



Over The Road Repairs (OTR)

Normal Business Hours Process	After Hours Process
<p>1. Motor carrier contacts Milestone at:</p> <ul style="list-style-type: none"> • Email: ChassisOps@milecorp.com and Eric.Anderson@milecorp.com • Office: 630-366-7380 or • Cell: 815-474-6713 <p>Motor carriers can also Email the OTR vendor directly and copy Milestone.</p> <p>Refer to the list of OTR Regional Vendors provided on Page 2.</p>	<p>1. Motor carrier contacts Downtime Fleet Management Services at:</p> <ul style="list-style-type: none"> • Email: OTR@downtimefleet.com • Phone: 866-965-9288, Option 1 • Website: downtimefleet.com/help <p>For New York/Newark Metro Area, motor carrier contacts Roadrunner Towing & Truck Service.</p> <ul style="list-style-type: none"> • Email: dispatch@roadrunnernj.com • Phone: 201-538-0420
<p>2. Motor carrier must provide the chassis number, location and repair needed.</p>	<p>2. Motor carrier must provide the chassis number, location and repair needed.</p>
<p>3. OTR vendor Emails motor carrier and copies Milestone with chassis number and ETA.</p>	<p>3. OTR vendor Emails motor carrier and copies Milestone with chassis number and ETA.</p>
<p>4. OTR vendor Emails motor carrier when the mechanic has arrived.</p>	<p>4. OTR vendor Emails motor carrier when the mechanic has arrived.</p>
<p>5. OTR vendor Emails motor carrier with what was repaired when completed.</p>	<p>5. OTR vendor Emails motor carrier with what was repaired when completed.</p>
<p>6. OTR vendor Emails Milestone no later than 24 hours after repair to let us know what was repaired and provide pictures and total cost.</p> <p>All estimates and photos must be entered into IDCS.</p>	<p>6. OTR vendor Emails Milestone no later than 24 hours after repair to let us know what was repaired and provide pictures and total cost.</p> <p>All estimates and photos must be entered into IDCS.</p>

OTR Regional Vendors

Regional Area	Vendor / Contact Info
AL: Mobile	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
CA: Oakland	West Coast Mobile Trailer Works (MTW) (Weekdays 8 A – 5 P) • Email: Oak-service@mtwusa.com Phone: 206-321-2477
CA: Southern California	West Coast Mobile Trailer Works (MTW) (Weekdays 8 A – 5 P) • Email: Service@mtwusa.com Phone: 323-722-3461
FL: Jacksonville	Reliable Fleet Service (Container Maintenance) (Weekdays 8 A – 5 P) • Email: jperry@mrs-cmc.com Phone: 904-654-5391
GA: Savannah	Reliable Fleet Service (Container Maintenance) (Weekdays 8 A – 5 P) • Email: AshleighMarino@mrs-cmc.com or repairs@reliablefleetservices.net • Phone: 843-991-9475
LA: New Orleans	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
MD: Baltimore	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
NJ/NY: Newark/New York	Roadrunner Towing & Truck Service (24-Hour Service) • Email: rtruckandtow@gmail.com Phone: 201-538-0420
OH: Ohio Valley	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
SC: Charleston	Reliable Fleet Service (Container Maintenance) (Weekdays 8 A – 5 P) • Email: AshleighMarino@mrs-cmc.com or repairs@reliablefleetservices.net • Phone: 843-991-9475
TN: Memphis	Container Maintenance (Weekdays 8 A – 5 P) • Email: bcanardy@mrs-cmc.com Phone: 901-570-2644
TN: Nashville	Container Maintenance (Weekdays 8 A – 5 P) • Email: scook@mrs-cmc.com Phone: 615-719-5395
TX: Texas (Gulf Region)	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
VA: Norfolk	Downtime Fleet Management Services (24 Hour Service) • Email: OTR@downtimefleet.com Phone: 866-965-9288 Option 1
WA: Seattle	West Coast Mobile Trailer Works (MTW) (Weekdays 8 A – 5 P) • Email: Seattle@mtwusa.com Phone: 206-321-2477