

## PRESS RELEASE

### **AL-KO customer centres have been providing the best possible service for ten years**

**Comfort that sets the benchmark: This performance commitment is closely linked to AL-KO Vehicle Technology Group's customer focus, which it lives and breathes every day in its customer centres in Germany, the Netherlands, France, Italy and soon also in Austria.**

The company's customer centres offer an all-round range of services for caravan, van and motorhome customers. This means comprehensive support – from the classic repair service to maintenance and servicing to personal advice on retrofitting, upgrades or financing. The customer centres thus offer their visitors a range of products and services to enable them to make optimum use of their vehicle in terms of quality, safety and equipment. All this to ensure comfort that sets the benchmark.

#### **Broad support network**

Harald Hiller, President and CEO of AL-KO Vehicle Technology Group, explains: "The needs of our customers change along with market conditions and trends. To ensure our customers always get exactly the products they expect from us, we are constantly expanding our range and adapting it to these new directions or wishes in close coordination with our suppliers and body manufacturers. This allows us to provide our customers with individual support for as long as they use their AL-KO products, to ensure their vehicle is comfortable and future-proof on the road."

Guido Kovermann, Senior Vice President After Sales and Customer Centre at AL-KO Vehicle Technology Group, adds: "Our customers invest in a high-quality vehicle consisting of high-quality components – and we always show them even more optimisation possibilities. To enable them to continuously improve the efficiency and quality of their driving experience, we offer our visitors all the advice and support possible." For example, in response to popular demand, the customer centres now also offer financing deals similar to those available when buying a car.

"The customer centre planned for 2023 in Ramsau, in Austria's beautiful Zillertal valley, will be an excellent addition to our existing broad support network," says Michael Duckek, head of the customer centre in Kötz in southern Germany and also coordinator for all European customer centre sites. "Our customers can have their vehicle retrofitted there in a wonderful scenic area – right on their way to their vacation destination."

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The AL-KO Vehicle Technology Group is a fast-growing, globally active technology group and a business unit of DexKo. With high-quality chassis and suspension components for trailers, leisure and commercial vehicles, as well as construction and agricultural vehicles, the group of companies represents the best in functionality, maximum comfort as well as innovations to ensure greater driving safety. Founded in 1931 the group today has around 3,800 employees and more than 40 sites worldwide. The company owns 15 international brands: AL-KO, Aguti, Bankside Patterson, Bradley, Brink, CBE, cmtrailer parts, E&P Hydraulics, G&S Chassis, Hume, Nordelectronica, Preston Chassis, SAFIM, SAWIKO and Winterhoff. [www.alko-tech.com](http://www.alko-tech.com)

DexKo Global Inc. is the world's leading supplier of advanced chassis technology as well as chassis assemblies and related components with more than 130 years of experience in trailer and caravan components. DexKo Global was founded at the end of 2015 through the merger of Dexter and AL-KO Vehicle Technology. With its headquarters in Novi, Michigan/USA, the company employs around 7,300 people with more than 100 production facilities and distribution centres. [www.dexko.com](http://www.dexko.com)

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Duckek knows what he is talking about: AL-KO's success story of retrofitting, repair and maintenance began exactly ten years ago with the customer centre in Kötz in southern Germany. Particularly when it comes to topics requiring intensive consulting such as payload increases or selecting the right air suspension, customers are certain to find the right contacts here: seasoned workshop professionals whose sole ambition is to make customer wishes come true in the best way possible.

**Serving customers with a broad portfolio for ten years**

The customer centre offers owners of leisure vehicles, light commercial vehicles and trailers a wide range of services and products from the group's brands AL-KO, E&P and SAWIKO. Vehicles with an AL-KO chassis and AL-KO axle will benefit in particular from the fact that all special work is carried out in original equipment manufacturer quality.

The service portfolio includes the installation of suspension and levelling support systems for motorhomes. Furthermore, bicycle racks, towbars and motorbike loading ramps for motorhomes can be installed. Besides classic body maintenance and repair work, as well as the payload increase offers for caravans, the customer centres also handle the installation of electronics such as anti-snaking and manoeuvring systems for caravans and commercial trailers. The showrooms provide a pleasant environment for consultation and appointment processing. Presentations of products in action such as manoeuvring or suspension systems or steady legs complete the range at most sites.



**Caption 1:** AL-KO Vehicle Technology's European customer centre network will grow to seven locations in 2023 with the new opening at the Ramsau site in Austria. © AL-KO Vehicle Technology Group

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**Caption 2 and 3:** The sole ambition of the AL-KO customer centres' workshop professionals is to make customer wishes come true in the best possible way. © AL-KO Vehicle Technology Group

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**Caption 4:** Guido Kovermann, Senior Vice President After Sales and Customer Centre at AL-KO Vehicle Technology Group: "We set out with the concept of a customer centre in Kötz exactly ten years ago, and today we have three sites for our customers across Germany as well as sites in the Netherlands, France and Italy, and soon also in Austria. I'm really proud of our teams' performance and our joint successes." © AL-KO Vehicle Technology Group