



RAC Commercial.
Delivering the support you need.

RAC

Individual solutions to help drive your business.

When one of your vehicles stops it costs you time and money. Our seamless service is designed to minimise your vehicle downtime and maximise the efficiency of your commercial fleet.

A complete solution for commercial fleets

RAC Commercial is much more than a European roadside assistance service. We also deliver a wide range of innovative services available to the commercial vehicle industry – all designed to minimise your vehicle downtime and grow your company's profitability.

Single vehicle or large fleet, RAC Commercial provides dedicated breakdown cover for all commercial vehicle types, trailers, coaches and ancillary equipment up to 44 tonnes GVW.

Our services are available 24 hours a day, 365 days a year throughout the UK and Europe. If the problem can't be fixed on the spot, we'll arrange prompt recovery in line with your service instructions, which we agree with you when your account is set up.

One team – commercial vehicle specialists

'Incident Management' is the key feature of our service. A 50-strong team of Incident Managers and Customer Care specialists, at our dedicated Commercial Vehicle Operations Centre. They assess the individual circumstances of each breakdown, taking into account the vehicle type, fault, load and security.

We recognise the vehicle application and load requirements are the most crucial aspect of managing your vehicle downtime, not the weight of the vehicle itself.

Repair before recovery

Roadside service is provided by our dedicated network of RAC-approved commercial vehicle contractors. The service vans are manned by commercial vehicle specialists, who aim to fix your vehicle at the roadside, rather than recovering it.

Each approved contractor carries a range of replacement parts and tools designed to meet the specific requirements of all commercial vehicles, and has the resources and capability to recover all vehicle/trailer weights up to 44 tonnes GVW.

To make sure we deliver the highest level of service, our contractors need to demonstrate continuous improvement in terms of technical training and customer relations.

For large vans and LCV's, where appropriate, our Operations Centre will deploy an RAC Patrol for specific faults to ensure the fastest response and minimise any cost to you.

Complete control

With our cost-conscious, commercial decision-making approach we give you complete control of each and every incident from the moment you call. We aim to make sure the correct resource is deployed first time, every time. We can also arrange load continuation to help keep your business moving. Our approach is based on a rapid response to each call and fast despatch.



A unique partnership

We work with you as partners, like your own in-house team, delivering a unique tailored package to meet your own specific needs. And we continually review our service with you to make sure it continues to meet your needs.

We recognise that you may also need additional specialist services to keep your vehicles moving, e.g. tail lifts, refrigeration, livestock carriers, tyres and glass. In such cases we'll source the appropriate service, either from your preferred suppliers or from our comprehensive network of ancillary suppliers, and manage each incident to completion.

Where possible, we'll first use your manufacturer warranty through a managed referral to ensure your costs are minimised.

Keeping you in the picture

As well as getting your vehicles moving again faster, we can also help you reduce the number of incidents. Our proactive approach gives you detailed Management Information to help you manage your fleet more effectively, so you can identify cost-saving opportunities.

Who we work with

Since 1991 we've supplied assistance to all sectors of the commercial vehicle market – from manufacturers, leasing companies, own account operators and ancillary suppliers to individual operators. We work with more than 4,000 clients, handling over 100,000 incidents annually.

Why RAC Commercial?

With RAC Commercial you get the integrity, experience and technical expertise of RAC, together with our thorough understanding of the commercial vehicle sector.

- 91% of all roadside jobs fixed at the roadside (excluding direct recoveries)
- 60 minutes average response time
- Each job assessed individually – taking both the vehicle and load into consideration
- The fastest and most cost-effective solutions, e.g. if a manufacturer's warranty doesn't cover a fault we'll assign one of our approved contractors to fix it.

Whatever kind of commercial fleet you operate, when one of your vehicles stops we'll make sure your service doesn't.

For more information call

0800 051 2252

or speak to your RAC representative.

Calls may be recorded and/or monitored.

