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BYD prides itself on our commitment to providing World-Class Aftersales Customer Service support to each and every one of our customers. Our dedication to always being a valuable asset to our customers begins with our approach to recruiting top-notch employees who have experience in manufacturing and parts management that will lead to a deep knowledge of how to better meet our customer needs. In order to maintain our World-Class Customer Service, once an employee is brought on to our Aftersales Parts team, BYD is committed supplying each of our employees with the necessary training and tools that equips with the capability of always providing solutions to any customer needs that may arise. Our dedication to investing in each of our employees is in direct correlation to the overall level of support and service we provide to each and every one of our customers.

The high level of World-Class Customer Service delivered to each of our customers is facilitated through in-house and field representatives. BYD’s Customer Service Representatives are accessible through BYD’s Aftersales Parts tool-free Call Center.

DEPARTMENT & FACILITIES

BYD’s Customer Service Manager for North America, Sam Tolley, has oversight of the Aftersales department, and is your “buck-stops-here” contact for technical service, and parts and warranty support, including repairs and retrofits. Sam is assisted by a capable staff of professionals, as shown below.
Customer Service Manager (CSM)

Sam Tolley, Customer Service Manager, North America

Sam oversees all aftersales/customer service for BYD Coach and Bus’s North American clients, including Technical Support (on-call/to-your-site service representatives and the 24/7 support hotline); Field Modifications (Aftersales Engineering/Changes); Parts Distribution Centers (Los Angeles, New York, and new regional centers in the planning stage); Warranty Claims; and Logistics (Demos). Sam joined BYD in 2017, bringing 18 years of experience in maintenance operations and personnel supervision with transit and trucking organizations, global contracting companies, and the military. This experience has focused on team building, production flow, and maintenance and logistics, including development and implementation of strategies for increased efficiency and cost controls. Sam’s past civilian-side positions include five years as Fleet Maintenance Manager for National Express/MV Transportation and another five years as Lead Technician (SME) at Los Angeles Freightliner. Past military-related positions include Site Lead for Oshkosh Defense in Kabul, Afghanistan, providing liaison/training for service personnel on 400 military vehicles; Supervisor/subject matter expert in the Taji National Depot AECOM Training Team in Iraq, mentoring Iraq Joint Forces in independent facility management and
production procedures, including training, planning, control, and materials/logistics; and
Maintenance Mechanic General Foreman at KBR, Camp Echo, Iraq. Sam began his career in
the U.S. Army as a Wheel Vehicle Repairer (63W), servicing military vehicles and heavy
equipment and supervising lower-grade soldier mechanics. He has a vast array of certificates,
including in Front Line Supervisor Training, VMIS/FMIS/Fleet Focus, Access Fleet
Management, 609/GRI/Apollo/Avail/ REI/Twin Vision, Alternative Fuel Engine, and various
training and military systems, as well as business courses at Central Texas College.

CSM Contract Information
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Lancaster, CA 93534
(661) 940-3250 (office), (213) 440-2273 (cell)
sam.tolley@byd.com

Customer Service Representatives
BYD employees a team of dedicated Customer Service Representatives (CSR), each with the
necessary combinations of skills, abilities, and experience in transit, parts and manufacturing
that highlights BYD’s approach to putting its customers first. Our customer service team has
dedicated engineers, who are able to supply each of CSR’s direct access to engineering build
information and drawings, access to each physical product that is placed on a vehicle, and the
ability to contact suppliers to assist with any technical or supply inquires. In order to provide
personal direct customer service, BYD assigns an individual CSR to a specific customer to
ensure that not only are the customer having a direct point of contact, but to provide a personal
relationship that emphasis our approach to customer first.

Given the overall infancy of electric vehicles, BYD provides detailed specialized training to our
customer service team to ensure that they have an in-depth knowledge and understanding our
products and components to enhance their ability to meet all of our customer needs and
requirements. BYD’s CSR’s also participate in on-site visits with each of our customers, which
allows them to have a personal vintage point of each customer’s transit facility. It is our belief
that providing Customer Services that with an understanding of who we can provide a solution
to all customer problems, concerns and needs; and by BYD’s CSR’s doing an on-site visit its
provides a better understanding of our customers processes, requirements, and better our
ability to strengthen working relationships that go beyond a voice on a phone.

Hours of Operation
BYD’s Aftersales Parts Customer Service Representatives are available Monday to Friday from
7:30 A.M to 4:30 P.M. PST.
TERRITORY SALES REPRESENTATIVES

BYD’s Aftersales Parts Territory Sales Representatives are located throughout the United States and Canada. Each of these representatives conduct regular visits with our customers to better understand the current needs as well as provide the necessary on-site assistance.

Product Support Team

A team of dedicated Technical Product Support Specialists (TPSS) manage and maintain the specific specifications and necessary engineering content for all aftermarket parts. Since many of BYD’s TPSS are engineers by trade they have the necessary expertise that allow them to work closely with production engineers, suppliers, and customers to ensure that there is a depth of understanding of how BYD’s Customer Service can better support each of its customers. The TPSS is an integral part of the aftermarket product development, Product Support Team as well as Quality Assurance; this enables BYD to ensure that all industry standards are met and sustained throughout the transit life of the bus. Given that our TPSS personnel have engineering backgrounds they are able to offer detailed engineering solutions to meet the current and future needs of all of our customers.

PARTS POLICIES AND PROCEDURES

PLACING AN ORDER

The following are the steps for using BYD’s Parts Manual to place an order:

1. Look at the index; go to the section the part is physically or functionally located;
2. Look at the illustration to find the part or area in question;
3. Note the item number and find the BYD part number and description in the table below the illustration;
4. Use the part number and description to fill out the Parts Order Form;
5. Call, fax, email orders to BYD using a BYD-supplied Parts Order Cover Page. When placing an order, the VIN number for the vehicle is required.

Order Processing

BYD’s Aftersales Parts order and shipping procedures are as follows:

- Mailed, telephoned, emailed, or faxed parts orders are entered within 24 hours of receipt.
- A Sales Order Acknowledgement is produced confirming all order details, which is then faxed or mailed back to the customer as directed. Note, all BYD parts pricing does not included taxes.
- Within 24 hours of order entry all in stock orders are shipped.
- Backordered items automatically generate internal material requirements, prompting the generation of a purchase order, work order (manufactured goods), or internal inventory transfer from other departments.
Upon receipt of backordered items, our system automatically releases and ships the goods to our customers.

VEHICLE DOWN PROCEDURES
The customers dedicated CSR will process, track, and manage each vehicle down order outside of daily or regular stock order procedure. Available stock is shipped from BYD Aftersales distribution network using Federal Express next day air service. When stock is not available, the order is processed with vehicle down alert notifications and the purchase order is immediately placed and expedited using only the quickest source of supply. Parts can be direct shipped to expedited the request and achieve the best possible delivery date. When available, our buyers will work with BYD’s manufacturing facility to produce the required parts.

RETURN POLICY
BYD Aftersales Parts standard restocking fee is _____ of the purchase price. In the case of usable product, BYD may elect to waive the restocking fee at its own discretion. However, a higher restocking fee may be applied to custom BYD manufactured and surplus parts. BYD Aftersales Parts reserves the right to refuse the return of specialty items, custom parts and/or excess returns.

Parts Authorization
Prior authorization is required to return any parts. The customer is required to contact their dedicated CSR or BYD’s Customer Serve Department to request a Return Material Authorization form. At the time of contact, the customer should have the following information available: invoice number, part number, quantity, and reason for return. Any part returned without prior authorization will be returned to the sender freight collect, in conditions as received. Parts must be returned within thirty (30) days of the date of authorization.

Special-Ordered Parts
Special-ordered parts are non-refundable unless agreed upon by the Original Equipment Manufacturer (OEM). BYD does not guarantee any returns of special-ordered parts when ordered in error.

Parts Ordered in Error
Parts order in error by the customer are handled at no cost, except all freight charges incurred, both in returning incorrect parts and BYD shipping the customer the correct parts, are the responsibility of the customer.

Freight Damage Claims
Shipping damages and/or loss must be noted on the carrier waybill at the time of receipt of shipment. A copy of the carrier waybill and/or carrier inspection report must be submitted with your claim with five (5) days of receipt of shipment to BYD Aftersales.
Damaged/Shorted Shipments

It is important to carefully inspect incoming goods for both accuracy and condition. Should a damaged or shorted shipment be received without identifying the problem on the delivery receiving documents, the carrier will not honor any claim for damaged or lost merchandise. If the shipment, at the time of delivery, has any visible damage, it must be noted on the carrier’s freight bill, and the carrier must be immediately notified for an inspection to be arranged. All packaging material must be kept until the inspection has been completed. Glass is not covered by shipping warranties.

Parts that are verified to arrive damaged will be handled at no cost; BYD will immediately ship replacement parts at NO additional freight charge. BYD will also create and arrange to have the damaged part returned to us at No Cost to the customer.

Warranty Policies

Parts and other products purchased by the original customer from the Aftersales Department of BYD are warranted against defect and material and workmanship for a period of six (6) months from the date of the invoice for the part, or longer, if so warranted by the original manufacturer.

Freight/Shipment Tracking

Ground shipments to customers are prepaid to the continental U.S. via a freight forwarding system. Shipment tracking is available online for all carriers, utilizing waybill information maintained in the BYD Aftersales Parts system. A BYD CSR will track the product or supply the waybill tracking number to the customer.

Fill Rates

Given the wide variety and age of bus models and assembly configuration, stocking levels and fill rates vary from product to product. BYD’s Aftersales Parts Department achieved over ____% general fill on all stocked items with higher fill rates on current consumables or fast moving products. BYD can assign special products and dedicated inventory levels to each of our customers based on specific customer request. BYD monitors daily the fill rates and turnaround times as well as completing and analyzing Performance Measurements on weekly basis. BYD maintains inventory planners that are dedicated to ensure fill rates are met.

AFTERALES SERVICE AND SOLUTIONS

BYD Aftersales Department views itself as an integral component in BYD’s total company goal of placing the customer first in building maintaining long standing relationships that provide the optimal electric bus solution to its customers. The Aftersales Department provides value added services to each of our customers which include:

- Customizing stock recommendations for new customers and contracts.
- Offering an on-site technical and engineering specialist to provide a detailed Bill of Materials for all repairs and modifications.
• Providing and developing a custom kit for parts to on a customer by customer basis for periodic maintenance.

STOCKING METHODOLOGY
BYD’s motto of providing customer focus approach to our design, manufacturing and support offerings the ability for BYD to customize specific components within each Sales Release to meet each customer requirements. Within BYD’s System there are over ________ active part numbers that have been installed on the fleet of buses we have manufactured over the last 5 years of production in the U.S. and Canada as well as worldwide.

Each customer is assigned to a Parts Distribution Center that is responsible for delivering the parts support required by each customer. Each individual customer demand is aggregated by the Parts Distribution Center, in order to provide an overall parts demand profile for the customer supported at BYD’s Parts Distribution Center. Once all of the data is input into BYD’s database, BYD’s planning team is able to set min/max stocking parameters for components that are regularly purchased by each of our customers. Our planning team, in addition to the actual data received from the Parts Distribution Centers, will take into account factors such as; warranty part consumption, specific customer input, changes in customer demand profile, input from suppliers, and feedback from within the BYD Aftersales Parts Team to effectively adjust individual stocking levels to provide a superior level of support to our customers.

INDUSTRY CROSS REFERENCE
BYD stocks and distributes parts out of our Parts Distribution Center’s for all models of our transit buses in North America using our competitor and supplier cross reference database. Utilizing this allows BYD to always find the right part at the right time for each customer.

PARTS NUMBERING
On each assembly and sub-component that is on our vehicles, BYD will issue a separate part number, as displayed within BYD’s Parts Manual. In the event that items are suspended, BYD will ensure that this information is clearly shown (BYD will provide comparable substitutes to each customer at the consent of the customer). BYD bar codes inventory with a BYD part number, description, and country of origin.

PERFORMANCE
In order to continue to improve our overall customer service, BYD has a detail analysis program that provides information regarding back-order tracking, fill rates, and on-time deliveries to each customer. This added insight provides BYD the necessary feedback to enable continued improvement into each operational area of function. Given the feedback received BYD is able to better build a program that will improve our customer service capabilities through lesson-learned and implementation change processes. This allow BYD to further understand how to better provide each customer with the necessary solutions to meet their requirements.
RECOMMENDED SPARE PARTS LIST

A Recommended Spare Parts List with suggested stocking levels, and a Pricing List, will be supplied and reviewed with each customer. The recommended spare parts list will include the part number, item description, lead time, and recommended stock quantity and price. BYD will hold all pricing for thirty (30) days; therefore pricing will be made available by BYD’s CSRs. Each recommended spare parts list reflects the specific bus configuration of our individual customers.

TECHNICAL SERVICE OPTIONS

BYD will, at no extra charge:

- Supply full service at your site, for buses and chargers, for at least a year;
- Perform warranty repairs and bus acceptance work (make-ready) either at your site or ours as desired/possible, during all relevant periods, and
- Answer any questions/resolve any issues, for as long as you want.

Other/expanded service is potentially available as may be finalized in the Contract.

FULL SERVICE AT CUSTOMER SITE

BYD will, at no added cost for at least the first year, provide an on-call, to-your-site Technical Service Representative who can answer questions, and can provide on-site service or repairs, or assistance with these, if/as you may desire, during business hours for at least the first year, or longer if desired (on terms as may be set forth in the Contract).

BYD will provide a single, dedicated representative, plus backup in the case of illness, to assist you at your site with any issue you may have, whether operations- or maintenance-related, including service and repairs, for buses and chargers, and help you with any other support needs. They will coordinate with BYD’s Project Manager or designee, work directly with your staff, facilitate communication between your staff and the rest of BYD’s Aftersales team, and serve as liaison between you and any outside suppliers if/as needed.

BYD’s on-site representative will be available by phone 24/7, and if contacted by phone will respond within a maximum of 8 hours. The dedicated representative and/or backup will also respond to emails within 1-2 business days, and be available to your site if and as needed within 1-2 business days, usually within four hours.

Our trainers are also expert technicians, who know our buses completely, and can provide additional such assistance to you, while they are at your site or on call.

REPAIRS AT BYD OR AT CUSTOMER SITE

BYD will perform work at your site as desired and possible, at no charge during at least the first year following full delivery; with extensions possible on terms to be finalized in the Contract.
BYD also has facilities, equipment, trained staff, and procedures in place to perform all bus-acceptance and warranty repairs (and/or replacements) at our Lancaster plant as needed. This service will be available throughout at least the relevant Warranty Period(s), and if/as desired, beyond, as will be finalized in the Contract.

In addition, BYD will provide any retrofits and can perform any desired field modifications (changes after Acceptance), at terms to be finalized in the Contract.

QUESTIONS ANSWERED/ISSUES RESOLVED
At no added cost, for as long as you wish (at least the 12-year expected minimum life of the bus; potentially longer), BYD will provide a 24/7 technical support hotline, offering continuing support by connecting you directly to highly skilled technicians with the most current training on our products, backed up by a team of engineers who can help troubleshoot the most complex issues.