

Press Release

Munich, July 30, 2021

New website, customer portal and online training courses: Knorr-Bremse TruckServices presents new digital offering for aftermarket customers

- **New Knorr-Bremse TruckServices website goes live**
- **Redesigned customer portal provides rapid access to product portfolio and services**
- **Knorr-Bremse TruckServices bolsters digital training formats**

Munich, July 30, 2021 – Knorr-Bremse TruckServices, the aftermarket division of Knorr-Bremse, the global market leader for braking systems and a leading supplier of other systems for rail and commercial vehicles, is expanding its digital offering for aftermarket customers. The new Knorr-Bremse TruckServices website provides dealerships, workshops and fleets with vital information on the company’s product portfolio, and is easy to use from any desktop or mobile device. With improved features and an intuitive layout, the new TruckServices customer portal is also highly accessible. And finally, the customer portal was recently upgraded to include a new training zone. The new modular training concept is based on two mainstays: e-learning courses (allowing users to study anytime, anywhere) and the proven and popular TruckServices live training courses. TruckServices reintroduced live training in April, at Knorr-Bremse’s Munich training center and on dealership and workshop premises.

Launched this week, the new, dedicated Knorr-Bremse TruckServices website is an important element in the company’s digital offering for aftermarket customers. By visiting truckservices.knorr-bremse.com, dealers, workshop managers and fleet managers can find valuable information on products, partner programs and fleet solutions. The website also includes useful details of well-established services such as hotlines, training courses and technical documentation. The website’s responsive design makes it easy and intuitive to navigate on all kinds of end-user devices such as laptops, tablets and smartphones – without sacrificing any functionality. And the website matches Knorr-Bremse’s new corporate design, harmonizing with the overall Group branding concept.

Redesigned Knorr-Bremse TruckServices customer portal

Another key element in the refreshed digital aftermarket offering is the new Knorr-Bremse TruckServices customer portal, which can be accessed at mytruckservices.knorr-bremse.com. In addition to a redesigned webshop, the new customer portal offers other new features such as an optimized search function: Customers can now filter search results and even compare different products. The webshop offers quick access to the complete TruckServices product portfolio, as well as a streamlined ordering process. It also allows customers to easily check the status of their orders or find out more about warranty claims and legacy parts. Finally, customers can access the full list of Knorr-Bremse TruckServices training courses at the click of a mouse, and registered customers can view their course bookings or book new training sessions.

Bernd Spies, Chairman of the Management Board of Knorr-Bremse Systeme für Nutzfahrzeuge GmbH, is delighted with the new digital service offering: “Thanks to our new digital services, our aftermarket customers now have a broad range of online features at their disposal. This also means that from now on, customers can stay in close contact with us at all times – and easily manage their training needs. For us, this is really important.”

New digital service offering for aftermarket customers

“With our new website and redesigned customer portal, we’re providing our customers with a whole new digital service offering. We’re delighted that we can now make various service videos available online, instructing customers how to repair electronic air treatment (EAC) systems or compressors with clutches, for instance, or providing trailer training courses,” comments Alexander Wagner, Vice President Aftermarket / TruckServices EMEA, Knorr-Bremse Systeme für Nutzfahrzeuge GmbH. “What’s more, in terms of the subjects we cover and the range of languages available, we’re constantly expanding and improving our offering – typical examples include our ‘TEBS4’ and ‘TEBS G2 Update’ courses on electronic braking systems for trailers. With so many options available, we’re also boosting our customers’ productivity and performance.”

And now customers can book training sessions through the customer portal’s new training zone. The Knorr-Bremse TruckServices training team will flexibly adjust courses to match each customer’s specific circumstances, while also taking account of the latest COVID-19 developments. All live training sessions comply with a strict, up-to-the-minute hygiene and testing regime. The training course catalog for 2021 is available in the customer portal’s downloads area at mytruckservices.knorr-bremse.com.

Knorr-Bremse (ISIN: DE000KBX1006, ticker symbol: KBX) is the global market leader for braking systems and a leading supplier of other rail and commercial vehicle systems. Knorr-Bremse’s products make a decisive contribution to greater safety and energy efficiency on rail tracks and roads around the world. About 29,500 employees at over 100 sites in more than 30 countries use their competence and motivation to satisfy customers worldwide with products and services. In 2020, Knorr-Bremse’s two divisions together generated revenues of EUR 6.2 billion (IFRS). For over 115 years, the company has been the industry innovator, driving innovation 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, digitization and mobility.

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