

## FEATURE STORIES

### What's in a Name?

#### Delphi Offers Products and Service Solutions to the Aftermarket

Worldwide, manufacturers are producing vehicles that function as a single complex, integrated system. Dozens of subsystems share data and work together to enhance overall vehicle performance. And those vehicles are built to last—staying on the road longer than ever before. That means more ongoing maintenance and repair than ever before. But as those vehicles become more complex, information and diagnostic tools become as important as the products themselves. Delphi Products and Service Solutions has the product breadth, global resources, technological leadership, and proven products for all major original equipment manufacturers to offer distinct advantages to aftermarket customers.

#### Building on our Strengths

Delphi has been a leading supplier to the automotive aftermarket for more than 100 years. That heritage serves Delphi well as it continues to leverage original equipment experience to provide the products and services needed to help maintain today's high-tech vehicles.

"Because of our work with OEMs, we not only see what's on the horizon, we're helping create it," said Francisco Ordoñez, president, Product and Service Solutions.

As the electronic content on vehicles continues to grow—doubling to about 40 percent of a vehicle's value by 2010—service technicians will need to know how to repair what amounts to a super-computer on wheels.

"The entire vehicle driving and ownership experience will be transformed, and with it, the way those vehicles are made and serviced," said Ordoñez. "For example, things like telematics will revolutionize how we maintain and service vehicles. Delphi understands the transformation that's coming, and we're bringing that knowledge to the aftermarket. We are a full-service supplier with the ability to provide the high-tech products, diagnostic tools, training, and garage management systems required to profitably meet today's challenges—and prepare for tomorrow's."

Delphi Product and Service Solutions is dedicated to transforming itself from a traditional aftermarket product manufacturer to an innovative product and service provider. Our portfolio of new products and services continues to expand, including an enhanced focus on integrated service solutions.

#### TechSource

TechSource continues to evolve as a combination of specialized programs focused on product technical support and training for service professionals. By using its many resources TechSource, both automotive dealerships and independent service centers can save time—and money—with quick, easy access to vital service information.

TechSource offers many features that service technicians have grown to expect from a world-class company like Delphi, including:

- Product installation assistance
- Parts specifications
- Component testing
- TechTips newsletters
- Technical service bulletins
- Access to go.delphi.com on-line catalog and 877.GO.DELPHI tech line
- Systems diagnostics hotline
- Technical information seminars
- Hands-on workshops and clinics

"TechSource equips the service technician with the correct information, parts, and training at the right time," said Ordoñez. "That allows them to be prepared to confidently and competently tackle even the most complex service issues."

#### DS800

DS800 is one of the most useful tools in the total service process a service technician will ever use. The revolutionary diagnostic tool is a hand-held, wireless system that connects directly to the vehicle's on-board computer. By communicating directly with the computer, DS800 is able to help the technician accurately pinpoint engine or electrical problems.

After the diagnosis is made, DS800 can provide further assistance to the service technician. In addition to diagnostic software and data, each DS800 comes complete with:

- Electronic training and technical information
- Electronic catalog
- Voice over I/P technician hotline
- Integration with shop management systems

### **Product Portfolio**

The aftermarket demands the same level of quality for replacement parts as OEMs. Delphi has the resources, experience, and technological expertise to provide those products.

Delphi's extensive part portfolio includes:

- Batteries—maintenance-free Delphi Freedom® batteries
- Oxygen sensors—adjust and maintain the desired air/fuel mixture
- Fuel injectors—multi-port fuel injectors (Multec 1 and Multec 2) and throttle body injectors
- Fuel pumps—electric fuel pumps, sender assemblies, modular reservoir assemblies, and strainers
- Consumer electronics—satellite radio (fully portable), mobile productivity products combining interactive voice recognition systems and personal data assistants, and an array of audio products from a digital jukebox to Bluetooth™ radio
- Thermal/climate control products—compressors, condensers, heaters, evaporators, radiators, and electronic sensors
- Diesel—common rail fuel delivery system

### **Continuing to Improve**

Delphi is not only the world's largest supplier to the vehicle industry, it is a leading supplier to the automotive aftermarket as well. Delphi has the capability to respond quickly to regional and global market demands in the areas of design, delivery, and support.

"We are delivering on our promises to deliver a complete service offering telematics, new electronically enhanced products, and significant developments in our existing products ranges," added Ordoñez. "We are more convinced than ever that the aftermarket is a great business to be in, and we are committed to building the strongest brand."