



Over The Road Repair Vendors

If Over the Road Repairs (OTR) are needed during normal business hours, please contact Milestone.

Milestone email contacts: chassisops@milecorp.com and eric.anderson@milecorp.com
Office: 630-366-7380 or Cell: 815-474-6713

Milestone allows the motor carrier to contact the OTR vendor direct with Milestone in copy of the email request.

If after-hours repairs are required, the motor carrier should contact one of the vendors below.
(except for repairs in New York/ Newark Metropolitan areas use RoadRunner)

Please contact a Regional OTR Vendor prior to contacting the Nationwide vendors. There are regional OTR vendors on the next page.

Downtime Fleet Management Services

OTR@downtimefleet.com

866-965-9288 Option 1

downtimefleet.com/help

(Nationwide)

FYX Fleet Roadside Assistance

followup@fyxfleet.com

800-888-1001

fyxfleet.com

(Nationwide)

RoadRunner Towing & Truck Service

rrtruckandtow@gmail.com

201-538-0420

(New York/ Newark)

Motor Carriers please supply chassis number, location and repair needed.

The OTR vendor will follow up with the Motor Carriers, and Milestone in copy, with chassis number, ETA and email that mechanic has arrived and email once the repairs are completed and what was repaired.

OTR Vendor please send email to Milestone no later than 24 hours indicating what was repaired with pictures, and total cost. All estimates with pictures need to be entered into the fleet management system IDCS.

Over The Road Repair Vendors

<p>New York/ Newark RoadRunner Towing & Truck Service rrtruckandtow@gmail.com 201-538-0420</p>	<p>Midwest Downtime Fleet Management Services OTR@downtimefleet.com 866-965-9288 Option 1 downtimefleet.com/help (Nationwide)</p> <p>FYX Fleet Roadside Assistance followup@fyxfleet.com 800-888-1001 fyxfleet.com (Nationwide)</p>
<p>West Coast</p> <p>Mobile Trailer Works (MTW)</p> <p>Southern California: 323-722-3461 service@mtwusa.com</p> <p>Oakland: 206-321-2477 oak-service@mtwusa.com</p> <p>Seattle: 206-321-2477 seattle@mtwusa.com</p>	<p>Gulf</p> <p>Downtime Fleet Management Services OTR@downtimefleet.com 866-965-9288 Option 1 downtimefleet.com/help (Nationwide)</p> <p>FYX Fleet Roadside Assistance followup@fyxfleet.com 800-888-1001 fyxfleet.com (Nationwide)</p>
<p>Southeast</p> <p>Memphis (Weekdays 8am to 5pm) Container Maintenance 901-570-2644 Barry Canardy: bcanardy@mrs-cmc.com</p> <p>Nashville (Weekdays 8am to 5pm) Container Maintenance 615-719-5395 Steve Cook: scook@mrs-cmc.com</p> <p>Charleston & Savannah (8am to 5pm) Reliable Fleet Service repairs@reliablefleetservices.net 843-991-9475</p> <p>Jacksonville (8am to 5pm) Reliable Fleet Service 904-654-5391 Jason Perry: jperry@mrs-cmc.com</p>	