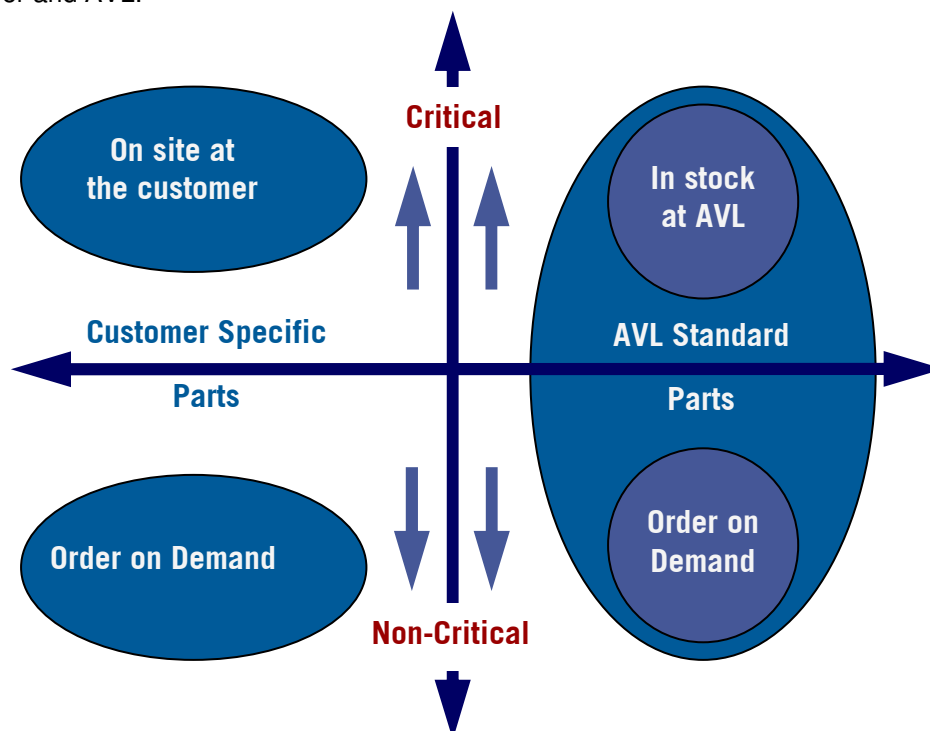


AVL CUSTOMER SERVICES

CUSTOMIZED SPARE PART SUPPORT – SPARE PART SUPPORT PLAN

INDIVIDUAL SPARE PART SUPPORT ENSURING HIGH AVAILABILITY

AVL offers a customized spare part solution which is based on the individual customer needs and expectations of the customer. According to the customer installed base such a spare part concept offers the best and efficient solution for spare part availability. The spare part group and the criticality level define the responsibility for spare part provision and logistics which is shared between the customer and AVL.





SPARE PART CRITICALITY LEVEL

The criticality of parts aiming the best combination of technical availability and cost is defined according to following criteria:

- Impact of failure
- Probability of failure
- Lead time for re-acquisition of concerned part
- Consideration of customer's requirements regarding part availability

AVL Standard / Critical:

AVL assumes full responsibility for fast access by customers to critical standard parts which are available via AVL eSpares™ web-shop. This is achieved by an optimized world-wide storage and distribution system which enables fast part delivery.

AVL Standard / Non-critical:

Non-critical standard parts are also listed in the AVL eSpares™ web-shop. In-stock availability and delivering time will be communicated upon order placement or can be supplied via the local AVL office or via eSpares@avl.com in advance.

Customer Specific / Critical:

For critical customer specific parts, AVL strongly recommends a proactive procurement and an on-site stock solution, as these parts may have longer delivery times.

Customer Specific / Non-critical:

For non-critical customer specific spare parts AVL recommends an order on demand. An offer can be supplied on request.

Benefits

- An Individual Spare Part Support Plan ensures high availability of customer test bed or test field
- The lowest possible capital tied up by best combination of all elements of AVL Spare Part Management
- Minimized downtime through fast access to customer specific spare parts

Financial Aspects

- The Spare Part Support Plan allows having critical parts available when needed without building up an expensive customer specific spare part stock.
- The cost for an individual spare part solution must be seen in the context of cost for the loss of testing time.

Scope of Supply

- Detailed individual Spare Part Support Plan according to customer's installed base