

## Tip Sheet #22

*This is the 22<sup>nd</sup> in a series of news tips available from ArvinMeritor to keep you informed of the latest news, literature and information available. For more information on the followings tips, please contact D. Mike Pennington at 248/435-1933 or e-mail your requests to David.Pennington@ArvinMeritor.com.*

### **MA312 Friction Material Selected as Standard Offering**

The Meritor<sup>®</sup> MA312 friction material has been chosen as the standard brake lining for 23,000-lb. gross axle weight rated (GAWR) trailer axle and suspension applications. The product is also available on original equipment tractors and trucks.

MA312 is a premium friction material that delivers exceptional performance for both on- and off-highway applications. Benefits include superior stopping power and an increase of up to 20 percent in lining life over comparable products.

### **Tire Inflation Partner Celebrates 10<sup>th</sup> Anniversary**

ArvinMeritor's tire inflation system partner, Pressure Systems International (PSI), has celebrated its tenth anniversary. The company was founded in 1993 by the Berry family and introduced its Automatic Tire Inflation System to the commercial vehicle market in 1994.

In 1999, ArvinMeritor entered into a worldwide sales and marketing agreement with PSI for sales and distribution of the Meritor<sup>®</sup> Tire Inflation System (MTIS) by PSI. Since that time, over one-half million heavy-duty commercial tire inflation systems are running on the road.

Maintaining correct tire inflation directly addresses the second highest operating costs fleets incur: tires and tire-generated problems. The MTIS is the only system that automatically monitors and maintains proper inflation levels at all times, helping fleets and vehicle operators minimize downtime, fuel consumption and excessive tire wear.

### **New Aftermarket Packaging Process Simplifies Storage and Display**

A new packaging process will make it easier for customers to receive, store and display product. Several Meritor<sup>®</sup> parts are now being packaged into poly bags, which takes up approximately 50 percent less space than boxes and gives you more room to stock and store parts in your facilities. For example, a part previously packed in boxes only allowed for storage of 1,584 boxes per pallet. With the new poly bag packaging, one pallet can accommodate 5,400 bags.

The bags are 90 percent lighter than boxes, cutting shipping costs and leaving less waste to dispose of. In addition, the new packaging is transparent, so you can easily identify products without opening packages. And, poly-bagged parts can immediately be hung in product displays.

### **New Commercial Vehicle Aftermarket (CVA) Facility Opens in Brampton, Ontario**

To better serve Canadian customers, ArvinMeritor Commercial Vehicle Aftermarket recently consolidated its three Toronto-area locations into one new 118,000 square-foot,

state-of-the-art facility in Brampton, Ontario. This move allows the Customer Service and Operation departments to be centralized in one facility to better address customer needs. The site is managed by Doug Jamieson.

Contact information for the new location is: 350 First Gulf Blvd.; Brampton, Ontario, Canada L6W 4T5; (905) 454-7070; (800) 387-3889.

Two Euclid-only brand satellites will continue to operate in Montreal, Quebec and Edmonton, Alberta.

### **CVA Customer Service Implements New Procedures For Improved Customer Service**

The Customer Service team is proving that their vision to provide best-in-class customer service is more than just a vision – it's a philosophy they live by everyday. The team recently implemented a number of changes that improve the quality of service they provide to customers.

- **Improved Communications** – Creation of a specifications voice mail with a guaranteed two hour turnaround time; a specifications e-mail address that customers can access via XpresswayPlus.com; a customer service e-mail address and a customer feedback voice mail number
- **Implemented Paperless Order Entry Process** – Customer service representatives now input orders directly into the computer during the customer's call. This not only ensures the quickest possible processing, but also enables them to immediately provide the customer with a confirmation number that they can use to follow up on their order.
- **Improved Customer Call Handling** – Creation of a call volume report that tracks calls hourly to better handle call volumes and allocate proper resources. In addition, a new call monitoring process enables the group to coach and train representatives in-house. Additionally, thanks to a new phone system in Canada, customer calls are now routed based on a representative's skills, instead of being based on who is available first to take the call.
- **Reduced Turnaround Times** – A revised Return Goods policy was implemented to guarantee a 30-day credit turnaround time in both the U.S. and Canada.
- **Enhanced Efficiency and Reduced Errors** – A Daily Error Audit Process was implemented to reduce errors by 43 percent in fiscal year 2003.

### **New Euclid Product Catalogs Available**

Two new parts publications are now available – Air Brake and Wheel End Parts Book (Pub # 100C); and Air Conditioning and Heating Parts Book (Pub # 800D).

The Euclid Air Brake and Wheel Catalog 100C features several new products, including Hendrickson In-traax camshaft repair kits, Meritor extended lube/life cams and automatic slack adjusters, and clevis kits for long stroke chambers. In addition, the catalog includes an updated Crewson slack adjuster section with new part numbers and clevis kits, as well as an expanded remanufactured friction part number section. The book will be available in early March.

The Euclid Air Conditioning (A/C) and Heating Parts Catalog 800D which features more than 400 new A/C parts, as well as updated application data by vehicle OEM through 2003. A comprehensive offering of air conditioning components is available, including

compressors, clutches, blower motors, expansion valves, receiver driers, fittings and much more.

Catalogs can be ordered through ArvinMeritor's literature distribution center @ (866) 238-2543 in the U.S., (800) 387-3889 in Canada, or by visiting [www. XpresswayPlus.Com](http://www.XpresswayPlus.Com).

### **XpresswayPlus.com Keeps Getting Better**

Since XpresswayPlus.com was introduced in 2001, it quickly became a useful resource and ordering system for our customers. In an effort to continuously improve this offering, some changes, based on customer feedback, have been made to make the system even more efficient.

- **More ways to contact us** – We recently added additional links to make it easier to contact us. From the Contact Information screen, you can send your questions and comments directly to Customer Service, e-Catalog, Specifications, Marketing and eSupport.
- **Parts Focus sheets available for download** –You can now access and download Parts Focus sheets from our Reference Library. The sheets include product features and benefits, a market overview, a list of parts numbers and more.
- **Easy access to logo merchandise** – We also recently made Meritor and Euclid logo merchandise available through XpresswayPlus.com. Visit our Web site for easy steps on how to place your order.

Visit XpresswayPlus @ [www.xpresswayplus.com](http://www.xpresswayplus.com)

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