

Dealer stamp

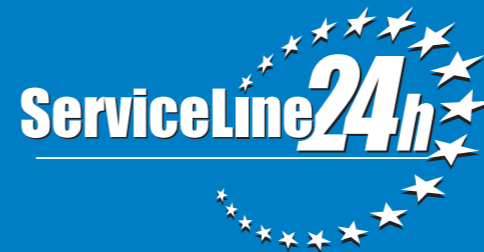
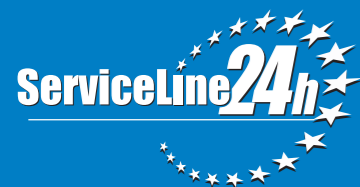


SERVICELINE 24H

**24H TRUCK TYRE ROADSIDE
ASSISTANCE ANYWHERE IN EUROPE
BY GOODYEAR DUNLOP**

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SERVICELINE 24h

PAN-EUROPEAN TRUCK TYRE ROADSIDE ASSISTANCE, 24 HOURS A DAY, 365 DAYS A YEAR BY GOODYEAR DUNLOP



Call the Goodyear Dunlop ServiceLine 24h hotline number. Your information is then forwarded to the TruckForce partner or ServiceLine 24h dealer nearest to the vehicle location.

A service vehicle is then dispatched to your location with a new tyre while ServiceLine 24h informs you how long until it arrives.

Our experienced network will complete the repair with maximum efficiency and your vehicle will be back on the road as soon as possible with the minimum of fuss.

RoadsideAssistanceSolutions enables you to monitor any tyre repairs to your fleet around the clock.

Goodyear Dunlop's ServiceLine 24h is an innovative, effective and comforting insurance against truck tyre breakdown for fleet managers, truck dealers and drivers in any part of Europe, 24 hours a day, 365 days a year.

As you'd expect from Goodyear Dunlop, ServiceLine 24h is manned by a professional, multilingual team able to respond to your breakdown call in your language, reporting the incident quickly and clearly, and ensuring that the right replacement tyres are despatched to you immediately.

In fact, thanks to a network of over 6,500 service partners, ServiceLine 24h's efficiency means you can expect an average two hours downtime while the breakdown is rectified, so that your delivery arrives with the minimum delay, and with the minimum inconvenience to your customers.

ALL THE DRIVER NEEDS TO DO

First make sure the vehicle is in a safe location. Then determine the type of problem e.g. flat tyre. When contacting us the following information will be required:

- Driver name
- Name of transport company
- Name of vehicle owner
- License number of the vehicle (tractor or trailer) concerned
- Make and type of vehicle
- Colour of vehicle
- Precise directions as to where you are located
- Type of breakdown
- Dimensions and type of tyre
- Tyre size, load index, speed symbol on sidewall of tyre
- Number of tyres required
- Position of tyre/rim on vehicle
- A telephone number where driver can be reached
- Name of the dealer normally servicing your fleet

Once the repair work has been completed the driver then signs (and retains one copy of) the service sheet to acknowledge that the service has been completed. There is no need to worry about paying there and then as the invoice is sent to the dealer normally servicing your fleet.

To save even more time, you can use our VIP Fleet enrolment programme which lets us know all your fleet and dealer information in advance and provides a financial guarantee.

Further details and contact cards are available upon request from your local Goodyear Dunlop dealer or representative.

☎ 0032.11.307.607

🖨 0032.11.301.118

✉ info@goodyearserviceline.be

ROADSIDEASSISTANCESOLUTIONS

RoadsideAssistanceSolutions enables you to monitor any tyre repairs to your fleet around the clock. It is the online information system for Goodyear Dunlop ServiceLine 24h, the emergency tyre roadside assistance service.

This service is totally secure and available to both our Fleet customers and service providers who are registered in our partner network. The system allows you to view all jobs in the process of being carried out (in real time), the completed job history and enables you to print all documentation.

RoadsideAssistanceSolutions also provides additional information to the customer via the internet to track the progress of the incident. The benefits are:

- Minimised delays and disruption through a reduction in an exchange of information
- Improved two-way communication leading to better logistical planning in the event of possible delays
- Reduced administration

WHAT OUR CUSTOMERS SAY

Bart van Rens, Fleet Control Manager for Ewals Cargo Care comments:

"RoadsideAssistanceSolutions will be a very valuable tool for me. Most of our fleet is on just-in-time deliveries and when we have a breakdown it is vital to be kept informed of the progress so that we can tell our customer what is happening if there might be a delay."

He adds, "RoadsideAssistanceSolutions lets me watch what is happening to my vehicle as it

happens. It means that I don't waste time calling people for news which in turn can delay the repair. I can then tell our customer if there is a delay. It takes the frustration out of the problem, which often can take the heat out of a difficult situation. Based on past experience, I can honestly say that Goodyear Dunlop has the best roadside assistance service in Europe today and RoadsideAssistanceSolutions is a further improvement to customer service."