

# Press kit

September 2016



Renault Alaskan © Renault

## Renault Pro+ at the Hanover International Commercial Vehicles Motor Show

Renault Pro+ continues its international expansion with an even wider tailor-made offer of LCVs and pick-ups, designed to meet the varied needs of professional customers.

At the Hanover International Motor Show in Germany, Renault Pro+ is presenting a tailor-made offer with the new Renault Alaskan one-tonne pick-up. Renault Pro+ is also displaying new technologies in enhanced traction and automatic transmission, along with a partnership in Formula 1. Building on its position in Europe, with 18 years as the No. 1 in LCV sales, and a strong base in Latin America and Africa, Renault Pro+ is pursuing its global ambitions with an even wider range of vehicles tailored to the many and varied needs of business customers. Renault Pro+ is continuing to expand its offer through a range of services dedicated to LCV users, delivered primarily through a global network of 650 specialist centres, meeting the highest standards.

– A tailor-made offer based on a muscular new pick-up, Renault Alaskan

Renault Pro+ is presenting four conversions based on the new Renault Alaskan pick-up, reflecting the diversity of its expertise: Alaskan Ambulance, Fire Fighter, Aerial Bucket and Road Safety Patrol vehicle. Following the launch in Latin America of Renault Duster Oroch, a half-tonne pick-up that is already a tried-and-tested success, Renault Pro+ presented Alaskan, a one-tonne pick-up, last June in Colombia. Bringing new impetus to this segment, Alaskan is a powerful vehicle of ingenious design, with exceptional off-road capacities.

- A tailor-made offer for vans based on new technologies: Extended Grip, Renault X-Track, Renault Master 4x4 and Kangoo EDC

Renault Pro+ is now delivering new solutions for enhanced traction, with Extended Grip, Renault X-Track and Master 4x4, geared to a range of uses, occasional or intensive, and to different types of terrain. Moreover, Kangoo is now available with the automatic EDC (Efficient Dual Clutch) transmission, meeting high standards in performance and fuel-efficiency.

- A tailor-made offer for Formula 1, to enjoy the thrill of motorsports

Renault Pro+ is also working with Formula 1 through a partnership set up with the Renault Sport Formula One Team. Adapting to the needs of Formula 1, the LCVs will be present on the track side. To celebrate this partnership and to share our passion for motorsports, a limited series Formula Edition in golden yellow and black will be available across the LCV range.

*“Renault Pro+ continues to expand its range of tailor-made products and services to address the varied requirements of professional customers all over the world.”*

**Ashwani Gupta** - VP, Global Head of LCV Business

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# 01

## A tailor-made offer based on a muscular new pick-up, Renault Alaskan

Renault Alaskan Ambulance, Fire Fighter, Aerial Bucket and Road Safety Patrol vehicle: four vehicles illustrating the expertise of Renault Pro+ in meeting the varied needs of business customers in the field of LCVs.

These conversions are based on Renault Alaskan double cab, an impressive one-tonne pick-up, premiered in Colombia in June 2016. Robust and comfortable, Alaskan is a powerful vehicle of ingenious design. It will be available in a range of versions: single or double cab, chassis cab, with a short or long bed and wide or narrow body.

Following the launch in Latin America of Renault Duster Oroch, a model that redefines the codes of the half-tonne pick-up segment, Renault is revealing its global ambitions in the pick-up market with Alaskan. This segment accounts for more than one-third of LCV registrations worldwide, or five million sales per year. This new pick-up is currently built in Cuernavaca, Mexico, and will subsequently be manufactured in other sites around the world. Alaskan was first launched in Latin America, a region with a strong tradition in pick-ups, where Renault is a historic player. Colombia will be the first country to launch this vehicle, before the end of the year. Alaskan will then be gradually rolled out across other markets worldwide.

### Renault Alaskan: a muscular pick-up

Alaskan brings new impetus to the pick-up segment with its imposing design and dynamic front end. Robust and comfortable, it delivers an exceptional driving experience, reinforced by the rear five-link suspension and strong, fully boxed frame. Alaskan is a powerful vehicle of ingenious design allying exceptional off-road capacities with the fuel economy of Renault's 2.3 litre dCi engine.

#### Imposing design

- An impressive front end with a large chrome-finish grille
- A C-shaped full-LED light signature for a distinctive look
- Sculpted bumpers and athletic lines with prominent wheel arches



Renault Alaskan © Renault

## Robust and comfortable

- **New five-link rear suspension** combines excellent ride and handling with premium comfort for all passengers, with no compromises in off-road capabilities or strength (available on double cab version).
- **A reinforced, highly resistant ladder-frame chassis**, for a payload of over one tonne, a key feature in this segment. Generous clearance is combined with excellent towing capacity of 3.5 tonnes.
- **Durable materials**
  - Bed protection: UV resistant, water repellent, anti-slip finish.
  - A strong, robust chassis: anti-corrosion treatment and high-strength steel.
- **A practical, versatile bed**
  - A heavy duty bed for intensive use, short or long, depending on the market.
  - A lashing system with C-channels and four quick-fit hooks to adjust and secure all types of load quickly and safely.
  - A bed-mounted 12V power supply.
- **A spacious, comfortable cabin**
  - The seating in row 2 delivers the comfort normally associated with passenger cars.
  - Seats are adjustable with lumbar support to reduce fatigue on long journeys.
  - Heated seats are provided at the front.
  - Automatic air conditioning with dual-zone climate control, and adjustable air vents for passengers in the rear.
  - Intuitive storage compartments around the cabin, including a central console, door bins and under-seat storage.

## Powerful and ingenious

- Alaskan is powered by **Renault's 2.3 litre dCi** engine (depending on markets), a simple, four-cylinder twin-turbo diesel engine, already tried and tested across the Renault Master range:
  - 160 hp and 190 hp versions.
  - Outstanding acceleration with benchmark fuel economy and CO<sub>2</sub> emissions.
  - Twin-turbo technology: a small turbo for smooth acceleration at low revs, with a bigger turbo for performance at higher revs.
  - Two other engines are available, depending on markets: a 2.5-litre petrol engine developing 160 hp and a 2.5-litre diesel engine developing 160 or 190 hp.
  - A choice of six-speed manual or seven-speed automatic transmissions, and two- or four-wheel drive versions.
- **Exceptional off-road capabilities**
  - Drive modes: 2WD (rear-wheel drive) / 4H et 4LO (4-wheel drive)
    - 2WD: for everyday driving on paved roads.
    - 4H (engaged at speeds of up to 60 kph): if traction is low (wet roads, pebbles, etc.).
    - 4LO (engaged when stationary): if the vehicle loses traction completely (sand, snow, mud, etc.).
  - The electronic limited slip differential and 4WD deliver a safer, more surefooted drive. This advanced system uses braking sensors to monitor the rotational speed of each wheel. If the system senses that one of the wheels on an axle is rotating faster than the other, it briefly applies the brakes to slow the faster wheel for improved traction, greater stability and a safer feel on the road.
  - Rear-locking differential: the rear differential locks mechanically to improve traction in extreme driving conditions.
  - Vehicle control aids: electronic assistance during hazardous manoeuvres for enhanced driving comfort and safety: Hill Start Assist (HSA) and Hill Descent Control (HDC).

#### – **Intelligent, intuitive technology**

- Renault keyless entry with push and start button.
- A five-inch 3D TFT colour display for easy access to vehicle data.
- Practical audio systems and connectivity: smartphone compatibility, hands-free telephone, Bluetooth connectivity with voice recognition, CD player, AM/FM radio, four or six loudspeakers with remote steering wheel controls.
- Connected touchscreen navigation system with a 7-inch screen (available in some countries).
- 360° visibility with four cameras (fitted in the front bumper, door mirrors and tailgate) making it easier to manoeuvre and to avoid obstacles (available in some countries).

#### **A wide range of services, conversions and accessories**

##### – **Dedicated services for business customers**

- The Renault Pro+ specialist network meets the specific needs of business customers. Alaskan buyers using their vehicle for business purposes will be able to benefit from these services.
- This specialist network includes:
  - dedicated, specially-trained advisers for LCV sales and after-sales,
  - simplified choice: a full range of LCVs on display including converted vehicles, test drives without prior appointment, and a clear, fast sales proposal,
  - enhanced mobility solutions: maintenance with no appointment necessary, extended opening hours, replacement vehicles.
- The Renault Pro+ specialist network will include around 700 centres in 41 countries at end-2016.

##### – **Tailor-made conversions**

- In partnership with our network of approved converters, we offer a wide range of conversions to bring our business customers all the solutions they need for their activities.
- Vehicles can also be personalized, with the special options available at our plants.
- Renault was the first car maker to introduce an approval process for converters. This contributes to a faster response, while also improving relations with converters and enhancing the quality of services.
- Approved converters are able to access technical information and drawings on the Renault Conversion website and submit any questions to the technical assistance department.
- Renault's Conversion and Quality departments support the global network of converters and organize regular field missions to select new converters or renew existing contracts.
- Drawing upon its expertise, Renault also identifies benchmark vehicle converters in other countries in order to take part in international tenders.

##### – **Accessories**

- A dedicated range for easier loading and unloading of the bed, including sliding trays and retractable steps along with bed extenders and dividers.
- A dedicated range of accessories to protect and secure loads, including hardtops, bedliners and a C-channel lashing system with four sliding hooks.
- Along with a range of other personalized accessories popular with pick-up buyers.

# Renault Alaskan Ambulance, Fire Fighter, Aerial Bucket and Road Safety Patrol vehicle: illustrating the expertise of Renault Pro+

Renault Pro+ is presenting four conversions based on the Alaskan double cab pick-up: conversions designed to meet the diverse needs of business customers. These vehicles are suitable for all types of difficult terrain.

## Renault Alaskan Ambulance

- This vehicle was converted by Sanicar, Gruau Group, a French converter based in Colombe, France.
- Renault Alaskan Ambulance is designed to provide emergency relief in difficult environments and to quickly evacuate victims to medical centres. The vehicle is fully panelled in moulded polyester with a plate glass window separating the cabin and medical unit. The roof is raised with plate glass on two sides and an overhead storage rack above the cabin. The interior layout of the medical unit includes a number of storage compartments, a seat for an additional person, bottle holders and stretcher rails.



Alaskan Ambulance © OMG – Olivier Martin Gambier

## Renault Alaskan Fire Fighter

- This vehicle was converted by SPAC, a French converter based in Lesquin, northern France.
- Renault Alaskan Fire Fighter is a lightweight all-terrain vehicle designed to carry a group leader or fire fighters for difficult operations. This 4WD vehicle is suitable for all types of terrain, particularly to carry out reconnaissance missions and supervise the use of heavy-duty equipment in the event of forest fires.



Alaskan Fire Fighter © OMG – Olivier Martin Gambier

### Renault Alaskan Aerial Bucket

- This vehicle was converted by KLUBB, a French converter based in Ferrières-en-Brie, in the Paris region.
- Renault Alaskan Aerial Bucket is designed for use in extreme environments and in difficult conditions of access. It includes a lift with an all-hydraulic design, to enable easy maintenance around the world and operation at very high or very low temperatures. An aluminium telescope ensures stability. A conveyor, hoses and an extension cylinder are protected in the boom for greater durability.



Alaskan Aerial Bucket © OMG – Olivier Martin Gambier

### Renault Alaskan Road Safety Patrol

- This vehicle was converted by Durisotti, a French converter based in Sallaumines, northern France.
- Alaskan Road Safety Patrol is a refuelling or breakdown vehicle. It can supply fuel or any other fluid for the safety of vehicles on the public highway. It is suitable for use on all types of road. It is equipped with a front push bar in reinforced steel tubing, a front winch with a capacity of three tonnes and a lift arm with a winch in the bed.



Alaskan Road Safety Patrol © OMG – Olivier Martin Gambier

# 02

## A tailor-made offer based on new technologies: enhanced traction and dual-clutch automatic transmission

Renault Pro+ is continuing to expand its range with new solutions in enhanced traction for its LCV range, tailored to the needs of business customers.

- Extended Grip technology provides better traction for occasional use on difficult terrain. It is available as standard in Europe, on passenger cars and LCVs, across the entire Kangoo, Trafic and Master LCV range.
- Renault X-Track technology for the LCV range delivers enhanced traction for intensive use on difficult terrain. This exclusive new feature is available on Kangoo, Trafic and Master front-wheel drive.
- Renault Master is also now available in a 4x4 version. This vehicle meets the most exacting traction requirements for intensive use off-road or on particularly difficult terrain.

Moreover, Renault Kangoo is now available with EDC automatic dual-clutch transmission.

## Extended Grip, Renault X-Track and Renault Master 4x4: new solutions for enhanced traction

### Solutions to meet all traction requirements

Traction requirements vary for each vehicle, depending on the use (occasional or intensive) and the difficulty of the terrain. To cover all requirements, Renault's LCV range is now available with three technologies for enhanced traction.



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## Renault Pro+ solutions

- The **Extended Grip** enhanced traction solution has been standard on Kangoo, Trafic and Master (passenger car and LCV versions) in Europe since mid-2013 for Kangoo and since mid-2014 for Trafic and Master.
- **Renault X-Track** solutions (for Kangoo, Trafic and Master) and 4x4 transmission (for Master) will also be available through Renault Pro+ for all European countries, Central Europe and North Africa. These solutions are developed in partnership with specialist automotive suppliers Poclair Véhicules (X-Track) and Oberaigner Automotive (Master 4x4). Renault Pro+ provides a one-stop service, from sales to after-sales, with the shortest possible delivery times. As a result of this partnership, customers now need only deal with one contact: Renault Pro+.

	Extended Grip	Renault X-Track	4x4
<b>Use and terrain</b>	Occasional use on difficult roads	Intensive use on difficult terrain	Intensive use on very difficult terrain / off-road
<b>Vehicle</b>	- Kangoo - Trafic - Master	Kangoo Trafic Master front-wheel drive	Master rear-wheel drive (equipped with optional locking rear axle differential)
<b>Transmission</b>	4x2 transmission with advanced traction control	4x2 transmission with a limited slip differential	- 4x4 transmission - gear reduction unit (ratio 1 : 1.42)
<b>Activation</b>	Manual activation when stationary or at speeds of under 50 kph (push button)	Permanent	- 4x4 mode: activated when stationary or at speeds of under 25 kph (button on control unit) - Gear reduction unit: engageable when stationary. (button on control unit)
<b>Deactivation</b>	Deactivation - Manual when stationary or moving (push button) - Automatic at speeds over 50 kph	Permanent	- 4x4 mode: deactivated when driving, at speeds of under 20 kph - Gear reduction unit: deactivated when stationary
<b>Underbody protection</b>	Optional on Kangoo (All Road-Worksite) and Master	Metal underbody protection and sump guard	Metal underbody protection and sump guard
<b>Raised suspension</b>	Optional on Kangoo (All Road-Worksite): Raised by 8 mm.	Raised by around 30 mm (Kangoo, Trafic) and 40 mm (Master)	Raised by 65 mm at the front 58 mm at the rear (single wheels) 45 mm at the rear (twin wheels)
<b>Tyres</b>	Standard tyres or optional Mud & Snow tyres	Mud & Snow tyres	Mud & Snow tyres
<b>Partner</b>	Standard	Poclair Véhicules	Oberaigner Automotive
<b>Availability</b>	Available since mid-2013 for Kangoo mid-2014 for Trafic and Master	Available from October 2016 (Kangoo) depending on country	Available since April 2016

## Extended Grip technology on Kangoo, Trafic and Master



Extended Grip - Advanced electronic traction control system © Pagecran

The entire LCV range is now equipped with Extended Grip technology as standard: Kangoo since mid-2013, Trafic and Master since mid-2014.

Extended Grip enhances traction performance when pulling away or at low speeds, on soft ground or on low-grip surfaces such as snow, mud or sand. It is an advanced electronic traction control system, which acts on the driven wheels to improve traction.

Extended Grip is a smart system, activated by a manual push-button control. If the system senses that the driven wheels are spinning freely while the others are not rotating, it concludes that grip is low. To allow the vehicle to pull away on snow, mud, or black ice, rather than reducing engine power, it allows the wheels to spin in order to get a grip on the asphalt and, above all, to gradually gain speed and optimise the little grip available. The driver remains in control of power delivery via the accelerator pedal.

## Renault X-Track technology on Kangoo, Trafic and Master



Renault X-Track - Limited slip differential © Pagecran

Renault X-Track technology for LCVs will be available from October 2016, but can already be obtained through a direct order from our partner, Poclair Véhicules.

Renault X-Track for LCVs is a straightforward conversion of a standard 4x2 front-wheel drive LCV for use on roads of poor quality. The conversion is carried out by Poclair Véhicules, an expert in enhanced traction and long-standing partner of Renault.

Renault X-Track technology delivers superior mobility on difficult terrain, snow or poor quality roads, while maintaining a 4x2 set-up. Traction performance is superior to that of Extended Grip. It is an alternative to a four-wheel drive when usage does not require off-road abilities.

Who is it for? It is designed for use on worksites, building and public works, forestry working, tow paths, non-sealed access roads, farming use and open-air leisure pursuits.

For this purpose, the X-track conversion concerns **four part families**.

- Limited slip differential: the transmission's original differential is replaced. This mechanical torque transfer system features eight alternating friction discs. If one wheel loses grip, the limited slip differential transfers up to 25% of engine torque to the wheel with the best grip. The vehicle is able to continue moving and thus resolve the difficulty.
- Raised suspension: this enables the vehicle is able to clear the sort of unusual obstacles to be found on poor quality roads. Ground clearance is raised by around 30 mm for Kangoo and Trafic, and by 40 mm for Master.

- Underbody protection: a 3 mm thick sump guard on Kangoo, Trafic and Master. On Kangoo, 2 mm thick underbody protection protects the brake hoses and fuel lines under the floor. These guards protect the vehicle from damage on rough terrain.
- Mud & Snow tyres: with these tyres, the vehicle can be driven on difficult terrain. They clear water, snow or mud from the tread and effectively transmit the necessary engine torque to the ground, so that the vehicle can move forward.

### Renault Master 4x4



Master Transmission 4x4 © Pagecran



Master 4x4 © Yannick BROSSARD

Renault Master became available in a 4x4 version in April 2016. The conversion is available for the van and chassis cab versions of the Master Propulsion (single or twin cab). It is carried out in partnership with Oberaigner Automotive, a German converter with expertise in the field of 4WD vehicles.

Renault Master 4x4 is designed for customers who need a vehicle combining maximum on-road comfort and safety with the ability to handle conditions of low grip where greater traction is required.

Renault Master 4x4 features two transmission modes: 4x2 for normal roads and 4X4 for poor quality roads or off-road use. In 4x4 mode, Renault Master 4x4 can be driven on steep slopes, slippery ground, damp fields, muddy ground, poor roads, etc.

Who is it for? The building industry, energy providers, farmers, ambulance drivers, fire fighters, the police, the army, local authorities, water companies, wind farm operators, road maintenance services, forestry work, camper vans, etc.

For this purpose, the conversion concerns **five part families**.

- Four-wheel drive (4x4) transmission for increased traction The front axle is equipped with a differential, while a transfer box is fitted to the gearbox output to serve as an interface between the rear and front differentials and the gearbox. In 4x2 mode, all the torque delivered by the gearbox is sent to the rear differential by the transfer box. In 4x4 mode, torque is split between the front and rear differentials according to load, the axle with the heaviest load receives the highest torque.
- Gear reduction unit (short ratios) for increased torque. A gear reduction unit can also be engaged in difficult conditions to increase the amount of engine torque delivered by the gearbox by approximately 40%. The gear reduction unit comprises two gears inside the transfer box: one with the same ratio as the gearbox output (i.e. 1:1) and the other with an alternative ratio (1:1.42). When the gear reduction unit is not engaged, the transfer box's 1:1 gear engages with the gearbox gear, in both 4x2 and 4x4 transmission modes. When the gear reduction unit is engaged, the transfer box's 1:1.42 gear engages with the gearbox gear, in both 4x2 and 4x4 transmission modes.
- Raised suspension: clearance is raised at the front by 65 mm and at the rear by 58 mm (single wheels) or 45 mm (twin wheels).
- Underbody protection: steel guards to protect the sump and underbody, as well as the brake hoses and fuel lines running under the floor.
- Mud & Snow tyres

## Kangoo EDC: a new automatic dual-clutch gearbox, allying performance with fuel economy

Efficient Dual Clutch (EDC) is an automatic 6-speed transmission gearbox (PRND). It combines the comfort and driveability of an automatic gearbox with fuel efficiency and CO<sub>2</sub> emissions that are close to that of a manual gearbox. The EDC includes a hill-start assist function. EDC transmission is based on alternating use of the two odd- and even-numbered clutches with a system of control and preselection. This improves comfort and response as well as cutting fuel consumption and CO<sub>2</sub> emissions. The EDC also includes a hill-start assist function.



Kangoo EDC © Renault



Tce 115 EDC engine © Pagecran

### Operating principle

- The EDC is a gearbox technology comprising two clutches: one covering the odd-numbered gears (1/3/5) and the other covering the even-numbered gears (2/4/6 and reverse).
- In driving, one clutch is closed and the other open. The next gear is already preselected.
- Gear changes are controlled by electric actuators managed by an ECU that selects the ideal gear. During gear-changing, the engaged clutch opens and, at the same time, the clutch for the next gear closes. The gear changing process is then said to be «under torque».

### CO<sub>2</sub> technologies

- «Dry» dual clutch technology limits the spurious friction and energy losses associated with «wet» clutches or conventional automatic gearbox converters.
- The two clutches and synchronizers are controlled by electric actuators in order to save energy.
- The system changes up quickly in order to apply the highest possible gear at any given speed, thus controlling fuel consumption and CO<sub>2</sub> emissions.

### Comfort and response

- Gears are changed under torque, for continuous traction during gear changes.
- The ECU selects the ideal speed based on the various driving parameters. It responds instantly to driver input, engaging the gear that will deliver the appropriate level of power as and when it is needed.
- During hill-starts, the EDC control unit and braking system maintain braking pressure on the wheels for a few seconds in order to hold the car still and stop it rolling back until the driver activates the accelerator pedal.

### Availability

- EDC transmission is available with the **Tce 115 Euro 6b petrol engine**, with torque of 190 Nm at 2,000 rpm. Kangoo Tce 115 EDC consumes just 6.4l/100 km on an NEDC mixed cycle with CO<sub>2</sub> emissions of 144g/km.
- EDC transmission will also be available in the near future with the 1.5 dCi diesel engine.

# 03

## A tailor-made offer for Formula 1, to enjoy the thrill of motorsports

In September 2015, to directly address LCV users, Renault launched its global expert brand for business customers: Renault Pro+. In January 2016, to accelerate the pace of sporting innovation and build its renown, Renault founded its own team, Renault Sport Formula One Team. These two entities have signed a global partnership based on their shared values. To celebrate this partnership, Renault Pro+ is launching a Formula Edition limited series across its LCV range.

### A partnership between Renault Pro+ and Renault Sport Formula One Team

**In September 2015**, Renault launched its global expert brand, Renault Pro+. Renault Pro+ markets products and services dedicated to LCV users. This expert brand implements a tailor-made approach through its global network of 400 approved vehicle converters and specialist network of 650 centres meeting the highest standards.

**In January 2016**, Renault founded Renault Sport Formula One Team, marking its return to motorsports with its own Formula 1 team. With 12 Constructors titles, Renault has been an emblematic player in the history of Formula 1 for almost 40 years. F1 is a showcase for new technologies. It accelerates the development of innovations and the Renault range of sports vehicles. Formule 1 also contributes to building the image and renown of the brand in all its markets the world over. It is one of the sports with the greatest global media coverage, viewed all over the world and particularly in emerging markets. It attracts 450 million viewers per year.



Renault Sport Formula One Team © Laurent Villaron

Renault Pro+ and Renault Sport Formula One Team share the same values: **reliability, professional standards and performance**. These two entities have signed a global logistics partnership.

- Renault Pro+ will supply shuttles to take guests and journalists to the track side at Formula 1 Grand Prix events.
- Renault Pro+ will supply the vehicles required for team logistics, particularly at the sites of Viry Chatillon in France and Enstone in the UK.

## A Formula Edition limited series across the LCV range

To celebrate this original partnership with Renault Sport Formula One Team, Renault Pro+ is launching a limited series across its LCV range, on Kangoo, Trafic and Master.

The Formula Edition limited series LCVs gain greater presence and character with their black grilles and bumpers, satin-black Renault logos and door mirrors and black alloy wheels.

The vehicles also feature a yellow-gold trim, borrowed from the Renault Sport Formula One Team, on the grille, doors, fog lights and hub caps. This gives the range an undeniably sporty look.

The interior design reflects the same care and attention. A satin-finish central console, leather steering wheel and floor mats in the colours of the team add the finishing touch to the Formula Edition.

Designed to share enjoyment of motorsports, this limited series will be available in Europe in early 2017.



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# Renault Pro+, a key player in LCVs

## Renault Pro+: products and services dedicated to LCV customers

Tailor-made products and services:

- Kangoo Express and Kangoo Z.E., available in 65 different versions. Traffic and Master, available in 270 and 350 different versions.
- A network of 400 converters deployed in 29 countries to convert vehicles for the specific requirements of each customer.

## Renault Pro+: an engineering centre, production sites and a specialist network

- An engineering centre, dedicated to LCVs, based in Villiers Saint Frédéric, France.
- Production sites on three continents: Europe (France), Latin America (Argentina and Brazil) and Africa (Morocco).
- A specialist network (sales and after-sales) of 650 Renault Pro+ centres (700 at end- 2016), in 41 countries, dedicated to business customers and meeting the highest standards. This specialist network includes:
  - dedicated, specially-trained advisers for LCV sales and after-sales,
  - a simplified choice: a full range of LCVs on display including converted vehicles, test drives without prior appointment, and a fast, clear sales proposal,
  - enhanced mobility solutions: maintenance with no appointment necessary, extended opening hours, replacement vehicles.

## Renault Pro+: strong positions worldwide

- LCVs sold in 112 countries, with key markets in Europe, Brazil, Argentina, Turkey, Morocco and Algeria.
- European No. 1 in LCV sales for 18 years
  - No. 1 in France, Spain, Portugal, Belgium, Slovenia.
  - No. 2 in Italy, Poland, Bulgaria, Latvia, Lithuania.
  - No. 3 in Denmark, Sweden, Ireland, Hungary, Estonia, Iceland.
- Strong positions in many markets
  - Brazil: Kangoo No. 2, Master No. 1.
  - Argentina: Kangoo No. 1, Master No. 2.
  - Colombia: Kangoo No. 1, Traffic No. 1, Master No. 3.
  - Mexico: Kangoo No. 2.
  - Algeria: Kangoo No. 1, Master No. 1.
  - Morocco: Master No. 1, Kangoo No. 3.
  - Australia: Kangoo No. 2, Master No. 3.
- Groupe Renault reported excellent results in the LCV market in 2015 with 387,000 registrations, a rise of 12.4%, in a global market (excluding North America) that fell by 6.3%. At end-August 2016, Groupe Renault LCV sales stood at 270,500 units, up 15.3% compared with end-August 2015.
- Leader in the electric LCV market
  - Renault is the first full-line manufacturer to market a range of electric LCVs.
  - Kangoo Z.E., leader in Europe, is sold in 45 countries.
  - Twizy Cargo is the latest Z.E. model from Renault's LCV department.

*Figures at end-2015 (including pick-ups).*