



Emergency Roadside Trailer Breakdown SOP

Scope: This process is to align Operations with how to handle Emergency Roadside trailer breakdowns over the road. MVT now has its own OnRoad department that will handle ALL trailer services 24/7. Penske nor Ryder will be coordinating repairs on trailers.

Process for Emergency Roadside Service on a Trailer

1. OTR driver experiences issue with a trailer.
2. Driver should find a safe haven location to park and report issue.
3. Driver calls MVT OnRoad at 915-701-2580.
 - If the driver reports the issue to their Fleet Manager ahead of calling OnRoad, anyone from Operations can submit the Emergency Roadside Service Request via e-mail to OnRoad@m-v-t.com.
4. OnRoad will create an OnRoad report, and e-mail OpsBreakdown@m-v-t.com.
5. OnRoad will coordinate the repairs and communicate back to the driver and OpsBreakdown an ETA for roadside service to arrive.
6. Once repairs are completed, OnRoad will follow up with the driver to confirm repairs were in fact completed successfully.
7. OnRoad will close the OnRoad report and notify OpsBreakdown on the same e-mail chain that the repair has been completed.

MVT OnRoad – OnRoad@m-v-t.com

915-701-2580