

# HYBRIDRIVE® FLEXIBLE SERVICE

HybriDrive®  
PROPULSION SYSTEMS

## SERVICE THAT FITS THE FLEET

**BAE Systems' HybriDrive® Flexible Service facilitates the seamless integration of hybrid buses into your existing fleet with a full-spectrum service network and support package that can be customized to each individual transit property's needs.**

### Service Network

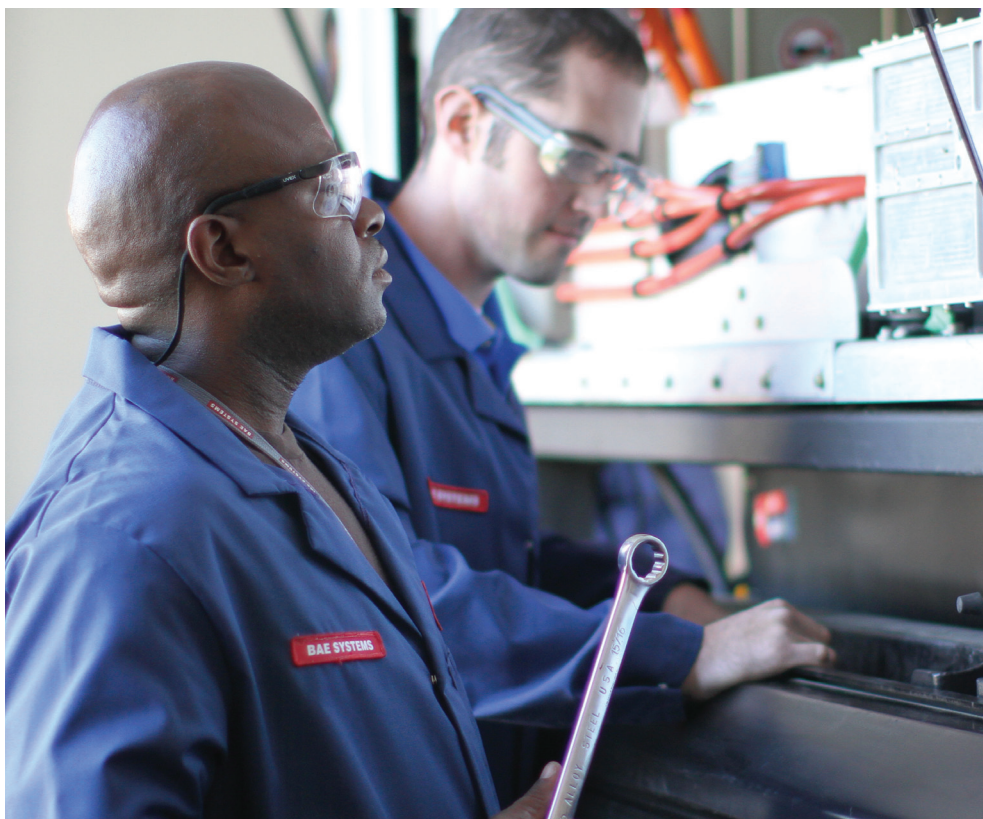
HybriDrive service network delivers convenience and peace of mind by allowing each customer to choose the flexible service deployment option that fits the properties' individual needs, with the support and consultation of a dedicated BAE Systems regional service lead.

- BAE Systems customer service technicians are deployed regionally to be available at any transit agency site, whenever a service need might arise.
- Affiliated service centers exist throughout the country and may be utilized to accommodate HybriDrive propulsion service and repair, coordinated by a BAE Systems factory trained technician.
- Training programs offered, allowing customers to perform in-house maintenance, as well as providing technical support and aftermarket spares where needed.

Flexible Service means you have the flexibility to pick the support option that works best for you.

**Parts and service availability** - In order to provide its customers the best possible parts and service availability, BAE Systems currently maintains its central factory-authorized parts and service center in New York, and continues to build an independent network of factory-authorized HybriDrive propulsion system service centers.

Service work is always coordinated and scheduled with the customer, and every effort is made to ensure the least disruption to regular fleet service possible. Spares management is an added service that BAE Systems can provide to further enhance maintenance convenience.



**BAE SYSTEMS**

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## Technical Support

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BAE Systems' dedicated HybriDrive Customer Support Center is staffed to provide phone, e-mail, and website support to our HybriDrive customers. Users will receive assistance with troubleshooting, part number identification, spare parts order placement, technical tips, and much more.

The support center is the first line of contact for our customer and field service teams for technical issues. In addition to their own capabilities, the support center has access to all the BAE Systems resources necessary to provide timely and accurate answers and information to our customers and field support personnel.

**Web support** - I-Support is a customer-specific portal that provides each transit property an information source customized to its fleet's specific needs and requirements. This resource provides access to service manuals, parts catalogs, software upgrades, service bulletins, and service letters.

## Diagnostics

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HybriDrive support optimizes fleet performance and availability with on-site training and dynamic, state-of-the-art diagnostics software to predict and prevent issues before they arise.

Predictive service solutions - Intuitive Diagnostic Software (IDS) is a powerful tool that enables predictive servicing and detailed performance trending. This advanced software communicates with the hybrid System Control Unit (SCU) to display,

in real time, fault codes and operating conditions in a customizable, intuitive dashboard configuration. Built-in health test instructions are included on the dashboard screen with links to the corresponding service manual. BAE Systems can provide training to fleet maintenance technicians, placing troubleshooting in the hands of the customer, or provide this diagnostic service in-house.

Continuous Improvement - Continuous product analysis and performance trending ensure that BAE Systems continues to field the highest quality products.

## Training

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BAE Systems invests in the long-term success of its customers by offering optional training packages and post-sale support ranging from basic level to advanced troubleshooting and repair, ensuring the successful integration of hybrid units into the fleet.

- A standard three-day introductory curriculum has been developed and is offered to the fleet operator and maintainer. This introductory session covers system overview, theory of operation, safety, maintenance, and servicing.

- Advanced component courses also are available, delving into system component theory of operation, system faults, troubleshooting, repair, and special tools.

Training can be given at the customer site, with a BAE Systems trainer, course materials, and hands on instruction.

To ease the decision making process, BAE Systems also offers a two year startup package for new customers that includes on site introduction and refresher training, periodic on-site service visits, and performance monitoring commensurate with the quantity of buses procured.

## Service Contracts / Extended Warranty

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A robust warranty program comes standard with the HybriDrive propulsion system package, and can be extended and expanded as necessary. Our service contracts and warranty extensions provide our customers with solutions for fixing operating costs while maintaining the highest level of performance for their fleet. In the post-warranty environment, BAE Systems offers custom extended service contracts for maintenance, overhaul and upgrade services. Should the customer choose to perform these actions, technical support, service bulletins, and procedural instructions are provided to facilitate this transition.

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