

TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis tool consultative support **Car and Truck Repairs. We've got what it takes.™** trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis tool consultative support trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis tool consultative support trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional

bilstein group





TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis tool consultative support trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis tool consultative support trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts **10 success factors for your business.** Made in Germany trendsetter proactive sales promotional analysis tool consultative support trainings and seminars car specialist truck specialist manufacturer TÜV certified first to market more than 20.000 parts Made in Germany trendsetter proactive sales promotional analysis

Welcome to febi bilstein.

febi bilstein is a global, market leading manufacturer and supplier of car and truck spare parts to the independent aftermarket. Increase the success of your business – with our tried and tested Factor 10 formula.

The whole is more than the sum of its parts. Allow this “MORE” to be the foundation of your success. Everyday, we create essential added value for our customers.

Our capital: The team concept

Our capital is more than cutting-edge machinery. The optimum use of the “team” as a resource is our open company secret. The better our processes are coordinated with the wholesaler, the more effective and cost-efficient we can supply you.

Added value must be transparent. That's why you will find the most important factors for our success contained within this brochure.

Our focus: The perfect range in OE quality

Make the most of new products as soon as they are available on the market: As a trendsetter, febi's standard is always to be the first company in the independent aftermarket to add new products to its range as soon as they are launched by the vehicle manufacturer: We focus on the optimum market supply.

Our work is characterised by **premium quality, speediness and trendsetting** – we continue to prove this on a daily basis.

You can benefit from our 10 factors of success: Right from your very first order.

febi bilstein compact:

- | | |
|------------------------|-----------|
| • Founded: | 1844 |
| • Owner-managed | |
| • Employees: | 900 |
| • Group turnover: | > 250 m € |
| • In-house production: | > 35 m € |

¹ febi bilstein, head office



We provide solutions.

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Quality for the independent spare parts market.

febi bilstein is a leading manufacturer and supplier of car and truck spare parts to the independent aftermarket.

Benefit from the know-how and service orientation of an owner-managed and independent market leading German company.

As a strong wholesaler and workshop partner we are clearly committed to the independent spare parts market. We make you stronger: Put your trust in febi bilstein's comprehensive support – from market potential analysis and development of marketing strategies, to training, marketing activities, advice on stock keeping and provision of technical information.

From product supplier to ideas provider

febi bilstein has been active on the market for more than 160 years. We analyse our customers' potential and competition and consequently supply total solutions rather than just products.

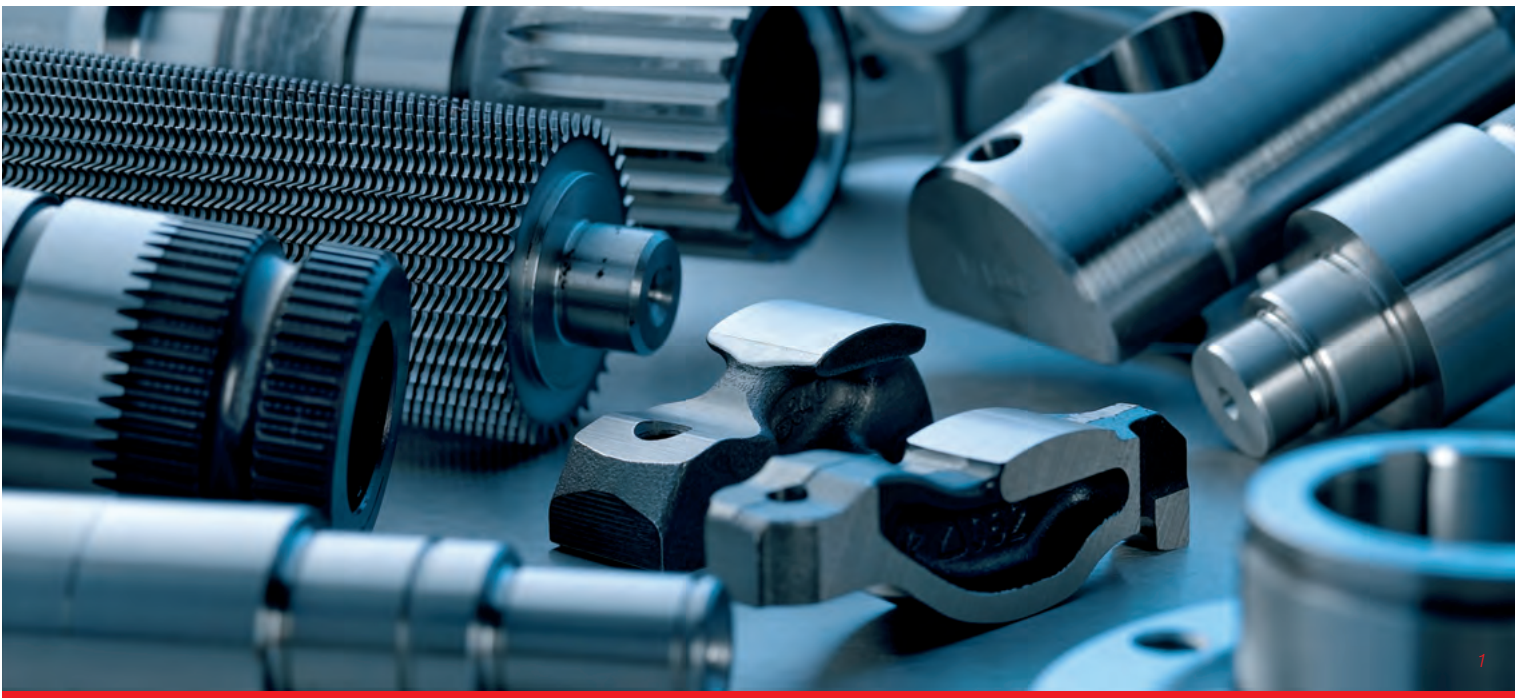
In addition to spare parts for most truck and bus types we supply a comprehensive range of parts for trailers and semi-trailers as well as the well-established febi plus range. Our customers appreciate

not only the depth of our product range and the high quality of our products, but the tried and tested febi bilstein added value.

febi's value system

- Secure margins for wholesale and workshops
- Repair solutions for workshops
- Efficient logistics
- Tested original manufacturer quality
- Sales support through strong branding
- Extensive service
- Fast warranty process

¹ febi bilstein, head office in Ennepetal



Committed to providing first class products.

febi bilstein manufactures top-of-the-range car and truck spare parts to the highest quality levels.



Tested febi quality

- Made in Germany
- Cutting-edge machinery
- Wide production range
- 80% skilled worker quota

“Made in Germany” for us means both high quality standards and commitment. As we have continuously developed our range, we have also considerably increased the proportion of in-house production parts and constantly invested in high-tech production technologies. febi has been machining metal parts since 1844 and is therefore highly experienced in this area. This combination of know-how and precision technology lends itself to the development of every mass-produced product and enables the production of even the most demanding parts.

Value Creation

febi is a “one-stop-shop” for a complete range of high-precision production services. Our production processes cover nearly the whole production spectrum: From tool-making and machining, to hardening and in-house quality assurance and testing.

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Factor  **The manufacturer**

Meeting the demand for spare parts in OEM quality.

As a manufacturer we recognise the need to maintain the highest quality standards at every step of the production process.

Manufacturer competence at all levels

You can put your trust in febi bilstein's manufacturing competence: By transferring know-how from the manufacturing process to the purchasing process, we apply the same high quality criteria to both partner production and in-house production.

- 1 Product range examples*
- 2 Hardening process*
- 3 Computer aided manufacturing*
- 4 Rocker arms*



A good sign.

febi bilstein stands for products which meet the highest production quality and fitting precision requirements.

With quality, speed and trendsetting at its forefront, febi bilstein is the deciding impetus for you and your market, wherever you are in the world. As a premium brand, we are committed to our customers' requirements – day in, day out.

A comprehensive range for wholesalers and workshops

We not only support you with a comprehensive range, but also with a strong brand. Acting on the maxim "think globally – act locally", febi efficiently uses the instruments of strategic brand management worldwide. We are constantly engaging in two-way communication with wholesalers and workshops, enabling us to provide tailored solutions for our customers.

Our internationally renowned brand represents quality, reliability, swift delivery and value for money. This is why partners across the world put their trust in the febi brand.

febi – a strong brand:

- International premium brand
- Top quality
- Guaranteed deliveries
- Trendsetting
- Value for money
- Renowned and popular brand



- 1 Quality from Germany
- 2 Steering parts
- 3 Distinctive febi packaging
- 4 High brand recognition

You have got the right to a strong brand.

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Factor 4 The range

We have it all.

Everything at a glance.

You have the choice: Our extensive product range includes more than 20,000 different spare parts to fit a vast range of cars and trucks.

Car Division 



febi offers a complete range of spare parts: steering and suspension, engine, braking, chassis, wheel fastenings, as well as electric and pneumatic parts – no other supplier offers a wider range in the independent aftermarket.

More than 40 product line and vehicle type catalogues, published in more than 20 languages, ensure that you find the part you are looking for quickly and easily. A clear layout enables you to identify a part within seconds by searching either by vehicle manufacturer or product line.

Everything for car and truck

In many areas febi offers a unique product range: Our catalogues are optimised to facilitate the quick identification of parts.

In addition, we provide valuable fitting information, tailored repair kits and show at a glance, what the workshop should replace in a repair. We support our partners by giving them more than just parts.



Smart solutions for your success.

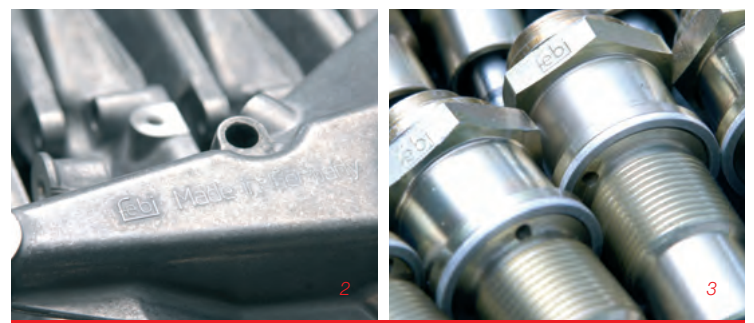
We see this as an important service factor in supporting our partners.

You can optimise and complete your range with febi plus: Our product line, which has specifically been developed for the wholesale, includes additional high-margin quality parts, which are often assumed to be “dealer only”.

You can use this popular range and the increasing demand of febi plus products to increase your margin significantly.

The range at a glance:

- More than 20,000 different spare parts
- Competent for car and truck
- Line and type catalogues in more than 20 different languages
- febi plus



1 Comprehensive range of catalogues

2 Engine timing

3 Detailed view

Factor 5 Parts identification

Market leading system.

“Parts need identifying before they can be sold.” A simple and effective principle that has led febi bilstein to be at the forefront in our market in terms of data accuracy and integrity for the identification of spare parts.



As one of the largest data suppliers to TecDoc, our complete range is available to the market in one structured electronic catalogue. Data validity is consequently our top priority.

As an additional service, we are happy to create individual product catalogues tailored to your needs – digital, online or printed: To help increase your stock turn.

Reliable and updated daily

You can rely on a maximum of accuracy: 100% of all product links are checked and updated daily. Using our specifically developed information system PISA, we collate all information regarding vehicle details, application and parts. This one central system feeds all external data sources.

Furthermore, you will benefit from the faultless identification of every part: By our graphic parts identification in the form of composite pictures, and also by the additional interface to engine links.

Systematic/logical parts identification:

- All links 100% checked and validated
- Daily database updates
- Composite pictures
- Engine code search
- Individual result lists



- 1 Car and truck catalogues
- 2 Parts identification using febi CD
- 3 febi CD: Parts identification with composite picture
- 4 Online catalogue



Easy parts identification.



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Just-in-time delivery.

Minimise waiting time: All orders that febi bilstein receives are with you in no time – thanks to prompt processing and cutting-edge IT-based warehouse logistics.



Save cash and improve your return on capital by relying on our high performance logistics when planning stock levels. Our modern, computer-controlled high-rack warehouse stocks more than 100 million parts at all times – ready to be delivered around the world.

Take advantage of the febi system: We guarantee optimum stock profiles, short lead times as well as the necessary buffer stock. We ensure high availability of parts, market leading delivery times and the ability to dispatch even large stock orders within one day.

Optimise your logistics: Particularly in times of intense competition, logistics plays a crucial role in adding value.

febi logistics at a glance:

- Storage space: 48,000 sqm
- Pallet locations: 66,000
- Bin locations: 132,000
- Picks per day: 70,000 (designed for a maximum of 180,000)
- Warehouse volume: 291,000 cu m

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Factor 6 Logistics

Save time and money.

Thanks to the most modern logistics concept.

We are happy to develop individual solutions, which will be tailored exactly to the requirements of your company.

- Your advantages at a glance**
- Reduce stocking costs
 - High availability
 - Prompt order processing
 - Just-in-time delivery
 - Optimum value creation chain

- 1 Goods in transit
- 2 Central warehouse
- 3 Automated high rack warehouse
- 4 Customer-tailored logistics

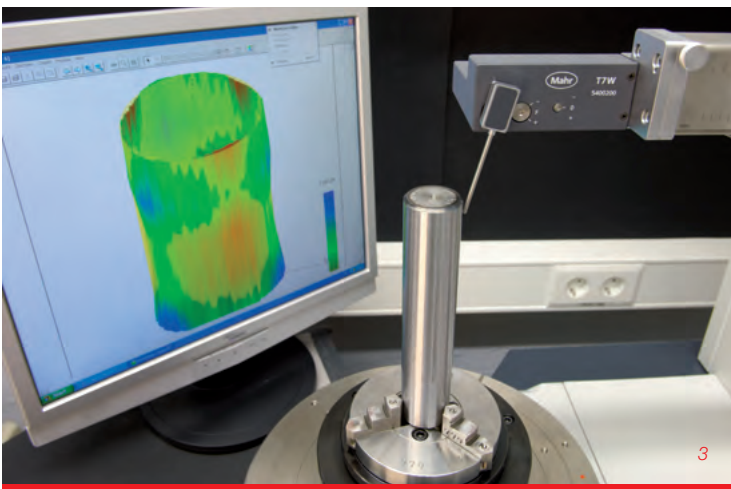


Factor  Quality

Focus: quality assurance.

A thorough examination.

febi bilstein applies a simple standard to its products: OE quality. That's why we hold a leading position in the automotive parts aftermarket.



For us, quality means one hundred percent precision. This applies to in-house production as well as to the selection of our suppliers. All products must meet our own strict quality criteria, which often exceeds legal requirements. As a manufacturer we know exactly which factors affect the quality of the production process.

Our Triple Checking System (TCS) is exemplary:

1. Supplier audits
2. Initial sample checks
3. Goods-in control

- 1 Shaft testing centre
- 2 Quality control department
- 3 Highly sensitive measuring equipment
- 4 TÜV official seal
- 5 Measuring tolerance
- 6 TÜV certificate





The Triple Checking System. Nothing else is good enough.

febi bilstein's explicit target: We want to be a global supplier of the best aftermarket spare parts. We have based all our corporate processes on this future proof principle.

All our products are checked with various modern test devices. Alongside material quality, the fitting precision is also a particularly important criterion. Therefore we offer many top quality parts usually only available from OE.

Innovative partnerships for quality

To be able to ensure comprehensive quality assurance, we regularly invest not only in new machinery and testing equipment, but also in continuous staff training and the development of innovative partnerships. Intensive cooperation with the

Technischer Überwachungsverein (TÜV)*, external institutes, a technical university and the Materialprüfungsamt (office for material testing) allows us to continuously develop the quality of our products for you.

* German Association for Technical Inspection

Tested febi quality:

- OEM quality
- Triple Checking System
- Technological innovator
- Made in Germany
- Premium brand
- Innovative partnerships



Driven by your needs.



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We don't just supply parts – we provide service.

At febi bilstein we focus on your requirements and expectations – for customer satisfaction without compromise.

We know what you do. This is why our service does not end at the delivery stage: We are glad to pass on our know-how to you and support you with targeted technical services such as:

- Product and sales training
- Technical information
- febi Exakt – workshop information
- febi Tips
- Repair and fitting instructions

We like to consider ourselves your equal partner and focus on transparency of information in all areas. We therefore include all distribution levels in the sales process and, for example, adapt the gross price to the country-specific requirements of particular markets.

Tailor-made service concepts

Of course, we also support you with tailor-made training programs and targeted marketing activities to enable you to

continuously increase your sales. We act as your partner with regard to stock optimisation, the provision of fitting and operating instructions, or developing marketing campaigns. In order to provide this support we have an extensive network of subsidiaries staffed with dedicated, competent personnel to deal with your enquiries and requests.

febi service at a glance:

- Workshop training
- Marketing support for sales development
- Fitting instructions
- Field sales force

1 On the way to the customer

2 Training situation

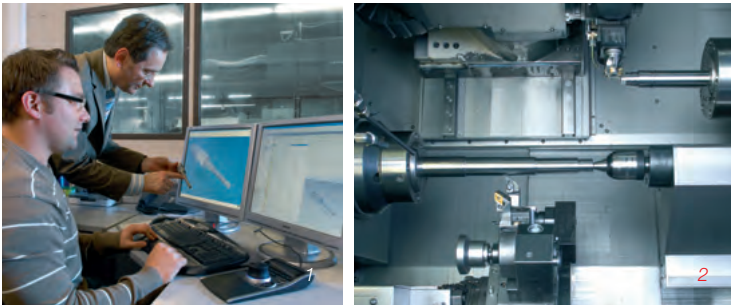
3 Trade exhibition stand



First to market.

Find a new direction.

Our claim: We already have parts in range today which our customers will require tomorrow.



You too can be one of the first to sell new products: Our product managers are constantly analysing the independent spare parts market to identify interesting new products. As our customer, you too can automatically benefit from our speed of response to sustain future profitability: We rigorously follow all OE innovations to ensure the continuous supply of 2,000 new parts to the independent aftermarket every year.

Deliver Intelligent Solutions

We use our carefully formulated process chain to develop intelligent solutions from innovative ideas so that you can save time and money – e.g. our products are designed for quick and efficient repair or are perfectly customised repair kits.

- 1 R & D department
- 2 Modern machinery
- 3 Developing production plans
- 4 Customer determines demand



Everything you need.

Developing products today for tomorrow.

febi bilstein is already designing future products. We, therefore, engage in dialogue with various expert committees in order to identify customer needs and react to them quickly.

Manufacturer alliances for your success

You can already enjoy new products and solutions today: We collaborate with, for example, special tool manufacturers, to provide you with elaborate and quick solutions.

At the same time, we are continuously updating our product catalogues, service documents and online databases. This is

the only way to ensure that you are always able to refer to our current product range.

febi trendsetting:

- Expert committees
- First to the market
- Smart repair
- Repair kits
- Manufacturer partnerships
- febi plus



febi is never far away. Across the globe.

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**Victoire assurée
avec febi!**

La marque de Qualité sur
le marché de la rechange.

www.febi.com



We are never far away.

febi bilstein is represented in 69 countries on all continents. Our presence is made global through our network of subsidiaries or selected representatives.

Globalisation has intensified market competition and country specific requirements are constantly becoming more pronounced. We see this as an opportunity to get closer to our customers: Therefore we have not only been following the vehicle manufacturers to the world market, but, are one of the international leaders in the independent spare parts market today.

Trendsetter not follower

Subsidiaries on each continent, regional product management and international purchasing allow us to respond quickly to market needs and adapt our product range constantly. Specific market information constantly contributes to the development of our product range. Dealing with new prod-

ucts, technologies, expertise and requirements on a daily basis provides us with a basis for our constant development.

Do you have any more questions or requests? Please give us a ring or write to us. We are looking forward to meeting you!

febi international:

- > 70% of sales for export
- Deliveries to more than 140 countries
- Represented in more than 69 countries
- bilstein group
- > 10 subsidiaries

- 1 febi campaign for French speaking countries
- 2-4 International advertising campaign



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