MICHELIN® ONCall 2.0™

EMERGENCY ROAD SERVICE TAKES YOU THERE.
24/7/365.

MICHELIN® ONCall 2.0™

Green Circle
TRUCKING
WHEN A TRUCK GOES DOWN, YOUR QUESTIONS BEGIN:

- Where is my truck located?
- What happened?
- How long will my truck be down?
- Who can help me?
- What do I need?
- Do I have confidence in the driver?
- How much is this going to cost?
- What tools are available to help me manage downtime?
- Am I still going to make my delivery on time?
- How do I know the work is being done right?
- Do I have confidence in the service provider?
- How many different service providers do I have to call?
- How do I know if my breakdowns are increasing?

One call does it all.
WHAT IF ALL OF YOUR QUESTIONS COULD BE ANSWERED WITH ONE PHONE CALL?

1-800-847-3911 (1-800-TIRE-911)

One call does it all.
One call does it all.

NOW MORE THAN TIRES.

Comprehensive breakdown service offers mechanical, towing, and tire services with innovative tracking and reporting features.

MECHANICAL    TOWING    TIRE SERVICE    LIVETRACK™    FIXPIX™

One call does it all.
WHATEVER, WHENEVER, WHEREVER.

MICHELIN® ONCall 2.0™ EMERGENCY ROAD SERVICE TAKES YOU THERE.

One phone call connects you to emergency mechanical, towing and tire services. Take advantage of:

- Consistent service you can trust
- Event transparency
- Accountability for all breakdowns
- 24/7/365 nationwide coverage
- U.S.-based call center
- Multi-language support

One call does it all.
MECHANICAL SERVICES

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
- Centralized billing

Whatever your need....we have the service.

24/7/365 nationwide coverage

* Nominal dispatch fee for mechanical and towing services.

One call does it all.
TOWING SERVICES

We provide towing to a location of your choice.*

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

24/7/365 nationwide coverage

* Nominal dispatch fee for mechanical and towing services.

One call does it all.
Michelin can bring consistency to all of your ERS service needs, including mechanical and towing.

- Nominal dispatch for Mechanical and Towing services
- Provider selection, management, and auditing to ensure proper pricing for services required
- 100% of all invoices audited against the quotes, services requested and times
- 24/7/365 nationwide coverage:
  - Diesel technicians available 24/7 to work with your drivers to identify the failure and determine the quickest and most cost effective solution
- Event Viewer provides all of the details

One call does it all.
TIRE SERVICE

Get the high-quality, consistent tire services you’ve come to expect from MICHELIN® ONCall™—with even more innovation.

- The most innovative truck tires and retreads on the road
- Tire service you can trust
- Consistent tire pricing*
- Key sizes stocked
- Roll-time target of two hours
- FIXPIX™ available when serviced by a MICHELIN® Commercial Service Network™ dealer

*No dispatch fee for National Account customers and Advantage Program members

24/7/365 nationwide coverage

One call does it all.
**FIXPIX™**

If you have a mobile device or computer, you can access pictures of your serviced tires and work order.

No more questions. Just 100% proof of product and service.

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

* Pictures only available when service is performed by a MICHELIN® Commercial Service Network™ dealer.

One call does it all.
**Event Monitoring**
Follow every breakdown with real-time dispatch screen views. No matter where you are, LIVETRACK™ can take you there virtually.

- Available for tire, mechanical and towing services.
- 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

One call does it all.
MICHELIN® ONCall 2.0™ TOOLS

Event reporting built for you.

Case-specific online reports for Mechanical/Towing and Tire Services

- Status
- Vehicle number
- Fleet name
- Service location
- ETA & rolling time
- Details and transcript available

One call does it all.
MICHELIN® ONCall 2.0™ TOOLS
Event reporting built for you.

Monthly ERS Tire and Mechanical Service Purchases

Mechanical and Tire Service purchases included.

Our purchase reports can give you detailed visibility of your purchases at a national or local level.

One call does it all.
MICHELIN® ONCall 2.0™ TOOLS

Event reporting built for you.

Detailed ERS Event Dashboard

One call does it all.
Better monitor your ERS with facts and performance:

The ERS summary dashboard shows the number of events, average downtime, and remedy. Custom views are available where you can view an entire company or a specific location.

One call does it all.
Knowing when road calls occur and types of equipment being repaired can help make dollar spend more visible. In the events by servicing dealer selection you can drill down ERS calls by corresponding dealer.

One call does it all.
Know who performed your road calls. You will have the ability to view normal hours or after hours calls by dealer. The ability to click on a dealer and view all events is also available.

One call does it all.
MICHELIN® ONCall 2.0™ TOOLS

MICHELIN® ONCall 2.0™
Dealer Locator App

MichelinTruck.com
Tire Dealer Locator

One call does it all.
PEACE OF MIND

“It puts [me] at ease when I can make one phone call and have a Michelin vendor there.”

Phil Hrynenko
The SEFA Group
Maintenance Manager
Now more than tires.

MECHANICAL  TOWING  TIRE SERVICE  LIVETRACK™  FIXPIX™

One call does it all.
One call does it all.
MICHELIN® ONCall 2.0™

EMERGENCY ROAD SERVICE TAKES YOU THERE.
24/7/365.