PRESENTING

RYDER SELECTCARE MAINTENANCE

Offering the Most Flexibility, Choice, and Control in the Industry
Whether you own or lease your trucks, maintenance can be the most critical aspect of managing your fleet. We know that fleet operators are finding it difficult to keep up with maintenance demands. Breakdowns happen, vehicle technology is more complex, maintenance costs are rising, and downtime can halt your business.

Did you know there are maintenance product options to fit your business needs? Introducing Ryder SelectCare Maintenance.

Ryder offers a wide range of maintenance products for all vehicle types, giving you the flexibility to select the level of maintenance you need to keep your fleet running properly throughout its life span. With Ryder SelectCare Maintenance you can choose from SelectCare Full Service, SelectCare Preventive, or SelectCare On-Demand. You also have the option to choose where you want your service delivered – at a Ryder shop, on-site at your location, or via mobile service.

No matter which solution you choose, you’ll always have nationwide access to our service facilities, and over 5,000 certified technicians. You’ll also benefit from Ryder’s dedication to superior repair quality, safety, speed and full visibility. This includes open and effective communication so you are always up-to-date on each vehicle’s status.

The success of your business rides on your fleet. Losing just one vehicle for a day can impact deliveries and disrupt customer service. With Ryder SelectCare Maintenance you get a best-in-class solution that unlocks the full potential of your fleet while maximizing uptime, lowering costs, and keeping your business moving.
Ryder SelectCare Maintenance Solutions

**Ryder SelectCare Full Service Maintenance** - A total maintenance package that covers all your service and repair needs 100 percent of the time.

**Ryder SelectCare Preventive Maintenance** - Provides standard, preventive maintenance to keep your fleet running efficiently, ensure DOT compliance, and identify and troubleshoot issues to prevent breakdowns.

**Ryder SelectCare On-Demand Maintenance** - The ultimate in Ryder maintenance flexibility for large fleets. Contract and pay for a nationwide maintenance network for what you need, when you need it.

<table>
<thead>
<tr>
<th>SERVICE FEATURES</th>
<th>RYDER SELECTCARE FULL SERVICE MAINTENANCE</th>
<th>RYDER SELECTCARE PREVENTIVE MAINTENANCE</th>
<th>RYDER SELECTCARE ON-DEMAND MAINTENANCE</th>
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</thead>
<tbody>
<tr>
<td>Description</td>
<td>All bumper-to-bumper maintenance coverage always</td>
<td>Regularly scheduled preventive maintenance services</td>
<td>Maintenance services you want, when and where you need them</td>
</tr>
<tr>
<td>Access to shop locations &amp; 5,000+ certified technicians</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Preventive Inspections/Service</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>DOT/MTO inspections</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Warranty Management</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>Detailed record keeping for DOT compliance</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>One simple payment for maintenance services</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<tr>
<td>24/7 roadside assistance</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
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<td>Brake &amp; Tire Program</td>
<td>✓</td>
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<tr>
<td>Preferred rental rates</td>
<td>✓</td>
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<td>✓</td>
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<tr>
<td>Safety Services</td>
<td>✓</td>
<td>◼</td>
<td>◼</td>
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<tr>
<td>Pick Up &amp; Delivery</td>
<td>✓</td>
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<tr>
<td>On-site/Mobile maintenance</td>
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<tr>
<td>Managed Maintenance Center Coordinator</td>
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<td>✓</td>
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</tbody>
</table>

✓ Standard ◼ Optional
Ryder SelectCare Maintenance Delivery Options

Our SelectCare products are delivered to you in three ways. Choose what works best for you and your business: our nationwide network of shops, on-site at your location, or we’ll come to you. All provide you with the convenience, quality, and efficiency needed to increase your fleet’s uptime.

Ryder Shop Services for SelectCare Products
When it comes to maintenance, Ryder is known as the industry’s best. And if you visit one of our shops, you’ll immediately see why: You have world-class technology, diagnostic and repair tools at your service; 5,000+ highly-trained and professional technicians who understand your equipment; and access to many value-added services, like fuel islands, battery-charging, and diesel particulate filter cleaner; plus driver break rooms.

With 800+ locations to choose from, you will easily find a shop near you no matter what the situation. Pre-scheduled appointments are simple to make and done at your convenience, so you don’t waste time waiting.

Work is completed quickly: The average turnaround time in a Ryder Shop is 1.5 days – three times faster than the industry average.
On-site Services for Ryder SelectCare Products
Don’t have the time or resources to run your own maintenance facilities? Let Ryder professionals help you create a state-of-the-art shop right at your location and manage all the details for you. We’ll develop staffing and training programs to get everyone up to speed, review your fleet, and recommend ways to take advantage of Ryder’s resources and fleet-buying economies of scale.

You get all the benefits of a professionally managed fleet maintenance program which includes:

- Maintenance performed by professionals trained in multiple disciplines
- State-of-the-art diagnostic and repair equipment
- A reporting system that keeps you up to date and in control
- Predictable monthly maintenance expenses
- No unexpected surprises when it comes to your budget or your business plans
- The most advanced technology, equipment and preventive care

Mobile Services for Ryder SelectCare Products
With our mobile maintenance, operating your business more efficiently got much easier. If you can’t come to us, Ryder factory-trained, certified technicians come to you in fully-equipped, customized maintenance trucks to keep your fleet on the road.

With Ryder Mobile Maintenance you get:

- Computer diagnostics for the majority of OEMs.
- On-board parts room stocked to your fleet specifications
- Routine oil changes
- Wet and dry Preventive Maintenance inspections (PMs)
- Tire and brake service
- Engine and drive-train repairs
- 24-hour emergency road service
How Ryder SelectCare Maintenance Increases Your Uptime

Whichever Ryder SelectCare Maintenance product you choose, you have the confidence of knowing that you have the best maintenance in the industry. Your fleet is supported by certified technicians and the most up-to-date diagnostic and repair technology in the industry. The result is an increase in your fleet’s uptime.

**VALUE ADDED SERVICES**
Fuel island inspections at service centers, reporting and visibility to your fleet’s performance, rental vehicles, battery charging, diesel particulate filter cleaner, and driver break rooms.

**FLEET OPTIMIZATION**

**5,000+ PROFESSIONALLY TRAINED TECHNICIANS**
Ryder technicians are specially trained professionals certified to provide best-in-class service.

**TRANSPARENCY & FLEXIBLE REPORTING**
Through a convenient web-based application powered by Decisiv™ you have access to enhanced communications, service event management, data/information visibility, and flexible reporting options.

**>95% UPTIME**
Ryder maintained vehicles on average have more than 95% uptime.

**TECHNOLOGY & TOOLS**
All diagnostic and repair tools are the most current available in the transportation industry.

**COMPLIANCE & SAFETY**
Services to keep your fleet completely compliant and your drivers safe. See your CSA scores improve and eliminate wasted HOS for drivers.
How Ryder SelectCare Maintenance Delivers For You

Saving valuable time and money for you is at the heart of how Ryder SelectCare Maintenance can boost your bottom line. Having access to maintenance services where and when you need them also saves worry and hassles.

Here’s how all of these goals are met for you:

You have: **Predictable Costs** – Being able to predict the exact cost of services you will need way before you need them helps with budgeting, so there are no surprises.

You receive: **Preferred Rates** – Because you are negotiating rates for services at the beginning of your contract and your work is all being completed by Ryder, we are able to give you lower rates than what you would see from other providers.

You work with: **Highly Trained Technicians using the Best Equipment** – Ryder technicians are highly-trained professionals who work with the most current, technology-driven tools to keep your fleet on the road – increasing uptime.

You have access to: **A Large Network of Service Locations** – No matter where your vehicles travel in the U.S. and Canada, they will never be far from expert service at one of 800+ Ryder locations.

You have: **Your Own Ryder Fleet Management Portal** – This gives you the easy and quick visibility you need to track your vehicle’s performance and schedule – offering you unparalleled transparency and control.

You can: **Use Reporting Data to Your Advantage** – Your maintenance and fuel usage are available to you in real-time from Ryder. You’ll receive automated alerts and notifications, plus scheduled maintenance appointment information.

Experience the Ryder SelectCare Maintenance difference. Visit ryder.com or call us at 1-800-793-3765.