



## Ryder Maintenance Services

Our Philosophy Is Simple: Prevention.

RYDER PREVENTS DOWNTIME THROUGH  
REGULAR INSPECTIONS AND REPAIRS OR  
REPLACEMENT OF PARTS BEFORE THEY FAIL.

**C**ontrolling maintenance costs means more than just low repair costs. It also includes the cost of vehicle breakdowns, loss of driver time, and missed deliveries -- which can be costly for you and your customers.

*We know vehicle downtime threatens efficiency, cost control and customer satisfaction. That's why we consistently perform quality maintenance to achieve higher vehicle availability and increased customer satisfaction.*

Today's vehicles are extremely high-tech with advanced engine configurations and computerized components. They require sophisticated equipment and highly skilled technicians for service and repair:

*Ryder technicians are continuously cross-trained in multiple disciplines*

*Ryder technicians use computer-assisted scheduling based on vehicle types and driving habits*

*Ryder's state-of-the-art maintenance facilities include cutting-edge diagnostics*

### A Portfolio of Maintenance Solutions

**Ryder  
Locations**

Ryder has a network of over 600 maintenance locations across the U.S. and Canada, with many open multiple shifts to meet your service needs.

**Your  
Location  
(On-site  
Facility)**

If you prefer your own maintenance facility on-site, Ryder will set up shop and manage all aspects of maintenance operations with a dedicated staff of managers and technicians. Ryder currently provides maintenance services on site at more than 200 locations

**Your location  
(Mobile  
Maintenance)**

Ryder has specialized Mobile Maintenance vehicles in select areas to bring maintenance services to your location.

**Over 12,000  
Locations**

Ryder prequalifies and pre-approves selected independent service providers for the work quality, timeliness and customer service they can provide to Ryder's customers. Independent providers have to meet Ryder's rigorous standards before being approved to join our service network. Ryder has established relationships with independent service providers, including:

**Emergency Road Service** – The Ryder Customer Response Center provides emergency roadside assistance throughout the U.S. and Canada. Staffed 24 hours a day, 7 days a week, our goal is to dispatch service technicians within 15 minutes of your call and have them on-site within an hour. Often, we return vehicles to service in only 2 to 4 hours.

**Truck OEM's** - Several major truck OEMS are in Ryder's network to compliment our other services.

**Component OEM's** – From refrigeration to cargo handling, Ryder uses leading component manufacturers for component maintenance and to support our existing network.

## Contract Maintenance Service

Whether you own vehicles or lease through us, Contract Maintenance provides guaranteed service and predictable costs for all maintenance. All work is under contract to guarantee service levels. One monthly invoice itemizes all services provided. All equipment and processes comply with OSHA and other regulatory requirements. The safety of drivers, employees and technicians is our highest priority.

### State-of-the-Art-Technology

Ryder's diagnostic equipment for electronic engines, components and "smart chips" makes preventive maintenance easier than ever. Our advanced system provides computer scheduling, record keeping, billing and detailed cost analyses by ATA (American Trucking Association) code. Performance measurements include PM currency, Service calls per vehicle, Average downtime and Scheduled oil intervals.

### Trained And Certified Technicians

Ryder's long tenured OEM factory-trained technicians service all major engine makes including Cummins, Caterpillar, Detroit, International, Mack and Isuzu. They're continually trained on the latest electronics and components and are authorized for most warranty work. We even provide refrigeration specialists in most facilities to service Thermo King and Carrier.

### Preventive Maintenance Inspections

The industry's most comprehensive Preventive Maintenance (PM) inspections

### Annual DOT/MTO Inspections

Complete DOT/MTO inspections yearly  
*Emission Inspections performed where required by law*

### Service Coordination

PM inspections scheduled at regular intervals, with repair and follow-up

### Labor, Parts And Fluids

Engine, exhaust, drive train, electrical, pneumatic and hydraulics repairs, cab interior, body interior and exterior, refrigeration and cargo handling equipment (lift gate, rail gate, e-track, f-track).

### Tires

Tire management and replacement, including road service on-site tire-related maintenance/replacement including casing management and road service.

### Warranty Coordination

Authorized to perform most warranty repairs for all major manufacturers.

### Wash Services

At our facility, or Ryder can act as a liaison between you and a third-party mobile wash service to provide on-site washing.

### Complete Maintenance Records And History

Accurate, easy-to-read reports for each of your locations and vehicles. Maintenance records for each vehicle, are essential for audits and beneficial for vehicle sale.

For information about Ryder Maintenance Services in the U.S., call:

**1-800-RYDER-OK Ext. 1790**

**(1-800-793-3765) Ext. 1790**

In Canada, call:

**1-800-BY-RYDER**

**(1-800-297-9337)**

Or, visit us today at [www.ryder.com](http://www.ryder.com)