

MICHELIN

COMMERCIAL SERVICE NETWORK

**Keeping you on the road,
cost-effectively.**

- **Prevention**
- **Emergency Service**
- **Detailed Reporting**



MICHELIN

TRUST THE MICHELIN[®] COMMERCIAL SERVICE NETWORK TO KEEP YOU ON THE ROAD

Consistency of capabilities, processes and service performance is the backbone of the MICHELIN[®] Commercial Service Network. Members provide highly trained technicians, professional equipment, casing management and state of the art reporting systems to minimize repair completion times and reduce fleet operating expenses.

MCSN members are independently audited and adhere to standardized operational requirements that include:

- Safety and OSHA compliance standards
- Michelin tire and retread stocking requirements
- Tire Industry Association (TIA) repair methods
- Properly torqued wheels
- Highly trained technicians
- Professional tools and equipment
- Service performance metrics and benchmarking



To ensure consistent quality, standardized tools and procedures are used across the network.

MCSN members are committed to service performance that:

- Delivers 100% customer satisfaction
- Maximizes customer uptime
- Improves repair times and accuracy
- Provides state of the art customer reporting and data analytics
- Eliminates invoice and billing inefficiencies
- Serves one-stop-shop customer preferences
- Enables customers to outsource maintenance and focus on their core business

PREVENTION

No one likes surprises that impact uptime. A prevention program is critical to identifying and addressing maintenance issues before they lead to downtime, low mileage, high fuel costs and safety risks.

Whether at the terminal or on the road, the MICHELIN® Commercial Service Network provides access to comprehensive, expert tire evaluation and electronic data capture. Network members are dedicated to serving fleets with consistent, high-quality service throughout North America.

Preventative tire inspections include detailed analysis of the critical six factors that lead to poor tire performance or tire-related breakdowns, plus a full visual inspection of the tread and sidewall:

- Low / high air pressure
- Low tread depths
- Mismatched air pressure
- Mismatched tread depths
- Irregular tire wear
- Missing valve caps

Because members of the network employ best practices, are audited and held to Michelin's rigorous quality standards, fleets can count on a consistent approach to maintaining the health of their vehicles.

The result of leveraging the MICHELIN® Commercial Service Network for prevention is reduced road service calls, improved CSA scores and optimized safety and performance.



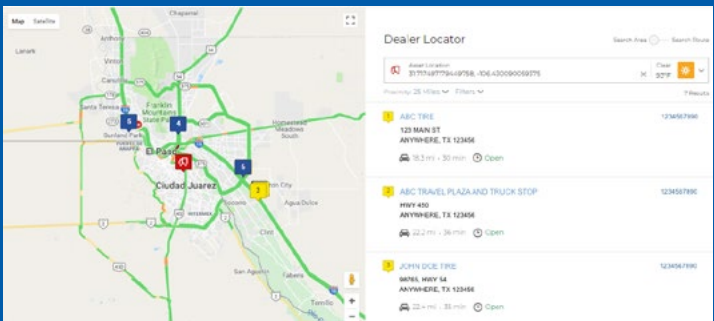
EMERGENCY SERVICE

Even with the best prevention program, emergencies occur. The MICHELIN® Commercial Service Network provides an integrated Emergency Road Service (ERS) system where one call connects North American fleets to emergency mechanical, towing and tire services related to vehicle breakdown. Fleets can count on competitive vehicle repair completion times and product availability outside their home terminal areas.

Example of services available:

- 24/7/365 consistent, nationwide coverage
- Roll-time target of two hours or better for tire service
- Real-time “live” event monitoring
- Easy-access online event reporting
- Tire service photos
- U.S.-based call center
- Multi-language support in English/Spanish/French
- Assistance engaging third-party support for mechanical repairs and towing

Because MICHELIN® Commercial Service Network service providers are audited and held to Michelin standards, fleets can rest assured they will receive consistent, high-quality service that gets them back on the road as quickly as possible.



DETAILED REPORTING

Members of the MICHELIN® Commercial Service Network commit to prompt, accurate entry of fleet sales and service data so customers are provided with critical digital information about their tire product and service operations.

Available through the network, MICHELIN® online reporting helps drive cost, time and operational savings by providing visibility to fleet operations via:

- Executive dashboards showing
 - Purchase summary
 - Retread operations
- Reports covering
 - Prevention activities
 - Emergency incidents
- Warranty reports summarizing
 - Repair, reject, scrap



FLEET SERVICE PROFILE

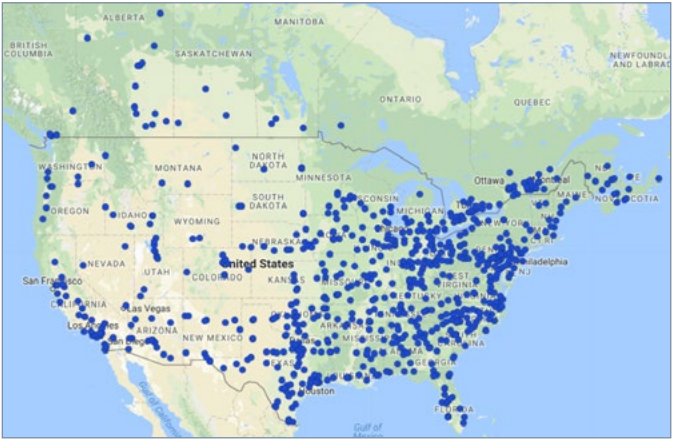
The fleet service profile identifies the detailed business rules, including customer asset management specifications required by the fleet customer for each service offer. At the fleet's discretion, this profile may be available for use by all MCSN service providers to ensure the most consistent service possible throughout North America.

Items found in the profile typically include:

- New tire and retread recommendations
- Fleet tread depth and PSI standards
- Alignment specifications
- Scrap handling requirements
- Ordering and invoicing process and more

LET'S GET STARTED

To learn more about the MICHELIN® Commercial Service Network, please contact your local Michelin Sales Representative or visit www.michelintruck.com/MCSN.



Coast to coast coverage, US and Canada

Find MICHELIN® Commercial Service Network dealers and Michelin dealers through:

- (1) Dealer Locator at www.michelintruck.com
(click on "TOOLS", then "DEALER & SERVICE LOCATOR")
- (2) The MICHELIN® TRUCK TIRES DEALER LOCATOR app in the iOS, Android or Microsoft app store.



Michelin North America Inc., One Parkway South, Greenville, SC 29615
Michelin North America (Canada) Inc., 2500 Daniel Johnson Blvd., Suite 500, Quebec H7T 2P6
© 2020 Michelin North America, Inc. The Michelin Man is a registered trademark owned by Michelin North America, Inc. All rights reserved. An Equal Opportunity Employer
© 2020 MNA(C). All rights reserved.
MWL44001 (06/2019)