

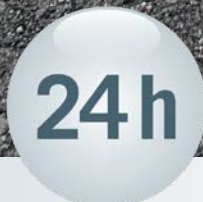
# KÖGEL

NOVUM: LIGHT & STRONG

## KÖGEL AFTER MARKET



Customer  
Service



24-hour Break-  
down Service



Spare Parts

PASSION MEETS ENGINEERING ART:

# PASSIONEERING FOR OUR CUSTOMERS

What’s more exciting than the transport sector? The future of the transport sector! We passionately believe that to stay profitable, you have to stay ahead of the game – and our experience has shown that to be true.

Competitive pressure on our customers is building. That’s why we want to lighten the load – along with the cargo that they transport with reliable Kögel trailers every day. A close, cooperative partnership with our customers is the starting point of all our innovations. Only then can we quickly identify their changing needs and requirements – and get the right solutions on the road. That’s where engineering comes in, which we have loyally practised for over 80 years. Our commitment to uncompromising quality. And, of course, our dedicated professional team.

**From practice to theory and from plan to practice: Passioneering never stops.**

All our customers’ challenges flow directly into the development process. We subject our innovations to intensive testing far beyond the usual requirements. Extreme driving manoeuvres, heavy loads, poor road surfaces, rain, ice, snow and scorching sun – our trailers have to withstand it all without a hitch. Only then are we satisfied – for now, at least. Because only then can we be sure that our most discerning customers are satisfied too. But the end of every development process is only the beginning of something new. After all, everything we do is with the future of the transport sector in mind.

**Find out more about passioneering and our exceptional quality standards at**  
**[www.koegel.com](http://www.koegel.com)**

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<b>24-HOUR BREAKDOWN</b>	
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YOU CAN RELY ON US!

## AFTER MARKET BY KÖGEL

We offer our customers not only technical innovations and Swabian engineering expertise, but also comprehensive, competent customer service. We offer high quality trailers and outstanding service: Do you have a question, need spare parts quickly or have a complaint? Kögel will provide you with quick and professional assistance – you can rely on us!



PROVIDING CONSISTENTLY GOOD ADVICE THROUGHOUT EUROPE!

## KÖGEL CUSTOMER SERVICE

Customer satisfaction is our top priority. We aim always to provide you with the best advice and service. We provide quick, straightforward support for complaints and manage warranty claims competently. Please do not hesitate to contact either ourselves or our authorised service partners.

We have around 550 service partners across Germany at your disposal, as well as a further 440 authorised workshops in Europe. Our partners include reputable truck manufacturers, such as Mercedes-Benz, MAN, Scania and Iveco.

**Our customer services division will provide you with advice and support:**

Telephone + 49 1805 563435 - 55  
Fax + 49 731 9454 - 23494  
E-mail: [aftersales@koegel.com](mailto:aftersales@koegel.com)



WE'LL GET YOU BACK ON TRACK!



## KÖGEL 24-HOUR BREAKDOWN SERVICE

We provide rapid assistance in the event of a breakdown. You can call our Kögel breakdown assistance hotline from anywhere within Europe 24 hours a day, 365 days a year. We will make sure you arrive promptly at your destination with minimum fuss.

The 24-hour Kögel hotline offers you the following services:  
If the worst comes to the worst, we will tow your trailer away and place it in storage for you.  
We offer breakdown assistance for tractor units and trailers.  
Your refrigeration unit has broken down or your load drop sides have been damaged? No problem! We will be pleased to come to your assistance quickly and repair the damage.  
Whether the problem is caused by an accident or by external forces - you can contact the Kögel 24-hour hotline at any time.

To be able to provide assistance as widely as possible, the Kögel Breakdown Service is available in eight languages\*: English, German, French, Spanish, Polish, Russian, Turkish and Romanian. In almost every European country you can drive without having to worry, because you are able to rely on us at all times.

**\* Country-specific call routing:**

Calls are routed according to the SIM card's detected country code. This ensures that callers are greeted in their own language.





# KÖGEL SPARE PARTS

A man in a blue shirt and orange tie is pointing upwards with his right hand. The background is a grey wall with a network of icons representing various spare parts, including a fan, a pump, a valve, a motor, and a control unit, connected by dotted lines. The icons are arranged in a circular pattern around the man.

# KÖGEL SPARE PARTS

A man in a dark blue dress shirt and an orange tie is looking up and pointing his right index finger towards a complex network diagram. The diagram consists of various mechanical parts like gears, belts, and pulleys, each enclosed in a circular frame. These frames are interconnected by dashed white lines on a grey background, suggesting a system or supply chain. Some of the parts include a gear with a cross, a belt drive, a pulley, and a small motor-like component. There are also some alphanumeric codes scattered around the diagram, such as 'W', 'N', 'F', 'E', 'S', 'M', 'L', 'K', 'O', 'D', 'B', 'C', 'H', 'I', 'J', 'P', 'Q', 'R', 'T', 'U', 'V', 'X', 'Y', 'Z', '0', '1', '2', '3', '4', '5', '6', '7', '8', '9'.

Quality and speed are the pillars that efficient transportation is built on. Our Kögel spare parts division offers you all the spare parts and accessories that you need first hand. Whether it's for your Kögel product or your product from another commercial vehicle manufacturer – we are ideally prepared to meet your needs with our extensive product portfolio.

Our central spare parts warehouse in Ulm has 7,000 m<sup>2</sup> of storage space and is ideally set up to cater for your needs as well as guaranteeing maximum availability of all spare parts throughout Europe. Our sales department keeps approximately 8,500 different items in stock. Orders for items that are kept in stock are dispatched the same day. Delivery is tailored to suit your preferences, either via an overnight express service, parcel post or forwarding company. Whether it is wear parts for the bogie and body, or accessories, Kögel spare parts are impressive with a perfect fit and maximum safety, and will increase the resale value of your trailer.

**First-class service when you order a spare part**  
Use the most direct way to get your spare parts:  
The Kögel spare parts team will be glad to help you select the right item.

Telephone + 49 1805 - 563435 - 36  
Fax + 49 731 9454 - 23679  
E-mail: [parts@koegel.com](mailto:parts@koegel.com)

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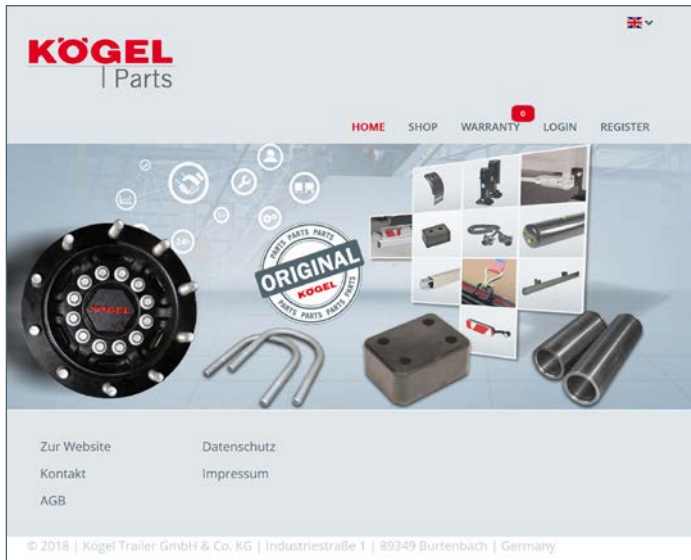
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## Quick and easy order placement via the Kögel Parts online shop

You can purchase any spare parts you need quickly, at any time, from our Kögel Parts online shop. There are three ways of placing an order quickly.



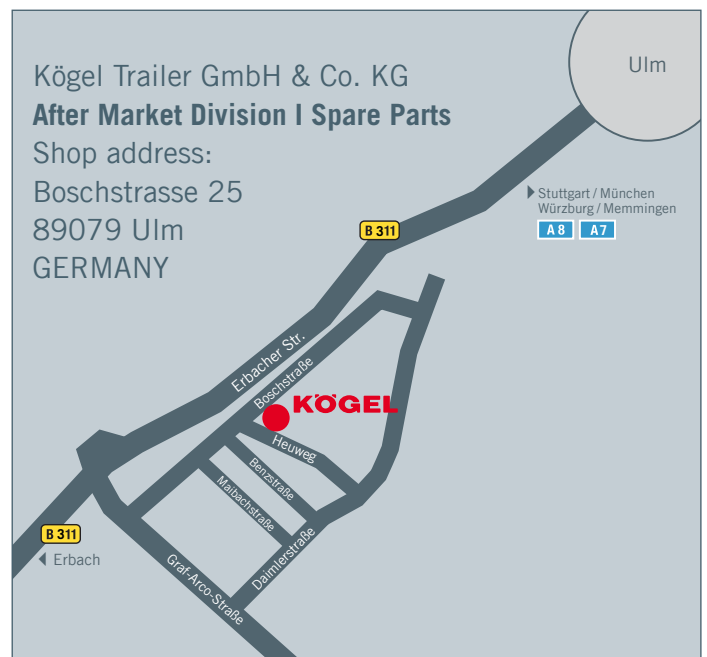
1. Order from the digital spare parts catalogue:  
Enter your vehicle identification number (VIN) into the input field at the top left to display all the spare parts for your trailer. Corresponding item drawing and images will support your search.
2. Order using your shopping basket. Simply enter the Kögel item number and the required quantity in your shopping basket.
3. Perform a keyword search to find your parts.  
Enter a search criterion and you will be shown a listing of the associated spare parts.

Sign up now to our online shop and take advantage of our fast and simple order process:

**[www.koegel-parts.com](http://www.koegel-parts.com)**

## Kögel Parts spare parts shop in the logistic centre in Ulm

Open from Monday to Friday between 8 a.m. and 5 p.m., you can also purchase any items you need or collect ordered items directly from our Kögel Parts shop in Ulm. It is not just Kögel-specific parts that are available here: common accessories such as axle and brake consumables and load-securing materials are also available.



# CONTACTS



Kögel Trailer GmbH & Co. KG

## After Market Division I Customer Service

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89349 Burtenbach  
GERMANY

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E-mail: [aftersales@koegel.com](mailto:aftersales@koegel.com)



Kögel Trailer GmbH & Co. KG

## After Market Division I Spare Parts

Office address /postal address:  
Heuweg 3  
89079 Ulm  
GERMANY

Collection address/Goods delivery:  
Boschstraße 25  
89079 Ulm  
GERMANY

Tel.: + 49 1805 563435-36  
Fax: + 49 731 9454-23679  
E-mail: [parts@koegel.com](mailto:parts@koegel.com)

# KÖGEL

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