

TrukFix Roadside Assistance Program

For Emergency Roadside Assistance

TrukFix is Continental's emergency roadside assistance program. It is available in the U.S. and Canada to qualified National Account customers, Premier Fleet members, and OOIDA members. TrukFix can accommodate your fleet's emergency roadside assistance requirements. Share your preferences in advance via our online form, and TrukFix dispatchers will ensure that your needs are met. Tell us your tire/retread preferences for tire and tire related services, photo documentation requirements and more at www.TrukFix.com.



1-877-TRUKFIX
1-877-878-5349

TrukFix Accounts Receive:



Better Customer Service

- 24/7 access to professional North American dispatchers
- Verified network of commercial dealers who stock Continental and General Tire products for roadside assistance
- Request full service or simply locate the nearest dealer



Better Communication

- Real-time tracking of the incident until trucks are back on the road
- Follow-up by our dispatchers ensures your repairs are completed
- Service case history reporting, complete with failure photos



Better Pricing

- Regulated, predictable pricing as a published tire and service program
- Simple, convenient billing through our National Account invoicing system

Real-Time Status Updates

TrukFix dispatchers stay in constant contact until the vehicle is back on the road. Your entire team can track the status in real-time via the web app. www.trukfix360smart.com

Robust Reporting

Log into the Conti360°Fleet Services portal at www.Conti360Fleet.com to see case details including services performed, roll time and job notes.

360°Smart Web App for TrukFix

360°Smart for TrukFix is a simple web app that enables the user to submit, process, and track TrukFix emergency roadside assistance requests in real-time. *(compatible with iOS and Android phones and tablets along with desktop devices)*

It ties directly into systems used by TrukFix dispatchers, making information visible to: Continental TrukFix Dispatchers / Fleet Dispatchers / Drivers / Fleet Managers / Dealers

360°Smart Accounts Receive:



Emergency Service: No hotline hold times! / Request emergency roadside assistance / Upload photos



Scheduled Service: Request service at a dealer location / Schedule service at your fleet yard



Maximum Visibility: Track open cases in real-time / See last night's cases with one click



Accurate Electronic Records: Digital records / Electronic time stamps / Accurate, easy billing

View and upload photos. See the incident before you leave, to ensure you have the correct equipment to service the need. Upload photos of the damaged tire directly from a mobile phone.



How to Download

Any registered National Account customer or service provider (dealer) can receive an account. For instructions, please contact: CVTMarketingPrograms@conti-na.com

Interested in becoming a TrukFix Member or a TrukFix Service Provider?
Contact your Continental Sales Representative.

