

The Citaro city buses.

The benchmark.

Mercedes-Benz

The standard for buses.







Because every detail counts: The tried-and-trusted Citaro modular system.

A bus and its diversity. Its secret to success is undoubtedly the tried-and-trusted Citaro modular system. With this, it covers every requirement of public service bus companies in urban and interurban transportation. Our range has the right product to meet every need, and transport companies can benefit from a standardised module set and part similarity despite different Citaro types. This makes the Citaro the world's best-seller and a popular image bearer.

It's on the road in practically every European metropolis, forms the backbone of numerous metro bus lines around the world and carries passengers in Mexico, Japan and Abu Dhabi. The birth of the Mercedes-Benz Citaro revolutionised the world of public service buses. Since then, its triumphal journey has continued with by now more than 50,000 delivered vehicles; for years it has been the image bearer with a guarantee of popularity in the city.

One for all. Striking design, perceptible comfort, comprehensive safety, a superb environmental balance, excellent quality and compelling economic efficiency make the Citaro the benchmark among public service buses. It also offers an amazing range of variations, making it the ideal vehicle for all public transport tasks.

Always the frontrunner. Mercedes-Benz has always been a pioneer in the development of environmentally friendly, innovative drive technologies. With the BlueEFFICIENCY Power technology, standards were set that have made the Citaro the first public service bus with Euro VI. There is a huge focus on achieving the greatest possible environmental compatibility during production. For example, the cathodic dip priming process (KTL) is largely solvent-free. The Citaro has been available since 2007 with the "Blue Angel" environmental label. And, on reaching the end of a successful service life, its components are particularly suitable for recycling.

Winner of numerous awards. In addition to the superior quality of the Citaro, the numerous awards garnered by this vehicle are also highly impressive. It has won the European "Bus of the Year" award on several occasions and has repeatedly won in its category in the "Best Commercial Vehicle" selection since 1998. Hats off!

Consistent quality. More than any other manufacturer we at Mercedes-Benz stand for high quality, and this is also resolutely implemented in the Citaro. It is manufactured in the most modern bus production plants. Every part undergoes extensive tests and strict controls—for a long bus life and exemplary economic performance.





Safe. Safer. Mercedes-Benz.

For years, Mercedes-Benz has pursued its vision of accident-free driving. The integral safety concept covers all phases of automotive safety—safety when driving and in dangerous situations, protection in the event of an accident and minimising the impact of an accident. Safety is also integrated into the Citaro city buses as standard. The body itself protects the passengers in the event of side impact. In the event of a rear-end collision, the reinforced front end minimises the impact of an accident while protecting the driver.

See and be seen. New as optional equipment are the long-life LED headlamps. The light beam can be defined very accurately. The colour of the light is approximately the same as daylight, and so causes the driver's eyes to tire less quickly. More brightness and longer range provide additional safety. LED lamps are about two to three times more efficient than conventional filament bulbs.

Both agile and robust. The unique anti-jackknife ATC (Articulation Turntable Controller) newly developed by Mercedes-Benz for articulated buses is sophisticated. This articulation joint and its control unit form one of the key elements of the Citaro G: Hydraulic joint

damping is regulated quickly and above all based on demand. The effect: If the otherwise normally high basic damping of the joint leads to a strong tendency to understeer in turns and increased tyre wear on the front axle, then under normal stable driving conditions the joint of the vehicle runs almost freely, and is damped solely through the friction of the elements.

Support while driving. The Citaro city buses support the driver with numerous assistance systems. The Acceleration Skid Control feature (ASR) prevents the drive wheels from spinning. The Electro-pneumatic Brake System (EBS) also offers additional safety support. It significantly reduces the stopping distance, since the brakes are controlled more quickly and more precisely. On request, the Citaro city bus can be equipped with the Electronic Stability Programme (ESP®). It recognises dynamic driving situations such as evasive manoeuvres and helps the driver stabilise the vehicle by braking individual wheels and adjusting the engine power. New safety features such as Preventive Brake Assist and the Sideguard Assist ensure predictive braking and manoeuvring.



Sideguard Assist

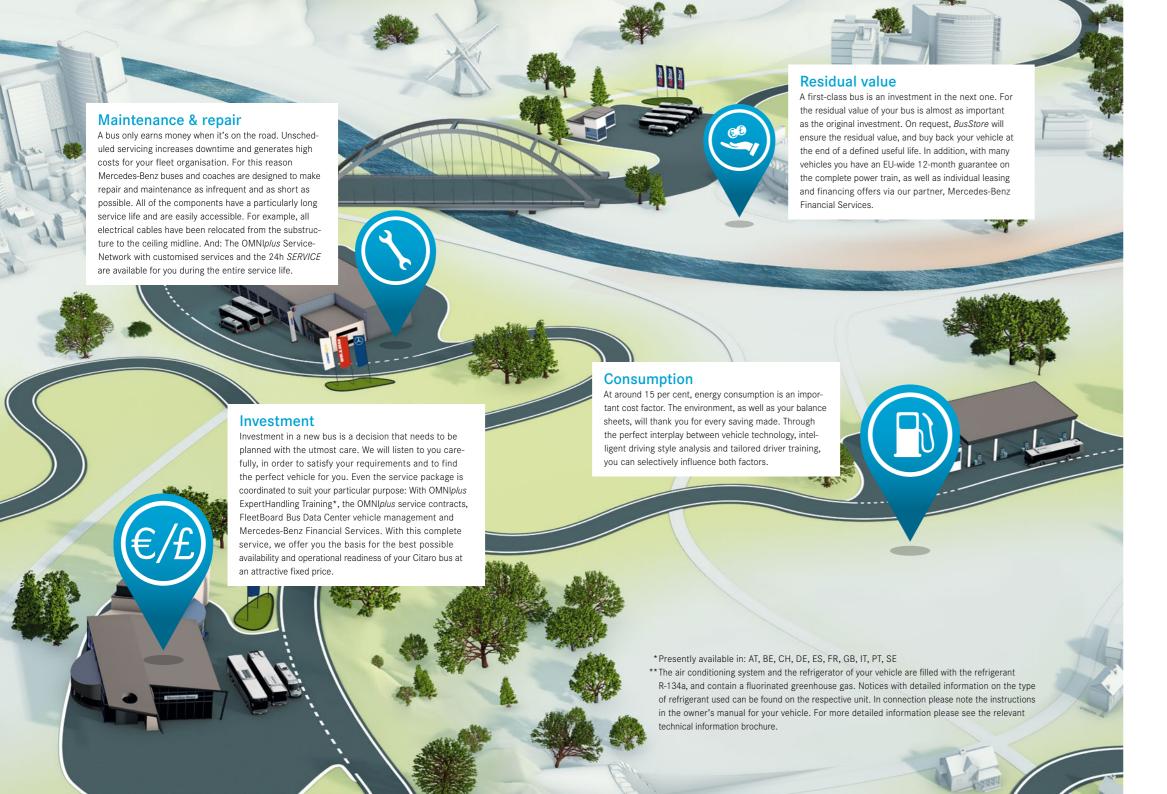
The Sideguard Assist turning assistant feature considerably increases the safety of unprotected road users, especially in cities, since it helps the driver recognise critical situations in a timely manner when turning. The system operates in different stages: in a first stage, it informs the driver, and in a second stage, it provides an additional warning. If a moving object is located in the lateral monitoring zone, an LED light in a triangular shape illuminates yellow in the A pillar on the passenger side. It intuitively directs the attention to the situation next to the vehicle. Additionally, a warning message appears in the central display. If the driver initiates or continues an action that could lead to a collision, an additional visual warning is given: the LED light flashes several times red with higher luminosity and then permanently. In addition to this, a tactile vibration acts as a warning in the driver's seat. Moreover, Sideguard Assist warns the driver of stationary obstacles in the coach's turning curve and can also take on the task of a lane changing assistant, in which case it operates with the same warning cascade.



Preventive Brake Assist

With the Preventive Brake Assist feature, Mercedes-Benz is offering the first Active Brake Assist for city line buses worldwide. The new assistance system warns of a potential collision with moving pedestrians as well as stationary or moving objects and automatically initiates a braking manoeuvre with partial braking in the event of an acute collision hazard. Warning cascade and braking intervention are designed for use in city traffic. In the event of an imminent collision with pedestrians and with moving or stationary objects, the Preventive Brake Assist warns the driver visually by a red illuminated triangle with a vehicle symbol in the central display as well as acoustically, while initiating partial braking. This is held until either the driver intervenes or the bus comes to a stop. The platform for the Preventive Brake Assist is a new generation of radar technology: the radar system continuously scans an area of up to 250 metres in the lane in front of the bus and works reliably even at night and adverse weather conditions.





Every bus costs money. The Citaro saves money.

In the running of a bus, many factors generate costs. However, more than one third of these can be influenced. With regard to investment, consumption, repair & servicing and residual value, the Citaro offers the best conditions for keeping the costs as low as possible.

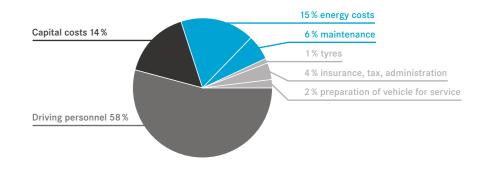
The first scheduled-service buses with Euro VI. Developed specifically for Europe, tested and proven under the harshest conditions from the Arctic Circle to southern Europe, the innovative BlueEFFICIENCY power drive technology is used in Citaro city buses. The powerful, efficient Euro VI engines ensure unrivalled economy. In spite of higher requirements, it was possible to further reduce fuel, engine oil and AdBlue consumption. In a Dekra test, the Citaro Euro VI with the Mercedes-Benz OM 936 h and 220 kW (299 hp) engine competed against the Euro V predecessor models with the OM 906 hLA (210 kW/286 hp) and OM 457 hLA (220 kW/299 hp) engines. The result: the developers succeeded in reducing consumption by 8.6 per cent. At the same time, the reduced consumption protects the environment through lower CO₂ emissions.

The perfect drive. BlueEFFICIENCY Power engines with BlueTEC® 6 are not only impressive because of their enormous economic efficiency, but also because of their excellent environmental compatibility. The engines ensure a drastic reduction in nitrogen oxides and particles in exhaust gas. Pollutants have reached the detection limit as a result. Independent investigations confirm that Citaro emission levels are even considerably lower than Euro VI limits under practical conditions. An impressive advance that once again sees the public service bus exceeding all expectations.

A real ecosystem. Other components, such as the lighting system, optional air conditioning** or electrically driven hinged and sliding doors, also affect fuel consumption. The Citaro also provides optimised battery management. All components are perfectly tailored to each other thanks to intelligent electronics.

A bus only earns money when it's on the road. Everything on the Citaro is designed to avoid costly downtimes. Easily accessible filters with a greater capacity in the driver's air intake ensure that cleaning intervals are greatly extended. All important components are easily accessible. This ensures long servicing intervals and short repair times.

Total Cost of Ownership***



TCO at a glance: Find out more about the cost factors involved when operating your bus: http://overall-economy.bus.mercedes-benz.com

^{***} Example calculation using average values from the German market. TCO cost blocks using the example of Citaro.

Premises: 10 years à 60,000 km, German market. Date: June 2015

Digital services for your Mercedes-Benz.

Your new service world: the OMNIplus ON portal combines all the digital services you need. OMNIplus ON integrates existing as well as new services such as OMNIplus Uptime—for the intelligent networking of vehicle, driver, company and service. With a single portal, you can take advantage of personalised access to a variety of services. OMNIplus ON Advance monitors the technical "health status" of the fleet and ensures the highest possible vehicle

availability. OMNI*plus* ON Monitor guarantees the best possible efficiency in operational fleet management. OMNI*plus* ON Drive simplifies many of your drivers' daily tasks while making communication more efficient.

More information is available at www.omniplus-on.com

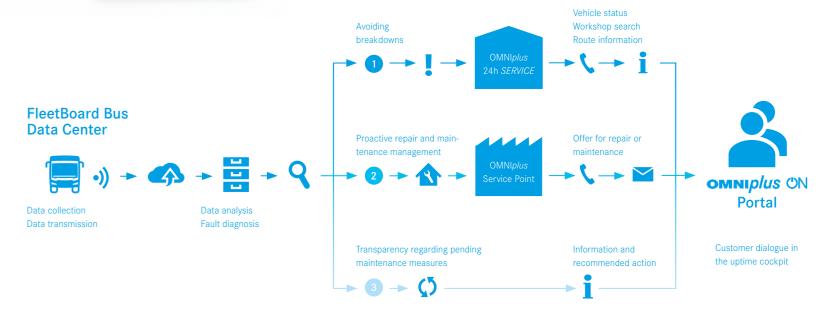
OMNIPIUS ON





OMNIplus Uptime—Thinks ahead. Keeps you on the road.

The service that delivers the highest possible availability. With the optional OMNI*plus* Uptime, a service is available to you which automatically identifies a repair or maintenance requirement and, depending on the urgency, forwards it to the pan-European OMNI*plus* 24h *SERVICE*, an authorised service center or yourself. In doing so, OMNI*plus* Uptime differentiates between three levels of urgency: avoiding breakdowns, proactive repair and maintenance management as well as transparency regarding pending maintenance measures. With OMNI*plus* Uptime, breakdowns can be reduced and workshop stays ideally planned. This increases vehicle availability while lowering your overall costs. The technical prerequisite for the use of OMNI*plus* Uptime is an installed FleetBoard Bus Data Center.



Recuperation module uses the energy of the route.

Compact, intelligent, powerful. With the 24-V recuperation module the Citaro gets an intelligent energy manager. And its economy another nudge in the direction of less fuel consumption.

Energy regeneration the intelligent way. In a bus, the lighting, ventilation, destination indicators, vehicle electrical systems etc. constantly require electrical power. Driving the alternators required for this purpose inevitably consumes fuel. But there is also another way: The innovative recuperation module stores the power that is generated without consuming

additional fuel. Double layer capacitors called ultracaps act as energy storage devices. These are extremely efficient and work continuously at a low 24 volts. The advantage is that after 20 seconds the capacitors are already charged, and the energy can be delivered again. This power is used when full engine power is needed for the vehicle drive, for example when moving off. That pays off. Decelerating from 40 km/h to a standstill stores enough energy to supply the entire vehicle electrical system under a consumer load rating of 1.000 W* for 60 seconds.

* Typical figures



Save fuel the clever way. The 24-V recuperation module supplies the vehicle electrical system with stored energy—generated free during deceleration. The most important features of this innovative technology are:

- Extremely efficient double layer capacitors
- Intelligent distribution of the stored energy
- Lightens the load on the engine when moving off

- Relieves vehicle batteries and alternators, thus prolonging their service life
- Lowers fuel consumption and CO₂ emissions of the Citaro by up to 3.6 per cent (depending on the route and loading of the vehicle electrical system by auxiliary consumers)
- Operates continuously at a low voltage
- 31 Wh storage capacity with a weight of only 22 kg
- On "Ignition Off" delivers the stored electrical charge to the on-board battery



Without recuperation module:

- · Auxiliary units continuously require power
- · Alternators supply power to the electrical system
- The alternators place an extra load on the diesel engine, which means more consumption and less performance

With recuperation module:

- · Auxiliary units continuously require power
- The recuperation module delivers power to the vehicle electrical system until it is empty
- · The alternators do not need to work
- · The load on the diesel engine is lightened

Without recuperation module:

- · Auxiliary units continuously require power
- · Diesel engine drives the alternators without consuming fuel
- Alternators supply power to the electrical system



Diesel engine drives the alternators without consuming fuel

With recuperation module:

- · Auxiliary units continuously require power
- Alternators supply vehicle electrical system and recupera-
- The recuperation module charges up and stores electrical





As diverse as the requirements in road transport: The Citaro family.

Seats: 31

With 5 city bus variants in 33 models and an unlimited range of equipment options, the Citaro vehicle family can provide a suitable bus for practically every requirement in the city. The family also includes a model tailored to you.

The Citaro | 2 doors The basis of the bestseller.

> Page 18



The Citaro K_{12 doors} Perfect for narrow inner cities.

- I Compact city bus, ideal for lines with a low passenger volume
- | Particularly agile and economical
- > Page 22





The Citaro NGT | 2 doors Our climate protector for your city.

- Particularly environmentally friendly
- Astonishingly quiet
- > Page 34





The Citaro LE_{|2 doors} The clever connection.

- I Ideal combination of low-floor design and high-floor technology
- I Components stored in rear and easily accessible engine for easy servicing
- > Page 26



12.17 m

106 Standees: 72 Seats: 34

The Citaro G_{13 doors} Capacity in public transportation.

- I High capacity for up to 164 passengers
- I Economical solution for high passenger volume
- I High driving stability (ATC) and agility
- I Up to 4 doors for rapid passenger flows
- > Page 30



18.13 m

164 T Standees: 122 Seats: 42

The figures relate to the basic version of each Citaro variant.



The Citaro: The basis of the bestseller.

106 people | 12.14 metres | Allround model

It is the platform for the success of a legendary family of vehicles: the twelve-met-re-long, two-axle Citaro with low-floor access combines attractive design with high efficiency and economy. In spite of the many variants that now complement it, this model remains the classic among city buses.

External charms and inner values. 12.14 m long, 2.55 m wide and 3.12 m high: The perfect dimensions offered by the Citaro. The design is impressive too. The typical Mercedes look is likeable and clear, thanks to the almond-shaped headlamps. It therefore comes as no surprise that the top model among city buses never fails to attract attention. The attractive Citaro doesn't just boast external charms. The inner values are outstanding as well. After all, every centimetre has been carefully thought out.

Efficiency can be managed. For increased energy efficiency, the new electro-hydraulic steering feature—intelligent eco steering—is available as an option. It works as needed while contributing to reduced fuel consumption in urban scheduled services.



Step in and feel good.

The interior is a passenger's dream come true. Spacious, friendly and comfortably equipped: this is how the Citaro city buses welcome their passengers. Thanks to a spacious interior concept and comfortable seats, ergonomic handrails and a pleasant standing height. The low entry height and continuous low-floor throughout also favour a comfortable entry and exit, and a rapid flow of passengers.

Depending on the equipment variant, a powerful air conditioning system*, the integrated roof heater and side wall heaters also contribute to passenger wellbeing in your bus. A modern lighting concept gives the high-quality passenger compartment a lot of light when needed.

The driver's work area offers plenty of room for driving pleasure. A focused driver represents the most important protection for the passengers. And it is with this in mind that Mercedes-Benz has done everything it could to make the driver's work area in the Citaro city buses as well organised and as ergonomic as possible. The driver's seat is elevated—at eye level with passengers and with excellent all-round visibility. Additionally, the AquaBlade windscreen wipers which, thanks to their dynamic design, minimise both driving noise and fuel consumption, ensure good visibility at all times. Instruments are clearly arranged and easy to reach.

The multifunction steering wheel and high-resolution central display give the driver direct access to all relevant functions and information. Independent suspension ensures outstanding comfort of an entirely different kind: excellent straight-line stability and superior manoeuvrability, in conjunction with a comfortable suspension, provide a quiet and comfortable ride similar to that of a coach.





^{*} See note ** on page 10.



The Citaro K: Perfect for narrow city streets.

86 people | 10.63 metres | Economic inner city model

When it comes to systematic economy and impressive comfort, the smallest member of the Citaro family turns out to be a big performer. There's no question that the Citaro K is and remains the benchmark in compact public service buses.

A fixed size. It delivers amazing size with a maximum of 32 seats in the case of the two-door and a maximum transport capacity of 89 people in the three-door variant. The compact city bus is thus ideal for routes with a lower passenger volume. The Citaro K scores points with its unmistakeable design and an impressively small turning circle of just 17.28 metres. It also allows the compact public service bus to negotiate the narrow, winding alleys of historic town centres with ease.

Tested by engineers, drivers and auditors: The Citaro K.

Low steps mean high comfort. The low entry height and low floor throughout the bus make it possible: Passengers are happy to board the Citaro K and immediately feel comfortable. In the friendly and generous interior, guests have everything they also appreciate on the large model: A bright entry area, large panoramic windows, ergonomic passenger seats, a comfortable height and the flexible handrail system.

A speedy turnover. Wide boarding and alighting doors ensure a speedy passenger flow on the Citaro K. However, an additional door means this is even quicker. As the latest addition to the Citaro K modular system, the compact urban public service bus is therefore now available in both a two and three-door version.

The apple doesn't fall far from the tree. And that's a good thing, because most of the parts in the compact public service bus are the same as those of the 12-metre Citaro. This offers many advantages with regard to technology, comfort, safety and economy. The Citaro K embodies generous technical reserves, thanks to the high-performance units. The six-cylinder OM 936 or the OM 936 h kicking in will put a smile on every driver's face: Thanks to the compact design, the power is deployed effectively. It also impresses through innovative safety features and the uncompromising comfort of a large bus. But above all, the Citaro K stands out with its manoeuvrability and low turning circle of just 17.28 metres. For the city bus, no road is too narrow, even in the centres of old historic towns.





The Citaro LE: The clever combination.

106 people | 12.17 metres | Passenger-friendly thanks to low entrance

Flexibility is a strength. The Citaro LE cleverly combines the advantages of the low-floor and high-floor bus. It therefore provides your fleet with added flexibility.

The combination is the special feature. The Citaro LE combines the comfort of low-floor technology with the cost effectiveness of high-floor technology. You can therefore deploy the Citaro LE flexibly and utilise it correctly—not just in public transportation, but also for interurban routes or short excursions. It offers your passengers a sophisticated level of comfort in all cases.





Raised floor



Good accessibility:

Simple and maintenance-friendly installation of the components in the rear.

Low floor



High level of passenger comfort:

Low entrances—also for passengers with restricted mobility.

The Citaro LE brings together many advantages but stays streamlined.

Exemplary comfort. Total low-floor capability up to the central door ensures a high degree of comfort, even for passengers with limited mobility. At the same time, a speedy passenger flow is guaranteed. Your passengers will also be impressed by the clear, spacious interior and first-class suspension, and the comfortable seats which are all forward facing in the rear of the vehicle. In the rear area, the vehicle can be accessed comfortably via two low steps in the gently rising rear section. At 1.90 m, standing height is also comfortable in the rear area. Thanks to a rear axle from the coach sector, comfort is increased and fuel consumption simultaneously reduced.

A product of economic thinking. In common with all vehicles in the Citaro family, the Citaro LE is also equipped

with economical, low-emission Euro VI engines. That's good for the environment and your finances. To address your wishes and requirements in every respect, the flexible and versatile earner is available with two or three doors. In both cases it has more seats and a higher passenger capacity than a comparable low-floor vehicle, thus also offering you cost benefits in this respect.

A picture of a bus. With its unique appearance, the Citaro LE is identifiable as a real Mercedes-Benz from even a great distance. The smooth, attractively proportioned sides harmoniously transitioning into the roofline and the back section with its dynamic lines all combine to form an outstanding vehicle that impresses in every respect. There's no doubt that with its modern, fresh design, the Citaro LE is a

persuasive advertisement for your transport service or bus company.

Low entry: Passenger-friendly and economical. The term "low entry" says it all: From the front end right back to the centre entrance, buses in this category are genuine low-floor vehicles that are built as high-floor vehicles to the rear of the centre entrance (Door 2). This hybrid design leads on the one hand to high passenger comfort even for passengers with restricted mobility. It also permits the uncomplicated and maintenance-friendly installation of units at the rear. Many cities demand a low-floor design in their line invitations to tender. The Citaro LE meets this requirement.



The Citaro G: Capacity for public transport.

164 people | 18.13 metres | High capacity

The Citaro G represents the logical extension to those qualities which define economical and reliable public transportation. Conceived for high passenger capacities. Made for your success.

True greatness comes from within. Handling of large passenger numbers is the true domain of the 18.13 m long Citaro G. The three-door and four-door versions can accommodate up to 164 passengers. A continuous low floor from the first to last row of seats ensures that passengers enjoy a high degree of comfort and guarantees a speedy passenger flow. On an individual passenger basis, the Citaro G is particularly good value in terms of purchasing and maintenance costs. It is therefore frequently the most economical solution on routes with high passenger volumes.

Size, strength, agility and stamina: The Citaro G.

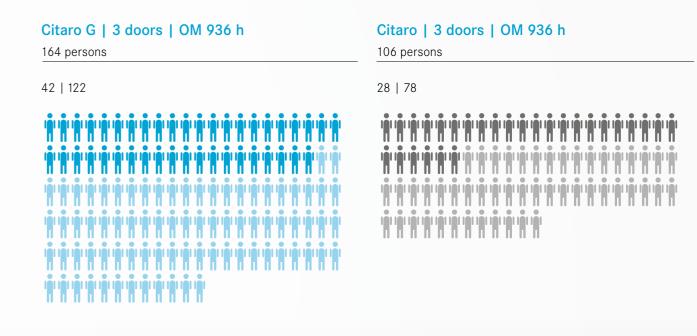
Capacity plus quality equals economy. You profit on busy routes not only from the Citaro G's considerable passenger carrying capacity, but primarily from its high degree of reliability. The Citaro G is manufactured using the proven, high-quality components of the Citaro modular system and impresses with quality in every detail. Added to this are particularly economical Euro VI engines with 220 kW to 260 kW (OM 936 h), plus 265 kW and 290 kW (OM 470). Their efficient, clean fuel combustion pays off quickly for you in times of persistently high fuel prices. Outstanding ease of maintenance also contributes to a considerable reduction in downtimes. Ultimately, this leads to a permanently low total cost of ownership, not least through attractive residual values.

Perfect for the metropolis. The challenges are similar in many cities across the world: A growing need for mobility leads to gridlock and higher pollution. The answer is Bus Rapid Transit (BRT) flexible bus systems. In these systems, large buses run on numerous main axes at a high frequency. Separate bus lanes and comfortable and safe boarding at tation. The ideal application area for the Citaro G, not least because in many cities, BRT system are supported by Mercedes-Benz.

Agile and stable. The Citaro G can also be manoeuvred safely in narrow streets. The front and rear vehicle sections are connected by a proven low-floor joint with a unique Articulation Turntable Controller (ATC). This ensures a high degree of stability and manoeuvrability. It can even be manoeuvred with ease by its driver in reverse. Independent suspension on the front axle also contributes to this agility. It makes the Citaro G one of the most manoeuvrable vehicles in its class—with ride comfort almost comparable to that of a coach.

in its class – with ride comfort almost comparable to that of a coach.

Handling capacity in bus with standard equipment



Standees

The Citaro G is also available as a four-door vehicle and with other engines.



The Citaro NGT: Our climate protector for your city.

104 people | 12.14 metres | Environmentally friendly

The Citaro NGT powerfully makes its way through the green city. Thanks to an alternative drive technology, it proves to be particularly clean, quiet and economical. With the Citaro NGT we are opening a new chapter for buses with a natural gas drive—and offer the perfect combination of economy and ecology.

Even the combustion is clean. The Citaro NGT combines economy with exceptional environmental friendliness. Its natural gas technology forms the basis for truly sustainable mobility, because high-quality, compressed natural gas contains practically no polluting components, burns away to almost nothing and has no net impact on the environment. The Citaro NGT was developed specially to meet public transport requirements and is the epitome of forward-looking mobility in urban centres.

For a clean environment. And a spotless balance.

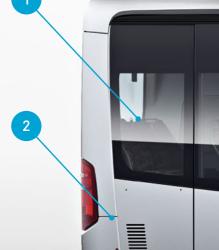
The Citaro NGT has an impressive track record when considering costs over the vehicle's entire life cycle.

Higher capacity

with up to 106 passengers carried by the 12.135 m long Citaro NGT. In the articulated version with a length of 18.125 m, there's enough space for 166 people.

New natural gas engine M 936 G 2

is a paragon of downsizing with clean combustion coupled with high performance and low pollutant emissions. Power is transmitted as standard by an automatic transmission torque converter from Voith.



Economically and ecologically sustainable. The Citaro NGT with natural gas drive is optimised twice over. The city bus not only helps to reduce the operational costs for the transport company, it also sets standards in terms of environmental friendliness. Compared to its predecessor it saves up to 20 % in fuel. It is also much quieter and emits less CO₂ compared to a diesel. Unlike diesel or petrol, the combustion of gas is particularly environmentally friendly. Soot, other particles and sulphur oxide are practically undetectable in the exhaust gas. The higher passenger capacity also makes the bus economically and ecologically attractive.

The Citaro G NGT articulated bus can now carry a maximum of 166 people, compared to the previous 149. With standard equipment, the Citaro NGT rigid bus can carry up to 106 passengers - three more than its predecessor. This means lower costs and lower emissions per passenger. The exemplary noise reduction of up to 4 dB(A) also helps this bus to ideally meet the city traffic requirements of today, and to relieve the burden on city centres.

Independent wheel suspension 3 with a permissible axle load of 7.5 t.

Citaro NGT

4 Ergonomic driver's workstation Multifunction steering wheel, ideally arranged controls and clear display.

Distinctive bonnet

Protects easily accessible, weightreduced natural gas tank made of veight means more passenger seats.



Optional: LED headlamps

As pleasant as daylight, more orightness and longer range provide



Contact us today if you want to set standards for tomorrow.

OMNI*plus* Service for your pit stop.

OMNIplus ensures you save time and money. Increase the operational readiness of your fleet with the comprehensive BusDepot Management service, or take advantage of the flexible BasicPlus and Premium service contracts for repair and maintenance. Choose from the various annual mileages, and combine these with the service life that fits the requirements of your company. OMNIplus is also your point of contact for original parts and accessories, as well as reconditioned parts with certified quality. Whether you need a V-belt, blower or brake discs—OMNI*plus* has the right original part for your Mercedes-Benz bus or coach.

OMNIplus service on the move.

OMNIplus ensures that your Mercedes-Benz stays on the road – e.g. with the most extensive bus-specific Service Network in Europe with more than 600 authorised Service Points as well as the highly advantageous ServiceCard. The reliable 24h SERVICE is also being further optimised through Telediagnosis. Preventive service is possible with OMNIplus Uptime*. With TireService and the Germany-wide BusPool*, OMNIplus also delivers reliable assistance in the event of a

It's safe to say you'll get the right training.

Our experienced OMNIplus training specialists offer practical solutions for current training, be this safety, environmental, vehicle or emergency training, the latest technical knowledge for repair and servicing work, or training for drivers or workshop staff. OMNIplus provides the right training for every

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The partner for your used vehicle.

BusStore, the brand for pre-owned vehicles in Europe, is your reliable partner for the sale of your bus. If you decide to buy a new Mercedes-Benz bus, you can trade in your used vehicle at a price in line with market conditions.** Your Mercedes-Benz contact person will handle the details and process the entire transaction with *BusStore*.

www.bus-store.com

Financial services for buses and coaches.

Mercedes-Benz Financial Services** is the specialist for highperformance finance solutions for Mercedes-Benz coaches and buses. Because we know the industry and its requirements inside out, you can count on extremely competitive financing, leasing and insurance services. Our experts will advise

you personally and develop highly attractive offers for you. For instance, over and above standard financing, we also offer seasonal rates or final instalment financing to enable you to remain financially flexible, or even a fully customised financing strategy to meet your individual needs.





* The technical requirement for the use of OMNIplus Uptime is a built-in FleetBoard Bus Data Center.





Important for you. Important for us. Technical data stored in the vehicle.

Electronic vehicle components (e.g. Engine Control Unit) contain data storage for vehicle technical data, including but not limited to Diagnostic Trouble Codes in the event of a malfunction, vehicle speed, braking force, or operating conditions of the Restraint System and Driver Assistance Systems in case of an accident (no audio and no video data recording). This data is either stored as a volatile e.g. Diagnostic Trouble Codes, over a short period of time (a few seconds only) e.g. in case of an accident or in aggregated form e.g. for component load evaluation. The data can be read using interfaces connected to the vehicle. Trained technicians can process and utilise the data to diagnose and repair possible malfunctions. The manufacturer can use the data to analyse and improve vehicle functions. When requested by the customer, technical data can form the basis of additional optional services. In general, data from the vehicle is transferred to the manufacturer or a third party only where legally allowed, or based on a contractual customer consent in accordance with data protection laws. Further information regarding storage of vehicle technical data is provided in the vehicle owner's manual. Mercedes-Benz Buses and Coaches naturally handles customer data confidentially.

About the information in this brochure.

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