



## ZF Aftermarket makes its Internet portal an essential tool for workshops

- **Besides workshops, parts dealers, fleet operators and ZF service partners also benefit from the many features of the ZF Aftermarket Portal**
- **The latest function is the online product catalogue with a wide range of search options**
- **Partners of the ZF [pro]Tech workshop concept can call up OE information on recalls and service campaigns for all vehicle components.**

**ZF has completely revised its aftermarket portal and added numerous new functions. The website [aftermarket.zf.com](https://aftermarket.zf.com) is used to make contact with all market participants from automotive workshops to wholesalers and ZF's own service network. In their personal login area, users can access numerous technical information and other relevant services.**

All market participants in the automotive spare parts market depend on up-to-date technical information. Those who still reach for paper catalogues and printed installation instructions not only waste valuable working time, but also run the risk of using outdated information or ordering the wrong parts. ZF therefore provides parts dealers and workshop operators, but also many other interested parties, with all the information they need for their daily work on the Internet.

The company has recently further optimised its Aftermarket Portal in a user-oriented manner and added numerous new functions. Incidentally, a number of these functions are available to all visitors of the website. For registered users, the depth of information increases. Those who register on the Aftermarket Portal gain access to a personal partner area with an integrated communication platform for the exchange of know-how, data and information with ZF.



**PRESSE-INFORMATION**  
**PRESS RELEASE**

Page 2/5, 2021-02-23

Partners of the ZF [pro]Tech workshop concept benefit from full access to the portal and their personal contact: They can view installation instructions and repair information and receive notifications on the service campaigns and recalls of the car manufacturers - for all parts on the vehicle, not just ZF products. This information is the prerequisite for independent workshops to be able to offer inspections and maintenance according to manufacturer specifications and to maintain the vehicle's warranty.

Under the heading "Technical Information", the user can find video instructions for assembly, interesting facts about material or design changes, technical support for the installation and removal of spare parts, product information (for example, occupational safety data sheets or lubricant lists), support for vehicle diagnostics, tips for avoiding product damage and much more. This information is accessible after a free registration.

The ZF Aftermarket Portal becomes a complete database for all aspects of the workshop business thanks to its many other functions that complement the technology area. These include, for example:

- ability to book training courses
- search facility for parts dealers and service partners in the region,
- a newsletter, a blog and other information formats,
- shop for marketing products (for ZF [pro]Tech partners)

### **New catalogue with extensive search functions**

The new intelligent online catalogue is open to all users. It makes it possible to search by part number or by the vehicle's manufacturer and type plate number. In the online catalogue, the user not only finds the part they are looking for, but also the EAN number, the OE part number and other comparison numbers, they see photos of the part and can find out in which other vehicles the spare part can be installed. Where necessary, the catalogue also provides information on special tools



**PRESSE-INFORMATION**  
**PRESS RELEASE**

Page 3/5, 2021-02-23

needed for installation. Furthermore, installation instructions can be downloaded for all ZF, Lemförder, Sachs and TRW spare parts.

**Information platform for many other players in the aftermarket**

The new ZF Aftermarket Portal is not only used for communication with the automotive workshops, but also provides each user group with its own individual database with coordinated content and functions. For direct customers, for example, ZF has integrated an online shop that makes ordering products much easier.

The ZF service locations and service partners - a network of 650 Group-owned and contracted operations around the world specialising in the repair and reconditioning of ZF products - also receive their information via the portal. In addition, operators of fleets and vehicle fleets will find the link to connectivity solutions here.

The website adapts to all digital end devices and can be operated just as conveniently on a smartphone as on a PC. In addition, each user gets to see a personalised view of the portal depending on their registration and partner status – tailored with the information and modules that are important to them.

With its optimised aftermarket portal, ZF has created a digital information platform for daily use by automotive businesses, which is not designed solely for ZF [pro]Tech partners and ZF service partners, but for all automotive businesses – which will allow it to become an indispensable working tool for all.

Caption:

zf\_press\_devices\_catalog\_en

The online product catalogue automatically adapts to all digital devices.



**PRESSE-INFORMATION**  
**PRESS RELEASE**

Page 4/5, 2021-02-23

zf\_press\_mounting\_inst\_laptop\_en

The ZF Aftermarket Portal provides installation instructions and much more technical information on products from ZF, Lemförder, Sachs, and TRW.

zf\_press\_mounting\_inst\_tablet\_en

The new ZF Aftermarket Portal should quickly become an essential tool for automotive workshops.

Photos: ZF

Press contact:

**Fabiola Wagner,**

Head of Aftermarket Communication

Phone: +49 9721 4756-110, Fax: +49 4755-658,

E-mail: [fabiola.wagner@zf.com](mailto:fabiola.wagner@zf.com)

**Patric Roos,**

Aftermarket Communications International

Phone: +49 9721 4756-516, Fax: +49 4755-658,

E-mail: [patric.roos@zf.com](mailto:patric.roos@zf.com)

**ZF Friedrichshafen AG**

ZF is a global technology company and supplies systems for passenger cars, commercial vehicles and industrial technology, enabling the next generation of mobility.

ZF allows vehicles to see, think and act. In the four technology domains Vehicle Motion Control, Integrated Safety, Automated Driving, and Electric Mobility, ZF offers comprehensive solutions for established vehicle manufacturers and newly emerging transport and mobility service providers. ZF electrifies different kinds of vehicles. With its products, the company contributes to reducing emissions and protecting the climate.



**PRESSE-INFORMATION**  
**PRESS RELEASE**

Page 5/5, 2021-02-23

ZF, which acquired WABCO Holdings Inc. on May 29, 2020, now has 160,000 employees worldwide with approximately 260 locations in 41 countries. In 2019, the two then-independent companies achieved sales of €36.5 billion (ZF) and \$3.4 billion (WABCO).

ZF Friedrichshafen AG's leading aftermarket and fleet solutions portfolio is built on its strong brands; Lemförder, Sachs, TRW and WABCO. A broad product and service offering, advanced connectivity solutions for digital mobility management and a global service network, support and enhance the performance and efficiency of all vehicle types throughout their life cycle. The company's aftermarket organization is both an architect and pacesetter for the Next Generation Aftermarket and the preferred partner for fleet and aftermarket customers worldwide.

For further press information and photos please visit: [www.zf.com](http://www.zf.com)