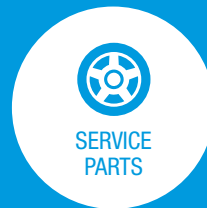




# ROUSH CleanTech CUSTOMER SUCCESS



**ROUSH CLEANTECH'S CUSTOMER SUCCESS TEAM REPRESENTS THE IMMEDIATE NEEDS AND CHALLENGES OF CUSTOMERS, DEALERS AND SERVICE CENTER PARTNERS.**

You can rely on ROUSH CleanTech's in-house Customer Success department after your new vehicles are in operation. Our extensive after-sale customer support includes field service, a call center, warranty assistance, service parts, technical publications and training. Our team members are with you every step of the way.



CONNECT WITH US  
VIA PHONE, EMAIL,  
TEXT, WEBSITE, SERVICE  
PORTAL AND SURVEYS.

## CUSTOMER SUPPORT

ROUSH CleanTech's in-house Customer Success team is made up of dedicated, full-time employees and field service engineers at our Livonia, Michigan, headquarters.

We are the front line for incoming communications with customers, dealers and service center partners. We understand that in order for ROUSH CleanTech to be successful, you have to be successful in your purchase, adoption and care of our products.

Our vast post-purchase capabilities include:

- Customer contact and case management.
- Warranty, claims and emerging issue identification.
- Field service.
- Service parts program.
- Troubleshooting and repair assistance.
- Training.
- Service parts forecasting, pricing and sales.
- Salesforce configuration, automation and reports.
- Knowledge base administration and technical support.

## TECHNICAL SUPPORT

Our responsive Technical Support team can assist you with technical issues related to our products, including:

- Answering technical questions.
- Assisting with troubleshooting and repairs.
- Handling warranty claims.
- Handling reporting of technical problems, installation issues and questions, transportation damage concerns, labor discrepancies and negotiations.
- Managing the service network, installation portal and pending VINs.
- Fielding Roush Diagnostic Tool support questions.



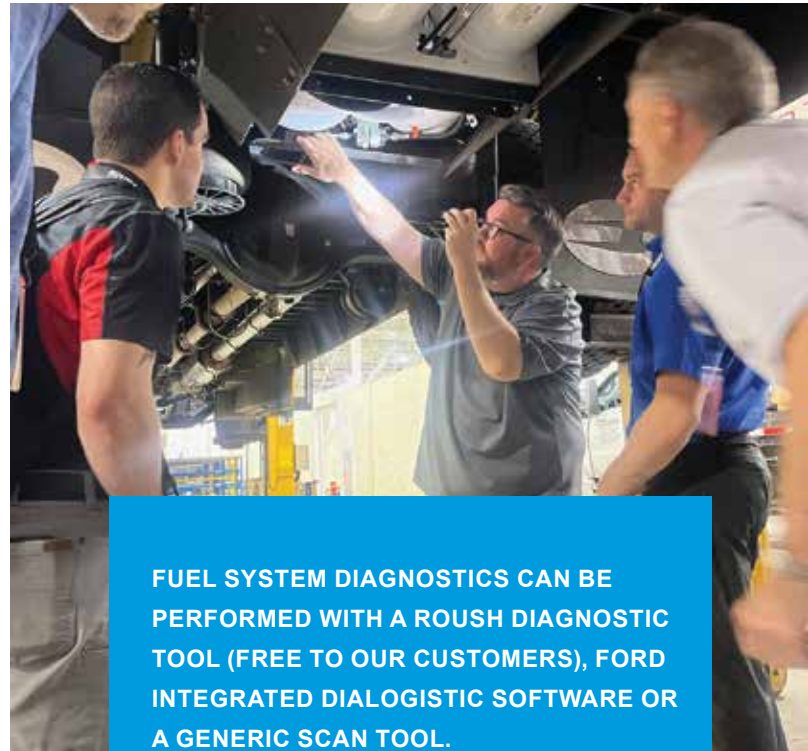
# SERVICE NETWORK

ROUSH CleanTech trains and equips its extensive service network with the tooling and service diagnostic information required to service and maintain our fuel systems. We offer an expanding service network with more than 700 locations across the country.

We support our partners by providing technical support and contact center assistance. We make sure that each of our partners is properly equipped with the tooling, training and service diagnostic information to effectively service and maintain the ROUSH CleanTech fuel system with our expanding service network. Our team's mission is to help you diagnose any issues that may arise and get your vehicle back on the road as quickly as possible.

# PARTNERSHIPS

We partner with Ford, Blue Bird and hundreds of independent service centers to create a nationwide network of qualified experts.



FUEL SYSTEM DIAGNOSTICS CAN BE PERFORMED WITH A ROUSH DIAGNOSTIC TOOL (FREE TO OUR CUSTOMERS), FORD INTEGRATED DIAGNOSTIC SOFTWARE OR A GENERIC SCAN TOOL.



# FIELD SERVICE ENGINEERS

**ROUSH**  
CLEANTECH  
Field Service

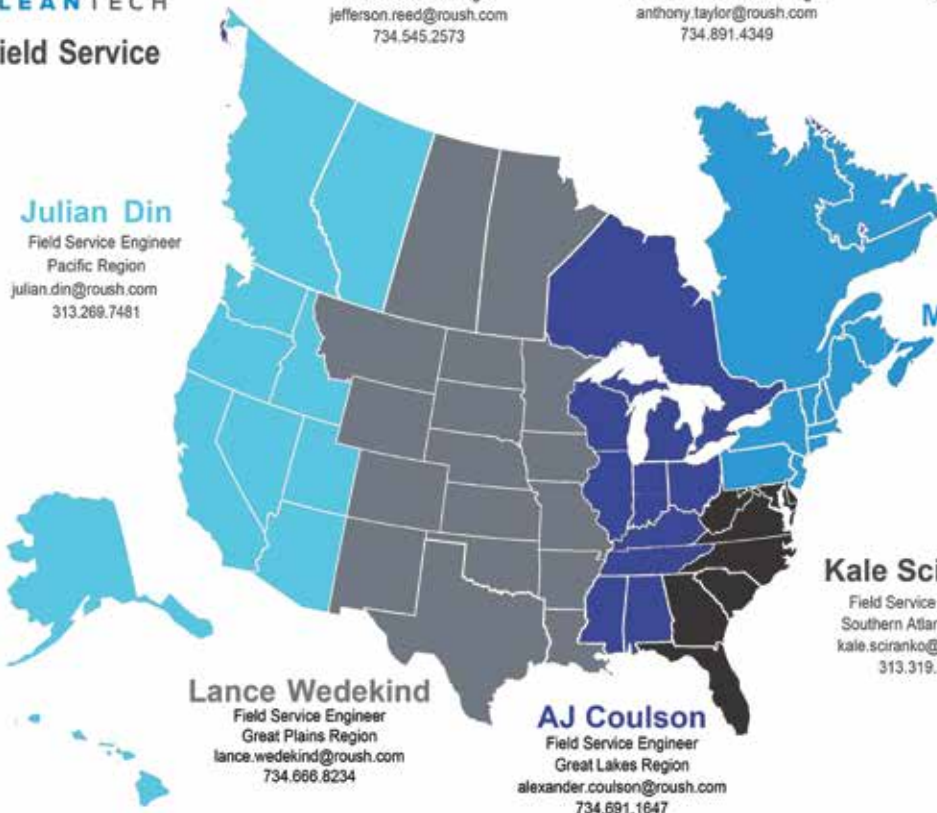
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## ORDER MANAGEMENT

Customers and dealers always know the status of their vehicles through ROUSH CleanTech's order management. We use Salesforce, a customer relationship management software, to ensure the efficient receipt, coordination and processing of all vehicle, product and service orders.

We provide parts pricing and availability, purchase order and order submission, quotes for service parts, customer freight quote requests, and tracking of orders and damaged and missing parts in a shipment.

## TECHNICAL PUBLICATIONS

Technical publications are available on our website at no charge. You can find regularly updated service and diagnostic manuals, wiring schematics and more on our Service web page at [ROUSHcleantech.com/service](http://ROUSHcleantech.com/service).

Our publications include:

- Service manuals.
- Diagnostic manuals.
- Repair and service procedures.
- Special service messages.



## TRAINING

We provide multiple training options for repairing vehicles safely. And we meet customers, dealers and service center partners where they are most comfortable.

### ONLINE TRAINING

Online training resources include quick videos demonstrating service and diagnostic procedures, along with diagnostic and service manuals to simplify diagnostics steps, speed up repairs and minimize down time.

Web-based training covers topics as diverse as:

- Propane properties and safety.
- Fuel system components.
- Diagnostics.
- Repair work.
- Warranty process and service resources.

### ON-SITE TRAINING

If additional training is needed after going through our online training program, we can send a ROUSH CleanTech training expert to complete on-site training. On-site training ranges from a two-hour vehicle overview to a full-day fuel system training.

### HEADQUARTERS TRAINING

Factory technician workshops provide hands-on training to service centers and customers at our Livonia, Michigan, location.

To register for one of our Factory Technician Workshops, please visit [ROUSHcleantech.com/service](http://ROUSHcleantech.com/service).



### FOR MORE INFORMATION

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[ROUSHcleantech.com/service](http://ROUSHcleantech.com/service)