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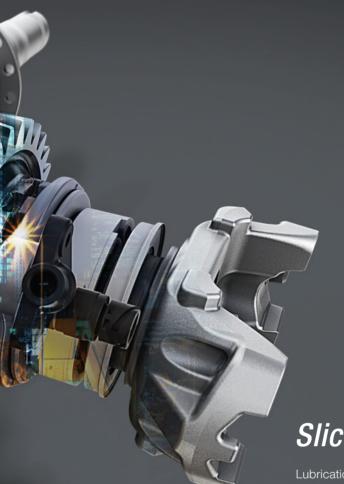
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Today's Trucking

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Shops still have dirty jobs

Re: Recruit, Retain and Repair (TruckTech, spring edition)

I have been a heavy-duty mechanic for over 50 years, and I cannot see how this trade can possibly be cleaned up. This trade is the heaviest and the dirtiest there is on trucks and trailers.

Before John G. Smith talks about cleaning [the trade] up to attract more people to be mechanics, he should change a clutch or do a brake job after an oil seal leak, or remove a differential. There is no possible way to "clean up" some of the jobs like this. This was a very dirty job in the '70s, and still a dirty job today.

It's all right to sit in an office to come up with some bright ideas to try and influence young people to join the heavy-duty trade, only to have them leave in a few years and do something else. There are some that will stick with it.

— Nick Reeves

Alberta

Email:

johng@newcom.ca



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If we publish vour letter, we'll even send you a Today's Trucking hat as our thanks.

Fleet's event makes a difference

I recently attended a Truck Driving Skills Championship that was being put on by Budget Propane, a fuel delivery fleet based in Gravenhurst, Ontario. Owner James Callow organizes the event and has watched as driver interest and participation has grown every year. This year's prize total was \$3,800 in cash, plus gift cards, along with a great meal.

The skills competition included pre-trip inspections graded by an ex-Ministry of Transportation officer. A vehicle maneuvers course incorporated multiple backing exercises, tight turns and precision positioning. There was a



Preventative Maintenance quiz on best practices graded by Hino Trucks of Barrie. Tiremaster Group's graded a tire quiz, helping drivers identify tire issues before they become roadside problems. There was a driver knowledge quiz, and a meter creep test, which scores knowledge of propane emergency shutoff systems.

Wes Doyle placed first overall.

It was great to participate with a fleet that has managed to create a top-drawer workplace environment. No driver turnover at Budget. Go figure!

— Raymond Mercuri

Energi of Canada

Correction

A typographical error in **Smoke Screening** (July, page 14) suggests an incorrect position by the U.S. Department of Transportation. The department does not allow truck drivers to use marijuana, even if the drug is connected to a prescription or was consumed in a state that allows recreational use. Today's Trucking regrets the error.

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By John G. Smith



All Together Now

Manufacturers are playing an increasing role in spec'ing choices, and that's a good thing

t is impossible to talk about engine oils without tapping into the benefits that have emerged with new CK4 and fuelefficient FA4 formulas. The story was no different when Total invited members of our editorial team to visit a blending facility in Montreal, where the world's fourth-largest oil company prepares and bottles oils for a wide variety of industries and applications.

But in a technical briefing after the tour, technical commercial senior consultant Andre Bolduc dropped a personal observation that sent everyone to their notepads. The latest changes were governed by the American Petroleum Institute (API), but he expects equipment manufacturers themselves to take a larger role in the oils to come.

"In the future, the OEM will drive the product you need for your vehicle," Bolduc predicted. It's already happening elsewhere in the world, where manufacturers set agendas under the European Automobile Manufacturers' Association (ACEA) and Japanese Automotive Standards Organization (JASO), he said. "More and more, manufacturers are designing the new engines with the oil. The oil is part of the original design of the engine, so they will have more and more specific specifications."

It's already happening in North America to some extent, too. Detroit Diesel doesn't call for a CK4 oil, for example. It references a 93K222 formula that meets its unique testing requirements, Bolduc said. With tighter controls on oils, meanwhile, drain intervals are pushing out further than ever.

"The OEM approval will be the decider of what product you need for your vehicle, and it's very possible you will have multiple products."

We don't often hear that observation when it comes to engine oils, but there is no mistaking the fact that manufacturers are playing an increasing role in all the spec'ing options for heavy-duty vehicles.

Vertical integration – where trucks and powertrains come from the same company – has already become commonplace.

Think of Freightliners with Detroit engines, Volvos with Volvos, Macks with Macks, and Kenworths or Peterbilt's with PACCAR power. Transmissions increasingly carry the names of the trucks in which they are installed. Only a few decades ago, the idea would have been considered heresy; something that should be left to automakers.

Even individual suppliers are finding new ways to more closely integrate products, as we have seen with the SmartAdvantage powertrains that marry Cummins engines and Eaton Fuller Advantage Automated Manual Transmissions.

Get used to it, because there will be more integration to come. The second round of Greenhouse Gas emission standards will

"Get used to it, because there will be more integration to come." require suppliers to be more prescriptive in the choice of everything from tires to oils as equipment rolls off an assembly line.

The integration may not even be limited to North America. Imagine the lessons that are being shared

between Europe and North America. Volvo and Mack are connected to Renault. Volkswagen now has a stake in Navistar, with the promise to develop a related powertrain. Kenworth is connected to DAF. Freightliner, Western Star and Mercedes-Benz are all part of the same family.

Yes, there will always be a role for some unique spec's. The trucking industry's applications are too diverse to cram everything into a neat little box. But there can be plenty of benefits waiting for those who are able to accept offerings that do come packaged together, seamlessly sharing the data that can be used to maximize power and performance alike. $\boxed{\mathtt{TT}}$

John G. Smith is editor of *Today's Trucking*. You can reach him at 416-614-5812 or *johng@newcom.ca*.



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By Rolf Lockwood



Turn Complaints Around

When things go wrong, listen to your customer – and then act

ad a lesson in customer service the other day. Nothing to do with trucking, but an extraordinary example of how to respond to complaints.

My infinitely better half was cutting a tomato with a large and very expensive knife. A Henckels knife to be exact, a quality tool that would normally last a lifetime. About 20 years old in this case, the blade just snapped in half, mid-cut, though no excessive force was being applied. Without naming the brand, she posted a picture of it on Instagram because it was such a weird thing to see.

Moments later a friend saw it and commented, naming the brand. Perhaps 2 minutes after that, Henckels themselves commented. Amazing! Not only did they apologize, they instructed my wife on how to reach them and get a replacement, free of charge of course, because such knives do come with a lifetime warranty.

Talk about being responsive!

This experience reminded me just how easy it is to win over an unhappy customer. My wife didn't have time to get unhappy, just astonished, before the knifemaker was on the case. You'll probably never get the chance to be so quick off the mark. Who on earth is that good? But the faster you are, the sooner you'll have the chance to turn complaint into praise.

Sometimes, however, you just can't win. No matter what you say, that complaining customer remains unhappy. And maybe even takes his business elsewhere. In any commercial enterprise, there's nothing worse.

But does it have to happen that way? No, almost never, experts say, if you go about things thoughtfully and by all means calmly. Like most challenges, success here is a matter of that elusive quality we call common sense, and of controlling the damage by simply listening.

So let the poor soul rant and then start from there. If you're very good, you'll turn an enemy into a friend because most people won't want to leave you. They won't want to acknowledge having made a mistake by connecting with you in the first place.

So give them new reason to think they were right in choosing you and your company.

Use the moment as an opportunity.

"When a customer complains, you should be grateful," writes John Tschohl, an international service strategist. "Why? Because that customer is giving you the opportunity to make things right and to retain her business. Research shows that only about 4% of customers will tell you when they have a problem. The other 96% simply won't do business with you again. Instead, they quietly fume and take their business elsewhere. They also will tell an average of 10 other people about the problem they had with your organization."

Those numbers are pretty compelling, and scary, too. Think about that: Nearly every unhappy customer won't tell you that

You'll probably never get the chance to be so quick off the mark. Who on earth is that good?

he's dissatisfied, let alone explain why he's ticked. He'll just split, and you may never know why. Damned hard to move forward if you don't know what you're doing wrong.

So maybe you should simply ask your customer

every once in a while? Maybe even demand, in a kind way, a frank exchange of views. Make it clear that you want to know, that you don't take his continuing business for granted.

Success comes in anticipating your customer's hopes and fears, answering his questions before he asks them, and making every aspect of his connection with you transparent. Leave him no room to doubt, and if you screw up, start the repair by admitting your failure, listening to what your customer has to say about it, and then acting – that's obviously crucial – to fix it.

And maybe take a lesson from Henckels. **TT**

Rolf Lockwood is vice-president, editorial, at Newcom Business Media. You can reach him at 416-614-5825 or *rolf@todaystrucking.com*.





CB or Not CB

That is the question being posed in Ontario

By Peter Carter

Truck drivers have long used CB radios, but for a period in the 1970s they became part of popular culture. Bill Fries, a jingle writer using the pseudonym CW McCall, recorded a song called Convoy that climbed to the top of the pop charts.

Couple that with the 1977 classic Smokey and the Bandit, starring Sally Field and Burt Reynolds, and references to 10-codes and other CB lingo were quoted on and off the mic. "I just passed another Kojak with a Kodak," Jerry Reed drawled into his mic, referring to a highway patrolman with radar. "This place is crawling with bears."

Convoy came next, directed

by Sam Beckinpah. Chuck Norris starred in Breaker! Breaker! Handle with Care (also known as Citizen's Band), adding to the list.

The CB faded from popular culture, largely driven into the background through the introduction of cell phones and smartphones. But that doesn't mean every trucker has given up on the humble CB.

"The smartphone has replaced the CB in many instances, but it's not necessarily a good thing," said Susie De Ridder, an Armour Transport driver and Women in Trucking's Driver of the Month this June. "The CB was a safety net, when you could rely on other drivers for local traffic reports, weather conditions and directions, or when you might need help roadside or even a friendly voice to keep you company on a lonely stretch of highway."

The source of the friendly voices, though, could be silenced in Ontario. Policy makers there are deciding whether handheld CB radios should be lumped in with cell phones as potentially dangerous distractions. And if the province makes using a wired CB radio while driving illegal, it will become the first jurisdiction to do so.

The Ontario Ministry of Transportation exempted handheld two-way radios from a distracted driving ban in 2013, offering a five-year timeline to come up with alternatives.

Now it is looking at three options:

- 1 Extend the exemption for handheld use of two-way radios for an additional seven years (and review again in seven years).
- 2 Make the exemption permanent, as other jurisdictions have done.
- **3** Allow the exemption to expire, effective January 1,



Aggregate Plans

PG. 15

Shaw Sale

PG. 16

Port of Call

PG. 19

2018, making handheld use of devices illegal, and requiring all currently exempted drivers to use hands-free alternatives only.

Several of those who work behind the wheel are hoping the province allows the mics to be keyed for years to come.

"Ontario thinks the CB is a distraction," says Winnipegbased driver David K. Henry. "It's the opposite. Used right, it's a life-saving machine."

"These radios are very, very useful," agrees Rene Robert, another Winnipegdomiciled owner-operator. "They help prevent accidents, but these days not enough people are using them. Remember last winter the trucks kept piling up on each other during a snowstorm? It's ridiculous. In the old days, everybody would have been on the CB and the carnage would have been avoided."

"When I had my head-on in Vegreville in 1986 and everything came to a standstill, I used my CB to warn the other truckers that my trailer was blocking the road. It could have made a mess otherwise at 3 a.m.," he says.

Adds Henry: "We always made sure the four wheelers knew something was

up ahead. I know that this saved many accidents in the past. Nowadays people get out their cell phones and video the crash. There's no preventive measure with a cell phone."

"A few years back," says Robert, "I was headed north through Sandpoint, Idaho. They were making a bypass around the town, but at

would try to take chances around him. The potential for accidents was high, even with a normal truck."

Using his CB, Robert helped the traffic control personnel halt all northbound traffic until the big hauler got through town. "The CB was the only way we could have controlled that situation," Robert says. "There was no



that point all traffic was still going through the very picturesque town. Trucks were not appreciated.

"I got stopped by the flag person. A guy headed southbound with a wide load was calling on the CB. He was concerned that. because the traffic was at a standstill, he was going to cause an even bigger issue as people and tourists other way around a true bottleneck."

"As a wide-load operator I'm required to have my CB on at all times. When using a pilot car they must also be on channel 19 or 5 if you're on the left coast [British Columbia]... Regardless, you must have a public means of communication," Henry adds.

It is about more than

meeting a business need, of course. The chatter on a CB can establish a sense of community, and inject a sense of humanity into an industry where drivers are sometimes identified by unit numbers rather than colorful handles.

"Things can get downright silly sometimes," says Steve Rock, a British expat who has driven trucks from one end of North America to the other. "A few years back I was looking for a road called [coincidentally] CB in Appleton, Wisconsin. Its local name is Two-Mile Road, but all I had were the initials. Anyway, after several unsuccessful attempts at getting help on the CB - I thought it might have been my not-so-local accent that kept them from chatting - I cleared my throat and announced, 'Seeing as we've helped you Yanks out in more than one war, the least you could do is help me with some bloody directions.'

"I wasn't really sure if I should have used the term 'Yanks', but I'm pleased to report it worked. I was able to pick out directions from the deafening roar that now came from the speaker."

Time will tell if such a roar will continue to be possible in Ontario. **TT**



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Dispatches



Ontario unveils plans for aggregate haulers

Ontario's Ministry of Transportation says it is closer to solving challenges around vehicle loading and safety in the province's aggregate and excavation sector – and plans to take a tougher line on weights and dimensions by the fall of 2018.

Steps in the next year and a half will include reviewing the regulations for Safe, Productive and Infrastructure-Friendly (SPIF) weights and dimensions; introducing a new digital record to track maximum allowable weights; and piloting the new digital record on 225 trucks during the 2017 construction season. The ministry is also looking at updating selected highway construction contracts, adding axle or gross weight verification requirements for trucks that haul related excavation materials.

The review emerged after Torontoarea aggregate haulers blockaded ministry scales near Milton, Ontario, in September 2016, when enforcement teams began issuing tickets for overloaded axles. In a bid for peace, the province softened its position on axle weights for the gravel-hauling equipment, and instead returned to a focus on ticketing for gross weight violations.

While protesters blamed quarries for overloading axles, many tickets can be traced to aging highway tractors repurposed for the job. The steer axles can't take enough of the weight, regardless of where a load is dumped, and mismatched fifth wheel heights don't allow loads to equalize.

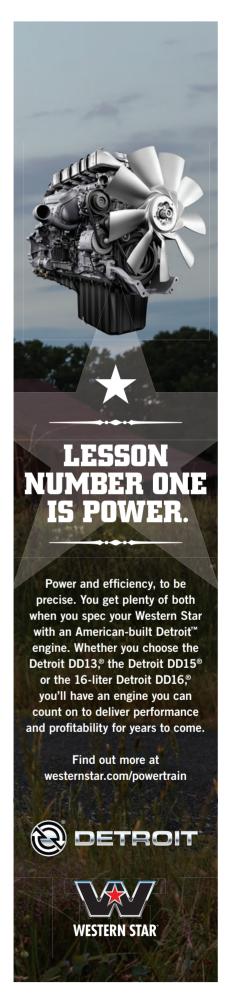
Penalties eased at border

Trucks that arrive at the Canada-U.S. border without Advanced Commercial Information (ACI) will for a 90-day period be allowed to turn around without incurring Administrative Monetary Penalties (AMPS), Canada Border Services Agency has announced. The policy applied to highway modes across the country beginning May 29.

eManifest requirements have been mandatory for highway carriers since January 11, 2016, and carriers still have to transmit cargo and conveyance data electronically before arriving at the border.

It's good news for the Canadian Trucking Alliance. The group has recently been citing recurring delays and system outages, and for several months been working with the agency to solve issues surrounding the AMPS linked to ACI reporting requirements.

"This isn't a free pass for carriers," warns Canadian Trucking Alliance president Stephen Laskowski. "If compliance rates start going backwards, [Canada Border Services Agency] could eliminate the evaluation period and consider other compliance measures."



Canada Cartage makes a move

Canada Cartage has just acquired the flatdeck division of Ottawa-based Fred Guy Moving and Storage and has also opened a new cross-dock terminal at 3220 Hawthorne Road in the nation's capital.

This expansion will further grow Canada Cartage's service in the region by providing more equipment and staff in Ottawa and along the Highway 401 corridor in locations including Carleton Place, Cornwall, Pembroke, Brockville, Kingston, Belleville, Cobourg, Bowmanville and Peterborough.

Canada Cartage has signed on all the

former Fred Guy flatbed drivers. Now Canada Cartage has 11 company-owned terminals and offers service from Vancouver to Ouebec.

Omnitracs buys Shaw

Omnitracs, a Texas-based fleet-tracking company, has purchased Canadianowned Shaw Tracking, a division of Shaw Satellite Services. Shaw has been the Canadian distributor of Omnitracs' fleet-management services for more than 25 years.

The deal is effective immediately, but won't be finalized until this summer.

"Until we complete the transaction, please consider it business as usual with all customer services continuing to be provided by Shaw Tracking," said John Graham, Chief Executive Officer of Omnitracs.

Fanshawe College presented with Hino



Hino Motors Canada president Yumiko Kawamura surprised Fanshawe College with the keys to a truck, following the company's national dealer meeting and skills competition.

"This generous donation from Hino will help us unlock the potential of our students and reinforces the exceptional learning experience provided for our students," said Peter Devlin, president of the college. "We are grateful for Hino's donation and thank them for their ongoing support of Fanshawe students."

The truck will be housed at the Center for Applied Transportation Technologies.

UAP division acquires Freno

UAP's Heavy Vehicle Parts Division has acquired the Service de Freins Montreal (Freno) distribution business.

The four Freno stores and employees



located in Anjou, Boucherville, St-Laurent and Mirabel, Quebec will all be integrated into UAP's Traction store network.

UAP and Fresno have also struck a deal to accelerate the sale of remanufactured clutches and specialized radiators made by Freno. That agreement also covers related parts supplied by UAP's TW distribution center in Longueuil. Meanwhile, Freno's heavy vehicle repair center in Anjou will now be counted among more than 125 TruckPro repair centers in Canada.

Highway highlighted



Country music star Dean Brody, while on tour, unveiled a stamp that celebrates the Trans-Canada Highway - Canada's 8,000-kilometer economic artery. The unveiling took place at the Brandt Group of Companies in Regina, a heavy-duty equipment dealership. The Trans-Canada was officially opened in 1962 but not completed until 1971.

Thunder Bay delays truck vote

A vote on truck restrictions in Thunder Bay, Ontario will now be held in September, as the local business community pushes against plans that would close much of Arthur Street and Dawson Road (Highway 102) to anything above 15,000 kilograms. (See Raging Storm, June 2017).

The long-time truck routes were once part of the Trans-Canada Highway, but some city councillors and residents want the heavier traffic to shift to the eastwest Harbour Expressway, or bypass the community entirely on highways 11/17 and 61.

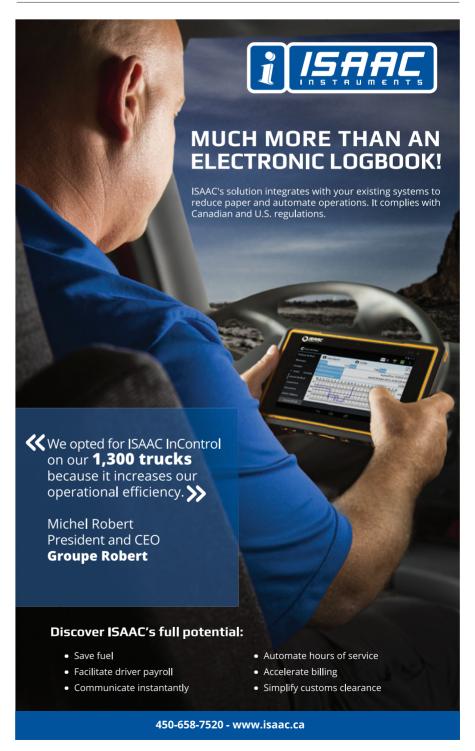
"We're really hoping they have a better understanding of the impact on business,"

said Lorne Kellar, the controller for Santorelli's Truck Stop, referring to consultations held in late Mav.

Canadian Solar takes stake in transportation

Canadian Solar has acquired a 10% interest in eNow, a U.S. business that specializes in solar energy management systems for commercial transportation.

The partnership leverages Canadian Solar's expertise in developing and producing photovoltaic systems. Its module technology will interface with eNow's power management system - delivering a solar-based energy management system that can help to reduce idling needs.





Mid Canada Transload unveils port plans



Mid Canada Transload Services has announced plans to build a new inland port and rail siding at the Canada-U.S. border, about 1.5 kilometers south of Letellier, Manitoba.

Once developed, the 250-acre site will be one of the largest privately owned inland ports in the province, the company says in a related release. It will be located alongside Highway 75 and have access to CN and BNSF railways. Daily rail service will take freight to and from the U.S. and Mexico.

Real Tetrault, the Chief Executive Officer and president of Emerson Milling, came up with the idea of a transloading site. His oat milling plant in Emerson, Manitoba loads CN rail cars that are interchanged with the BNSF railway. That led to the concept of an industrial park for transloading other products.

Speedy and Pacific align with Estes

Speedy Transport and Pacific Coast Express (PCX) are forming an alliance with U.S.-based Estes Express Lines in a service to be known as Estes Canada.

Ontario-based Speedy will provide linehaul services for Estes freight to Eastern Canada, and British Columbiabased PCX will handle the freight bound for Western Canada. All the freight will be delivered on an Estes delivery receipt and there will be dedicated Estes account teams in Canada.

Driver charged with assaulting officer

A truck driver from Thessalon, Ontario, has been accused of attacking a

Ministry of Transportation officer west of Sudbury, and appears in court this month

According to a release from the East Algoma detachment of the Ontario Provincial Police, officers were called to the Spragge, Ontario, weigh station at the junction of Highway 17 and 108. Police say they determined that a

Ministry of Transportation officer was in the process of inspecting a commercial vehicle when physically assaulted by the truck driver.

Michael Harrington of Thessalon, Ontario, has been charged with assaulting a police officer and is scheduled to appear before the Ontario Court of Justice in Blind River on July 13.



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Taken to the Limit

Annual Roadcheck blitz turns focus to cargo securement

The Commercial Vehicle Safety Alliance marked its 30th annual international **Roadcheck** inspection blitz from June 6-8, and based on previous events it likely averaged about 17 Level 1 inspections every minute.

Cargo securement received some added attention as a special focus along the way.

About one in 10 Out of Service violations during the annual blitz are traditionally linked to improper loading or improper cargo securement. The most common violations of that type recorded in 2015, the last time cargo securement was a special focus for the blitz, was failure to prevent shifting/loss of load. Other common challenges included failure to secure truck equipment, damaged tiedowns, insufficient tiedowns, and loose tiedowns.

"They [inspectors] first and foremost are looking to make sure the proper amount of securement is being used on a load," says Bob Dissinger, Kinedyne's U.S. director of sales, referring to the 2015 results. "Looking to see that it's bulk-headed, and if not that it has the proper straps, and they're checking the condition of the straps, to make sure they're not overly worn, there are no nicks or cuts. And depending on the load, making sure there's edge protection to make sure straps won't be cut by the load."

Jeff Luick, a former driver who is now an account representative for Kinedyne, noticed inspectors were also looking to see if the cargo was properly braced and blocked, and made sure the tiedowns weren't loose.

"He really made sure the [truck] equipment was secured properly," Luick adds. "Was the spare tire secure. Was the blocking and bracing material that most flatbeds have on them tied down and secured properly?"

Another violation not related to your tiedowns, Luick says, is leaking/ spilling/blowing/falling cargo.

"If there is dirt, gravel, loose debris, even a few pebbles on the deck, they consider that loose or blowing cargo," he says. "Say you had just hauled a tracked piece of machinery that had dirt on the tracks. The driver makes the delivery and takes off without sweeping the deck off. He gets inspected and there's dirt on the deck. There's a ticket."

One of the tricky parts of load securement is determining the correct number and type of tiedowns. And one of the most common questions Kinedyne's Luick gets from drivers is the difference between the Working Load Limit, aggregate Working Load Limit, and breaking strength.

website, "is the sum of the Working Load Limits for each device you use to secure your load. To meet safety requirements, the aggregate Working Load Limit of the devices you use must be at least 50% of the total weight of all the pieces of cargo you are hauling."

So if you have a 10,000-pound piece of steel, you would need 5000 pounds or more aggregate Working Load Limit to meet inspection requirements.

"When we say aggregate Working Load Limit," says Kinedyne's Luick, "if you have a 10,000-pound load and need 5,000 pounds of Working Load Limit and your cargo securement [device] has a WLL of, say, 3,335 pounds for a ratchet strap - you would need two ratchet straps, and they're counted in aggregate."

To help make things easier, Ancra offers a tiedown calculator app, available for Android or iOS. It helps drivers determine the minimum strap requirements needed to comply with



As Cargo Equipment explains on its website, break strength is the point at which any point of your tiedown will fail. It's determined by the weakest point of the strap - the webbing, end fittings, or tensioning device. Working Load Limit, or WLL, refers to the maximum allowed weight. It's always 1/3 of the breaking strength for straps, so a strap with a breaking strength of 15,000 pounds will have a WLL of 5,000 pounds.

For chains, explains Paul Wolford, Kinedyne vice president of sales and marketing, the WLL is 1/4 of the breaking strength.

The aggregate Working Load Limit, as U.S. Cargo Control explains on its

U.S. Federal Motor Carrier Safety Administration regulations. The app offers the ability to enter custom article length and weight, as well as custom entries for a strap's Working Load Limit, which the app saves for future use.

Some carriers opt to err on the side of caution and go above and beyond government regulations, both for safety's sake and simply to make it easier to calculate.

One fleet, for example, rates everything at 8000 pounds, whether it's a chain or a four-inch strap. So if the load weighs 40,010 pounds, it would demand six chains or straps.

It's all about keeping everything secure. TT

Economic Leader

'I only see good news for the trucking sector': B.C. economist

By John G. Smith

Canada's economy appears to face a "tsunami" of risks and concerns, but Ken Peacock continues to project a growing economy for British Columbia - and ongoing growth for the trucking industry that serves it.

"I only see good news for the trucking sector," said the vice president and chief economist of the Business Council of British Columbia, during the annual meeting of the B.C. Trucking Association. He's bullish on the potential growth because of factors such as exports to both the U.S. and other provinces, increasing construction, strong consumer spending, and rising activity in the Pacific Gateway. A strengthening global economy is pushing up commodity prices, and commodities like softwood lumber account for 80% of the province's exports.

The good news has not been limited to the past year. From 2011-16, truck transportation in British Columbia increased an average of 5.1% annually, and that has outpaced growth in the province's Gross Domestic Product every year along the way.

"Your sector grew at twice the rate of the overall economy," he stressed, referring to growth last year that reached 7.1%.

Part of the gains can be tied to the U.S. economy in general, despite that country's mere 1.6% growth in 2016. Looking at a broader picture, the U.S. has seen 82 consecutive months of employment gains, and real wages are picking up. Consumer spending is trending higher even though there have been some bumps along the way, Peacock says. Housing starts have been climbing, and should reach 1.2 million this year, which bodes well for softwood lumber exports. "It's steadily driving higher," he says of housing starts, referring to 30-somethings



moving out of their parents' basements.

While the North American Free Trade Agreement is being renegotiated, Peacock is confident that U.S. President Donald Trump will focus most of the related attention on Mexico, which has

used a low-wage environment to attract jobs. Many states that rely on Canada, meanwhile, will also be lobbying to protect their trade agreements, he said.

"We don't want to get caught up in any bad policy when NAFTA is renegotiated. We've got to keep those borders open," Peacock said.

"The free trade agreement has served Canada well," he added. But like the U.S., Canada has faced its own loss of manufacturing jobs. That's not linked to free trade, he stressed. "There's just fewer jobs because of automation, because of productivity improvements,

because of some outsourcing."

Canada has another bargaining chip in its favor – in the form of 3.1 billion barrels of oil that are sent to the U.S. per day. "Without that oil, the U.S. is in trouble," he says. There are healthy exports of natural gas, too, "despite the fact they are awash in natural gas."

Still, softwood lumber is one of the targets in trade negotiations, and lumber is leading the way among British Columbia's exports, representing about \$7 billion in 2016. But the industry still enjoys the value of a low Canadian dollar, and lumber prices in general have been creeping up over the last six months, Peacock says. He thinks the bigger challenge to the sector comes from the pine beetle that has been killing off sources of potential timber.

As important as trade with the U.S. is, much of the province's exports also flow across the border with Alberta, which is entering its own period of economic recovery. More than \$15 billion in goods and services were traded between the two provinces last year, even outpacing the trade with Ontario, which has a larger population.

Still, some slowdown in the province's economy is expected. "We have to expect some slowdown after three years of very, very strong growth," he said.

Peacock has other concerns as well. The province already has the highest carbon tax in North America, and he would rather see British Columbia wait

> for the rest of Canada to catch up before considering any related increase.

There are demographic issues to face, too, particularly when it comes to an aging population. "B.C. faces more challenges in this area than the other western provinces," he said.

In a broader context, the economist expects the

global economy to grow incrementally in the coming year, despite headwinds such as ongoing political risks, particularly as they relate to the unpredictability of President Trump.

That will all play a role in how good the news might be. **TT**

"We've got to keep those borders open."

Ken Peacock, **Business Council of British Columbia**

Canadian registrations down

Canada had 16,495 new Class 3-8 commercial vehicle registrations in the first quarter of this year, down 4% from the same quarter in 2016, according to IHS Markit's Quarterly Commercial Vehicle Report. The largest levels for a first quarter were reported in 2012, when there were 17,476 such registrations.

Canada now has 1.355 million Class 3-8 registered vehicles, 40% of which are Class 8 models, and 32% are Class 3.

When it came to Class 8 truck sales in the first month of the second quarter, Freightliner led the way on both sides of the border. The 2,220 units it had sold in Canada by the end of April represents a 32.6% market share. International holds the second position at 15%.

In Class 7, International accounted for 33.1% of sales in the first four months of the year, while Hino had 46.4% of Class 6 sales. Ford remains the clear leader in Class 5, with almost 55% of year-to-date sales.



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- Retail parts sales
- Engine and power generation equipment sales
- Maintenance & Repair

Canada - April 2017

	SALES		MARKET SHARES	
CLASS 8	April	YTD	April %	YTD %
Freightliner	628	2,220	32.7	32.6
International	337	1,023	17.6	15.0
Kenworth	255	959	13.3	14.1
Peterbilt	225	825	11.7	12.1
Volvo Truck	184	660	9.6	9.7
Western Star	186	624	9.7	9.2
Mack	105	503	5.5	7.4
Other	0	0	0.0	0.0
Total	1,920	6,814	100	100
CLASS 7	April	YTD	April %	YTD %
International	129	456	29.3	33.1
Hino	88	344	20.0	25.0
Freightliner	137	273	31.1	19.8
Peterbilt	44	137	10.0	9.9
Kenworth	34	133	7.7	9.7
Ford	9	35	2.0	2.5
Total	441	1,378	100.0	100.0
CLASS 6	April	YTD	April %	YTD %
Hino	67	211	50.8	46.4
Freightliner	42	102	31.8	22.4
International	14	122	10.6	26.8
Ford	7	15	5.3	3.3
Kenworth	1	2	0.8	0.4
Peterbilt	1	3	0.8	0.7
Total	132	455	100.0	100.0
CLASS 5	April	YTD	April %	YTD %
Ford	394	1,329	51.2	54.9
Hino	166	459	21.6	19.0
Dodge/Ram	119	381	15.5	15.7
Isuzu	90	240	11.7	9.9
International	0	6	0.0	0.2
Freightliner	0	3	0.0	0.1
A41. 1 1 1 1 E	0	2	0.0	0.1
Mitsubishi Fuso		0	0.0	0.0
GM	0	U		
	0	2	0.0	0.0
GM			0.0	0.0

U.S. – April 2017

	SALES		MARKET SHARES	
CLASS 8	April	YTD	April %	YTD %
Freightliner	4,965	18,674	35.9	36.8
Peterbilt	2,285	8,155	16.5	16.1
Kenworth	2,323	6,954	16.8	13.7
International	1,535	5,554	11.1	10.9
Volvo Truck	1,226	5,092	8.9	10.0
Mack	1,061	4,894	7.7	9.6
Western Star	432	1,432	3.1	2.8
Other	9	18	0.0	0.0
Total	13,836	50,773	100.0	100.0
CLASS 7	April	YTD	April %	YTD %
Freightliner	2,376	9,115	53.2	52.3
International	1,050	4,234	23.5	24.3
Peterbilt	373	1,666	8.3	9.6
Kenworth	384	1,276	8.6	7.3
Ford	189	599	4.2	3.4
Hino	97	548	2.2	3.1
Total	4,469	17,438	100.0	100.0
CLASS 6	April	YTD	April %	YTD %
Ford	1,886	7,897	34.3	33.2
Freightliner	1,599	7,341	29.0	30.8
International	1,262	5,605	22.9	23.6
Hino	485	2,188	8.8	9.2
Kenworth				
	225	673	4.1	2.8
Peterbilt	225 49	673 96	0.9	0.4
Total				
	49	96	0.9	0.4
Total	49 5,506	96 23,800	0.9 100.0	0.4 100.0
Total CLASS 5	49 5,506 April	96 23,800 YTD	0.9 100.0 April %	0.4 100.0 YTD %
Total CLASS 5 Ford	49 5,506 April 4,466	96 23,800 YTD 15,001	0.9 100.0 April % 67.8	0.4 100.0 YTD % 63.0
Total CLASS 5 Ford Dodge/Ram	49 5,506 April 4,466 1,347	96 23,800 YTD 15,001 5,845	0.9 100.0 April % 67.8 20.4	0.4 100.0 YTD % 63.0 24.5
Total CLASS 5 Ford Dodge/Ram Isuzu	49 5,506 April 4,466 1,347 456	96 23,800 YTD 15,001 5,845 1,520	0.9 100.0 April % 67.8 20.4 6.9	0.4 100.0 YTD % 63.0 24.5 6.4
Total CLASS 5 Ford Dodge/Ram Isuzu Freightliner Hino GM	49 5,506 April 4,466 1,347 456 49	96 23,800 YTD 15,001 5,845 1,520 634	0.9 100.0 April % 67.8 20.4 6.9	0.4 100.0 YTD % 63.0 24.5 6.4 2.7
Total CLASS 5 Ford Dodge/Ram Isuzu Freightliner Hino	49 5,506 April 4,466 1,347 456 49 167	96 23,800 YTD 15,001 5,845 1,520 634 586	0.9 100.0 April % 67.8 20.4 6.9 0.7 2.5	0.4 100.0 YTD % 63.0 24.5 6.4 2.7 2.5
Total CLASS 5 Ford Dodge/Ram Isuzu Freightliner Hino GM	49 5,506 April 4,466 1,347 456 49 167 42	96 23,800 YTD 15,001 5,845 1,520 634 586 102	0.9 100.0 April % 67.8 20.4 6.9 0.7 2.5 0.6	0.4 100.0 YTD % 63.0 24.5 6.4 2.7 2.5 0.4
Total CLASS 5 Ford Dodge/Ram Isuzu Freightliner Hino GM International	49 5,506 April 4,466 1,347 456 49 167 42 43	96 23,800 YTD 15,001 5,845 1,520 634 586 102 90	0.9 100.0 April % 67.8 20.4 6.9 0.7 2.5 0.6 0.7	0.4 100.0 YTD % 63.0 24.5 6.4 2.7 2.5 0.4 0.4
Total CLASS 5 Ford Dodge/Ram Isuzu Freightliner Hino GM International Mitsubishi Fuso	49 5,506 April 4,466 1,347 456 49 167 42 43 12	96 23,800 YTD 15,001 5,845 1,520 634 586 102 90 34	0.9 100.0 April % 67.8 20.4 6.9 0.7 2.5 0.6 0.7 0.2	0.4 100.0 YTD % 63.0 24.5 6.4 2.7 2.5 0.4 0.4 0.1

22 TODAY'S TRUCKING Source: WardsAuto

Pu se Reader Survey

Tell us your views on ... Truck Stops

Truck stops are the trucking industry's modern-day oasis. It's where drivers and owner-operators look for a place to rest, fuel to turn the wheels, and other amenities. But how do you feel about the truck stops that exist today?

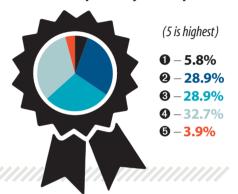
Are there enough truck stops available in the areas you work?



Is there a shortage of truck stops overall?



How would you rate the condition of truck stops that you frequent?



Aside from a traditional fuel island, what are the most important truck-specific amenities that a truck stop should offer? (Pick 5)

54.6% Diesel Exhaust Fluid dispenser **50.9%** Scale **50.9%** Truck wash 45.5% **Emergency repair 43.6%** Tire shop 36.7% Parking for Long Combination Vehicles/oversize loads **34.6%** Parts counter (ie bulbs, wipers) 32.7% Security patrols 21.8% Rewards programs/points 20.0% Electrification/anti-idling system **20.0%** Lube bay 18.2% Corporate accounts/billing 12.7% Preventive Maintenance 3.6% Alternative fuel (ie natural gas)

"The parking lot. There's nothing better than spending \$100 on a truck wash and then pulling into a lot that has potholes full of dirty water."



What are the most important personal amenities that should be available in a truck stop? (Pick 5)

85.5 %	Restrooms and showers
70.9 %	Full-service restaurants
61.8%	Wi-Fi
52.7 %	Convenience store
43.6%	Laundry
40.0%	Driver lounge
32.7 %	Fast food counters
	(ie Tim Horton's, Subway, McDonald's)
27.3 %	ATM machines
20.0%	Rewards programs/points "A s
12.7 %	Gym/workout area

Picnic area/outdoor seating

good place park, and convenient wav to leave

when lot full."

Results are rounded to the nearest 1/10th percent.

Pay phones

Cheque cashing

Money transfers

7.3%

5.5%

1.8%

1.8%

Today's Trucking Pulse surveys are conducted once per month, covering a variety of industry issues. To share your voice in future surveys, email **johng@newcom.ca**.

Next month: **Communications**

StatPack



18-YEAR-OLD DRIVERS

Eighteen-year-olds in the last stages of graduated licensing will now be able to earn Class 3 truck licences under amendments to Prince Edward Island's Highway Traffic Act aligning with other jurisdictions. A Class 3 licence applies to a truck or combination above 14,000 kilograms, including special equipment or gooseneck trailers. The Federation of Agriculture had lobbied for the change.

US \$270 MILLION PURCHASE

Federal Signal Corporation is acquiring Truck Bodies and **Equipment International (TBEI)**

 a maker of dump truck bodies and trailers - for US \$270 million. TBEI runs five manufacturing facilities through the U.S., and in the year ending March 31 it generated US \$206 million in revenue. The purchase price represents 7.2 times TBEI's earnings before interest, taxes, depreciation and amortization for the same year.





20,000 RETREADS PER YEAR

DVC Enterprises of Vancouver has opened Western Canada's second ContiLifeCycle commercial tire retreading plant. Known as CLC Vancouver, the 15,200-square-foot facility in Langley employs eight people and has the capacity to produce up to 20,000 retreads per year, Continental Tire - the Americas Commercial Vehicle Tire group says. It will serve more than 200 customers.



33 SERVICE STATIONS

A subsidiary of **Crevier Group** has acquired the **Gaz-O-Bar** service station network in Eastern Quebec, strengthening its position in the Lower St. Lawrence and Gaspe regions of Quebec. Thirty-three service stations are involved in the deal. Gaz-O-Bar's retail segment includes card-based supply sites (trucks) and corporate and affiliated sites. It will continue to oversee service station convenience stores in Trois-Pistoles, Rivière-du-Loup, Dégelis, Rimouski, Pointe-au-Père, Matane and Mont-Saint-Hilaire, and other commercial activities such as distributing heating oil and transporting petroleum products.

Trending on Today's Trucking.com

Milton Sees a Kodak Moment

The founder and Chief Executive Officer of Nikola Motor Company suggests today's truck manufacturers face a fate similar to Kodak, which watched its film business collapse during the advent of digital cameras.

"They [Kodak] were so powerful that they never expected to change anything," Trevor Milton said in an address to the 66th annual meeting of the Quebec Trucking Association. "Why change something that already works?"

His Utah-based company is certainly looking to reinvent the idea of a Class 8 truck, as it looks to produce a hydrogen-powered electric model known as the Nikola One.

One of Kodak's main mistakes was that it focused solely on an existing product without considering a changing environment, he told the crowd. "In the event of a war, for example, the liter of diesel could reach five or seven dollars ... You'll never have to pay that kind of money to run the Nikola One."

Milton also compared the truck's concept to the arrival of the first smartphones, which also took the marketplace by surprise.



Trevor Milton, founder and Chief **Executive Officer of Nikola Motor** Company, pictured during the unveiling of the Nikola One. (Nikola photo)

Apple combined the iPhone and iTunes to change the way people purchased music. Nikola One's monthly payments will include the price of the truck as well as fuel, maintenance, insurance, and even the windshield wipers. The company plans to develop a related network of hydrogen fueling stations, too.

"In the automotive world, emotions sometimes motivate acquisitions," he said.

"But not in trucking. It is only money that dictates decisions."

Once produced, the Nikola One is expected to travel up to 1,900 kilometers on a single filling of the hydrogen fuel cell system, while delivering 1,000 horsepower and 2,000 lb-ft of torque.

"By 2021 the truck will be on the road. It's not a dream," Milton concluded. "The future is here and we're all going to be part of it."

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HERE ARE A FEW EXAMPLES OF TWEETS FROM AROUND THE INDUSTRY THIS MONTH



Travis Kalanick @travisk So much great stuff going on! #uberfreight



Dana Incorporated @DanaHoldingCorp Dana's Steve Slesinski spoke with

@Todaystrucking about engine #downspeeding for Canadian heavy trucks. #trucking https://goo.gl/6jvgBu

Today's Trucking @todaystrucking

Laskowski: Mandatory driver training will help raise National Occupational Standard. Make it easier to recruit drivers from other countries.



Truckergirl inhope @Hopetruckerette

Why not train more Canadians & force recognizing it as a trade? Lots of jobless cndns.



facebook.com/

KEEP IN

TOUCH

@todaystrucking



TodaysTrucking1

Sebastien April @SASgrafix



@Todaystrucking [with link to story about Teo Taxi asking shareholders for more funding] And this thing wants to be the "King of All Transportation"?

Ligook2017

JUNE

30-July 2

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JULY

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Powerade Centre, Brampton, Ontario www.otdc.ca

15

SOUTHERN ALBERTA TRUCK EXPO AND JOB FAIR

Lethbridge Exposition Park Lethbridge, Alberta

www.southernalbertatruckexpo.ca

AUGUST

3-6 **Rodeo Du Camion**



Notre-Dame-du-Nord, Ouebec www.elrodeo.com

7-11

NORTH AMERICAN INSPECTORS CHAMPIONSHIP

Hyatt Regency Orlando, Orlando, Florida

www.cvsa.org

13-16

PEOPLENET/TMW SYSTEMS' IN.SIGHT USER CONFERENCE

Gaylord Opryland Resort and Convention Center Nashville, Tennessee

www.tmwsystems.com

24-26

GREAT AMERICAN TRUCKING SHOW

Kay Bailey Hutchinson **Convention Center** Dallas, Texas

www.gatsonline.com

SEPTEMBER

7-9

NORTH AMERICAN TRAILER DEALERS ASSOCIATION'S TRADE SHOW AND CONVENTION

Indiana Convention Center Indianapolis, Indiana www.natda.org

17

BRITISH COLUMBIA TRUCKING ASSOCIATION'S GOLF TOURNAMENT

Meadow Gardens Golf Club Pitt Meadows, B.C. www.bctrucking.com

12-14

FTR TRANSPORTATION CONFERENCE

www.ftrconference.com

15-16

NATIONAL TRUCK DRIVING **CHAMPIONSHIPS**

Manitoba

15-16

NATIONAL PRIVATE TRUCK COUNCIL **NATIONAL SAFETY CONFERENCE**

Dulles, Virginia

www.nptc.org

18-21

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Orlando World Center Marriott Orlando, Florida www.trucking.org

> 25-28 **North American** Commercial **Vehicle Show**



Georgia World Congress Center Atlanta, Georgia www.nacvshow.com

Log your events

Do you have an event you'd like to see listed in this calendar or on the interactive online calendar?

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Contact John G. Smith

416-614-5812

johng@newcom.ca



THE SPEC'S

TRUCK:

1933 Ford Model BB

ENGINE:

239 cubic-inch Ford flathead V8

RATIO: 6.4:1

GEAR BOX 4-speed

WINCH:

1933 Chatham-built Weaver

Truck of the Month

A Restored Wrecker

With a fleet of more than 160 trucks, **Abrams Towing** is one of the largest tow and roadside assistance providers in Ontario. And while its customized heavy-duty recovery units receive a lot of attention, the fleet's antique wrecker can still stop many people in their tracks.

The restoration project didn't begin with the truck itself, though. It began when company founder and president Joey Gagne decided it was time to match a vehicle to the 1933 Chatham-built Weaver winch that had been rusting away in a vehicle compound.

Today, that Weaver winch sits on a **1933 Ford Model BB**, which has been repainted to sport Abrams' familiar red and white color scheme.

Not much is known about the Ford truck itself, but the heavy-duty chassis leads the Abrams team to speculate that it may have worked as a tanker more than a half century ago.

Phil Gravelle, a mechanic near Scotland, Ontario, was responsible for the five-year restoration project. The truck was completed and arrived in the Abrams yard 15 years ago,

and according to Abrams' special events coordinator Wallace Boustead, the truck was restored using materials from a wide range of sources.

Gravelle repainted and detailed the old Ford, and constructed the truck box in his own shop. The engine is a 239-cubic-inch Ford flathead V8, and the truck has a 6.4:1 ratio



If you see the Abrams wrecker on display, Wallace Boustead will likely be at the wheel. (Supplied photo)

and four-speed gear box. All other features on the truck are 1933/34 original.

Boustead notes that all the truck's features are mechanical, too, and while the wrecker is fully operable, it is not built to haul modern vehicles.

The antique wrecker is now a

parade and promotional vehicle, and put on display at many open houses, car washes and trade shows. It has been part of the Streetsville Bread and Honey Festival parade, the Weston Santa Claus parade, and has even made appearances at the Toronto Grand Prix, for which Abrams is the official tow supplier.

And if you are at an event where the truck is featured, chances are you'll see Boustead behind the wheel. **TT**

Do you have an unusual, antique, or long-service truck to be profiled?

Heard The Street

Day & Ross gets new president, CEO

Bill Doherty has been appointed the new president and Chief Executive Officer of Day & Ross, succeeding the retiring John Doucet. Day & Ross has more than 5,500 employees and owneroperators. Doherty, who was hired last fall, will oversee Day & Ross Freight, Day & Ross Dedicated Logistics, Day & Ross Supply Chain and Trade Networks, and Sameday Worldwide divisions.



Three new execs at Consolidated **Fastfrate**

Consolidated Fastfrate, a Less-Than-Truckload carrier, has recently added three new people to its national management team. **John King** has been named director - information technology and process, Mary Gervasio is national sales coordinator, and Kim Wonfor is director of cross border. All three are based at the company's head office in Woodbridge, Ontario, next to the CP Rail terminal.



Daimler promotes Allen, Kurschner

Daimler Trucks North America (DTNA) has appointed Jeff Allen and Stefan Kurschner to its operating committee. Allen becomes senior vice president - production, quality and specialty vehicles on August 1. Kurschner will be the senior vice president for aftermarket business units effective July 1. Allen is currently vice president - operations at Detroit Diesel Corporation in Redford, Michigan, while Kurschner is president and CEO of Daimler Vehículos Comerciales Mexico.





Bison's Young added to Trucking HR board

Bison Transport's vice-president of human resources and people development, Linda Young, has joined the board of directors at **Trucking HR Canada**. Previously, Young worked as vice president – human resources for Vita Health Products, and before that was director – human resources for Manitoba Telecom Services (MTS). Her career spans more than 25 years in a cross section of industries including healthcare, agriculture, telecommunications, manufacturing and transportation.

TransX founder named to Hall of Fame

TransX founder Louie Tolaini has been inducted into the Manitoba Junior Achievement Business Hall of Fame. The ceremony took place May 11, and Tolaini was one of four area achievers named to the Hall, recognizing vision, leadership, integrity, and lifelong contribution to the Manitoba business community. He started trucking in 1959 with an old truck that was so beat up it didn't even have a driver's door. Four years later, he bought a small trucking business for general freight and over the next 58 years grew TransX into one of Canada's largest privately held fleets.



A lazy, hazy, crazy opportunity

By Mike McCarron

'm convinced that Nat King Cole moonlighted in sales. There is no other way to explain how he could write a song that describes the mindset that afflicts every sales department on July 1.

That's the day Those Lazv-Hazy-Crazy Days of Summer kick into gear.

In Canada, our state of mind does a 180-degree turn the day the kids pile out of school for the summer holidays. People seem to expect less and feel justified to work less.

Too many sales reps think that when customers are easing back, taking holidays, it's OK for them to follow suit. Why work on Friday afternoons when no one else does?

Your bottom line doesn't take July and August off. Those two months combined represent almost 20% of the calendar year. In a business like trucking, with razor-thin margins, no sales rep can afford to make puppies all summer.

Consider these ideas for turning "those days of soda and pretzels and beer" into opportunities:

Close the deal

The commitment you get in June is a distant memory after Labor Day if you don't get that new business on your trucks before vacation season. Close the deal now or you might as well add May and June to your list of wasted sales months.



Don't fight it

The good news is Nat King Cole Syndrome also affects your competitors. A lot of their reps are more worried about reducing their golf handicaps than increasing the number of prospects. Out-think and out-work your competitors now. Filling the sales funnel this summer will pay huge dividends next year.

Shutdown season

Traditional networking opportunities are nonexistent in the summer, as every business club and association on the planet shuts down. Trying to get people on the phone is virtually impossible, and there's no point leaving a message for someone who won't get it for three weeks.

That doesn't mean you should throw in the towel. Try networking with other customer influencers. How about doing research on prospects that fit your company's secret sauce, for follow-up in the fall?

Personally, I use the summer to hook up with old buddies and soak them for as many quality referrals as I can. Sometimes I even twist their arm and do it on the links!

Vacation tsunami

Your customer's attitude isn't the only thing that will change on July 1. If you have children, so will the decibel level in your house. I have three kids, and when this tsunami hits the house for summer break, it washes away any hope of accomplishing anything from the home office. If you have sales reps who work from home, make sure they have a place to work where they can be productive, because their house is not one of them.

Personal investment

This is a great time to invest

Every summer I dedicate the perceived downtime to

work "on" my business, not "in" it. Read a sales book (try Swim with the Sharks Without Being Eaten Alive), learn how use new sales tools (try HootSuite), or clean up your online brand (Google vourself). My big project is to take advantage of my three iPhone experts being home for the summer to learn about some of the funky apps for my new smartphone.

Come September, with a productive summer under your belt, hopefully "you'll wish that summer could always be here." Just like Nat. Have a safe and relaxing summer. TT

Mike McCarron is the president of Left Lane Associates, a firm that specializes in growth strategies, both organic and through mergers and acquisitions. A 33-year industry veteran, Mike founded MSM Transportation. which he sold in 2012. He can be reached at mike@leftlaneassociates.ca, 1-888-204-8434, or @AceMcC on Twitter.

Dispatches



Presidential Views

Roger Nielsen shares thought on free trade, his new role and more

By John G. Smith

Roger Nielsen, the recently named president and Chief Executive Officer of Daimler Trucks North America, doesn't seem concerned by talk about renegotiating the North American Free Trade Agreement (NAFTA) - even though Daimler's manufacturing footprint includes Mexico.

"We're a global company, and globally we believe in free trade. And we're prepared to engage everybody and anybody in discussions," he said during his first media briefing. "I don't anticipate any major changes in the NAFTA."

The company has reserve manufacturing capacity in the U.S. and Mexico, he noted. The supply chain is also dualsourced. "They have the ability to source worldwide or source domestically."

Daimler's global presence was recently punctuated when Nielsen's predecessor, Martin Daum, was promoted to lead Daimler Trucks and Buses worldwide. Then Nielsen received the call that put him in his current role.

"I was absolutely in shock," he admits. "I never really thought that would be the next step in my life." But he earned the role, and there have been several executive promotions at the company since, many of which were set up by Daum.

Nielsen himself served as the company's Chief Operating Officer since 2001. And he clearly likes to keep in close touch with staff and products alike. He often grabs a truck on display in front of the company's corporate headquarters to head out for lunch. And he makes random calls to the call center to see if the answers align with approved approaches.

Aspects of his previous role will undeniably influence the work he does today. "I bring in a view of being responsible for product quality," he says. "Quality in the factory is service quality."

But the role of president and Chief Executive Officer is undeniably different. "I now understand my opinion counts,"

he says, illustrating the comment by referring to a Tweet he questioned. He just made a passing reference to it, but the next time he went back to read it, it was already gone.

Daimler clearly has set its sights on a 40% market share, and it is a leader in on-highway truck sales. But the potential for a bigger market overall is dampened somewhat because major buyers have "fresh fleets", with average equipment ages under 24 months.

"Used truck pricing is not like it was two years ago, three years ago, four years ago," he adds. Those who have equipment with plenty of miles left are more likely to stick with what they have.

Some customers are also holding back purchases as they wait for different configurations of the next-generation Cascadia. That rollout is scheduled to be complete in mid-2018.

"We have some great products yet in our pipeline," he adds, alluding specifically to vocational models that are in the works. "We have engineers who love to design trucks." Look at the piles of dirt, he said, pointing to the company's surrounding High Desert Proving Grounds. That dirt needs to be moved.

Fuel economy also remains a central focus. "For sure, we are promising better fuel economy year over year," he says, adding that he's confident the second phase of Greenhouse Gas emissions standards will remain in place. The tools to meet the cleaner emissions are all technologically viable and doable.

Consider the difference realized by Automated Manual Transmissions. About 95% of all new Cascadias come with those. There was a time not long ago when many people thought of that as a niche technology, Nielsen observes.

As for Tesla's plans to introduce an electric Class 8 truck by September? "It's interesting to watch," he says, referring to gains in battery power density as well as the cost per kilowatt hour. But there is still the challenge of long-haul drivers who don't want to stop for frequent charges. "Daimler is the leader in electric vehicles. We're the leader in battery technology," he says. "We will be ready when the market is ready, if it ever comes." [TT]

Living **Proof**

Daimler unveils US \$18.7-million High Desert Proving Grounds

By John G. Smith

Daimler Trucks North America has officially opened its High Desert Proving Grounds in Madras, Oregon, representing a US \$18.7-million investment that will put the company's trucks through their paces.

"Every mile on the track is equivalent of 200 miles [322 kilometers] on some normal road," explains Wilfried Achenbach, senior vice president - engineering and technology. Freightliner designs its trucks to last 1.2 million miles (1.9 million kilometers), so this track can replicate that level of wear in just 6,000 miles (9,660 kilometers).

"The entire track has 3.5 miles [5.6 kilometers] and covers multiple maneuvers," he says. "It replicates most of any road surface you can find around the world."

Work to clear the 87 acres of land began in June 2015, while construction launched in May 2016. Now there are nine test lanes overall, as well as a 32,000-square-foot facility with 14 service bays, and several rooms are equipped to virtually connect to teams in Portland and beyond.

"The opening of this facility will ensure the future reliability of our products, as well as expedite future technologies that enhance our customers' bottom line," said Roger Nielsen, president and Chief Executive Officer.

It represents a new way for Daimler engineering teams to share information, too. The site is far closer to the company's Portland headquarters than an Indiana track that Daimler had been leasing from Navistar. These proving grounds won't be open to any other Original Equipment Manufacturers, but future tests could include selected suppliers, Nielsen says.

The 19-kilometer trip between Portland and Madras will itself be part of ongoing validation tests including portions of interstate, rural roads, and mountainous terrain through the Mount Hood pass, the company notes. For example, the route was used to validate potential gains through truck platooning.

And many members of the Portland team will now be making regular trips over the mountains for a first-hand look at ongoing track tests, which will focus on durability, reliability and functional issues. No computer can do it better. "You can feel it, you can touch it," says Achenbach. "It will bring our engineers closer to the project."

A similar track is already in Germany,

15 minutes, and they have to take a half hour break every two hours.

It's all by design, based on measurements of real-world operating conditions across Canada and the U.S.

"The focus here is on rough-road input," says Sean McKenna, manager of durability, testing and instrumentation. "The testing we don't want to do on the public roads, we can do here."

Handling and I-turn tests take place on the site's Vehicle Dynamics Area with a 700-foot diameter. Start and stop tests occur on a man-made incline that has been nicknamed Mount Madras. The local climate in this high desert also offers hot summers and "reasonably" cold winters, Achenbach says.



■ Sections of the track designed for durability tests are made from a series of 379 panels, which look like a gently-waving corduroy. But looks are deceiving.

and another is planned for Brazil, supporting a global approach to testing.

"Bumps are bumps wherever you go," Achenbach says.

But the bumps used for durability tests are special, created from a series of 379 panels, and 99% of the surface sits within five millimeters of design spec's. It looks like a gently waving corduroy, but looks are deceiving.

This is worse. Picture the roughest road you've ever driven. Drivers who are hired for the tests need to pull over every

The proving grounds will soon be staffed by 40 employees who will "bring trucks to life," Nielsen adds.

Daimler is no stranger to Madras, of course. A three-lane loop road used for noise, vibration and harshness tests has been in place here since the 1980s. But the latest investment is certainly a boost for the local economy. Daimler has 2,800 employees in Portland alone, and is now one of the Top 10 employers of graduates from Oregon State University.

"We're Oregonians," Nielsen says. TT



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Laid Bare

Your bill of lading may not protect you, lawyer says By John G. Smith

So-called "uniform conditions" are supposed to limit cargo losses to \$2 per pound, but many carriers are exposed to higher losses than that, according to Michael Silva of Whitelaw Twinning Law Corporation.

The requirements to apply such limits differ between provinces, he observed during a legal briefing to members of the B.C. Trucking Association. In Alberta and Ontario, they apply to every contract of carriage, and there's no need to "properly issue" a bill of lading. "There's probably no requirement to even have a bill of lading," he added. But there is no such language in B.C. or Saskatchewan, where the bills need to include the right language and be properly used.

The differences can lead to significant losses. He cited the case of a carrier hauling 50,000 pounds of perfume that was stolen when properly parked at a truck stop. The court ruled that the carrier was still liable for the load's full \$1-million value because the company was guaranteeing safe delivery.

And consider a 20,000-pound helicopter that is loaded on a step deck, but hits

an overpass. If the shipment is coming from Alberta to B.C., the losses are going to be limited to \$40,000. If the shipment is going in the other direction, a company without a properly issued bill of

lading will be exposed to the million-dollar value.

Compounding matters further, business loss claims may not be covered if the work is subcontracted. The 50,000-pound generator on the trailer may be worth \$1 million, but the mill that needs it might lose \$2 million in business if the generator

can't be replaced for several months. "You have no limitation rights at all for the \$2-million claim," Silva said.

The paperwork that exists to protect companies can often fall short of truly protecting anyone.

"Here in B.C., bills of lading are almost never properly issued," Silva warned, noting how that makes it tougher to limit exposure. To compound matters, many

carriers are not properly insured, or don't have policy limits that are high enough to protect them from rulings above \$2 per pound. "The risk, the contract and the insurance are all linked," he said.

U.S.-bound carriers may be no safer. and can often face judgements far above those allowed in the Carmack Amendment, which identifies rights and liabilities around cargo losses south of the border. "The individual state courts have so much power that they treat it differently," he explained.

There are ways to limit the liability, though, such as proving the intentions of every party involved, or using Himalava Clauses that can offer a layer of protection if ocean-going freight has a destination further inland. The challenge with those is that they almost always involve a court action.

At the very least, a bill of lading should have a box for declared value, signature lines for the shipper and the carrier, and a clear and obvious note that you intend to limit the value. "It's nice to have it in the 'declared value' box, but better than that, have a heading on the front that says 'limitation of liability' and 'other defences include'. Bullet point them and see the reverse side, and identify the website where they can be found. Now you've covered everything off. They

> know what to look for. They know there's more information," he said.

In terms of the Carmack Amendment, there needs to be an option to ship on declared value or on limitation of liability, and carriers need to quote different rates for both. "It may be good enough if you've quoted them in a separate

document ... but you need evidence that you've quoted different rates for different types of delivery," Silva said.

A head contract that covers expectations between the carrier and shipper, and the expectation that work will be subcontracted, can offer another layer of protection.

"Bills of lading," he observed, "just aren't enough." TT

"Here in B.C., bills of lading are almost never properly issued."

 Michael Silva, Whitelaw Twinning Law



TAILGATE PARTY

Questions about fuel-efficient platooning are not limited to following distances alone | By Eric Berard

Nike wants a runner to complete a marathon in under two hours, but the target will involve more than the company's swooshmarked shoes. Other marathoners will take turns running in the controlled race, helping to optimize the aerodynamic conditions that can be leveraged by the record hopeful who will tuck in behind them.

It's not the only sport to leverage the pulling forces of "drafting". The concept has been used everywhere from cycling's Tour de France to the ovals of NASCAR. With the help of emerging

technology such as adaptive cruise control and collision mitigation systems, trucking could be on the cusp of realizing the same techniques - using automatically set following distances in a process known as platooning.

"At 65 miles per hour [105 kilometers per hour] and a 30-meter gap separation, the fuel savings for the second and third trucks in the queue are in the ballpark of 6% and 10%, respectively. Additional aerodynamic enhancements to the tractor would, of course, further improve the fuel efficiency," says Aravind Kailas,



senior engineer with Volvo Group's Advanced Technology and Research Division. Those numbers have been proven during demonstrations in California. A test of European models saw gains between 10-15%.

The numbers are echoed by manufacturers and regulators alike. Preliminary findings from Transport Canada - presented during a December meeting of the Canadian Council of Ministers of Transportation and Highway Safety - suggest 6% fuel savings for platoons of three tractor-trailers, when each vehicle weighs 65,000 pounds, is spaced 17.4 meters or 0.6 seconds from its leader, and the trailers don't have any aerodynamic devices such as side skirts or boat tails. Tests with aerodynamic trailers, conducted at a track in Blainville, Quebec, realized fuel savings of 14.2%.

"There are a lot of factors and variables that will influence the actual savings. Things like following distance, vehicle speed, aerodynamic shape of the trucks in the platoon, available platooning miles, and so on," cautions Stephan Olsen, Kenworth's director - product planning.

The variables don't end there, either.

"Topography, weight of the vehicles in the platoon, powertrain performance and the time that trucks are in platoon mode will definitely have an impact," adds Hayder Wokil, autonomous and automated driving director at Volvo Trucks.

The variables

Tight following distances could actually cause some conditions known to harm fuel economy.

"If you're collapsing that following distance, then are you impeding some of the airflow that's going to the cooling system, and you are overworking some of the engine's cooling systems. The cooling fan could be engaged all the time, creating parasitic load," explains Scott Perry, Chief Technology and Procurement Officer with Ryder System.

Navistar's Darren Gosbee, vice president - powertrain and advanced technologies, agrees: "There's an optimal point where you need to balance the airflow through the radiator in order to minimize the fan time and also a distance to maximize the drafting benefit."

Setting aside the strain on the cooling package, there are other potential maintenance gains to be realized downstream. Gosbee refers to longer tire life because of the drop in "tractive effort". Volvo's Wokil talks about the optimized performance realized through automation.

Perry is less optimistic. "I do not believe in [the maintenance gains]. The benefit comes from the fuel economy," he says. "If there's less fuel consumed by a vehicle, I agree there could be less oil dilution and oil consumption, and it could ... translate at some point in the future by a differentiated service interval."



Tailgate Party



Legislative hurdles

Technology-related issues are not the only factors to be addressed. The ideal following distances represent a legislative hurdle of their own. Ontario, for example, currently mandates 60-meter gaps at speeds above 60 kilometers per hour, except when overtaking and passing.

Outside of the potential for better fuel economy, productivity could be improved if drivers of platooning vehicles are in the position to perform other duties. But any significant gains here could require a legislative change to Hours of Service. Is the person in the driver's seat of a platooning truck recording their status as On-Duty: Driving, or On-Duty: Not Driving, such as when they perform a circle check? How would enforcement teams view the Hours of Service if the truck is essentially accelerating, braking, changing gears, and steering on its own?

"If he or she is steering, then I would consider it as On-Duty: Driving," said Darin Wheaton, an enforcement officer with Nova Scotia's Department of Transportation and Infrastructure Renewal.

"In regards to semi-autonomous trucks, under the current regulations the driver is considered as driving, so the rules remain the same," agrees Eric Santerre, a spokesman for Controle Routier Quebec. "Considering the Quebec particularities [roadways, weather, etc.], the introduction of such vehicles in Quebec is certainly not going to happen any time soon."

Federal regulators have not unveiled any plans for different Hours of Service rules for platooning drivers, either, but Transport Canada has said in a recent report that platooning could reduce driver stress and workload. If it's truly less tiring, what does that mean in terms of future logbooks?

Angela Splinter, Chief Executive Officer of Trucking HR Canada, still emphasizes that employees will need to play a role in any fleet's decision to adopting emerging technologies like platooning vehicles. Human Resources teams can ensure training aligns with the demands for different skills.

"Don't forget about your dispatchers and safety personnel and how their role may be changing, too," she adds. "Any organizational change needs to be effectively managed, and your HR person can help you do that."

Shared benefits

The required technology may not even be limited to the way the truck performs. Perry believes platooning will need to be offered with some form of commercial trading platform to distribute the wealth when more than one fleet is involved. Vehicles to the rear, for example, realize greater percentages of fuel economy gains. Their drivers are certainly the ones that have the greatest opportunity to focus on other duties from the driver's seat.

"If you're gonna follow me, I want some of that benefit. So I can see an

Tailgate Party

Patrick Carpentier



DRAFTING 101

he idea of drafting is not yet legal for trucks.

Provinces still set minimum following distances that are larger than the gaps suggested for technology-governed platoons. But the technique already has a home on race tracks.

Patrick Carpentier, a Canadian race car driver who made his mark on Formula Atlantic, IRL, Champ Car and

NASCAR circuits, credits some of his success to drafting techniques, and offered his observations about how it works.

"There are different aspects to performance in racing, but drafting is definitely one of them. The higher the speed, the more vehicles aligned in a platoon, and the stronger the head wind, the more effective drafting becomes" he says. "Even a really tiny difference makes a huge [difference] at the end of the race."

The trailing car is essentially being pulled by the car in front, he explains. "You don't have to break the wind upfront. Then you just coast a lot longer and that's where you save a lot of energy."

Still, he wonders if the underlying technology for truck platoons could lead potential drivers to look at other careers.

"The downside of all these new technologies, like cars or trucks that drive themselves, is that it can get very boring," Carpentier says. "If what makes your life becomes the back of another truck, I'm not sure there'll be as many drivers available."

— Carpentier is a spokesman for the Formula E race in Montreal, July 29-30.

entire ecosystem between fleets to share all those benefits, maybe through a credit system," says Perry.

The same platform could be used to evaluate and choose the carriers you are willing to platoon with, especially when it comes to safety records, he says. "Just because they have the IT system installed on their truck doesn't mean that they've done adequate service on it. If they don't have a good maintenance history and record, I don't want them platooning behind me because their ability to stop at the same time I'm able to stop may be very different."

Navistar's Gosbee says that truck

weights also need to be considered, since the lighter trucks could potentially reach higher speeds or more easily maintain gear choices than their heavier counterparts in the platoon. Maybe they would need to be compensated for the longer trip times.

There is time to work out answers to such questions, of course. The European Automobile Manufacturers Association recently suggested semi-autonomous truck platoons could be a reality by 2025.

"It's probably less than 10 years from now," Gosbee says. "Because the fuel economy benefit is so high, the industry would be foolish not to figure it out." | TT|





Ready for MEDIUM-DUTY

The right spec's ensure medium-duty equipment is ready to work and fight above its weight class

By Harry Rudolfs

Spec's are all-important when it comes to outfitting medium-duty trucks, and can vary greatly depending on the intended vocation. It's why Original Equipment Manufacturers and bodybuilders alike offer a wide array of features and options in the mid-range categories.

An example at the heavy end of the spectrum might be the seven Navistar WorkStar 7600 tandem dumps that Geo. Tackaberry and Sons of Athens, Ontario bought last year for its lighter construction applications. These are Class 7 10-wheelers fitted with 16-foot aluminum boxes. Power is supplied by Navistar's N13 engines putting out 410 horsepower, respectively sitting on 20,000-pound front axles and 40,000-pound rear axles.

The trucks gross out at 27,000 kilograms, so Tackaberrys went with 13-speed manual transmissions mated with 4.10 rear ends. "We changed our spec's up a couple of years ago," says Charlie Tackaberry. "We used to buy the 466 engine, but it only went up to 310 horsepower. We just beefed them up a

little bit. It's construction equipment, so it's a pretty basic package: aluminum wheels on the front and steel wheels on the tandems."

Consideration is also given to driver comfort. The seven units have the upgraded interior package and premium air-ride seats.

But the suspension is old school; the company's patriarch (George) eschews air bags and prefers a rubber block suspension. "We'll probably keep that spec' until they change something else," says Charlie. "We keep our trucks for 10 years and do most of our own work. Our resale trucks do really well at auction, so we must be doing something right."

Household moving

An even more generic spec' is required by a household moving company. When Francesco Coku, manager of Alek's Moving in Milton, Ontario went shopping for new trucks, his biggest concern was reliability. "I don't care that much about engine spec's," he says. "I want a truck that won't break down, that has hydraulic brakes and a 26-foot box so that one of my employees can drive it without an air brake endorsement." Coku also wanted the package to include a power tailgate and a ramp, along with three levels of toggle tracking around the inside of the van.

He eventually settled on three Hino 338s with Gross Vehicle Weights of 33,000 pounds. Edward Lam, sales manager for Somerville Hino in Toronto, Ontario, says that the basic "movers' package" accounts for about half of his truck sales. "It's also good for general delivery, meat, produce and food trading companies."

Both Class 7 Hinos, the 338 and 358, have the same 6.7-litre engine putting out 260 horsepower and 660 lb-ft of torque @1,500 rpm. The difference is that the 358 has full air-ride suspension and air brake package, along with heavier front and rear end.

"Every customer's spec' is different," says Lam. "The 26-foot box is quite common and they want room inside - up to 102 inches in height. But we also have one customer who uses a low-profile Class 6 Model 258 to get into smaller spaces."

Expediters

Moving from generic to the more niche-driven expedited trucking requires its own customized features. Thompson Emergency Freight Systems in Tecumseh, Ontario does a lot of work in the automotive sector, delivering emergency parts to manufacturers around the Great Lakes and beyond. Recruiter Matt Wood is quite specific about what he wants from a truck working in its commercial automotive division.

"A DOT-approved sleeper cab is a must," he says. "They have to have a sleeper because we're under the 70-hour rule, and they're not going to be driving local."

The truck also has to have barn doors and a regulation ICC bumper so they can hook up to an automotive dock. And whether the truck is a three-ton or a five-ton model, it must be equipped with rolldown dolly legs at the rear of the unit attached to the frame, so a forklift can safely enter the truck without sinking it.

"It doesn't matter what size sleeper, anywhere from 48 to 72 inches," says Wood. "There are companies that do these retrofits. Some of the trucks have sleepers built into the front of the box, but they have to be regulation-approved in case there's a fire. There has to be an exit door or a window that can be pushed out."

Turning a straight truck into an "expedite" model can be expensive. The frame might have to be lengthened. And modifying a roll-up door into a swing-type barn door might not be cost-effective. "It





Spec's behind the cab tranform medium-duty trucks into rolling tools.

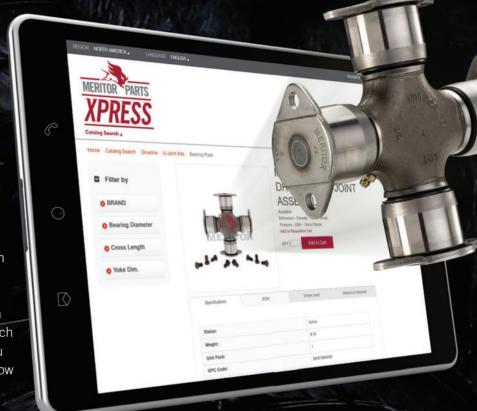




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Ready for Medium-Duty

might be cheaper to install a new box than to start cutting up the old one," says Wood.

"Some of our guys have tailgates and tandems, but they're really not that necessary. Tailgates are okay as long as they can work with the locking bumper."

Thompson Emergency also stipulates that its trucks have to be less than six vears old, "unless they're in really good shape," says Wood. "Used equipment is hard to find and will hold its resale value. A new expedite truck can cost over \$120,000, but once the conversion is done, it's pigeon-holed for this industry."

Municipalities

Meanwhile, municipalities face some unique fiscal constraints when spec'ing their fleets.

"Everything around here is multipurpose," says Matthew Lynch, fleet coordinator for the Town of Halton Hills, a small municipality of 86,000 people just northwest of Toronto. "The rule is, if you can throw a plow on it, do it."

Lynch shows me the spec's on the town's most recent acquisition, a Ford 3500 with a dump box destined to spend the next seven years as a cemetery truck. It's a pretty standard package: a Gross Vehicle Weight of 7,484 kilograms (16,500 pounds); 4X4; eight-cyclinder gas engine; regular cab; and snow plow package.

"The 60-inch cab-to-axle wheelbase was important because we've got some tight spots to get into. Both the plow and dump box are operated by separate electric motors and hydraulic pumps. We're starting to get away from PTOs [Power Take Offs]. Electrically operated hydraulics are a lot easier to tie right into the chassis," he says.

"I thought a lot about doubling up the batteries, but LED technology is getting so much better and drawing less power," adds Lynch. "Fleet managers from different municipalities share with each other, but the spec' for this truck was developed internally. I was more interested in what's available and who can do the work."

Lynch is reluctant to get involved in buying extended warranties for his fleet at this time. "It's not like comparing apples to apples. There are a lot of variables to consider," he says. But the overall opinion among fleet managers seems to be that

extra insurance pays for itself when it comes to engines.

Lynch admits that municipal guidelines often make it more difficult to get the exact vehicle and features he wants. "The [Ontario] Municipal Act requires us to be as broad as possible when we're calling for a tender. The key is not to [anger] your purchasing department. But the cheapest is not always the best. And the vendor and body building market is smaller than you would think."

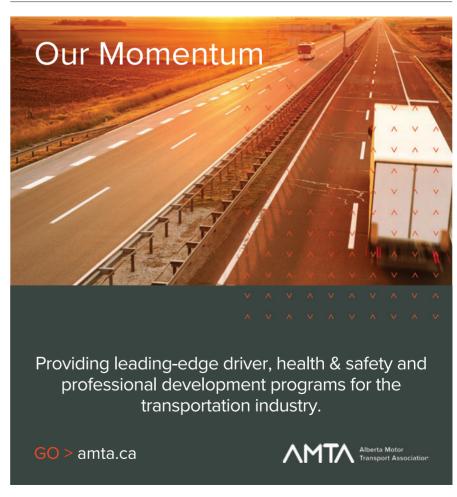
Automatic decisions

According to David Moore, president of General Cartage in Toronto, Original Equipment Manufacturers can be a valuable resource when developing vehicle spec's. "I've had a conversation with Peterbilt, and talking to some of the corporate guys, they spend a lot of time matching and building spec's to provide maximum payload and economy. From what I understand, the dealer can sometimes circumvent some of the things that the engineering team has come up with - and that's not optimal."

Moore suggests that some options are a no-brainer. "We've had automatics in our straight trucks for over 10 years," he says. "In my opinion, the Allison six-speed automatic is just bulletproof, compared to the problems with had with the automatics on our tractors. And a transmission failure is a major problem."

In terms of minor tweaks and spec' adjustments, Moore relies on feedback from the shop and the drivers. "If it's something we can fix with a minor spec' adjustment or with an aftermarket product, we'll do it. We're a city fleet and we keep our trucks for a long time."

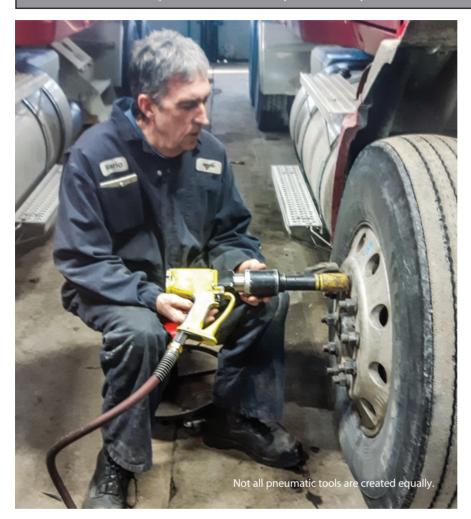
When spec'ing a new truck, Moore thinks that fleets should look at all the options on the market. "Everybody's got a different point of validation," he says. "Things that speak well for the industry don't always work well in everybody's application. I've seen that often enough." |TT|



In Gear

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EQUIPMENT NEWS, REVIEWS, AND MAINTENANCE TIPS



Tool Time

8 tools that shops can't live without

Few things will improve a mechanic's productivity better than the proper tool. Sure, any wrench will turn a fastener, but a torque wrench will ensure exact clamping force. In the digital realm, the right app can offer quick access to underlying fault codes and even help to refine shop schedules.

Everyone has a personal favorite, though, so we asked shop leaders across Canada about the tools they couldn't live without.

Memory-loaded laptops

"We'd be hopeless without a laptop," says Westcan Bulk Transport's Michael Royer, vice president - fleet services. "In our world, everything revolves around electronics now." The right software also makes diagnostics much quicker, without needing to reach out to dealerships.

The equipment mechanically doesn't cause us a whole lot of issues," Royer says. "We don't do a lot of differential work and springs and bushings."

But emissions-related components are another story. There, teams are chasing issues such as wires that have rubbed through, and Diesel Exhaust Fluid pumps that failed. Need to reset the injector trim codes? That's done in house as well.

The laptop is used on more than engines alone. Software taps into the Electronic Control Modules for everything from trailer Antilock Brake Systems to roll stability controls. "It helps you whether it's a sensor or module or wiring," he says.

As valuable as the laptop may be, not every mechanic gets one. A smaller shop with a half-dozen personnel might share a unit.

While diagnostic software will typically run on most off-the-shelf computers, Royer stresses the value of a robust model such as a Toughbook, which can handle the abuse in a shop environment. And there needs to be plenty of memory to support the digital demands of industry software, he says.

Alignment system

A straight path down the highway will maximize tire life and fuel economy alike. Kevin McGurrin, supervisor of the Danfreight Systems Mechanical Workshop, couldn't live without his alignment system, which has helped to realize both benefits. He chose the shop's specific system in part because there is no need to lift a wheel and rotate it manually. "The alignment system allows us to validate in 15 minutes whether the alignment of a truck and a trailer conforms to the manufacturer's standards," he says.

Calibrated torque wrench

Macal Bulk Transport in Mission, B.C. recently introduced a system to identify trucks with newly installed wheels, borrowing on a process adopted by Kal Tire. A tag is always placed on the gladhand, reminding drivers that fasteners will need to be retorqued. But that also

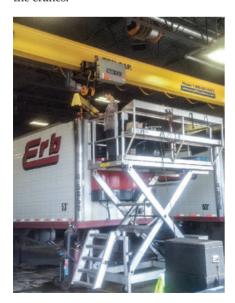
required a new torque wrench in the shop, says Rick McArthur, who owns the asphalt-hauling fleet. With just the sound of a click, his mechanics now know if the pre-set torque was achieved. "Anybody can use it, and anybody can do it," he says.

5-ton crane

When it came time to build a new shop for Erb Group, one tool topped the wish list, says Jim Pinder, corporate fleet director: "A five-ton crane in every shop. We have one in the truck shop, one in the trailer shop, one in the reefer shop, from a safety point of view." They're used to lift trailers to remove everything from reefer assemblies to engines, and also lift straight truck bodies. That sort of work was previously handled with tow motors.

The crane's rails run the full length and width of the shop, so it can be positioned where required. Key features included a mounting position close to the roof, to maximize lifting distances, and a remote that had a fine-tuned movement setting for small, slow adjustments.

Supervisors are responsible for the scheduling to ensure work is located in an accessible location, and technicians are trained and certified to operate the cranes.



Erb Group uses a five-ton crane, while Transport Bourassa has opted for hydraulic lifts. Each can help to protect mechanics from sprains and strains.

THE POWER OF AN OSCILLOSCOPE

ost techs reach for a traditional voltage meter when troubleshooting electrical issues, but Keith Littleton of WheelTime University says nothing beats an oscilloscope when troubleshooting SAE J1939 and On-Board Diagnostic systems.



A voltmeter simply shows the average voltage, he

explained during a recent presentation to the Technology and Maintenance Council. An oscilloscope reads the entire conversation, which can then be compared to a reference waveform taken from a truck that is working as it should.

It can make a particular difference when trying to troubleshoot often-frustrating intermittent failures, which typically lead shop teams to replace a component with a "known good part" and hope for the best.

"Intermittent problems always exist. They do. It's just they happen so quickly sometimes, our digital multimeter can't see them," Littleton said. The same can be said for the Electronic Control Units.

Some tools simply work faster than others.

A good digital multimeter can sample data at about 1/1000 second, and even some of the newest models work at 1/4000 second. An oscilloscope - something that he describes as a really fast multimeter - can review a billion events in a second.

With a scope, for example, a technician can check camshaft and crankshaft position sensors in just four minutes. Following a traditional mechanical process, it could take four hours to discover a setup that is off by one tooth, he said.

And nothing is more precious to a shop than time.

Hvdraulic lifts

Bending and stretching can take its toll on a mechanic's body through the course of a workday. Raising everything to eye level to check things like tire condition can help to ease the load. Serge Bergeron, fleet director with Transport Bourassa, has two hydraulic lifts in his shop. "They are much more practical,

versatile and cleaner than pits," he says, noting how smaller mechanics might otherwise have to climb onto crates to reach different components.

Updated engine diagnostic software

Mullen Group's Kelly Scheer says the latest engine diagnostic software is





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Bendix, Cummins, Detroit, Eaton, Freightliner, Hendrickson, Mack, Meritor, Navistar, SAF Holland, Volvo, Western Star and more... vital, especially with the advent of emissions-related controls. Without it, troubleshooting would be a challenge. "Otherwise you're flashing the dash," he says. "What sensor did you say again?"

Mullen runs exclusively on Cummins engines, so the fleet has opted for the Insite software platform. And maintenance teams are just beginning to tap into what is possible. There may be more capabilities, he says. They just aren't chasing the data yet. *Yet*.

Rebuildable air tools

Few tools have transformed work in a shop more than the pneumatic wrenches that are called on to turn virtually any nut or bolt, says Derek Quinn, director of maintenance at TransX Group. But not all of these tools are created equally.

"You don't want to cheap out," he says, referring to his preference of known North American brands. The cheaper models quickly lead to trouble. "They work for a good month or two,"

he says, but then the internal seals begin to fail. The so-called cheaper options become scrap metal.

In contrast, his own teams will rebuild their tools for years on end.

The support found upstream makes a difference in how often the rebuilds are required.

"You want to have a good air dryer in your system," Quinn says, noting that regulators have also been installed into the air system wherever a line is dropped – an important step because individual tools are regulated for specific pressures.

Diesel Particulate Filter cleaner

There will come a time when soot and ash will need to be cleared out of a Diesel Particulate Filter. And there are systems that will do the job with a pulse of air or "air knives" that move from cell to cell.

Jean St-Onge, vice president – fleet

maintenance at Midland Transport in Dieppe, New Brunswick, believes his "game changer" comes in the form of a chemical-based system that feeds into the intake, cleaning that, the exhaust, turbocharger, and Diesel Particulate Filter in a single step.

St-Onge can't yet reveal the name brand of the tool he chose, because it's a prototype. But he was willing to make the investment after seeing it at work in a vendor's facility near Montreal.

Trips to an Original Equipment Manufacturer for such work can quickly become expensive, he says, referring to repairs that can escalate to \$30,000 when replacing a Diesel Particulate Filter and turbocharger. Once the cost reaches that level, it is hard to justify the project. "I'm now going to do the same thing for under \$1,000, and the truck is going to be up and running in eight hours."

Time is money, indeed. TT

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Neat Fleet

Volvo's VNR 400 offers plenty of features, even when stripped to the basics

By John G. Smith

Cash-conscious fleets are often loathe to spend extra money on extra options. Their units are seen as workhorses; the no-frills machines to focus on specific tasks. But there are still plenty of bells and whistles available in the fleet spec' version of Volvo's new VNR 400.

"With a regional haul truck and their drivers, how we look at it is a common workday tractor," says Chris Stadler, product marketing manager - regional haul. "They have different needs than their long-haul counterparts ... They need good visibility when they're operating in these conditions; they need good maneuverability."

Volvo expects regional tractors to play an ever-increasing role in market shares, and the VNR can be spec'd for a wide

range of applications, from bulk haulers to tankers, city deliveries, Less-than-Truckload operations, pickup and delivery applications, and construction work.

Regional haulers are not all limited to daily runs, though, and that's why the VNR comes in three different models - including the VNR 300 day cab, VNR 400 with a flat-roof sleeper, and VNR 640 premium mid-roof sleeper.

One of the most striking features of all models is clearly the visibility of the surrounding road. Built with tight urban spaces in mind, the corners of the hood have been tucked in about four inches when compared to the Volvo VNM that came before it, offering an almost-cabover-like view, and the tight turns are supported with a 50-degree

ENGINE: Volvo D11, XE Package

POWER: 425 hp, 1550/1350 lb-ft

TRANSMISSION: 12-speed Volvo I-Shift

WHEELBASE: 219-inch

REAR AXLE RATIO: 2.85

GROSS VEHICLE WEIGHT: 75,000 pounds

wheel cut. The West Coast mirror can be supplemented by bumper-mounted mirrors - both of which can be heated - while a downview mirror above the passenger door will offer a view of curbs or adjacent lanes.

The VNR 400 used for our test ride in Winston-Salem, North Carolina offered plenty of comfort inside, featuring many automotive-like upgrades compared to the old VNM that hadn't seen a significant upgrade since 2002.

And many of the new features are anchored in electronics and related controls.

The new "position-perfect" steering wheel has become the truck's central command center for these electronics, with 19 buttons overall. Control for the

lights, cruise control and phone are on the left side, with a mute button at the ready at the lower right of the cluster. The lower left button on this cluster also offers a quick flash of courtesy lights to thank those who offer added merging space. On the other side of the steering wheel are the controls for a new Driver Information Display. Two buttons at the bottom offer a city horn, and a push at the center of the wheel offers a blast of the air horn. While the display's three lines can be customized, most of the changes need to be made when the truck is parked, with the exception of options like switching between miles and kilometers when crossing the border.

There are clearly plenty of buttons to choose from, but Allison Athey, a member of the marketing team who previously served as a powertrain engineer, puts it into perspective: "This truck has less buttons on the steering wheel than my car."

The positioning of the wheel plays its own role in ensuring drivers have a clear view of gauges and the display. Push a pedal right to the floor and the wheel will tilt 35 degrees and make telescopic adjustments. But push the pedal half way and the neck tilts another 20 degrees, which will be particularly helpful for shorter or taller drivers who might otherwise have the wheel obscuring their vision of things like warning lights.

Options in the information display can offer details from transmission temperatures to fuel economy targets, or even the air pressure in the axles for those who have spec'd the fuel-saving adaptive loading feature.

The color screen plays its own role in the optional lane departure system, too. Stray over a highway marking without the turn signal, and a yellow bar appears on the appropriate side of the display, along with the audible warning that drivers can also control. Hit an override switch, and the warnings can be disabled for a couple of minutes when traveling through an area like a construction zone where the lane markings are unclear.

Even the turn signal itself has been upgraded, and with a tap of the stalk will flash for about five seconds before canceling on its own, easily enough

time to complete a typical lane change. A further reminder of a planned turn comes with an arrow that lights up in the West Coast mirror.

The dash

Looking to the dash, the number of switch blanks are minimized, even in the fleet-spec'd version itself.

This particular truck didn't come with the VNR's new dash-mounted infotainment system, which would otherwise display everything from radio controls to maps and the video from backup cameras. But there are several other features to support those who bring their own

Switches on the dash are also in easy reach, even for the 5'6" Athey who has what she describes as "short, T-Rex arms". The I-Shift controls in the test truck were are mounted here, too, although a rocker can be spec'd for beside the seat. Still, many fleets opt for the dash-mounted controls to limit the temptation to play with gears that are best left to the automated system.

Up above the driver and co-driver, lights can shine in a traditional white, or even red or blue to provide less glare when reading. Speakers in the door, meanwhile, have been moved from the driver's hips to the hinged side of the







(Clockwise from left) Mechanics can step closer to the engine by removing the end caps on the bumper. The new headlights don't wrap around the side of the fender, protecting against damage. Bumper-mounted mirrors also help to enhance an already-impressive view.

device. The storage cubby that sits in the screen's place offers enough room for a cell phone, keeping things like navigation information in view. A pair of USB outlets are mounted at the top of the dash, with a third in the header, and with the mid-level trim package there's a fourth port underneath, perhaps to power something like an Electronic Logging Device that doesn't require constant monitoring. Collectively, they could power a satellite radio, cell phone, GPS unit and more.

door. That offers the better sound for audiofiles, or even those who just want a clearer radio sound.

Other upgrades to the door include fingertip controls for the windows, locks and West Coast mirrors. An optional lamp next to the hinged corner will spill a blue lamp onto the floor, less likely to wake anyone in the sleeper, while a puddle light illuminates the steps and ground. Storage has been increased with deeper pockets, and the windows are all powered. Window cranks that had been an option



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in the VNM are no longer available.

Down below is a modular rail that holds two cupholders that can be repositioned left or right. Further options in the aftermarket can add a storage bin or ram mount to hold small electronic devices, while the gap above could hold a small tablet or Electronic Logging Device.

One of the key options comes in the form of seven seats, which can be ordered independently of trim packages. Even the base-level vinyl and fabric X1 air ride seat is fairly comfortable. But an upgrade to the X5 to X7 seats offers the added advantage of a quick release to drop closer to the floor when exiting, as well as a memory to lift everything back into place. The X4 to X7 seats can be heated, while the X6 to X7 options come ventilated. RollTek and Bose Ride options round out the upper end of these offerings.

Their orange seatbelts offer more than a nod to Volvo's commitment to safety, too. Those monitoring a fleet yard will be able to tell at a glance if drivers are buckled up. (Black or green belts are still available as options for those who want the same view of a belt that crosses an orange safety vest.)

An added option for under the passenger seat comes in the form of a truly refrigerated compartment, complete with temperature controls and a dedicated compressor. That will keep chilled beverages and snacks within easy reach without having to load up a cooler.

A continuing feature from Volvo are the sun visors that offset each other, eliminating the gap in between. That could present a challenge for someone who wants to mount a dash camera at the top center of the windshield, but Volvo teams say they are working on a dash-mounted unit that will hold such devices.

Rain-sensing wipers used to clear the view have been tied in with the headlights, too. And tanker haulers will appreciate the switch that quickly disables Daytime Running Lights when in a yard, but ensures the lights reactivate at a pre-set speed between 25 and 70 kilometers per hour.

It all sits inside a heavily insulated High Strength Steel Cab that is remarkably quiet, and even helps to mute the





bark of the D11's engine brake.

Looking to the front of the cab, the LED headlamps rated for a 10,000-hour lifespan face directly forward, and are not exposed at the side of the fender. Volvo believes that will help replace the units from damage.

The hood itself can be unlatched from inside the cab, and swings open fairly easily. Now that splash shields have been mounted to the hood, mechanics can also gain quicker access to many components on the hot or cold side of the engine. Those who need to get a little closer can remove the end caps on the bumper by turning just two fasteners.

The grille at the face of it all has been tucked inward when compared to the VNM, and is also said to be easy to remove and replace. But the redesign

also maximizes airflow, and curved intakes on both side of the hood more seamlessly follow the truck's lines than the squared intakes that were seen on the older models.

With only 400 miles on the test truck, it is hard to tell how it will perform in terms of fuel economy to come with the D11 XE package and a rear axle ratio of 2.85:1. At this point, it is delivering 8.5 miles per gallon, which is still pretty impressive if most of them involved pulling the trailer and a Gross Vehicle Weight of 75,000 pounds. But the VNR did improve fuel economy by a reported 1% through aerodynamics alone. By spec'ing the D11-13 engine, another 3.5% can be found.

It's all about improving productivity and profitability alike. **TT**

PRODUCT WATCH

WHAT'S NEW AND NEWS FROM SUPPLIERS

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4x2 configuration

Mack's LR expands beyond traditional 6x4

Mack's LR low-entry refuse cabover is now offered in a 4x2 configuration, building on the maneuverability available in the model's traditional 6x4.

The truck was first launched in 2015. Its cab includes power windows and door locks, memory mirrors, in-dash air-conditioning, standard in-cab LED lighting, and an instrument cluster with color LCD display. Centrally mounted climate and radio controls can be accessed from both driving positions, the company adds.

A tilt and telescoping steering wheel is also standard, and comes with steering column-mounted main gauge pods

for right- and left-hand driving positions, improving visibility.

Other additions have included a central storage space for lunch coolers, two-liter bottles, beverage cups, mobile phones and MP3 players, in addition to the two levels of storage on the rear wall.

The LR models are powered by Mack's proprietary 11-liter MP7 diesel, offering 355 horsepower and 1,260 lb-ft of torque, although the Cummins Westport ISL G natural gas engine is optional. They also come with an Allison RDS five- or six-speed automatic transmission.

www.macktrucks.com

FRONT-DRIVING AXLE

20K AXLE OPTION FOR INTERNATIONAL WORKSTARS **International** is now offering the heavy-duty, right-hand offset Fabco FSD-20K axle as an option on its WorkStar 7400 and 7500 trucks.

The new feature increases load capacity to 20,000 pounds without sacrificing ground clearance or cab height, International adds, noting how the Fabco front-driving axle has an offset bowl and shaves more than four inches from the ride height of a center bowl drive axle.

www.internationaltrucks.com

PRE-PAINTED PARTS

HOODS AND BUMPERS FOR VOLVO VNM, VNL

Volvo Trucks North America has unveiled a new Genuine Painted Parts Program that offers factory-built parts that are custom painted for pre-orders or quick turnarounds.

Customers can spec' more than three dozen different parts - including hoods and bumpers - for Volvo VNL and VNM models. Each is coated with the same Imron paint used at the company's New



River Valley facility in Dublin, Virginia. The program also offers fully dressed hoods for the VNL, complete with mirrors, headlights, and a grille ready to bolt on. A complete line of VNL and VNM cabs are available as well - painted, sealed and ready for final dressing at the dealership.

All ordered hoods and bumpers should be shipped within 48 hours of a request. Cabs will be available for shipping within 20 days of an order. www.volvotrucks.ca

WALL HOOKS

SECUREMENT SYSTEM TO CLEAR TRAILER FLOORS

The new E-Hook from **Kinedyne** transforms empty space into an area that can hold tubes, pipes, beams, cables, hoses, ladders, and just about anything else that might otherwise clutter a trailer floor.

The E-Hook mounts to any vertical A-track, E-track, or logistic post system, using brackets that slide into track



slots. It has a Working Load Limit of 300 pounds, and freight with contoured shapes can be accommodated by installing hooks at different heights.

The device even has an eye loop at the outer end, which can connect to other cargo securement products. It's made of zinc-plated steel, while the cradle is covered in a slip-resistant orange vinyl. www.kinedyne.com

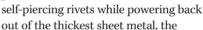
HEAVY-DUTY RIVET GUN

CHIEF TOOL DELIVERS 10 METRIC TONS OF FORCE

Chief is bringing 10 metric tons of compression force to the rivets in steel and aluminum truck cabs, using a

new heavy-duty rivet gun. The tool also offers eight metric tons of tension force to hydraulically retract the punching tool from metal sheets, requiring no more than the push of a button.

The pneumatic gun has a twoway operation, and smoothly punches in





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Product Watch

company says. It also includes a dial to infinitely adjust the working pressure, giving a user the control over output compressive force and retract tension force. The tool can be used to press out or install self-piercing rivets or punch precise holes for flow-form or blind rivets.

Blind rivets, blind nuts, and blind bolts can be installed using optional attachment kits.

www.chiefautomotive.com

TIRE SPREADER

TOOL FOR OFF-ROAD. LARGE TRUCK TIRES

A new OTR Tire Spreader from **ESCO** (Equipment Supply Company) is available for off-road, mining, agricultural and selected large truck tires.

The handheld tool offers 10 tons of separating force and a range of six to 34 inches. And the company adds that the portable and lightweight design is ideal for projects in the field or service bay.

It can be operated with an air/hydraulic foot or manual pump (sold separately) and can be used in conjunction with the



OTR Safety Lockout Bar, to help maintain the separation between the tire, while releasing the hydraulic pressure from the spreader.

www.escocorp.com

NAV, CAM, AND MORE

SYSTEM COMBINES MANY FEATURES IN ONE DEVICE

Rand McNally has combined truck navigation, SiriusXM radio, voice assistance, a dash cam, and hands-free calling and

texting into OverDrvve 8 Pro - a single dashboard device.

Audio plays through truck speakers, while other information comes through an eight-inch high-resolution screen. It all installs on a magnetic mount that can be removed in a snap, the company says. A "slice" in the mount also offers an extra GPS receiver and built-in SiriusXM radio.

The unit comes pre-loaded with the DriveConnect logbook app, making it ELD-ready. That can be paired with Rand McNally's ELD 50 or DC 200 plug-in devices.

www.randmcnallv.com



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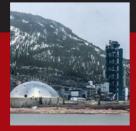
Set in Stone

Alberta drivers were quick to identify the Lafarge cement production plant in Exshaw, Alberta, viewed on the route between Calgary and Banff. We snapped the image while traveling to the annual meeting of the Alberta Motor Transport Association. But do you know where this "truckers" sign can be found? The first 10 readers to correctly identify it will win a Today's Trucking cap. Send your guesses to johng@newcom.ca.



June **Answer:**

The Lafarge cement plant in Exshaw, Alberta.



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Golden Mile

Lenard Jacklin looks back at more than a half century on the road

Lenard Jacklin was 10 years old when he first thought about driving a truck. He was fascinated by the cattle haulers that traveled to family farms around Brussels, Ontario, just north of London. And he knew that's what he wanted to do with his life.

The opportunity to do that very thing came after moving to Saskatchewan.

"Me and a couple of other guys came out in '58 and worked on the farms," he said. But that work always dried up in the winter. He worked a bit for pipelines, too, but that wasn't his calling. Then he heard in 1960 about a company that offered three cents a mile to haul asphalt.

There were no Class 1/A licences in those days. They just asked if he had ever driven a semi. "Oh yeah, I've driven semi," he replied.

It was a white lie, but it put him at the wheel of a gas-powered Ford 800. When a friend bought a pair of Freightliner tractors for \$54,000 a few years later, it

was time to hit the open road. Loads of asphalt and cinder blocks were traded in for liquid cargo in 1966.

"We hauled anything liquid. A lot of acids and chemicals," he says. "One of the first things I hauled was Agent Orange for the Vietnam War." Training around hazardous materials in that era was as informal as earning the truck licence itself. "They just told you not to put your fingers in it," he says, referring to the defoliant. Jacklin picked up a load of it every Monday morning, and safely shipped it down to St. Louis, Missouri

"It's been a good ride. I worked with a lot of good guys," he says, looking back on his career, most of which has been with Trimac.

Things have changed, though. He misses the camaraderie that seemed to be a bigger part of the business when he was younger. There was a day when coworkers participated in summer

Jacklin is one of a select few drivers recognized by the Saskatchewan Trucking Association with a 50-year Safe Driving Award. (Submitted photo)

picnics and rented out campgrounds together; an annual steak dinner and a dance. "You could meet all the retirees," he says. That doesn't happen anymore. "The whole world is changing. Not just the trucking industry."

Even the sense of independence has been sacrificed. Early in his career there were no cell phones. He didn't hear from dispatchers until he checked in from a truck stop phone. "Some of these trucking companies even put cameras in your truck to watch you while you're driving," he says. "If you don't trust me that much, don't even hire me."

These days he drives a 1996 Mack CH, purchased from a friend who parked it after a heart attack. "It's got the big bunk on it," Jacklin says. "The first time the wife crawled in it, she couldn't even reach the ceiling." And it's been trouble-free, in part because of an unwavering focus on maintenance.

"Oil and grease is cheap," Jacklin observes. He even has a special way to change the oil. When pulling in for a weekend, while the engine is still warm, he makes a wick out of paper towel to help drain away the last bit of used oil.

"I can suck out a coffee cup of oil out of that pan that [otherwise] never gets out," he insists. "That's the dirty crap you want, out of the bottom."

These days he and the CH can be found heading in and out of Regina sites including Cindercrete Trans-Mix, Wappel Construction and Lehigh Cement. They're more than customers to him, too. They're like family. His will even stipulates he'll buy the first round for employees at the funeral.

As for the secret to a five-decade-andcounting safe-driving career? "Just give people the benefit of the doubt, that those in front of you are not quite sure where they're going." he says. "Don't flip them the finger and blow them the horn ... If I was driving his back field, I would be lost, too."

Besides, he jokes, there's always the chance that a big guy might get out of that little car. TT





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