



Ryder Customer Response Center

We're Listening.

IF YOUR VEHICLE EVER NEEDS SERVICE AWAY FROM HOME, COUNT ON RYDER TO BE THERE.

Ryder performs top quality preventive maintenance and repair services to keep your vehicle in service. If unforeseen circumstances do arise, we'll be there with prompt service to minimize downtime or delays. The Ryder Customer Response Center provides assistance, when and where you need it. 24 hours a day, 7 days a week.

Roadside help where you need it.

The Ryder Customer Response Center provides emergency roadside assistance for customers throughout the United States and Canada. Because your business demands fast, dependable service, count on our high-tech communications network and over 12,000 service locations to keep you rolling

Quick response cuts downtime.

The Ryder Customer Response Center is staffed with professional service technicians, 24 hours a day, 7 days a week. Our goal is to dispatch a service technician within 15 minutes of your call and be on-site within an hour. In many cases, we return your vehicle to service in only 2 to 4 hours. And when a breakdown occurs, we'll keep you informed every step of the way

Put a network of pros to work for you.

The Ryder Customer Response Center is the communications hub for over 100 customer service advisors who can be reached toll free, 24 hours a day, 7 days a week. They ensure efficient and rapid response times maintain a constant flow of information.

Ryder Vendor Managers assures top quality

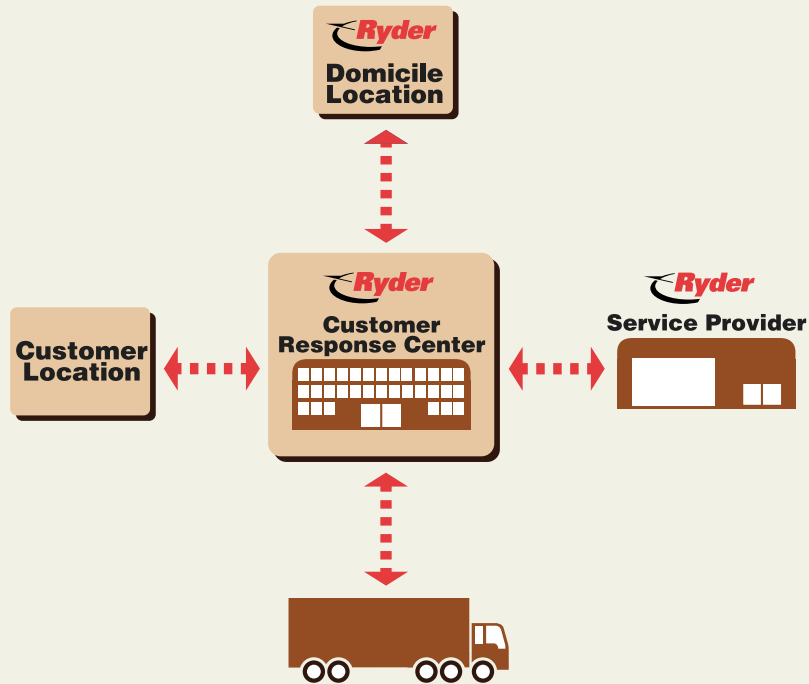
Working with our network of over 12,000 service locations, Ryder Vendor Managers ensure all services performed conform to Ryder's stringent Quality Customer Care policies and procedures. They provide updates on the latest service technologies, increase efficiency through our large-scale purchasing power on parts and equipment, and ensure the service is performed quickly, to minimize vehicle downtime

To reach Ryder
Customer Response Center
in the U.S., call:

**1-888-715-RCRC
(1-888-715-7272)**

In Canada, call:

1-877-550-7272



Evaluations improve service.

We audit every road call, measuring response and repair times and our level of professionalism. Our goal is to do the best job and we aren't satisfied until you are. That's why we conduct phone surveys after every repair to gather and follow-up on detailed feedback. We're determined to assure your satisfaction and to improve our level of customer service, responding to your ever-changing needs.

Get high-tech dependability.

The Ryder Customer Response Center uses advanced technology to manage every service call. With our sophisticated address and phone-tracking program, we can identify the service facility closest to the breakdown location. Then, our proprietary database provides repair instructions specific to each vehicle, increasing service efficiency and reporting accuracy.

Easy access to information.

Customers can obtain instant information from the Ryder Customer Response Center, by calling toll free in the United States 1-888-715-RCRC (1-888-715-7272); in Canada 1-877-550-7272 24 hours a day, 7 days a week. Summary and Service Call Detail Reports are also available daily via the Internet

Strengthen your bottom-line.

The Ryder Customer Response Center delivers coast-to-coast coverage in the U.S. and Canada to minimize vehicle downtime so you can manage your operations and service your customers more effectively.

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