



ZF Services - The Technically Competent Partner

- **System competence in the aftermarket segment**
- **Quick availability and global customer proximity**
- **Ideal for customers from the construction machinery segment**

Innovative products, quick availability, and global customer proximity. ZF Services, the new business unit in which the automotive supplier ZF has bundled its after-sales activities, has thus scored high. At the Bauma trade show, ZF Services is not only presenting its broad range of products, but also its corresponding services.

Overall, the ZF Services business unit, with sales for 2009 of around Euro 1.4 billion, has 76 separate facilities in 36 countries and 650 service partners worldwide. This dense service network means customers will have support wherever they expand throughout the world. Of the 4,200 employees, about 2,000 work in Germany at 15 locations. The main administrative offices are pooled in Friedrichshafen and Schweinfurt. The fields of activity are diversified: On and Off-Highway, rails, industry, marine and wind power.

With its core product groups, ZF Services covers 20 percent of the global spare parts potential. "This makes us an ideal partner - also for all customers from the construction machinery segment. They are very aware of the expertise and quality at ZF, one of the world's largest driveline and chassis technology groups," explains Alois Ludwig, Chairman of the Board of ZF Services, with conviction. "With quick product availability and a global service network, we are fulfilling additional customer requirements."

For many decades, ZF has been a pioneer in the further development of drivelines, chassis and steering systems for construction machinery. The main aim is for the construction machine workplace to always offer the driver maximum



productivity. Customers can expect not only outstanding performance and a long service life from all ZF products, but also optimum user comfort and safety. It is precisely this performance that is the result of ZF's engineering and development expertise, which makes no compromises when it comes to performance, precision, and efficiency. Furthermore, ZF Services' customers benefit from the image of the Sachs, Lemförder and ZF Parts brands, an image that for some of these brands has been well established since decades.

In the spare parts business, shock absorbers and clutches are sold under the Sachs brand, the Lemförder brand covers chassis/steering and rubber-metal parts, while steering drives and pumps are sold under the ZF Parts brand. Innovations can be quickly offered on the open spare parts market because ZF is the technology leader in almost all core product groups.

Alois Ludwig, Chairman of the Board of ZF Services, describes the new approach of the new after-sales specialists: "Our attention is focused not only on the individual part, but on the entire driveline and chassis system, for which we are now able to offer integrated solutions. Everything from a single source: Complex spare parts product lines and services from ZF. ZF is thereby considerably strengthening its position in customer service."



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Press Information

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ZF is one of the world's leading automotive industry suppliers specializing in driveline and chassis technologies. With a workforce of 59,900 employees, the company operates 125 plants in 26 countries. ZF Group revenues in 2009 a preliminary turnover of €9.3 billion. ZF ranks as one of the top-10 automotive industry suppliers worldwide.

ZF Services, the new ZF business unit, combines the product brands of Sachs, Lemförder, Boge, and ZF Parts with the services provided by the Sales and Service Organization. It currently employs around 2,500 people at 76 locations in 36 countries.

The merger of ZF Services with the customer service activities as of 1 January 2010 will further strengthen worldwide customer service as a distinctive unit and expand the after-sales business with products and services.

For more press information including photos: <http://www.zf.com>