

# report

Services



3.2010



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## IMPRINT

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*Dear readers,*

We were very pleased with our showing at the Automechanika trade fair in September. With the economic recovery well on its way, the mood among exhibitors and visitors was high.

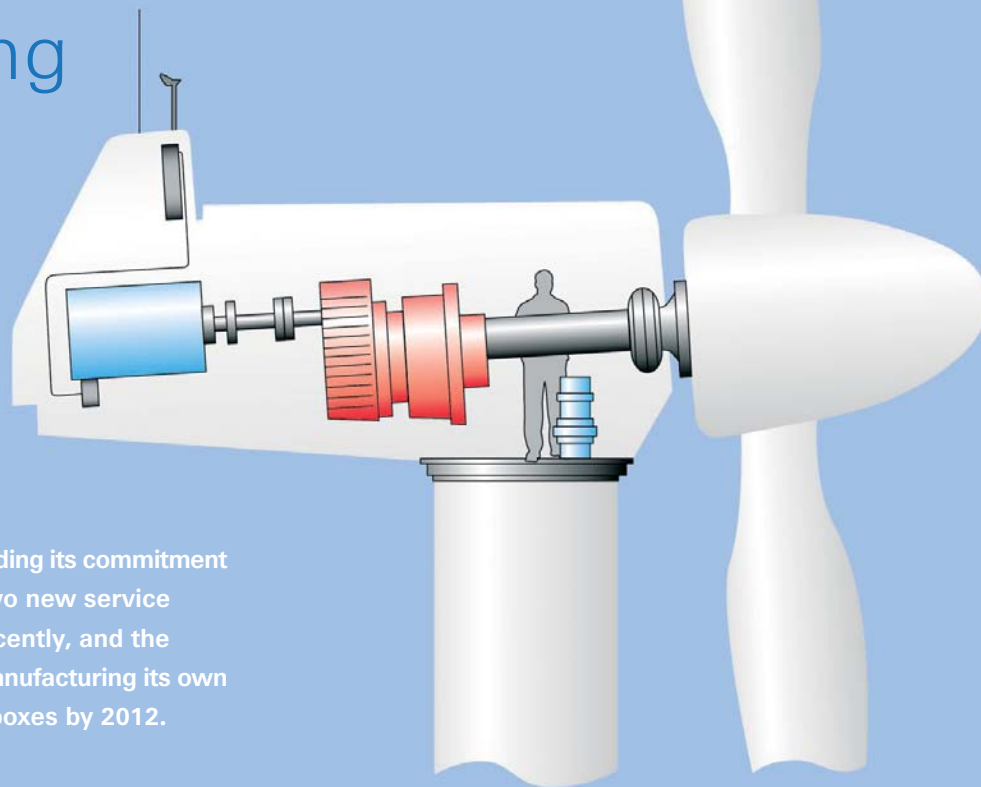
In cooperation with our Free Spare Parts Market Association VREI (Verein Freier Ersatzteilmarkt e.V.), we made the trade fair even more interesting for visitors. Our own booth located in Hall 3 impressed visitors with its new concept, documenting our system competence, as well as with our activities and attractions. However, what was particularly valuable for me – as with each trade fair – was the face-to-face contact with you.

A frequent topic during the show was the speed of the economic recovery in certain areas, which no one had expected during the worst of the crisis in 2009. ZF Services posted excellent retail sales during this past summer. In addition, we are seeing a gradual upturn in the service and repair business. The thanks for this success goes to the commitment of all of our employees as well as the outstanding market acceptance of ZF Services. You know the value of our one-stop shop for aftermarket products and services as well as our new customer-oriented set-up, which is a driving force behind further improvements at ZF Services.

I hope you enjoy reading the "report" and I wish you a successful year-end rally.

Alois Ludwig  
 ZF Services  
 Chairman of the Board

# Running with the Wind



ZF is steadily expanding its commitment to wind energy: Two new service centers opened recently, and the company will be manufacturing its own wind turbine gearboxes by 2012.

Worldwide, over one percent of all electricity is generated using wind energy. According to forecasts, worldwide wind energy capacity will reach 350,000 MW by the end of 2013 – three times today’s figure. By 2020, the share of wind energy in the worldwide energy mix is expected to have grown to well over ten percent. And ZF Services will be growing with it!

Three years ago, the service division of ZF began providing onshore and offshore maintenance and repair services for wind turbine gearboxes. Today, ZF Services is the only independent multi-brand service provider with its own testbed for wind turbine gearboxes of the 4 MW class. In the planning period, the company anticipates sales to increase to 50 million Euro per year in the service business. ZF’s central wind energy service facility in Dortmund, and the recently opened service centers in the United States and Spain will be contributing to that growth. Together with wind energy service centers in the United Kingdom and Italy, the company is now present in the most important markets. The next step will be to set up service centers for France and for the growing wind energy markets in Asia (entry in China starting in 2011, later on in India) and Turkey. The U.S. service center in Vernon Hills, Illinois, opened for business in late May. Steffen Reichelt, Director Non-Automotive/New Services of ZF Services, considers the addition of wind turbine gearboxes to the ZF portfolio to be a logical expansion of the group’s successful range of products and services. In San Fernando de Henares, near Madrid, Spain, work commenced in June. The new center features testbeds for wind turbine gearboxes with capacities of up to 1.5 MW.

ZF is now leveraging its position as a world leader in driveline technology for cars and commercial vehicles, as well as marine, rail and aviation applications to enter the market for wind turbine gearboxes. A supply contract with Danish development partner Vestas, the world market leader for wind energy systems, has been concluded to cover production for the U.S. market. A factory is currently being built in the immediate vicinity of ZF Industries Inc. in Gainesville, Georgia. The production of wind turbine gearboxes is due to be launched in 2012, with ZF targeting annual sales of more than 155 million Euro.

**At the opening in San Fernando de Henares:** (l. to r.) Steffen Reichelt (Director Non-Automotive/New Services), Thomas Neisinger (Minister of the German Embassy), Julio Setién (Mayor of San Fernando de Henares), Oliver Baumgarten (Deputy Managing Director).

**In the Vernon Hills service center (l. to r.):** Thomas Strasser (Regional Service Manager), Tim Corcoran (President and COO of ZF Services N.A., LLC), Todd Johnson (Field Tech V), Scott Gardiner (Manager Wind Services, N.A.), Warren Anderson (Team Leader).



## New Executive Vice President for Materials Management



Effective from October 1, Dr. Stefan Sommer (47) is the new Executive Vice President for Materials Management at ZF Friedrichshafen AG, starting as representative Executive Vice President. After the former board member Wolfgang Vogel, who was responsible for materials management, resigned in April 2009, ZF's CEO and President Hans-Georg Härter provisionally assumed his functions. "We are currently facing tremendous price

pressure from our customers and logistical challenges," Härter stated as a reason for appointing a separate board member to handle this area. Only the cooperation with the most efficient suppliers can guarantee an outstanding and enduring contribution to the company's success. Thanks to its global purchasing and product program, ZF is taking time today to guarantee the standards of tomorrow. The aftermarket is also greatly benefiting from this.

## Expansion in the Middle East

ZF is continually building its activities in the growth regions of the Middle East. That is why ZF Middle East, with headquarters in Dubai, was recently established. By acquiring its long-term business partner Al Yahya, ZF Services now has also offices in Qatar, Kuwait, Oman, and Yemen. The purpose of the office in the United Arab Emirates is to tap into the great potential of the region with regard to the spare parts and repair business, as well as to create opportunities for new key accounts, fleet operators and public transport companies. As an international trade and transport hub, Dubai is also an ideal location, from a strategic perspective, for building a service and logistics center for promising markets in the Middle East, North Africa, and India.



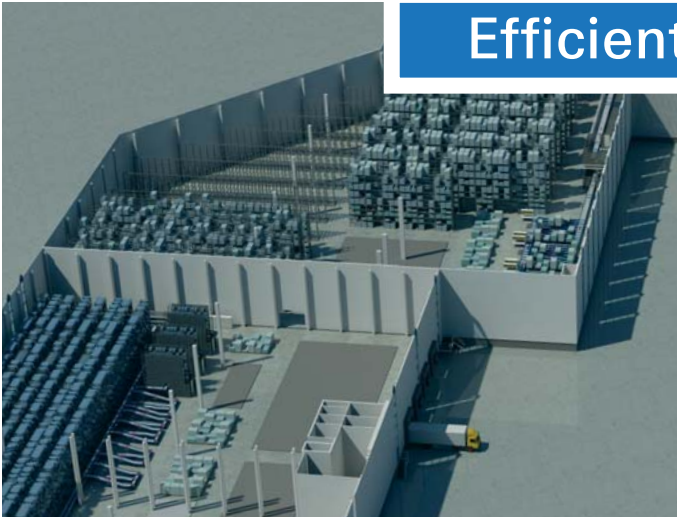
## Made in China



ZF is investing 20 million Euros in a new administration building and development center in Shanghai, thus recognizing the growing importance of the Asia Pacific region.

"This new building puts us at the epicenter of the booming automobile industry with products especially developed for the Chinese market that will precisely meet the customer needs of manufacturers in China," said ZF CEO Hans Georg Härter in explaining the company's so-called "design to market" approach. Components for transmissions sold in China will be mainly produced in China. The manual commercial truck transmission, Ecosplit, already has a localization level of about 90 percent. Yet it is not only the physical components for ZF products that are increasingly "made in China", but also their development. For example, ZF is working together with Foton, a leading Chinese commercial truck manufacturer, on the development of lightweight truck transmissions for the Aumark brand that will be produced at the ZF Hangzhou site.

## Efficient Logistics



The smooth flow of goods is a precondition to responding to customer needs promptly at all times. And for that reason, ZF Services is increasingly investing in efficient logistics. The most recent examples for this are the company's locations in Bremen/Germany, and Vernon Hills, Illinois/USA. Along with the expanded logistics center in Schweinfurt, the logistics center in Bremen (left) occupies a central position in the ZF service concept. It is slated for a three-stage expansion designed to guarantee its capacities until 2020. Initially, the automated small-parts warehouse is being adapted to future requirements. Its maximum of 5,600 transport orders per day represents an increase by 70 percent. The schedule for 2011

includes the construction of an automated high rack storage area with a capacity of 16,000 pallets. Finally, the automated small-parts warehouse will be expanded by three lanes and to a capacity for 8,000 transport orders in 2014.

Vernon Hills (right) is already one step further. Its state-of-the-art sales and remanufacturing center has been expanded by 13,000 square meters. Sachs, Lemförder and Stabilus products are now available in 25,000 pallet locations. "We are going to exceed the high expectations of our customers with our central location, great employees, quality products and commitment to the best possible service," Tim Corcoran, President ZF Services North America, notes proudly.

## Global Commitment to Service

In view of changing markets worldwide and increasingly intensive competition, even a strong company like ZF must continually improve its structures.

The interdisciplinary "Global Service" function encompasses all processes necessary to provide worldwide service and support for ZF products.

The cornerstones of "Global Service" are:

- Service information like catalogs, instructions, and manuals

- Service systems and tools for optimal information and organization
- Service training that shares all partner expertise on different levels
- Service concepts adapted to regions or markets and/or certain products
- Repair and remanufacturing according to core management concepts in global reman competence centers
- Partner management and service concepts



## Two Successful Campaigns

A total of 3,500 participants in the Sachs Active Training events and more than 7,600 during the "Sachs Label Action" speak for themselves: Both ZF Services campaigns in Germany were highly successful. The available slots for Sachs Active



Training were quickly filled because professionals from the garage and tire sales were given an informative and entertaining program by Jörg van Ommen, the two time runner up of the German Touring Car Masters, and by the ZF Services trainer team. The participants first received intensive specialized sales and technology training on various race tracks. They then proceeded to a race car slalom and obstacle course, comparison test drives as well as a pit stop competition in carts.

The Sachs Label Action was also very well received with 7,670 garages taking part, which is about 37 percent of independent garages on the German market. This campaign involved cutting out labels from parts delivery boxes, marking them with the sender's name, and collecting them in a box, which was sent to ZF Services. The response was enormous. All of the 43,700 labels received were counted as raffle tickets. In addition to the premium material prizes, the 30 grand winners won an exciting race driver session with Jörg van Ommen, including testing for a national A race license.

## More Sachs Fan Clutches

Sachs fan clutches run quieter due to a cooling system that operates only when needed, helping to reduce fuel consumption. ZF Services has now once again expanded its product portfolio in this area. The new 74-page catalog "Sachs Visko Fan Clutches for Passenger Cars and Commercial Vehicles" lists more than 230 items, of which about 60 percent are

new. The fan clutch product portfolio was expanded to include the Asian brands Toyota, Mitsubishi, Suzuki, and Isuzu. The catalog contents are printed in both German and English. The prefix pages are also translated into seven other languages (Spanish, French, Italian, Polish, Russian, Greek, and Chinese).



## Porsche Training for Best Decoration



Under the motto "Decorate and Accelerate," ZF Services organized a decorating contest for partners from the Lemförder Plus garage concept. The participating garages received a packet of decoration materials free of charge and sent in photos. 20 of the most professionally decorated garages or sales rooms won a driver safety training course at the Porsche Driving School in Leipzig.

The most attractively decorated premises convey to the customer a sense of competence and are an important factor in effectively promoting sales. With this campaign, ZF Services once again demonstrated that it always offers the appropriate service to its original spare parts partners.

ZF Parts

Der Maßstab für Qualität:  
ZF Parts Lenkungspumpen für Nfz



## ZF Parts Celebrates Four Years

ZF Parts, the fourth product brand of ZF Services, has established itself on the market. The number of references to steering gears in OEM quality since its introduction in 2006 has risen continually by more than 30 percent to 478. Even more new items were added for steering pumps during the same time period. In this case, the listed references rose to about 50 percent. More parts for different vehicle manufacturers will soon be added. While steering pumps in the aftermarket were so far only offered for passenger cars, ZF Services recently introduced at the Automechanika trade fair commercial vehicle steering pumps from the ZF Parts brand for trucks manufactured by DAF, Iveco, MAN, Mercedes-Benz, Renault, Scania, and Volvo. This product launch was supported by the simultaneous availability of general product information and the commercial vehicle spare parts catalog.

## A Sporting Promotion For Well-Known Brands

Why not use the FIFA World Cup for promotional purposes? ZF Services México ran a nationwide retail campaign for the brands Sachs and Boge which revolved around the soccer extravaganza in South Africa. With the motto "A passion for soccer", retail partners organized 300

events which attracted the parts and tire service target group, as well as mechanics and end customers. Posters, radio spots and newspaper articles supported the successful campaign. And the World Cup-themed merchandising items were a big hit with the soccer-loving Mexicans.



## Pit Stops in Poland

There was plenty of interest shown for the third "Sachs Technology Offensive" with 737 motor mechanics and service employees from over 400 garages across Poland taking up the offer of further training. Both original Sachs Service partners and representatives from garages not yet included in the partner program were able to take part. Over the course of a month, the Sachs service truck stopped off in nine cities. In Lublin, Łódź, Warsaw, Gdańsk, Gdynia, Szczecin, Nowy Targ, Częstochowa and Sosnowiec mechanics received extensive training in the areas of powertrain and suspension. Furthermore, the participants had the opportunity to find out more about the Sachs products, were provided with detailed assembly and maintenance information, as well as important sales guidelines highlighting the areas in which Sachs differs from other products.



# new

## in the ZF Services product range

We have added these and many other new components to our product range for you. They can be ordered from ZF Services effective immediately. For more information on new product acquisitions, see WebCat at [www.zf.com](http://www.zf.com) or contact your sales representative.



Manufacturer	Model	Sachs original parts
Audi	A3 (8P1)	Clutch kit XTend kit plus CSC
Audi	A4 (8E2, B6)	Shock absorber Advantage
Chevrolet	Aveo Notchback	Service kit
Daewoo	Leganza (KLAV)	Shock absorber Advantage
Fiat	Ducato Bus	Clutch kit XTend
Ford	Transit Bus	Shock absorber Super Touring
Iveco	Stralis	Clutch kit
Lancia	Zeta (220)	Service kit
MAN	TGL	Clutch kit
MAN	TGX	Flywheel



Manufacturer	Model	Lemförder original parts
Audi	Q7	Mounting, Link
BMW	3 (E90)	Engine mounting
Ford	Focus (DAW, DBW)	Engine mounting
Hyundai	Elantra (XD)	Axial joint, Tie rod
Iveco	Daily 20	Support-/ Steering link
Kia	Cerato	Axial joint, Tie rod
MAN	TGM	Track control arm
Mercedes-Benz	Sprinter 3,5-t Bus (906)	Axial joint, Tie rod
Renault Trucks	Magnum	Tie rod
Volkswagen	Touran	Suspension strut support bearing



Manufacturer	Model	Boge original parts
Audi	A3 (8P1)	Shock absorber turbo
Chevrolet	Aveo Notchback	Service kit
Daewoo	Leganza	Shock absorber turbo
Ford	Transit Box	Shock absorber automatic
Ford	C-Max	Shock absorber automatic
Honda	Jazz (GD)	Suspension strut support bearing
Lancia	Zeta (220)	Service kit
Mini	Mini (R56)	Shock absorber automatic
Volkswagen	Multivan T5 (7HM, 7HF)	Shock absorber automatic
Volkswagen	Transporter T5 Bus (7HB, 7HJ)	Shock absorber automatic

### ZF Parts

Manufacturer	Model	ZF Parts original parts
BMW	6 (E63)	Steering gear
Iveco	Daily 30 ...	Steering pump
Iveco	EuroCargo	Steering pump
Lancia	Thesis (841AX)	Steering pump
MAN	L 2000	Steering pump
MAN	M 2000 L	Steering pump
MAN	TGA	Steering pump
Mercedes-Benz	C-Class (W204)	Steering pump
Mercedes-Benz	Axor 3228 - 4144	Steering pump
Volvo	S60	Steering pump



# Comfort in the Driver's Cabin



ZF develops and produces cabin suspensions for all applications in the commercial vehicle.

The cab suspension is the connecting unit between the framework and driver's cab. Its purpose is to isolate the cab and its occupants from the mechanical vibrations of the engine and the chassis. In the end, good working conditions in commercial vehicles are not a luxury, but a requirement for the driver, vehicle, and load to be safely transported. As a system supplier, ZF develops and produces cab suspensions for all commercial vehicle applications – including springs, vibration dampers, and rubber-to-metal components. In doing so, the company offers an optimal solution adapted to the respective requirement. The drivers benefit from a comfortable work place with reduced jerking, rocking and rolling motions.

The different commercial vehicle application areas have resulted in a variety of cab designs that deviate considerably from one another in terms of size, equipment, and weight. Accordingly, the cab suspensions are also designed for very different work uses: The requirements range from tough off-road suitability, like construction equipment or tractors, to comfort-optimized designs for long-distance highway driving.

The CV Chassis Module business unit has developed front and rear suspensions for cabs in all conventional designs. Back during the 2008 IAA Commercial Vehicles trade fair, ZF introduced a new type of cab suspension that does not come with a front stabilizer, i.e. the stabilizing function was relocated to the rear level. This created more installation space in the front radiator area of the truck. Space for installing larger radiators that are, in turn, necessary to meet the engine-related requirements for the coming Euro 6 emission standard. In cooperation with the Dutch independent research

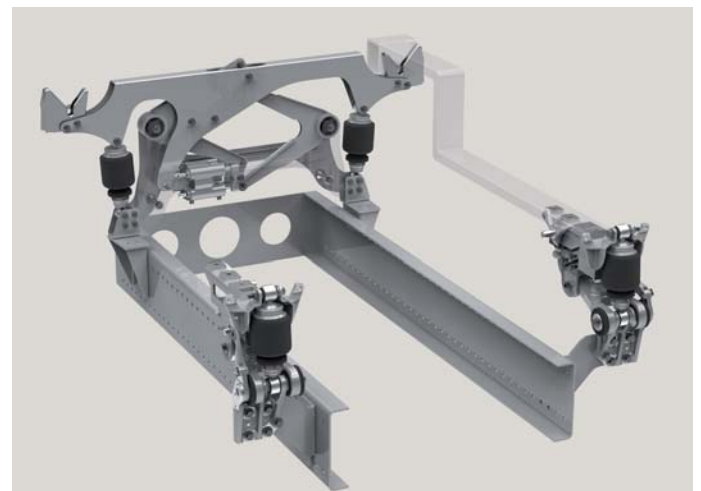
organisation TNO, ZF Lemförder has enhanced this principle with active roll stabilization. A special control unit receives sensor signals on the driving conditions and controls the cab suspension by means of a selected hydraulic cylinder in the cab suspension. The respective vehicle conditions are identified within fractions of a second and the cab is then actively stabilized. The complete hardware for active roll stabilization in a commercial vehicle cab was just shown at the ZF booth during the recent IAA Commercial Vehicle trade fair held in Hanover/Germany.

**Photo above:**

In principle, cab suspensions are a second, additional chassis that is placed on the commercial vehicle frame and on which the driver's cab is attached.

**Photo below:**

Cab suspension with active roll stabilization in the rear.





**New  
vehicles ...**

## Range Rover

For rapid response behavior, soft gear changes, and high efficiency, the 8-speed automatic transmission from ZF is used in this new diesel flagship from Range Rover. This transmission perfectly transmits the high 700 Nm torque of the self-igniting engine. The Servotronic rack and pinion power steering from ZF Lenksysteme guarantees that even the large SUV can maneuver into tight parking places. With impressive driving performance and high-quality equipment, the new Range Rover also offers comfort and dynamics.

## Seajacks Kraken

In the past few years, wind energy has gained a prominent place as a cost-effective alternative to the burning of fossil fuels. The evolution has however met stiff resistance from the population, so the current growth in wind energy is mostly realized in building large off-shore wind parks. A start-up company which anticipated this trend is Seajacks International Ltd., which had two self-propelled jack-up platforms built for the installation of windmills off-shore. The "Seajacks Kraken" is the first liftboat where four ZF-HRP 7011 well mounted azimuth thrusters have been installed.

## Hyundai HL 780

With the Hyundai HL 780 wheel loader, too, the Korean manufacturer continues to count on the trusted MT-L 3000 axle series from ZF Passau GmbH. With three new axle models, it offers the highest level of reliability and efficiency. Though the torque capacity was raised by 33 percent, the service life of the axles was able to be considerably increased even when used on rough roads. Moreover, a fully automatic 4WG 310 transmission from ZF provides propulsion. The entire drive train is optimally tuned thanks to the ZF Efficiency Package.



... with  
ZF technology



## Saab 9-5

The new Saab 9-5 is impressive due to its precise, sporty, and comfortable drive performance. The Sachs CDC electronic damping system makes this possible. The dual mass flywheel (DMF) and clutch, which both also come from ZF Sachs, are used as standard equipment in the driveline. The DMF and its effective torsion damping system improve driving comfort at low rpms and thus helps to preserve the transmission through its effective anti-vibration characteristics. This is an important aspect – especially with the strong engine variants in the Saab 9-5.

## BMW X5

In the new Sports Activity Vehicle from BMW, the serial 8-speed automatic transmission from ZF contributed to enhanced driving dynamics with lower fuel consumption. The Servotronic or the optional active steering by ZF Lenksysteme are responsible for a better road feel and greater driving pleasure in curves. In addition, ZF chassis components, the optional CDC (Continuous Damping Control) dampers, and the electronic ARS (Active Roll Stabilization) system from ZF Sachs are also included on this all-wheel drive vehicle.

## Terrion ATM 7400

In the framework construction, equipped with high-quality technology, the standard Terrion ATM 7400 tractor shines with an output up to 400 HP, with the continuous ZF transmission Eccom 5.0 and the ZF rear axle MT-L 3105 exactly tuned to it. This equipment allows for considerable fuel savings. The transmissions and other components are conveniently operated by means of joy sticks in the arm rest of the driver's seat. The tractors from the Terrion ATM 7000 series are designed for cultivating large areas at maximum productivity.

# corner technology

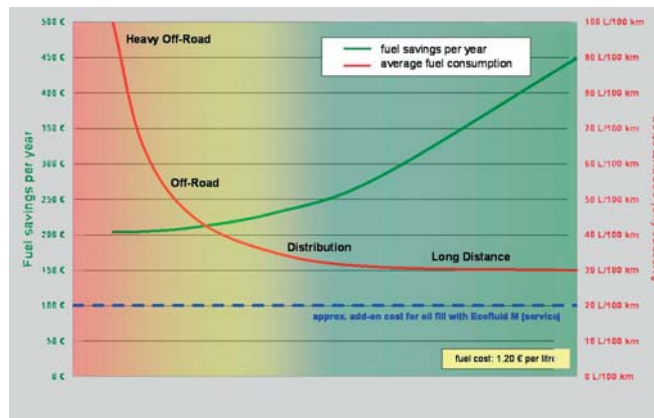
trainer's



Roland Stauber is the Senior Manager Technical Support in Customer Service Truck Driveline Technology within the ZF Services Business Unit.

## Quality Pays Off

By using a high-quality, fully synthetic transmission fluid, the efficiency of commercial vehicle transmissions can be increased even more. The protection against wear achieved using this oil reduces maintenance costs and will extend the service life of the transmission.



Modern commercial truck transmissions are complicated vehicle components with the highest requirements for reliability, gear shift comfort, and service life. The transmission fluid plays a decisive role in this because it influences most components in the transmission. For this reason, a few years ago, ZF developed the high-performance, fully synthetic oil called ZF Ecofluid M that is already being used to fill two-thirds of truck transmissions rolling off the line, ranging from small vans to 40 ton trucks. ZF Ecofluid M should also be the first choice when changing oil.

Roland Stauber, Senior Manager Technical Support in Customer Service Truck Driveline Technology within the ZF Services business unit, sees very well conflict of interest for the automobile service industry. "Each time oil is changed, it creates a new opportunity for additional service business." That is why, outside Europe especially, it is standard to perform the first oil change after a brief period of operation, in support of the long obsolete opinion that transmissions have to be freed from production residues and friction caused by run-in wear.

If you use the heavily tested and temperature-resistant ZF Ecofluid M instead of a standard mineral oil, the oil change intervals can be considerably extended, to three years (instead of one year for mineral transmission fluid). "The somewhat higher costs for a fully synthetic oil pay off quickly," promises Stauber who explains the plus points. Longer oil change intervals and a lower need for repairs reduce vehicle downtimes. In addition, the transmission's efficiency is increased compared to mineral and partly synthetic transmission fluids so that up to one percent fuel savings can be achieved. This can mean cost savings in the triple-digit Euro range per year. Ultimately, the oil combines high temperature resistance with outstanding protection of gear tothing, bearings, and synchronizations. And it ensures optimal shifting comfort even at low temperatures. At the request of vehicle manufacturers, transmissions right off the assembly line are filled with ZF Ecofluid M, which can also be ordered worldwide from ZF Customer Service for service oil changes.

**Diagram above:** After a short period of use – often just less than six months, maximum nine to twelve months – the extra costs for ZF Ecofluid M paid off.

**Photo left:** The lower-quality lubricant (according to TE-ML 02D) was unable to properly protect this highly loaded bearing from wear after only two years of use and with an odometer reading of about 90,000 km. With ZF Ecofluid M, the owner would have achieved a considerably higher service life.





## ZF Services, a Magnet for Visitors

At Automechanika 2010, ZF Services presented itself for the first time at a trade fair with its new structure. At the ZF booth, which was always well-attended, attention was focused on complete drive train and vehicle chassis systems for which the new ZF business unit is offering integrated solutions. The many visitors who attended could not only learn about the extensive number of products and services that were offered by ZF, but could also look over the shoulders of ZF Services specialists as they repaired passenger car and commercial vehicle transmissions. The visitors were even allowed to try their hand at making the repairs. Teams of authorized ZF Services partner garages also entered into an exciting competition against one another in transmission repair. In addition, the first Automechanika rally – organized by the member companies of the Free Spare Parts Market Association (VREI), Germany – generated a great deal of interest: Visitors were given the opportunity of admiring 95 selected classic cars from the collections of various garages and car parts dealers.



### Full Two-Day Program

Eleven specialized journalists from eight countries received extensive information on the new ZF Services business unit as well as on the ZF parent company during a recent visit. At the Schweinfurt/Germany location, they enjoyed a tour of the central logistics center, the technical center as well as the ZF Sachs development center and saw for themselves the high product quality in ZF Sachs production. On the second day, at the headquarters in Friedrichshafen, Germany, it became clear why ZF is a worldwide leading automobile supplier. The journalists had the opportunity to experience for themselves the new vehicle technologies during test drives.

### Planning Ahead in Brazil

198 representatives from 86 Brazilian ZF partners attended this year's Dealer Conference. The future recovery of ZF in the spare parts business on the booming economic region of South America was once again made clear. The company, continuing to expand on its market leadership on OE business, presented new aftermarket projects and paid tribute to the most successful sales and service partners.



### Meeting of Dealers in Shanghai

ZF Services China welcomed over 200 guests to the Dealer Meeting in Shanghai. Intense business relations have developed with China, which has over 80 authorized dealers and repair garages. A major issue was the sales and marketing strategies for a joint successful future. During a road test, customers were able to get better acquainted with the products from ZF.



### Successful Trade Fair in Albania

A well-respected tri-country exhibition was held in the Albanian capital of Tirana. The interest in products and services from different industries from Austria, Germany, and Switzerland was enormous at the "Austrian-German-Swiss Fair." The Albanian company Bushi, a long-term ZF Services partner, impressed visitors with product displays at its attractive booth.



# ZF and Tegeta Motors - Two Strong Partners in the Caucasus



ZF partner Tegeta Motors, headquartered in Tiflis, Georgia, is the leading supplier of passenger car and commercial vehicle spare parts in Georgia. In the past few years, the company has consistently built to meet Western European standards, a franchise concept for the entire Caucasian region is currently being developed. The cooperation between ZF Services and Tegeta has grown continually in the last six years. Through consistent product line development and targeted training, the entire ZF portfolio, including service and repair, is now offered. George Mshvildadze, the company's general director, is fully aware of the potential of this close cooperation. "Thanks to the combination of spare parts sales and service for ZF components, our partnership with ZF Services has become more important than ever."



Georgia is the most important transit country for goods transport to the Caucasian region and farther into Central Asia with a correspondingly high number of trucks that require service and repair. Currently, about 420 passenger cars and 210 commercial vehicles pass through the company's own garages. The goal is a market share of up to 60 percent in the field of repair. In addition, Tegeta focuses primarily on direct sales activities. Pietro Dellai, member of the Board of Directors of ZF Services, believes that the combination of parts sales and service is the ideal basis for cross selling and a rising garage load.

**In the workshop (from left):**

Pietro Dellai (Member of the Board of ZF Services), Andreij Svyatnij (Head of the ZF Services representative office in the Ukraine), Malkhaz Jimshiashvili (Executive Director, Tegeta Motors).



## Successes in Croatia

Croatian ZF distributor Hidromehanika d.o.o. looks back on 20 years of success. With four employees and 90 customers, the company opened its doors for business in 1990. Today, the Zagreb-based company has ISO 9001:2000 certification, 14 employees, and about 580 customers in all of Croatia, with many also located in Bosnia and Herzegovina. The company's success can be traced, in part, to the trusting partnership with ZF which contributed to its acquisition of numerous new customers from the transport industry. Hidromehanika has comprehensive products and services for cars, commercial



vehicles, and special vehicles. It scores high points with rapid spare parts deliveries and competent consultation. Great importance is placed on continual training in the company. For example, ZF Ecosplit, Ecomid, and Ecolife transmissions are perfectly repaired as well as ZF tractor transmissions and differentials, ZF Ergopower transmissions or hydraulic servo steering and hydraulic pumps. With ZF as a strong partner, Managing Partner Marin Čavka has a positive outlook for the future despite the tough economic climate.

by fax

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## Soccer Ball for Sitting

This year's World Cup in South Africa was the high point of the sports year for soccer fans around the world. An entirely different kind of chair serves as more than just a reminder of this mega-event. And sometimes a round leather ball is meant for much more than kicking into a goal: Hand-made from high-quality natural bend leather, the Balloon ball chair, measuring 56 centimeters and weighing 3 kilograms, is too thick for a free kick, but perfect as a comfortable chair. A unique item in modern retro design that lends every office or living room a sporty feel.



Anyone interested in winning a Balloon ball chair simply has to answer the following question correctly: Which country won this year's Soccer World Cup in South Africa?

answer

Send us your answer before December 6<sup>th</sup> 2010 by fax to +49 (0)97 21 47 55-658, or by e-mail to [monika.schroeder@zf.com](mailto:monika.schroeder@zf.com), or by post to ZF Services GmbH, „report“ editorial office, Obere Weiden 12, 97424 Schweinfurt/Germany. Senders please note: The winner will be chosen by raffle. All decisions are final. Employees of ZF and their relatives may not participate. Don't forget to include your return address!

my  
address

last name, first name

company

street

zip code, city

country

phone

e-mail

dialogue

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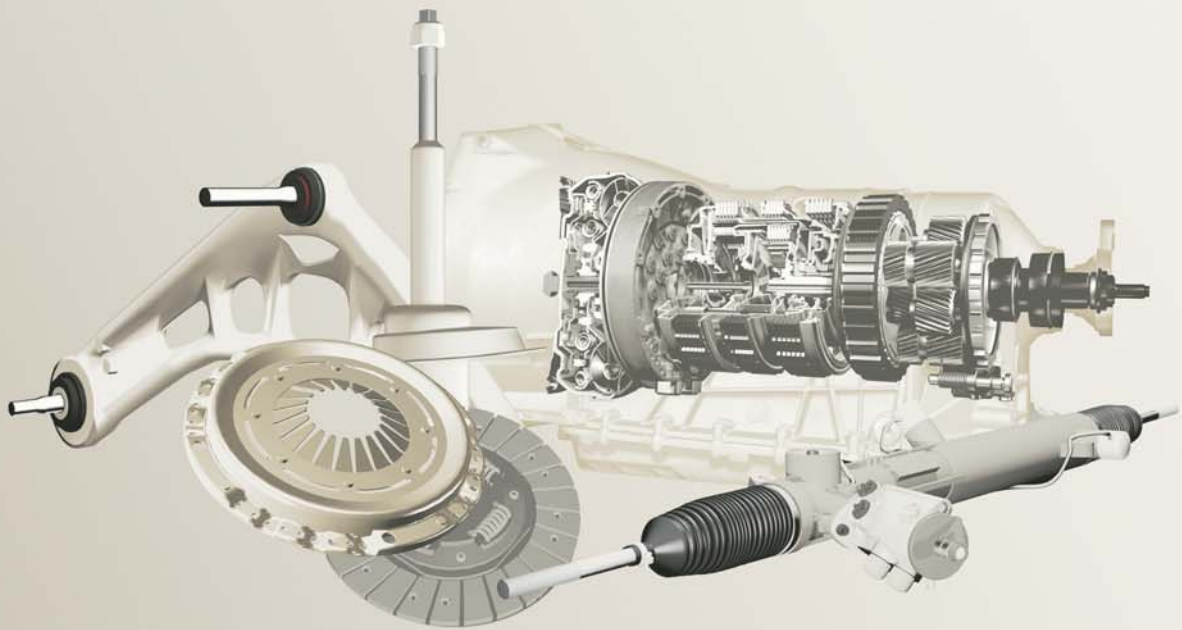
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