

## Valeo awarded “2018 European CV Aftermarket Supplier Company of the Year” by Frost & Sullivan

**Valeo - Paris - March 2019 - During the “Excellence in best practices award banquet ceremony” in London on March 20th, Frost & Sullivan awarded Valeo “2018 European CV Aftermarket Supplier Company of the Year” for exceptional customer service, product knowledge, and warranty packages coupled with product innovations to help reduce maintenance costs for fleets.**



The European Commercial Vehicle (CV) aftermarket is experiencing a rapid growth. At the same time, key challenges are shaping the demand and the complexity of the market. Regulations tighten, worldwide distribution networks get increasingly powerful, fleet managers focus even more on their Total Cost of Ownership (TCO), workshops have to cope with more complex technologies and drivers get more sensitive to comfort. Valeo is committed to carefully address each and every market need either through product Innovation, avant-garde value adding services and efficient digital solutions. This is what the “We Care for You - Trust the Specialist” promise stands for.

### **The Valeo customer service experience**

*“Frost & Sullivan believes that excellent customer relationships will empower Valeo...”*

The Aftermarket Specialist managed to perform by leveraging an outstanding support to its customers on field or through the digital technology highlighted by F&S with 3 key features.

#### **Tech’Care program**

At the heart of the customer service at Valeo, the program consists of Technical Training, Technical Promotion, and Technical Support provided to aftermarket professionals (mechanics and distributors). Valeo’s team of highly experienced technical promoters further broadens the customer experience by providing on-field demonstrations of parts and solutions to any problems or queries. To foster even more rapidly this knowledge, Valeo implemented major game changing e-services.

#### **The Valeo Tech @ssist**

The web platform giving free access to all Valeo technical information (fitting instructions, diagnosis, technical bulletins, Fitting videos,...) in only two clicks, directly via its valeoservice.com web portal. This online tool is a massive source of technical information that Valeo designed to help technicians quickly search for parts by vehicle type, vehicle identification

number (VIN), or product. As a consequence, workshops are able to reduce vehicle downtime while servicing more efficiently and ensure accuracy when ordering parts at Valeo.

### **The Valeo Specialist Club**

The 100% digital rewards program for mechanics. This initiative awards points for scanning Valeo parts. In fact, Valeo has the only rewards program in the CV space and the only program that is completely digital, taking only two minutes for account activation, thereby cutting out unnecessary paperwork and procedures. The program allows garages to sign up using one account or open multiple accounts to reward individual teams. Launched in Spain in September 2018, Valeo made the program a success and managed to recruit nearly 1300 members. Valeo is now deploying the program worldwide and sets new rules in terms of customer experience.

### **Customer Purchase Experience and Customer Ownership Experience**

*“Frost & Sullivan believes that Valeo increases customer loyalty and is able to reach new clients through this hands-on approach, which will enable it to gain market share from competitors who are not providing in-person experiences.”*

Along with on-site experiences (test tracks, plant tours...) two unique features made Valeo emerge in comparison to its competitors.

### **2 Year warranty<sup>(1)</sup> and unlimited mileage for CV clutches**

In addition to the unlimited mileage feature, Valeo focused on delivering the same warranty scheme around Europe giving the Transmission Systems Specialist a genuine competitive advantage.

### **Valeo OptiPACK™ Brake Pads**

Elected “best value for money<sup>(2)</sup>” from European customers in 2018.

Valeo OptiPACK™, the all-in-one brake pad offer guarantees full efficiency to workshops while servicing and considerable time saving. In addition, the pad friction material used has been specially thought for delivering the perfect quality and price balance to offer the best possible durability and performance to optimize the TCO.

### **Price/Performance Value**

Keeping its customers preoccupations in mind, Valeo has been recognised by F&S for its ability to anticipate regulations and automotive revolutions.

### **Fuel saving with the Euro 6 ready TH Damper**

This Valeo new disc enables to increase dampening performance by 40%, while transmitting engine torque up to 3500 Nm. With a perfectly smooth torque transmission, the dampening performance allows an engine speed reduction by up to 200 rpm (rotation per minute), resulting in up to 2%<sup>(3)</sup> fuel savings (650 € to 750 € per year per long haul vehicle)

### **Electrification with the iBSG System**

This energy saving starter-alternator with integrated electronics receives kinetic energy from braking, to store electrical energy. Valeo's iBSG system helps reduce fuel consumption by 3%

to 5% in medium duty vehicles and 5% to 10% in light commercial vehicles, depending on the drive cycle<sup>1</sup>.

Valeo relentlessly prepares the future and ensures its partners to always anticipate the market requirements and lead the change.

*“For exceptional customer service, product knowledge, and warranty packages coupled with product innovations to help reduce maintenance costs for fleets, Valeo has earned Frost & Sullivan’s 2018 European CV Supplier Company of the Year Award.”*

Find out more at [valeoservice.com](http://valeoservice.com)

*(1) Accessible to European Union 28 Countries added by Norway, Iceland, Switzerland, Macedonia, Montenegro, Serbia, Bosnia, Albania and Kosovo. Extension is eligible to Ukraine and Moldova.*

*(2) European customers perception survey conducted by MV2 Group / April 2018 Marketing survey conducted by MV2 group survey in April 2018 for Valeo Service SAS, 70 rue Pleyel, 93200 Saint-Denis, France, of seventy distributors located in France, Italy, Belgium, Spain, Poland, Croatia, Bosnia, Hungary, Serbia and Romania*

*(3) Valeo fuel consumption estimations for illustrative purposes will vary based on various factors such as vehicle application and usage.*

Valeo is an automotive supplier, partner to all automakers worldwide. As a technology company, Valeo proposes innovative products and systems that contribute to the reduction of CO<sub>2</sub> emissions and to the development of intuitive driving. In 2017, the Group generated sales of 18.6 billion Euros and invested 12% of its original equipment sales in Research and Development. At December 31, 2017, Valeo has 184 plants, 20 research centers, 35 development centers and 15 distribution platforms, and employs 111,600 people in 33 countries worldwide. Valeo is listed on the Paris stock exchange and is a member of the CAC 40 index.

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#### **About Frost & Sullivan**

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