



YOU'RE NEVER ALONE!

You can call us anytime, day or night. We are staffed 24 hours a day, every day of the year, by a team of highly trained professionals offering extensive customer support in three languages: English, French, and Spanish.

You can find the status of any repairs, the expected time until completion, and when the truck will be back on the road - all the details from start to finish.

Arrow Action Service is available to any truck operator, no matter what brand of truck you drive. Service capability extends beyond the truck to the trailer and refrigeration unit. About the only thing we can't fix is a speeding ticket.

For service, call 1-877-702-7769

ARROW
TRUCK SALES

ACTION SERVICE

24 HOUR ASSISTANCE

toll-free
1-877-702-7769

ARROW

ACTION SERVICE

**Ask your Arrow Truck Sales
representative about
uptime assurance with
Arrow Action Service today.**

ARROW
TRUCK SALES

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The breakdown service that gives you more than peace of mind.



What is Arrow Action Service?

It's really very simple. Arrow Action Service provides comprehensive, strategic solutions that enable you to meet your commercial obligations in the event of a breakdown. In other words, we do everything possible to help you and your load reach your destination... ON TIME.

Nothing can stop you! You have our assurance on it.

At Arrow, our priority is to get your load moving and get it there on time, because we know that's your priority, too. We designed Arrow Action Service as a comprehensive response to your needs. And you need to have your truck loaded and moving toward its destination. So we dedicated ourselves and our resources toward that goal, offering assurance in four ways:

- **Delivery Assurance**

In the event of an equipment breakdown, your primary concern is to get your load moving and get it delivered on time. And that's where Arrow Action Service comes in. When we receive a call for roadside assistance where extensive repairs are necessary, we can arrange for load forwarding, enabling you to uphold your delivery commitment.

- **Personal Assurance**

From the tractor to the trailer, including

the refrigeration unit, we're trained to handle any vehicle problem. And we efficiently manage every incident, from initial call to audit of the service invoice. We even provide personal assistance to drivers, including arranging hotel accommodations, and making arrangements for a driver to return home in the event of an emergency. AAS can even arrange for repair payment through a credit card or Comcheck.

- **Uptime Assurance**

Upon request for assistance, we identify the closest, most qualified service provider from our network of 20,000 service providers across North America. With our order for service, we issue the provider a Guarantee of Payment, eliminating the delay that is sometimes caused while finances are resolved. Arrow Action Service gets the vehicle into service ASAP...and you get back on the road.

- **Price Assurance**

Arrow Action Service audits billing for all services to ensure you're charged guaranteed labor rates and preferred pricing for truck components. That way, you never have to worry about being taken advantage of in an emergency situation.



AAS ADVANTAGES

ONE-STOP SHOPPING: Arrow Action Service can handle all of your service needs for both power and trailing units. This includes a wide variety of repair, towing and tire services.

REDUCED COSTS: AAS has established national purchasing accounts with suppliers and service providers to secure the lowest possible pricing. We will also work to identify any components or repairs that may be covered under manufacturers' warranties. Now that's peace of mind.

REDUCED ADMINISTRATIVE NEED: When AAS handles a call for assistance, not only do we arrange for service providers, but we also handle initial payment for the services rendered. You will then receive a combined, detailed invoice for all services provided.

INTERNET ACCESS: AAS can provide you with an account ID and password which will allow you to access your or your company's breakdown activity via the Internet.

CASE FOLLOW-THROUGH: Because we are in constant communication with our service providers, we will provide you with updates as they occur. No surprises regarding the status of the service in progress.

MINIMIZED DOWNTIME: When AAS orders the service, we have already provided the service provider with a Guarantee of Payment. As a result, you and your equipment will not be detained while the finances are being resolved.

LOW COST ASSURANCE: For only \$40 per breakdown occurrence, you receive all the peace of mind of having someone working for you to help you in case of an emergency. You're never alone with Arrow Action Service.