

# WORKSHOP NEWS

## Mr. Louis-Philippe Allard promoted to Shop Foreman

Louis-Philippe has shown exemplary skill and leadership as a mechanic over the last 15 years at Autobus Thomas. As part of his new role, his objective is to reduce vehicle time in the shop and optimize the profitability of your fleet.



## The CPWA program works!

Many of our clients have implemented this program and are completely satisfied with the results. We invite you to register.



**AN INTERESTING OPPORTUNITY FROM OUR SERVICE DEPARTMENT**

**Do your own repairs under warranty**

The Customer Performed Warranty Agreement (CPWA) is a Thomas Built Buses program which allows Thomas vehicle owners to perform their own minor repairs as well as certain recall procedures in their own shop.

This program is under the supervision of the Autobus Thomas service department. You no longer need to travel to take care of minor repairs.

### Registration has its benefits:

- Do the repair when and where you need it.
- Save fuel by staying in your own workshop, not driving to the dealership.
- Reduce driver downtime.
- With access to the internal TBB system, you can take full advantage of all updates and the latest technological advancements from the manufacturer.

If you are interested in this program, simply call our service department for a request form and we'll set up a time to meet. Certain conditions apply. We'll explain everything during our interview.

Robert Boisclair,  
Service Manager

### NEW TECHNICIAN CERTIFICATIONS

Two of our technicians are now TBI Expert certified, the highest standing possible by Thomas Built Buses.

### RELEVANT TRAINING THAT PAYS

Check our website regularly to see our available training sessions.

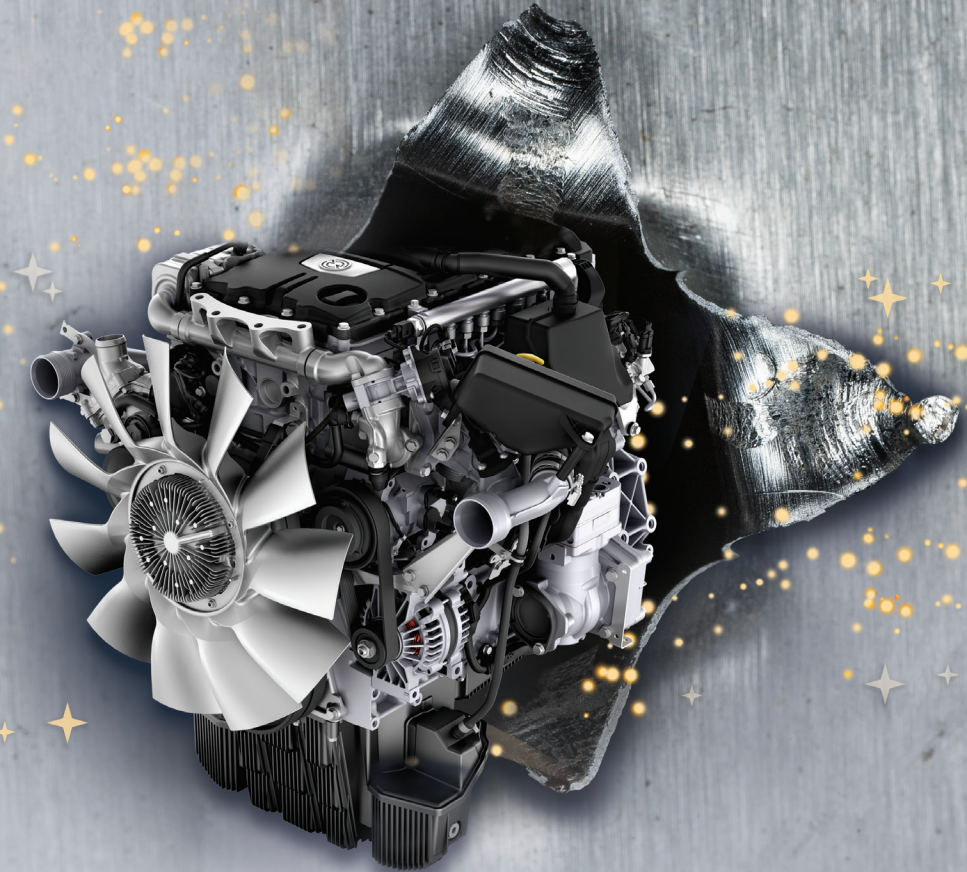
**SEASON'S GREETINGS**  
and  
**ALL THE BEST IN 2020!**  
from  
**everyone at Autobus Thomas**

DECEMBER 2019



Leader in Passenger Transportation Solutions

# Info Zone



**The DD5/DD8,  
greener than  
a green bumper**

**Go greener,  
without any paint!**



Leader in Passenger Transportation Solutions



Exit 175, Trans-Canada Highway 20  
2275 Canadien  
Drummondville, Quebec J2C 7V9  
Phone: (819) 474-2700  
Toll free: 1-800-567-0971  
info@autobusthomas.com

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Daimler Truck Financial

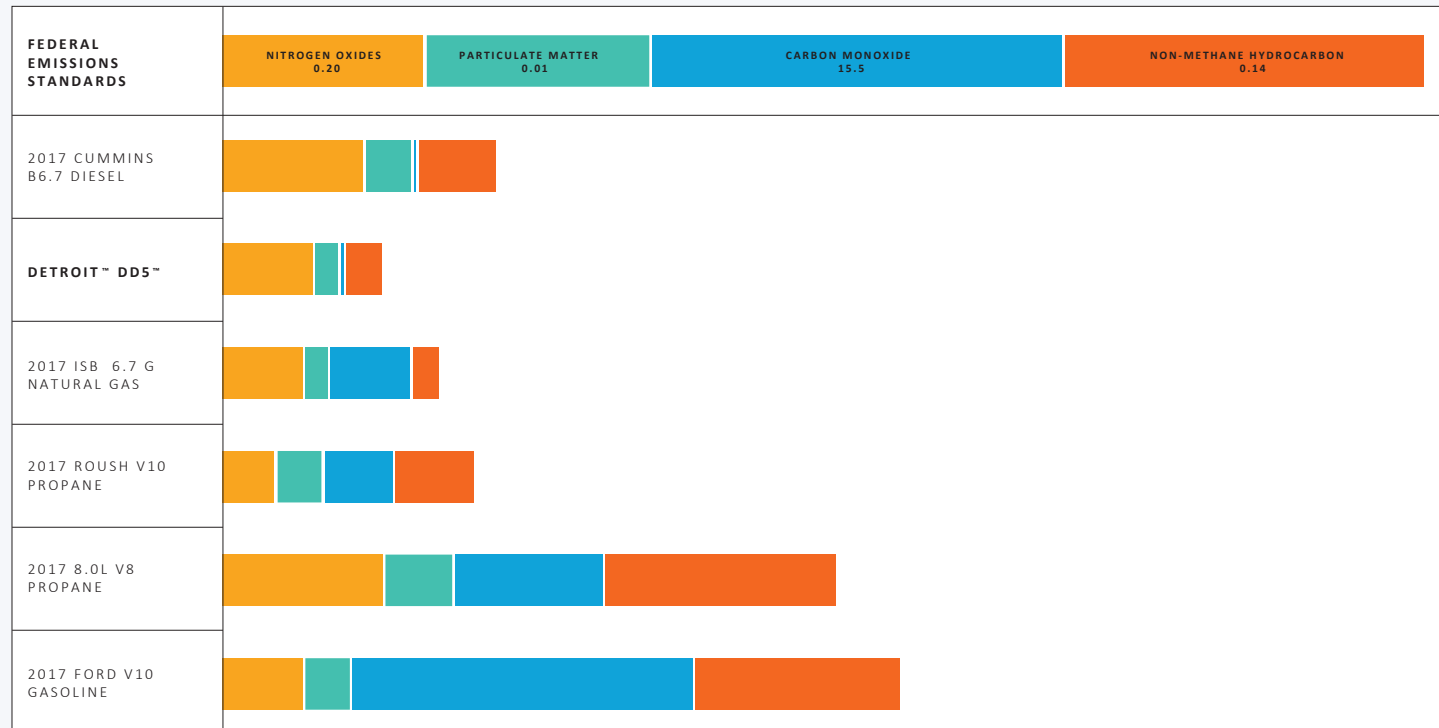




Place your order soon because stock is flying fast.

**THE ENGINE PERFORMS!**

Fact – All existing engines meet or exceed EPA emissions standards, with more improvements coming soon!



Source: United States Environmental Protection Agency (EPA), www.epa.gov

The DD5/DD8 engine is the most environmentally friendly engine on the market!

**New Faces in our Sales Department**

Mr. Éric Couturier, Vice President of Sales and Marketing at Autobus Thomas, is pleased to announce the arrival of two new employees.



Nathalie Gérard

Ms. Nathalie Gérard as a Financial Services Advisor.

We would like to welcome Ms. Nathalie Gérard as a Financial Services Advisor.

Her vast experience as an advisor at the Desjardins Group and her dynamic approach will put you immediately at ease. She will find the perfect solution to meet your financing needs.



Patrice Marcoux

Mr. Patrice Marcoux has in recent months joined our team as a Sales Representative.

With over 20 years of experience in the heavy equipment industry, he is the right person to help you with your next vehicle purchase.



**From the Parts Department**

At Autobus Thomas, we understand that time is precious.

Here is a list of telephone numbers so that you may reach our counter staff quickly and easily.



Jean-René Mongeau  
819-473-7748



Alain Richard  
819-473-7742



Anthony Gaudreau  
819-473-7743



Jean-Luc Léonard  
819-473-7746

Jean-Luc Léonard joins our dynamic team of parts clerks

**Online invoicing, a quick and hassle-free service**

Forget searching for your invoice in the parts box – sign up for online invoicing! Quick and simple, you'll receive your invoices by email. Call one of our clerks to sign up today!

Sébastien Laflamme, Parts Manager



**Safety First at Autobus Thomas**

At Autobus Thomas, employee safety is always our primary concern. Being nominated for this award is proof of the cohesion between our company and staff, tied by a strong sense of teamwork and dedication. We extend our congratulations to our team, with a special mention going to our Service Manager, Robert Boisclair, the driving force behind this innovation.

Autobus Thomas was named as a 2019 regional finalist

for the Grand Prix santé et sécurité du travail Workplace Health and Safety Awards in the innovation, small and medium enterprise category.