



MICHELIN
ONCALL



EMERGENCY ROAD SERVICE
ONE CALL. ONCALL

Getting you back on the road, in minimal time.



MICHELIN



MECHANICAL

Take advantage of direct access to diesel technicians, available 24/7.

- Road repair
- Lockouts
- Fuel delivery
- Lights
- Pull or jump starts
- Brake repair
- Suspension repair
- VMRS*

* Vehicle Maintenance Reporting Standards is the industry-standard coding convention for equipment cost reporting. VMRS reports (only for mechanical services) are available on MichelinB2B.com.



TOWING

We provide access to towing from a trusted Michelin Partner.*

- Light-, medium- and heavy-duty towing
- Rotators
- Lowboys
- Abandoned truck secure, store and clean
- Secured storage
- Winching

* Nominal dispatch fee for mechanical and towing services.



WHY CHOOSE MICHELIN® ONCALL VS. DO IT YOURSELF?

MICHELIN® ONCall is the only way to gain full visibility of what's happening across your fleet.

- Verification – Get a complete digital picture of your ERS
- Traceability – Invoicing, proof of service and real-time event tracking
- Confidence – Michelin audited and supported
- Fast and easy – One call takes care of everything
Just call **1-800-TIRE-911®**
- More uptime – Our best performing dispatch within 25 miles is prioritized
- Fleet profile – Easy access to your sizes and fleet information

COAST-TO-COAST COVERAGE

No matter where you are, Michelin will dispatch the best performing dealer for optimal response times. All dealers are audited and supported by Michelin.

Over 2,000 servicing locations in the US and Canada.



TIRES

- Coast-to-coast coverage
- Two-hour or less roll-time target
- No dispatch fees
- Consistent service pricing
- Key sizes stocked
- Audited, standardized tools and procedures
- TIA certified tire technicians
- VMRS (Vehicle Maintenance Reporting Standards) for reports generated specifically for tire services
- Submitting an event is easier than ever with the Online Dispatch tool*
- Access to detailed tracking and reporting online

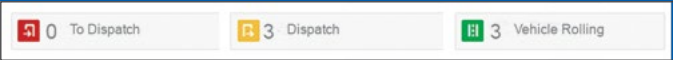
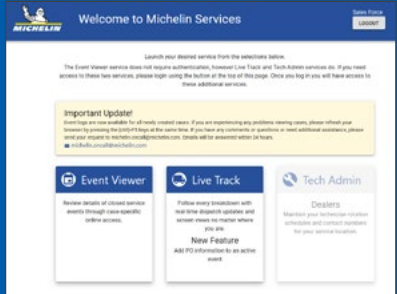
*Online Dispatch tool is accessible on MichelinB2B.com.
This feature is not available for credit card customers.



LIVETRACK

EVENT MONITORING

Follow every breakdown with real-time dispatch screen views. No matter where you are, LIVETRACK can take you there virtually.



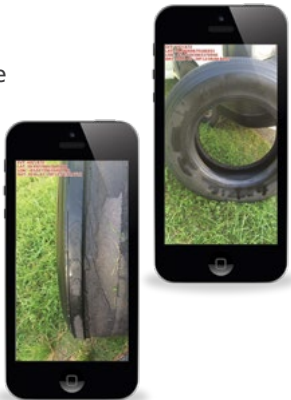
- Sit in the dispatcher's seat
- See everything as it happens
- No more waiting until after service is completed
- Have confidence in your ETA to share with YOUR customer



FIXPIX

If you have a mobile phone or computer, you can access pictures of your serviced tires. No more questions. 100% proof of product and service.

- Pictures included*
- Know the right service was done
- See tire damage
- Photos are taken at the site of the breakdown and geocoded



*Pictures only available when service is performed by a Michelin Commercial Service Network Dealer.

NEED ASSISTANCE?

ONE CALL DOES IT ALL!



MECHANICAL



TIRE SERVICE



TOWING



LIVETRACK



FIXPIX



REPORTING

CALL 1-800-TIRE-911®

(1-800-847-3911)

Option 1: Tires

Option 2: Mechanical and Towing

You don't have to be a registered fleet to use MICHELIN® ONCall service, but registration will save you time.

To sign up, visit [MichelinTruck.com/OnCall](https://www.michelintruck.com/OnCall).

For any help regarding your account, please contact the MICHELIN® ONCall help desk at michelin.oncall@michelin.com.

See [MichelinTruck.com](https://www.michelintruck.com) for more information. Michelin reserves the right to amend or cancel this offer at any time.

www.michelintruck.com

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