

INCREASED FLEXIBILITY

# MOBILE WORKSHOPS HIT THE ROAD

MAN Truck says new service to help customers save travel time and cost

KUALA LUMPUR

**M**AN Truck and Bus (M) Sdn Bhd has introduced the mobile service workshops for its customers' convenience.

With this innovative service, customers will no longer need to bring their vehicles to the standard workshops for servicing and maintenance.

MAN Truck head of after-sales Thayalan Subramaniam said this

was an ideal option for those without easy access to the service workshops due to their location or other factors.

"By having our mobile workshops come to them, they can save on travel time and cost.

"The customers can also assign their drivers to other vehicles while we are carrying out the servicing and this can improve their uptime and overall productivity," he said in a statement.

With this flexibility, including

servicing on weekends if required, fleet operators enjoy minimal disruption to their operations as the vehicles are normally not in use during that period.

The 18-tonne service trucks also act as a mobile warehouse of spare parts.

In addition to being equipped with the standard tools for servicing, the trucks are well-stocked with lubricants, filters and other items that are used for the 20,000km interval service, as well as spare parts needed for repairs and replacements.

Customers who are already

leveraging MAN Truck's mobile service workshops include logistics companies Lee Ting San Group and Taipanco Sdn Bhd, as well as Mara Liner Sdn Bhd, which operates myBAS in Perlis.

Besides the usual maintenance service, the mobile service workshops allow for faster response time to breakdowns, too.

Services could be provided within two hours after a breakdown call was made, it said.

In addition to the mobile service workshops, MAN Truck also has Mobile24 – a service that is available 24 hours a day to assist

vehicles that have broken down.

MAN Truck has a fleet of eight vehicles on standby mode to provide repairs and roadside assistance.

The company has three branches and five dealer outlets as part of its service and maintenance network in Malaysia.

Its mobile service workshop currently caters to Peninsular Malaysia and will be rolled out in Sabah and Sarawak in the first quarter of next year.

Customers can dial the toll-free number 1-800-228-626 to access its services.



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