



## CONTINENTAL'S EMERGENCY ROADSIDE ASSISTANCE PROGRAM

# TrukFix Program

TrukFix provides 24-hour toll-free access to over 1,400 commercial dealers in the U.S. and Canada who stock Continental brand truck tires and retreads, and General Tire brand truck tires.

One call to our emergency hotline, 877-TRUKFIX, triggers an immediate response to your emergency service needs.

### With TrukFix, Customer Accounts Receive:

- Professional service from our North American dispatchers.
- Real-time tracking of the incident until trucks are back on the road.
- Service case history reporting, complete with failure photos.
- Regulated, predictable pricing with simple, convenient billing.



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

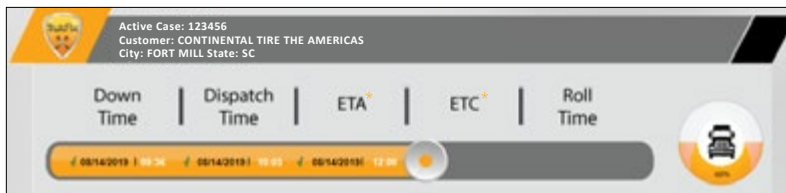
# TrukFix Road Service Program

## ANYTIME AVAILABILITY

Service for tire related emergency repairs is available 24 hours, 7 days a week in the U.S. and Canada. Just call the hotline, tell us your current or desired location of service, and we take it from there. You can either request full service or simply get help locating your nearest dealer. Whatever the need, Continental has a dedicated team of dispatchers committed to facilitating your service calls.

## QUICK, PROFESSIONAL HELP WITH UNPARALLELED SERVICE

We verify service providers and dealers to ensure Continental tire products are stocked and emergency repairs are available. Our professionally-trained dispatchers stay in constant contact until the vehicle is back on the road. In addition, your entire team can track in real-time the status of your case with our online status tracker.



\*ETA = Expected Time of Arrival \*ETC = Expected Time of Completion

## EASY ENROLLMENT, NO MEMBERSHIP FEES

TrukFix is a free service for qualified Continental Commercial Vehicle Tire accounts. No fees or complicated phone calls, just real-time service when you need it most.

## Looking for TrukFix Parameters?

Detailed road service request forms allow you to share your fleet's preferences and requirements in advance, ensuring our TrukFix dispatchers are meeting your every need. Make service requests quicker by telling us your tire/retread preferences, photo documentation requirements and more at [www.trukfix.com](http://www.trukfix.com).



**Dispatchers are available 24 hours, 7 days a week in the U.S. and Canada.**



### Better Customer Service

- Calls are monitored for quality assurance.
- Continental conducts ongoing trend monitoring to help predict product needs in specific areas.
- Service provider ranking to get you back on the road faster.



### Better Communication

- Each case is managed with coordinated and documented support. We stay in contact until the truck is back in service.
- Call us anytime for reliable help.
- A follow-up call is placed after submitting your case to ensure your repairs have been made.



### Better Pricing

- With our no membership fee policy, you pay only when you use the service.
- TrukFix is a regulated and published pricing tire and service program.
- Conveniently billed through our National Account invoicing system.