

Everything under one roof for more service

Schaeffler has bundled all its garage services under REPERT

LANGEN, 25 July 2016. **Starting today, Schaeffler's REPERT brand offers garages all the services that come with its products and repair solutions in a single place. Schaeffler offers this complete range of services – which have proven to be successful, including an online portal and the numerous training seminars held each year – at even more places around the globe.**

Whether it's the online portal, service hotline, installation instructions and videos, training seminars or events – garages profit from forty years of Schaeffler experience in the automotive aftermarket. Constantly-updated information and direct contact to a REPERT specialist mean truly comprehensive service. "Whenever we are in direct contact with our garage customers, personally or digitally, we promise it will be a meeting of equals – from expert to expert," says Dr. Robert Felger, Management Board for Product and Marketing, Schaeffler Automotive Aftermarket. "And with our service brand REPERT, we keep this promise every time."

Online portal continues to be successful

REPERT has been online in Germany for a year now, and is now available in 17 individual country versions in total. This year, the portal will open for Mexico and Turkey. Since launch, over 40,000 repair professionals have actively been using REPERT and each month 2,000 new users are added.

Core element of the online platform is the TecDoc-based online catalog with all vehicle manufacturers. Schaeffler is the only company in the Automotive Aftermarket to offer the entire catalog as an electronic version. REPERT users can find the right replacement part fast and easily, and get optimal assistance for conducting professional repairs. In addition, users have access to all material available for each Schaeffler product like installation videos, technical brochures and service information.

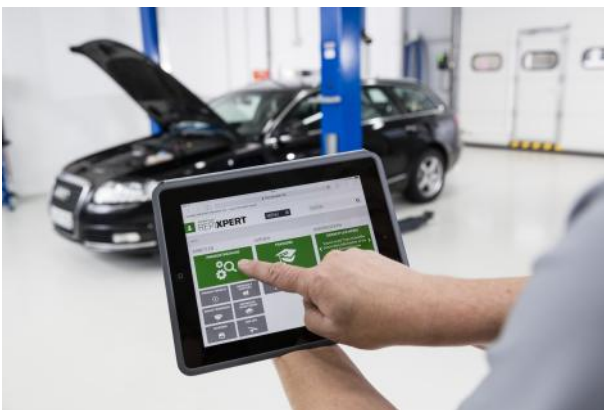
A further plus is the link to the TecRMI information system, which means REPERT offers a wide spectrum of vehicle-specific repair and maintenance information, adjustment data and labor values. These are now available, effective immediately, to our customers for products from the Schaeffler portfolio at no cost.

Knowledge transfer on a global level

Another main service offered by REPERT are technical training seminars with theoretical and practical hands-on parts about the products and repair solutions of the LuK, INA, FAG and Ruville brands. Just last year our 65 technical trainers schooled over 40,000 people in 22 different languages.

Besides training seminars held on-site at distributor and repair garage facilities, Schaeffler is also adding to the number of its own training centers. This is a reaction to rising demand for information and advanced training about increasingly complex vehicle applications and the repair solutions for them. Many of these training centers are equipped with passenger-car lifts which allow our trainers to demonstrate repair steps directly on a vehicle. REPERT trainers also employ mobile training equipment which they use directly at a customer location to demonstrate removal and installation situations, to teach the correct way to handle special tools and to give valuable tips about damage diagnosis and repair. Schaeffler continues to develop its training package for the Automotive Aftermarket parallel to product portfolio development.

Please visit www.repxpert.com for more information about the portfolio of Schaeffler's service brand REPERT.



The REPERT online portal – user-friendly, dialogue-oriented and designed for optimal use on tablets. About 2,000 new users are added each month.



At the end of March 2016, a new REPERT training center from Schaeffler for the Automotive Aftermarket opened in Clamart, France.



About three years ago, Schaeffler Automotive Aftermarket opened the very first REPERT training center at its headquarters in Langen, Germany. Besides classrooms, it also has a complete repair garage with a lifting platform and professional workbenches.

The Schaeffler Group is a leading global integrated automotive and industrial supplier. The company stands for the highest quality, outstanding technology, and strong innovative ability. The Schaeffler Group makes a key contribution to "Mobility for tomorrow" with high-precision components and systems in engine, transmission, and chassis applications as well as rolling and plain bearing solutions for a large number of industrial applications. The technology company generated sales of approximately EUR 13.2 billion in 2015. With around 84,000 employees, Schaeffler is one of the world's largest family companies and, with approximately 170 locations in 50 countries, has a worldwide network of manufacturing locations, research and development facilities, and sales companies.

Schaeffler Automotive Aftermarket, based in Langen, Germany, is responsible for the Group's global automotive replacement parts business for the LuK, INA, FAG and Ruville brands. With a global network of approximately 11,500 distribution partners and 30 sales and representative offices, the company is known for its close proximity to customers and for delivering superior service.

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