



**TRUCKS & TRAILERS
RENTAL & LEASE**

**Making heavy vehicle fleet
management easy for you**

REAL

March 2021

Torque

Contact maintenance for any questions on 0800 80 80 69

TR Group 24/7 Breakdown Assistance

At TR Group we offer 24-hour Breakdown Assistance, 365 days a year. Coupled with our dedicated team who are on hand and available to assist you.

Our skilled maintenance team work closely with our supplier network, providing nationwide service which, in our opinion, is simply "second to none".

We understand the importance of keeping our vehicles on the road and the impact this has on your business, so we make it our top priority to ensure that every TR vehicle and customer are taken care of in a professional and timely manner.

We also understand that some of our customers may have already established supplier relationships within the greater network. Hence, we are more than happy and encourage our customers to make direct contact with our suppliers.



NOTE: If the supplier is made aware that your query refers to a TR vehicle, they will touch base with us accordingly.

If you are not familiar with our Supplier Network, or are unsure of what to do in the event of a breakdown or incident, our team will be happy take care of this for you.

How does our 24-hour Breakdown Assistance service work?

Weekdays 7:00am to 5:30pm Normal Business Hours

If a vehicle of ours breaks down within normal business hours, simply call TR Group on 0800 80 80 69.

Select Option 1 for Breakdown Assistance or Option 3 for Tyre Assistance.

Our team will log your call and guide you through each process. Your TR Representative will advise and arrange for work to be completed with the appropriate workshop for your area.

TR Group has full visibility across our network of all system logged breakdowns and we'll ensure all breakdowns are followed up.

To help provide you with the correct assistance, please have the following information ready when you call:

- 1 Vehicle make
- 2 Registration
- 3 Description of fault
- 4 Location – actual address if possible
- 5 Contact name numbers



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Weeknights and Weekends 5:30pm to 7:00am After Hours

For after-hour breakdowns, please call TR Group on 0800 80 80 69.

You will be presented with the following options:

Vehicle Breakdown Menu

- 1 Mack, Hino, + all Trailers **MAACK** **HINO**
- 2 Scania **SCANIA**
- 3 Volvo **VOLVO**
- 4 DAF + Kenworth **DAF** **KENWORTH**
- 5 MAN + Western Star **MAN** **WESTERN STAR TRUCKS**
- 6 Bridgestone **BRIDGESTONE**
- 7 TR Representative **TR GROUP LTD**

If the make of your vehicle is not listed below, or you are unsure which option to choose, please select Option 7 to be speak with a TR representative.



Our 24/7 number is 0800 80 80 69

Tips and Tricks

- ▶ Have all information readily available where possible.
- ▶ If you are dealing directly with a supplier, please ensure only one supplier is contacted to avoid multiple suppliers attending.
- ▶ If you have an idea of the fault (hydraulic, electrical, etc) please advise during the call.
- ▶ If unsure, please feel free to speak with one of our team members for assistance.

TR Tips

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