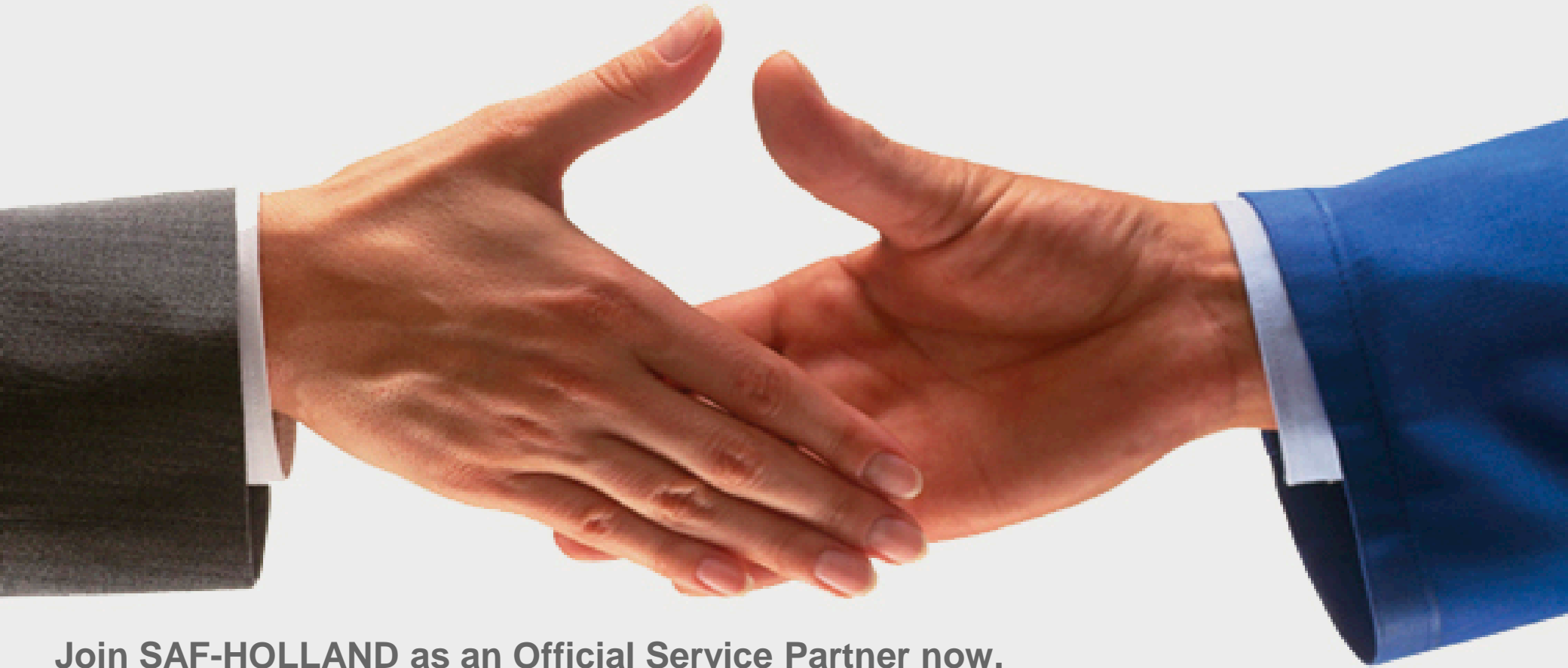


## Invitation for the Best



**Join SAF-HOLLAND as an Official Service Partner now.**



## ”The future is gained by those who shape it!“

To be sure: The impact of the economically difficult situation has hit the transport industry in full. Vehicle makers, carriers, suppliers, or workshops – practically everyone of us is currently facing unprecedented challenges. But it is equally sure that these may offer unexpected prospects and opportunities.

The demand for transport capacity will increase again at sight, and there is another point on which leading experts agree: Irrespective of this, sales of qualified repair and service work will grow as will the share of trade for spare parts and accessories.

Last but not least, service partners will be able to profit from this in a concrete fashion if they now set the course right. For this purpose, we recommend a simple but self-critical assessment. **Do the test yourself.**

# ”All SAF-HOLLAND Partners have one thing in common: They offer the best requirements for more success.“



## Your Location

- Your workshop possesses good traffic connections?
- SAF-HOLLAND logo and flags can be displayed prominently?
- A digitalized "how to find us" shows the way to you?

## Your Business

- The first impression is convincing: You have an attractive and well-maintained workshop?
- You possess DIN-ISO certification as minimum?
- You are able to provide a separate reception point for commercial vehicles customers?
- The atmosphere is one of cleanliness and professionalism?
- You provide a waiting area with refreshments for your customers?
- You have parking areas for complete truck/trailer units (20 metres)?
- Your repair workplaces for complete trailer trucks are canopied?
- You have a sufficiently large spare parts warehouse and are able to ensure a minimum stock of SAF-HOLLAND original spare parts?





## Your Expertise

- You already provide service for at least one manufacturer of trailer trucks, trailers, or trailer axles?
- Your workshop's work routines are organized in a clear and reliable manner?



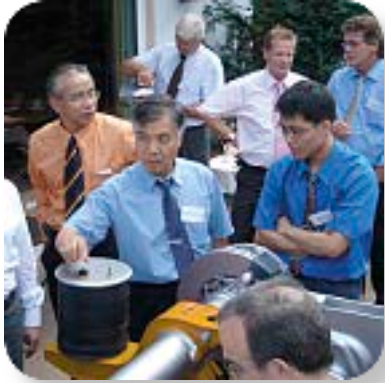
## Your Team

- Your staff dealing with customers are friendly, polite, and helpful?
- They wear name tags?
- At least one of your workshop mechanics possesses a welding certificate class MIG/MAG?



## Your Range of Services

- You are prepared to do minor repairs, too, e.g. within ten minutes and involving no more than two parts to be fitted?
- On workdays, your shop is open at least 12 hours, on Saturdays for at least 8 hours?
- You possess a trailer EBS authorization for reading ODR data as well as one for parameterizing TEBS for HALDEX, KNORR, and WABCO?
- You are able to carry out SP safety checks (TÜV licence)?
- You are able to provide maintenance and repair for trailers and semitrailers?
- Your workshop has a brake test bench as well as up-to-date brake testing equipment for brake systems made by HALDEX, KNORR, or WABCO?
- You have the necessary tools for
  - axle alignment?
  - fastening torques up to a value of 1,800 Nm?
  - measuring and adjusting wheel bearings?
- You are able to market spare parts and accessories purposefully and professionally?
- You are able to provide a customer-specific local range of services?
- You are able to provide a round-the-clock emergency service (optional)?
- You provide recovery and towing services (optional)?
- You offer mobility for trailers and semitrailers (optional)?
- You have access to a truck tire service partner?
- You carry out local repairs of trailers and semitrailers, cooperating, if necessary, with trusted local agency workshops?



**”What we want to ensure jointly in addition:“**

- Professional market development and regular information, for example with regard to service campaigns
- Availability of up-to-date SAF-HOLLAND operating and maintenance instructions
- Shop equipment with required SAF-HOLLAND tools
- Annual participation in a two-day SAF-HOLLAND maintenance and brake technology training course of at least one workshop member of staff

**”Thank you for your time in taking part in this self-test.  
There is one final question we would like to ask you:“**



## ”How often did you reply YES?“

**If you answered at least 75 percent of the items with YES, then we would like to meet you.**

Please fill in the two attached invitation forms and return these to us. We will then contact you directly and agree on the next step together.

If you have any further question please do not hasitate to let us know:

SAF-HOLLAND Official Service Partner

**Fax 0 60 95 301-259** or  
**[service@safholland.de](mailto:service@safholland.de)**



OFFICIAL SERVICE

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**Expertise. Trust. Partnership.**

**”We look forward to working with you.“**