

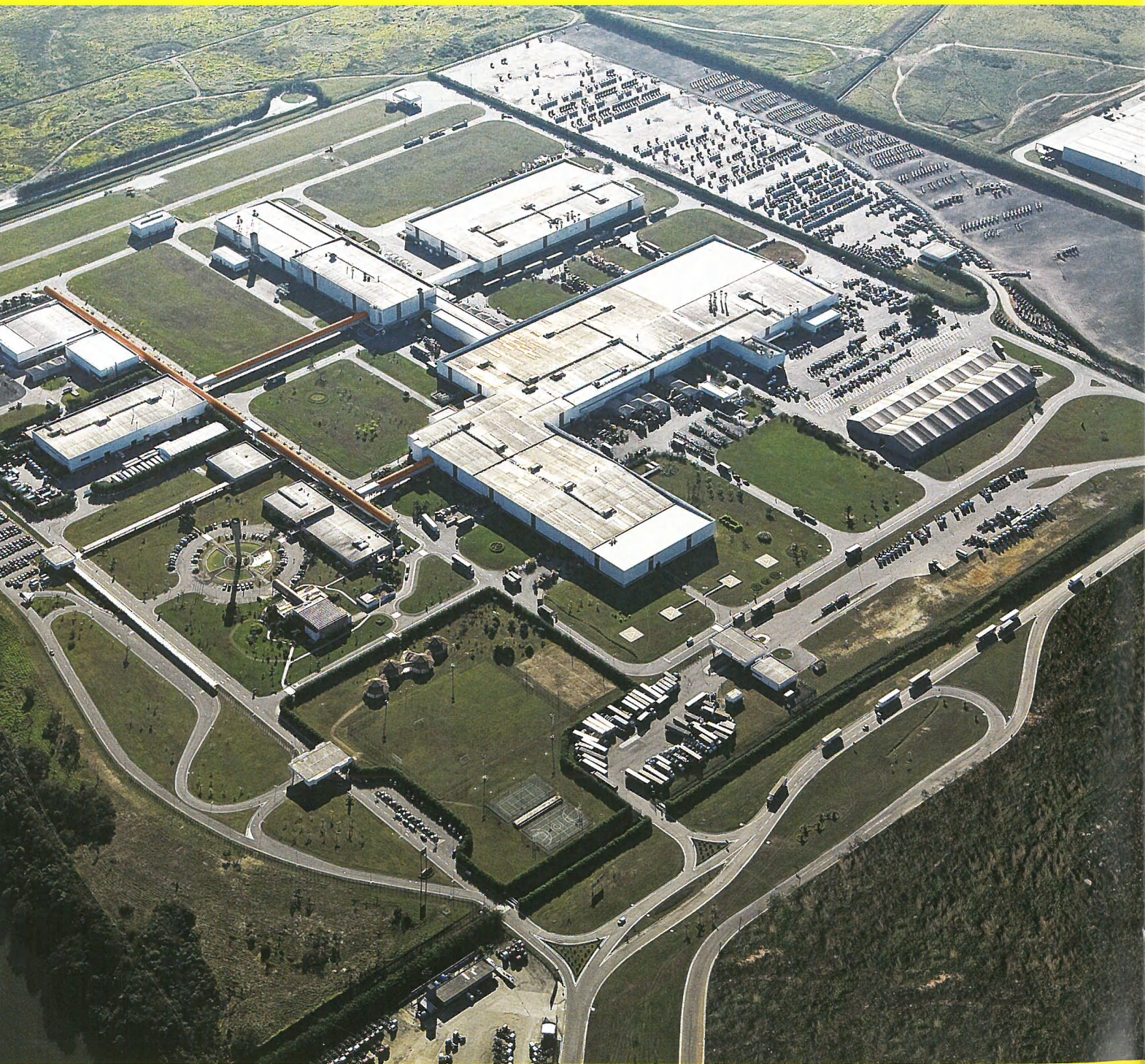


Volkswagen Line

Trucks and Buses



Resende Plant



MAN Latin America – the profile

MAN Latin America is a company of MAN Group responsible for the Volkswagen trucks and buses in Latin America. Our models are aimed to be operated and built a long term presence. We want to be a partner to our customers, wherever they are, establishing relationships of trust and long lasting ties. Our long term vision is to be an active competitor in our country's development process as well as in other nations, based on an enterprising and responsible actuation together with our network of Importers and Dealers.

Our major achievement began in a very complex market: the Brazilian. Our production flexibility allows us to respond to our customers providing exactly what they want, that is what we call the Taylor Made concept. The formula for this success is an innovative production concept, the Modular Consortium, known worldwide for having revolutionized the heavy commercials production systems. Why it is revolutionary? Because with the suppliers acting inside the plant we can reduce costs, continuously improve the quality and speed up delivery of the products.

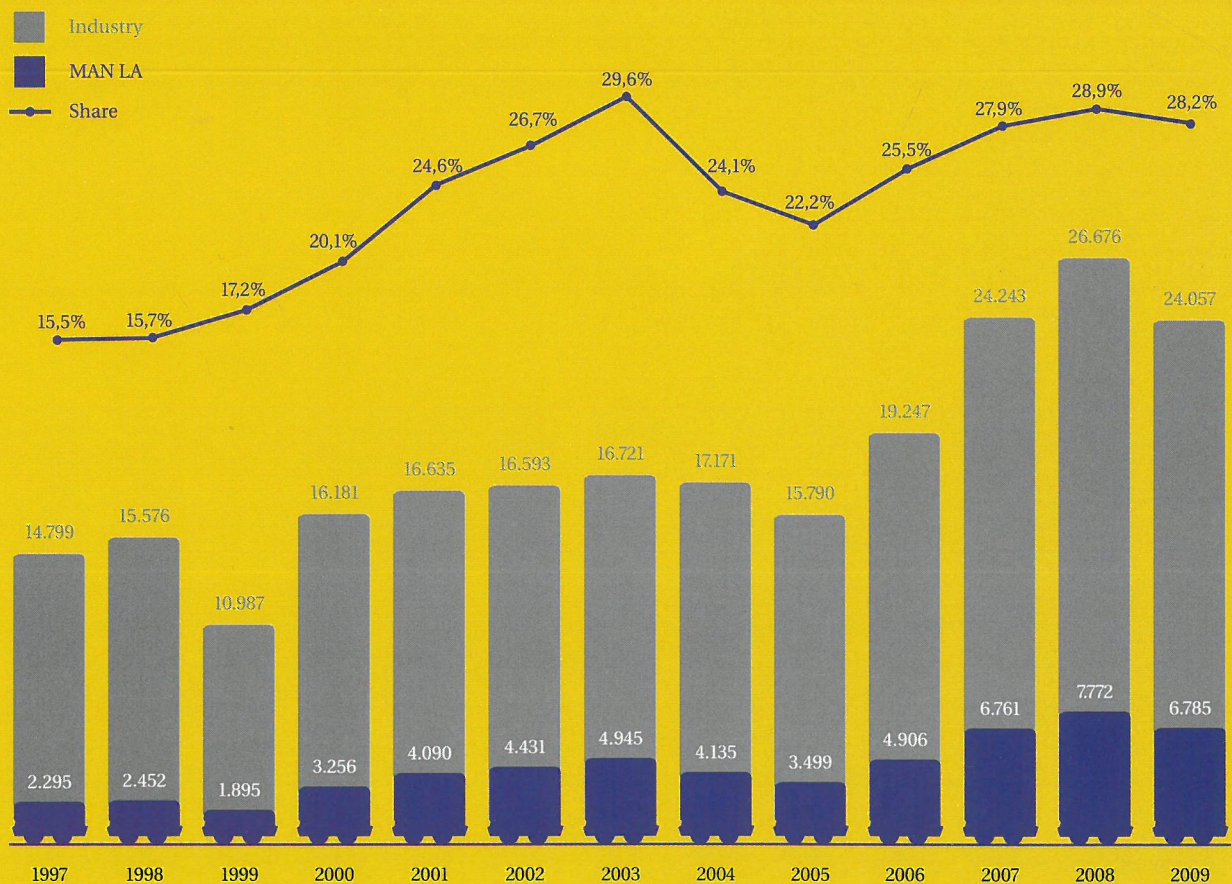
The Modular Consortium with products adapted to customer's real needs, tied to an obsession for quality is the strongest points of this revolutionary ideal. However the biggest revolution is at the heart of the assembly line, in the P&D offices, in the Sales and After-Sales areas and in the dealer network – people that renew on a daily basis their commitment to quality, product and service excellence. As a result of this belief the quality of products manufactured in our plants is now recognized by thousands customers in Brazil and in more than 50 other countries.

Volksbus Line

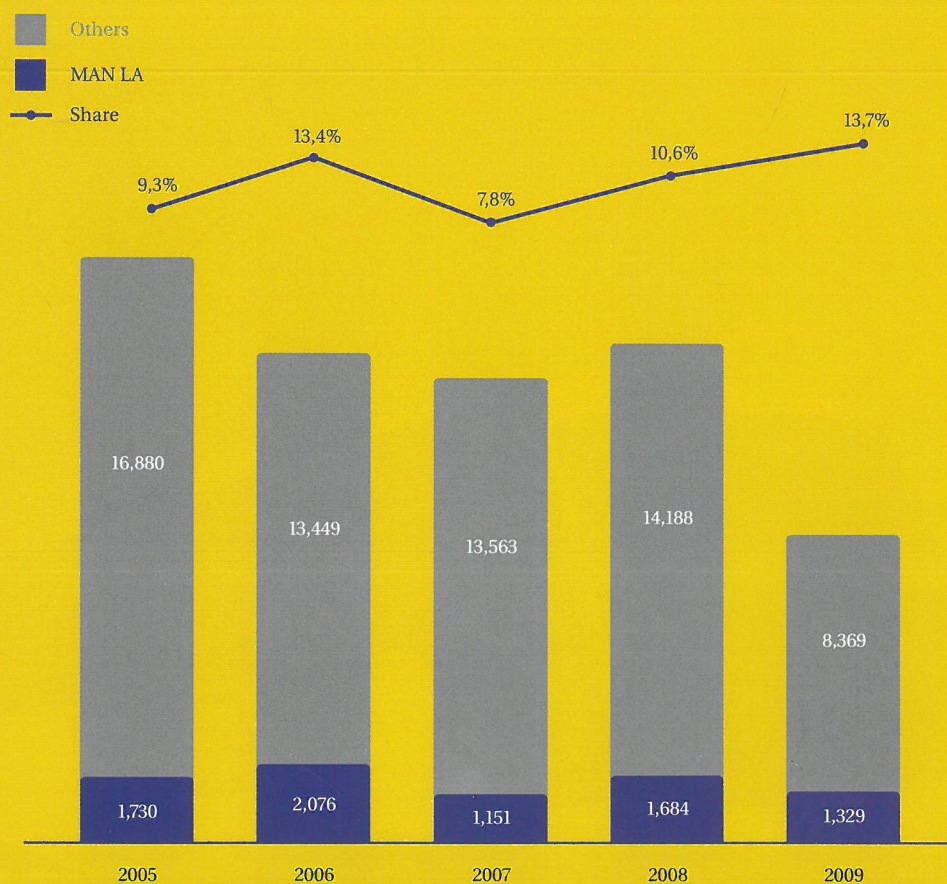
A versatile range of Volksbus bus chassis is available for domestic and export markets comprising specialized models for urban & commuter applications as well as for intercity and highway usages. For passengers buses must be comfortable, safe and reliable. For the fleet owners & operators these requirements must include technology, drivability, fuel economy, easy maintenance, low operational cost and a full technical support wherever they need. The Volksbus models range meets all of these requirements.

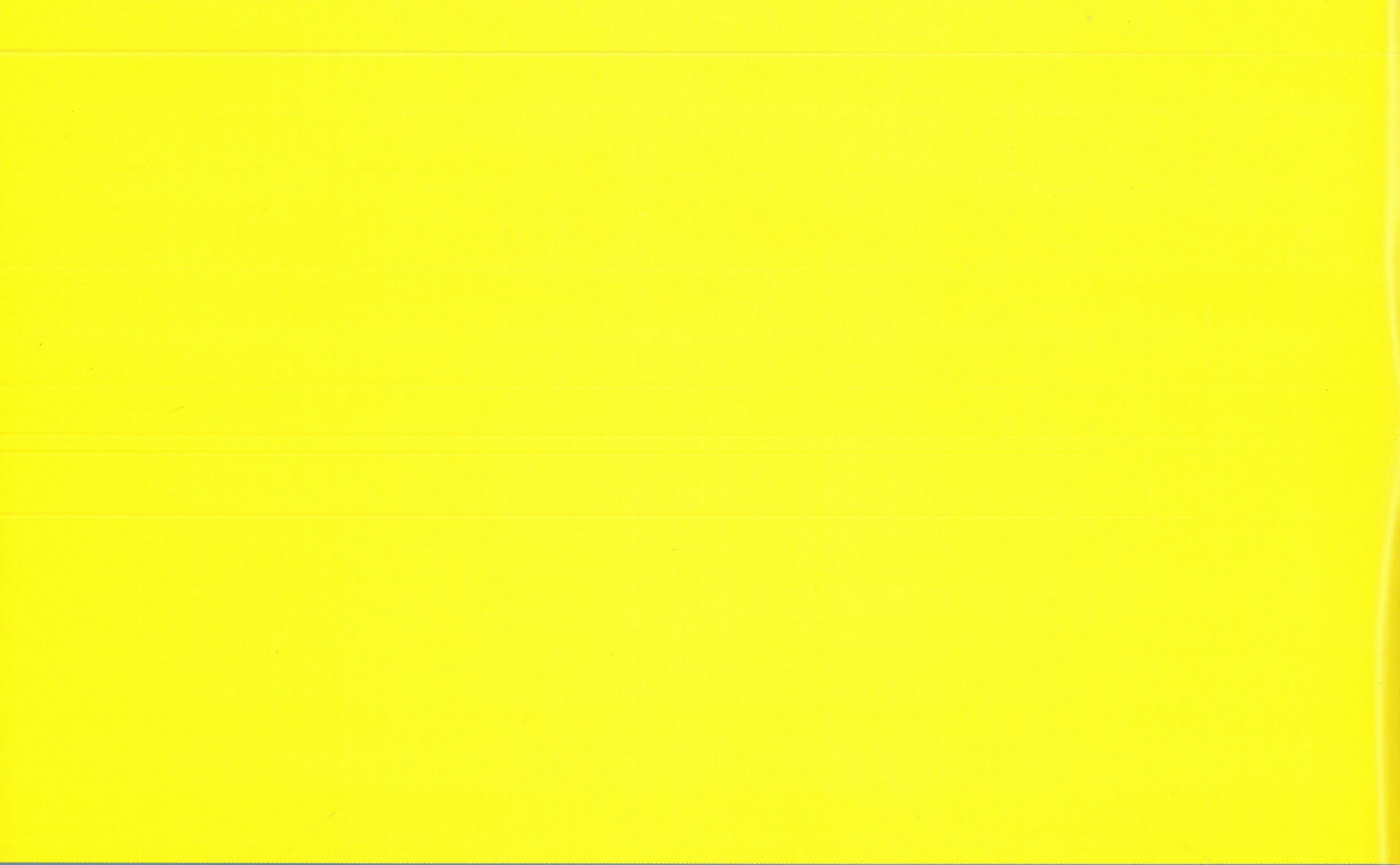


Brazilian bus market retail sales volume and Volkswagen market share evolution



Volkswagen Buses export volume evolution





VOLKSWAGEN
17-260

TAMIMI
العمالة النجدة
SAHATI ASECO
الهيئة العامة للنقل

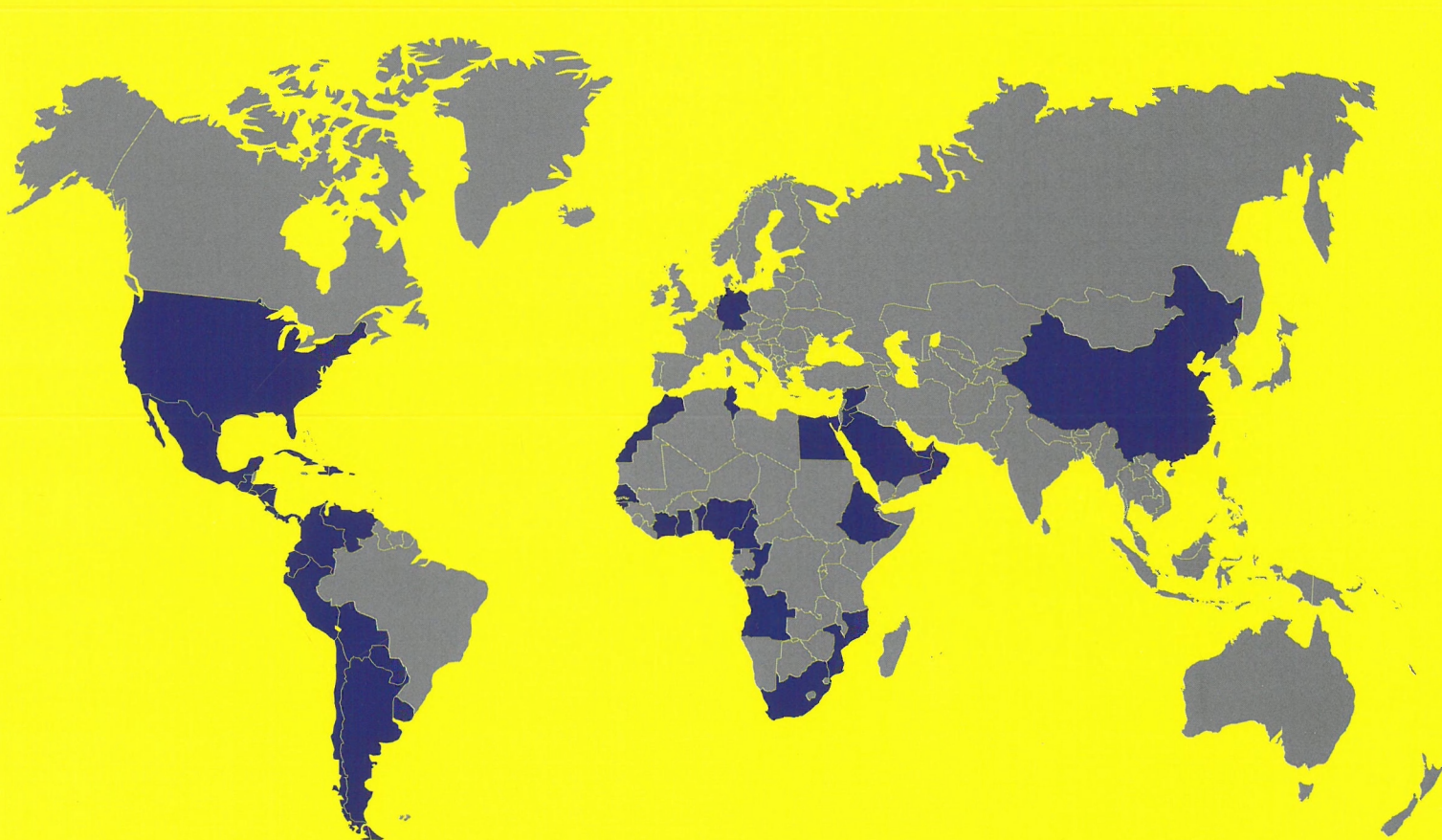
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Countries List

Abu Dhabi	Colombia	Ethiopia	Mexico	Saudi Arabia
Angola	Costa Rica	Gambia	Morocco	Senegal
Argentina	Congo	Germany	Mozambique	South Africa
Bahamas	Cuba	Ghana	Netherlands Antilles	St. Maarten
Benin	Curaçao	Guatemala	Nicaragua	Syria
Bolivia	Dominican Republic	Guinea Bissau	Nigeria	Tunisia
Cameroon	Egypt	Haiti	Oman	U.A.E.
Cape Verde	El Salvador	Ivory Coast	Panama	U.S.A
Chile	Equador	Jordan	Paraguay	Uruguay
China	Equatorial Guinea	Kuwait	Peru	Venezuela



Exports – it is good to know

- Today there are more than 560,000 Volkswagen heavy commercials circulating in more than 50 countries.
- Specifically developed for Brazilian market, a developing country, our brand products are better adapted to similar development stage countries.
- The VW T&B assembly line is extremely flexible and able to provide customers from various countries with tailor made solutions.
- In addition to our plant in Resende (Brazil) the company has a industrial unit in Queretaro (México).
- Our current product line-up include exclusive versions for export markets such as Argentina, Chile, Mexico, Angola, Colombia, South Africa, Dominican Republic, Middle East countries among many others.
- See above the complete list of countries were our products are already in use.



Volksbus 5-140 EOD

Entry-Level Chassis to compete in the semi-light vehicle segment.

With single-wheel rear axle, modern high-speed diesel engine along with many other technological advanced solutions, the VW 5.140 EOD is a strong competitor in the entry-level passenger transport segment. Without the monoblock concept limitations and taking the advantage of the flat surface ladder-frame, the 5.140 EOD allows the use of a diverse range of bodies for passenger transportation from 16 to 20 seats, including school bus, airport shuttle and even a van body for city-delivery operations, with an overall length up to 6.7 meters.

ENGINE

Model	MWM 4.08 TCE
Net max. power - hp (kw) @ rpm	137 (101) @ 3400
Net max. Torque - kgfm (Nm) @ rpm	40,8 (400) @ 1700-2200
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical
Model	Eaton - FS 2305 C

REAR AXLE

Model	DANA 267
Reduction Ratio	4,10:1

WHEELS AND TIRES

Wheel size	6" x 17,5"
Tires	215/75R17,5

BRAKE

Hydraulic Service brakes	
Type	Front disk brake and rear drum

DIMENSIONS (mm)

Wheelbase	3695
Total length	5540
Maximum width	1977

CAPACITIES (kg)

Technical capacity per axle	
Front	2500
Rear	3150
Total	5650

Obs.: Technical data subject to alteration without previous notice



Rear axle with single wheel

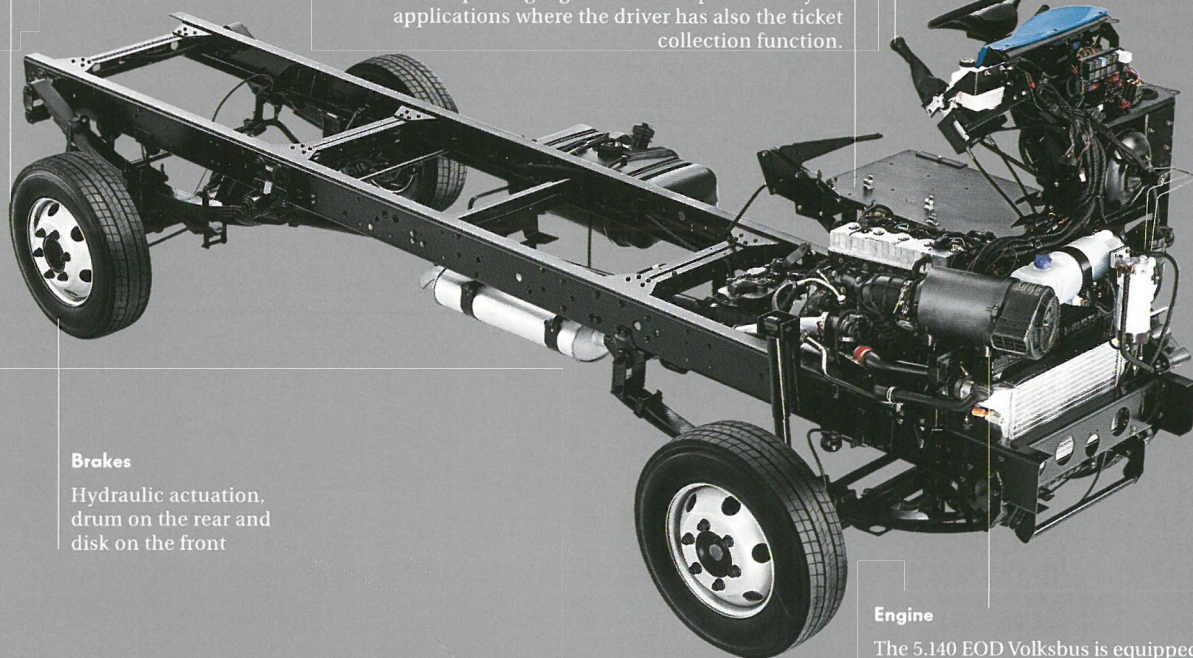
The main feature of the 5.140 EOD is the single wheel rear axle, meaning reduced operational cost and, in some cases, even reduced tolls on pay-per-use roads and highways.

Driver position and front door

The front engine positioning combined with the reduced front overhang allows the installation of the front door very close to the driver workspace, improving ergonomics and productivity on applications where the driver has also the ticket collection function.

Transmission lever

The "joy-stick" concept gearshift lever combined with the low-effort cable-shifting systems allows smooth and precise gear shifting.



Brakes

Hydraulic actuation, drum on the rear and disk on the front

Engine

The 5.140 EOD Volksbus is equipped with a 4 cylinder MWM 4.08 Turbo Intercooler High Speed diesel engine, with 3.2 liter displacement, an electronically controlled Fuel Injection System and Common-Rail diesel management concept. It meets the Euro III gaseous emissions standards and provide the 5.140 EOD with a very agile performance and car like ride-and-handling characteristics.



Volksbus 8-120 OD

Versatility and reliability with the option of a Euro III engine.

The 8.120 OD Volksbus is a micro-bus chassis with 4 cylinder Euro III engine suited for a range of body configurations with capacities from 18 up to 30 seats. It is recommended for a wide range of applications including school bus, airport shuttle, feeding bus lines, tourist and commuter operations in small, medium and big cities. It is the only Volksbus model equipped with a mechanical fuel injections that meets the Euro III gaseous emission standards. Allows bodies up to 8.1 meters length and from 16 to 30 seats.

ENGINE

Model	MWM 4.10 TCA - Euro III
Net max. power - hp (kw) @ rpm	115 (84,6) @ 2400
Net max. Torque - kgfm (Nm) @ rpm	40,8 (400) @ 1600
Injection system	Direct injection

TRANSMISSION

Gearbox	Mechanical
Model	FSO 4405C

REAR AXLE

Model	DANA 284
Reduction Ratio	5,38:1

WHEELS AND TIRES

Wheel size	6" x 17,5"
Tires	215/75R17,5

BRAKE

Air service brake	"S" chamber
Type	Drums on front and rear wheels

DIMENSIONS (mm)

Wheelbase	3300	3900
Total length	6300	
Maximum width	2144	

CAPACITIES (kg)

Technical capacity per axle		
Front	3000	
Rear	5150	
Total	8150	



Engine

MWM 4.10 TCA
Euro III Engine



Maintenance

Daily checked maintenance items (oil, coolant fluid, air filter, etc.) are grouped and easily accessed in the front of the vehicle.

Suspension

Front and rear semi-elliptical suspension springs were carefully tuned to provide a comfortable operation in a wide range of pavements allied with the necessary robustness to meet the typically bad road conditions of developing countries.

Brakes

Heavy duty designed full air brake system, with front and rear drums, double air circuit and triple air reservoir system to assure full reliability and best-in-class braking performance.



Volkswagen 8-150 EOD

The reliability of the microbus line still better adapted for drivers and fleet owners.

The 8.150 EOD Volkswagen is an upgraded version of the 8.120 OD with basically the same versatility concerning body applications and seat capacities but equipped with a modern 4 cylinder MWM 4.08 Turbo Intercooler High Speed diesel engine, 3.2 liter displacement, electronically controlled Fuel Injection System and a Common-Rail diesel management concept. It meets the Euro III gaseous emissions standards.

ENGINE

Model	Cummins 4.08 TCE - Euro III
Net max. power - hp (kw) @ rpm	150 (110) @ 3400
Net max. Torque - kgfm (Nm) @ rpm	40,8 (400) @ 1700-2200
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical
Model	Eaton - FSO 4405 C

REAR AXLE

Model	DANA 284
Reduction Ratio	5,86:1

WHEELS AND TIRES

Wheel size	6" x 17,5"
Tires	215/75R17,5

BRAKE

Service brakes	Ar, "S" came
Type	Drums on front and rear wheels

DIMENSIONS (mm)

Wheelbase	3900
Total length	6755
Maximum width	2145

CAPACITIES (kg)

Technical capacity per axle	
Front	3000
Rear	5150
Total	8150

Obs.: Technical data subject to alteration without previous notice



Suspension

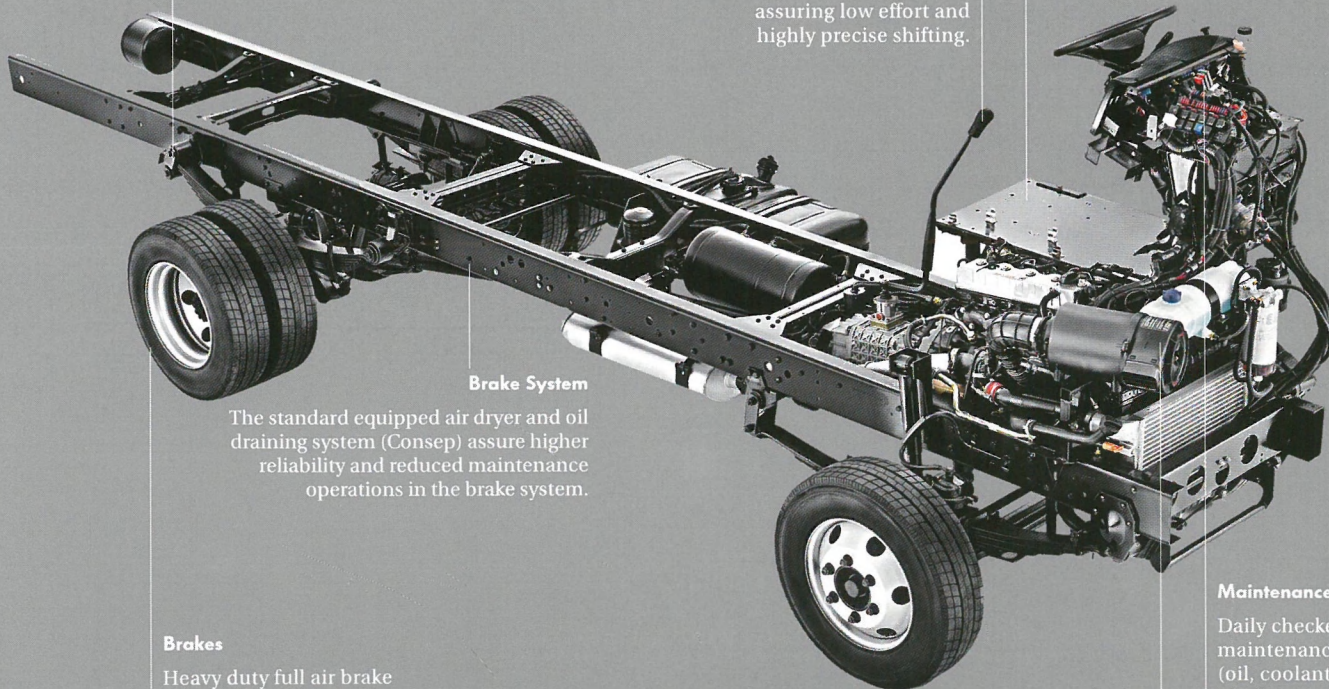
Front and rear semi-elliptical suspension leaf springs carefully tuned to provide a comfortable operation in a wide range of pavements allied with the necessary robustness to meet the typically bad road conditions of developing countries.

Driver position and front door

The front engine positioning combined with the reduced front overhang allows the installation of the front door very close to the driver workspace, improving the ergonomics and productivity on applications where the driver has also the ticket collector function.

Transmission

The shifting lever is mounted directly on the transmission gearbox assuring low effort and highly precise shifting.



Brake System

The standard equipped air dryer and oil draining system (Consep) assure higher reliability and reduced maintenance operations in the brake system.

Brakes

Heavy duty full air brake system, with front and rear drums, double air circuit and triple air reservoir system to assure full reliability and best-in-class braking performance.

Maintenance

Daily checked maintenance items (oil, coolant fluid, air filter, etc.) are grouped and easily accessed in the front of the vehicle.

Engine

The 8.150 EOD Volksbus is equipped with an 4 cylinder MWM 4.08 Turbo Intercooler High Speed diesel engine, 3.2 liter displacement, electronically controlled Fuel Injection System and Common-Rail diesel management concept. It meets the Euro III gaseous emissions standards and provide the 8.150 EOD with a very agile performance and car like ride-and-handling characteristics.



Volkswagen 9-150 OD / 9-150 EOD

Suits bus bodies up to 8.7 meters in length to meet higher passenger demand.

The 9.150 OD / 9.150 EOD Volkswagen are upgraded versions of the VW microbus concept, with higher load capacity and reinforced front and rear suspensions. They may be equipped with three turbo intercooler diesel 4 cylinder engine configurations: the MWM 4.10 with 4.2 liter displacement, mechanical fuel injection system and Euro II emission standard (9.150 OD), the MWM 4.12 with 4.8 liter displacement, electronically controlled fuel injection system and Euro III emission standards and the Cummins ISBe, 4.0 liter displacement, electronically controlled fuel injection system and Euro III emission standards (the 9.150 EOD models). The availability of a longer wheelbase option (4.3m) allows the installation of longer (up to 8.7 meters) and higher seat capacity bodies (from 16 to 36 seats). Both versions are fitted for urban and commuter heavy duty cycles on feeding and secondary passenger lines as well as for tourist and airport shuttle applications.

ENGINE – 9-150 OD

Model	MWM 4.10 TCA Turbo Intercooler Euro II	
Net max. power - hp (kw) @ rpm	145 (107) @ 2600	
Net max. Torque - kgfm (Nm) @ rpm	51 (500) @ 1600	
Injection system	Injection pump - Bosch VP 14 rotatory	

ENGINE – 9-150 EOD

Model	MWM 4.12 TCE - Euro III	Cummins ISBe 4.0 Euro III
Net max. power - hp (kw) @ rpm	150 (110) @ 2200	150 (110) @ 2500
Net max. Torque - kgfm (Nm) @ rpm	56 (550) @ 1600 - 2000	56 (550) @ 1400 - 1700
Injection system	Common Rail	Common Rail

TRANSMISSION

Gearbox	Mechanical	
Model	ZF S5 420 HD	

REAR AXLE

Model	DANA 284	Meritor 13.113
Reduction Ratio	4,30:1 ou 4,63:1	4,30:1 ou 4,56:1

WHEELS AND TIRES

Wheel size	6" x 17,5"	
Tires	215/75R17,5	

BRAKE

Air service brake	"S" chamber	
Type	Drums on front and rear wheels	

DIMENSIONS (mm)

Wheelbase	3900	4300
Total length	6300	7652
Maximum width	2144	

CAPACITIES (kg)

Technical capacity per axle		
Front	3200	3200
Rear	5300	6000
Total	8500	9200

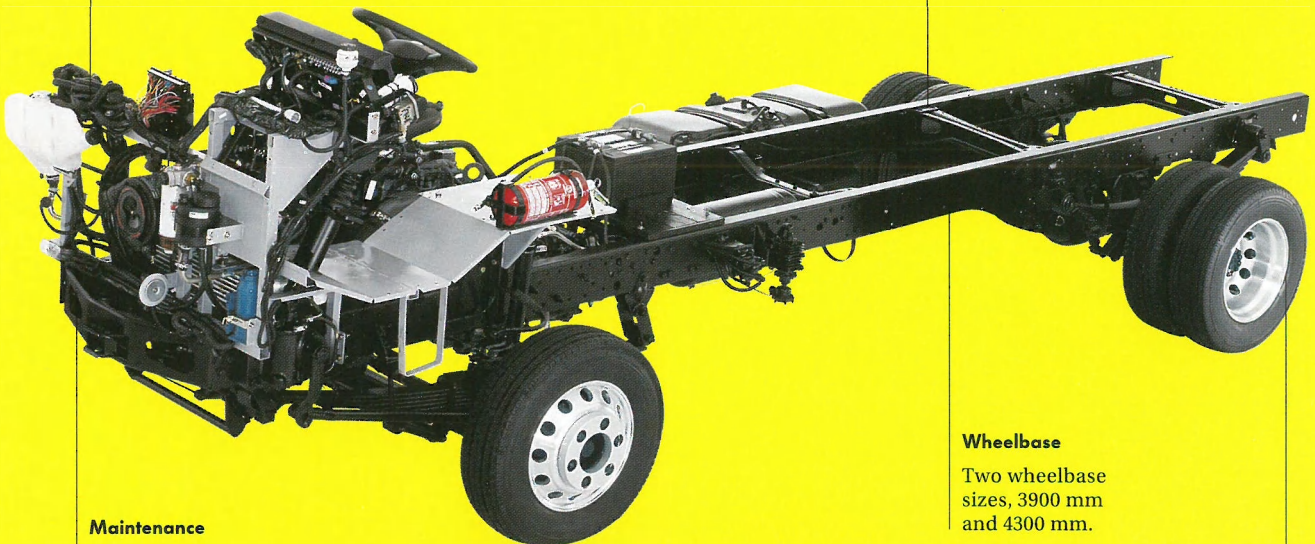


Engines

4 cylinder engine versions to fit the gaseous emissions legal requirements of different markets: the MWM 4.10 Turbo Intercooler mechanical fuel injection system for Euro II standards, the MWM 4.12 Turbo Intercooler electronic controlled fuel injection system for Euro III standards and the Cummins ISBe, 4.0 Turbo Intercooler, electronic controlled fuel injection system and Euro III emission standards.

Transmission

The ZT S5-420 transmission provides a superior shifting quality and improved reliability required for heavy duty micro-bus operations.



Maintenance

Daily checked maintenance items (oil, coolant fluid, air filter, etc.) are grouped and easily accessed in the front of the vehicle.

Wheelbase

Two wheelbase sizes, 3900 mm and 4300 mm.

Brakes

Heavy duty designed full air brake system, with front and rear drums, double air circuit and triple air reservoir system to assure full reliability and best-in-class braking performance.



Volkswagen 15-190 EOD

The best cost-benefit ratio for the medium front engine bus segment.

The 15.190 EOD is the entry-level full size urban and commuter bus chassis of the Volkswagen range. It was designed to combine the robustness required for the heavy traffic and mass transport needs of the big cities with the highly reliable chassis and power train sets already proven in other Volkswagen bus chassis configurations. It is a niche product, aimed to operate with up to 11 meters bodies and between 30 up to 55 seats configurations. It is equipped with a modern 4 cylinder MWM 4.12 Turbo Intercooler electronic engine with just the right power and torque required for a balanced performance and fuel economy.

ENGINE

Model	MWM 4.12 TCE - Euro III
Net max. power - hp (kw) @ rpm	185 (136) @ 2200
Net max. Torque - kgfm (Nm) @ rpm	69,3 (680) @ 1200-1600
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical
Model	Eaton - FSB 6206 A

REAR AXLE

Tipo	Rigid type axle in stamped steel
Model	Meritor MS 23-158
Reduction Ratio - simples	4,56:1 (std.)/4,10:1 (opc)/4,88:1 (opc)
Model	Meritor MS 23-245
Reduction Ratio - dupla	4,10/5,59:1 (opc)

WHEELS AND TIRES

Wheel size	7,5" x 22,5"
Tires	275/80R22,5

BRAKE

Service brake type	A, drum with activation by "S" chamber
Type	Double independent type, triple reservoir of air and air dryer + Consep (opt.)

DIMENSIONS (mm)

Wheelbase	5180
Total length	10630
Maximum width	2435

CAPACITIES (kg)

Technical capacity per axle	
Front	5500
Rear	10000
Total	15500

Obs.: Technical data subject to alteration without previous notice

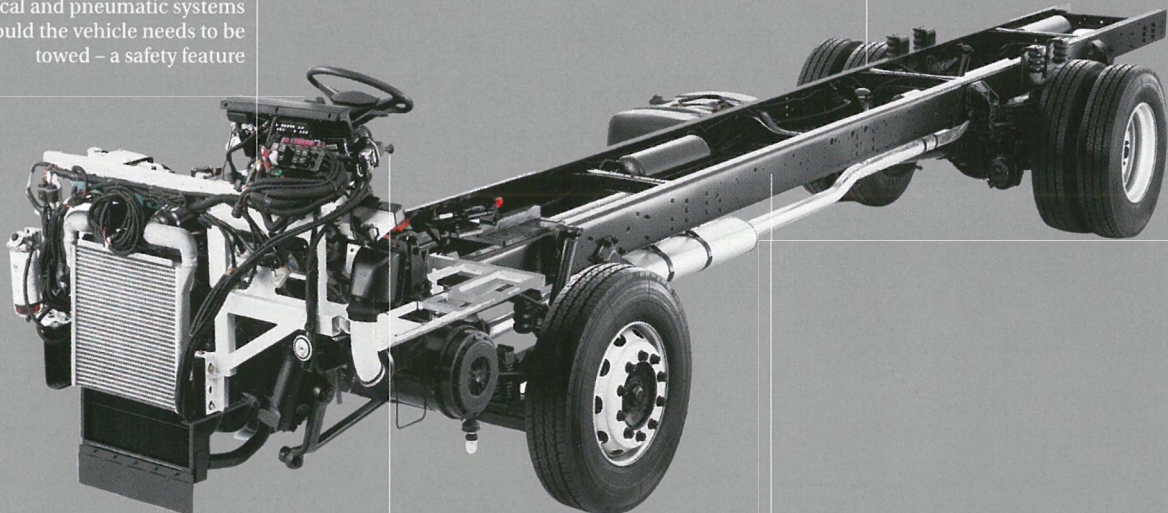


Pneumatic brake system

Ensures higher efficiency, durability; lower operational cost and more safety – the largest braking area on it's class

Air and Electric connections

allows quick release of the electrical and pneumatic systems should the vehicle needs to be towed – a safety feature



Second gear inhibitor module

Does not allow the driver to start the vehicle motion in other than the first gear. Ensures higher durability of the clutch system.

Vehicle with heavy duty axles capacity

Ensure robustness, increased passenger capacity and higher durability of components



Volkswagen 17-210 OD / 17-230 EOD

The chassis created tailor made for mass transit.

The 17.210 OD and 17.230 EOD Volkswagen models are the most successful products in the VW bus chassis line up and has been receiving several technical improvements over the last 15 years. They were developed aiming the mass transportation requirements of big cities and its main characteristics is the robustness and reliability. It can be equipped with two versions of diesel engines: the MWM 6.10 Turbo Intercooler, 6,6 liter displacement, rated at 206hp, with mechanical fuel injection system meeting the Euro II emission standards and the MWM 6.12 Turbo Intercooler, with 7.2 liter displacement, rated at 225hp, with electronic controlled fuel injection system to meet Euro III emission standards. With two optional wheelbases it can receive up to 14 meters body with up to 60 seats.

ENGINE – 17-210 OD

Model	MWM 6.10 TCA Turbo Intercooler – Euro II
Net max. power - hp (kw) @ rpm	206 (152) @ 2600
Net max. Torque - kgfm (Nm) @ rpm	67 (657) @ 1700
Injection system	Injection pump Bosch A - in line

ENGINE – 17-230 EOD

Model	MWM 6.12 TCE - Euro III
Net max. power - hp (kw) @ rpm	225 (165) @ 2200
Net max. Torque - kgfm (Nm) @ rpm	84,6 (830) @ 1200 - 1600
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical
Model	Eaton FSB-6206A

REAR AXLE

Type	Rigid type axle in stamped steel
Model	Meritor MS 23-158
Reduction Ratio - Simple	4,56:1 (std)/4,10:1 (opc)/4,88:1 (opc)
Model	MS 23-245
Reduction Ratio - Dupla	4,10/5,59:10 (opc)

WHEELS AND TIRES

Wheel size	7,5"x22,5"
Tires	275/80R22,5

BRAKE

Service brake type	A, drum with activation by "S" chamber
Circuito	Double independent type, triple reservoir of air and air dryer + Consep (opt.)

DIMENSIONS (mm)

Wheelbase	5180	5950
Total length	10540	
Maximum width	2435	

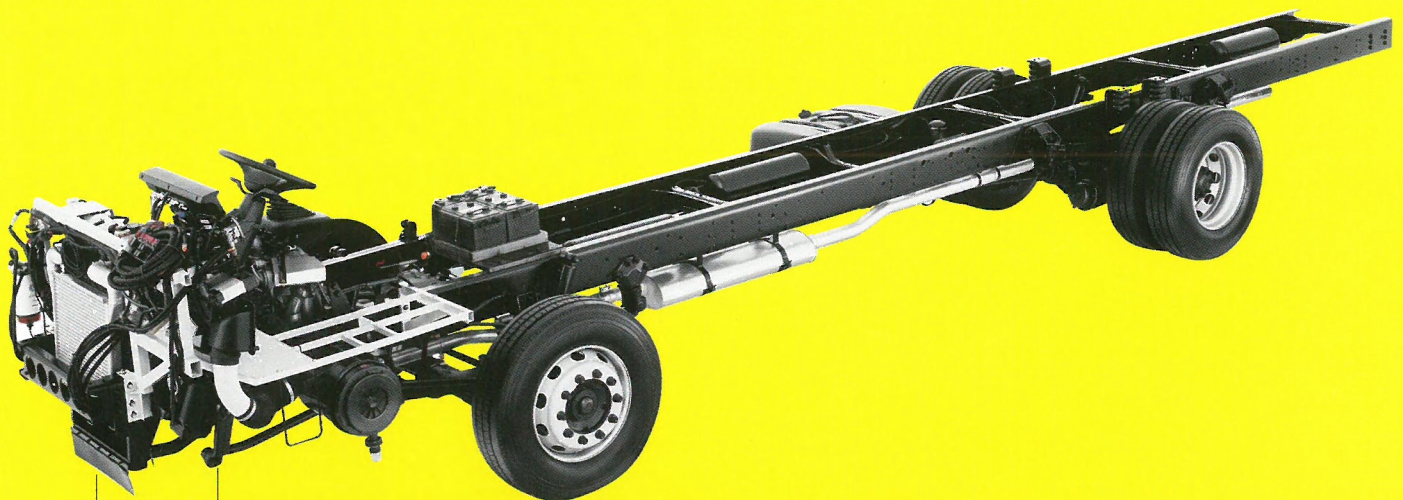
CAPACITIES (kg)

Technical capacity per axle		
Front	6200	
Rear	11000	
Total	17200	

Obs.: Technical data subject to alteration without previous notice



Available also in V-Tronic version,
equipped with ZF 6AS 1010 BO
automated box.



Engine

The MWM diesel engines were specially developed to easily handle the typical heavy duty stop-and-go traffic of big cities. The highlight of these engines are the very easy service access, low cost maintenance and operation.

Volksguard

This electronic unit (available for the 17.230 EOD) allows the maximum engine RPM fine tuning and offers additional features such as avoid the vehicle movement with doors open (valuable safety device and legal requirement on some markets).



Volkswagen 17-260 EOT

The most varied applications in urban or charter transport.

Volkswagen Truck & Bus traditionally has a close relationship with its customers - a good example was the development of the Volkswagen 17.260 EOT, whose technical characteristics were exhaustively discussed with the customers, fleet owners and operators since the beginning of the design phase - thru what we call Customer Consultive Councils - aiming to fulfill as much as possible their everyday operational needs. The result is this rear engine bus chassis with pneumatic front and rear suspension that combines robustness with remarkable ride comfort. It is a product for higher passenger density lines, where the rear engine layout allows larger doors and faster passenger ingress-egress, boosting the productivity. It is fitted for bodies between 36 and 62 seats and can perform very efficiently for both commuter heavy traffic applications as well as for tourist and medium distances intercity applications. It is fitted with a MWM 6.16 Turbo Intercooler diesel engine, a 7.2 liter displacement with 267hp and electronic fuel injection system that meets the Euro III emission standards. An Eaton 6 speed mechanical transmissions is offered as standard equipment and an optional ZF Automatic transmission is available under request.

ENGINE

Model	MWM 6.12 TCE - Euro III
Net max. power - hp (kw) @ rpm	260 (191) @ 2500
Net max. Torque - kgfm (Nm) @ rpm	92 (900) @ 1300-1900
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical Automatic
Model	Eaton - FS 6406 B ZF-Ecomat 6HP502 C

REAR AXLE

Model	Meritor MS 23-158
Reduction Ratio	4,88:1/5,86:1/4,10:1 - 5,86:1/6,57:1

WHEELS AND TIRES

Wheel size	8,25" x 22,5" - 9,0"22,5" (aluminum)
Tires	295/80r22,5

BRAKE

Service brake type	A, drum with activation by "S" chamber
Circuito	Double independent type, triple reservoir of air and air dryer + Consep (opt.)

DIMENSIONS (mm)

	Urban Version	Charter Version
Wheelbase	6000	3900
Total length	11797	8517
Maximum width		
Front		2384
Rear		2471

WEIGHTS (kg)

Weight in Gear Order	1285	800
Front Axle	3870	3840
Rear Axle	5155	4640
Total		
Technical capacity per axle		
Front		6500
Rear		11500
Total		18000

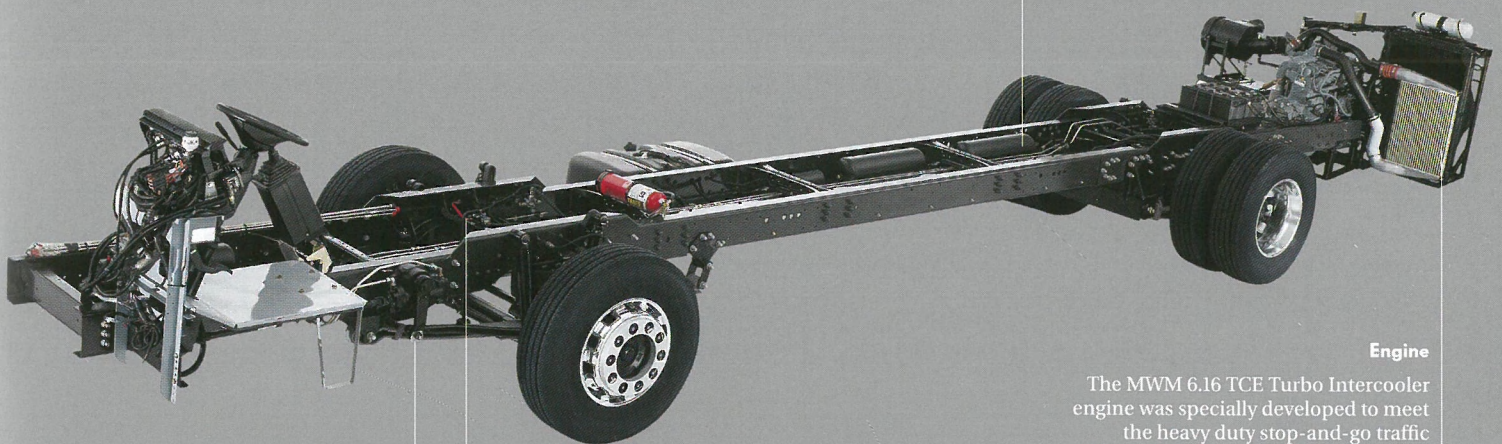
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Available also in V-Tronic version, equipped with ZF 6AS 1010 BO automated box.

Chassis

Built with modular elements, with the use of high-strength rolled steel only in the points where the structural resistance is more required, resulted in one of the best curb-weight-to-load capacity bus chassis of its class. Its modular concept also allows the offer of rigid full frame version (with 6.0m wheelbase) and the boogie version (with 3.0m wheelbase - only for transport purposes) adaptable to bodies up to 14 meters overall length.



Suspension

Front and rear pneumatic suspensions, with spring type connection elements, combines smooth ride even in bad road conditions.

Flexibility

Exclusive cable shifting system with a patented wheelbase adjustment system allows the use of different length bodies (from 12 to 14 meters).

Engine

The MWM 6.16 TCE Turbo Intercooler engine was specially developed to meet the heavy duty stop-and-go traffic typical of the big cities. The flat torque curve characteristic provides a very easy driving performance, improving the driver comfort and safety.



Volksbus 18-310 OT / 18-320 EOT

The intercity Volksbus with the choice of the mechanical Euro II and the electronic Euro III Engines.

The 18.310 OT and 18.320 EOT are evolutions of the 17.260 EOT, aimed to commuter and highway medium to long distances - intercity and interstate applications. Available with two turbo intercooler diesel engine, 8.3 liter displacement options: the Cummins 6CTAA with 303 hp, mechanical fuel injection system and compliant with Euro II emission standards and the higher power Cummins ISC with 320 hp, electronic controlled fuel injection system and compliant with Euro III emission standards. Both versions are available only with the boogie chassis concept, able to fit a wide range of body configurations, from 12 to 14 meters overall length and from 36 to 61 seats. Both versions are equipped with mechanical 6 speeds Eaton transmissions with optional ZF Automatic transmission available under request only for the 18.320 EOT model.

ENGINE - 18-310 OT

Model	Cummins 6CTAA Turbo Intercooler - Euro II
Net max. power - hp (kw) @ rpm	303 (223) @ 2200
Net max. Torque - kgfm (Nm) @ rpm	122 (1192) @ 1500
Injection system	Injection pump Bosch P-7100 - in line

ENGINE - 18-320 EOT

Model	Cummins ISC 320 Turbo Intercooler - Euro III
Net max. power - hp (kw) @ rpm	320 (235) @ 2000
Net max. Torque - kgfm (Nm) @ rpm	131 (1288) @ 1300-1600
Injection system	Common Rail

TRANSMISSION

Gearbox	Mechanical
Model	Eaton - FSBO 9406 AE

REAR AXLE

Model	Meritor MS 23 - 158
Reduction Ratio	4,56:1

WHEELS AND TIRES

Wheel size	8,25" x 22,5" - 22,5" x 9,00" (alloy wheels)
Tires	295/80R22,5"

BRAKE

Service brake type	A, drum with activation
Type	by "S" chamber Drum type on the front and rear wheels

DIMENSIONS (mm)

Wheelbase	3000
Total length	8517
Maximum width	2484

CAPACITIES (kg)

Technical capacity per axle	
Front	6500
Rear	11500
Total	18000

Obs.: Technical data subject to alteration without previous notice



Engine

The Cummins 6CTAA (used in the 18.310 OT) is recognized as one of the most reliable engine of its class and the Cummins ISC is the electronic fuel injection evolution of the 6CTAA. Besides the benefits brought by the Electronic Control Unit (engine self protection, diagnosis features, etc.) it offers a flat torque curve, (from 1300 to 1600 rpm) a very convenient technical characteristic that improves comfort and safety for driver and passengers.

Bogie Chassis

Allows a wide variety of luggage compartment configurations for the body builder.

Reinforced front and rear suspension

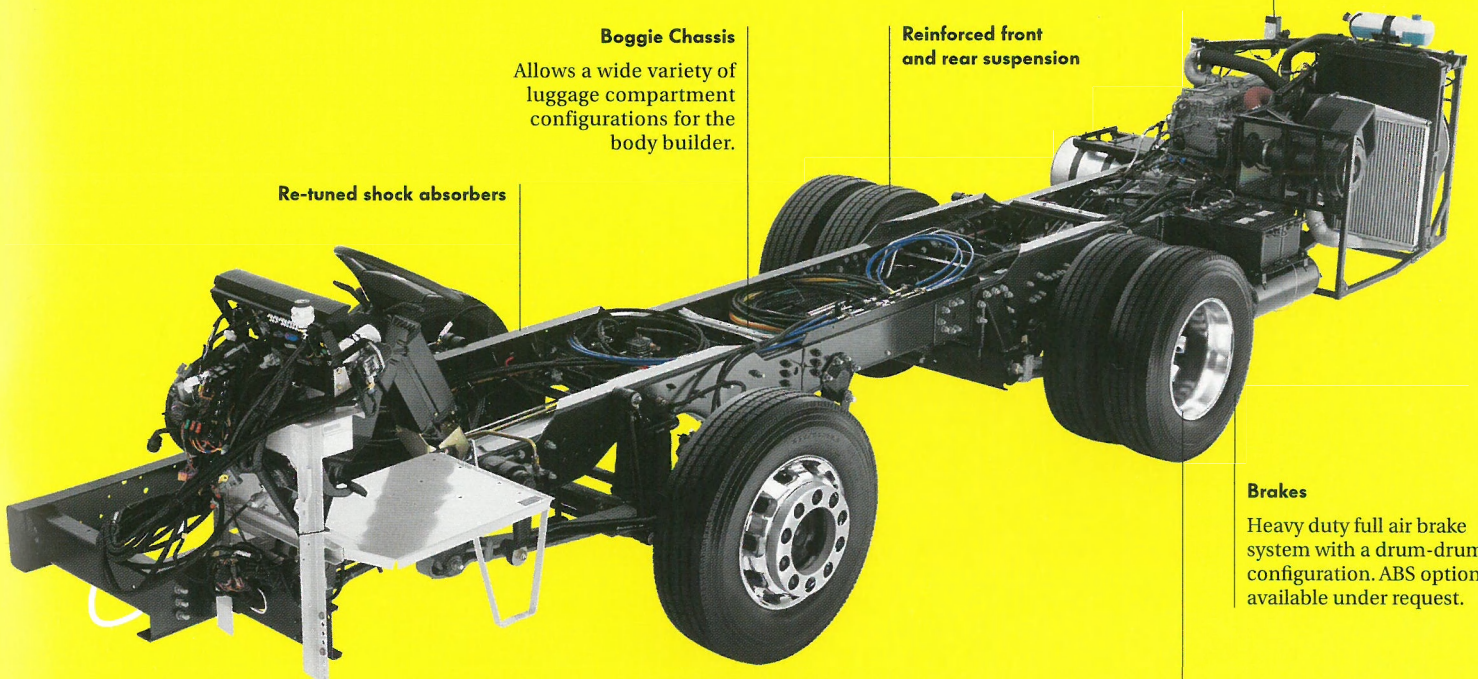
Re-tuned shock absorbers

Brakes

Heavy duty full air brake system with a drum-drum configuration. ABS option available under request.

Wheels

Polished aluminum wheels as standard equipment.



After-Sales Service

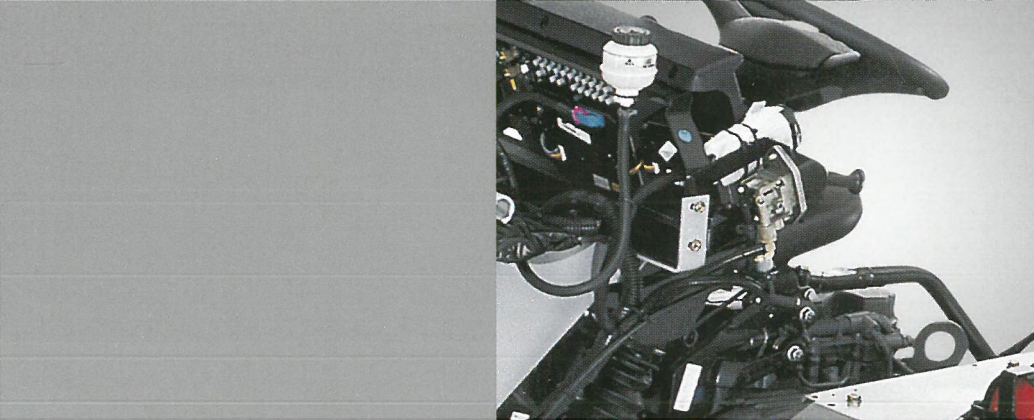
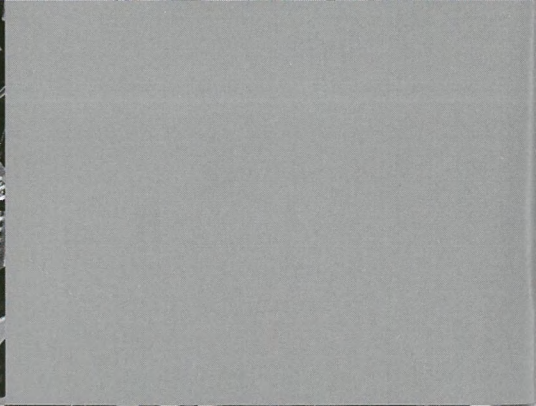
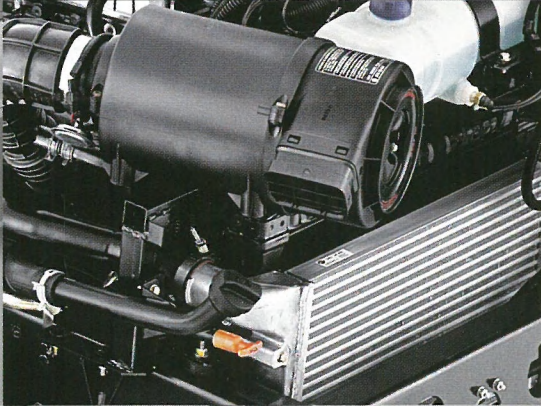
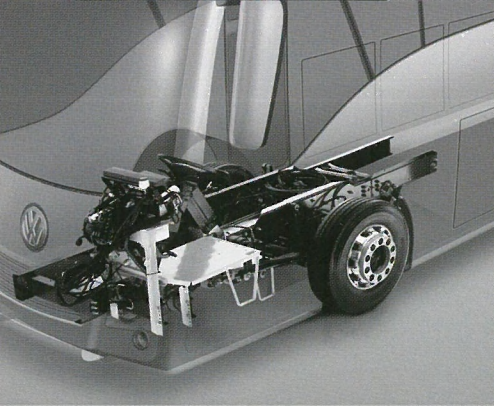
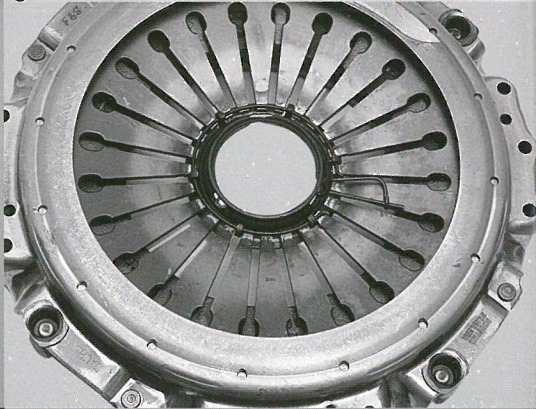
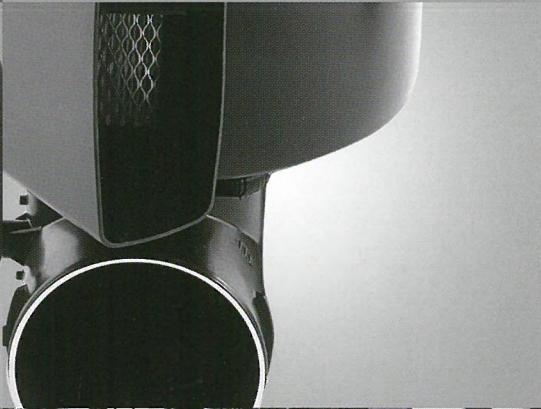


After-sales service – the brand attribute to win Customers loyalty and build up the future.

Trucks and Buses Volkswagen follows the tailor-made concept. No matter if powered by a conventional injection pump or the common rail technology, they are designed to fit developing countries needs emphasizing robustness, simplicity, great serviceability with low-cost maintenance. Experienced Service specialists are involved on the product development process to help focusing on such valuable characteristics. Same concept is applied by these professionals when guiding “easy-to-use” diagnosis equipments and special tools. As a result, Volkswagen products requires a small investment in tools and equipments for after-sales support. The exclusive and dedicated Dealer network is trained to make the brand differential, delivering not only the product itself but a comprehensive tailor-made service package, including efficient spare parts logistics. The tailor-made service package includes not only the mandatory technical delivery to Customer, but also on-going operational and technical training, literature kits, and whenever required, dedicated warranty or maintenance contracts. Everything is carefully oriented to meets each single Customer or Fleet Owner’s needs. A great focus is also given to the close interaction between Customers, the Dealer network professionals and MAN Latin America Field Service Engineers, allowing not only a more personal relationship, but mainly , providing a permanent exchange of information and prompt answers to Customers desires. MAN Latin America understands the After-sales Customer support as part of its products and as an attribute to be differentiated from the competitors. When buying a Truck or Buses Volkswagen, the partnership with Customers and his business is just in the beginning...

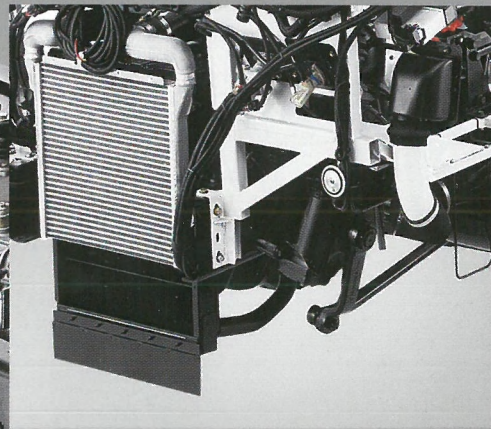
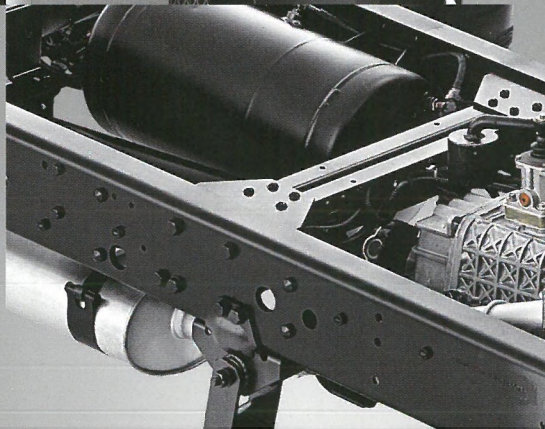


Parts & Accessories



MAN Latin America Parts and Accessories

A Truck or Bus Volkswagen is made to drive without getting tired, getting the hard work done for any task with maximum profitability. We know that it is not enough that the vehicle have “total quality” when it leaves the factory. We must continue with this high reliability standard thousands and thousands of kilometers later. For this MAN Latin America relies on the Distribution Center in Vinhedo, in the interior of São Paulo state. It has a gigantic stock and modern resources to administer with precision the logistics of distributing Original Parts throughout the country and to our export markets. There are 132 thousand m² of building and a stock of more than 30.000 items of Original parts, that, whether by air or ground transport are always in movement, supplying the Dealer Network so the most basic screw is never missing in the most distant point across the globe.



Images merely illustrative. Printed on 08 / 2010.

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