**Press Release**

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**Schmitz Cargobull AG**
**Cargobull Euroservice and 24/7 Assistance join forces**

**New partnership guarantees first-class, round-the-clock breakdown assistance**

June 2025 – Schmitz Cargobull is now working with the renowned service provider 24/7 Assistance, a move that improves and expands the capabilities of Cargobull Euroservice. 24/7 Assistance offers support and mobility services for transport and logistics and all kinds of commercial vehicles.

“In our partnership with 24/7 Assistance, the focus will continue to be on our service promise of reliable trailer availability for our customers. To ensure the 24/7 Assistance team can provide Cargobull Euroservice with the support it needs, we have organised comprehensive training in order to enhance their in-depth understanding and technical expertise for Schmitz Cargobull products,” explains Britta Sprey, Managing Director for After Sales at Schmitz Cargobull.

Schmitz Cargobull Euroservice offers personal support until the breakdown or maintenance job has been completed. Whether they are dealing with breakdowns or service jobs, the focus is always on the customer’s individual needs. The services available include towage and recovery, service for tyres, axles, cooling units, electrics and electronics, advice on legal issues and arrangements for replacement vehicles.

“We don’t work according to a set call centre process; instead, we constantly strive to find customer-specific solutions until the breakdown or service work is complete. For us, a breakdown isn’t resolved until the vehicle is repaired and leaves the service partner. And all our customers can rely on Cargobull Euroservice, regardless of whether they have a service contract or not,” adds Sprey.

The service experts at Cargobull Euroservice have been specially trained in Schmitz Cargobull products, particularly for the company’s own transport cooling unit, the S.CU. The

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close relationship between the service partner and Schmitz Cargobull’s Technical Support team ensures quick and efficient technical support.

Jarno Bor, Managing Director at 24/7 Assistance, emphasises the importance of this relationship. “As the European market leader in the trailer sector, Schmitz Cargobull has been raising the bar for many years. It is a huge honour and delight that Cargobull Euroservice has decided to rely on the services of 24/7 Assistance. The two companies have been working hard together in the background to further raise the service level and tap into all opportunities – including digital ones – in the future. As a result, two market leaders can come together in a partnership to reach a whole new level of assistance,” he says.

Currently, approximately 1,400 authorised Schmitz Cargobull service partners are available throughout Europe to guarantee service for trailers, cooling units and other digital components as well as spare parts availability. Ongoing training and educational units consistently improve the service partners’ qualifications and specialisation in Schmitz Cargobull products and services.

**Cargobull Euroservice.**

One call is all it takes – Cargobull Euroservice provides rapid, round-the-clock assistance, 365 days a year, in 40 different countries and can arrange support from one of our 1,400 authorised Service Partner workshops.

**Freephone number: 00800 24 227 462 855 or +49 2558 81 55 11\* or euroservice@cargobull.com**

\* Calls from outside of Germany may be subject to charges.

C: v.l.: Jarno Bor, CEO, 24/7 Assistance, Bernd Tasch, Prokurist, 24/7 Assistance, Dirk Fröhlich, CEO, 24/7 Assistance, Tajana Bozic-Stiplosek, Prokuristin, 24/7 Assistance, Britta Sprey, Managing Director Aftersales, Schmitz Cargobull, Christoph Dehne, Director Aftersales - Service Net, Schmitz Cargobull, Lukas Reich, Programmleiter 1st Level After Sales Support, Schmitz Cargobull

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**About Schmitz Cargobull**

Schmitz Cargobull is the leading manufacturer of semi-trailers for temperature-controlled freight, general cargo and bulk goods in Europe, and a pioneer in digital solutions for trailer services and improved connectivity. The company also manufactures transport cooling units for refrigerated box body semi-trailers for temperature-controlled freight transport. With a comprehensive range of services from financing, spare parts supply, service contracts and telematics solutions to used vehicle trading, Schmitz Cargobull supports its customers in optimising their total cost of ownership (TCO) and digital transformation.

Schmitz Cargobull was founded in 1892 in Münsterland, Germany. The family-run company produces around 60,000 vehicles per year with over 6,000 employees, and generated a turnover of around €2.4 billion in the 2023/24 financial year. The international production network currently comprises ten plants in Germany, Lithuania, Spain, England, Turkey, Slovakia and Australia.

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