



3.2 Deep-dive – Unlocking Value

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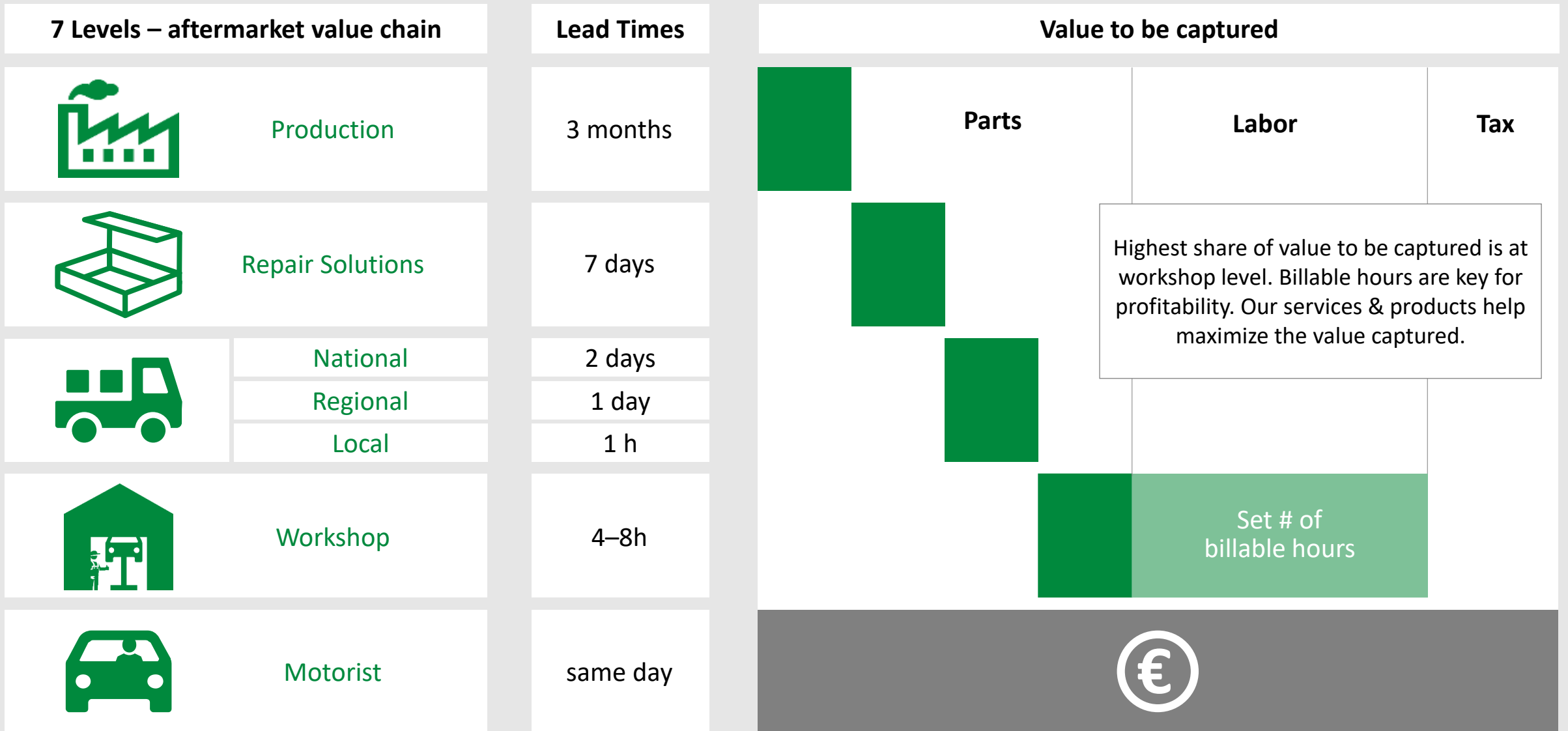


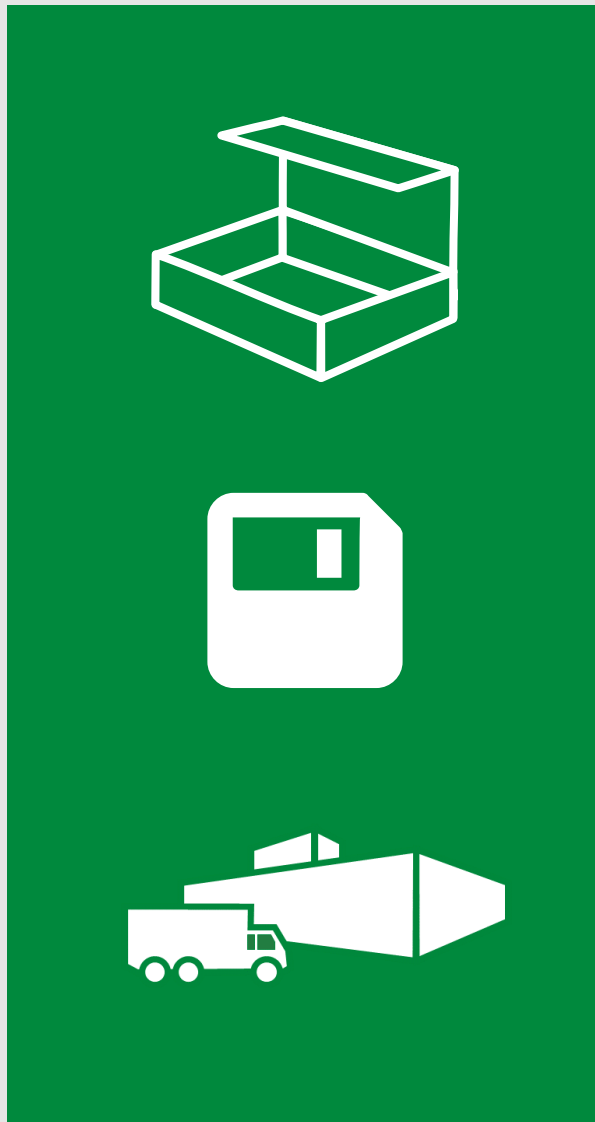
Dr. Robert Felger

President Product & Research and Development Automotive Aftermarket

- ▶ 1989 Mechanical Engineering degree Dipl., University of Stuttgart
- ▶ 1989 – 1994 LUK: Design Engineer, Bühl / Wooster, OH
- ▶ 1994 – 2005 LUK: Project Manager Ford Group, Bühl
- ▶ 2004 Master of Business Administration, Kellogg-WHU
- ▶ 2005 – 2008 LUK: Product Line Director, Bühl
- ▶ 2008 Ph.D. Business Administration, Comenius University of Bratislava
- ▶ 2008 – 2017 Schaeffler, Langen: Senior Vice President – Product, AAM
- ▶ 2017 – Today Schaeffler, Langen: President Product Management and R&D, AAM

Everything we do is geared at unlocking the value at the workshop level






Over the next slides, we will illustrate to you our operational excellence, using the example of a double clutch transmission repair.



Starting Point: Vehicle trouble when you need it the least. The initial error message occurs as displayed below.


Gearbox malfunction: you can continue driving

The diagnostics tool is pointing out a worn clutch

Error Count 3

P1898 clutch 1
function restriction intermittent

P177B clutch 1
tolerance limit reached

P1899 clutch 2
function restriction intermittent

Diagnosis: First step at the workshop is the error identification, using diagnosis tools. After this step, a workshop decides whether to accept or reject the job.



Technical products – Each time is the first time

Complexity due to technical variety:
The reality of an independent workshops is, that a clutch repair of any given car type is extremely rare. But with Schaeffler's Product & Service offer, workshops can be sure to have a reliable partner at their side.

SCHAEFFLER

Car Parc Diversity

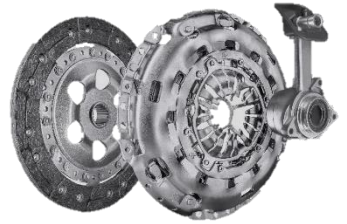
Product Diversity

Complexity

SCHAEFFLER Solutions help manage complexity



20,000 annual repairs



A mechanic will do this repair every *
1 year



1,000 annual repairs



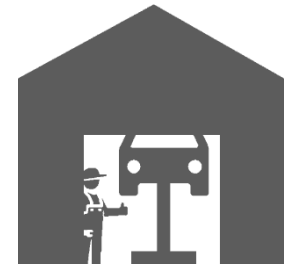
20 years



100 annual repairs



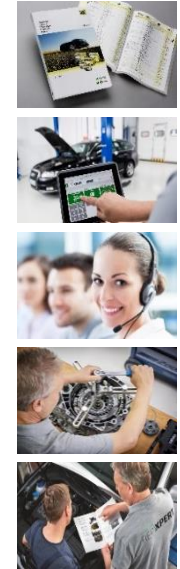
200 years



1 of **20,000**
IAM Workshops
in Germany
4 – 8h



SCHAEFFLER REPXPERT



- Parts Identification
- Digital Support Platform
- Service Center Support
- Instructional Videos
- Technical Trainings

* Frequency of clutch-vehicle combinations at workshop level:
Based on an equal distribution of estimated market volume across all independent aftermarket workshops in Germany



SCHAEFFLER
REXPERT



REXPERT
Repair Instructions
Repair Videos
Product Catalogues
Hotline
Trainings
Local Language
100,000+ Users

Schaeffler REXPERT - Technical Support:
With our Service Brand REXPERT workshops have access to full support, online and offline. With our unique offer, the workshop is enabled to accept any job related to our product portfolio.

While the ordered parts are being shipped, work on the vehicle begins

SCHAEFFLER



REP>XPERT

**Physical Work:
some 100 kg to
be lifted – at the
same time
precision
required**



Special Tooling
reduces time
&
potential for
errors

Tools: In addition, we support the workshop, simplifying the repair process with our special tools and step by step repair instructions.

The ultimate goal: repeat business with happy customers



Our Goal: We want the customers of the workshops to be happy and come back because they have confidence and trust.

1 **Workshops** add the most absolute value in the aftermarket value chain, with **empowered mechanics**, by **eliminating waste** and by pushing **quality**.

2 We provide solutions with **everything needed in a single box** along with best-in-class support – offline and online – through Schaeffler **REXP**ERT.

3 **Intelligent solutions** with ease of use and convenience allow for **above average margins**.

**Unique workshop
orientation is
our tangible USP**



Automotive Aftermarket

Michael Söding
CEO Automotive Aftermarket

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1 We have laid the **foundation** to thrive in a world of **digitalization** and growing **logistical complexity**.

2 Our growth is driven by **global expansion, cross-selling, and increasing coverage** of our product portfolio.

3 We will continue our track record of delivering **highly profitable growth**.

**Highly profitable
growth by managing
complexity**