

MACK®

Mack Premium Service Contracts Heavy Duty



Boost productivity with proactive
maintenance planning.



Support your business, secure your future.

Your fleet is more than trucks, it's the backbone of your success. With Mack Service Contracts, advanced technology and expert care keep your vehicles running smoothly. Mack monitors your fleet so you can focus on growing your business with confidence, knowing your trucks are maximizing uptime and reliability.



MACK®

Ultimate convenience and cost savings

Our Premium Service Contract is crafted to optimize both your time and budget.

Beyond just an oil change

Take advantage of a full suite of scheduled preventative services with locked-in pricing, uptime & connectivity services, and a dedicated fleet manager.

Adaptive maintenance

Leverages real-time vehicle data to optimize service schedules based on actual operating conditions, minimizing service stops and maximizing efficiency.

Dedicated fleet manager

Proactively monitors and schedules all maintenance intervals, seamlessly coordinating active campaigns, recalls, fault codes, and updates with your next service appointment.

Mack Integrated Uptime & Mack Connect

GuardDog Connect, Over-The-Air Updates, OneCall, ASIST, and Location & Reporting Services are included.

Fixed monthly payment

Control inflation and eliminate surprise service expenses by locking in today's maintenance prices, securing predictable costs for the future.

Flexible payment options

Trucks financed with Mack Financial Services can include their contract on monthly bills. Or choose direct monthly billing via ACH/PAD or FleetPREFERRED.

Unmatched value delivery

Maximize uptime and reduce total cost of ownership to provide peace of mind and maximize your time on the road of mind and maximize your time on the road.

Optimize uptime around planned maintenance

Enjoy faster service with quicker scheduled maintenance at Certified Uptime Dealers, where repairs found during multi-point inspections can also be seamlessly completed during preventative maintenance stops.

Help reduce downtime from unexpected repairs

Every interval features an engine oil analysis, enabling our Mack-certified technicians to proactively address emerging issues before they lead to a breakdown.

Protect your investment and total cost of ownership

Proper maintenance maximizes fuel efficiency, reduces future repair costs, and enhances the truck's residual value.

Save time and hassle so you can focus on your business

By scheduling your maintenance events in advance with your fleet manager, you can reduce downtime by ensuring bay, parts, and technician availability.

Included services and optional add-ons			
ENGINE	<ul style="list-style-type: none"> Multi-Point inspection Engine oil and filter replacement with oil analysis Fuel filter replacement Engine air filter replacement Long life coolant filter replacement Long life coolant replacement Valve and injector adjustment Belts and tensioners 	TRANSMISSION & AXLES	<ul style="list-style-type: none"> mDRIVE™ transmission fluid and filter replacement Allison transmission fluid and filter replacement Rear axle oil replacement
		CHASSIS	<ul style="list-style-type: none"> Chassis lubrication Power steering fluid and filter replacement Air dryer coalescing cartridge replacement Fuel tank ventilation filter replacement
AFTER TREATMENT	<ul style="list-style-type: none"> DPF cleaning DEF pump filter replacement and tank filler neck cleaning DEF tank flush 	OPTIONAL ADD-ONS	<ul style="list-style-type: none"> Annual DOT inspection BIT inspection Alignment check Cabin air filter Truck wash* Pick-up and delivery* Repair and maintenance on site*

+ Intervals will be adjusted based on the truck models and conditions of use.

* Based on availability from local Mack dealer