



**Media Kit
For NME 2026**

Yutong Service

Yutong Bus Co., Ltd.

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To address industry-wide pain points like “Slow Response to Market Demand”, “Untimely Supply of Parts”, “Weak Intelligent Service Capability” and “Insufficient Expertise for New Energy Vehicles”, while continuously enhancing Yutong’s service capabilities and optimizing customer experience—we aim to establish “Yutong’s after-sales service leadership” as a key value perception among customers. In 2025, Yutong launched the Service Brand “EnRoute+” to further boost customer loyalty.

EnRoute+ is designed for comprehensive operational scenarios, built on the principle of “end-to-end support by expertise”. Backed by Yutong’s reliable service, it ensures high vehicle uptime, efficient performance, and stable operation for maximum customer value. The “+” symbol (representing upgrade and enhancement) conveys the iterative concept of “digital value-added empowerment and continuous strength upgrading,” establishing a full-scenario, scalable and strong link relationship between operation + service. Full lifecycle operational solution is built on eight fundamental service commitments:

Manufacturer Direct Service: Yutong employees stay on site all year round, providing customers with professional, efficient, reliable and attentive service.

Rapid Response & Efficient Solutions: Customer can directly contact Yutong via Link+ or service hotline with one click. Yutong also provides emergency rescue services.

100% Transparent Service Process: The Link+ platform ensures 100% transparency of key service process nodes and one-click evaluation of service results.

100% Genuine Parts Assurance: The two-tier parts reserve system of central warehouse + forward warehouse ensures rapid supply, authentic parts warranty, and worry-free availability for 15 years.

Dedicated Support for Major Events and Competitions: A dedicated service team, special support plans and emergency mechanisms ensure that everything goes smoothly.

Customized and Managed Service Package: Tailored service package solutions

and preventive maintenance help to increase uptime and reduce costs.

Full-cycle Service Support: Yutong innovatively proposes a considerate service standard for new energy vehicles to offer personalized services to customers.

Service Team: A dedicated team provides professional services for new energy vehicle customers.

Yutong is committed to enhancing its service and parts supply system, building a customer-centric after-sales network. Through direct service and third-party service, we meet diverse market and customer needs to continuously improve service quality. Yutong provides instant online services to customers, promptly addresses their needs, and offers round-the-clock maintenance assistance.