

Press Release

Voith Turbo GmbH & Co. KG
Alexanderstraße 2
89522 Heidenheim, Germany
Phone +49 7321 37-8497
Fax +49 7321 37-7110
www.voith.com

New After Sales Concept reduces Repair Times

September 2012

Voith is setting standards in services for rail vehicles with a new integrated after sales concept. Maintenance and repair jobs for couplers have become faster, more flexible and more mobile. During the process, the customer is in permanent dialogue with Voith. All measures are aimed at keeping downtimes as low as possible: from a 24-hour hotline and mobile service to assessing the condition of the coupler and online training schemes.

In future, repairs of rail vehicle couplers will take less than the currently accepted customary period of up to several months. Voith Turbo Scharfenberg has just reduced all repair times: customers have permanent access to a new 24-hour hotline to submit any problems. This input is recorded via a web-based interface and passed on directly to a technical specialist. As a result, individual problems can be solved much faster and straightforward. Customers will be able to follow up the status of their inquiry online at any time.

The new service concept also ensures improved dialogue and customer proximity. The "Conditional Assessment" allows more transparency for maintenance and overhauls: customers can send a series coupler that is due for maintenance to Voith. This unit will be dismantled in the Service Center and the individual components are inspected in the presence of the customer. Afterwards it will be jointly decided, which repairs are necessary.

Service times are also shorter due to a new mobile service. This option is specifically suited for operators with small fleets, where long standstill times are particularly unwelcome. For this service facility, Voith has converted a number of vehicles into mobile workshops, allowing repairs to be carried out at short notice directly on site. The service engineer can analyze and repair not only Voith couplers but also units from other suppliers.

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In order to provide training for the service teams of train operators, Voith has set up the web-based training platform "eQualification." This facility allows instant access to the technical basics of all Voith couplers. More detailed training sessions, which are also open to customers, build upon this knowledge. In this way Voith ensures continuously high levels of competence for maintenance and repairs.

Voith Turbo, the specialist for hydrodynamic drive, coupling and braking systems for road, rail and industrial applications, as well as for ship propulsion systems, is a Group Division of Voith GmbH.

Voith sets standards in the markets energy, oil & gas, paper, raw materials and transportation & automotive. Founded in 1867, Voith employs almost 40 000 people, generates €5.6 billion in sales, operates in about 50 countries around the world and is today one of the biggest family-owned companies in Europe.

Contact:
Susanne Speiser
susanne.speiser@voith.com
Phone: 49 (0) 7321 37 84 97