



EBS[®]

Emergency Breakdown Service



*Control your costs even
in uncontrollable situations*



WHENEVER, WHEREVER YOUR TRUCK GOES DOWN...

*... Fleet Charge/Diamond Advantage EBS takes over,
24 hours a day, 365 days a year.*



Breakdowns are inevitable – whether tires, fuel, or mechanical. EBS brings you the coverage and power of Fleet Charge/Diamond Advantage and its service network.

EBS manages every repair by trimming services you don't need. For example, EBS can arrange roadside repairs where practical and save you the major cost of a tow. Best of all, EBS goes to work for you without adding any commission, markup or override. No hidden costs.

Compare your Fleet Charge/Diamond Advantage EBS advantages with any program on the road today.

- **Cost Control** – With Fleet Charge/Diamond Advantage, published International parts pricing is consistent and guaranteed at every participating International dealer location. Fleet Charge/Diamond Advantage audits each purchase by part number for every customer. International part number prices are verified, and the billing statement is adjusted if necessary.
- **Quality Work** – Factory-trained technicians at over 900 International dealer locations, plus over 16,000 selected service providers. You can count on quality maintenance and repair wherever you go.
- **Convenient Credit Everywhere** – All EBS repairs will automatically be added to your Fleet Charge/Diamond Advantage billing statement. Forget about setting up open accounts along your routes, wiring funds, credit clearances or payment problems.
- **Consolidated Billing** – Your biweekly billing statement puts all road expenses on one, easy-to-read management report. Instead of hundreds of payments, you pay just 26 billing statements during an entire year. What a cost savings.

No wonder over 1,000 of the industry's best managed fleets, with over three million trucks, run over-the-road with Fleet Charge/Diamond Advantage, the largest, most complete purchase management system in the trucking industry.

It's FOUR O'CLOCK IN THE MORNING...

... and one of your trucks just threw a belt. What happens in the next few minutes can make the difference between delivering on-time or a broken customer promise. A loss to both you and your customer.

- Emergency Service Coordinator picks up your driver's toll-free call at 24-hour EBS Control Center.
- Driver's breakdown location, mechanical symptoms, vehicle specs and caller's name and phone number are recorded and entered into EBS computer.
- Working from up-to-date component data on all makes of trucks, experienced Emergency Service Coordinator analyzes initial repair requirements.
- Coordinator arranges prompt roadside repairs, if possible, or calls a wrecker to the scene. Closest International dealer or other nearby service provider is alerted to the problem and is called to fix it.
- EBS Control Center notifies your company when truck is ready to roll.
- Billing is carefully audited, then consolidated with other Fleet Charge/Diamond Advantage purchases.

This is provided for every EBS incident for a small per call administrative fee. There are no other hidden charges, no annual dues, no enrollment fee.

The days of *"get it fixed and going again at any cost"* are gone forever. Today, emergency road repair costs are managed for you by a team of diligent Emergency Service Coordinators.

And they're backed by the industry's largest truck dealer network – International. We know trucks. And we understand customers' needs.





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Emergency Breakdown Service

An Emergency Breakdown Service dedicated to keeping your trucks up and running 24 hours a day, 365 days a year.

- EBS controls each breakdown according to your specifications.
- Service at over 900 International dealer locations plus over 16,000 selected service providers.
- Towing arranged, if required.
- Assistance with tire purchases.
- Administrative fee per incident – charged when you use EBS.
- Billed on your Fleet Charge/Diamond Advantage statement – 26 billings per year.

ONE PHONE CALL DOES IT ALL.

