

# MERITOR® AFTERMARKET EUROPE



**MERITOR**

CUSTOMER FOCUS

PRODUCTS QUALITY

ENGINEERING

PRODUCT TRAINING

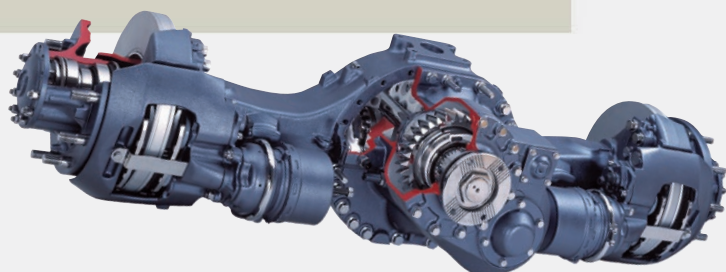
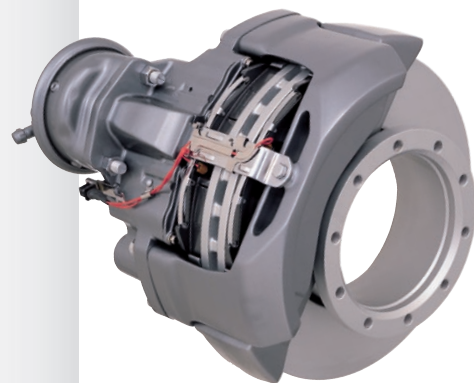
TECHNICAL HELP DESK

MULTILINGUAL SUPPORT

SUPPLY CHAIN

E-COMMERCE

MOBILE APP



# MERITOR® IS A LEADING AXLE AND BRAKE SUPPLIER TO MOST OEM's GLOBALLY

Our OE customers are worldwide recognized brands.



With more than 100 years of axle manufacturing experience, Meritor® is known as one of the largest manufacturers of commercial vehicle axles and brakes. Our legacy is providing innovative products that offer superior performance, efficiency and reliability, the company serves commercial truck, trailer, off-highway, defense, specialty and aftermarket customers around the world.



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# ABOUT MERITOR®

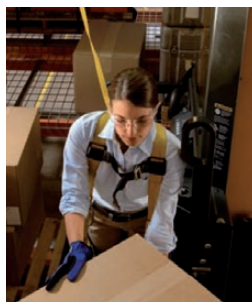
- Focused on commercial vehicle and industrial markets
- Selling product in more than 70 countries
- Operating in every major region of the world
- More than 9,000 skilled and dedicated employees in 18 countries



**Truck**



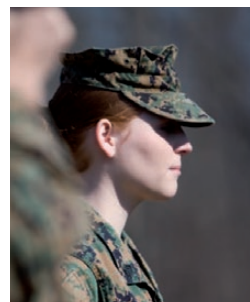
**Trailer**



**Aftermarket**



**Speciality**



**Defense**

## MERITOR® AFTERMARKET EUROPE

**185 Employees, 32 Nationalities, 26 Languages spoken**

Meritor's European Aftermarket business supplies spare parts for trucks, trailers, buses and vans under the Meritor® and the Trucktechnic® brands. All products are produced to original equipment or equivalent specifications approved by Meritor® and are appropriately guaranteed.

With its headquarters in Switzerland and offices in the United Kingdom, the business provides an efficient and effective distribution network for the company products in its European and Export Markets.

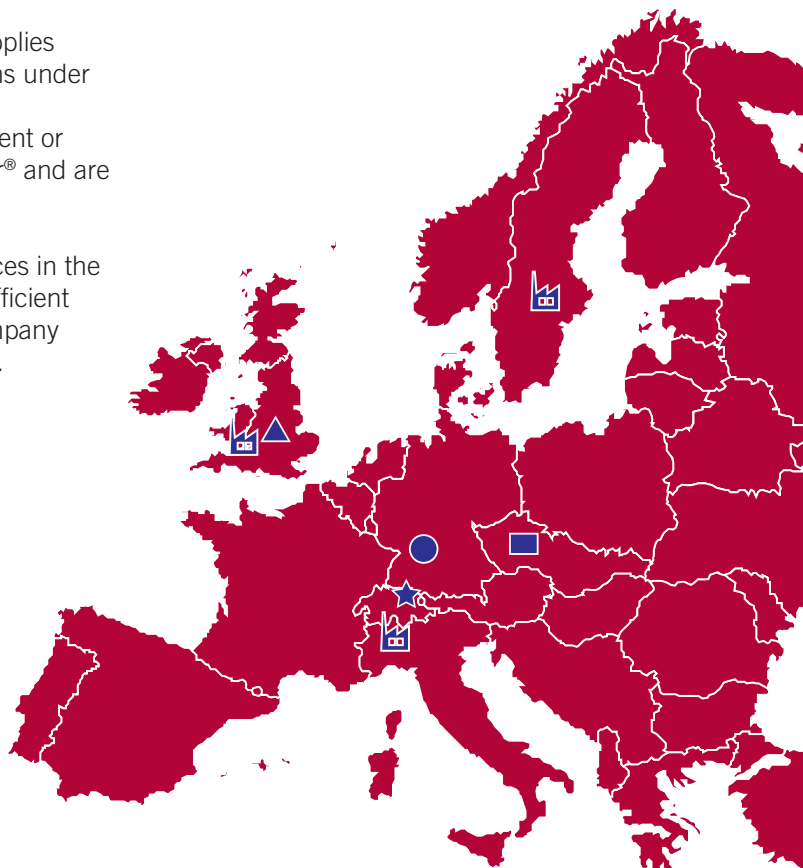
★ **Head Office** in Dübendorf, Switzerland

▲ **Commercial Offices**  
in Redditch, UK

■ **Reman Facility**  
in Vrchlabí, Czech Republic

● **Warehouse** in Neuwied, Germany

■ **Europe OE facilities** in Cameri, Italy  
Lindesberg, Sweden  
Cwmbran, UK





# MERITOR® AND TRUCKTECHNIC® PRODUCT OFFER SERVICING THE FULL LIFECYCLE OF THE VEHICLE

Meritor's European Aftermarket business supplies spare parts for trucks, trailers, buses and vans under the Meritor® and Trucktechnic® brands.

Meritor's product portfolio enables you to carry out cost effective servicing throughout a vehicles life.

**"THE FORCE to STOP VEHICLES"**

## UNDERCARRIAGE

### Calipers



New and Reman



### Slack Adjusters



### Pads



### Drums



### Lined Shoes



### Discs



### Drum Brakes



### Actuators



### Air Springs



### Linings



### Camshafts



### Hubs





Commercial vehicle customers have different requirements according to the age of the vehicle.

Meritor® always focuses to serve its customers with the right product at the right time and supplies spare parts to cover all of the different product needs at the best price for quality.

To ensure customers choose the right product for each truck, we developed a 3 price point offering, clearly differentiated by packaging designs.

## “THE POWER to DRIVE VEHICLES”

### DRIVE TRAIN

#### Carriers



New and Reman



#### Gear Sets



#### Centre Bearings



#### U Joints



#### Clutch Servos



#### P.S. Pumps



### PNEUMATICS & ELECTRONICS

#### Valves



New and Reman



#### Compressors



#### Air Dryers



# DIGITAL TOOLS

## MERITOR® PARTS ONLINE

Because at Meritor® we always try to improve ourselves and offer you the most modern and efficient tools, Meritor Parts Online is the right answer for you if you wish to order faster and more efficiently!

**Meritor® Parts Online e-commerce platform** offers you the following features:

- Order online
- Check available stock
- Consult pricing
- Schedule orders
- Consult literature and cross references

**Everything at your finger-tip!**



**VISIT US NOW AT:**

**[WWW.MERITORPARTSONLINE.COM/EUROPE](http://WWW.MERITORPARTSONLINE.COM/EUROPE)**





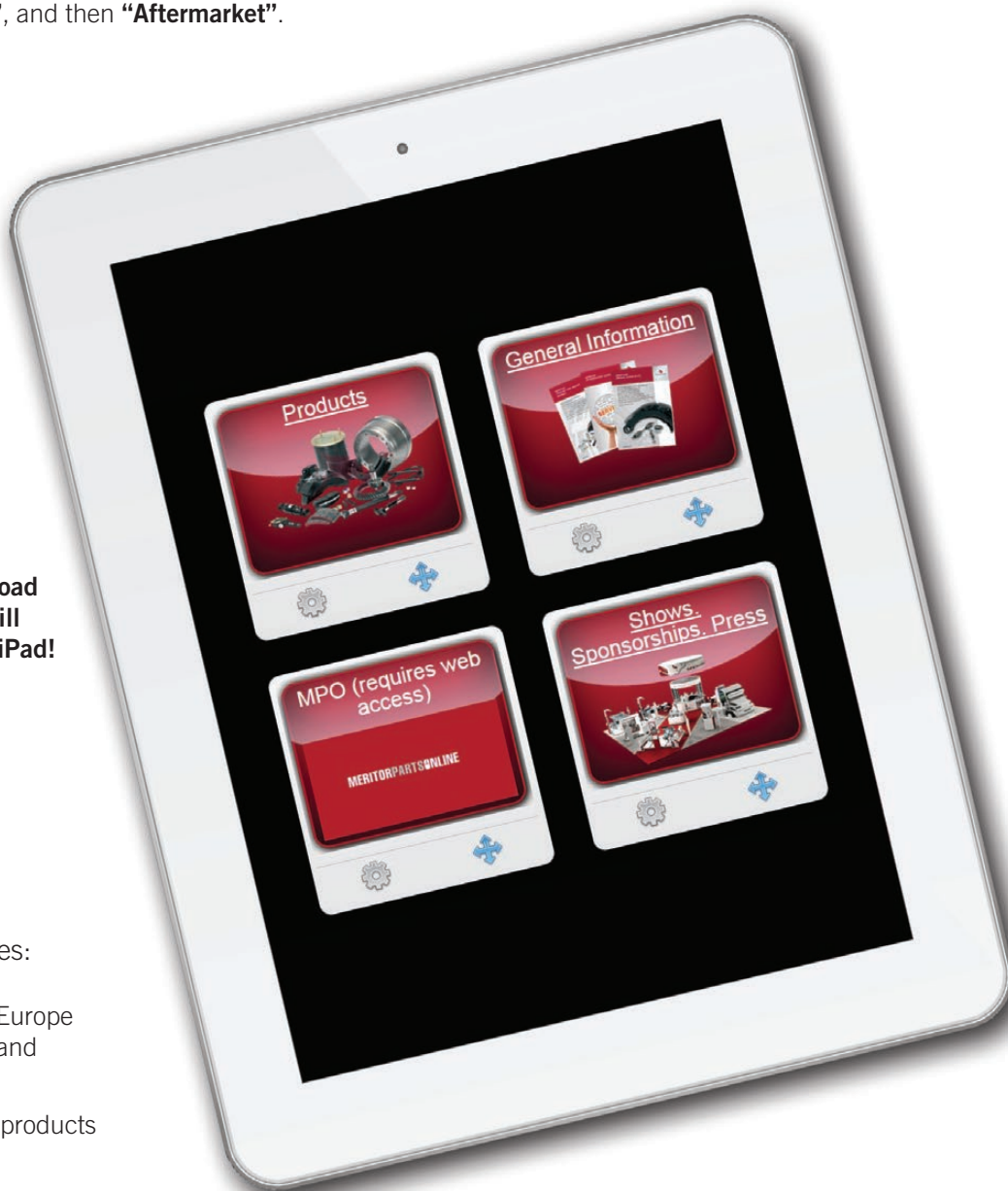
# MERITOR® MOBILE APPLICATION FOR iPad!

Available now for Meritor® Aftermarket Europe and compatible with Apple iPad devices. Now customers can access our product information, our catalogues, technical bulletins and more from anywhere they are...

## JUST A FEW CLICKS AWAY!

You only need to go to the Apple Store, search for **"Meritor mobile"** and start the download. Once you are in, you can find us by clicking on **"Europe"**, and then **"Aftermarket"**.

You just need to download it once and then you will always have it on your iPad!



Some available features:

- Meritor Aftermarket Europe Global Presentation and company brochure
- Latest brochures on products and packaging
- Catalogues, product technical bulletins and service manuals
- Service Manuals
- Shows and exhibition information
- Access to Meritor® Parts Online

# CUSTOMER SERVICE



## **A prepared and dynamic team:**

each team member is fully trained to support the customers before, during and after the purchase.

## **Prompt response to customers:**

customers receive accurate information regarding their order status, product availability, prices and promotions.

## **Problem solving:**

any possible issue is treated with accuracy and efficiency to ensure a quick and effective solution.

## **Customer satisfaction is key at Meritor®.**

We work hard to give you the best information and provide the best solutions in the most professional and friendly manner possible.

## **Dedicated Technical Help-Desk:**

a professional team with strong technical background ensures you receive full support in identifying the correct product.

## **Product training:**

technical product training is organised at customer sites.

## **Multilingual support:**

all information and services are provided in 12 languages: English, German, French, Italian, Spanish, Dutch, Polish, Russian, Portuguese, Croatian, Serbo-Croatian, Schwiitzerdütsch.

# AFTERMARKET DISTRIBUTION NETWORK

## Meritor Distribution



## Meritor Remanufacturing



One of the lowest transaction costs in the industry  
Logistics efficiency / ability to connect electronically  
Broadest undercarriage and drivetrain portfolio

**Competitive Advantage for our Distributors**





# REMANUFACTURED PRODUCTS



Meritor® remanufacturing Europe has invested numerous resources over the last 2 years in core recovery techniques, we have also added new test facilities, equipment and increased our engineering strength.

Meritor® continuously develops recovery techniques which allow us to stay competitive and to share knowledge worldwide across the company.

All components on which these techniques are applied have to go through extensive testing before being released for sales.

These tests take place in our OE facilities in the UK (Cwmbran), in Italy (Cameri) and in our latest test facility in India (Bangalore).



## Meritor® remanufacturing differentiates itself through:

- Over 30 years of reman experience
- Remanufacturing for both OES and Aftermarket customers
- The continuous search for new recovery techniques
- The continuous improvement of existing techniques
- Extensive testing of reclaimed parts before release
- Approval and quality assurance of the finished product
- Quality assurance at a competitive price
- Establishing Meritor® standards with suppliers
- Its “Lean” programme has increased operational excellence



## Core recovery highlights:

- Metal deposition via cold metal spray
- CNC precision machining
- Electronics remanufacturing

## DEFINITION FOR REMAN:

Meritor® is member of CLEPA European Association of Automotive Suppliers and proud to fulfil the definition for Reman:



“A remanufactured part fulfills a function which is at least equivalent compared to the original part. It is restored from an existing part (core), using standardized industrial processes in line with specific technical specifications.

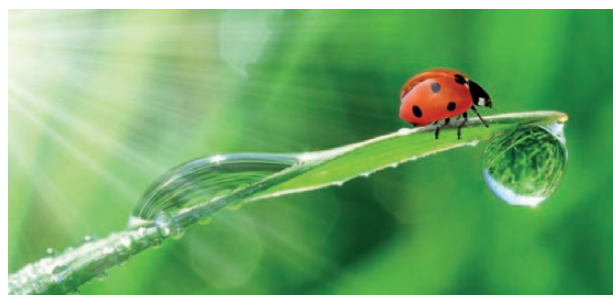
A remanufactured part is given the same warranty as a new part and it clearly identifies the part as a remanufactured part and the remanufacturer”

## YOUR BENEFITS

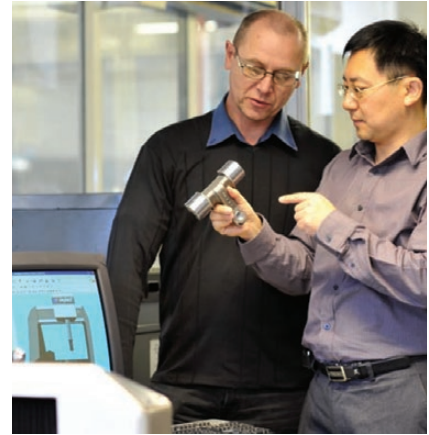
- **Costs savings:** by re-using components we save on raw materials, processing and manufacturing costs, making the reman product more cost effective than a new one.
- **Safety:** products have an equivalent function to that of the “original products” and Meritor guarantees them with the same warranty policy as its new products.

## GREEN PRODUCT – Environmentally Friendly

- During the remanufacturing process, the CO<sup>2</sup> emissions are considerably less than those generated during the production of an equivalent new product.
- Giving life to a product, tons of steel are recycled every year, reducing waste and preserving natural resources.



# QUALITY



Quality is always at the forefront of Meritor® Aftermarket Europe's philosophy and a wide range of methodologies are used to ensure its products conform to the highest levels of quality.

All Meritor® OE facilities are certified to ISO / TS 16949.

Certified to ISO9001 across all of its three European Aftermarket sites by the international certification body DNV, Meritor® uses systems reflecting world wide industry and company standards.

From the planning stages of product introduction through to sample approval and the on going monitoring of product throughout its life cycle Meritor® seeks not just to meet, but to exceed customer expectations.

## New Supplier Assessment:

All potential suppliers are assessed to establish their overall quality capabilities using a combination of techniques including international quality standards, PAPA (Parts and Process Audits) pre award and technical reviews.

## Existing Supplier Monitoring:

All suppliers are constantly monitored against a number of factors including product quality and reliability, and delivery performance.



## Sample Approval:

All new products, whether from new or existing suppliers are subject to analysis against specifications using automotive industry standard PPAP (Production Part Approval Process) procedures.

## On Going Quality Control:

Once supplies are established on a regular basis, systems to ensure quality control at pre determined frequencies are used.





# TRUCK RACE AND PROMOTIONS

## MERITOR® SPONSORING THE EUROPEAN TRUCK RACING CHAMPIONSHIPS



## GLOBAL PUSH-PULL CAMPAIGNS, COVERING ALL EUROPE, MIDDLE EAST AND AFRICA





# YOU CAN CONTACT US

■ FRANCE	0810 811267
■ SPAIN	901 51 22 14
■ PORTUGAL	808 20 08 81
■ GERMANY	0180 1 000 402
■ AUSTRIA	0810 8 100 41
■ ITALY	848 881 078
■ UK & IRELAND	845 606 7733
■ NETHERLANDS	0900 202 0348
■ BELGIUM	078 15 1372
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