



News Release

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FOR IMMEDIATE RELEASE

BENDIX TECHNICAL SUPPORT LINE FOR MEXICO MARKET NOW AVAILABLE

*Dedicated, Toll-Free Line and New Email Address Improve
Technical Service Experience for Customers in Mexico*

AVON, Ohio – July 1, 2026 – Bendix Commercial Vehicle Systems LLC (Bendix) announced the launch of a technical support line to better serve customers in Mexico. The dedicated line provides a toll-free way to reach the technical team that can answer questions about Bendix products.

Bendix created the support line to more quickly and conveniently route customers in Mexico to an in-country Spanish-speaking technical service team member who is knowledgeable about the products and market in Mexico. Available Monday through Friday, from 8 a.m. to 5 p.m. Central, the team expects to field as many as 150 calls from Mexican customers each week.

To prepare for the full rollout, a pilot program tested the team's preparation, vetting the call routing, ticketing, and staffing. The team feels prepared to begin serving all of Bendix's Mexican customers through the new process.

"We wanted to get this right to give our customers in Mexico a better service experience when they call us for support," said Technical Support Supervisor Chad Benesh. "We started a soft launch with a small group, and now the team is excited to make this dedicated service available for all of our Mexican customers."

Customers can reach the Mexico Tech Support Team at (800) 461-1019. They can also email STMX@bendix.com.

In order to support Spanish-speaking customers in Mexico and the United States, the Bendix U.S.-based technical support team comprises bilingual service team members and will continue to serve customers in the U.S. The U.S. Tech Team continues to be available at 1-800-AIR-BRAKE and TechTeam@Bendix.com.

About Bendix Commercial Vehicle Systems LLC

Bendix Commercial Vehicle Systems, a member of Knorr-Bremse, develops and supplies leading-edge active safety technologies, energy management solutions, and air brake charging and control systems and components under the Bendix® brand name for medium- and heavy-duty trucks, tractors, trailers, buses, and other commercial vehicles throughout North America. An industry pioneer, employing more than 3,600 people, Bendix is driven to deliver the best solutions for improved vehicle safety, performance, and overall operating cost. Contact us at 1-800-AIR-BRAKE (1-800-247-2725) in the U.S. or 1-800-461-1019 in Mexico, or visit bendix.com. Log on and learn from the Bendix experts at brake-school.com. And to learn more about career opportunities at Bendix, visit bendix.com/careers.

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