber inserts to improve grip in snowy conditions



Severe Duty Product Overview – Cab Construction



- Aluminum skin with steel and aluminum reinforcements
- High strength, reduced weight
- E-coated, corrosion resistant



ALTERNATIVE FUELS

Freightliner Trucks: Online Natural Gas Production

Shaping Future Transportation.
CleanDrive Technologies.
A Daimler Initiative.



Evolution of Natural Gas at Freightliner 1990s - 2012



Factory Installed LNG Fuel Tanks



Factory Installed
CNG and LNG Fuel Tanks

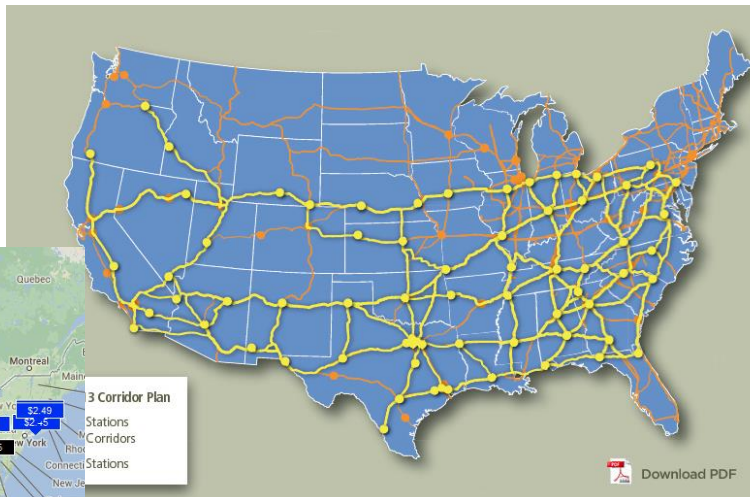
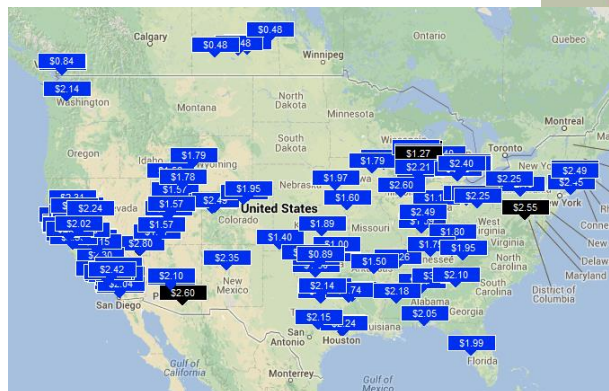
Vocational Customer Success



Customer Purchase Process – Natural Gas

Research the Business Case

- FUEL – FUEL – FUEL – FUEL – FUEL – FUEL
- CNG or LNG
- Planned Stations?
- Will products work?
- RANGE!
- Weight/length differences?
- Funding availability
- Financing
- Driver reactions
- ONCE AGAIN - IS FUEL READILY AVAILABLE AT COMPETITIVE COST & FLOW?



Proposed Nationwide LNG Fueling Network





Shaping Future Transportation.
CleanDrive Technologies.
 A Daimler Initiative.



SUPPORT

69 Western Region Dealers



The Express Assessment Mission

Within two hours of your service write-up, we will:



Communicate single service issue diagnosis



Check parts availability

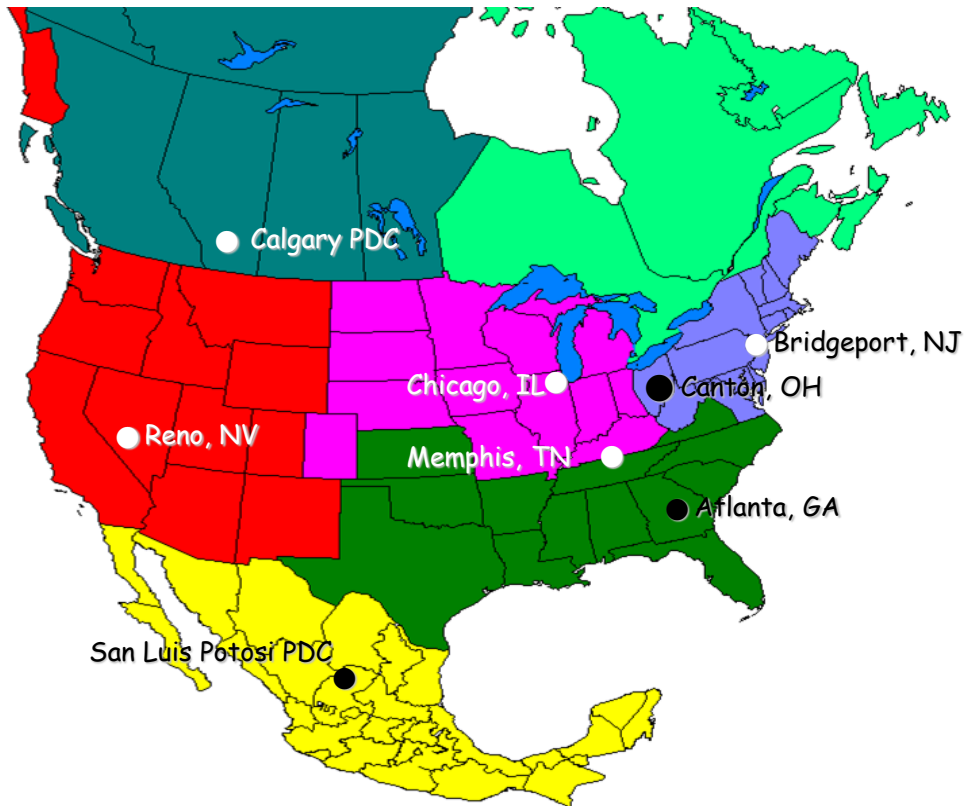


Provide an estimate of cost and repair time



Enhanced Dealer Requirements for Participation Required

Service Parts: North American Network



- **8 Distribution Centers in North America**
- **Over 2000 suppliers**
- **Over \$280M in Inventory**
- **98% National Fill Rate on stocking parts (Industry leading)**

VIRTUAL TECHNICIAN

Manage fleets electronically and efficiently

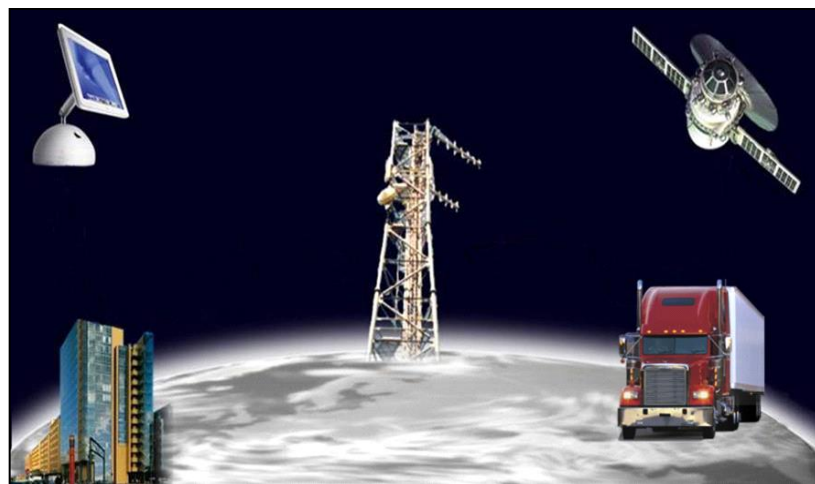
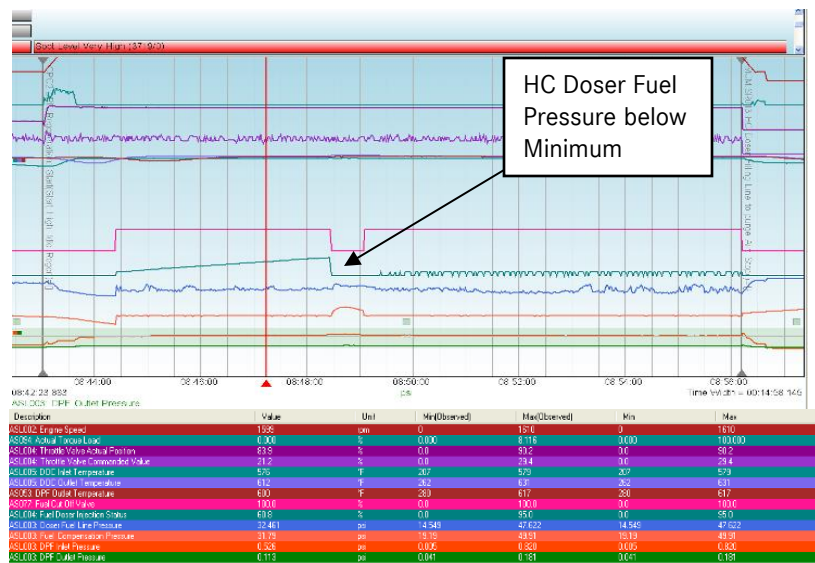


What is Virtual Technician?

- The Virtual Technician module is a telematics link to the Freightliner/Detroit Customer Support Center.
- Live data transmission to the CSC enabling a proactive versus reactive service repair approach.
- On the fly diagnostics, parts availability and repair scheduling.
- Repair NOW – Repair later – Ignore diagnosis



Remote DDEC Flight Recording Data



Customer receives electronic notification '24/7'

From: VirtualTechnician@daimler.com
Sent: Tuesday, May 17, 2011 6:09:26 PM
To: customer@yourlocation.com
Subject: Virtual Technician Service Now Case Number 63071

Virtual Technician has sent details of an important fault code on unit 1029 (Case Number), VIN – (Last 6) BD8624 to the Customer Support Center. The CSC will respond and respond shortly with advice and repair recommendations - (Monday through Friday 7PM Eastern time and 9am to 3PM on Saturdays)
 The code logged 1111(SP/FM) indicates
 "Coolant Level - Low"
 This should be serviced right away or a disruption in your route may occur. Please begin to arrange for service.

You can use the following link to locate an authorized DDC service location:
<http://www.detroitdiesel.com/supportnetwork/>
 If you are heading into a repair facility please contact us at csc@daimler.com or 800.445.1980.
 Please include ticket number 00000000027574 and case number 63071 when you call or write.

Thank you,
 Marty Kubiak
 Manager, Customer Support Center

Customer decides which location to visit

UP

The CSC has completed the analysis of your log file.

The code logged is identified as 157/ 16 Fuel Rail Pressure Low at 12-23-2010 8:32 AM and should be serviced right away or a disruption in your route may occur. Our analysis indicates the fuel filter or fuel supply line from fuel tank is plugged.

We show the truck to be in Kansas City heading east. The following service locations have the part in stock (This will include distributors also). Also any service location can obtain the part within 24 hours from our parts distribution center.

Service Outlet closest to current location with parts in stock

Part #	List	Cost	Trade	
dde A0000904251	\$66.43	\$49.82	\$0.00	
Description: F/FLTR KIT				
Part #	Location	Phone #	Miles	Quantity
1. D. & K. TRUCK COMPANY	LANSING, MI	(517)484-1905	2	4
2. DIESEL TRUCK SALES, INC.	SAGINAW, MI	(989)753-4461	58	19
3. WOLVERINE FREIGHTLINER-WESTSID	YPSILANTI, MI	(734)879-2500	65	14
4. STOOPS FTL-QUALITY TRAILER	FREMONT, IN	(260)833-6063	73	11
5. GREAT LAKES WESTERN STAR CO.	MONROE, MI	(734)243-2900	86	5
6. WOLVERINE FREIGHTLINER	MOUNT CLEMENS, MI	(586)783-2444	86	12
7. FREIGHTLINER OF TOLEDO	TOLEDO, OH	(419)469-8139	90	3
8. HILL TRUCK SALES INC	ELKHART, IN	(574)262-3441	102	5
9. HILL TRUCK SALES INC	SOUTH BEND, IN	(574)289-4065	115	11
10. STOOPS FTL & STL & WST	NEW HAVEN, IN	(260)749-8587	119	1

Part Number

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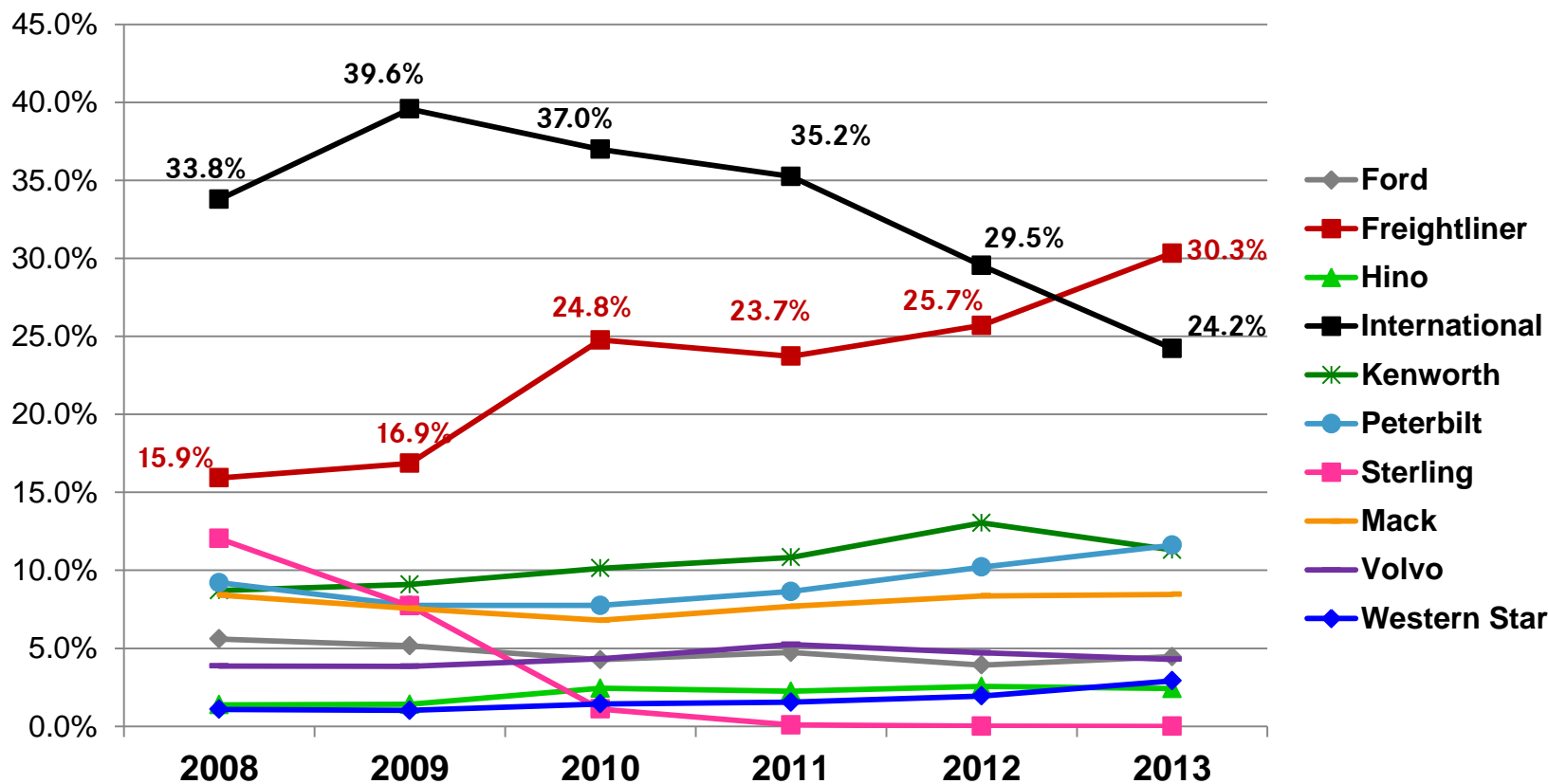
If you are heading into a repair facility please contact us at csc@daimler.com or 800.445.1980. Please include case number 3135921 when you call or write and the service location selected.

Thank you
 Marty Kubiak
 Manager, Customer Support Center

A MEASURE OF SUCCESS

Class 6-8 Vocational Market Performance: US & Canada

ALL VOCATIONAL SEGMENTS



Market Size	2008	2009	2010	2011	2012	2013
	40,739	28,378	28,159	32,372	40,178	13,685*

*41,055 annualized;
+2.2% growth year-over-year

Freightliner's vocational market share increased +13.4 percentage points since 2009.



THANK YOU!