



**DELIVERING  
YOU MORE**

FROM THE **START** | ON THE **ROAD** | IN THE **SHOP**

**WELCOME TO THE EXPANDED  
WABCO DISTRIBUTION NETWORK**

[www.wabco-na.com](http://www.wabco-na.com)

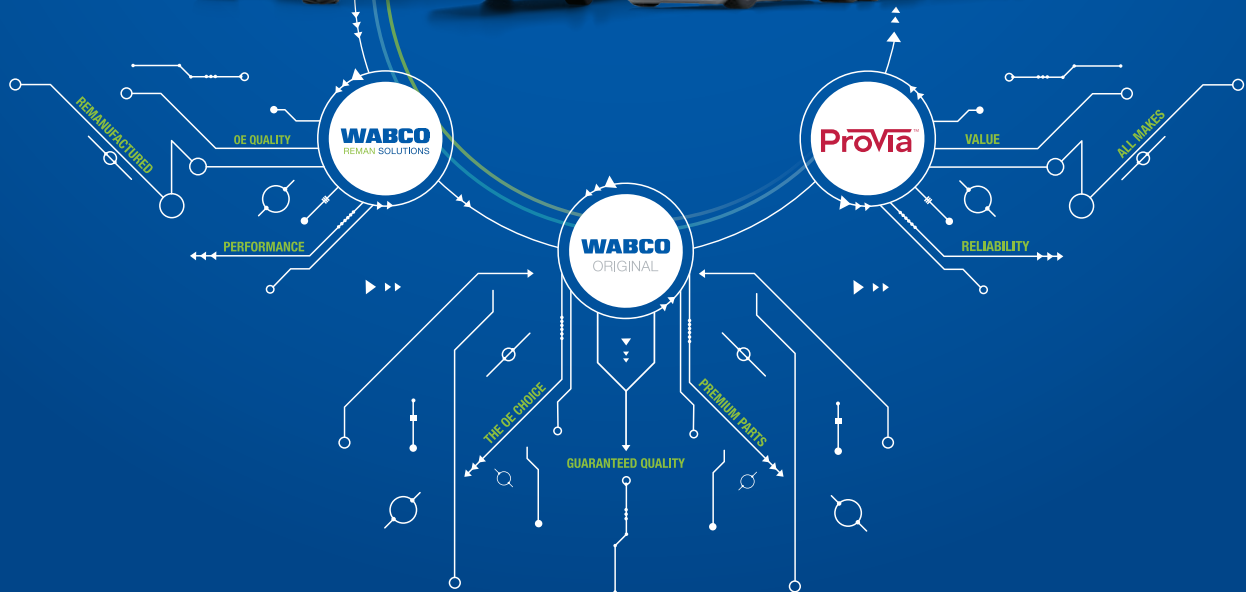
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**WABCO**

Mobilizing Vehicle Intelligence

DELIVERING YOU MORE

# AFTERMARKET SOLUTIONS





Thank you for being a member of the dramatically expanded and enhanced WABCO aftermarket distribution network. We are pleased to be “Your Partner in Uptime” by providing convenient access to the complete range of WABCO aftermarket products, including WABCO Original parts, WABCO Reman Solutions and ProVia quality aftermarket parts. Each of these product offerings is now available directly through WABCO as a result of the termination of an exclusive distribution agreement with Meritor, Inc.

Our businesses share a commitment to the success of commercial fleets and other equipment operators. At WABCO, everything we do is designed to help your customers increase vehicle uptime through high-quality products and support tailored to each stage of the service lifecycle.

As an authorized WABCO distributor, you will also be able to leverage an ever-growing range of business tools and technical support resources that are available to our partners around the world. These include our convenient customer portal -- [www.wabco-customercenter.com](http://www.wabco-customercenter.com) -- featuring a user-friendly electronic catalog, online ordering, order tracking and detailed product information; an expanded, multilingual customer experience team, including our North America-based Customer Care Center and regional field service professionals; and WABCO Academy, a continually evolving training program consisting of interactive education modules, on-site clinics and certification programs.

In addition, we are pleased to enclose an array of attractive WABCO-branded items to help you promote your status as a WABCO distributor. These include a mouse pad, lens cleaner, pen, notepad and magnets imprinted with information on our Customer Care Center. Also enclosed is the latest WABCO product catalog.

With a heritage of over 150 years of success in the commercial vehicle and fleet markets, and world-class global aftermarket capabilities, WABCO is proud to provide our extensive aftermarket portfolio for North America, enabling the fleets you serve to achieve leaner, greener and safer operations.

**If you have any questions, please contact your WABCO sales representative or the  
WABCO Customer Care Center, at (855) 228-3203.**

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**[www.wabco-na.com](http://www.wabco-na.com)**



# YOUR PARTNER IN UPTIME

With a heritage of over 150 years of success in the commercial vehicle and fleet markets, and world-class global aftermarket capabilities, WABCO is proud to provide customers with our extensive aftermarket portfolio for North America, enabling the fleets you serve to achieve leaner, greener and safer operations.

We measure success through our ability to help original equipment (OE) service organizations, aftermarket parts distributors and independent service providers increase

vehicle uptime for their customers through convenient access to the right products along with comprehensive business and technical support.

In addition, as the leading global OE supplier of braking control systems and other advanced technologies, WABCO has unparalleled expertise in meeting the unique demands of the world's hardest working equipment at every stage of its operating life cycle:



## FROM THE START

OE service organizations, parts distributors, independent service providers, fleets and other customers rely on WABCO for genuine OE replacement systems and parts; retrofit kits that enhance vehicle safety, performance and driver satisfaction; and extensive sales support and technical training.



## ON THE ROAD

To help fleets keep their equipment “on the job,” WABCO has developed an extensive portfolio of user-friendly diagnostic and digital solutions, including TOOLBOX™ diagnostic software. In addition, WABCO offers a seasoned, multilingual customer experience team consisting of a North America-based Customer Care Center and regional field service professionals.



## IN THE SHOP

Regardless of vehicle age, WABCO offers high-quality replacement product and service solutions — including WABCO Original parts, WABCO Reman Solutions and ProVia quality aftermarket parts — combined with skilled diagnostic and repair services available through the WABCO Service Partner Network. Our unique focus on addressing vehicle needs throughout the operating life cycle helps customers not only increase uptime but maximize their return on every maintenance and repair investment.



# OUR PARTS ARE ONLY PART OF IT.

Increasing vehicle uptime isn't simply a matter of finding the right parts at the right time. At WABCO it means offering a comprehensive set of business resources that help streamline each step in our customers' maintenance and repair processes. These include:

- The WABCO Customer Center portal – [www.wabco-customercenter.com](http://www.wabco-customercenter.com) – featuring a continually evolving set of timely, convenient resources. These include a user-friendly electronic catalog, online ordering, order tracking, account management, the latest WABCO product information, and more
- WABCO Academy, a comprehensive training platform featuring self-directed online modules, on-site clinics and product/service certification programs covering an ever-expanding range of topics; and
- WABCO Service Partner Network, an elite class of service facilities that have completed specialized training to provide service, repair or replacement of WABCO's suite of products.

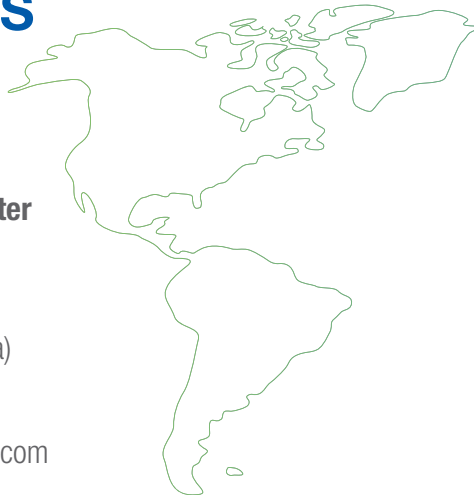
## KEY LOCATIONS

**Headquarters – Americas**  
Auburn Hills, Michigan

**Aftermarket Distribution Center**  
Hebron, Kentucky

**Customer Care Center**  
855 228 3203 (U.S. and Canada)  
800 953 0248 (Mexico)

[wnacustomercenter@wabco-auto.com](mailto:wnacustomercenter@wabco-auto.com)



## QUICKVIEW



**\$3.4**  
BILLION  
in sales (2019)



**40**  
Countries



**27**  
Locations



**14,000**  
Employees

## OUR BRANDS

**WABCO**  
ORIGINAL

**WABCO**  
REMAN SOLUTIONS

**ProVia™**

**MICO®**  
a WABCO company

# TOOLS & RESOURCES



## WABCO North America Website

WABCO's comprehensive regional website, providing the latest product information, company news, events and more  
[www.wabco-na.com](http://www.wabco-na.com)

## WABCO Customer Center

WABCO's new customer portal featuring electronic catalog, online ordering, order tracking and detailed product information  
[wabco-customercenter.com](http://wabco-customercenter.com)



## WABCO Literature Center

WABCO's comprehensive literature storefront with access to technical publications, maintenance manuals, sales documents and parts catalogs - including unlimited free downloads and the ability to order printed literature shipped directly to your business  
[www.wabco-na.com/literature](http://www.wabco-na.com/literature)

## WABCO North America Customer Care Center

**+1 (855) 228-3203**

Follow the prompts below for proper assistance when calling the Customer Care Center

- 1 **Technical & Repair Support**  
[wnacustomercenter@wabco-auto.com](mailto:wnacustomercenter@wabco-auto.com)
- 2 **Sales, Order & Pricing Support**  
[wabconorders@wabco-auto.com](mailto:wabconorders@wabco-auto.com)
- 3 **Product Specification Support**  
[wabconaspecs@wabco-auto.com](mailto:wabconaspecs@wabco-auto.com)
- 4 **Support from WABCO-affiliated companies, including MICO®, Laydon Composites (LCL) and Snap-On**

WABCO's North America-based call center is open Monday - Friday from 8 A.M. to 8 P.M. EST (excluding public holidays)  
[https://www.wabco-auto.com/americas\\_en/Get-in-touch/Customer-Care-Center](https://www.wabco-auto.com/americas_en/Get-in-touch/Customer-Care-Center)





# ALL YOUR WABCO TOOLS & RESOURCES IN ONE SPOT

[www.wabco-auto.com/americas\\_en/Services-and-Support/Aftermarket](http://www.wabco-auto.com/americas_en/Services-and-Support/Aftermarket)

Point your smartphone camera at the QR code to view these websites on your phone.



## Reman Core Connect

WABCO's user-friendly core portal, featuring information on core eligibility and how to return cores. To request a login, email [core.return.NA@wabco-auto.com](mailto:core.return.NA@wabco-auto.com).  
[remancoreconnect.com](http://remancoreconnect.com)

## WABCO Service Partner Application

WABCO's network of certified facilities that provide service, repair or replacement of WABCO's suite of products  
To apply, visit: [www.wabcoservicepartner.com](http://www.wabcoservicepartner.com)



## TOOLBOX™ Diagnostic Software

WABCO's PC-based diagnostic software, providing a streamlined diagnostic experience and minimizing downtime  
To purchase, visit: [wabco.snaupon.com](http://wabco.snaupon.com)

## WABCO Academy

WABCO's constantly-evolving training platform, offering interactive education modules, on-site clinics and certification programs covering the full spectrum of WABCO OEM and aftermarket solutions  
[www.wabco-academy.com](http://www.wabco-academy.com)



## Warranty Support

WABCO's streamlined warranty claim process  
[www.wabco-auto.com/americas\\_en/Legal/Terms-and-conditions](http://www.wabco-auto.com/americas_en/Legal/Terms-and-conditions)

**To Submit a Warranty Claim**  
Complete the Warranty Submission Form

**To Submit a Service Parts Warranty Claim**  
Complete the Service Parts Warranty Form

**To Apply For Authorization to Perform WABCO Warranty Work**  
Fill out the Facility Creation Form



## CONNECT WITH US!



[facebook.com/WABCOauto](https://facebook.com/WABCOauto)



[linkedin.com/company/WABCO](https://linkedin.com/company/WABCO)



[@WABCO](https://twitter.com/WABCO)

For further product details contact your distributor or the WABCO Customer Care Center at 855-228-3203.

**WABCO** is the leading global supplier of braking control systems and other advanced technologies that improve the safety, efficiency and connectivity of commercial vehicles. Originating from the Westinghouse Air Brake Company founded nearly 150 years ago, WABCO is powerfully “Mobilizing Vehicle Intelligence” to support the increasingly autonomous, connected and electric future of the commercial vehicle industry. WABCO continues to pioneer innovations to address key technology milestones in autonomous mobility and apply its extensive expertise to integrate the complex control and fail-safe systems required to

efficiently and safely govern vehicle dynamics at every stage of a vehicle’s journey – on the highway, in the city and at the depot. Today, leading truck, bus and trailer brands worldwide rely on WABCO’s differentiating technologies. Powered by its vision for accident-free driving and greener transportation solutions, WABCO is also at the forefront of advanced fleet management systems and digital services that contribute to commercial fleet efficiency. In 2019, WABCO reported sales of over \$3.4 billion and has almost 14,000 employees in 40 countries. For more information, visit [www.wabco-na.com](https://www.wabco-na.com)

