
GuardDog[®] Connect

Say hello to your uptime ally.



GuardDog Connect is Mack's real-time diagnostic and monitoring service that connects your truck to a 24/7 network of support staff and repair centers. If something happens to your truck, GuardDog Connect detects the problem instantly and calls it in—usually before you can tell that anything's wrong.

MACK[®]

GuardDog Connect

GuardDog Connect gives you a copilot that's dedicated to keeping you on the road. It is the cornerstone of Mack's Uptime Solutions, the leading comprehensive support system made up of Mack OneCall®, Mack ASIST and a suite of diagnostic tools that are committed to keeping you on time with real-time monitoring.

If GuardDog finds an issue that needs immediate attention, it contacts Mack's OneCall customer center with the fault code. A team of experienced technicians evaluates the fault code and identifies the exact issue and repairs needed. GuardDog Connect then instructs the driver where to take the truck. Upon arrival, the dealer and technicians can get right to work since OneCall, through Mack ASIST, has forwarded all the necessary information, including parts needed, service instructions and diagnostic information for quicker repairs.

Increases uptime

With proactive repair scheduling, GuardDog Connect makes sure the truck gets back on the road faster.

Eliminates maintenance surprises

When a truck is equipped with GuardDog Connect, you always know how it's running.

Adds a live connection to a network of support staff and repair centers

With ASIST, all repair information is transferred seamlessly between OneCall staff and the repair center.

Provides drivers peace of mind

Drivers receive real-time diagnostics that enable them to haul with confidence.

GuardDog Connect does three things:

Identifies

- Fault codes
- Diagnostic needs
- Maintenance milestones
- Solutions

Alerts

- Decision maker
- OneCall customer care center
- Service providers

Serves

- Schedules repairs and makes sure parts are available
- Communicates to all parties, keeping everyone on the same page
- Tracks maintenance and repair information, reducing administrative costs

