

HEAVY TRUCK BUYERS GUIDE

Business Credibility

1. How many of these trucks have you sold in the last six months?
2. What is the brands market share in the 23 Tonne Max GVM category?
3. Can you provide independent references for operators who have purchased this truck in the last six months?
4. Are you 100% New Zealand owned and operated?
5. Are you the sole importer and retailer of your product?
6. Can you pick up the phone and talk directory to the factory building the truck or do you need to go through a third party?

The Truck

7. Do you offer a free driver training program for new owners?
8. Are your trucks fully compatible with aftermarket GPS/FMS systems?
9. Does your choice of truck come with both manual and automated transmissions; can you choose what suits you best?
10. How does the resale stack up relative to other brands on the market?
11. Can you and your driver test drive a similar truck?
12. What is the delivery time for the truck?
13. Can you custom build a truck to suit any application in-house?
14. Ask to see specific model numbers for driveline components. Not all Roadranger transmissions are equal for example.
15. Does the price include ORC (On Road Costs) and what are you specifically getting for those costs?

Parts & Backup

16. What truck parts do you carry in the country?
17. How many locations stock these parts?
18. How quickly are replacement parts delivered; hours, days, weeks, months etc?
19. What is your fulfilment rate on orders?
20. If the cab was damaged tomorrow how long would it take to get a replacement?
21. What are the replacement costs for parts that are damaged often?
22. Do you offer an afterhours service?

Service & Warranty

23. What warranties are on offer and what is required to qualify for them?
24. Do you have an in-house warranty team?
25. Can your warranty team negotiate directly with the factory?
26. Do you offer support out of warranty (policy)?
27. How many affiliated service locations do you have in the country?
28. Do you have an afterhours breakdown service nationwide?
29. Can you tailor the service package to meet the trucks application?
30. Will servicing the vehicle yourself void the warranty?



When the dust settles you need a product that is designed to get the job done and a partner that will go above and beyond to keep you on the road