



Managing breakdowns can often feel like a test of faith.
When your truck is stranded, where do you turn for quality service you can trust?

With MICHELIN® ONCall, one phone call connects you to reliable quality service backed by the MICHELIN® Commercial Service Network.

MICHELIN® ONCall provides an end-to-end solution for breakdowns, with emphasis on the following:

✓ **Single resource for all your needs**

Whether you need full emergency dispatch management, or just an overflow solution, MICHELIN® ONCall provides access to industry-savvy dispatch agents for all types of unplanned maintenance and breakdowns.

✓ **Nationwide Network**

Our Network consists of over 2,000 service providers across the US and Canada that are regularly audited for service quality and performance. We will dispatch the best performing dealer in the area to ensure your fleet's specific needs are met, no matter where the breakdown occurs.

✓ **Consistency and Speed**

Our agents and service providers use innovative software and standardized tools and procedures to ensure quality and consistency. Our two-hour roll-time target begins the moment we receive your call.

✓ **Real-time event reporting**

As a MICHELIN® ONCall customer, fleets can access the LiveTrack™ Dashboard to see live updates from the minute the agent answered the phone until the truck is rolling and the case is closed.



NEED ASSISTANCE? ONE CALL. ONCALL

1-800-TIRE911 (1-800-847-3911)

To learn more:

Visit: business.michelinman.com/services-solutions/michelin-oncall

email: Michelin.ONCall@michelin.com

