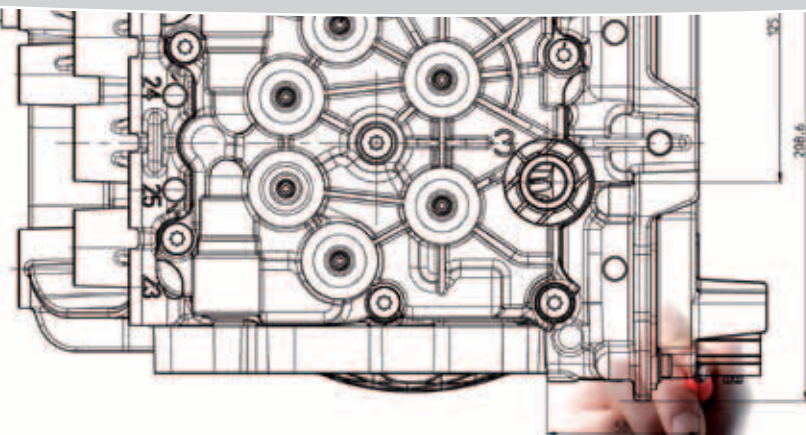


distributors, workshops and fleet operators



*Active  
service*

THE EVOLUTIONARY SERVICE CONCEPT

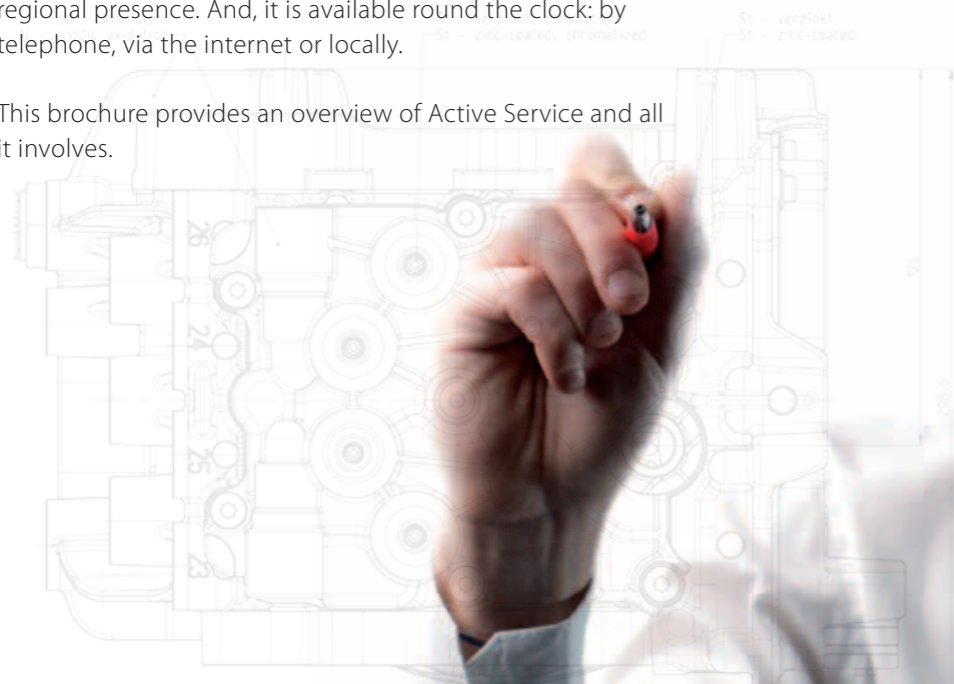
**KNORR-BREMSE**



# Active service

Active Service sets a new standard of support for your day-to-day operations, with tailor-made, value-for-money service solutions, OEM-quality products and a strong regional presence. And, it is available round the clock: by telephone, via the internet or locally.

This brochure provides an overview of Active Service and all it involves.



## Active Service: value-added in all respects ...

... with a concept precisely tailored to your needs.

The wide range of services on offer enables distributors, workshops or fleet operators to run every aspect of their business efficiently and economically.

OEM-quality products, technical training to update practical skills, and a support hotline for workshops – the key to shorter servicing times in the workshop. Service manuals, service news and other technical information are instantly available on the internet as required.

Product standardization helps distributors reduce inventory and capital tie-up – and at the same time increases product availability. Internet-based e-services including our electronic catalogue enable products and the relevant information to be found rapidly. The ordering process is simple and secure. And here too, backup is provided by a telephone hotline.

# 24h

## All products in OEM-quality – better safe than sorry

Anyone carrying out maintenance work on safety-critical commercial vehicle systems has to be able to guarantee the safety of the product concerned. That is why you should rely exclusively on OEM-quality service parts from Knorr-Bremse: only they can guarantee the right quality, reliability and longevity.

OEM-QUALITY – BETTER SAFE THAN SORRY

### 24-hour e-services

You have round-the-clock internet access to our electronic product catalogue, with details of all Knorr-Bremse products as well as aftermarket information. Secure online ordering – supported by our commercial hotline – simplifies and speeds up the process.



<http://www.knorr-bremseCVS.com>



## Active Service – intelligent and economical

Knorr-Bremse's service portfolio is based on the principles of safety, quality and economy throughout the entire product life cycle.

### Product rationalization

The example of the air disc brake illustrates the principle underlying our rationalized product program. At the centre of the service concept for this product is a caliper portfolio that has been reduced to 116 units covering more than 1,100 different applications. The air disc brake toolkit contains special tools to support service, and the product program also includes customized service kits.

An example that illustrates our economical service philosophy: product rationalization wherever possible.

### Backward compatibility

Backward compatibility makes it possible for service components to be equipped with all the additional features of the current series – that is what Knorr-Bremse means by genuine OEM-quality.



## Nothing will escape you with **NEO** System Diagnostics

NEO System Diagnostics is a diagnostics platform for commercial vehicle electronic systems that rapidly and professionally identifies faults in electronic braking systems. Depending on the configuration used, it either communicates via the diagnostic interface or directly with the ECU. Not only can the error code be read but, if the problem is more complex, a rapid system analysis can be carried out in order to localize and correct the fault.

State-of-the-art hardware and software take you through the entire testing process step-by-step, providing tips for identifying and rectifying faults.



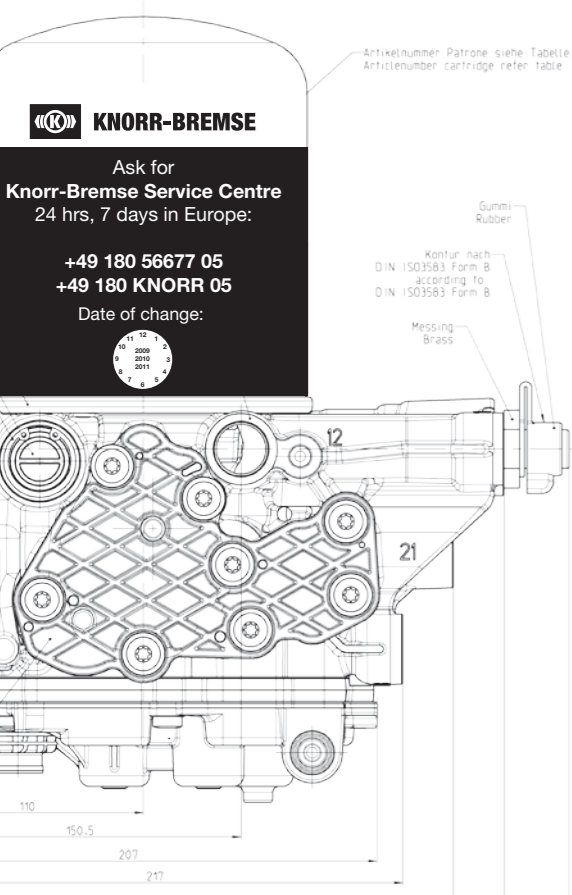
### Economical – from diagnosis to system analysis

NEO is designed on a modular basis and is upwards compatible, from the introductory to the top-of-the-range model. Your workshop and the servicing carried out in it will determine your particular diagnostic requirements – and NEO System Diagnostics will provide a flexible tool.

NEO – another example of the economical approach represented by Active Service.

# Hotline

Knorr-Bremse technology ...



**... well documented and available worldwide  
24/7 at [www.knorr-bremseCVS.com](http://www.knorr-bremseCVS.com)**

Knorr-Bremse's global internet-based service is available 24 hours a day to guide you through Knorr-Bremse commercial vehicle systems technology.

The electronic product catalogue on the internet provides access to all the relevant information on Knorr-Bremse products, technical data, service manuals and service news – a quick, straightforward service that is available in many languages.

The Active Service Hotline –  
capable, reliable, rapid

The Active Service Hotline is a competent partner with practical knowledge of Knorr-Bremse products and systems – differentiated according to the needs of distributors and workshops. It provides rapid assistance and reliable answers to all your commercial or technical questions.



**Knorr-Bremse Helpline – always there for you:  
00 49 180 566 7705**

24/7 – the Knorr-Bremse helpline for drivers and fleet managers in Europe. If servicing is required, it can immediately locate the nearest competent Knorr-Bremse service partner – 24 hours a day, 365 days a year.



## Active-Service: satisfied customers today and tomorrow

The forward-looking concept underlying Active Service means that whenever a new product is launched a carefully designed, economic service concept is already available.

Knorr-Bremse also feels responsible for protecting the environment. Its active core management system saves resources and contributes to product safety.

## Training for success

The modular training program enables you to benefit from Knorr-Bremse's experience and keeps your knowledge up-to-date.

### **Practical know-how**

Knowledge updates help ensure that individual workshop processes are efficient, rational and safe – as well as economical!

Training provisions offer practical know-how, with a comprehensive program covering various product and service sessions, statutory and diagnostic training.

You can find further information about training content, dates and locations as well as the necessary application details at: [www.knorr-bremseCVS.com](http://www.knorr-bremseCVS.com)



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**Active Service: overview**

- OEM-quality service
- E-services available 24/7
- Training
- Hotline
- Economical service solutions
- NEO System Diagnostics