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**Humbaur trusts in roadside assistance and digital prevention from ADAC Truckservice**

Humbaur commissions Europe-wide breakdown assistance from ADAC Truckservice.

The trailer and body manufacturer is the first company to roll out the digital Prevention Service from ADAC Truckservice.

[](https://www.dropbox.com/s/vwdsp5v2pl0mauf/Humbaur-FlexBox-Kofferaufbau.jpg?dl=0)

[**Humbaur FlexBox box body  
Source: HumbaurDownload:**](https://www.dropbox.com/s/vwdsp5v2pl0mauf/Humbaur-FlexBox-Kofferaufbau.jpg?dl=0)

(ADAC Truckservice GmbH & Co. KG) From July, ADAC Truckservice will take over mobility management across Europe for Gersthofen-based Humbaur. The service provided to the trailer and body manufacturer includes roadside assistance for the FlexBox box body, as well as for flatbed semi-trailers and flatbed turntables weighing up to 50 tonnes from the heavy-duty range.

Humbaur is the first commercial vehicle manufacturer to integrate the digital monitoring of refrigeration units with the new Prevention Service from ADAC Truckservice in its warranty.

"The digital breakdown prevention service from ADAC Truckservice won us over because the active monitoring of the cooling chain is a solid advantage for our customers. Because we are able to prevent damage before it even occurs, we are able to better plan maintenance intervals and save time and money," says Christian Dieminger, Managing Director at Humbaur.

In the event of a breakdown, the mobility service provider organises fast assistance for Humbaur customers — initially in Germany before the service is gradually rolled out throughout Europe. Incoming emergency calls made to the free 24/7 Humbaur Hotline 00800 04862287 are answered in the language of the caller. The nearest garage is then tasked with making the repair. ADAC Truckservice has a network of 40,000 workshops in Europe, of which 800 are in Germany. The Humbaur service network includes approximately 350 workshop partners.

The scope of services for the trailer manufacturer includes all administrative processes — from checking that there is a valid warranty to guaranteeing payment, and from on-site assistance and towing to central invoicing.

As part of the Prevention Service, customers with refrigerated trailers will receive a new warning function in combination with mobile or stationary repairs in Europe. For this purpose, the cooling units of the FlexBox box body are equipped with an "ID box", which transmits the status data in real-time to a neutral platform via GPS or GSM, where it is checked and translated into warning signals. "Green" indicates a not-yet-critical deviation from the setpoint value, for "yellow", the vehicle should be repaired in accordance with the manufacturer's recommendations and in case of "red", the driver receives an urgent warning that the vehicle should not be driven any further.

Depending on the seriousness of the imminent damage, Truckservice will organise immediate mobile service or an appointment at a garage on your route—according to your preference—before the cooling unit fails and you incur expensive consequential damage.

According to the roadside assistance provider, the primary benefit of the integrated digital trailer remote diagnostics—first included in vehicle protection from ADAC Truckservice in April—resulted primarily in higher productivity due to fewer breakdowns, reduced wear and maintenance costs as well as around 25 percent shorter repair times. In a Germany-wide practical test carried out in 2016 and involving more than 1000 trailers, damage amounting to more than EUR 200,000 was prevented by the digital breakdown prevention in just three months.

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**About ADAC Truckservice:**

ADAC Truckservice GmbH & Co. KG (Laichingen, Germany) provides roadside assistance for heavy goods vehicles, trailers, buses and light commercial vehicles. The range of services includes fixed-price products for vehicle fleets, mobility packages and after-sales offers for HGV manufacturers, as well as a workshop network with over 800 locations and more than 3000 roadside assistance personnel in Germany.

Europe Net is a subsidiary of ADAC Truckservice and ACI Global. The company was founded in 1988 and offers roadside assistance for the commercial vehicle sector across 39 European countries and in 24 languages, as well as mobility programs for industrial partners. The company's centrepiece is its 13 regional service providers with a network of more than 40,000 contracted workshops. [www.adac-truckservice.de](http://www.adac-truckservice.de/)

**About ADAC SE:**

ADAC SE is a public limited company under European law. As of 1 January 2017, it includes 37 subsidiaries and associated companies, including ADAC-Schutzbrief Versicherungs-AG, ADAC-Rechtsschutz Versicherungs-AG, ADAC Autovermietung GmbH, and ADAC Verlag GmbH & Co. KG. The main business activities are mobility-oriented services and products with high quality standards. ADAC e.V., with a holding of 74.9 percent and ADAC Stiftung, with 25.1 percent, are the shareholders in ADAC SE.

**About Humbaur:**

HUMBAUR is one of the largest companies in the world of trailer and vehicle bodies. The owner-managed family company offers around 420 different trailer models as standard for both commercial and private customers, as well as 230 models in the FlexBox box body range. Its 500 employees produce around 50,000 trailers at the Gersthofen site each year. The expert in trailers and transport solutions with total weights ranging from 750 kg to 50 t has a national and international presence, and also manufactures customised solutions. Over 500 dealers in Germany and 26 other European countries offer local contact partners. More at: [www.humbaur.com](https://www.humbaur.com)