



FleetNet Call Center
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24 hours / 7 days a week

2nd Quarter 2010

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FleetNet

focus

www.fleetnetamerica.com

Are You Ready for CSA2010?

What is CSA2010?

The Comprehensive Safety Analysis being implemented by the Federal Motor Carrier Safety Administration. It was originally scheduled to begin in July, however, it has been pushed back to fall 2010.

What does this mean to you?

Basically that there is still time to ensure you have a good maintenance program in place and that it is documented as required by this new federal law.

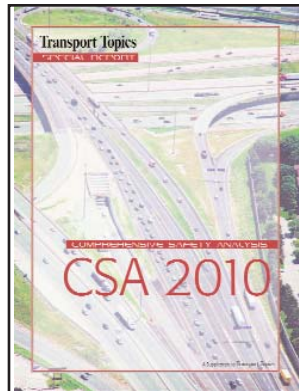
Key Points of CSA2010.

1. Annual vehicle inspections and regular PM services will need to be performed

on time and with good historical documentation — including driver-reported complaints and whether they have been addressed in a proper and timely manner.

2. While most of the new regulations focus on drivers, they also include 275 maintenance items. A driver can be found in violation for any of 202 of these items during a roadside inspection.

Because fleets have more direct control over vehicle maintenance than over driver behavior, it will be very



important to maintain a low maintenance score, something a proactive maintenance program can ensure.

3. It includes a bumper-to-tail-gate inspection of the required items listed in parts 393 to 396 to identify any items that could lead to a violation, to ensure a unit is safe before it leaves your yard.

4. The documents for this inspection service should include a completed repair order certifying that the unit

has passed inspection, where the inspection was performed, the vehicle's identification number, plus the date and mileage readings at the time of service. The repair order should include a detailed checklist of the items inspected and serviced. Ideally, the servicing mechanic should sign the completed checklist. Finally, this documentation must be maintained and made available for inspection for at least 14 months.

To obtain the CSA 2010 special report from Transport Topic, visit their website at www.ttnews.com/CSA2010 or contact us at sales@fleetnetamerica.com.

James Williams Honored



James (left) with Jesse Oropeza, Priority Towing at Houston Tow Show

James Williams, Sr. Director of Vendor Relations, will be inducted as a member of the 2010 International Towing &

Recovery Hall of Fame in Chattanooga, TN. Mr. Williams is responsible for planning, development and management of all of FleetNet's vendors. He has been with FleetNet since January 2003. Prior to joining FleetNet, James held management positions with other companies associated with the trucking industry.

Each year, the International Towing & Recovery Hall of Fame & Museum recognizes individuals who have made substantial contributions to the towing and recovery industry. Celebrating its 25th year in 2010, the tradition started in 1986 when the towing and recovery industry realized it was time to display

the roots of the profession. Hall of Fame members are selected for induction and approved by the Managing Trustees and the Board of Directors of the International Towing & Recovery Hall of Fame & Museum. The Class of 2010 will be inducted on September 18, 2010 at the Chattanooga Choo Choo Hotel.

Upcoming Tradeshows

June

CTTA - Reno, NV
Colorado Tow - Golden, CO
EUFMC - Richmond, VA

August

Southeastern Regional - Lake Lanier, GA

September

NC Tow Truck Show - Hickory, NC
TRAA/Hall of Fame - Chattanooga, TN
TMW - Nashville, TN
MidWest Regional Tow Show - Mason, OH

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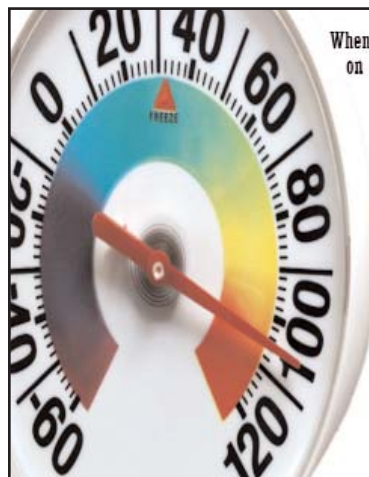
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Join Us...

on Facebook. FleetNet America has a page on Facebook and would love for you to join us. Receive updates, press releases, see videos of our call center, etc. We also support local youth sports team and have photos the parents submit. It is a great place to become a part of the FleetNet Family.



When the heat is on your tires, you can count on FleetNet to be calm, cool, and collected.

FleetNet

- handles your events per your detailed instructions
- finds the closest dealer with your brand preference
- follows up with the vendor until the job is complete
- provides you data and reports on a regular basis
- sends automatic status updates per event
- utilizes your national tire accounts if desire
- has access to 60,000 vendors nationwide

Call today for more information
and enjoy this summer!

FleetNet
A M E R I C A
1-800-438-8961
ext. 2560
www.fleetnetamerica.com

Things Change

If things have changed recently in your company: personnel, equipment, phone numbers, address, etc. please let us know. We want to make sure we handle your equipment and events the way you desire. An updated customer profile with instructions helps us to

do just that. To assist our coordinators in saving time contacting the right people, please call Mark or Angie at 1-800-438-8961 ext. 2550 or email sales@fleetnetamerica.com with updated instructions to your personalized customer profile.

We've Got You Covered...

with access to over 60,000 vendors nationwide and the ability to manage all types of commercial equipment.

FleetNet America, Inc. is a third-party vendor management company that coordinates emergency roadside service and maintenance management service for commercial equipment.

Our coordinators, who average over 25 years hands on experience, dispatch over 200,000 events annually for all types of equipment.

Call us today for more information

1-800-438-8961
ext. 2550

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Manager of Towing Named

Danny Smith was recently promoted to Manager of Towing and Recovery. Danny joined FleetNet in 2005 with over 30 years experience in the transportation industry, including parts and dock supervision,



as Roadside Customer Service Supervisor. As a Towing and Recovery Manager, Danny will be responsible for expanding our Select Towing program, as well as, auditing towing invoices, negotiating rates, and ensuring vendor insurance compliance. He will report directly to James Williams, Sr. Director of Towing & Recovery and Vendor Relations.