



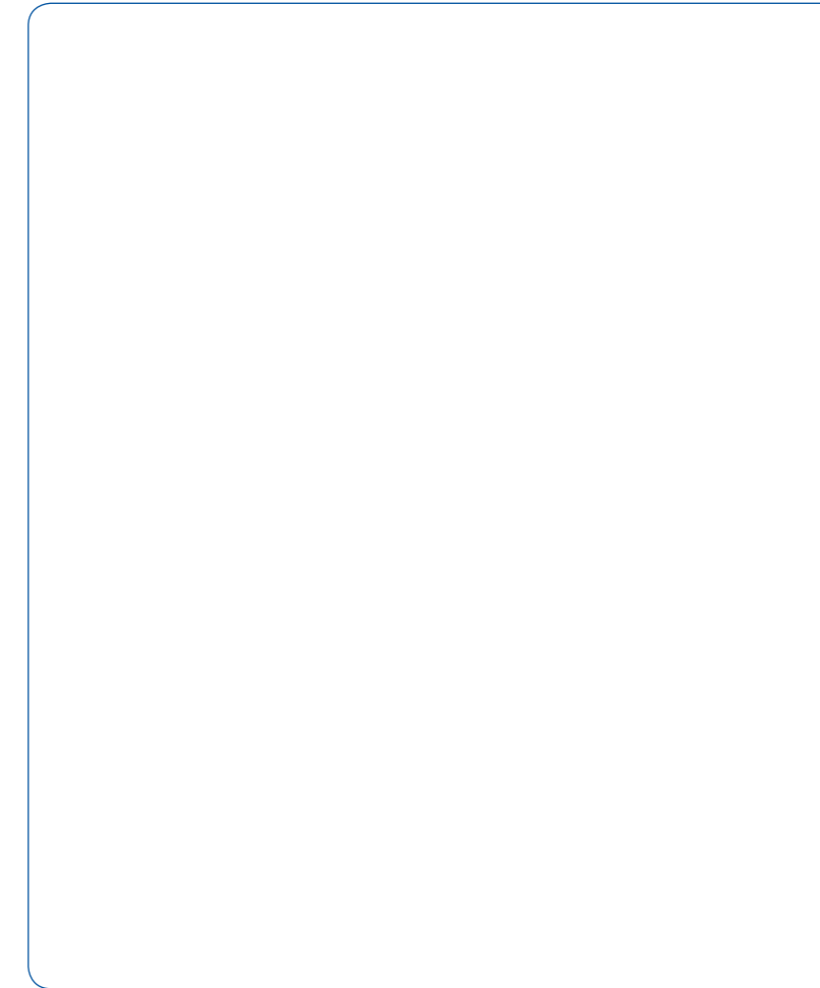
www.temsa.com

TEMSA Deutschland GmbH
Gottfried-Leibniz-Str. 3
D-74172 Neckarsulm
T: +49 (0) 7132 34650
F: +49 (0) 7132 3465112

TEMSA Türkiye
Mersin Yolu Üzeri 10 km. P.K. 480
01323 Adana / TÜRKİE
T: +90 322 441 0226 PBX
F: +90 322 355 6110

TEMSA Europe
Dellingstraat 32
B-2800 Mechelen
T: +32 (0)15 44 00 00
F: +32 (0)15 44 00 09
E: customerservices@temsa.com

TEMSA is a trading name of Temsa Global. The TEMSA roundel and the TEMSA word mark are registered trademarks of Temsa Global. The information in this publication is accurate as of its publication date. The information herein is subject to change without prior notice. Specifications may differ per country. Consult your sales representative for features and specifications that match your requirements. Copyright © 2010 TEMSA Global. All rights reserved.



ICS-092010E



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.



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 driver training. In addition to the driver training, service mechanics of our authorised service centres are continuously trained to offer you advanced and professional repair and maintenance services.



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, Dutch, English, French, German, Italian, Spanish and Russian,
- 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.



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.



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



 **ROAD ASSISTANCE SERVICE**
+31 546 543 295 Europe



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.



Online Solutions

We offer you an increasing number of free online solutions to ensure fast and efficient support all over the world.

- E-Part List helps you to access part numbers.
- POMS enables you to order spare parts and share the experience.
- CATS is one single platform to prepare, send, evaluate, credit and report warranty claims.
- E-Doc is a virtual library with all up-to-date documents.
- E-Training: we offer the technical staff and operators training.
- E-Xtra is a communication platform to gather, accumulate and share information and experiences.

