

# Truck Breakdown: How FleetNet America® Gets You Back on the Road



A roadside breakdown can cause several problems, from driver safety and the cost of downtime to customer complaints and missed deliveries.

FleetNet offers emergency roadside assistance to get you up and running fast — see how it works and learn what to do in the event of a breakdown.

## Breakdown Occurs

If you're having trouble with your medium or heavy-duty vehicle, stop in a safe area or pull to the side of the road, away from traffic.

**Call 911 prior to roadside assistance if:**

- Smoke or flames are coming from the vehicle, especially if you're transporting hazardous materials
- Temperatures are below freezing
- You feel your safety is at risk



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## Contact FleetNet America

FleetNet offers emergency roadside repair services 24/7/365 across the United States, Canada and Puerto Rico. We'll ask a few quick questions to diagnose the problem and determine a course of action.

**Contact options include:**

- Phone
- Web
- In-cab service requests (existing FleetNet customers)

## FleetNet Dispatches the Service Provider

With access to a network of over 60,000 vendors, FleetNet selects and assigns the best repair technician for each specific case, taking into account:

- Customer preference
- Our thorough vetting and ranking system
- Vendor proximity to breakdown location

We follow up with you and the service provider at regular intervals until the job is complete — day or night.



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## Service Technician Arrives

An experienced mechanic will take the necessary steps to get your equipment running again.

## Work is Complete

Your FleetNet representative will follow up with the service provider to ensure the work is complete and you're back on the road. We'll also notify your company of the completion, noting any repairs or services provided.



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## FleetNet Invoicing, Quality Audits and Coding

FleetNet handles documentation of each roadside event from start to finish, including:

- Contacting the service provider for invoices
- Auditing invoices for accuracy
- Vehicle Maintenance Reporting Standard (VMRS) coding to track, analyze and report on equipment performance



99.9%

## FleetNet Pays Service Provider

We simplify the billing process by paying vendors on your behalf — and because FleetNet pays service providers 99.9% on time, we ensure fast breakdown service around the clock.

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## FleetNet Invoices Customer

You'll receive a single invoice per breakdown to streamline payment and make your job easier.



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