**Press Release**

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**Schmitz Cargobull AG**
**Service that comes to the customer: Schmitz Cargobull’s fleet of service vans hits the road**

**Maximum uptime thanks to a strong network of over 1,400 service partners and a brand new mobile fleet of service vans.**

May 2025 – The Schmitz Cargobull service partner network currently consists of approximately 1,400 authorised Schmitz Cargobull service partners throughout Europe to guarantee service for semi-trailers, cooling units, telematics components, and tyres, as well as ensuring high availability of spare parts. These service partners fulfil the company’s service promise of reliable semi-trailer availability on a daily basis. Ongoing training and educational units held both live and online consistently improve the service partners’ qualifications and specialisation in Schmitz Cargobull products and services.

**Quick and efficient handling with the Cargobull PartnerConnect system**

The central Cargobull PartnerConnect communication platform is helping to further enhance cooperation with Schmitz Cargobull service partners, allowing the company to work with its partners to develop digital and efficient solutions.

The central communication platform for all service issues and questions simplifies workflows thanks to its clear and intuitive user interface. It is designed as a self-explanatory ticket system and service partners can independently select their desired support processes to digitally submit a warranty claim, for example. Workshops also have immediate access to the individual, service-specific vehicle data from Schmitz Cargobull semi-trailers, accelerating the diagnosis and repair processes.

**Fast, flexible and reliable: Europe-wide 24/7 breakdown service from Cargobull Euroservice – now even faster with a fleet of mobile service vans**

Schmitz Cargobull is expanding its range of services and, as of today, is offering a universal mobile service for maintenance, repairs and spare parts for on-the-spot support thanks to its unique, franchise-based fleet of service vans. This innovative service ensures maximum

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operation periods thanks to reduced downtimes and also enables maintenance and repairs to be performed on the customer’s own premises or even out on the road.

Schmitz Cargobull’s new service van concept is the company’s innovative solution to significantly enhancing its service quality and boosting its proximity to customers on the market. The mobile services will be performed either through an extended network of existing service partners or by independent individual companies organised on a franchise basis. Additionally, Schmitz Cargobull supports its franchisees with a range of services, including IT, processing, invoicing, and supplies.

Qualified experts ensure that any work is performed quickly and reliably and only ever use genuine spare parts for semi-trailers, cooling units, and tyres. With Schmitz Cargobull’s new mobile service, customers benefit from maximum flexibility and efficiency to achieve optimum support for their operations.

The mobile service portfolio includes breakdowns, inspections, maintenance, repairs, and retrofitting services, along with on-site technical support and training for customers and service partners. In terms of products, the service portfolio covers both the Schmitz Cargobull semi-trailers and cooling units from Schmitz Cargobull and third-party manufacturers, and also covers telematics.

The concept will be rolled out in several stages over a period of three to four years. Schmitz Cargobull is launching the pilot phase in Germany, before expanding the service with additional vans in two to three regions in various countries.

One of the project’s main objectives is to improve service quality in the market through better proximity to customers and service workshops, while also boosting flexibility. This quality will be guaranteed through direct, on-the-spot support.

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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 revenue of around €2.6 billion in the 2022/23 financial year. The international production network currently comprises ten plants in Germany, Lithuania, Spain, England, Turkey, Slovakia and Australia.

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