



Leader in Passenger
Transportation Solutions

Info Zone



A WORD FROM THE PRESIDENT PLATINUM CERTIFICATION: A CLEAR SIGN OF COMMITMENT TO OUR CUSTOMERS!



We are extremely proud to have just recently obtained this high-level certification. Our focus has always been on customer service and, after successfully undergoing this program's rigorous audit, our commitment to our customers is now official. I would like to take this opportunity to thank our staff for their involvement and collective effort.

As company managers, we must continuously re-evaluate and ask ourselves what we can do to serve our clients better. This program has been implemented throughout the entire Daimler Group operations.

The Platinum Support Program is based close cooperation between Thomas Built Buses (TBB) and its dealers who focus on improving the customer experience. Furthermore, TBB is the only company in the school bus industry to implement such a program. Autobus Thomas is only the fourth dealer in North America and the first in Canada to do so.

Knowing that we now bear the Platinum Support seal, now more than ever you can be assured that the Autobus Thomas team is committed to a continuous improvement process to better serve you and is supported by an ongoing training program that will enable our team to provide the high quality of service that you would expect from your transportation solutions partner.

Bernard Dubé, *President*

PURCHASE OF 2 EFX 2017 BY AUTOBUS ROWLEY INC.

We would like to thank Autobus Rowley inc. for their purchase of 2 EFX 2016 and are happy to see a third generation take the helm of this wonderful family-run company in Loretteville.



Mrs. Édith Rowley
accompanied by her son,
Maxime

DUR-A-BUS[®] COACH BUILDERS LTD.

THE DURABUS, A VERY POPULAR MODEL

Over the next few weeks, you will undoubtedly come across this incredibly popular vehicle that is taking the road by storm!

We would like to thank Kasper Minibus in Thunder Bay, Ontario and Les Tours du Vieux-Québec for their recent acquisitions. Other vehicles will be delivered in the coming weeks.

Care to take one for a spin? Give us a call!



THE ALL-NEW CANDIDATE II TRANSIT BY SUPRÊME

Available in a shuttle version or for reduced mobility, this new model is narrower for easier handling. Drivers will love its ergonomic dashboard, large windshield and increased accessibility. Passengers will appreciate its large door, deep steps, its 20-inch aisle and 76-inch ceiling.

There's always something new at Autobus Thomas!

Contact your representative now to find out more.





AUTOBUS THOMAS AND DAIMLER TRUCK FINANCIAL: A TRUE PARTNERSHIP

Buying a C2 = Buying Peace of Mind

**C2, the best vehicle in its category
with unbeatable financing!**

**When we offer you the best vehicle
in its class backed by the best warranty
in the industry, we offer you peace of mind.**

- Full 3-year and 5-year warranty non-prorated on paint
- Reduced consumption (best in its class)
- Additional 2-year warranty on Allison transmissions
- Most reliable in the industry
(your vehicle is expensive when it doesn't run)
- Advantageous financing plans

No one can offer more!

You reduce ownership costs and spend less time
in the repair shop.

Need any more reasons to buy?

C2, the model that offers you more!

Operators of specialized vehicles, like buses, need a very special financial partner. That's where Daimler Truck Financial comes into play. At Daimler Truck Financial (DTM), our reputation is built upon decades of experience and a complete range of financing programs for the bus industry. Thanks to our partnership with Autobus Thomas, not only do we offer buses that meet our clientele's needs, we also offer financial solutions that meet their expectations.

David Arsenault, DMT Account Manager for Quebec, and I begin with a deep analysis of your bus operating company's business plan so that we can tailor a financial plan to meet your specific needs. We understand the particular demands of the specialized school bus industry, both private and public, and we take our customized financial solutions into account. We firmly believe that the key to success is having the right financial partner by your side. Daimler Truck Financing is committed to working with Autobus Thomas in order to establish a solid, long-term relationship based on reliability that meets the needs of a diverse clientele.

Whether you are looking to buy one bus or a fleet, we have the financing solutions you need!

Éric Couturier, **Sales and Marketing Director,
Autobus Thomas**



David P. Arsenault
Account Manager – Quebec Region,
Daimler Financial Services

Éric Couturier
Sales and Marketing Director



OUR SHOP IS NOW PREMIER ASSESSMENT CERTIFIED

Premier Assessment is our commitment to provide a preliminary diagnostic to the client within 24 hours of their arrival.



FOLLOW UP ON REMINDER NOTICES

A responsible action for your operators and for the safety of others on the road.

Make life easier and **call our mobile repair service!**

ALLISON TRANSMISSION CELEBRATES Thomas Built Buses' 100th anniversary WITH AN EXTENDED WARRANTY



Caley Edgerly
President & CEO of Thomas Built Buses

Thomas Built Buses adds an additional 2 years to Allison Transmission warranties, extending them to 7 years.

Extended warranty is offered at no cost on 2016 TBB school bus models and covers Allison products 2500 PTS, 2550 PTS, 2300 PTS or 2350 PTS.



Series 2500 • 2550

« Allison Transmission, like Thomas Built Buses, focuses on delivering quality products with a lower total cost of ownership. This additional coverage demonstrates further our commitment to reducing the cost of vehicle ownership for our clients. »



Thomas Built Buses CELEBRATE 100 years of business!

This year, **Thomas Built Buses** marks its 100th anniversary under the theme of **Celebrate the past, innovate for the future.**

Festivities to mark this milestone have been planned throughout the year. One of the company's suppliers, Allison Transmission, is extending its warranty to 7 years. (see article)



THE AUTOBUS THOMAS MANAGEMENT TEAM WOULD LIKE TO RECOGNIZE 25 YEARS OF SERVICE



François in a nutshell: dedicated to customer service, professional and an all-around exceptional colleague. Congratulations!

François Carrier
Parts Manager, Autobus Thomas inc.

A NEW MEMBER JOINS OUR TEAM

We are extremely happy to welcome Stéphane Paquin, our new Sales Representative for School and Commercial Buses, to our team.

Stéphane will cover the Gatineau and Eastern Ontario region. Thanks to his expertise and know-how, he will help you to pinpoint your needs and choose the right model when it comes to your next vehicle purchase! Welcome, Stéphane!



NEWS FROM THE PARTS DEPARTMENT

A new line of biodegradable cleaning products



An all-new engine oil drain valve

With models for all engines, changing oil has never been easier thanks to the all-new EZ Oil Drain Valve!

Contact your parts department for details!



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Services financiers - Camions Daimler
Nous investissons dans votre réussite.