



TEMSA

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Value in mot

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TEMSA



www.temsa.com

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www.busandcoach.travel





International Customer Services

We are there for you

Value in motion





We put you first

Your business depends on the performance of your fleet. That is why TEMSA's International Customer Services team is committed to serving the necessities of your vehicles. In other words, our main goal is to keep your business moving.

Throughout the lifetime of your vehicles, we ensure minimum downtime and provide maximum support. Wherever you may be and whenever you may need us, you can count on us to serve you as quickly and as efficiently as possible.



Total Quality Management

TEMSA's Total Quality Management philosophy is embedded in the manufacturing process. You can rest assured that you will always receive a state-of-the-art vehicle.

Our dedicated Pre-Delivery Inspection (PDI) team:

- regulates the vehicle delivery process,
- inspects the vehicle according to the PDI check-list,
- uses a quality-focussed vehicle delivery grading system,
- supplies the required toolset, and cleans the vehicle.



Training

Your drivers are the heart of your business, which is why you need them to have a large set of skills. To assist them in operating their vehicles more efficiently and more safely, we provide training documents and online trainings on topics such as:

- fuel efficiency
- reactive driving
- several road situations and the right and wrong way to react.



Just a phone call away

When driving a TEMSA bus or coach, you are not alone. A global network of skilled after-sales service teams, dealers and service partners is in place to maximise your vehicle's uptime.

Our European Road Assistance Service:

- can be reached by phone 24 hours a day, all year long,
- has qualified personnel, who are on standby to quickly respond to your needs,
- can assist you in Czech, Danish, Dutch, English, French, German, Italian, Slovak and Spanish,
- stays in touch to inform the driver and bus company about the time of arrival of the mechanic as well as the time of finish of the repair.



ROAD ASSISTANCE SERVICE
+31 546 543 295 Europe



Genuine spare parts

Downtime is costly. When you need spare parts, you need them fast. Thanks to our optimised logistic processes, focussed on keeping available stock for all vehicles, we can guarantee a swift and reliable supply of genuine spare parts. To limit your downtime to the absolute minimum, we have set up 5 TEMSA Spare Parts Distribution Centres in the EMEA region from which we can deliver the right parts at the right price and right time:

- Germany
- Austria
- France
- Turkey
- Egypt



Authorised Service Centres

To assist you with diligence and professionalism every step of the way you can rely on our Authorised Service Centres, which can be recognised by the below logo. They are audited regularly to ensure they adhere to our standards of quality. Their mechanics provide qualified repair and maintenance services and keep up with the latest technological developments and innovations in the field through:

- on-the-job training,
- practical training sessions held regularly on training circuits across Europe,
- the TEMSA Online Academy: with tests, theoretical and practical trainings.

