

On-site Direct Service

We have implemented on-site services for **354** overseas customers, responding to sudden-fault-related customer-needs within minutes. We also carry out preventive maintenance and inspection to improve vehicle operation rates.



Service Products

Number of overseas customers using our services: **11** package service customers, over **400** extended-warranty customers, and over **100** maintenance-package customers, all of whom benefit from our more professional service experience.



Intelligent Service

More than **440,000** vehicles are connected to the Link+ system, which has the largest number of connections in the industry. It covers all scenarios of management, use, maintenance, and repair, ensuring full transparency in service.



Support for Major Events

We have participated in more than **10** global major events and activities, with 0 delays, 0 missing parts, 0 failures, and 0 complaints.



Beijing Olympics Qatar World Cup Paris Olympics



Yutong Parts: 3 years of Top Quality Satisfaction



World-class Supply Chain & Certified Excellence

- Stringent supplier screening: top 3 industry leaders only
- Yutong verification standards: exceed global benchmarks


More refined craftsmanship


More stable performance


More reliable quality

SERVICE HOTLINE
0086-371 6671 8999

 <https://en.yutong.com/>



EnRoute+

LIFECYCLE SERVICE STEWARD FOR YOUR FLEET

BETTER SERVICE, ALWAYS ENROUTE



Fast Service **Professional Service** **Attentive Service**



- ✓ Maximized Uptime
- ✓ Optimized Costs
- ✓ Minimized Risks

8 Service Commitments

 Yutong Direct Service	 Full Lifecycle Service Support	 24/7 Standby	 100% Transparent Service Process
 15-Year Genuine Parts Guarantee	 1-Year Warranty of Genuine Parts	 Dedicated Support for Major Events and Competitions	 Customized and Managed Service Package



INTEGRATED LIFECYCLE SOLUTION



GLOBAL SERVICE NETWORK

74 Direct Service Centers
1981 Authorized Service Stations
45 Country Service Managers
1564 Service Engineers
Covering **165** Countries and Regions

PARTS GUARANTEE SYSTEM

43 Central Warehouses
184 Forward Warehouses



CUSTOMER EMPOWERMENT SYSTEM

Full-lifecycle curriculum system

Digital and intelligent learning platform

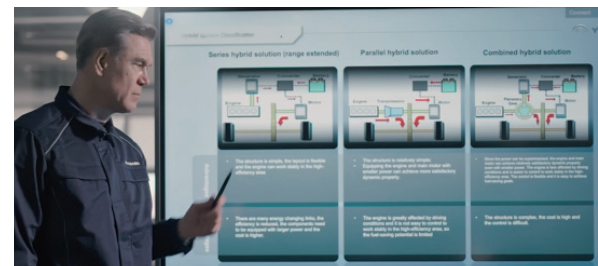
On-site practical training



UNIFIED SERVICE STANDARD

- PDI
- Vehicle-use training
- Maintenance and warranty reminders
- Technical support
- Proactive rectification

- 4 direct service modes
- Regular customer visits
- Service activities



ENSURING EFFICIENT VEHICLE OPERATION AND RAPID CUSTOMER-DEMAND SATISFACTION

ALL-SCENARIO PRODUCTS

Managed Package Service

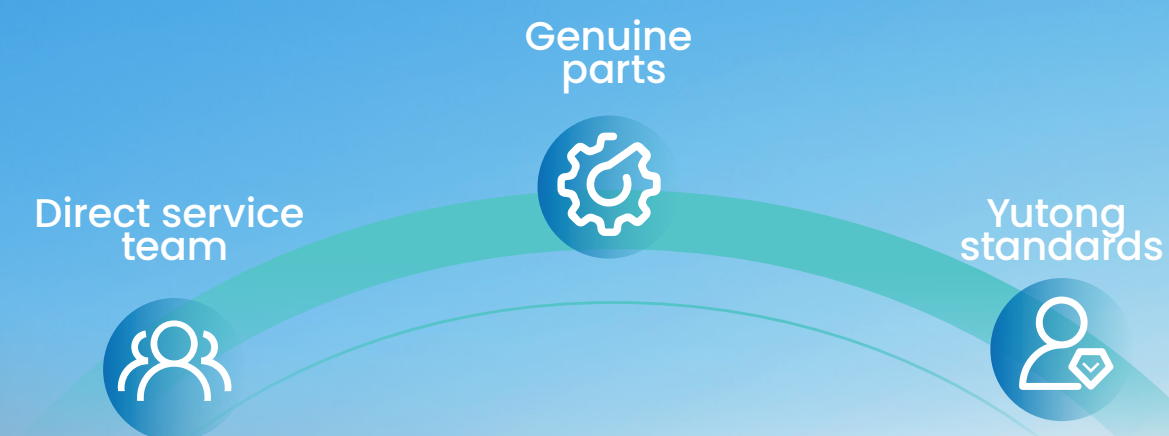
- ◇ Material and labor costs required for maintenance and repair covered
- ◇ On-site direct service by a professional service team
- ◇ **24/7** standby
- ◇ Targeted parts reserve
- ◇ Free roadside emergency rescue
- ◇ Guaranteed over **95%** uptime, with compensation for excessive downtime

Extended Warranty Service

- ◇ Parts and labor costs required for repair covered
- ◇ Yutong direct service and genuine parts guarantee
- ◇ Free roadside emergency rescue

Managed Maintenance Service

- ◇ All necessary preventive maintenance and vehicle inspections
- ◇ Waiver of material and labor costs required for preventive maintenance



INTELLIGENT SERVICE PLATFORM

Smart Management

90% Intelligent inspection, efficiency increased by 90%
30% Abnormal charging decreased by 30%
60% Dangerous behavior reduced by 60%

Easy Maintenance

100+ Remote monitoring components
≥ 90% Early warning accuracy
22 Predictive maintenance items

Quick Repair

21 Remote intelligent diagnosis of 21 types of components
OTA One-click remote upgrade via OTA
≥ 93% Maintenance guidance accuracy

Full Transparency

7 types 7 types of electronic service documents
80% Service efficiency increased by 80%
480,000 types 480,000 types of parts for online-purchase