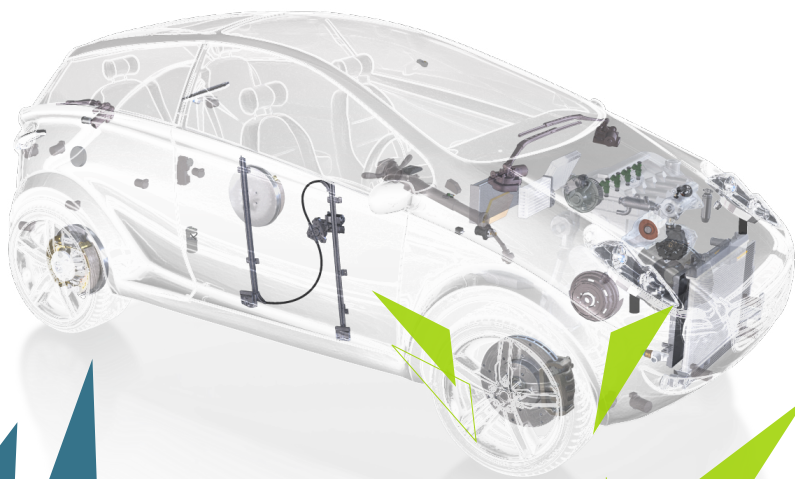


Autopromotec Press Kit 2017



 **autopromotec**
24 - 28 April 2017

Valeo
Service

*We care
4you*

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Valeo Service, We care for you

This new aftermarket promise is supported by the five strong pillars of the aftermarket specialist: **Product Care**, this year again we bring many innovative products to improve the driver experience as you can discover below. **Technical Care**, with services to support both workshops and drivers. **Marketing Care**, with category management, loyalty programs and promotional scheme to boost sell out. **Customer Care**, with a team of specialists in all territories to handle in real time order management and queries. **Logistics Care**, delivering high service level thanks to the proximity of our 30 warehouses.

This year Valeo Service introduces a new 6th pillar: the **Digital Care** to improve customer experience, and will present at Automechanika the new application "MyValeoParts".

Aftermarket innovations

As Wiper Systems specialist, Valeo innovates for the aftermarket with the highly expected new Hydro Connect™ wiper range. Innovative and smart - with the plug and drive easy fitting system - the range features only 47 part numbers for a 96% European car park coverage but most importantly is inclusive of the rear multiconnection which is new on the market.

The brand new FullPACK DMF® offer, rich of 60 references, simplifies range management by offering an "All-in-one-box" solution including either CSC or mechanical bearings. No more mismatch between components! This new DMF offer completes the range of DMF solutions exhibited on the booth with the 3 technologies available - Curved blade, Inner Damper and Long Travel Damper.

Valeo, the O.E. worldwide leader of the ultrasonic sensor technology launches in aftermarket a standardized 15 part numbers range. This plug and play offer comprises 3 different paintable fitting ring colors and the sensor packed in the same box.

Technical Services innovations

Regarding services, Valeo speeds up the deployment of the TechCare program which is entirely dedicated to the workshops. Technical support, Technical promotion, assistance with the Valeo Service Connected Hotline and workshops tools will be demonstrated on the Agora - stand AG.0 A.60 - on the Valeo Trailer currently on technical tour around Europe. This is the perfect complementary area to experience the full Valeo Service Technical expertise.

Digital Care

"MyValeoParts": The new part finder by Valeo features links with social networks and permanent news feed. This App is part of a comprehensive digital program for professionals and users.

The new Valeo Service

As an aftermarket specialist Valeo Service cares for its customers in many dimensions and sets the basis of a longterm relationship. Caring is at the heart of the Valeo Service strategy going way beyond products and services and creating a necessary set of pillars leading to the complete customer satisfaction.

Valeo Service, We care for you is the new user centric strategy the brand is deploying from 2017 to match a strongly digitalized market place. The 5 main pillars of the Valeo Service strategy - Product Care, Technical Care, Marketing Care, Customer Care and Logistics Care - remain at the core of our vision of the market and are now linked and powered by a 6th pillar : The Digital Care.

Marketing **Care**

Product **Care**

Technical **Care**



Logistics **Care**

Digital **Care**

Customer **Care**



Figures at December 2015

Valeo Service supplies replacement parts to the Independent aftermarket and Original Equipment Spares (O.E.S) to the automakers. Trust the Aftermarket specialist with over 3,500 new products added each year, covering 14 product lines for passenger cars and 11 for industrial vehicles. The portfolio is build around 5 main markets Repair, Maintenance, Crash, Post-equipment and Trucks. Regarding the product lines, the growing product catalog already covers Transmission Systems, Wiper Systems, Lighting Systems, Engine Cooling, Air Conditioning, Electrical Systems, Braking systems, Engine Filtration, Engine Management Systems, Security Systems, Switches Systems, Air Management Systems, Electrical Accessories and Driving and Parking Assistance. All products are delivered by Valeo Service together with associated services for distributors, workshops and end-users.

Trust The Specialist

Welcome the Specialist, the new aftermarket ambassador of the “We care for you” strategy. You can trust the Specialist to care for all our customers satisfaction, thanks to his O.E. pedigree and aftermarket knowledge, to offer technical support, tips and advices on diagnostic or product usage , and sharing regular news on our wide range of products and services. The Specialist is a Repair and Maintenance expert you can call upon to enhance your customer experience of Valeo products.



EPISODE 1

A new era.



Trust the Wiper Systems Specialist: Hydro Connect™, source of performance

Hydro Connect™ is the new range 100% flat blade dedicated for the aftermarket. Hydro Connect™ features two categories: "Multiconnection" covering front and rear O.E. flat blades and "Upgrade" covering hook arms. Valeo has leveraged its strong O.E. expertise to deliver a top quality wiper blade that addresses key needs on the market.

THE TECHNOLOGIES

Multiconnection for front O.E. flat blades

- ▶ Only 3 connectors to fit 12 types of front arms
- ▶ Asymmetrical spoiler to ensure a better wiping performance thanks to an even pressure across the windshield
- ▶ Long lasting rubber with its high-tech protective rubber coating
- ▶ 96% European coverage with 20 references

Multiconnection for rear O.E. flat blades

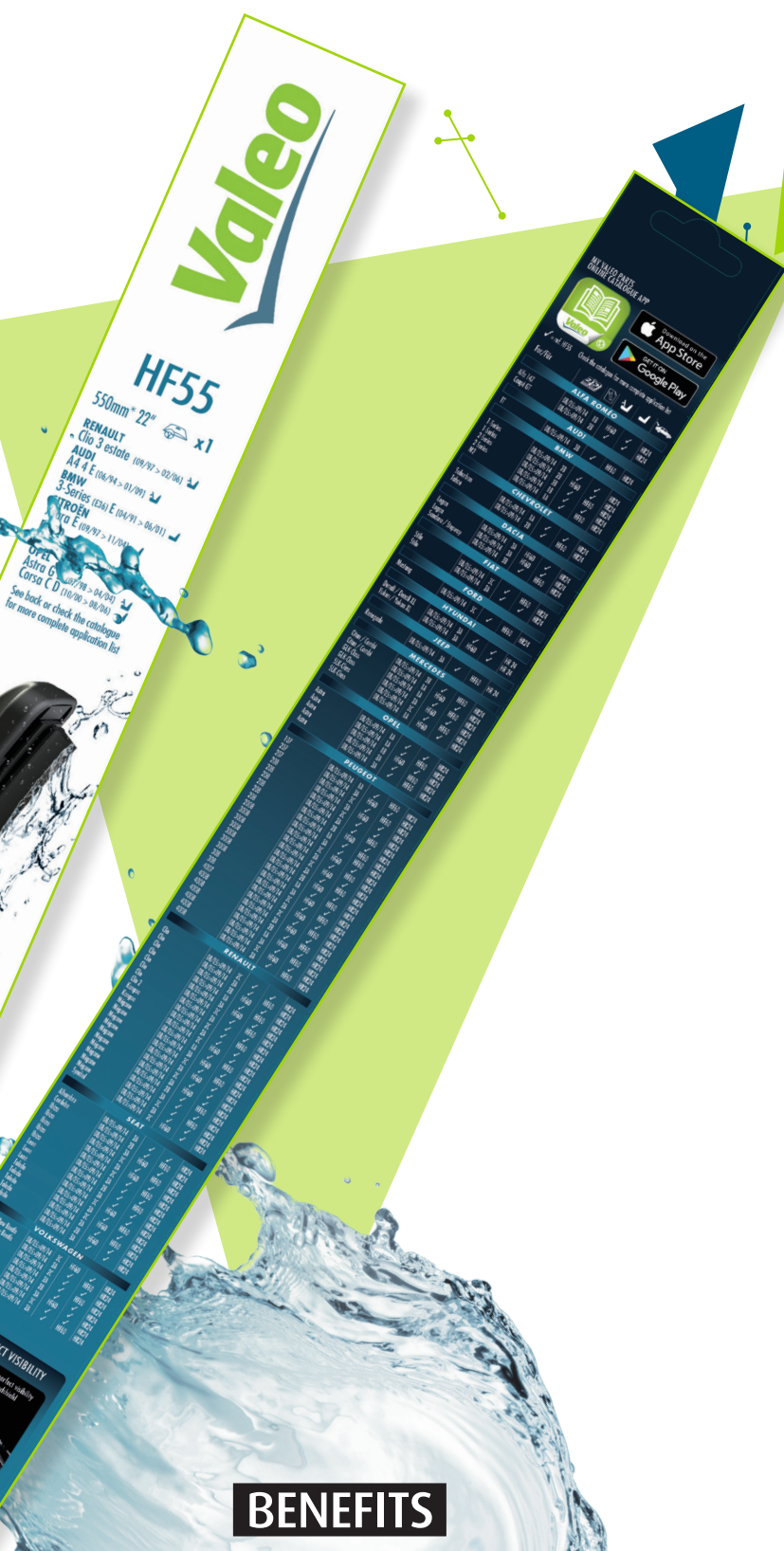
NEW

- ▶ Only 3 connectors to fit 6 types of rear arms
- ▶ Long lasting rubber with its high-tech protective rubber coating
- ▶ 96% European coverage with 8 references

Upgrade range covering hook arms

- ▶ Upgrade your conventional blades to Ultra Flatblade technology
- ▶ Asymmetrical spoiler to ensure a better wiping performance thanks to an even pressure across the windshield
- ▶ Easy fitting with the Easy-Clic® system
- ▶ 85% of the European car parc equipped with hook arms is covered with 14 references





VALEO ADVANTAGES

- ▶ Hydro Connect™ wipers feature a modern and premium packaging for an eye-catching point of sales
- ▶ Strong brand visibility
- ▶ Clear part numbers identification on stocks thanks to part numbers printed on top and bottom
- ▶ “MyValeoParts”: the quick and efficient application for online catalogue access



[Find out more P14](#)

- ▶ Complete list of applications for an easy purchase
- ▶ Fitting instructions included inside the packaging
- ▶ Unique selling point (USP) identification
- ▶ Supportive services (QR codes linking to videos, fitting instructions, diagnosis, tips...)



BENEFITS

- ▶ **Innovative** with its new rear multiconnection
- ▶ **Smart**, offering an easy fitting with its Plug&Drive connection.
- ▶ **Technologic**, featuring an excellent wiping performance for a perfect visibility
- ▶ **Evolutive**, ready to cover the upcoming applications with no additional part numbers
- ▶ **Performant**, using the O.E. long lasting rubber and asymmetrical spoiler technology

Trust the Transmission Systems Specialist

All Valeo clutches are manufactured according to Valeo's highest quality standards, making Valeo products efficient and reliable and ensuring full customer satisfaction.

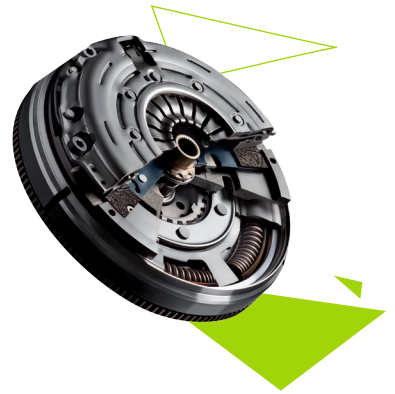
Valeo's expertise in research and development allows the reduction of clutch noise and vibrations along with enhanced driver comfort through better gear changes, giving consumers a smoother and more comfortable ride.

In Automechanicka Valeo Service presents all DMF technologies as well as a new after market Full Pack Offer.

THE DMF (DUAL MASS FLYWHEEL)

The advanced transmission technology for an optimal driving comfort

Modern engines produce higher torques that can be driven at low engine speeds. As a result, the maximum engines torque to be transmitted increases along with noise and vibration. This trend has made the DMF the key solution for modern vehicles transmission. Indeed the Dual Mass Flywheel - by opposition to a conventional clutch with a rigid flywheel - ensures vibrations filtering function thanks to a damper placed directly into the flywheel.



THE TECHNOLOGIES

Curved-spring DMF technology

The DMF is made up of two independent flywheels. The design splits the inertia between the engine and the transmission to keep the power train below the idle speed. There are two long curved springs between the flywheels that absorb the engine vibrations. The main advantage is a great angular damping which allows the maximum filtration.

DMF with Inner damper

In addition to the two curved springs, small straight springs - less sensitive to the centrifugal load - are integrated in the drive plate. This technology is ideal for extremely demanding applications like rear wheel drive vehicles where it is necessary to have very low vibrations at gearbox entry level.

Long Travel Damper (L.T.D.) DMF

For this technology, In addition to the curved springs, two sets of three springs are operating in series and synchronized by a back plate. These straight springs are less sensitive to the centrifugal force and provide less friction than curved springs. This combination allows providing optimal filtration thanks to a maximum angular displacement. This highly performing technology offers a remarkable driving comfort and all the qualities required for high-performance engines as well as for hybrid powertrain.

FULLPACK DMF®

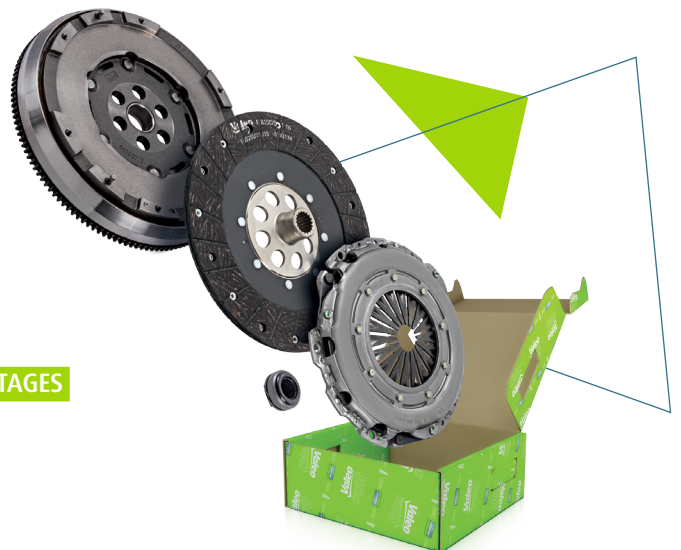
NEW

Valeo Service presents its new FullPACK DMF® range, an all-in-one simplified offer with all necessary parts in one box: DMF, disc, cover, hydraulic or mechanical bearing and screws.



VALEO ADVANTAGES

- ▶ All-in-the-box
- ▶ Reliable
- ▶ Higher Sales



Trust the best technologies for the aftermarket: Ultrasonic Park Sensors

With an increasing proportion of vehicles equipped with sensors, around one third of the passenger cars will have Valeo Parking Sensors equipped in O.E. by 2020.

THE TECHNOLOGIES

The theory behind the ultrasonic sensor is based on echo-location (like Sonars, used for navigation purposes). The frequency of the sound provides accuracy and remains inconspicuous. As sound hits a solid object, it is reflected back creating an echo. Since the speed of sound is known and constant for similar conditions, (such as wind or humidity to name a few), it is possible to determine the distance of the object emitting an echo by multiplying the speed of sound by half the time it takes to detect the echo (because the echo time is actually the time it takes the sound to hit an obstacle and travel back).

A growing market

- ▶ More than 10 millions vehicles equipped by Valeo each year
- ▶ More and more vehicles equipped with Valeo's technology
- ▶ More and more sensors present on each equipped vehicle

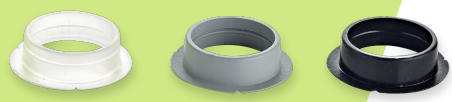
VALEO ADVANTAGES

- ▶ High quality O.E. products
- ▶ Designed to face the extreme conditions (-40° C and +95°C)
- ▶ Certified ISO TC 204 with MALSO standards
- ▶ Easy storage
- ▶ Easy identification (O.E.S. cross, vehicles applications, position)
- ▶ Easy fitting without any electronic initialization
- ▶ Match with most bumper colour
- ▶ High technology components
- ▶ A short range of 15 Part numbers covering over 32 million vehicles in Europe

1 SENSOR



3 FITTING RINGS



1 OFFER



New technical services for professionals

Outstanding services |

Through our worldwide TechCare program, Valeo Service offers professional training and assistance to both our customers and customers of our customers. Utilizing our advanced Technical knowledge based on years of experience in the automotive industry, this dedicated program offers the chance to pass on our know-how.

Our knowledge anytime, anywhere, Valeo delivers more than «just» premium products of O.E. quality. Our Technical team help them understand our products and helps them sell. To deliver a complete expertise, TechCare is based on four pillars.

TECHNICAL PROMOTION

- ▶ Get a personalized support by Valeo

TECHNICAL TRAINING

- ▶ Get technical with Valeo
- ▶ Workshops
- ▶ E-learning modules
- ▶ Webinar

TECHNICAL SUPPORT

- ▶ Get support and assistance with Valeo
- ▶ Technical Hotline
- ▶ Valeo TechAssist

WORKSHOP TOOLS

- ▶ Servicing with a smile
- ▶ ClimFILL®
- ▶ Regloscope®
- ▶ FastFILL™
- ▶ Brake Fluid Tester

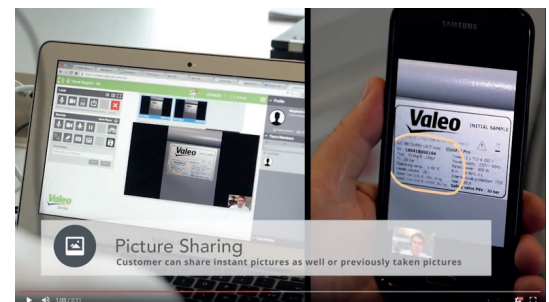
Valeo Service gets closer

Valeo service brings its Technical Care program to the garage doorstep thanks to a brand new Trailer fully fitted for trainings and demonstrations. The means of presentation for products have been chosen to be as didactic as possible, such as demo-car, video walls, garage equipments and product mock-ups. Automechanika, is one more step of a long road show, travelling through 20 different countries, with more than 130 events such as national and regional exhibitions, key customers events or Valeo Service Tech'Days.



Valeo hotline

The Valeo Technical Hotline answers calls all over the world and allows its customers and workshops to get product support on fitment issues, product application or cross reference enquiries.

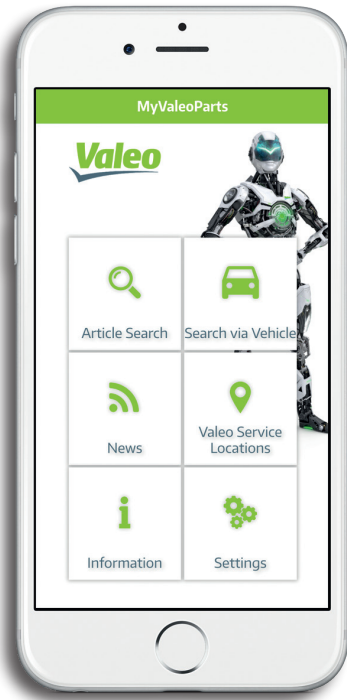




MyValeoParts

Make your day-to-day work easier

The new MyValeoParts is a part finder which helps professionals and drivers to find the right part to their vehicles. Finding a car part has never been easier thanks to this new App.



ALL VALEO CAR PARTS ANYTIME ANYWHERE

- ▶ All Valeo Service products for passenger cars, light commercial vehicles and trucks
- ▶ 14 languages
- ▶ Spare parts for passenger cars, LCV's, trucks
- ▶ Quarterly updated

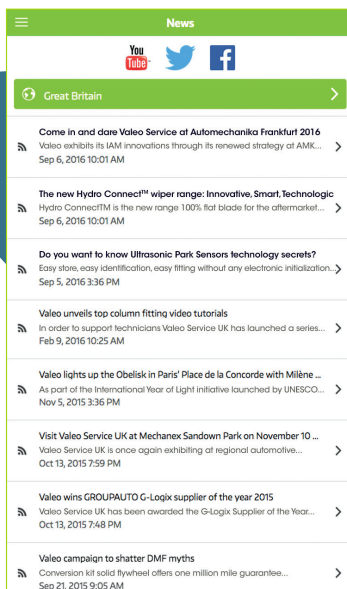
A QUICK ACCESS TO COMPLETE PRODUCT INFORMATION

- ▶ Car application
- ▶ Technical information
- ▶ Drawings
- ▶ Fitting drawings instructions
- ▶ Original reference application



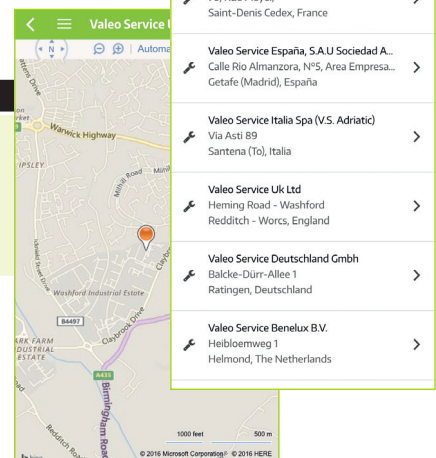
LASTEST INNOVATIONS AND PRODUCTS

- ▶ News and innovation alerts



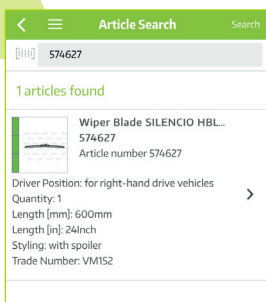
LOCATE THE NEAREST VALEO SERVICE OFFICE

- ▶ Contact easily your local Valeo Service entity and technical hotline



MULTI SEARCH PATH

- ▶ By article: article number, technical code, original spare part reference, aftermarket spare part reference
- ▶ By vehicle: select your vehicle type or enter the VIN code (Vehicle Identification Number) and access to all Valeo products available for your vehicle



Valeo

A leading worldwide supplier in the automotive Industry

Valeo is the automotive supplier partner to all automakers worldwide. As a technology company, Valeo proposes innovative products and systems that contribute to the reduction of CO₂ emissions and to the development of intuitive driving. In 2016, Valeo achieved 16.5 billion euros sales and invested over 10% of its original equipment sales in research and development. Valeo is made up of 4 business groups and an aftermarket activity, Valeo Service.

North America

17 Production sites
5 R&D Centers
2 Distribution platforms
14.688

Europe

54 Production sites
15 R&D Centers
3 Distribution platforms
43.146 employees

Asia

51 Production sites
15 R&D Centers
3 Distribution platforms
28.458 employees

South America

5 Production sites
3 R&D Centers
2 Distribution platforms
2.754 employees

Africa

7 Production sites
1 R&D Centers
2.753

Turnover by Activity

Comfort and Driving Assistance Systems	20%
Powertrain Systems	24%
Thermal Systems	28%
Visibility Systems	28%

Turnover

16.5 Billion €

Order Intake

23.6 Billion €

91.800 Employees

20 Research centers

38 Development centers

155 Production sites

15 Production platforms

Figures at December 2015

Valeo is an automotive supplier, partner to all automakers worldwide.

As a technology company, Valeo proposes innovative products and systems that contribute to the reduction of CO₂ emissions and to the development of intuitive driving. In 2016, the Group generated sales of 16.5 billion euros and invested over 10% of its original equipment sales in research and development. Valeo has 155 plants, 20 research centers, 38 development centers and 15 distribution platforms, and employs 91.800

Press contact

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