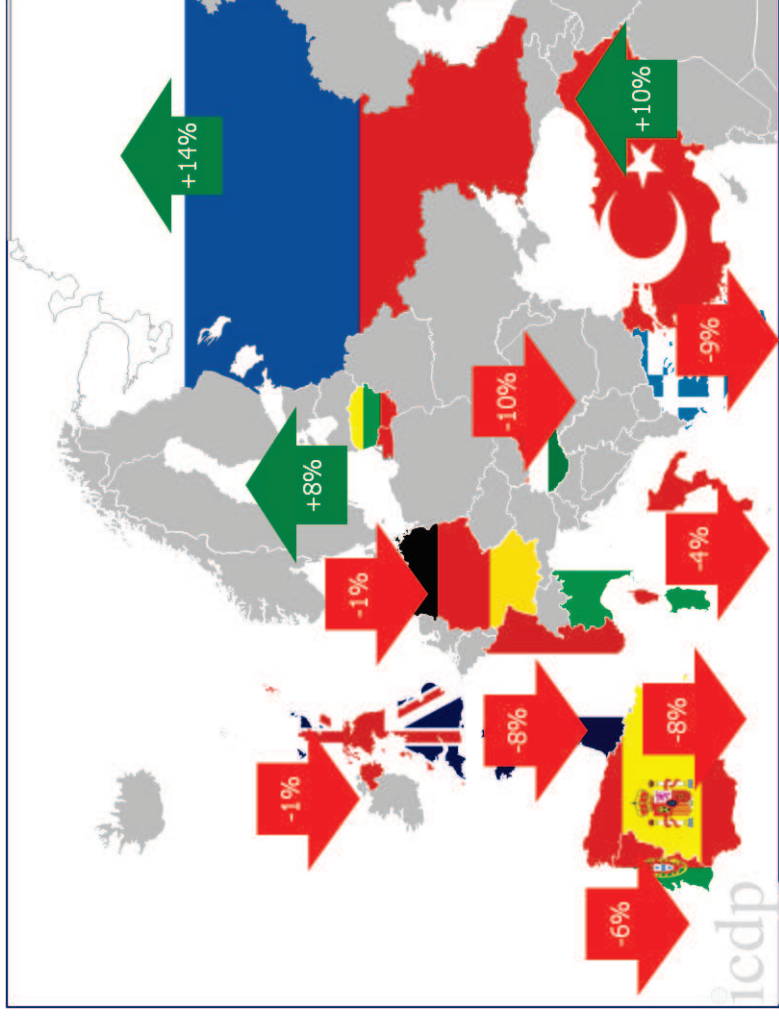
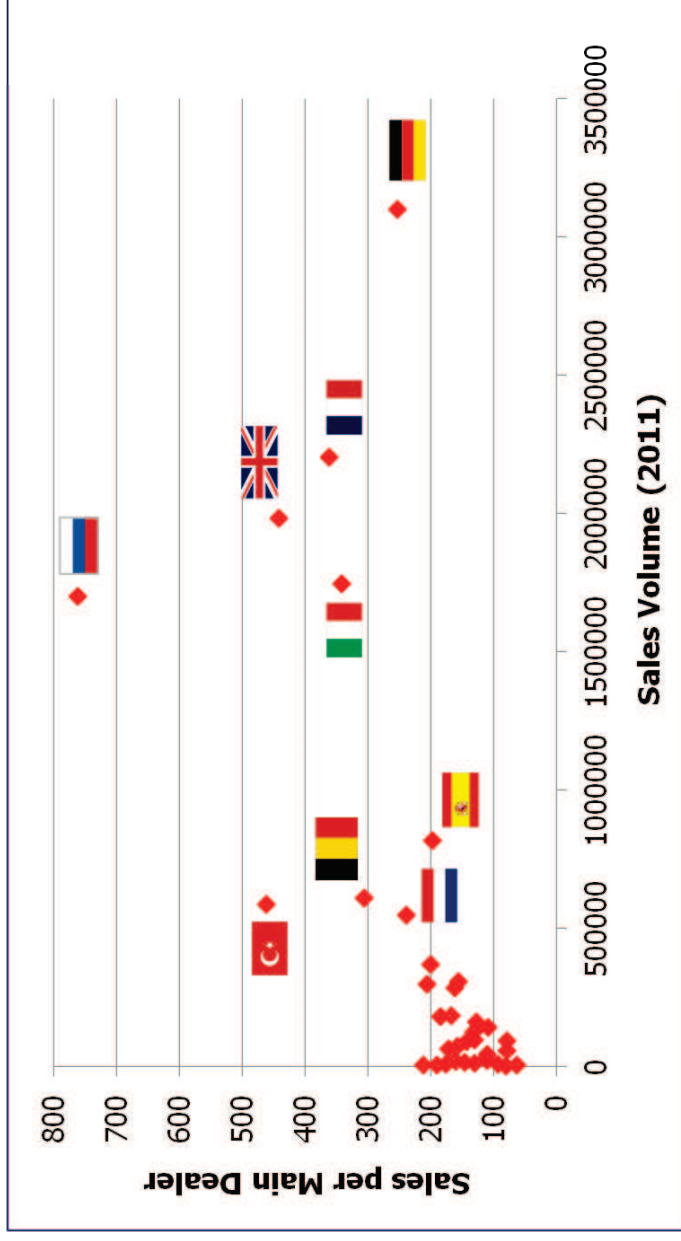


3% overall reduction in European markets 2011 to 2012, but big local variations



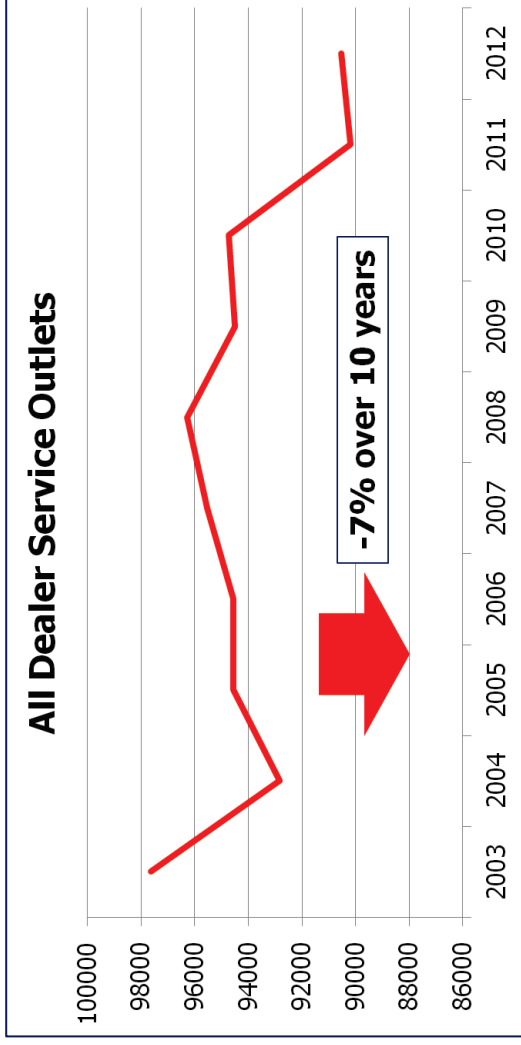
Sales outlets by market.png

There are big variations in sales per dealer by market



Sales per dealer.png

Service networks have been in steady decline in Western Europe over the last decade



Service 10 year trend.png