
Renault Group acquires start-up Fixter to develop its multi-brand activities within its network in the independent after-market in Europe

- Renault Group announces its acquisition of Fixter, a start-up specialising in the digitisation of vehicle maintenance.
- This acquisition is part of a strategy to develop innovative digital tools for the Independent After Market (IAM) in Europe, for both retail and professional customers.
- Fixter's development will continue in the United Kingdom, and in the second half of 2022 in France with the support of the network and in other European countries in the years to come.

Boulogne-Billancourt and London, 10 June 2022. Renault Group has acquired start-up Fixter, a digital platform which connects retail and professional customers to local garages for vehicle maintenance across all brands. Founded in London in 2017 by Limvirak Chea, Frédéric Dermer and Cristian Vrabie, Fixter has become the benchmark in the U.K.

This acquisition is part of the digitalization of the group's after-sales business unit, which is transforming itself to remain best in class in the market.

In the independent after-sales market, Fixter will benefit from the support of the multi-brand network of "Motrio" garages (2,500 sites in Europe), the expertise and digital services of Renault Group and the innovative financial services of "Mobilize Financial Services".

Fixter users benefit from all car maintenance services without leaving their homes. Fixter takes care of making appointments online, preparing quotes, collecting the vehicle from home and taking it to the group's partner network, invoicing, after-sales service and repair guarantees. Fixter thus enables the customer experience to be further digitized through a single platform.

A highly trusted platform, the Fixter service provides full support for the customer thanks to its partner garages adhering to strict technical standards and vetting. The platform allows customers to benefit from fair, transparent prices due to the attractive rates that the start-up negotiates with its partner garages.

This investment is part of Renault Group's commitment to offer its customers the best quality/speed/price ratio for repairs and maintenance.

"Developing our activity in the independent aftermarket is a strategic axis within the Renault Group's aftermarket. We are continuing to develop our multi-brand IAM offer and are thoroughly modernizing our after-sales value chain in order to better meet our customers' expectations. By acquiring the Fixter start-up, we will be able to combine the expertise and strength of the Group and its network with Fixter's agility and knowledge of all the digital aspects of

automotive maintenance. We will thus be able to offer services of the highest quality and accelerate the digitalization of our activities,” said **Hakan Dogu, SVP Global After-Sales, Renault Group.**

“We are delighted to have found in Renault an industry partner who shares both our vision and our ambition to reinvent vehicle maintenance for the future – simple, transparent and hassle-free. The expertise and resources of a major group like Renault, combined with Fixter’s agility and start-up mindset, will help us to go even further and faster in this revolution,” said **Limvirak Chea, CEO & Co-Founder of Fixter.**

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About Renault Group

Renault Group is at the forefront of reinventing transport. Strengthened by its alliance with Nissan and Mitsubishi Motors and its unique expertise in vehicle electrification, Renault Group relies on the complementarity of its four brands – Renault, Dacia, Alpine and Mobilise – to offer its customers sustainable, innovative transport solutions. Established in over 130 countries, the Group sold 2.7 million vehicles in 2021. It brings together almost 111,000 employees, who embody its mission on a daily basis – enabling transport that brings us all closer together. Ready to take up the challenges on the road and in competition, the Group is committed to ambitious transformation that will generate value. This is centred on the development of trailblazing technologies and services, and a new range of vehicles that are even more competitive, balanced and electrified. In recognition of the environmental challenges, Renault Group’s ambition is to achieve carbon neutrality in Europe by 2040. <https://www.renaultgroup.com/>

About Fixter

Founded in 2017 and bringing together automotive industry specialists and digital experts, Fixter offers the first end-to-end digital service to simplify vehicle maintenance, designed to free drivers from the stresses and strains of going to a garage.

In the digital age, maintaining your car should be as simple as booking a taxi or ordering a take-away. Fixter therefore decided to bring vehicle servicing into the 21st century, making it easy, transparent and stress-free.

UK website: www.fixter.co.uk

French website: www.fixter.fr