

SUMMER 2026

DAF PARTS & SERVICE MAGAZINE

Customer service edition

Ramon Smeets
Truck Color Design

The fast way to manage your DAF fleet

Better fuel cost control starts with smart maintenance



Customer first: Cut costs, boost uptime

“Customer first” is the DAF mindset and the theme of this magazine. We’re your partners in simplifying processes, reducing costs and maximising uptime. From DAF’s state-of-the-art truck design to digital solutions and initiatives to promote fuel efficiency, our aim is to help you serve your customers well – no matter what’s going on in the world.

Need to buy a replacement part fast? Yes! “The DAF Webshop is very clear and easy to use,” says Ramon Smeets of Truck Color Design, a paintwork, lettering and damage repairs company in the south of the Netherlands. “I can find the truck parts my customers’ trucks need and get them delivered quickly by my dealer.”

Coming up in this exciting issue: how our dealers can help you optimise your fuel efficiency, practical TRP solutions to keep older and newer trucks on the road, DAF Over-the-Air software updates that support greater uptime, a customer’s view on starting the switchover from diesel to electric and more.

“Quality, innovation and customer satisfaction are our recipe for success,” Ramon adds. “DAF and our local dealer are a great support. Don’t miss out! Read the magazine to find out about the latest updates and innovations that can help you put your customers first.”

Experience the digital magazine



What to expect in this magazine?



Over-the-air updates – Three steps to more uptime

With Over-the-Air (OTA) software updates you can make your truck's unscheduled time productive, keep trucks out of the workshop and boost uptime.

Read more on page 6

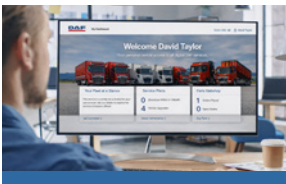


Fuel efficiency – For us, it's always been a top priority

The price and even availability of fuel have become the major concern for transportation companies of late. But at DAF, we've always made fuel efficiency a top priority.

Read more on page 8

Plus: _____



MyDAF Customer Portal: your gateway to DAF

Clear, simple and timesaving, MyDAF brings everything together in one place.

Read more on page 5



Keep your truck at full power with the DAF Genuine VTG actuator

Buy the DAF Genuine VTG actuator and you're buying far more than just quality and reliability.

Read more on page 10



Many WABCO, Knorr-Bremse & JOST parts, now at permanently lower prices!

Rising fuel costs, tighter margins and increasing pressure on uptime have become part of everyday reality for fleet operators and we think along.

Read more on page 12



PACCAR Power Solutions: your partner in switching to electric

On the road to zero emissions, you may encounter some twists and turns.

Read more on page 14



Coming soon

NEXT

A brand-new program for all customers, for all truck brands, no matter their age.

Great news! The brand-new NEXT Customer Program is designed to help you get more value from your everyday business. The program links the DAF Webshop to practical rewards, relevant updates and useful insights. When you order DAF Genuine Parts or TRP truck and trailer parts, you automatically earn NEXT Points, which can be used for shopping basket discounts or DAF Merchandise.

The benefits of NEXT don't stop there: NEXT also keeps you informed through personal offers on parts, essential industry insights and vehicle upgrade opportunities. As a NEXT Member, you benefit from your personalised value every time you log in!

The NEXT Magazine offers access to product news, exclusive deals and practical content, helping you stay up to date and make the most of your operation.

Like Ramon Smeets, of Truck Color Design. His company specialises in design paintwork, lettering and damage repair for trucks and commercial vehicles, where speed is essential. The combination of the DAF Webshop's convenience and the added value of NEXT will make an even greater difference in his day-to-day business soon.

Ramon values the webshop's clear category structure, high-quality diagrams and well-organised part numbering, as

well as the clear indication of price, availability and delivery date. With fast delivery, often arriving the same day, the DAF Webshop helps him get customers' vehicles back on the road quickly.

"It's all very clear and it loads information really quickly", he says.

We can't wait for you to discover the benefits of NEXT too, Ramon!

Benefits of NEXT:



NEXT Points for merchandise and discounts on parts



Personal offers on parts



Essential industry insights



DAF Vehicle Upgrades

Find out more
about NEXT



MyDAF Customer Portal: your gateway to DAF

It's a weekday morning. You have a long to-do list. Grab a cup of coffee, log in to the MyDAF Customer Portal and prepare to tick off your DAF tasks faster than ever before.

No more switching between different websites. The MyDAF portal is your personal DAF digital hub. Clear, simple and timesaving, it brings everything together in one place. From this dashboard you can:

- See your fleet at a glance: monitor truck status and performance.
- Get service: schedule maintenance, manage contracts, view service history for trucks with DAF MultiSupport.
- Buy parts: order via the DAF Webshop, check availability, track delivery.

Plus, you'll find links to many more platforms, from ready-to-go and used trucks, to financial services and merchandising.

"It's a good first step to get one login and everything in one place"



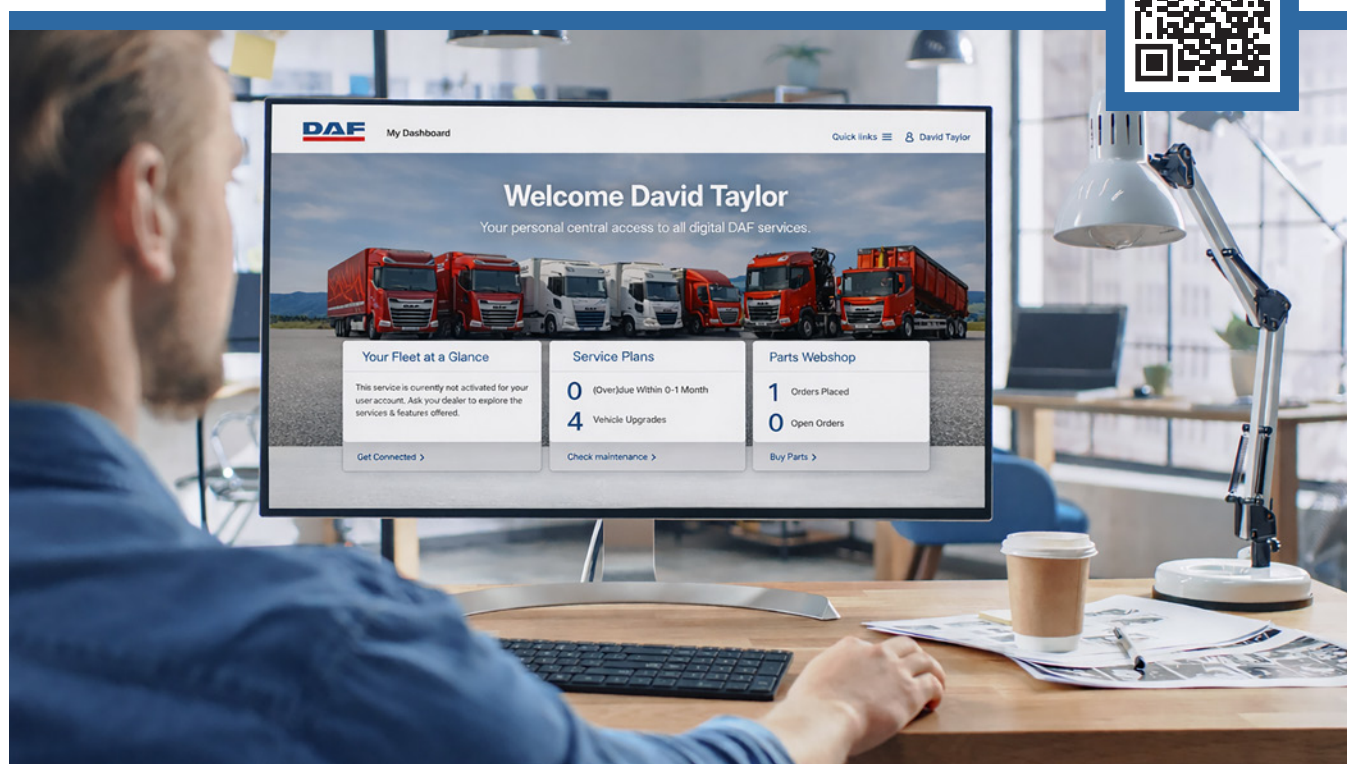
Rik van Aken
Manager Marketing Communications, DAF

Powerful new features on the way

Launched in early 2026, in multiple languages, the new interface has caught on quickly, with thousands of fleet managers across Europe and beyond. "From Morocco to Norway, our customers are signing up and seeing the difference", says Rik van Aken, Manager Marketing Communications at DAF. "Before, you had to visit several websites to do business with DAF. Now, the MyDAF Portal is bringing all these entry points together. Powerful new features are on the way. Soon you'll have one sign-in for all your DAF business".

Login with your webshop account or create an account and experience this yourself. Visit my.daf.com.

Visit my.daf.com now





OVER-THE-AIR UPDATES

Three steps to more uptime

Call us or find out
more here



With Over-the-Air (OTA) software updates you can make your truck's unscheduled time productive, keep trucks out of the workshop and boost uptime. Imagine it: trucks parked, drivers resting, latest truck software enhancements loading remotely.

It's the smart way forward, ensuring ongoing improvements throughout your truck's operational life. Available now on New Generation DAF trucks if you take these three simple steps:

- 1. Activation:** Ensure that PACCAR Connect is activated on your trucks.
- 2. Consent:** Ensure that consent for data sharing has been granted.
- 3. Connectivity:** Ensure that your subscription is active and vehicles remain connected.

This allows DAF to link up systems, monitor the truck and keep within EU legislation on data sharing. Once drivers give their consent (before clocking off on the tachograph), the software updates can go ahead automatically. Fleet managers can schedule them for outside of business hours.

Fast, efficient, free

It's the same as with smartphone or computer software: once a new version is available, you'll get a notification. The upgrade installs remotely without disrupting daily operations.

"We've tested out OTA for some electronic functions on 1,000 trucks. It delivers tangible benefits for customers: reliability improvements, a smoother ride and increased uptime", says Rik van Aken, Manager Marketing Communications at DAF.

OTA updates are free of charge. Choose them to create these vital benefits for your fleet:

- Optimised engine and vehicle performance.
- Improved fuel efficiency.
- Enhanced system functionality and refinement.
- Proactive monitoring and diagnostics.
- Increased uptime through remote updates where possible.

"Customer first" starts with uptime

In our industry, uptime is the key to success and essential for customers' peace of mind. To deliver the goods, your trucks have to be on the move. We're proud to be your partner in this. Reliable DAF vehicles, long service intervals and connected monitoring help prevent unexpected downtime and keep operations predictable.

From design to delivery and beyond, our focus in the DAF world is to create state-of-the-art vehicles and systems that ensure uptime. Whether its PACCAR Connect, MultiSupport Services or DAF International Truck Service (ITS), we support you in staying out on the road to meet your own customers' goals.

"Customer First" is even the title of DAF's highly successful satisfaction survey. Every month, 13-15,000 surveys are sent out to customers throughout Europe to get feedback on sales, delivery, workshop and ITS breakdown processes. It's your chance to have your say. We're listening!

A popular feature

From customer feedback we know that Over-the-Air software updates will be a popular feature. The system's in continuous development. For routine updates, it's full steam ahead. For some electronic functions, you'll still need to call in at our dealership.

"It's simple: updates happen while the truck is parked. No lost driving time, no extra workshop visits. That gives peace of mind."

Jan Baars
Co-owner C. van den Heuvel & Zonen
(Heuvel-Transport), the Netherlands



Fuel efficiency

For us, it's always been a top priority

In the end, cutting corners never pays

The price and even availability of fuel have become the major concern for transportation companies of late. But at DAF, we've always made fuel efficiency a top priority, seeing regular servicing as an opportunity for us to help you keep fuel costs low and protect uptime thanks to a service carried out by experts who know your truck inside out.

DAF trucks are known for their fuel efficiency. With fuel being such a big cost item (at least 25% of total cost for long-haul trucks) we feel a real responsibility to proactively help customers maintain that efficiency throughout their truck's lifetime. Especially in challenging times like today.

"It doesn't have to be complicated", explains Gijs Houwen, Learning & Development Specialist at DAF Service Training. "We simply focus on preventive checks, consistent service routines and clear advice. For example, fleet owners can look to make savings by delaying replacing parts. But luckily most of our customers understand when we tell them that if they don't replace certain components on time with genuine parts, the negative impact on fuel efficiency is likely to outweigh any short-term 'savings'".

False logic

A similar false economy is made by extending the gap between scheduled services. Some operators may think they're maximising uptime by keeping trucks on the road longer. But as everyone knows, moving parts suffer wear & tear and need replacing, filters and tyres need changing, engines need tuning. Otherwise, trucks become less fuel efficient. "I do think fuel efficiency is different", says Houwen, "because unlike a breakdown, where you have to act, fuel efficiency deteriorates slowly, so there's a temptation to let it slide".

At DAF, we address our customers' needs, from developing training courses in fuel-efficient driving to offering advice on the most fuel-efficient tyres for your truck and usage. Our service advisors can guide you on every aspect of keeping your truck in tip-top shape, but if Houwen could only give

customers one piece of advice? "With fuel efficiency, cutting corners may look tempting, but in the end it rarely pays off".

DIESEL PARTICULATE FILTER

Why it matters

The Diesel Particulate Filter (DPF), located in the silencer, keeps particulate emissions within legal limits (Euro 6 legislation) and helps your truck perform optimally, increasing its uptime and boosting efficiency. But over time, a build-up of ash particulates blocks the filter. As a result, the truck needs to be actively regenerated more frequently, causing increased fuel consumption and environmental pollution, and eventually damaging other crucial systems. This can be resolved by fitting a remanufactured DAF DPF.

There's clean. And there's clean.

When replacing your DAF truck's DPF you can choose between one remanufactured by DAF, using a unique cleaning process, or an aftermarket competitor. Extensive testing has shown that while the DAF Genuine Cleaned DPF guarantees 100% ash removal, competitor services typically achieve a maximum 25% cleanliness.

Choosing an aftermarket DPF makes the truck no longer compliant with emission regulations. Postponing replacement of the DPF – or opting for a cheap alternative part – is also a false economy, since the risk to critical components like the Emission Aftertreatment System (EAS) is way too high. One workshop manager told us, "We're seeing a lot more costly EAS repairs these days. A DAF remanufactured DPF will be good for another 4 or more years, while cheap or poorly cleaned alternatives usually start giving problems after a year or so. They impact the warranty, too".

Most DAF dealers offer a competitive price for the replacement of the DPF that includes both the DPF itself as well as the installation. Guaranteed quality with no surprises.

"Unlike a breakdown, fuel efficiency deteriorates slowly, so there's a temptation to let it slide."



Gijs Houwen
Learning & Development
Specialist at DAF



Learn more about DPF
technology and benefits

Keep your truck at full power with the DAF Genuine VTG actuator

Buy DAF Genuine parts and you're buying far more than just quality and reliability. You're tapping into the expertise of researchers and engineers who are continuously upgrading components. You're going for maximum uptime, potentially adding value to your truck for years to come. Good decision!

Say, for example, you need a new VTG (Variable Turbine Geometry) Actuator. Vital for keeping the engine exhaust system functioning well, it's a part you'll probably only check during standard service intervals, not every day. So when it needs to be replaced, cut the risk of power loss and breakdowns by choosing the best, most reliable and durable actuator you can get. That way you can be sure of long-term cost savings. And while it may be tempting to look at cheaper remanufactured alternatives, tests carried out by DAF show that they don't match the quality standards, performance or service life of DAF Genuine parts.

The redesigned DAF Genuine VTG actuator

Your truck needs a first-class VTG actuator to control the air flow in the exhaust system and maximise the power ratio per rpm. It also acts as a safety mechanism. If it goes wrong, your vehicle can slow down or stop. That's why it pays to always select a DAF Genuine replacement part.

With the latest version of the DAF Genuine VTG actuator, you have the backing of a team of researchers and engineers who carried out a complete redesign to make sure that you



have the most up-to-date features. Their aim was to increase uptime by:

- Improving quality and reliability
- Reducing gear strain and friction (fewer components)
- Completely redesigning the Printed Circuit Board (to eliminate electronics malfunctions)

Minimise risk, optimise performance

"The VTG actuator is a critical component that has undergone significant improvements, boosting reliability", explains DAF Product Manager Engines, Nicky van Gerwen. "Our engineers work every day to investigate and upgrade parts with a view to increasing uptime".

To get the most out of your DAF truck you have to look at the bigger picture when it comes to engine performance.

NOTHING BEATS ORIGINAL

— DAF GENUINE PARTS —



Choose
maximum uptime

“Buy a less efficient, alternative part and it’s going to affect all of the other components in the engine exhaust system, risking premature failure”, Nicky adds. “For the best fuel efficiency and highest reliability, always choose original parts. They’re an investment in certainty as well as being a perfect fit and ready to go”.

“With the DAF Genuine VTG actuator, you’ll boost your truck’s reliability for years to come”, he concludes.

“We always fit DAF Original parts and that also means you can download the latest software updates. It’s the best way to safeguard your engine’s performance.”

Jan Baars
Co-owner C. van den Heuvel & Zonen
(Heuvel-Transport), the Netherlands





Many WABCO, Knorr-Bremse & JOST parts, now at permanently lower prices!

Rising fuel costs, tighter margins and increasing pressure on uptime have become part of everyday reality for fleet operators. And when a critical part reaches the end of its service life, keeping trucks and trailers moving without overspending matters more than ever.

For ageing trucks and trailers, TRP offers a practical and dependable solution. High-quality, value-for-money parts that help control costs while keeping fleets operational. TRP parts are designed for reliable performance in daily operations, helping fleets maximise uptime while keeping Total Cost of Ownership (TCO) under control. Since December 2025, prices have been reduced on thousands of frequently used TRP replacement parts for trucks and trailers.

Warranty-backed reliability

TRP combines technical expertise with dedicated testing facilities to deliver reliable aftermarket parts at a fair price. All TRP parts are warranty backed, with many high-use parts covered for up to three years. This provides fleet operators with added peace of mind compared to what is common in the independent aftermarket.

Dependable and available

With a portfolio of more than 80,000 parts for rigid, tractors, trailers and special application vehicles, TRP supports a wide range of fleet needs. Parts can be ordered online or purchased via us directly. There are over 2,300 TRP outlets worldwide. More than 97% of the TRP portfolio is available



Visit the TRP website now.



over the counter immediately, helping vehicles get back on the road without delay.

Value that works in practise

With TRP, you save on the cost of the parts themselves, and again with their high reliability. This promise of 'the right quality at a fair price' is particularly important for short-haul trucks, where higher stresses can mean that maintenance and repairs count for a much bigger percentage (12-18%) of total running costs.



PACCAR Power Solutions: Your partner in switching to electric

On the road to zero emissions, you may encounter some twists and turns. What Jan Baars from C. van den Heuvel & Zonen (Heuvel-Transport) experienced was a welcome surprise: his company's new electric truck has a range that exceeds expectations by nearly 200 kilometres per charge.

“The truck is driving almost 600 kilometres. In the brochure, it said up to 400 kilometres”, says Jan Baars, co-owner at the international forwarding and transport business, based in the Netherlands. “The range is pretty good for us, particularly as we can charge overnight at our home base. We’re very happy with the new truck and the PACCAR Power Solutions charger”.

First steps in going electric

In fact, the vehicle, delivered in July 2025, is one of two DAF XD Electric rigids that the company now owns (and it was the first of its type to be delivered by DAF!). Founded in 1929 and taken over by De Ruyter Trucks in 2001, Heuvel-Transport has a fleet of 85 vehicles, including 67 DAF diesel trucks (mostly XD, XF and some XGs). It operates out of Gorinchem, offering transport and logistics services throughout the Netherlands, Belgium and Europe.

The team at PACCAR Power Solutions gave great support, Jan Baars confirms. “We relied on their knowledge and advice from the beginning, for everything from analysing the routes we drive to specifying the exact charging installation we need. For us, it was a complete change to take these first steps in going from diesel to electric”.

Putting the customer first as diesel costs soar

Jan’s motivation for starting with electric trucks? “Some of our customers want us to use cleaner energy”, he explains, “but the other aspect is that if we buy a new diesel truck now, it won’t be allowed into the zero-emissions zones. With soaring fuel prices and the heavy goods vehicle pay-per-use road charge starting in the Netherlands in July this year, it’s now becoming very

expensive to drive diesel vehicles. So, although there’s a lot of complexity around government regulations, from a Total Cost of Ownership [TCO] point of view, switching to electric looks very interesting”.

Rob van Helvoirt, European Sales Manager at PACCAR Power Solutions agrees enthusiastically. “Drive on diesel and you’re burning money. Switch to electric trucks, use solar power, and you’re driving for free”, he points out. Rob’s research shows that an electric vehicle is around three times more efficient (energy-wise) than a diesel one.

The transition to electric-powered trucks is gaining speed with the EU’s 2030 CO2 reduction targets looming. “The concept is so new, it requires a mindset change”, Rob says. “We need to talk about chargers, energy contracts, size of fleet, type of vehicles, business goals, routes, mileage and so on. It’s a question of listening very carefully to the customer and learning as much as possible about their business”.

PACCAR Power Solutions comes with an entire package, from the initial business consultancy to advising on the right infrastructure and supplying the chargers and software. This includes connecting customers with recommended partners for correct installation.

“From a total cost of ownership [TCO] point of view, switching to electric looks very interesting.”

Jan Baars
Co-owner at C. van den Heuvel
& Zonen (Heuvel Transport)



See how PACCAR
Power Solutions
can help you

HOT DEALS COOL GIFTS

Order parts and **score free gifts!**

Discover all
the hot deals
and cool gifts
now



Score free gifts this summer!

Score a free gift when you order selected parts in the DAF Webshop. Your purchases will be rewarded with cool gifts and other fun gadgets. Scan the QR code for further details and score your free gifts today.

Promotion ends 31 July 2026.

For full terms and conditions, go to parts.daf.com/cool-gifts