

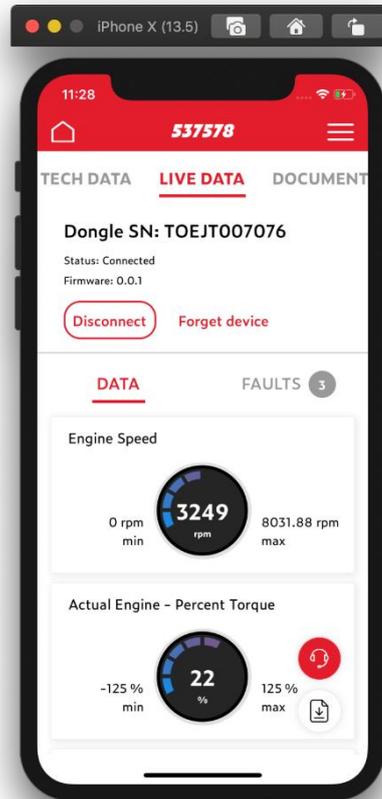
FPT INDUSTRIAL ENGINES AT YOUR FINGERTIPS AWAY: INTRODUCING THE MyFPT APP

Turin, April 13, 2021

For all FPT Industrial engine users, and there are millions all over the world, great news is on the way: it's called MyFPT and it is the smartphone application that not only places all the data, user's manuals and service schedules for FPT Industrial engines and machinery equipped with the brand's engines, literally in the hands of the user, but it also provides the operating status of the power unit in real time (such as the RPM, temperature, consumption, etc.) and it lets you request assistance with a simple "tap".



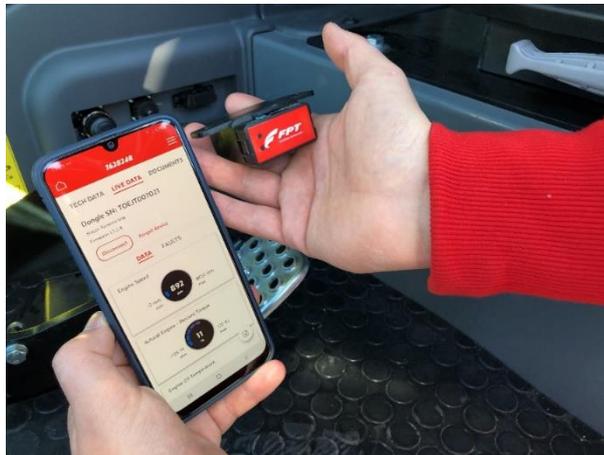
PRESS RELEASE



In fact, MyFPT offers two types of service: connected and not connected. The latter includes all engine data, such as technical and specific information on emissions, complete technical documentation with user and service manuals, and a section dedicated to replacement parts, detailing the most frequently replaced parts. From the non-connected services section you

can also contact the FPT Industrial Customer Center to request assistance or information on the engine, as well as find the nearest dealer.

The services provided when connected, using a Bluetooth dongle connected to the engine diagnostics socket, enable the customer to monitor the operation and status of all their registered FPT engines in real time. In fact, the customer can view “live” data relative to engine RPM, operating temperature, fluid levels and fuel consumption. Any anomaly is immediately detected, and the relative codes are sent directly to the Customer Center in order to reduce diagnostics times. In fact, the customer can follow the correct procedure to get back to operation as quickly as possible, where necessary activating the assistance service.



Launched in July 2020 on the App Store (<https://apps.apple.com/it/app/myfpt/id1513628544>) and Google Play (<https://play.google.com/store/apps/details?id=com.fpt.engineapp>) for smartphones with iOS and Android technology, it is now available in new markets and with new connected features. MyFPT enriches the range of post-sales services FPT Industrial offers its customers, significantly facilitating the work and lives of those who need to constantly monitor a high number of engines simultaneously, such as fleet managers. Designed and developed leveraging the expertise of the CNH Industrial Digital Hub, MyFPT underwent extensive testing with end users, resulting in extremely positive feedback.

MyFPT enriches the range of after-sales services the brand offers its customers thanks to the AMS (Aftermarket Solutions) team. Characterized by the centrality of the customer the approach seeks to humanize the connection and relationship between the brand, the after-sales organization and end users, and services include listening to customer requirements with the Voice of the Customer and Customer Satisfaction Measurement. The proactive services, dedicated to guiding the customer to solving and preventing problems, include the toll-free number, active 24/7, remote electronic monitoring and control services – the findings

of which flow into the Control Room – and Product Support which, along with the Dealer Network, guarantees quick resolution of any critical issue. Given the vast range of engines manufactured by FPT Industrial and their many different uses, AMS provides customers with personalized solutions that include original replacement parts, service and overhaul kits, refurbished components, warranty extensions and services dedicated to OEM products.

MyFPT is free, but users must register in order to take advantage of the services and to have all their FPT Industrial engines constantly monitored. The Bluetooth dongle, required to access the connected services, is available for purchase through the FPT Dealer Network. The Dongle is available in 25 countries: Albania, Andorra, Austria, Brazil, Belgium, Bulgaria, Czechia, Denmark, Finland, France, Germany, Ireland, Italy, Luxembourg, Monaco, Netherland, Norway, Portugal, San Marino, Slovakia, Spain, Sweden, Switzerland, United Kingdom, USA.

*“Placing the customer at the heart of our business is our mantra as well as being the concept on which we based the development of the new app”, said **Riccardo Rebora**, Marketing & Customer Care manager for FPT Industrial Aftermarket Solutions. “We aim to be the ideal partner for any daily mission our customers may have and their satisfaction is our driving force. We want to give our customers the best possible support at all times.”*

***FPT Industrial** is the CNH Industrial group company dedicated to the design, production and sales of engines for industrial, road and off-road vehicle applications, as well as engines for marine and power generation applications and transmissions and axles. The company employs more than 8,000 people around the world in ten plants and seven Research & Development Centers. The FPT Industrial sales network is made up of 73 dealerships and more than 800 service centers in about 100 countries. An extremely vast range of products that includes six engine families with power that goes from 42 to 1,006 HP, transmissions with maximum torque from 200 to 500 Nm, 2 to 32 ton front and rear axles. FPT Industrial also boasts the most complete range of Natural Gas engines for industrial applications currently available on the market, covering a power spread of 136 to 460 HP. This offer, along with the great attention to Research & Development operations, makes FPT Industrial a major player on a global level in the industrial engine sector. For more information, go to www.fptindustrial.com.*

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