

The TrailerCompany.



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One-Stop Solution

At Schmitz Cargobull you get a comprehensive range of services to meet all your trailer-related needs over its entire service life. From the financing of your vehicle and on-the-road service to value retention by means of fair trade-in offers. Reduced downtime increases the availability of your trailers and guarantees their retained value. And all at low and agreed costs – throughout the service life of your trailer.



Tailored financing solutions and insurance from the industry expert



Second-hand – first-class certified-quality used trailers

Procurement

Valuation and sales



TrailerConnect[®] telematics for smart logistics and fleet management



Original spare parts available in 24 h, order online with the EPOS portal

Usage



Full Service for the trailer, cooling unit and tyres



24h Cargobull Euroservice Europe-wide breakdown service



1,700 Service Partners – your specialist workshop for Full Service

Our Service Portfolio – Your Benefits:



- One-stop shopping: one central contact for all trailer-related issues
- 100 % Schmitz Cargobull for the entire service life of your trailer
- Service solutions from industry experts, perfectly coordinated to the Schmitz Cargobull product range
- Europe-wide service and fleet management via online portals
- Financing, Full Service, trailer telematics, second-hand trailers – individual service packages for every use
- Cost and price transparency with genuine spare parts and the highest service quality
- Reliable transport industry system partner for comprehensive transport solutions

Make Life Easy

There's a simple way for you to keep an eye on everything: from usage, freight, costs, availability and retained value. And it is so clear and simple for you that you once again have more time for your core business. Just make life easy.

We provide you with simple solutions for complex tasks. Everything starts with direct contact, as our business still always begins and ends with people. As one of our customers, you already know your personal contact. Our member of staff will provide you with reliable answers to all your questions and requests about trailers and services, and will take care of the details.

Our services consist of individual modules, which can be perfectly combined and tailored to your needs. We work alongside you to take the pressure off you. This starts with the very first conversation. The major benefit with Schmitz Cargobull: we're a 'one-stop shop'.



Any Time, Any Place

Any company wishing to plan precisely needs comprehensive and immediate information about their business. That's why we offer you online access to your digital customer data with many of our services. That way you can see at a glance – and at any time should you wish – the current status of your trailer and plan the next steps.

The trailer telematics system monitors your SmartTrailer and helps to keep an eye on the safety, security and impeccable condition of your freight. TrailerConnect[®] analysis can assist with the management of your fleet. You order your spare parts online, based on your personal buying terms, and can be certain that the individual parts list for your trailer is saved to precisely identify the right component. Monitor the scheduling and status of your trailers in the Full Service contract and receive prompt information. You'll also find trailers with immediate availability to quickly meet peak order times in the Trailer Store online portal.

Benefit from our Service Partners being integrated into an online expert help service with video stream, to ensure that repairs can be carried out quickly and efficiently to the standard you have come to expect.

Those are just a few examples. Welcome to the Smart Trailer World.

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Just a Call Away

Your personal contact is your first port of call for all questions and requests relating to your Schmitz Cargobull trailers and services. With a central Key Account and over 40 Schmitz Cargobull Trailer Centre sites throughout Europe, Sales has a network of experts who understand your needs, the industry and specific national conditions. Give us a call when you need to discuss **new trailers, used trailers, financing, maintenance, trailer telematics, maintenance, repair** and all other issues relating to our trailers.



If you do not yet know your contact, you can find initial contact details here.



Fairly Financed – Well Insured

Investment in a new trailer needs to be well thoughtthrough. That's the benefit when you have real industry professionals and trailer experts from Schmitz Cargobull Finance by your side. We've financed more than 100,000 trailers for our customers throughout Europe in the last 15 years.

No one knows trailers better than we do. That way, we can provide you with individualised quotations on unbeatable terms, precisely tailored to your needs. And, should the worst come to the worst, the same applies to protection: our trailer solutions are anything but standard products – whether for individual trailers or fleets.

Speak to our experts. We'll find the right solution – even if your situation changes.





Three Methods for Financing* Your Trailer

We have the right financing product for you, depending on your taxation or business-related considerations, which can also be combined with other Schmitz Cargobull services on request.

Financial Lease

You receive your choice of trailer and pay the purchase price in monthly instalments. The trailer is treated like your own property from the outset and, as soon as you have paid the last instalment, the legal ownership passes to you.

Operating Lease

You only pay for what you use and are neither the business nor legal owner of the trailer.

Full Service Lease

This financing form, including a Full Service contract, enables you to have short-term contract periods. No deposit is required. The contract can be extended at any time should you require the trailer for a longer period.



Good financing and the right insurance product provide you with security.

GAP cover

One less worry even with a total write-off: Schmitz Cargobull's GAP cover insurance covers the difference between the residual debt on the trailer and the replacement value of a new trailer, without a financing gap. GAP cover is included in our quotations.





Insurance protection by the industry professional – precisely tailored to your needs. Schmitz Cargobull insurance brokers can offer you extensive insurance solutions, from third-party insurance and comprehensive or partial coverage through to legal protection. Obtain an individual quote from our specialists on request.



* Precise conditions and the naming depend on the legislation of the respective country. The services listed here are not available in all countries. Find out more about your options at www.cargobullfinance.com or get in touch with your Schmitz Cargobull representative.

** The insurance quotations are services provided by Cargobull Insurance Broker GmbH. These services are not available in all countries. Cargobull Insurance Broker GmbH is an independent insurance broker in accordance with Section 34d (1) of the German Trade Regulation Act. Entered in the register of brokers under registration number D-HK1W-FBCU5-82. Responsible arbitration offices if needed: Versicherungsombudsmann e. V.; Postfach 080632; 10006 Berlin; www.versicherungsombudsmann.de.

Always Informed

The Schmitz Cargobull Telematics TrailerConnect[®] system works where your freight is. High-quality technical components and sensors record your trailer's data and send it directly to the telematics computer centre. From there, TrailerConnect[®] provides you with all the information to ensure that you and your employees retain an overview and are promptly informed about changes in transport, with no need for constant phone calls to the driver.

The following pages show why telematics is now almost the standard in temperature-controlled goods transport.

CHANNELS.

Door sensor and door locking system

TrailerConnect[®] Control Unit

The TrailerConnect[®] control unit is the heart of our telematics system. It offers you maximum flexibility and is the first telematics control unit with a soldered "SIM on chip". Contact problems, as can be experienced with SIM cards, are thus a thing of the past. Its concealed installation under the trailer provides safety and also protects it from being tampered with – the same also applies to the integrated GPS and GSM aerials. Our simple and convenient diagnostics software ensures shorter installation and service times.



ABS sensor for high-precision odometer

(ABS)

BBVA+, tyre pressure, tyre temperature

(i)

SCHMITZ'S CARGOBULL

The TrailerComp





Proactive Monitoring of the Cooling Unit by Schmitz Cargobull

Increase the availability of your investment with our support, which keeps the necessary stops for service and maintenance to a minimum. Maintenance or repairs planned in advance help by reducing the time spent in the workshop. All of this is made possible by centrally monitoring the device functions for all transport cooling units and additional roof evaporators at Schmitz Cargobull Service Head Office. Service Partners receive all necessary information in advance so that they can order in spare parts and plan any trips to the workshop. Participation in the service is voluntary for all customers.

Further information on the S.CU transport cooling unit can be found in the S.CU Cooling Unit Semi-Trailer brochure.



Clear View of Data

Whatever you're monitoring or controlling, we ensure that you do so with ease. There are three options when it comes to visualising your trailer data:

- Your own telematics portal with exceptional user-friendliness.
- Integration of the data into a higher-level telematics system platform.
- Transfer of the data to your management system, possibly your own freight forwarding or truck telematics software.
- Your own exceptionally user-friendly telematics portal.
- Integration of the data into a higher-level telematics system platform.



More information about the TrailerConnect[®] telematics portal 2.0



Trailer-Connect® Portal 2.0

Quickly record and reliably interpret all the facts and figures about your trailer – from its location, coupling status, axle load and temperature in the cargo area. The user interface of our Trailer-Connect® portal lets you do all this. Clearly structured and self-explanatory, it's an indispensable tool for your daily logistics work. Schmitz Cargobull was awarded the 2016 German Telematics Prize for this system.

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The Benefits at a Glance:

- Status of trailer and load in view at all times
- Filter to view the data you need
- The analysis you need in a couple of clicks
- Clearly arranged event, temperature and location history
- Simple export of data
- Analysis period selection
- Avoidance of trailer downtime thanks to advance warning messages
- Documentation of technical events plus information about when and where the problem was rectified

Our Rate Model – Numerous Options Tailored to Your Company

Our trailer rate modules, which cover everything from curtainsiders and tipper trailers through to refrigerated box bodies, are available on a flexible basis and are tailored to meet your needs. From pure information and monitoring of your fleet with the Trailer-Connect Info module to controlling important functions on your trailers with the TrailerConnect Control module, with our reliable system (hardware = IP69k quality standard) you have full transparency when it comes to your fleet. All of your data is saved for 12 months, and even longer upon request. With our three additional modules you are well-prepared for all daily transport demands.



* Refrigerated box trailers only. ** 2. portal/user environment e.g. distributor. *** Only Schmitz Cargobull S.CU/Carrier.

Cold Chain Management 1

Temperature and cooling unit data including reporting function

Tour Management 4

Dashboard for the detailed analysis and analysis of routes driven

🦳 Fleet Management 🕖

Dashboard for service and diagnostic information

- Position Data & EBS 2 Information on the location of the trailer
- Event Management Alarm configurations including reporting
- Remote Door Lock ⁽³⁾

Remote control of the door locking system

Geo (High Precision Location) ③ Precise identification of the trailer location

Data Sharing 6
Data transmission to other TrailerConnect[®] portal users

Remote Control 9

 Remote control of door locking system and cooling unit

Optional functions:

Data Export API

Data transmission by API interface to third-party systems

Data Storage +

FA

Additional 12 month-long data storage extension

) Data Interval 5M

Upgrade to 5 minute messaging intervals when the ignition is switched on

CONTROL CONTROL Remote Door Lock Remote Control*** INFO ALERT





Your Interface to Logistics 4.0

Comprehensively networking and automating information about freight and transport is a core task of Logistics 4.0. Road transport here represents a building block in the supply chain that circumnavigates the world, and added value by the intelligent use of Big Data. With TrailerConnect[®], the telematics information flows via an API interface to all other software solutions and platforms you need for your business. This is essential for linking to data from the truck and dispatch with intelligent use of freight exchanges and other order platforms. Trailer-Connect[®] assists you with 'just in sequence' transport work for complex logistics chains. The trailer telematics system is the prerequisite for the quality assurance of your freight orders and tracks your transport units throughout Europe and Russia.

Increase process optimisation, efficiency and profitability by evaluating fleet utilisation, proactive maintenance of transport units, and use of data for your business analysis and financial control. Big Data leads to fair and demand-based quotations for hire trailers and Full Service contracts, as well as to improvements in product development and service quality. And that is just the start of the development ...

Within 24 Hours

We'll quickly get you the spare part you need. We know that there are more than 68,000 different parts built into our semi-trailers and bodies. Virtually all the original components, running gear and wear parts are stocked in our central spare parts warehouse and 29 distribution depots in Europe, and rapidly shipped when needed. Naturally, this stock also includes original parts obtained from partners and leading suppliers. As a Full Service provider we generally deliver all available parts within 24 hours – this covers over 95% of the components we use!

We rely exclusively on brand-name quality and the combined know-how of leading manufacturers, because the manufacturers' warranties are only valid when original spare parts are used.

EPOS App

The new EPOS app turns a smartphone or tablet into a mobile spare parts catalogue for all Schmitz Cargobull products.



- Display the vehicle-specific documents by scanning the QR code on the nameplate or manually entering the chassis number
- Rapid and easy determination of the required spare parts
- Display the price and availability of the spare parts
- Possibility to transfer the components to the webshop



The Benefits for You:

- Fast identification of spare parts
- Always open
- Original Schmitz Cargobull and brand-name spare parts
- 95 % of all fitted parts are available from stock
- 29 distribution depots in Europe

EPOS Portal – Simply Convenient

Does a component need to be replaced on your trailer? Not a problem. You can conveniently order the right spare part online in only a few steps – using the Schmitz Cargobull EPOS spare parts database. All that's needed to identify the



part is the chassis number of your trailer. The parts list of every Schmitz Cargobull trailer is filed in the EPOS portal. Delivery tracking in the webshop lets you keep an eye on the status of your order at all times.

Your Contact

Spare parts ordering

www.cargobull-serviceportal.de or on the Spare Parts Hotline Phone: +49 2558 81-29 99 Fax: +49 2558 81-27 18 E-mail: ersatzteile@cargobull.com



Your download link to the service portal.



Europe-Wide Assistance

Wherever your driver happens to be, one call in your native language is all that's needed. Cargobull Euroservice will rapidly provide assistance to your driver around the clock, 365 days a year, in 40 countries, and will transfer them to the closest of our 1,700 audited specialist workshops if necessary. You're in credit with us: we offer the workshop a secured payment of up to \in 3,000 in advance for any work required. This prevents delays associated with clarifying costs and, furthermore, your driver does not need to carry additional money for this eventuality.

Your Contact

Cargobull Euroservice

Free hotline for breakdowns throughout Europe 00800 24 CARGOBULL 00800 24 227462855 or, if the GSM network is unavailable, +32 11 30 26 52 (additional cost)





You'll find further information on Schmitz Cargobull Breakdown Cover here.

Everywhere in Europe

Service as good as your own workshop throughout Europe; we can reliably offer you this security with Schmitz Cargobull's authorised Service Partner network. Our comprehensive safety network keeps you mobile and minimises your downtime. We have trained and audited more than 1,700 authorised Service Partners in over 40 countries in repair and maintenance. You are always in the best hands as all repairs are carried out rapidly and with premium quality.

Quality at Fixed Prices

Schmitz Cargobull's repair management gives all Service Partners a standardised specification for the usage of materials, process and timings. Original spare parts at a fixed price means you always get quality performance as standard from our authorised workshops everywhere – in accordance with stringent Schmitz Cargobull specifications – on fair terms you can rely on.

Easy to Find

Find all Schmitz Cargobull Service Partners in Europe simply by searching online at www.cargobull.com under Services.

Your Contact

Service Partner support Phone: +49 2558 81 4123 E-mail: sp@cargobull.com







Our service knowledge and expertise is now quickly and easily available in all our workshops: our Service Partners' employees have immediate access to a Schmitz Cargobull expert through the app. The diagnostic and necessary steps are clarified in a video conference. Data and documents can also be swapped, conferences arranged with multiple participants or the order accompanied by a live chat.



Your download for the RemoteService app.



App Store

RemoteService

Every technician in our 1,700 authorised workshops Europe-wide knows what they need to do if a Schmitz Cargobull trailer is booked in for maintenance or repair. However, immediate help is guaranteed should they still have a question. Using the RemoteService app, the technician can contact a Schmitz Cargobull expert from the workshop. They can then quickly solve the maintenance or repair question by live video conference on their smartphone or tablet, and your trailer is back on the road more quickly.

The RemoteService app is available for smartphones and tablets with the Android or IOS operating system.



Advice and Training

Schmitz Cargobull quality requires experts in the workshops to be both consultants and problem-solvers. We guarantee this high standard through our continuous, extensive training programme. We train and test our partners in advanced Schmitz Cargobull technologies, employing, amongst other tools, virtual reality. This keeps the technical knowledge up-to-date and reliably maintains your trailer's value.

* CBC - Schmitz Cargobull Cool; CBT - Schmitz Cargobull Telematics.

Full Service Contract

Cost control is simple with the Full Service contract: the contract covers expenditure for inspections, maintenance and repairs, including labour, materials and replacement of worn parts with genuine spare parts, ensuring that you have no unplanned costs. Above all, a Full Service contract takes the pressure off you: a single contact at Schmitz Cargobull Parts & Services coordinates all the necessary service work, issues repair approvals and collates invoices. You'll always be in the loop and will receive a monthly invoice, based on the terms agreed with you.

Your Benefits:

- Low, fixed monthly instalments
- Service and maintenance of the trailer in accordance with the manufacturer's specification
- Replacement of wear parts, including material and labour costs
- Service for tyres, cooling units and other components is also available
- Includes all statutorily prescribed inspections
- Comprehensive Schmitz Cargobull Service Partner network throughout Europe
- Rapid, quality-tested repairs
- Breakdown payment guarantee of up to €3,000





Full Service Trailer

- Assumption of the additional costs for replacing wear parts, including material and labour costs
- Regular service checks at one of our 1,700 audited Service Partners throughout Europe
- Assumption of the costs for legally required inspections (general inspection, safety inspection), including a prior inspection for any relevant defects
- Europe-wide breakdown assistance with payment guarantee via Cargobull Euroservice



Full Service Tyres

- Tyres perfectly matched to your usage
- Cost of wear and deliberate damage covered*
- Regular fleet checks at one of our 1,500 tyre Service Partners throughout Europe
- More than 2,500 tyre partners through manufacturers' networks as well
- On-site, in-house service*
- Europe-wide breakdown assistance with payment guarantee via 24-hour Cargobull Euroservice



Full Service Cooling Unit

- Available for Schmitz Cargobull, Thermo King and Carrier cooling units
- Costs assumed for the replacement of wear parts, including material and labour
- Maintenance as per the manufacturer's specifications
- Software updates
- Inclusion of various additional services, such as travel costs, seal checks, evaporator cleaning and calibration of the temperature recorder*

The Ultimate in Customer Satisfaction

We provide complete satisfaction: More than 25,000 semi-trailers in Europe are covered by Schmitz Cargobull service contracts. The results of a customer survey show 95% of all Full Service customers opt to conclude a Full Service contract again when purchasing another new Schmitz Cargobull trailer. 93% of our customers would recommend the contract to a friend or business partner.

* Optional.

Your Contact

Information on Full Service contracts

www.cargobull.com Phone: +49 2558 81-26 90 Fax: +49 2558 81-9 27 52 E-mail: fullservice@cargobull.com



For further information, please refer to the Europe-Wide Total Care Package brochure offered by Schmitz Cargobull Parts & Services.

All in One

The SMART PLUS package combines outstanding trailer equipment with a comprehensive Full Service offering plus trailer telematics. In the S.KO COOL SMART the comparable offering is known as EXECUTIVE PLUS. The in-house Schmitz Cargobull cooling unit S.CU is built-in and TrailerConnect® now belongs to the basic equipment for every refrigerated trailer. Preferential financing is also available on request for all offers. With the SMART PLUS package risks and unplanned costs are covered to the greatest possible extent. At the same time, our monitored service system increases the availability of your trailer. What is more, your semi-trailer retains a higher value; a factor taken into consideration in the financing or when it is repurchased by Schmitz Cargobull.



Full Service Contract

Assumption of maintenance and service costs, replacement of all wear parts at over 1,700 Service Partners. Includes a Europe-wide breakdown service with payment guarantee and processing via Schmitz Cargobull. The contract comes with unlimited mileage.

Trailer Telematics System**

Speedy access to TrailerConnect® telematics services using pre-installed hardware.

Full Service Tyres



New premium brand-name tyres, tailored to your

needs, whether local or long-distance transport, with more than 1,500 tyre Service Partners across Europe. The EXECUTIVE package fully covers the costs of worn tyres and flat tyres.

Financing*



Competitive monthly payment, including all service components, taking into account improved retention of the trailer's value. Tailored contracts with customised terms.



SMART PLUS / EXECUTIVE packages at a glance

S.CS SMART PLUS

S.KI SMART PLUS

Equipment

- POWER CURTAIN body
- Tyre pressure control system
- CTU3 telematics control unit inc. battery
- Coupling sensor

Service

- Full Service trailer
- Full Service tyres inc. vandalism
- TrailerConnect® telematics system
- Financing*

Equipment

- Extra-LIGHT chassis
- LED lighting package, 4 reversing lights
- Tyre pressure control system
- CTU3 telematics control unit inc. battery
- Brake pad wear indicator+ (BBVA+)

Service

- Full Service trailer
- Full Service tyres
- TrailerConnect[®] telematics system
- Financing*

S.KO EXPRESS SMART PLUS

Equipment

- Tyre pressure control system
- CTU3 telematics control unit inc. battery, coupling sensor, door contact switch

Service

- Full Service trailer
- Full Service tyres
- TrailerConnect[®] telematics system
- Financing*

S.KO COOL SMART **EXECUTIVE PLUS**

Equipment

- Tyre pressure control system
- Dynamic Ramp Protection
- CTU3 telematics control unit inc. battery, coupling sensor, door contact switch
- S.CU semi-trailer cooling unit, LED fuel indicator

Service

- Full Service cooling unit
- Full Service trailer
- Full Service tyres
- TrailerConnect® telematics system
- Financing*



Second-Hand – First-Class

Buying a trailer is a matter of trust. This is why we offer you extremely competitive terms for purchasing your existing trailer as part of our own second-hand service. The manufacturer is immaterial and we make particularly attractive offers for the replacement of entire fleets.

During periods of peak demand, you'll be able to source reliable and cost-effective used trailers we have already checked. More than 1,600 trailers at 35 locations in 24 countries provide a large selection to meet almost all requirements. Naturally our comprehensive services also apply to used trailers.

We'll assist you along the entire cycle of its usage, from the purchase of your trailer to its trade-in. We'll provide transparent costs and favourable terms, thereby enhancing its availability and retained value. And, like the best full service for a premium product, this is all provided by end-to-end solutions, clearly structured quotations and rapid assistance.





Two ways to find a used trailer

Search through an online trailer market. You'll quickly find your required trailer, thanks to simple user guidance with practical filters and comparison functions. Our Trailer Plus programme for recently certified used trailers is worthy of particular attention.

The entire service portfolio is also available to you for your used trailers – whether **financing, Full Service contracts or retrofitting of trailer telematics**, along with the correct original spare parts.



Trade-in of used trailers

Your used trailer is worth something to us – we'll accept it in part-exchange at a fair valuation. You'll receive a bonus for existing Full Service contracts with a trade-in. The make of your used trailer is immaterial.

Your contact in every country:

You'll find the contact details for our 31 depot sites in the Schmitz Cargobull Trailer Store under Company: www.trailer-store.com



Always a good choice

Signed and sealed – DEKRA-tested. Selected trailers, generally less than 3 years old, DEKRA-certified, including a service package – you're always on the safe side with a second-hand trailer from our Trailer Plus range. The service package includes a 6-month warranty in the event of unforeseen damage, a 10-day right of return should the new used trailer not meet your expectations, and a 12-month breakdown cover – complete coverage in the unlikely event of trailer failure. On request, this is also available with made-to-measure financing through Schmitz Cargobull Finance.

DEKRA test criteria in detail: www.dekra.de/de/prufpunkte

Your Contacts

Cargobull Finance GmbH*

Bahnhofstr. 22 D-48612 Horstmar, Germany Phone: +49 2558 81-5555 Fax: +49 2558 81-5550 info@cargobullfinance.com www.cargobullfinance.com

Cargobull Telematics GmbH*

Wilhelm-Schickard Straße 2 D-48149 Münster, Germany Phone: +49 2558 81-5858 Fax: +49 2558 81-5859 www.cargobull-telematics.com

Cargobull

Parts & Services GmbH*

Siemensstr. 49 D-48341 Altenberge, Germany Phone: +49 2505 93-8042 Fax: +49 2505 93-8044 ersatzteil-center@cargobull.com www.cargobull-serviceportal.de Your Full Service contact: Phone: +49 2558 81-2690 Fax: +49 2558 81-92752 fullservice@cargobull.com

Cargobull

Trailer Store GmbH*

Kümperstiege 1 D-48341 Altenberge, Germany Phone: +49 2558 81-2500 Fax: +49 2558 81-2550 cts@cargobull.com www.trailer-store.com

* A Schmitz Cargobull Group company



The TrailerCompany.





Find out more at: www.cargobull.com

Schmitz Cargobull AG · Bahnhofstraße 22 · D - 48612 Horstmar, Germany · Phone +49 2558 81-0 · Fax +49 2558 81-500 · www.cargobull.com