



# CCM Service Enhancements

## *Coming Soon!*

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Dear Valued Customer,

CCM is excited to share some important service enhancements coming to our over-the-road (OTR) service for the South Atlantic Chassis Pool (SACP).

**Starting September 14th**, our new partner **RapidLink Repairs** will become CCM's newly approved OTR vendor for all chassis maintenance and repair. We are confident that RapidLink Repairs will become a trusted partner for you, delivering timely communication, quality service, and consistent support across all SACP locations. The RapidLink Repairs team is committed to keeping your chassis operating safely and efficiently by offering:

- 1 - 24/7/365 nationwide chassis support.
- 2 - Emergency roadside assistance and scheduled on-site repairs, including tires, mechanical issues, and towing.
- 3 - Complete service management events via **myRLR** - RapidLink Repairs' online customer portal, delivering fast response times, dispatch coordination, and real-time service event updates.

***Be on the lookout September 14th for instructions on completing your online account setup on myRLR.***

## 24/7/365 NATIONWIDE REPAIRS



Emergency  
Roadside Service



Scheduled  
On-Site Repairs



Preventative  
Maintenance



Annual DOT  
Inspections

**RapidLink**  
REPAIRS™

RapidLink Repairs will soon be emailing you directly with instruction on how to register, submit service calls, and to answer any questions you may have about their services. In the meantime, please consider adding the following email addresses to your contacts / safe list to ensure you receive important information from RapidLink Repair:

**Road Service Dispatch:** [roadservice@rapidlinkrepairs.com](mailto:roadservice@rapidlinkrepairs.com)

**Customer Success:** [customersuccess@rapidlinkrepairs.com](mailto:customersuccess@rapidlinkrepairs.com)

CCM's **Customer Support** team will also be available to assist you during this change, so please don't hesitate to reach out to us with any questions you may have.

### **SACP Customer Support**

**Tel. 973-446-7902 | Email: [SACP3\\_CSR@ccmpool.com](mailto:SACP3_CSR@ccmpool.com)**

Thank you for your patience and continued partnership during our transition to **RapidLink Repairs** as CCM's newly approved over-the-road service partner.

Sincerely,

**Consolidated Chassis Management**

**CCM**



**Next Generation**  
SINGLE PROVIDER  
CHASSIS POOL



**SACP**  
South Atlantic Chassis Pool

## Questions? Concerns?

**Operations: 912-963-1176**

**Email us: [SACPLOGISTICS@ccmpool.com](mailto:SACPLOGISTICS@ccmpool.com)**



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