

Press Release

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MAHLE CustomerCare Portal for greater transparency and 24/7 service

- MAHLE Aftermarket presents the new CustomerCare Portal (MCCP)
- Full transparency and access to all relevant information around the clock

The new MAHLE CustomerCare Portal makes many things easier and more transparent for customers of MAHLE Aftermarket. All the vital information is now just a click away—around the clock, around the world: on smartphone, tablet, or PC.

After logging in, the user can choose from various functions. In the e-shop, users can find out about products, place orders, view order status and order history, and download invoices and bills of delivery.

“The challenges our customers face on a daily basis require digital means of communication. Information has to be available quickly, intuitively, around the clock, and throughout the world. There’s a clear reason for further expanding the range of information we offer—to help our customers operate even more profitably,” says Olaf Henning, Corporate Executive Vice President and General Manager MAHLE Aftermarket.

If there are delays in delivery, our new ticketing system in the MAHLE CustomerCare Portal provides prompt assistance. Requests can be submitted easily, their clarification status can be tracked, and they can be processed quickly.

In MAHLE’s 100th anniversary year, tradition and innovation come together once again: with the MAHLE CustomerCare Portal, MAHLE Aftermarket has created a digital point of access that makes it much easier

to obtain information. MAHLE is thus continuing to position itself as a reliable partner for its customers. MAHLE aims to provide them with the best possible support so that, in the future, they can continue tackling the new challenges posed by the mobility transformation and the changing competitive environment both professionally and profitably.

About MAHLE

MAHLE is a leading international development partner and supplier to the automotive industry as well as a pioneer for the mobility of the future. The group's product portfolio addresses all the crucial issues relating to the powertrain and air conditioning technology—both for drives with combustion engines and for e-mobility. In 2018, the group generated sales of approximately EUR 12.6 billion with more than 79,000 employees and is represented in over 30 countries with 160 production locations.

About MAHLE Aftermarket

MAHLE Aftermarket, the business unit specializing in spare parts, uses the expertise from the series production of original equipment in its automotive aftermarket product range and supplies trade, workshop, and engine repair partners. The portfolio also includes products developed by MAHLE Service Solutions for workshop equipment as well as comprehensive services and customized training programs.

MAHLE Aftermarket is represented at 25 locations and other sales offices worldwide, with around 1,700 employees. In 2018, the business unit achieved a global sales volume of over EUR 928 million.

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