

Press release

Munich, April 6, 2022

Knorr-Bremse and Alltrucks Truck & Trailer Service offer a customer-focused vehicle repair service for all Knorr-Bremse trailer and aftermarket components

- **Europe-wide workshop network set up in cooperation with Alltrucks for making fast, straightforward repairs to Knorr-Bremse trailer and aftermarket components**
- **New vehicle repair service provides one-stop solution for Knorr-Bremse systems installed in trailers**
- **Rapid, on-site decisions save time and cost, while adhering to Knorr-Bremse's usual, very high quality standards**

Munich, April 6, 2022 – Knorr-Bremse, the global market leader for braking systems and a leading supplier of other systems for rail and commercial vehicles, is simplifying the remediation of acknowledged defects by setting up a new vehicle repair service. Together with the Europe-wide Alltrucks cross-brand, full-service workshop network, Knorr-Bremse now offers commercial vehicle fleets a one-stop solution. Participating Alltrucks workshops are authorized to directly decide whether to accept or reject defects according to Knorr-Bremse's warranty conditions.

“Our new vehicle repair service offers tangible benefits for all concerned. Fleet operators and drivers no longer need to turn to their usual sources of supply to make straightforward repairs to Knorr-Bremse components, as they did before. They can now arrange to have defects dealt with and rectified directly by the Alltrucks pan-European network of partner workshops, based on Knorr-Bremse's warranty criteria. This also means they benefit from a safer repair process thanks to the usual, very high quality standards – authorized by Knorr-Bremse – applied to claim inspections and decisions,” explains Alexander Wagner, Vice President Aftermarket / TruckServices EMEA at Knorr-Bremse Commercial Vehicle Systems, as he describes the new vehicle repair service. “At the same time, fast decision-making processes and repair standards based on the manufacturer's specifications reduce the downtime of the vehicles involved. Trailer manufacturers benefit from reduced labor and costs. And the new process also has numerous advantages for Alltrucks workshops. For example, the time required to document quality assurance cases can be optimized using our dedicated Internet portal, meaning they can start on repairs immediately and process every assignment without delay,” adds Wagner.

Homer Smyrliadis, Managing Director of Alltrucks, comments that: “We're delighted that the Alltrucks workshop network has been authorized to deal with warranty claims on Knorr-Bremse systems. This means that Alltrucks partners can now offer all their customers a comprehensive service for any Knorr-Bremse trailer and aftermarket components in their trailers and tractor units. From rapid inspection and diagnostics through to immediate decision-making and high-quality repairs, the new process will increase valuable driving time for fleet operators and so ensure greater customer satisfaction and efficiency.”

The new vehicle repair service and claim handling process covers all Knorr-Bremse trailer components in new vehicles, as well as aftermarket components, irrespective of the makes of vehicles in which they are installed. The Alltrucks workshops taking part in the Knorr-Bremse vehicle repair service will apply Knorr-Bremse's warranty conditions when assessing each claim. Users may therefore submit claims to an Alltrucks workshop for commercial vehicle components purchased within 24 months of the commercial vehicle's initial registration, or in the case of aftermarket components, within 24 months of the component's installation in the commercial vehicle. The workshop will then inspect the component to check the validity of the claim, and decide whether it is justified. The only exception to the above is

the warranty period for components in the EconX® product line, where claims must in all cases be submitted within 12 months of the component's installation in a commercial vehicle.

Alltrucks partner workshops participating in the Knorr-Bremse vehicle repair service may be found by searching in the Contact Finder on the Knorr-Bremse TruckServices website (truckservices.knorr-bremse.com).

Knorr-Bremse (ISIN: DE000KBX1006, Tickersymbol: KBX) is the global market leader for braking systems and other systems for rail vehicles. Knorr-Bremse's products make a decisive contribution to greater safety and energy efficiency on rail tracks and roads around the world. About 30,500 employees at over 100 sites in more than 30 countries use their competence and motivation to satisfy customers worldwide with products and services. In 2021, Knorr-Bremse's two divisions together generated revenues of EUR 6.7 billion. For more than 115 years the company has been the industry innovator, driving developments in mobility and transportation technologies with an edge in connected system solutions. Knorr-Bremse is one of Germany's most successful industrial companies and profits from the key global megatrends: Urbanization, Sustainability, Digitalization and Mobility.

ALLTRUCKS TRUCK & TRAILER SERVICE

Alltrucks GmbH & Co. KG was founded as a joint venture by the three leading automotive and commercial vehicle suppliers Bosch, Knorr-Bremse and ZF in 2013. Under the Alltrucks Truck & Trailer brand it offers commercial vehicle workshops a wide range of services in maintaining and repairing light to heavy commercial vehicles, trailers and semitrailers – across all brands. These services include multi-brand vehicle diagnostics, a technical hotline, customized training courses, technical information, a 24/7 service, marketing support and professional quality management. The system headquarters based in Munich is continuously expanding its portfolio, including new cooperation programs and fleet services – in the medium term throughout Europe. More Information at www.alltrucks.com.

Media contact:

Simon Basler
Trade Press, Commercial Vehicle Systems
T +49 (0)89 3547 1498
E simon.basler@knorr-bremse.com

Knorr-Bremse AG
Moosacher Straße 80
80809 Munich, Germany

Veronika Limmer
Manager Communication & Public Relations
T +49 (0)89 462 24 66 52
E veronika.limmer@alltrucks.com

Alltrucks GmbH & Co. KG
Perchtinger Straße 6
81379 Munich, Germany