

# Press Kit

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Renault Master Z.E. © Thomas Motta / Prodigious Production (00142013)

## Renault MASTER Z.E. and Renault EASY CONNECT for Fleet: expertise at the service of professionals

#LCVexpert, #MasterZE

- Renault Pro+ is broadening its range of electric LCVs with the introduction of the **Master Z.E. large electric van – the ideal workhorse for emissions-free access to city centers**. Master Z.E. is ideally suited to last-mile deliveries. It's designed for everyone who believes environmental issues are fundamental.
  - Master Z.E. benefits from **the know-how of Renault – Europe's leader in electric vehicles**: a new-generation battery and a high energy efficiency engine give it a 120-km real-world driving range and a charging time appropriate to its duties (fully charged in just 6 hours).
  - Master Z.E. offers all **the tailor-made solutions available from Renault Pro+ – Europe's leader in vans**: a genuine workhorse, a large number of versions, a dedicated network and made-to-measure conversions.
- As part of Renault EASY CONNECT solutions, Renault Pro+ introduces **Renault EASY CONNECT for Fleet, an ecosystem of connected services for business users that simplifies managing vehicle fleets and reduces running costs**.
  - Renault EASY CONNECT for Fleet provides secure, affordable connectivity to report fleet data.
  - Renault Pro+ is working with the biggest names in fleet management to offer a broad range of services and meet business users' widest range of needs.
  - Renault EASY CONNECT for Fleet will be available on the entire range of Renault vehicles in Europe by mid-2018.

"With Master Z.E., Renault Pro+ is enlarging its e-LCV line-up consistent with the "Drive the Future" strategic plan, in which 100% of vans will be electrified. The current line-up, ranging from quadricycles to heavy vans, covers the main needs of business customers in terms of cargo volume and payload, enabling them to make emissions-free last-mile deliveries in city centers. In addition, a new ecosystem of connected services has been rolled out to improve fleet management and help customers to grow their businesses".

**Ashwani Gupta** - SVP, LCV Business Unit, Renault-Nissan

"Groupe Renault continues to implement its electric-vehicle growth strategy by strengthening its coverage of key market segments. The launch of Master Z.E. meets the needs of professionals to adapt to urban environmental issues. Master Z.E. is a further proof of the expertise of Renault, the European leader in electric vehicles".

**Gilles Normand** – SVP, Head of the Electric Vehicles Business Unit

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# 01

## Renault MASTER Z.E. is a large electric van, an ideal workhorse to reach city centers with zero emissions

Master Z.E. is ideally suited to city-center last-mile deliveries. It's designed for everyone who believes environmental issues are fundamental. Master Z.E. benefits from the know-how of Renault – Europe's leader in electric vehicles, and from that of Renault Pro+ – Europe's leader in vans.

## Master Z.E. incorporates all the know-how of Renault, Europe's leader in electric vehicles



Renault Master Z.E. © Thomas Motta / Prodigious Production (00141665)

- Master Z.E.'s **120 km real-world driving range** (\*) makes it highly-suitable for day-to-day last-mile deliveries and other business activities in urban areas.
- **A full charge takes just six hours** with the 32A/7.4 kW WallBox.

(\*) a range consistently higher than 80 km even in the most extreme conditions (heavy loads, city centre driving with frequent stops, winter weather)

### ▪ A new-generation battery

- Master Z.E. is fitted with the **new-generation Lithium-Ion 33kWh Z.E. 33 battery** with optimized electronic management.
- This battery combines the expert know-how of Renault and LG Chem to optimize energy density.
- Battery performance is optimized not by adding more modules but by improving the chemistry of the battery cells.
- No trade-offs in reliability, safety in use or load space were required for this upgrade.

- **A high energy efficiency engine**

- Master Z.E. is fitted with ZOE's 57kW/76hp **R75 high energy efficiency electric engine**.
- This engine, tried and tested on ZOE and Kangoo Z.E., makes Master Z.E. ideal for use in and around the city. Master Z.E.'s maximum speed is 100 km/h (72 mph).
- Activating Eco Mode extends the range by limiting engine performance – slower acceleration, maximum speed limited to 80 km/h (50 mph).
- It's built in France at the Renault Cléon site, the Group's flagship facility for manufacturing engines and gearboxes of high added value.

- **Connected services to check the range and locate charge points**

- My Z.E. Connect lets you view the vehicle's range on a smartphone or computer connected to internet.
- Z.E. Trip locates all the charge points in the main European countries on the vehicle's R-LINK navigation system.
- Z.E. Pass is a single access/payment means giving access to most public charge points in Europe from smartphones and tablets.

## Master Z.E. features all the tailor-made solutions from Renault Pro+, Europe's leader in vans



Renault Master Z.E. © Thomas Motta / Prodigious Production (00142275)

- **A genuine workhorse for in-town deliveries**

- Master is **the leading large van** in its segment, chosen by over 475,000 customers in Europe since it was introduced in 2010, and third in terms of sales in Europe. Master is n°3 in its segment in Europe. 97,000 Renault Master were sold worldwide in 2017. The Master Z.E. electric version supplements this range with a vehicle that is particularly suited to urban areas, including last-mile deliveries.
- Master Z.E. is a great partner for business users working in urban areas, thanks in particular to the optional **Wide View mirror** – one of the vehicle's strong points – the reversing camera (with a screen built into the inside rear-view mirror) or reversing radar.
- Master Z.E.'s cab still provides maximum comfort for the driver and front passengers and features a genuine **mobile office** space with a dashboard swivel table and document holder, as well as a large number of ergonomic storage compartments.
- There is a multimedia center for the users, with the R-LINK Evolution system: TomTom with voice command, range management, navigation to plan trips, etc.
- Master Z.E. also maintains Master's excellent ride and handling. It keeps the latter's robust, expressive design and top-tier active and passive security.

- **A large number of versions are available to meet the most diverse needs**
  - Renault drew on all its expert know-how to incorporate the battery and motor, in order to develop an electric version of Master that maintains the original vehicle's generic qualities, particularly in terms of load capacity.
  - The Master Z.E. range includes **6 versions** to meet the wide-ranging needs of business users (3 lengths, 2 heights).
  - **The four van versions** feature an 8–13m<sup>3</sup> load space and a payload of 1 to 1,1 ton.
    - ✓ The load area is identical to that of the internal-combustion version, since the battery's optimized dimensions allow it to be fitted under the bodywork.
    - ✓ The payload fulfills the requirements of most business users:
    - ✓ In addition, Master Z.E.'s load bed height is among the lowest in this segment (54–56cm) and the 270-degree door openings help with loading and unloading.
  - **The two platform cab versions** feature 2 lengths (L2 and L3). Their payload of 1,370 kg and 1,350 kg are suitable for conversions in High-Capacity body for transport up to 22m<sup>3</sup>.
  
- **A specialist network for professionals**
  - The Renault Pro+ **specialist network** meets the specific requirements of business customers with its full and extensive knowledge of the Renault group's electric vehicles, and its fully-trained and equipped teams who care for electric LCVs, while taking its customers' business imperatives into consideration.  
The key benefits of this specialist network include:
    - ✓ Specialist sales and after-sales advisors, specially trained in LCVs,
    - ✓ Easier choice: the entire LCV range is on show, including converted vans, no-appointment test drives and fast, detailed sales proposals,
    - ✓ no-appointment servicing, workshops with extended opening hours, courtesy vehicles.
  - At end-2017, the Renault Pro+ specialist network had **650 businesses across 40 countries**.
  
- **Tailor-made conversions to expand business of professionals**
  - Renault Pro+ also has a network of 400 approved converters in 29 countries, able to convert LCVs to meet the specific needs of each business customer.
  - As a result, Renault Pro+ is able to offer customers a wide range of converted vehicles based on the range of electric LCVs, especially refrigerated and High-Capacity vehicles, etc.
  - Vehicles can also be customized with special factory-fitted options (exclusive colors, layout, signage, etc).

# 02

## Renault EASY CONNECT for Fleet, an ecosystem of connected business fleet management services

Renault EASY CONNECT solutions now include Renault EASY CONNECT for Fleet. It is an ecosystem of connected services introduced for business users to simplify fleet management and reduce costs, with secure and affordable connectivity, as well as partnerships with the best-known telematics service providers to meet each company's requirements.

### Secure, affordable connectivity to report fleet data



LCV Range © Yannick Brossard / Prodigious Production (00140588)

- Renault EASY CONNECT for Fleet can securely provide the data from the fleet's Renault vehicles by means of the Renault Communication Adapter unit, which connects to the vehicle's electronics. Renault guarantees this system's security in respect of vehicle data.
- With this, there's no longer any need to go and get information from the driver or in the vehicle, the telematics unit remotely sends relevant information in real time:
  - Mileage,
  - Range,
  - Geographic location,
  - Fuel consumption,
  - Tire pressure,
  - Technical alarms,
  - and even how many miles to the next service.
- This means Renault EASY CONNECT for Fleet helps to:
  - Cut fleet running costs: lower consumption, manage and plan servicing.
  - Simplify fleet management: good fleet visibility based on reliable, precise and diversified data.
  - Deploy eco-responsible driving, cut costs, reduce CO<sub>2</sub> emissions and increase safety by improving behavior at the wheel.
- Fleet managers are then truly, fully in control of their vehicle fleets.

## Partnerships with the best-known telematics service providers to meet each company's requirements



Renault Pro+ © Olivier Martin Gambier

- Because business users' requirements differ widely depending on their trade, because there are so many different trades and country-specific needs, Renault partners with Telematics Service Providers (TSPs\*) to develop tools that are relevant to each business activity.
- Renault sends the vehicle data to these TSPs via secure servers. The TSPs can then process this data and use it to provide relevant services to the customers.
- This allows Renault EASY CONNECT for Fleet to provide both flexibility and compatibility:
  - Business users who don't yet have a telematics service for their business can find the best solution for their trade among the partnering TSPs' ranges and manage their fleet of Renault vehicles.
  - Business users who have already implemented a partnering TSP's telematics service can add Renault Easy Fleet Connect to send the data from their Renault vehicles.
- Many partnerships:
  - Through its subsidiary **RCI Bank and Services**, Groupe Renault is setting up a new and innovative service for business customers: **Fleet Asset and Tracking Management**. This solution will group all the information required for operational fleet management: detailed financial services, real-time vehicle data, geolocation and eco-driving. Available on all digital media, this totally new service is based on the needs expressed by PC and LCV fleet customers, who also provided input during development. It will be launched in Europe and Latin America from second-quarter 2018.
  - Renault is also developing partnerships with **Fleetmatics, Kuantic, Masternaut, Optimum Automotive Group / Mapping Control, Telogis and TomTom Telematics**, in order to give customers access to a wide range of proven services, reflecting their diverse requirements.
  - Other partnerships are currently under discussion with a view to expanding the offering still further.

**Renault EASY CONNECT for Fleet will be available on the entire range of new Renault vehicles in Europe by mid-2018, and on the current Renault installed base (from after-sales service).**

## Master Z.E. is produced at Renault's Batilly plant, working with PVI

### Renault's Batilly plant manufactures Master, the leading large van in its segment

- SoVAB (Société des Véhicules Automobiles de Batilly) is a wholly-owned subsidiary of the Renault group, specializing right from its beginnings in assembling large vans.
- The plant was inaugurated in 1980 and started producing Master I, then Trafic I from 1981. From 1997 to 2010, the plant was producing the second-generation Master.
- Then in 2010, it started **producing New Master in over 350 versions and 300 colors.**
- This vehicle's industrial-scale customization is made possible by the expertise and know-how of its 2,200 employees (as of December 31, 2017), 254 of whom have been hired on open-ended contracts over the last three years.
- Extensive local integration means 3,000 full-time equivalents work indirectly for SoVAB in Lorraine, making this Renault site the **largest private-sector employer in France's Meurthe-et-Moselle département.** It is also the only large-van manufacturing facility of any brand to produce in France, with 84% of its tier-1 suppliers also located in France.
- Groupe Renault continues to invest each year to modernize this industrial facility, which breathes economic life into the region where it is located.
- The plant produces for the Renault, Renault Trucks, Nissan and Opel brands. It has produced over 2.5 million vehicles since 1980.
- Master has the **highest sales in its segment in France and third-highest in Europe.**

### PVI is responsible for the electrification of Master Z.E.

- Renault acquired the French company PVI (Power Vehicle Innovation) in 2017. PVI specializes in **converting industrial vehicles to electric or natural gas operation.** This acquisition means Groupe Renault can speed up its LCV electrification strategy.
- PVI, an acknowledged expert in this field, will provide Groupe Renault with its know-how and flexible industrial facility, which is tailored for smaller-scale runs.



Renault Master Z.E. © Thomas Motta / Prodigious Production (00141995)

## Renault Pro+, a key player in LCVs

- Groupe Renault's ambition is **to increase LCV sales by more than 40%** by the end of our new strategic plan "Drive the Future". We also aim **to double our market coverage** and **to remain the leader in electric LCVs by electrifying all our vans**.
- With Renault-Nissan-Mitsubishi, the objective is to become **the leading global player in LCVs, with over 2.5 million units sold by the end of the plan**.
- **All-time record sales** worldwide in 2017, with 463,000 LCVs sold by Groupe Renault (up 4.1% vs 2016).
  - 332,000 vehicles sold in Europe: a record since 2001 and a 16% market share.**
  - Leading markets: France (31.8% market share), Portugal (20.7%) and Spain (19%).
  - 131,000 vehicles sold out of Europe** (28% of LCVs).
- **LCVs sold in over 110 countries**, with key markets in Europe, Brazil, Argentina, Morocco, Turkey, Australia and Romania.
- **A wide range of LCVs, from small vans to heavy vans**
  - **Kangoo**, available in 65 versions.
  - **Trafic**, available in 270 versions.
  - **Master**, available in 350 versions.
- **A successful offensive on the pick-up market**, with the Latin American launch in 2015 of **Duster Oroch**, a half-tonne pick-up that already ranks among the leaders in its segment, and the launch in 2016 of **Alaskan**, a one-tonne pick-up with global ambitions. Alaskan arrived on the European market in late 2017.
- **Leader of the European Van market with a range of electric LCVs unparalleled anywhere else**, including Twizy Cargo, ZOE Commercial, New Kangoo Z.E., and the all-new Master Z.E. This broad range, covering quadricycles through to large vans, meets the varied needs of business customers with load capacities from 180 liters to 22m<sup>3</sup>.



*A range of electric LCVs © Yannick Brossard / Prodigious Production (00140441)*

- **A specialist network** (sales and after-sales) of **650 Renault Pro+** centers in 40 countries, dedicated to business customers and meeting exacting standards.
- **A network of 400 approved converters** in 29 countries to convert vehicles to meet each customer's specific requirements.
- **An engineering center** dedicated to LCVs, based in Villiers-Saint-Frédéric, France.
- **Production sites on three continents:** Europe (three sites in France), Latin America (Argentina and Brazil) and Africa (Morocco).
- **Partnership with the Renault Sport Formula One Team:** Renault Pro+ supplies the team with all the vehicles for its logistics needs.

## Renault, Europe's leading electric vehicle brand

- The Renault-Nissan-Mitsubishi Alliance is the **global leader on the electric vehicle market**, with over 540,000 vehicles sold since 2010.
- In 2017, for the fifth time, Renault was **Europe's leading electric vehicle brand**, nearly 1 in 4 electric vehicles sold in Europe is a Renault.
- Renault is **Europe's leading electric LCV brand**, with a 30.2% market share in 2017.
- Renault ZOE is Europe's best-selling electric vehicle.
- Kangoo Z.E. is Europe's best-selling electric LCV with a market share of 25.8%.



