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PRESS RELEASE

Goodyear ServiceLine24h Keeps Downtime to a Minimum

Service levels maintained despite more vehicles using the service

**Brussels, February 7th, 2017** – Goodyear continued to keep trucks rolling in 2016 thanks to the performance of its ServiceLine24h roadside assistance service. Despite a significant increase in the number of managed vehicles, the average turnaround time was maintained at just over 120 minutes[[1]](#footnote-1) meaning minimum downtime and higher efficiency for fleet customers using Goodyear´s Pan-European roadside assistance.

In 2016, ServiceLine24h, which provides roadside assistance across Europe 24/7, 365 days of the year, was called on to attend almost 58,000 incidents in 31 countries. The downtime for these callouts averaged just 123 minutes despite incidents occurring in isolated areas and a greater number of vehicles being managed by Goodyear. The majority of incidents were handled by the more than 2,000 TruckForce service providers across Europe.

Compared to 2015 more incidents were solved by ServiceLine24h, reflecting an increase in the number of commercial vehicles managed by FleetOnlineSolutions – Goodyear’s internet-based fleet management program. Currently, FleetOnlineSolutions is used to manage in excess of 350,000 vehicles across Europe.

“*Reduced downtime means greater efficiency for our customers – so we are very pleased that, despite the increase of managed vehicles in our FleetOnlineSolutions program, we maintained the fast turnaround delivered by our ServiceLine24h roadside assistance service across Europe in 2016,*” said Nigel Sowerby, Director Retail and Service Development at Goodyear Europe, Middle East and Africa.  *“A key element for the continued minimal downtime is TruckForce, our international service network with more than 2,000 service partners across Europe, providing expert service and support to fleets wherever and whenever required.”*

Goodyear’s ServiceLine24h multi-lingual control centre and mobile phone app, which pin-points vehicle locations via GPS, ensures that help is dispatched as fast as possible from the nearest service provider. ServiceLine24h, TruckForce and FleetOnlineSolutions are elements of FleetFirst, Goodyear’s Pan-European fleet-efficiency service programme. The FleetFirst programme also includes Goodyear’s Multiple Life Concept offer, combining both regrooving and retreading in extending the life of a fleets tyres.

**About Goodyear**

Goodyear is one of the world’s largest tire companies. It employs about 66,000 people and manufactures its products in 48 facilities in 21 countries around the world. Its two Innovation Centers in Akron, Ohio and Colmar-Berg, Luxembourg strive to develop state-of-the-art products and services that set the technology and performance standard for the industry.

Goodyear Dunlop Europe’s range of tires for commercial vehicles, buses and coaches includes more than 400 different tires covering in excess of 55 sizes. Many of the world's leading commercial vehicle manufacturers fit tires from Goodyear as standard, including DAF, Iveco, MAN, Mercedes-Benz, Renault Trucks, Scania and Volvo Trucks. Goodyear also supplies tires to all major trailer manufacturers. With FleetFirst, which includes the TruckForce service network, ServiceLine24h roadside assistance, FleetOnlineSolutions (an internet-based fleet management system) and Goodyear retreading services, Goodyear provides one of the broadest ranges of fleet-efficiency services in the industry.

For more information on Goodyear and its products, visit [www.truck.goodyear.eu](http://www.truck.goodyear.eu).

1. Based on Goodyear internal data. [↑](#footnote-ref-1)