



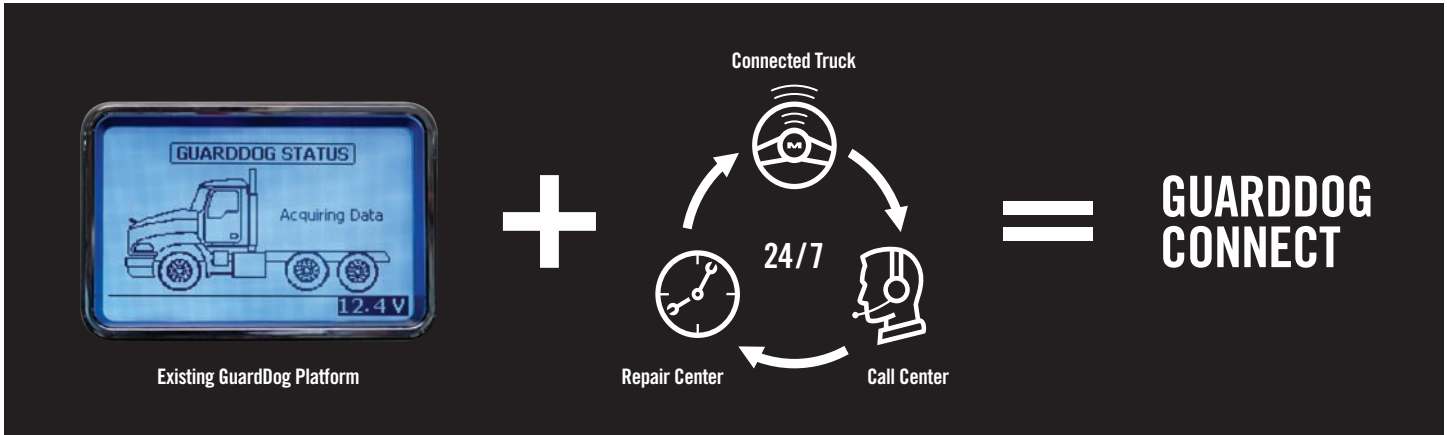
GUARDDOG[®] CONNECT

SAY HELLO TO YOUR UPTIME ALLY



HERE. THERE. EVERYWHERE.

Building on the existing GuardDog® platform, GuardDog® Connect is Mack's real-time diagnostic and monitoring service that's always looking out for you wherever you are.



GuardDog Connect gives you a copilot that's dedicated to keeping you on the road. It connects your truck to a 24/7 network of support staff and repair centers. If something happens to your truck on the road, GuardDog Connect detects the problem instantly and calls it in—usually, before you can tell that anything's wrong. If the issue needs immediate attention, it contacts Mack's OneCall™ customer center with the fault code. A team of experienced technicians evaluates the fault code and identifies the exact issue and repairs needed. The driver is then instructed where to take the truck. Upon arrival, the dealer and technicians can get right to work since OneCall, through MACK® ASIST, has forwarded all the necessary information, including parts needed, service instructions and diagnostic information to get you back on the road faster.

As an extension of our Pedigree Uptime Protection integrated customer support platform, GuardDog Connect makes sure that your MACK is the most dependable truck on the road.

GuardDog Connect does three things:

Identifies

- Fault codes
- Diagnostic needs
- Maintenance milestones
- Solutions

Alerts

- Decision maker
- OneCall customer care center
- Service providers

Serves

- Schedules repairs and makes sure parts are available
- Communicates to all parties keeping everyone on the same page
- Tracks maintenance and repair information, reducing administrative costs

Increases uptime with proactive repair scheduling

Eliminates maintenance surprises for the customer

Adds a live connection to a network of support staff and repair centers through MACK® ASIST

Provides driver peace of mind

