

TrukFix Program with 360°Smart App

For Emergency Roadside Assistance

1-877-TRUKFIX
1-877-878-5349

TrukFix Roadside Assistance Program

About the TrukFix Program

TrukFix is Continental's emergency roadside assistance program. It is available in the U.S. to qualified National Account customers.

Fulfilling Your Fleet Requirements

TrukFix can accommodate your fleet's emergency roadside assistance requirements. Share your preferences in advance via our online form, and TrukFix dispatchers will ensure that your needs are met. Tell us your tire/retread preferences, photo documentation requirements and more at TrukFix.com.

TrukFix Accounts Receive:



Better Customer Service

- 24/7 access to professional North American dispatchers
- Verified network of commercial dealers who stock Continental and General Tire products for roadside assistance
- Request full service or simply locate the nearest dealer



Better Communication

- Real-time tracking of the incident until trucks are back on the road
- Follow-up by our dispatchers ensures your repairs are completed
- Service case history reporting, complete with failure photos



Better Pricing

- Regulated, predictable pricing as a published tire and service program
- Simple, convenient billing through our National Account invoicing system

Real-Time Status Updates

TrukFix dispatchers stay in constant contact until the vehicle is back on the road. Your entire team can track the status in real-time via the mobile app.

Robust Reporting

Log into the Conti360°Fleet Services portal at Conti360Fleet.com to see case details including services performed, roll time and job notes.



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Interested in becoming a TrukFix Member or a TrukFix Service Provider?
Contact your Continental Sales Representative.



360°Smart Web App for TrukFix

About the TrukFix Web App

360°Smart for TrukFix is a simple web app that enables the user to submit, process, and track TrukFix emergency roadside assistance requests in real-time.

It ties directly into systems used by TrukFix dispatchers, making information visible to:

- Continental TrukFix Dispatchers
- Fleet Dispatchers
- Drivers
- Fleet Managers
- Service Providers (Dealers)



Compatible with iOS and Android phones and tablets, along with desktop devices



How to Download

Any registered National Account customer or service provider (dealer) can receive an account. For instructions, please contact: CVTMarketingPrograms@conti-na.com

360°Smart Accounts Receive:



Emergency Service

- **No hotline hold times!** Instantly submit a case and get real-time status alerts.
- **Request emergency roadside assistance.** Use automatic GPS mapping of your location or manually input an address and add notes.
- **Upload photos.** Show the affected tire, your truck, location or other identifiers to help the service provider locate you faster and serve you better.



Maximum Visibility

- **Track open cases in real-time.** See which dealer accepted the case, their ETA, when they arrived, and other details as they happen.
- **See last night's cases.** Review the last 24 hours of activity without searching for specific cases. As a fleet manager, after-hour road calls are visible as soon as you open the app the next morning.



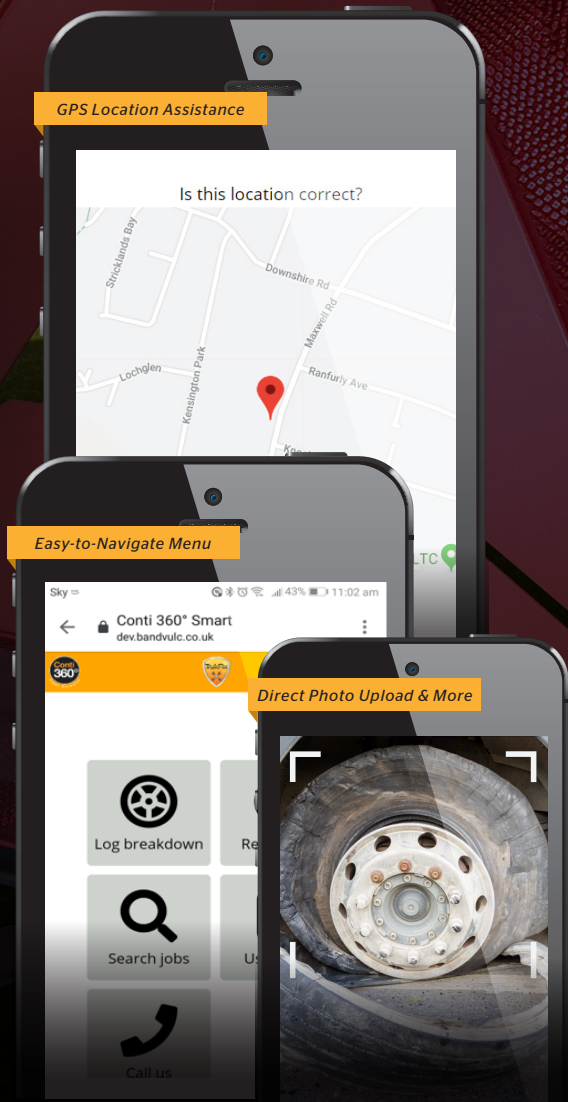
Scheduled Service

- **Request service at a dealer location.** Get predictable pricing and convenient billing.
- **Schedule service at your fleet yard** or other location of your choice. The dealer will be informed of all fleet service requirements ahead of time and will arrive on your schedule.



Accurate Electronic Records


- **Digital records.** No more lost or illegible paperwork.
- **Electronic time stamps** on status updates, ensuring down-to-the minute accuracy on technician arrival time and truck roll time.
- **Accurate, easy billing** verified by both the fleet and service provider.



Benefits for Service Providers (Dealers)

- **Be informed.** Get all the information you need prior to going to the call: what fleet they belong to, where to go (including detailed notes as submitted by the driver), and what happened.
- **View and upload photos.** See the incident before you leave, to ensure you have the correct equipment to service the need. Upload photos of the damaged tire directly from a mobile phone.
- **Receive fleet service requirements.** Get requirements directly in the app, as the TrukFix dispatcher assists with collecting the required information and documentation.
- **Submit status updates with one click.** No need to stay on the phone. The fleet dispatcher, TrukFix dispatcher, and driver will all see your status in real-time. Let them know "I'm on scene" and everyone is notified instantly.

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 @ContiTruckTires



EMERGENCY ROADSIDE
ASSISTANCE PROGRAM
www.TRUKFIX.com

TRUKFIX HOTLINE
1-877-TRUKFIX
1-877-878-5349

INSIDE SALES / U.S.
800-450-4028 East
800-450-3187 West

Original Equipment Sales
800-776-2022

Commercial Specialty Tires
877-235-0102

Technical Customer Services & Warranty
3000 Continental Parkway
Clinton, MS 39056
Phone: 800-726-7113
TI_CQ_SM_help.truckrires@continental.com

