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**Transmission**  
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**Rear Axle**  
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6x4  
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**Transmission**  
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**Rear Axle**  
Hub Reduction

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6x2  
6x4  
8x2  
8x4

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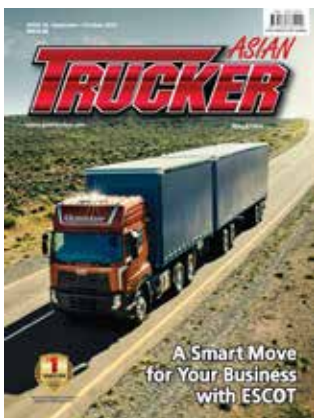
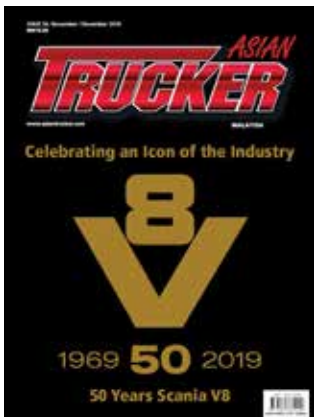
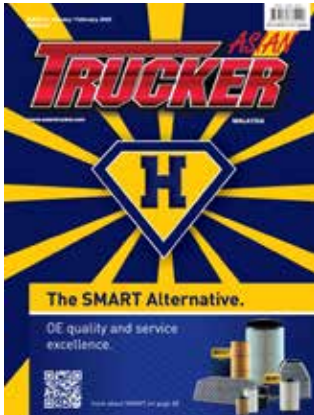
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# Keeping Up with the Truckers

I would have expected the first part of the year to be a bit slower. This year, the Chinese New Year was celebrated very shortly after we transitioned into a new calendar year. With that, I thought that things would be calm until these both events have been sufficiently celebrated. However, it turns out that there is a lot going on, much of which we have covered in this issue of our magazine.

Innovations continue to trailblaze the way. Creativity is a great source of new ideas and ways of doing business. For example, we see Kit Loong no longer talking about being a seller of tyres, but a well-rounded service provider, while SSAB offers solutions for very specific applications. Sagito Motros is investing in a showroom that

can only be described as innovative too. Although the idea is not new, the arrival of Biodiesel with 20 percent palm oil marks the beginning of a new era in Malaysia. Being involved in all these through my reporting I can't help to think that each of these might not be events that will completely change the industry, but taken together, the transport business is indeed moving fast and highly innovative.

Vehicles themselves can be fireworks of innovations. The Mercedes Actros is one good example of this being the case. In our cover story we take a closer look at the vehicle that made cameras replacing mirrors a major trend. As the flagship of the German marque, the truck model has been around for years and it has always been a pleasure to drive this vehicle. Interestingly, I have not been to the Mercedes HQ in Germany although I am a German. Maybe later this year that will change?

Speaking about innovations in trucks, we also take a closer look at one of four models that Volvo launched this quarter. In our truck feature we picked one model that would most likely be found in many applications. As a print magazine, Asian Trucker cannot show you the video that the Swedes have produced to introduce these new trucks, but

if you nip over to their YouTube channel, you will also find a highly creative concept for that. Both Petron and Liebherr are companies that I wanted to interview for a long time, each not having been featured in our magazine (We did a truck feature on Liebherr, but never talked about the company). Finally, I have gotten around to that and I am glad to see that these two brands are also highly innovative, each in their own area of expertise. The truck maker is hinting at a possible trip to see their vehicles in action and I am excited to go and see these giant machines in one of the world's largest mining operations.

We too, are trying to be innovative. Our readers may notice that we always try to find new companies and brands to feature. I am very proud of a team that has yet again come up with new ideas, approaches and people to see. Our designer is also introducing a few, subtle changes to the layout of the magazine. Your feedback on either is appreciated and if you think that we should try something else, I look forward to your suggestions.

Meanwhile, while all looking forward to news and exciting things to happen, old-fashioned, hard work does still pay out. On offer is still the book on wheel alignment that Asian Trucker is distributing and it might be one of the best showcases on how a traditional workstep in the operations not only keeps trucks moving, but also how the process of regular maintenance keeps the fleet profitable. My message is simple: amid the excitement over what is new, don't forget the basics.

Drive safe and keep innovating,

Stefan Pertz  
Editor, Asian Trucker Malaysia





## SCANIA ECOLUTION MAKES THE BEST BETTER


K.C. Kwang and Sons Sdn Bhd, a good company that reduced 13,000 kg of CO<sub>2</sub> so far with Scania Ecolution. They are now competing in the international market with more than 100 acres of agricultural cultivation supplying fresh produce to local hypermarkets as well as exporting products to markets in Singapore and Dubai in United Arab Emirates.

Scania Ecolution is a partnership between Scania and customers like K.C. Kwang and Sons Sdn Bhd that aims to reduce fuel consumption and CO<sub>2</sub> emissions.

For more information about Scania Ecolution, call **+603 7945 1000**, email **[smyenquiries@scania.com.my](mailto:smyenquiries@scania.com.my)** or visit **[www.scania.com.my](http://www.scania.com.my)**

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# Hino Malaysia Hands Over 100 000th Unit

*Hino Malaysia celebrates achievements of being ranked the Number 1 for market share for overall truck and bus in 2019 and the sales of the 100 000th unit of vehicles.*

**H**ino Motors Sales (Malaysia) Sdn Bhd (HMSM) celebrated another milestone by delivering the 100 000th unit Hino truck to its existing customer, Ikkhasas Resources Sdn Bhd (Ikkhasas Resources) on February 5th. The joyous occasion was marked by an official handover ceremony during the Hino Chinese New Year Open House held at HMSM Headquarter in Petaling Jaya.

Leveraging its presence for more than 40 years here in Malaysia, and marked by the 100 000 units of product sales in Malaysia, Hino proves that it offers trusted products and stability in the Malaysian market. This further demonstrates that they are aligned with demands, leading to customer's satisfaction, trust and confidence.

"Since our establishment in Malaysia in 1977, HMSM has grown and reached the accumulated sales of 100 000 units. We are motivated to know that we have stood as part of the logistics and distribution industry in Malaysia to deliver the goods

in line with our passionate motto 'Transporting Every Happiness'. Thank you to all our esteemed customers for the continuous support and trust with the Hino Brand," said Managing Director of HMSM, Atsushi Uchiyama.

Taking the opportunity of the 100 000th vehicles sales celebration, Atsushi Uchiyama presented an appreciation reward to Dato' Roslan Zainal, the Director of Ikkhasas Resources, a Japan trip plus the opportunity to visit Hino Motors Limited in its home market.

The 100 000th unit truck, a Hino 500 Series-model FM2PN1D, with 6x4 drive configuration, it is the ideal medium-heavy duty truck for operators. Bringing the Hino's chassis versatility, the outstanding range of trucks continues to offer medium-duty trucks buyers total flexibility and satisfaction.

The 100 000 units of Hino vehicles sold in Malaysia portrays the trust and confidence from all Malaysian customers align with the convenience

of its sales, services and spare parts centres. Endowing the immense sales record, HMSM targets to give the best support to the customer through its Total Support activities that include after-sales components, services, and spare parts.

"This achievement was not made single-handedly with our company's high QDR (Quality, Durability, and Reliability) products but also by our Total Support values. Total Support is Hino's unique concept. We take good care of our customers and their businesses, striving to meet their business requirements and helping them to achieve their success. We keep the mantra of 'Maximise Vehicle Uptime and Minimise Vehicle Lifetime Cost' as our fundamental value and continue to build a business relationship to become our customer's true partner," added Atsushi Uchiyama in his speech.

"On behalf of my team, I take this opportunity to celebrate our esteemed customer, Ikkhasas Resources Berhad, for being the luckiest customer having purchased our 100 000th truck. Ikkhasas Resources has been our fleet customer for more than 10 years, since 2008. Looking back, I believe Hino products in some way have contributed to the smooth-running operation of the company. A million thanks to Ikkhasas Resources Team for trusting the Hino brand and being our loyal customer." **👍**



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*Image is for illustration purpose only. Actual vehicle specification may vary from model shown.*



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## UD Trucks showcases Kuzer & New Quester in GIIOCOMVEX 2020

In 2020, UD Trucks is focusing to support and strive for a better Indonesia, in line with GIIOCOMVEXs' theme of heading towards zero death in land transportation. UD Trucks is also focusing on logistic and construction transportation to support the overall Indonesian economic growth. Valery Muyard, President Director of UD Astra Motor Indonesia (UD-AMI) said "UD Trucks continues to be a sustainable transport solution for logistic and construction businesses, equipped with innovation to support both sectors and readiness to support governmental program with B30 fuel usage."

Muyard added that the efforts are in accordance with the vision and mission of UD-Astra Motor Indonesia which committed to continuously develop dependable innovative products and services. 'Strive for Better Indonesia' theme for this years' GIIOCOMVEC is a form of support from UD Trucks for a better Indonesia.

In line with above vision and mision, Aloysius Chrisnoadhi, Vice President of UD-Astra Motor Indonesia (UD-AMI) added "UD Trucks readiness to support zero death in the land transportation can be seen in a few Quester and Kuzer features such as ABS, Full Air Brake and Lime Home Mode. Quester also had passed the crash test to confirm its safety in case of an accident. Other innovations can also be seen in the product display, Quester CWE 280 equipped with Reinforced End Chassis Member, Higher Air Tank Position, Side Underun protection, New Mirror, B30 filter and New GKE 280 ABS that prove to be very safe and specifiially made to fulfill the fuel transportation standard."

Besides, Quester and Kuzer had also passed the B30 test without changes in the maintanance schedule so it will not hassle customers in their trucks maintanance.

In line with UD Trucks' focus on the total solution improvement program, UD Trucks continues to ensure business productivity from their customers. Up until today, UD Trucks with their distributor, Astra UD Trucks consistently held

programs for Indonesian truck drivers to become smart truck drivers who are trained to combine technology, safety and efficiency.

Winarto Martono, Chief Executive Astra UD Trucks added "Various programs focusing on drivers had become UD Trucks flagship program such as truck driver training, truck driver appreciation and truck driver competition also known as Extra Mile Challenge (EMC) that had been held for the last four years. In the last EMC, Indonesian trucks driver managed to make Indonesia proud by emerging the world champion and defeating other participants from around the world. UD Trucks also continues to support driver safety through "Indonesia Ayo Aman Berlalu Lintas" program which had been carried out since 2015. The program was a collaboration with various government and private institutions."

Winarto Martono added that Astra UD Trucks is not only focusing on drivers but also other human resources that are capable and various after-market services program that is suitable with customer's need. "We always provide the best services and are responsive to our customers. We are continuously improving the service quality in every line of the operational team." **T**

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## Gyration 2.0: Kinetic Ignition

**Giti Tire and Kit Loong return for a successful 'Gyration 2.0: Kinetic Ignition' event in Malaysia.**

In the unique setting of an Orang Asli-inspired Tadom Hills Resort, Giti and distribution partner Kit Loong gathered with various fleet and dealer customers to celebrate a year of success on the 6th March 2020. In a follow-up from the 2019 Gyration workshop, this year's event continued the theme of progressing knowledge within the commercial tyre industry.

Together with a full truck display, traditional foods, awards, competitions, and live entertainment featuring a fire show and Orang Asli dance, learning workshops were held on numerous subjects, including the effects of heat on tyres and how to combat it. This focus was the reason for designing the event title - 'Kinetic Ignition'. Using Giti tyres and applying Kit Loong's SC3OCT maintenance service methodology are key ways to combating heat build-up, which is a major cause of critical tyre failures. Managing the three key elements of speed/distance, inflation/load, and tread/compound was discussed in-depth both from a product and service point of view, combining the two key elements of the partnership between Giti and Kit Loong.

Alongside the professional technical talks and fun activities, Giti Tire and Kit Loong collectively launched the "Giti SC3OCT MSP". It is a new mobile service provider program that blends the strength of the two organisations, working together to provide the safest and longest running tyres for fleets in Malaysia.

Mr Matthew Wai, Giti Tire Malaysia Country Manager, explained: "This is the second year we held the Gyration event, and we continue to emphasise the importance of combining quality products, professional services, and useful information in order to maximise tyre life. Malaysia is a market with an influx of innumerable brands. So unlike some trading companies which encourage people to buy more tyres for better business, Giti's mission is to help our clients be able to consume fewer tyres instead."

Mr Kenneth Teh, Managing Director of the Kit Loong Tyre Commercial Group, echoed the sentiment. "We are always looking for better ways to help our clients operate the safest fleets and maximise their investment

in tyres, which is their second largest expenditure after fuel. Managing heat is a crucial factor in prolonging a tyre's life. By utilizing SC3OCT services, we are able to show fleets how best to manage heat build-up for safe operation and long tyre life," said Teh.

A paradigm shift is happening within Kit Loong Commercial Tyre Group as they see tyres as an investment that needs to have planned maintenance in place to ensure that the return on the investment is as high as possible. To demonstrate what is possible, Kit Loong Commercial Tyre Group is giving away their newly developed software for free for the first year.

Not stopping there, they are also including a retread voucher for each new tyre sold. The discount on the retread is based on the grading of the tyre when it comes back for retreading. "Essentially, it pays to look after your tyres as you will save on the retreading. And if you don't look after your tyre, no matter what brand, it will not perform as well as it could, as many are now designed for two or three retreads." **T**



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Left to right: Mr Rodney Lee, General Manager, Indah Utara Auto Sdn Bhd, Mr Poh Seng Hooi, Managing Director, Indah Utara Auto Sdn Bhd, Mr Atsunori Murata, Chief Operating Officer, Isuzu Malaysia Sdn Bhd, Mr Munir Amani Bin Dasheer, Head Of Operation Division, E-Idaman Sdn Bhd, Mr Azman Bin Shamsuddin, Manager Fleet, Engineering and Management Department, E-Idaman Sdn Bhd

## Isuzu Compactor Trucks become Preferred Choice for Concession Waste Management Needs

Isuzu Malaysia Sdn Bhd recently held a handover ceremony in early February to commemorate the procurement of Isuzu FORWARD FVR compactor trucks by Environment Idaman Sdn Bhd, and their sub-contractor, Warisan Integriti Sdn Bhd. The trucks were procured from Indah Utara Auto Sdn Bhd, an authorised dealer of Isuzu Malaysia.

Environment Idaman Sdn Bhd offers a wide range of sustainable and innovative waste solutions and cleaning services in the Northern region of Peninsular Malaysia.

The newly procured units are expected to replace Environment Idaman's aging fleet, whereas for their sub-contractor Warisan Integriti, the procurement is part of their long-term fleet expansion exercise. The FORWARD FVR compactor trucks are slated to be used for solid waste management, collection and disposal for local municipalities in Perlis and Kedah.

Environment Idaman Sdn Bhd procured a total of 6 units of Isuzu FORWARD (FVR 240MT) trucks for this year, whereas 4 units of Isuzu FORWARD (FVR 240AT) trucks were procured by Warisan Integriti Sdn Bhd. According to Environment Idaman Sdn Bhd, these vehicles are to replace trucks, while the units for Warisan Integrity Sdn Bhd are meant to raise the number of trucks used, thus adding capacity.

The trucks are said to be particularly suited for the task as they offer a small turning radius of only 8.3 meters while headlight levelling is ensuring that the headlight beam position can be maintained when a truck is loaded or when it has no load.

During the handover ceremony, Atsunori Murata, Chief Operating Officer of Isuzu Malaysia, took the time to personally thank representatives from Environment Idaman Sdn Bhd and Warisan Integriti Sdn Bhd for preferring Isuzu FORWARD FVR compactor trucks. Murata is confident that Isuzu's reliability and durability will serve both companies well in their pursuit of providing timely services for day-to-day operations. Environment Idaman Sdn Bhd is known for being innovative in their approach. For instance, the company employs female drivers to be part of their vehicle operations team (Asian Trucker reported about this as early as 2015).

Later, to commemorate the special occasion, Murata presented an appreciation memento in the form of an Isuzu Miniature Truck and appreciation gift to Environment Idaman's Head of Operation Division, Munir Amani bin Dasheer; and also to Warisan Integriti's Director, Dato' Haji Md Rosli bin Haji Abd Wahab.

In attendance were representatives from Environment Idaman Sdn Bhd's Fleet Engineering & Management Department, Azman bin Shamsuddin, Manager; and Termizi bin Hat, Technical Executive; aside from Zakaria bin Hamid, Operation Manager of Warisan Integriti Sdn Bhd. Poh Seng Hooi, Managing Director; and Rodney Lee, General Manager of Indah Utara Auto Sdn Bhd, were also present to witness the handover ceremony.

Isuzu Malaysia will be providing a training session to allow drivers of both companies to properly familiarise themselves with the FORWARD FVR trucks. **T**



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# IVECO Wins Prestigious iF DESIGN AWARD 2020 for the IVECO S-Way

*IVECO has won the prestigious iF DESIGN AWARD 2020 for the IVECO S-Way in the Automobiles/Vehicles Category of the Product Discipline. Recognised as a symbol of design excellence, the annual award competition is organised by iF International forum Design GmbH, one of the oldest independent design institutions in the world.*



## Innovation & Elaboration

The IVECO S-Way was selected by the international jury of 78 independent experts from 7 298 entries submitted from 56 countries. The criteria for selection were the degree of innovation and elaboration, looking at the product's uniqueness, execution and workmanship; functionality, including usability, ergonomics, safety; aesthetic and emotional appeal, spatial concept; corporate responsibility in terms of production efficiency, consideration of environmental standards and carbon footprint, social responsibility and universal design; and positioning of the product.

Thomas Hilse, IVECO Brand President, stated: "It is an honour to receive such a prestigious award. It is an important recognition from an authoritative independent jury that we have achieved our aim: redefining the idea of customer centricity with a vehicle that uses design and the latest innovations in connectivity and automation to provide a complete solution that will make our customers and drivers unstoppable."

## Redesigned Cab

The IVECO S-Way perfectly meets the criteria: its cab is entirely redesigned around the driver's and owner's needs. The cab design provides drivers with first-rate living and working conditions while addressing their safety. It provides a complete package of features developed with a focus on driver centricity, sustainability and a new, extended level of connectivity – everything logistics operators need to ensure their fleets top-level uptime, efficiency and productivity in order to succeed in today's fiercely competitive market.

IVECO S-Way design intent is extremely focused in translating technical and aerodynamical features in a harmonious and integrated body capable of communicating at the same time technology and power, dynamism and balance, refined aesthetic and quality.

## Typical Italian Design Heritage

IVECO S-Way is characterized by all the styling cues that identifies the IVECO DNA such as the logo dominating the highly detailed and strongly identifying grille, the sharp headlamp sight, and the precious surfaces and balanced proportion typical of the Italian design heritage.

The vehicle expresses his best in the aesthetical integration of the several components typical of his architecture: the front hatch and the bumper area share the big grille in order to hide the strong division line between the cab and the chassis, while the corners wrap around the vehicle giving a refined sense of continuity between the front and the side of the truck. The upper roof, designed to maximize the interior living space, contributes to the front size impression giving strength and stability.

The exterior design is strictly driven by aerodynamics, the air intake beside the headlamps regulate the air pressure along the lower side, cleaning the turbulences generated by the wheels, while the rounded cab corner guides the airflow smoothly along the upper side.

IVECO S-Way has been developed also as a first in class living and working space. The position of the cab floor is optimized to reach a perfect balance between easy accessibility (just three steps are needed to get in) and easy walk through (the engine tunnel is very low, allowing easy movements in the interiors. The living space is also maximized thanks to the new roof profile, dimensioned to allow easy in-cab movements in standing position. **F**



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# Fast Track Growth with Sideloaders

*Sometimes the conditions of the market demand heavy investments. MBA Hauliers' growth is supported by the addition of Hammar Sideloaders.*

In an exclusive interview with Asian Trucker, Muhammad Amirul Hafiz bin Dato' Mustafa, Director, MBA Hauliers Sdn Bhd, talked about the decisions for the Hammar Sideloaders and how the business benefits from adding them on March 16 to their arsenal.

As a fairly your company, founded in 2015, the business is involved in several aspects of transportation, covering logistics, warehousing and, of course, road transport. "Our focus is on container haulage and we have around 50 prime movers in our fleet. The headquarters is in Klang, while our depot is in WestPort," he said. According to him, the purchase of sideloaders was motivated by the high demand the company is experiencing. However, many places do not have loading bays or sufficient fork lifts available to allow for quick turnaround of the trucks. "With the sideloaders, we are able to address both of these issues in one go."

Being hands-on and in touch with many other hauliers, Muhammad became aware of sideloaders and following inquiries, he opted to purchase three Hammar sideloaders. "The only thing one needs to be aware

of is that a sideloader requires an experienced operator. Young drivers may not be able to manage this equipment. However, as a sideloader is also a good tool for the drivers, we had no issues hiring with a simple job ad." Additional training provided by Hammar ensures that the specialist trailer will run at an optimum level.

The relationship with Hammar has been described by him as one of high-efficiency and trust among the partners. He said that "When you deal with Hammar, you get answers quickly and in a manner that is easy to understand." Confident that the business will continue to grow, he is hoping to add more sideloaders to the fleet to further enhance the service offer. "Obviously, right now the situation is unpredictable. We hope that we will soon be back to normal, or even a situation where the economy is growing," he commented. **F**

## Product Focus: Hammar 195

The Hammar 195 is the most popular Sideloader model in the world and it's designed with versatility in mind. It is the lightest Side loader in its class, with a tare weight starting at 8,0 tonnes with 20'-40' capacity, 3 axles and 36 tonnes SWL. The support legs are extending and tilting, making their positioning very versatile. This is viewed as an excellent quality when you have a wide range of different operations by many hauliers.

- HAMMAR 195S Sideloaders come with power choice options of "PTO or VM Engine Power Pack (84Hp)"
- High Quality Swedish Steel together with intelligent design enables lighter construction, less wear and higher payload.
- Powerful hydraulic cylinders maximize lifetime and durability
- The support legs of the 195S model are extendable and tilting. They have up to two meters outreach when placed on ground level and can tilt to stand vertically (with reduced lifting capacity). This allows multiple, different support positions, enabling the 195 to handle almost any situation with ease.
- The Hammar 195S Sideloader lifts containers to/from the ground with maximum safety and ease. A full handling cycle only takes three to four minutes. The versatile positioning of the support legs gives more options for handling containers where space is limited.
- The Hammar 195S Sideloader can transfer to/from another chassis, including rail wagons. The versatile support legs can be placed behind/in front of the companion chassis, or on top or under it depending on the situation. When handling a lighter load, they can also be placed vertically down.



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# Naidu Sets the Pace by Significantly Reducing their Carbon Footprint

**B**oss Naidu started in the logistics and transport business in 1993 with a one tonne truck that he drove himself. He partnered with Nadarajan Transport during this period but he had bigger dreams. Boss Naidu was transporting goods in Johor diligently for about 5 years before establishing his own business, Naidu Trans Logistics Sdn Bhd and started purchasing trucks to expand his business. Since then, his business has seen constant growth in terms of clients as well as delivery locations.

More than two decades after inception, Naidu Trans is a key player in the logistics and transportation industry in the southern state of Johor. The Skudai based company now services the entire state of Johor as well as delivery to Singapore, Kuala Lumpur and even up north to Ipoh and Penang, transporting an average of 700 to 800 containers per month. Naidu Trans has a fleet of 38 Scania trucks and is run by a father and son team.

Being a truck driver himself, Boss Naidu knows that his trucks must be reliable and fuel efficient in order to achieve cost savings in the long run. Any delay or breakdown would affect the delivery schedule and the ripple will affect the business. The trucks must also be comfortable, safe for the drivers as well as reduced impact to the environment due to the long hours spent transporting goods and freights to the respective destinations. Ever since Naidu Trans bought its first Scania truck, the company has never looked back.

“Our trucks are always on the road and it is important for us to have trucks that are robust to withstand all the elements with minimal or no downtime at all. And from my personal experience, Scania trucks have proven themselves to be the right trucks for the job in terms of performance as well as reduced carbon footprint,” commented Managing Director of Naidu Trans Logistics Sdn Bhd, Boss Naidu.


To provide premium service, Naidu Trans empowers its drivers to perform better while on the job as better performing drivers can improve the company’s performance as well as help to reduce Naidu Trans overall carbon footprint. Drivers are hired based on strict criteria- the right attitude and behaviour. Regular coaching is conducted with the drivers to help them improve their performance

and with Scania’s Fleet Management System, Naidu Trans can further fine-tune its drivers to achieve the best driving. An incentive programme was also created to award drivers with excellent performance in terms of lowering their idling time, harsh braking and speeding while increasing coasting resulting in the ultimate reduction of fuel consumption.

“We want our drivers to learn from each other and to refer to each other as role models. The recognition and award also motivate the drivers to perform better as they know the company appreciates them thus creating a more proactive working environment. This also benefits the company as when our drivers perform well, a positive domino effect is created which ultimately leads to a reduction of our operating cost as well as lower our environmental impact,” added Boss Naidu.

In addition to having the right truck and the right drivers, Naidu Trans also believes in practicing a sustainable business in order to achieve success. For this, Naidu Trans turned to Scania Malaysia as the company is known to be at the forefront of providing sustainable transport solutions to its customers. With Scania Ecolution, Naidu Trans can further reduce its fuel consumption and carbon dioxide (CO<sub>2</sub>) emissions that ultimately lead to further reduction in the total operating cost thus translating to a more sustainable and profitable business.

Naidu Trans commitment towards sustainability is evident by the results it managed to achieve within months of being a part of the Scania Ecolution partnership. The company reduced its CO<sub>2</sub> emissions by 35 000kg which is equivalent to planting approximately 1 590 trees that has been flourishing for the past one year.

“As we are the first Scania Ecolution partner in Johor, we want to ensure that we are leading the way in terms of reducing our fuel consumption and reducing our impact to the environment as part of being a good company. We have already seen very positive results within the first few months of signing the Scania Ecolution and we want to achieve even better results because at the end of the day, it benefits the environment and of course our future generation,” summarized Boss Naidu. 

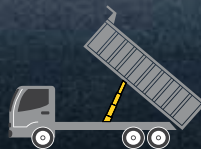
# TRANSPORT SOLUTIONS



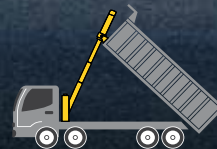
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**REFUSE COLLECTION BODIES-RCB**



Hubei Province. When the central government of China imposed a lockdown on the city in January, the company boosted its relief efforts in a measure to cushion the effects of the virus.

At the news of the lockdown, the company's overseas distributors and partners from various countries including Malaysia, Myanmar, Vietnam, Cambodia, Pakistan, Indonesia, Germany, Thailand, Zambia, Sudan, Chile, Ethiopia and Peru have pledged their support to Dongfeng Trucks which inevitably, was highly affected by COVID-19 being at the epicentre of the pandemic.

Dongfeng Trucks China received more than 1800 orders to carry out disinfection duties in Chinese cities. Since the outbreak, truck drivers have worked endlessly through the night to deliver emergency supplies and running the disinfection trucks throughout the country. To make things easier for these drivers, Dongfeng provided four free services which included assistance, repair, vehicle check and technical support to ensure these trucks are constantly on the road. The 24 hour after-sales team were the backbone in ensuring all preventative and emergency measures were carried out smoothly.

From 1 to 14 February, 58 465 Dongfeng trucks were used to facilitate the transport of necessities such as medicine, rice, prefabricated houses and protective gear such as masks, goggles and gowns all around the state. Without these trucks, it would be impossible to transport these items as all other modes of transport were either not in operation or took a longer time. Those trucks operated a total of 160 822.7 hours and covered 8573 369.5 miles in an effort to contain the virus.

On 11 March 2020, Hebei Hongtai Special Truck Co Ltd, a Chinese vehicle manufacturer purchased 800 trucks from Dongfeng. These trucks were to be donated to Shiyan, a prefecture-level city in Hubei. At the same time, Hebei Hongtai also donated three refurbished Dongfeng KR trucks to be used as sanitization trucks during the outbreak.

Now that the spread of the virus has dramatically slowed in the Chinese epicentre of the outbreak, Wuhan is slowly resuming to its normal life prior to the lockdown. Dongfeng production plants are currently up and running although they have yet to achieve normal production rates. **➤**



# Overcoming A Pandemic

*Headquartered at the epicentre of the Wuhan virus, Dongfeng Trucks China is playing a vital role in lessening the impact and burden brought upon by COVID-19.*

**A**s one of China's leading truck brand, Dongfeng Trucks develops and manufactures trucks with a production capacity of approximately 200 000 trucks a year. Its head office is located in the city of Shiyan,

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**Trucks**





From left: Jim Tan, General Manager of Network Development (HTSD), Harald Schmid, Chief Executive Officer (DCVSEA), R Kumaran, Director (Sagito Motor), Roland Schneider, Chief Executive (HTSD), Albert Yee, Director of Commercial Vehicle Operations (HTSD).

# Sagito Motor Finds a New Home in Industry-leading Showroom

*Aftersales services are vital in meeting customers' needs and demands, and that is exactly what Sagito Motor will start to offer its customers in the first of its kind showroom for the FUSO brand.*



Sagito Motor (M) Sdn Bhd (hereinafter referred to as Sagito Motor) opened the doors to its new FUSO 3S Centre in a grand opening ceremony on 26th February 2020. The state-of-the-art facility sits along Jalan Kempas Lama, Johor

Bahru and will be dedicated to the sales, services, and spare parts divisions for FUSO commercial vehicles.

Officiating the event was Mr R Kumaran, Director of Sagito Motor, who, in his speech, stated that the upgrade of the dealer's previous 1S centre in Tampoi to a 3S brand-dedicated facility had been "a real learning experience." Construction of the 3S centre was kicked off in January 2019 with a ground-breaking ceremony. While Kumaran had been considering the business prospect since 2015, it was not until during a trip to a Fuso 3S Centre in Kochi, India in 2017, along with the encouragement and reassurance from the Daimler team, that helped spark a vision in Kumaran to come to the decision to expand.

Amongst the honored guests who were present at the grand opening was Mr Harald Schmid, Chief Executive

Officer at Daimler Commercial Vehicles South East Asia Pte Ltd (DCVSEA): "Sagito's new 3S dealership sets a high benchmark for Malaysia." Also speaking at the event was Mr Roland Schneider, Chief Executive, Hap Seng Trucks Distribution Sdn Bhd (HTSD): "We all believe that this new facility will further enhance the FUSO brand and trucks, as well as our customers' confidence in the brand. We hope more of our FUSO 1S dealers will follow and upgrade to a 3S dealership." HTSD will continue to work in this direction with the aim to have all dealers in the country offer a full-fledged service that includes sales, aftersales services, and spare parts to customers. "We believe this is the future."

Sagito Motor's new 3S facility was designed based on the recommended international standards set by Mitsubishi FUSO Truck and Bus Corporation. As one enters the showroom, one can instantly see how well lit and spacious the showroom is. The showroom itself can display up to four units of trucks, while the workshop in the back has four work lanes which are capable of servicing up to eight trucks, from light- to heavy-duty. The rear side of the centre is also equipped with a spare parts counter, a compressor and battery storage room, a warranty room, a lubricant store, a unit repair store, and a room for air-conditioning repair and storage for wheels and tyres. Within the building is a comfortable environment for customers of both sales and aftersales services, and the provided amenities include a driver rest area, a customer lounge, a pantry supplied with light snacks, and not forgetting a prayer room.

Sagito Motor has been an established FUSO trucks dealer for more than 18 years in the commercial vehicle industry. As someone who has been in sales since 1990, Kumaran tells Asian Trucker that he has learned to fully understand customers' needs: "After all these years, it was clear to me that customers want a one-stop center. So that is why we came to this decision to put everything under one roof." Kumaran also stresses on how this is just the beginning of the learning stage and how there is still to be a long journey ahead. "Once we have gone stage by stage, we will have gone further because the potential is there. We trust FUSO." **F**



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sector and the continuation of the B7 Programme in the industrial sector, about 1.3 million tonnes of palm oil will be used annually and contribute to the reduction of greenhouse gas emissions amounting to 3.8 million tonnes of CO2 equivalents annually.



Controversy exists however when it comes to the impact on the fleets. On one hand, Primary Industries Minister, Teresa Kok said her ministry and the Malaysian Palm Oil Board (MPOB) have conducted various tests for the collection of technical data and consulted stakeholders involved. "Trials done by 35 units of MPOB vehicles, three units of heavy duty trucks and 15 vehicles operated by local municipal councils of Selangor have shown that B20 does not reduce the vehicle's maintenance or service interval duration and no problems have been reported as of today."


## Malaysia Pushes Ahead with B20

*The introduction of B20 in the transportation industry will be held in stages across the country, with Langkawi and Labuan having adapted to B20 in January 2020.*

**M**alaysia launched the B20 Programme (which consists of 20 percent palm biodiesel and 80 percent petroleum diesel) in the transportation industry on 20 February 2020. The launch which was held at the Independence Square in Kuala Lumpur was attended by Dato' Seri Dr Wan Azizah, Deputy Prime Minister of Malaysia and Teresa Kok, Minister of Primary Industries. The B20 programme in the transportation sector, which started in Langkawi and Labuan in January 2020, will be expanded in phases to Sarawak in April 2020, Sabah in August 2020 and to Peninsular Malaysia in June 2021.

Previously, the Government has mandated the B10 Programme (10 percent palm biodiesel and 90 percent petroleum diesel) in the transportation sector on February 1, 2019 and the B7 Programme (seven percent palm diesel and 93 percent petroleum diesel) in the industry sector on July 1, 2019.

"The implementation of the B20 Programme in the transportation sector will support demand for palm oil and stabilise its prices," said the Deputy Prime Minister. Through the implementation of the B20 Programme in the transportation

On the other hand however, despite an initial trial by the ministries and agencies involved, fleet operators have said that they would have to incur higher costs to allow for their vehicles to run on B20. "In addition to this, the service intervals have been shortened when running on B20. Depending on brand and specifications, previous intervals of 50 000 km will go down to 40 000 km, while those from 30 000 km may go down to 15 000km. As Bio Diesel is more hygroscopic compared to Petroleum Diesel, extra water separators may also need to be installed. On top of this, some engines will also need to be reprogrammed to run optimally on B20," said Dato' Nazari Akhbar, President of the Association of Malaysian Hauliers (AMH) and Executive Director at Taipanco Sdn Bhd. 

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# CAPAS 2020

*The show pinpoints new energy sector to drive continuous growth in Southwest China's automotive market.*

Serving as a business gateway into Southwest China's evolving automotive market and supply chain, the Chengdu International Trade Fair for Automotive Parts and Aftermarket Services (CAPAS) has gradually risen, becoming one of the region's most reputable automotive trading platforms. In 2020, CAPAS will turn its spotlight onto the E-mobility & Infrastructure zone. The zone debuted back in 2016, and since then, it has continued to advance alongside the growing market. This year, the fair will strengthen its product categories, scope of onsite services, as well as the number of fringe events that serve the needs of all industry players.

The seventh edition of CAPAS is set to open from 21 to 23 May 2020 at the Chengdu Century City New International Exhibition & Convention Center, China. To further promote the prosperous automotive industry and facilitate sales growth in Southwest China, CAPAS 2020 expects to gather more than 600 domestic and international exhibitors. Their latest products, services and technologies will cover the 48 000 sqm show floor.

In recent years, automotive market sales and production volumes in Southwest China have rapidly

expanded, with Chengdu playing a leading role in these developments. According to reports, the number of passenger vehicles across three provinces of Yunnan<sup>1</sup>, Guizhou<sup>2</sup> and Sichuan<sup>3</sup>, as well as Chongqing city<sup>4</sup> have exceeded 28.89 million units becoming one of the fastest growing regions in China. What's more, sales volumes in the Sichuan province topped second in the chart; Chengdu also ranked second in terms of car ownership across all Chinese cities. These positive influences also spread into the automotive aftermarket. Latest statistics from the Sichuan Provincial Department of Transportation revealed that the number of repair and maintenance workshops in the province has reached 31 697 outlets.

At the same time, many development plans and industry-friendly policies support the local auto parts and new energy vehicles sectors. As a result, the region has seen the gradual development of more vehicle production, auto parts manufacturing and aftermarket services within the automotive supply chain. With extensive resources and a local understanding on the dynamic market, CAPAS will continue to explore potential development opportunities, as well as facilitate the market's opening up for those who look to expand their business in the region. Mr James Yu, Deputy General Manager of Messe Frankfurt (Shanghai) Co Ltd, commented: "Throughout the years, CAPAS has continued to utilise its seven themed zones and adjusted the show's offering to address changing market needs. To highlight, this year's featured E-mobility & Infrastructure zone will present the most cutting-edge technology to promote new energy vehicles and its development in the region."

Mr Yu continued: "Moving forward, we will coordinate closely with Southwest government bodies to integrate industry resources and meet major developmental objectives."

CAPAS 2020 promotes provincial new energy trends and policies. With the provincial government investing heavily in the new energy sector, numerous developmental policies support the expansion of production capabilities in Southwest China. Policies such as the "Plan for the Development of New Energy and Connected Mobility Industry 2019" by the Sichuan Provincial Government offers a scheme to optimise the production lifecycle; from innovation and production to end user experiences, which feedback into the industry transformation.

In light of these drastic changes, the E-mobility and Infrastructure zone, once again, will highlight the region's new energy vehicle sector. In the 2019 edition, the zone attracted 28 renowned new energy brands including BYD, Geely, JAC Motors, Porsche, Roewe, Tesla and Volkswagen to name a few. Top-tier



more cooperation and unfolding investment opportunities, which also help to foster industry development as a whole.

Featured fringe events like the China New Energy Vehicle International Cooperation Conference 2020 will return to the fair with more in-depth knowledge sharing. Other events include the Automotive Industry Projects Presentation on Sichuan Province and the Made in Chengdu Supply and Demand Business Matching Conference for New Energy Vehicle Products. In addition, CAPAS will invite representatives from government agencies, industry associations, and speakers from the car manufacturing, new energy and connected vehicle sectors to share insights at its concurrent events. Visitor delegations from along the Belt & Road will also be present at these insightful events.

Alongside upgrades to the E-mobility & Infrastructure zone, six other enhanced zones include Parts & Components, Commercial Vehicle, Accessories & Customising, Repair, Supply Chain & Chain Stores, Tyres and Made in Sichuan.

CAPAS is jointly organised by CCPIT-Auto, Messe Frankfurt (Shanghai) Co Ltd and CCPIT-Sichuan. CAPAS is the only automotive trade fair in Southwest China that Messe Frankfurt (Shanghai) Co Ltd organise, and is the second automotive trade fair in the subsidiary's portfolio. 

players like AIWAYS, Qiantu Motor and WM Motor also displayed their latest new energy car models in various sectors across the show floor. Elsewhere, themed fringe events like the Made in Chengdu Supply and Demand Business Matching Conference for New Energy Vehicle Products provided an effective channel for business networking among participants.

CAPAS 2020 will further expand the zone's offerings, bringing a wider scope of cutting-edge products, equipment and technologies for the new energy and connected vehicle sectors. Visitors will see a line-up of batteries, motor and electric control systems, charging piles and operation systems, as well as connectivity solutions. These products and technologies can help participants reveal unexplored business opportunities, in addition to accelerating the development of the sector in Southwest China.

CAPAS will hold a range of key events to match the needs between suppliers, dealers and end-users. Events include conferences, business matchmaking, project presentations, store visits, skills and technical training sessions, and seminar discussions. Carmakers and auto parts manufacturers will benefit from



# High Five: the New Generation Actros

*One of the most iconic trucks, and a platform for innovations, the Actros is now in its fifth generation and we have a closer look at the history and achievements of the truck.*

On October first 1896, at his workshop in the town of Cannstatt in Germany, Gottlieb Daimler built a "Motorised goods vehicle, order no. 81, vehicle no. 42, four hp two-cylinder engine, weight of the complete vehicle: 1 200 kilograms for carrying a load of 1 500 kilograms, invoiced to British Motor Syndicate Ltd. London." Although the vehicle looked like a horse-drawn cart with the driver's seat out in the open, ahead of the front axle and the engine at the rear, there was simply no denying it: the first truck ever had just been built and sold!

With his collaborator Wilhelm Maybach, Daimler realised that carrying the engine around as part of the cargo wasn't an optimal configuration. So, in their next models, the engine was installed underneath the driver's seat with the rear axle driven by means of a chain. Power was conveyed by a gearwheel transmission; the engine was cooled by a tubular radiator and started by means of low-voltage magneto ignition. This basic configuration remains essentially unchanged today, albeit with greatly updated parts and components.

From there, development was on-going and today, Daimler stands tall as the biggest manufacturer of commercial vehicles. Having just broken a sales record for Malaysia, the brand is now ready to launch the latest version of their flagship truck: the New Actros. With the upcoming launch of this vehicle for the Malaysian market, we take a closer look at the history and achievements of this iconic truck.



**From the LP 1620 to the Actros**  
Everyone will agree that the driver is the most valuable asset of any transport company. Truck makers are constantly working on improvements of their vehicles to take away the stress from drivers so that they can focus on their job without being fatigued. Already in 2010, Daimler proved that over 50 years of progress have drastically reduced the strain on drivers.



pressure brake system. The Actros also features state-of-the-art assistance systems offering greater truck safety than would have been conceivable at the time of the LP 1620 (year of construction: 1964). These include:

- Telligent distance control system, which automatically maintains the preset safety distance from the vehicle in front.
- Active Brake Assist which, in addition to automatically maintaining the preset safety distance, also initiates emergency braking at maximum braking force automatically on detecting an acute danger of a rear-end collision.
- Telligent Lane Assistant, which emits an acoustic signal to warn the driver of an imminent danger of leaving the lane.
- Telligent Stability Control and Adaptive ESP®, which reduce the danger of skidding substantially during cornering or evasive manoeuvres.

Other features of the Actros which played a crucial role in this test demonstrated the extent of the vehicle's technical superiority over its ancestor and the degree of attention which is devoted to ride comfort today. Such features include the markedly improved soundproofing and air conditioning of the cab, tailor-made seating comfort and ergonomically designed controls, for example.

### **Methods of Measuring Drivers' Physical and Mental Strain**

The overall effects of these benefits are felt by today's professional truck drivers on motorways, on narrow country roads and in dense urban traffic. They can also be quantified using cutting-edge measuring methods. Researchers at Daimler have developed various methods of objectively evaluating a vehicle's physiological safety. These are now being applied for the first time in the ongoing development of commercial vehicles. The main focus is on physiological measurements of typical stress indicators, such as the driver's heart rate. This is regarded as a reliable and continuously measurable cumulative indicator which provides an accurate reading of both mental and physical stress processes. Possible



The iconic comparative test drive began in the early morning. The starting point was the main gate of the Mercedes-Benz assembly plant in Wörth. The tour was 542 kilometres long, leading via Stuttgart over the San Bernardino pass to the Swiss village of Lostalio.

The two test vehicles were worlds apart: a modern Actros semitrailer/tractor combination rated at 440 hp competing against a 200 hp LP 1620 with trailer. The two vehicles are separated by around 50 years of progress resulting from development work in the field of commercial vehicles. This is manifested in the Actros not only in the form of substantially increased power reserves, a fully automatic twelve-speed transmission and a wear-free retarder serving as an additional brake system to back up the electronically controlled high-



causes of an increased rate include stress due to heavy traffic, poor weather conditions and visibility. Equally, interior noise levels, inadequate ventilation and poor chassis comfort also have a negative impact. To enable the evaluation and ongoing improvement of these aspects, computers on board test vehicles and measuring devices on test drivers record all the values which provide an indication of the driver's physical condition. These results add up to an objective picture of the way the vehicle's engineering and technology affects the driver's behaviour and his ability to drive effectively and safely.

Recording brain waves by means of EEG (electro-encephalography) provides information on mental stress in certain situations during a journey, such as narrow stretches due to roadworks or steep uphill and downhill driving.

### **Cap with 16 Sensors Records Brain Waves**

In the test "Actros versus LP 1620" the Daimler development engineers took a close look not only at the vehicles, but at the drivers, too. The test conditions called for professional drivers with decades of truck-driving experience. The selected "contestants" were aged 56 and 49, as the test was also intended to provide findings on whether age plays a decisive role with regard to the physical and mental stress involved in driving a truck.

Before the Actros and the LP 1620 hit the road, the drivers each donned an EEG cap fitted with 16 sensors to record their brain waves during the trip. The measurements began exactly half an hour after setting off for Lostallo, because for all the drivers' professional experience, the Daimler researchers wanted to be sure that the test candidates had adjusted to the test conditions and rid themselves of any initial nervousness.

There were no signs of any nervousness on the long motorway stretches up to the Swiss border. The drivers reacted in almost identical fashion to the acoustic signals which were deliberately transmitted almost unnoticeably to their ears. These signals consisted of a sequence of random tones consisting of 80 percent 1000 Hertz tones and 20 percent 2000 Hertz tones. The more exacting the driving situation, the slower and less effectively the brain is able to process the rare 2000 Hertz stimuli. These changes can be measured with the aid of EEG. According to the EEG analysis, the drivers' brains processed these stimuli quickly during this stage of the trip. This means that the drivers would be able to respond quickly if the signal were connected with the state of the vehicle or the traffic situation.

### **Minimal Mental Strain in the Actros**

The electrodes diagnosed a quite different situation in the LP 1620 during the uphill stretch to the San Bernardino. 26 kilometres of winding road

with numerous tight spots and dark tunnels placed such demands on the driver's concentration that cognitive processing of the transmitted tones was slowed down by more than 300 milliseconds. Virtually the same findings resulted when the older driver took command of the LP 1620 on the uphill and downhill stretch to the San Bernardino during the return leg on the following day. His readings were only negligibly higher than those of the younger driver.

The two drivers reacted quite differently at the wheel of the Actros, however. Even during the high-stress phase around the Swiss mountain pass, the perception time for the signal tones slowed down only negligibly – and only for the older driver. The younger driver displayed a constant, fast response time throughout the entire journey.

The retardation in processing of the stimuli in the LP 1620 in comparison to the Actros amounted to as much as 400 milliseconds. While this may appear minimal, when this value is placed in the context of the cognitive sequence "perceive signal - respond" or "see brake light, perceive meaning and brake oneself" it results in the brakes being applied nine metres later in a truck travelling at 80 km/h.





under strictly defined test conditions, resulted in a new entry in the Guinness Book of Records.

These best practice tips for better fuel efficiency were applied to achieve the result:

- Driver training: reduce the variation in fuel consumption between drivers (which can be up to 30%\*) by improving driving techniques, optimising gear selection and planning ahead
- Preventative maintenance: for every 0.7 bar that tyres are under-inflated, fuel consumption rises by 1%\*. Regular servicing and inspections can help avoid clogged filters, dirty injectors and inefficient engine running
- Aerodynamics: Every 2 percent reduction in aerodynamic drag (e.g. through the use of a good aero package) can lead to a fuel economy benefit of 1 percent
- Traffic conditions: choose routes with less stop/start driving and congestion, and avoid those with hilly, difficult terrain
- Fuel and fuel systems: choose quality fuels which are designed to keep the engine clean and can help reduce exhaust emissions and black smoke\*\*, like Shell FuelSave Diesel
- Lubricants: low viscosity, fully synthetic lubricants like Shell Rimula R6 LME can, when used together with Shell's range of driveline lubricants, help cut fuel consumption by up to five percent in commercial vehicles when compared to conventional grades

### Only Negligible Rise in Pulse at the Wheel of the Actros

ECG analysis of the two drivers also demonstrated the extent to which technical advances relieve the strain encountered at the wheel of a truck. The heart rate – essentially the mirror of physical stress – increased by ten percent in the younger driver at the wheel of the LP 1620 in comparison to when driving the Actros. The older driver's heart beat 20 percent faster on the uphill stretch to the San Bernardino. This is where the age difference was most clearly apparent, as it is not only the high steering effort and the non-synchromesh manual transmission that call for a good physical condition. The younger driver enjoyed an additional benefit on the return trip in the Actros.

Thanks to the high power reserves of his tractor, he was able to set off half an hour later than his colleague in the LP 1620. The 40-tonner negotiated the bends leading to the San Bernardino tunnel at an average speed of 40 km/h – twice as fast as the LP 1620 with its permissible gross weight of 32 tonnes. By the time he reached the top of the road, he had already caught up with his colleague. And he managed to stay relaxed throughout the ascent, as the subsequent analysis of the ECG and EEG curves showed.



### The Actros as Efficient Record-breaker

In 2011, the famous Nardo test track in Italy was the venue for the seven day, round the clock marathon. Here, Daimler partnered with Shell to prove just how efficient the Actros can be.

The 40 tonne Mercedes-Benz Actros 3 consumed exactly 19.44 litres of diesel per 100km over 12,728.94km. This record-breaking feat, achieved



New interior lighting concept



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New light signature  
& night lights



Predictive Powertrain Control (PPC)

# The New Actros

Multimedia Cockpit



New rear axle ratio



Traffic Sign Assist



Even today, with your new Actros, drivers can follow these tips to help reduce fuel costs, cut emissions and improve fuel economy. Internal heavy-duty engine tests have shown that Shell FuelSave Diesel can give fuel savings of up to 3 percent. Designed to keep the engine clean, leading to more efficient and effective combustion, it can also help reduce exhaust emissions and black smoke. New Shell Rimula R6 LME has been independently tested and shown to produce fuel economy savings of 1.1 percent

### **The new Actros**

Just in time for the IAA Commercial Vehicles Show, which was taking place in Hanover, Germany, from 20 to 27 September 2018, Mercedes-Benz Trucks was unveiling the brand's new flagship to the world's press at the Premiere Night. Mercedes-Benz Trucks is showcasing a truck which immediately attracts everybody's eye due to its new, characteristic light signature along the top of the headlamps.

The new Actros is a truck featuring pioneering innovations in series production which immediately pay off. The vehicle increases efficiency for business owners and comfort for drivers to a previously unattained level: fuel consumption has fallen noticeably while safety and vehicle availability have been increased further.

The new Actros has been considerably improved with regard to safety and comfort and underlines its pioneering position in that respect.

### **Cost Reduction During Operation**

Transporters can look forward to achieving up to five percent less fuel consumption due to improved aerodynamics and other measures by using the latest Actros. Compared to its predecessor, the new Actros consumes up to three percent less fuel on motorways and expressways. With mileage in long-distance haulage typically exceeding 120 000 kilometres per year, this again represents a significant cost reduction for the operator. When travelling on rural routes, the savings can be up to five percent, as here the effect of the improved Predictive Powertrain Control system is even more significant than before.

A number of additional measures have been instrumental in achieving the reduction in fuel consumption.

### **Distinctive Exterior**

A new light signature, LED daytime running lights and Intelligent Light are new features for greater safety. Good vehicle lighting is particularly important in poor light conditions. Here, the Actros models come with innovations which enhance safety and make the driver's day-to-day life behind the wheel easier, too. The new, curved light signature at the top edge of the strip of headlamps makes the new Actros distinctive at night. By day the new LED daytime running lights fitted as standard equipment make the Actros easily identifiable. The new Intelligent Light system represents another major step forwards in terms of safety. Besides the LED daytime running lights, it also includes automatic switching between dipped beam and main beam, as well as an automatic cornering light and front fog lamps.

### **Connectivity and intuitive operation thanks to Multimedia Cockpit**

The new Actros with its fully updated Multimedia Cockpit offers the driver a unique level of operational convenience and display comfort. Two interactive screens as standard serve as the central source of information in the driver's digital cockpit of the future. Assistance systems are visualised here, as well as all basic information which is relevant to the driver. Connectivity is now reality in the Actros: smartphones can be connected via Apple CarPlay or Android Auto. Apps help the driver to fulfil their transportation tasks. The Truck Data Centre connects the truck permanently to the cloud and forms the basis of all connectivity solutions. Real-time monitoring of the truck via Fleetboard



and Mercedes-Benz Uptime brings added value for the business owner. The driver also enjoys greater ease of operation thanks to the new remote-control key provided as standard.

### **Mercedes-Benz Trucks exclusive: new Active Brake Assist 5 with further improved pedestrian detection**

New Active Brake Assist 5 is an enhancement of Active Brake Assist 4. This safety assistance system is unique in terms of its functionality and no other manufacturer provides a system alike. With the improved fifth generation of Active Brake Assist, Mercedes-Benz is also underlining its leading position when it comes to the safety of heavy-duty trucks – a role that is continually reaffirmed by market demand. Since Active Brake Assist 1 was introduced in 2006, Mercedes-Benz Trucks has sold nearly 230 000 trucks with the emergency braking system on-board.

New for Active Brake Assist 5 is its functionality based on the radar and camera system. Among other



If Active Brake Assist 5 detects the threat of a rear-end collision with a vehicle in front, with a stationary obstacle or a pedestrian who is crossing in front, coming towards the vehicle or in the same lane, a three-stage warning system makes the driver aware of the threat. If the driver does not take action independently, a visual and audible warning is given first. After this, brake application of approximately 3 m/s is initiated, corresponding to around 50 percent of the maximum braking power. If the driver still hasn't responded, the system initiates maximum braking power – if necessary to a standstill – and activates the hazard warning lights at speeds below 50 km/h to warn the traffic behind. When at a standstill, the new electronic parking brake is applied automatically.

Active Brake Assist 5 supports the driver in critical driving situations and, in optimal conditions, can help to mitigate the effects of accidents or even avoids them. The driver, however, as the person in control of the vehicle, is at all times responsible for the entire process of driving and cannot rely exclusively on the safety assistance systems.

**Prestigious accolade: the new Actros is “International Truck of the Year 2020”**

The sustainably improved aerodynamics of the new Actros is one of the reasons why the vehicle won the title “International Truck of the Year 2020”. In addition to the increased efficiency, the jury of what is the most important European award for the truck segment also highlighted the progress made in assistance and safety systems as well as in connectivity. New features in the Actros include the improved Active Brake Assist 5 emergency brake assistant, the fully networked Multimedia Cockpit, and the Predictive Powertrain Control intelligent cruise control and transmission management system. The “International Truck of the Year” award is presented annually by Europe’s leading commercial vehicle journalists. Mercedes-Benz Trucks is the most frequently awarded brand in the history of the competition and has already enjoyed successes with all previous versions of the Actros. **T**



features, it is now able to respond to people at speeds of up to 50 km/h. Within system limits, Active Brake Assist 5 can respond to a person who is crossing in front of the vehicle, coming towards it or in the same lane by applying maximum braking power up to standstill. The same applies to pedestrians who unobservantly walk in front of the vehicle and who may become paralysed – a situation which is happening more and more often in this smartphone age.

ASIAN TRUCKER DRIVERS CLUB

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MINES International Exhibition & Convention Centre (MIECC) Sri Kembangan, Selangor, Malaysia



# Special Appreciation for Truckers - Unsung Heroes Amid the Pandemic

*On March 18, the Movement Restriction Order (MRO) was executed all over Malaysia due to COVID-19 outbreak. Asking the majority of people to stay at home, frontliners from essential industries including doctors and policemen had to continue working hard to sustain our country. Yet we notice that the public's appreciation towards the truck drivers is much underrepresented.*



In this issue, the Trucker of the Month is dedicated to all truckers-in-action in the country. For us, it is important to highlight the work of

a trucker to know about his or her story in depth, and that's why we are doing a trucker of the month for each issue. At the same time, during the national crisis, we also treasure the commonalities among all truckers — that everyone is working hard to feed one's own family— and every other family all over the country. Therefore, we decided to feature all the truckers in Malaysia within this page, represented by a number that sent in a picture.

As a magazine dedicated to the commercial vehicle industry, Asian Trucker is deeply proud of the fellow truckers in Malaysia at this period. Always being underappreciated, they play the critical role of being the pillar of our country's economy. Especially during RMO, they never stopped to feed 31.62 million Malaysians — with a continuous supply of groceries and fresh foods. They could have spent their time with their families, yet they all are aware of the missions in their hands: to ensure the goods continuously delivered in the hand of Malaysians.




As socially responsible citizens, what we can do to pay back is to abide by the RMO restriction; to stay at home. Thus, Asian Trucker set up our own #stayhome campaign. We have collected photos from truckers to deliver their messages. Although most of the truckers were wearing masks, it did not soften the intensity of voices from our fellow truckers, that delivers the message — “I stay at work for you, you stay at home for us”. By doing our part at home, we only can ensure that our frontline truckers are not let down with their sacrifice and dedication.

Here we sincerely express our gratitude to all the truckers:

Thank you very much for your contribution!

Ribuan terima kasih atas sumbangan anda.

The COVID-19 incident made us realise, not all heroes wear capes. 



## Shell Rimula Trucker of the Month

*Apa kata Azahari Bin Awalludin tentang produk Shell?*

*Slogan : Prestasi enjin lebih memuaskan setelah menggunakan minyak Helix Ultra dari Shell.*

Nama	: Azahari Bin Awalludin
Umur	: 38 Tahun
Syarikat Berkerja	: Bumimas Logistics sdn bhd
Pengalaman Berkerja	: 1 Tahun
Pengalaman Memandu	: 17 Tahun
Tempat Tinggal	: Jalan kebun baru
Status	: Berkahwin
Hobi	: Memandu kenderaan berat



# Petron Pumps its Business from the Philippines into Malaysia

**P**etron Malaysia is an emerging and rapidly evolving Asian oil company. It is part of Petron Corporation which is the leading oil company in the Philippines. Our integrated refining, distribution, and retailing of world-class petroleum products help meet the country's growing energy needs and contributes to a more progressive nation. In this exclusive feature, Mr Choong Kum Choy, Head of Retail and Commercial Business Petron Malaysia shares in-depth details about the brand and products.

## Part 1: Background on Petron

**AT:** Petron started in Malaysia in 2011, after absorbing Esso Malaysia Bhd, ExxonMobil Malaysia Sdn Bhd, and ExxonMobil Borneo Sdn Bhd. Currently, how big is Petron in Malaysia? How many service stations are there in Malaysia?

**CKC:** In 2012, Petron Corporation, the Philippines' largest oil company, acquired ExxonMobil's downstream business in Malaysia including its service stations, terminals, and refinery. Esso Malaysia Berhad (EMB) was officially renamed as Petron Malaysia Refining & Marketing Bhd while ExxonMobil subsidiaries became Petron Fuel International Sdn Bhd (formerly known as ExxonMobil Malaysia Sdn Bhd) and Petron Oil (M) Sdn Bhd (formerly known as ExxonMobil Borneo Sdn Bhd).

Petron Malaysia is currently the third largest downstream company in Malaysia with about 700 service stations in the country.

**AT:** What's the key driver of Petron Malaysia's business?

**CKC:** Our core business comprises the marketing and refining of petroleum products. We have an oil refinery in Port Dickson and we distribute our petroleum products through our vast retail and commercial network.

In retail, we have more than 700 Petron stations nationwide wherein we offer our top-quality fuels. These include Blaze 100 Euro 4M, Malaysia's first 100 octane premium-grade gasoline, as well as other



environment-friendly fuels Blaze 97 Euro 4M (RON97), Blaze 95 Euro 4M (RON95) and Turbo Diesel Euro 5 (B7) as well as the regular Diesel Max Euro 2M (B10).

We were the first to offer LPG cooking gas (Petron Gasul) at a service station. Likewise, we offer a full range of lubricants and engine oils through our distributors and retail branches. We also cater to the fuel needs of the industrial and aviation industry. Consumers can also purchase other everyday needs at our Treats convenience store.

**AT:** Can you share your targets or goals for the next three to five years?

**CKC:** We are on track with our plans to expand our business to give more customers better access to our products and services. We continue to embark on various strategies to introduce innovative fuels, efficient services, and excellent customer service to a wider market. In all these, we are guided by our vision to be the leading provider of total customer solutions in the oil sector and allied businesses.

## **Part 2:** Petron Products (Lubes & Diesel)

**AT:** How many Diesel products do you have in Malaysia, including engine lubricants?

**CKC:** We bring our diesel products to consumers through our service stations and directly to commercial end-users. All our stations carry Petron Diesel Max (Euro 2M B10) while our Petron Turbo Diesel (Euro 5B7) is available at close to 200 Petron stations. These products are also used by small and large commercial or industrial companies such as Fleet Operators, Independent Power Producers (IPPs), factories and industries where commercial diesel is used for boilers, generators, turbines, furnaces, bunkering, and more.

We also have a complete range of diesel engine oils. Our Rev-X line comes in various SAE grades and API quality grades to meet market demand. The API quality grades range from API CF to CJ-4. CJ-4 is the latest and highest diesel quality grade.

**AT:** Petron Turbo Diesel Euro 5 is formulated with TriAction Advantage Technology. How does this technology help improve engine performance?

**CKC:** Turbo Diesel Euro 5 is a technologically-advanced and environment-friendly high performance diesel. It comes with a special formulation called the TriAction Advantage, an additive that gives vehicles better power, better mileage and better engine protection. It provides excellent cleaning action and is formulated to perform under extreme operating conditions.

The modern diesel engines parts, particularly fuel injectors, have very little tolerance for deposit. To prevent the formation of deposit, a multi-functional detergent additive package is added to the base fuel. This detergent will keep the engine parts clean. The additive package also contains cetane improver, combustion improver and corrosion inhibitor. All these when combined give the following benefits:

- Power loss control (for new engines)
- Complete power loss restoration (for older engines)
- Improved fuel economy or better fuel savings
- Protect against corrosion
- Improve fuel ignition quality
- Ensure complete combustion resulting in reduced unburned fuel
- Reduce noise and vibration

Being 'a high performance' diesel fuel, Petron Turbo Diesel Euro 5 comes with higher additive dosage than the normal Diesel Max which increases the potency of the fuel.

**AT:** It is stated that the Petron Turbo Diesel Euro 5 is specially designed to meet the requirements of European fuel quality standard and intended for the latest Euro-5 compliant vehicles, so what happens if



Head of Retail and Commercial Business

a non-euro-5 compliant vehicle decided to fuel up a tank of this Petron Turbo Diesel Euro 5? Is it something like Blaze 95 and Blaze 97 and Blaze 100? Where it doesn't do any harm to the engine and it gives a better performance, as well as helps to clean the engine?

**CKC:** Petron Turbo Diesel can be used by all types of diesel engines, old or new engine, naturally aspirated (non-turbo-charged) or turbo-charged and non-Euro 5 compliant engines. It does no harm to fuel any diesel-engine vehicle. In fact, it will give better performance and help to clean the engine.

In a non-Euro 5 vehicle, Euro 5 fuel can be used without causing damage to the engine. However, it may not provide the benefits of 'cleaner emissions'.

**AT:** From what I understand is that exhaust emission is mainly due to the engine and exhaust system of a vehicle, so how does Petron Turbo Diesel Euro 5 help to reduced exhaust emissions?

**CKC:** Turbo Diesel Euro 5 has very low Sulphur content which allows the exhaust after-treatment system to be able to fully function to remove the harmful pollutants such as carbon monoxide, hydrocarbons, nitrous oxide from the exhaust emission by converting them into water vapour, carbon dioxide and Nitrogen and trapping the particulate matters.

**AT:** What is the difference between Petron Turbo Diesel Euro 5 and Petron Diesel Max?

**CKC:** Petron Diesel Max Euro 2M diesel has 500ppm sulfur (currently with 10% Palm Methyl Ester, as compared to Petron Turbo Diesel Euro 5 (currently with 7 percent Palm Methyl Ester which has 10ppm sulfur content, meaning it is 50 times cleaner and significantly reduces exhaust emissions. It prolongs the life and effectiveness of the exhaust after-treatment devices such as catalytic converters and diesel particulate filters.

**AT:** We can see that in Petron Malaysia's website there is also Commercial Diesel, which looks quite similar like the Petron Turbo Diesel Euro 5. To whom this commercial fuel is most suitable for? What about the price? is it the same as retailed fuel price?

**CKC:** Diesel fuel sold at service stations is typically different from diesel for commercial. The differences are in the percentage of Palm Methyl Ester content, where Commercial Diesel is Petron Diesel Euro 2M with 7 percent Palm Methyl Ester or PME (7 percent PME + 93 percent petroleum diesel).

**AT:** This commercial fuel is most suitable for who?

**CKC:** The Petron Commercial Diesel Euro 2M B7 is used for commercial industrial sector applications such as the high-speed diesel engines, off-road diesel engines, industrial boilers, heaters and gas turbines in power generation.

**AT:** What about the price? is it the same as retailed fuel price?

**CKC:** Prices are based on commercial terms and agreement.

**AT:** Let's move on to your lubricants. The Petron REV-X Mono-Grade is for passenger type vehicles' diesel engine and mixed commercial fleet. Can you tell us more about it, and what do you mean by mixed commercial fleet?

**CKC:** Commercial vehicles are used for transportation of goods and/or passengers. Mixed commercial fleet vehicles range from small one-tonne trucks to 55-tonne heavy-duty trucks. Likewise, for transportation, it can be used for small diesel vans and big buses. The application in the mixed commercial fleets is from mild to heavy-duty operating conditions either for long-distance trips or stop and go conditions.



**AT:** Would an owner get the best performance out of fuel and engine if they decided to use your engine lubricant along with your fuel?

**CKC:** Petron fuels are formulated to deliver the best engine performance. Our engine oils provide optimum engine protection under extreme temperatures and driving conditions. Our customers can gain the benefit of a 'best-match' formulation for engine fuels and lubricant products with the unique formulations that continue to give maximum power, smoother engine, and fuel economy.

**AT:** Moving forward, what can the public expect from Petron? How soon can we expect a newer or upgraded fuel or lubricant? What other technologies can the public expect from their fuel?

**CKC:** We are committed to providing consumers with the highest quality products that meet the latest technological changes in line with OEM standards while ensuring customer satisfaction. We have plans to launch a more comprehensive lubricant product range tailor-made for the different requirements of our customers. Petron's fuel quality improvements move in tandem with engine technology changes to provide maximum customer satisfaction. **F**

**AT:** Can you elaborate more on your Petron Rev-X Engine Oils? How is it different from the products of your competitors?

**CKC:** Petron Engine Oils are engineered with the highest quality base oils and additives to ensure maximum efficiency, minimal downtime and more savings in maintenance.

Rev-X Diesel Engine Oils are formulated with Dynamic Cleaning Technology (DC Tech) to provide powerful cleaning action and protection. Dynamic Cleaning Technology keeps the engine clean and free from soot and deposits.

We have a complete line-up for the Rev-X series, ranging from multi-grade fully synthetic to mineral-based. In general, the fully synthetic engine oil will be more energy-efficient and cost-saving which may extend the oil drain interval than synthetic blend oil. The same with synthetic blend oil against mineral oil.

We recommend that vehicle owners follow the viscosity grade and oil drain interval periods provided by the Original Equipment Manufacturer (OEM) which can be found in the vehicle service manual.

Beyond the marketing of products, we provide lubrication solution services to customers as part of our value-added services such as troubleshooting, problem identification, diagnosis of issues, used oil analysis interpretation and lubrication technical training.





## Liebherr's Mining Division and the Heavy Haul

*The Liebherr Group's Mining division supplies the international mining industry with large machines for the extraction of raw materials in open-cast mining environments.*

The success story of the Liebherr Group is linked inseparably to the person who founded it. It is the story of Hans Liebherr, a qualified master builder, tireless tinkerer, pragmatic businessman and successful pioneering enterpriser. In this Asian Trucker exclusive, we take a closer look at the mining division and their products.

**AT: How would you describe the design process for heavy equipment such as mining haul trucks? Is weight reduction an issue, for example?**

The design process for Liebherr mining trucks is based on the customer. We conduct extensive market research and evaluate key performance criteria including, but not limited to: vehicle weight, speed on grade, productivity, serviceability, reliability, ease of assembly, and total cost of ownership. Each of these are interdependent upon each other, working together to contribute to the overall performance of the machine.

To ensure maximum productivity, our product management department guides key strategic market decisions. Our engineering department reviews the criteria and develops an optimized design to meet customer needs. Throughout the design process, regular cross-functional design reviews occur to provide feedback and keep the voice of the customer at the forefront of our work. Designs are then released, parts are procured, and designs are field-validated as a final check that customer requirements have been met.

Liebherr's design process begins and ends with customer requirements to ensure their satisfaction.

**AT: How are the requirements for mining haul trucks different from those running on roads?**

The requirements for an off-highway



haul truck differ greatly from any vehicle that drives on roadways. Semi-trucks typically run 8-12 hours on well-paved roads, carrying weights up to 18 t / 20 tons, using 400-700 horsepower.

A mining truck needs to run continuously on rough haul roads, often uphill, and with heavy payloads in the dump body. Mines run 24 hours a day, 7 days a week, 365 days a year, so the trucks need to maximize their operating hours per day to reach production targets.

Along with the demanding hours, mining haul trucks are also expected to carry more weight—literally. The Liebherr T 284 payload capacity is up to 375 t / 413 tons, usually of rough, abrasive material (like rocks).

In order to carry so much weight and operate continuously, Liebherr haul trucks require far greater power than any kind of vehicle you will see on the highway. The T 284 is one of the largest haul trucks in the world, and requires 4 024 horsepower (3 000 kW) to be able to do its job.

**AT: What are the benefits of using these giant machines vs using smaller trucks?**

Operating a larger truck enables the mine to achieve a cheaper cost per tonne, which is the main calculation

the mine will use to determine whether operations are profitable. Larger trucks can carry larger payloads, while requiring fewer trucks in a fleet. This means that customers are able to move more material with fewer trucks.

**AT: How do you service / repair mining equipment and vehicles which weigh literal tons?**

Our customer support comprises a global network of Liebherr regional service organizations who prioritize the customer's success. Experienced multi-lingual teams with a variety of skills, technical knowledge, and resources are available for tailored assistance to customer-specific projects and site requirements.

**Such tailored assistance programs may include:**

- A.** Assembly & commissioning support
- B.** Proactive machine inspections to assess condition & enhance performance
- C.** Technical assistance on call 24/7 or with permanent on-site base
- D.** Diagnosis & troubleshooting support
- E.** Maintenance & repair jobs, supervision or turnkey
- F.** Structural component inspections and repairs
- G.** Maintenance contract up to full MARC, tailored to customer's requirements
- H.** Technical training courses & e-learning training packages
- I.** Operator training at commissioning & refresher training

**AT: How do you ship the mining haul trucks to the mine-site where they are deployed?**

Shipping a 200+ metric ton truck is no easy feat, which is why Liebherr Mining maintains an entire External Logistics department. For each project we utilize a logistics study, to review all regulations in terms of oversized cargo. This study provides the context for any necessary adaptations, in terms of dimensions and weights of future convoys.

The truck is dismantled in many modules, and the configuration is adapted to fit the equipment used to transport the truck. Special attention is given to the repartition of weight and the center of gravity, in order to safely perform loading and lashing activities. Different authorizations may be required to transport the components, depending upon the destination. Different modes of transportation are also utilized, depending upon the requirements of the journey: maritime, etc.



### **Brief history about Liebherr and its Mining Division**

The Liebherr Group was founded in 1949, when Hans Liebherr invented the mobile tower crane. Today, the company is comprised of 45 000 employees in 130 companies across all continents, with divisions including but not limited to construction, refrigeration, aerospace, hospitality, and mining. Liebherr remains a family-owned company to this day.

The mining division includes a worldwide network of affiliates, as well as three factories:

Liebherr Mining Equipment in Newport News, Co. in the U.S.A. was founded in 1995 and manufactures large ultra-class mining trucks designed to handle payloads of 375 t/413 tons of coal, iron ore, copper ore, and gold ore for the international mining industry.

Liebherr-Mining Equipment Colmar SAS in Europe was founded in 1961 as the first production company in France. Today this factory produces 15 different models of hydraulic-track travel gear and more, with operating weights from 21 – 100 tons.

Liebherr-Werk Telfs GmbH in Austria was founded in 1976 and is responsible for the development and manufacture of hydrostatically driven crawler tractors and loaders, pipe layers, and telescopic handlers.

Liebherr's move into the mining industry has set standards in open-cast mining operations worldwide in regards mining trucks, hydraulic excavators, and dozer line. Liebherr is continuously growing its innovative capacity with a dedicated focus on quality, to ensure maximum customer value in all product areas.

Because of the long-term partnerships with our logistics service providers, we are constantly working together to improve the safety and efficiency of such transports. Once everything arrives on a mine-site, a Liebherr crew begins assembling the equipment.

### **AT: What does driver training look like? Personnel operating these mining haul trucks would have been trained specifically for these jobs.**

As an Original Equipment Manufacturer (OEM), Liebherr provides training to customers and their employees, either on-site or at our factory, in the operation and maintenance of our mining equipment.

The Liebherr haul truck operator training is a three-level progressive blended training program consisting of eLearning, classroom, and practical training. By the conclusion of the course, students have gained an in-depth operational knowledge of the Liebherr haul truck cab controls and switches, fault handling, hazardous situation control, braking systems, startup procedures, shutdown procedures, and operational applications.

Liebherr Mining training centers provide modern classroom settings, equipment simulators, and customized training packages. All mining instructors are factory-certified.

### **AT: Autonomous vehicles are said to be extremely suitable for mining operations. Are there any autonomous vehicles available or in planning?**

Liebherr Mining Equipment has noted an increased market demand for advanced technologies in both manned and unmanned haulage applications. We



are constantly striving to generate value for customers through retrofits and upgrades, unrivalled customer service, increased payload capacities, machine health and diagnostics monitoring, operator assistance systems and more. We are actively developing products to meet market demands as our customers seek to implement technologies to enhance operational safety and deliver operational efficiencies through integrated automation of the mining value chain.

**AT: What is your take on electric mining haul trucks?**

The electric drive is the future of mining trucks, as opposed to the old mechanical drive still seen in many of our competitors' trucks. More and more customers are looking to make the shift to initiate more sustainable mining practices by minimizing emissions. Electrification is one way to achieve that goal in some markets.

Trolley Assistance Systems are another convenient way to reduce emissions, while also drastically lowering fuel consumption, significantly reducing the cost of ownership.

**AT: Do you develop equipment that is matching in terms of performance? I.e., is there an excavator that pairs or matches with a specific mining haul truck?**

The Liebherr product line contains a shovel that perfectly matches with each off-highway haul truck. The bucket size, material density, fill factor (percentage of the bucket filled per pass), maximum suspended load for the shovel, and truck payload are all critical factors in determining the perfect match between the two pieces of equipment.

Liebherr trucks reach fill capacity in approximately 3-5 passes. It is important to use a compatible match, as overfilling the truck can lead to a reduction in components over the lifecycle of the truck, while under-loading the truck will lead to a decrease in productivity and a higher cost per tonne of material moved.

**AT: What are some of the current market trends in your segment of the commercial vehicle industry?**

There is a focus within the international mining industry on enhanced performance through digitalization. The use of assistance systems and autonomy is rising within the industry, as customers seek to optimize efficiency and productivity of their operations. Automation is also attractive to mine-site operations due to the enhanced safety during use.

**AT: What are some of the key challenges that your industry is facing?**


Mining is a challenging industry, one that is always changing. Our company and our products are built to withstand extreme environments—such as Collahuasi, Chile.

4 000 meters above sea level, a fleet of Liebherr T 284 trucks equipped with the High Altitude Package are hard at work hauling copper. Such conditions can drastically reduce productivity, or wreak havoc on machines if not properly equipped.

By considering the challenges faced by our customers, we adapt and remain a valuable resource of service and support, overcoming our own industry challenges in the process.

**AT: Anything you want to add?**

Liebherr Mining Equipment Newport News, Co. is proud to offer a comprehensive product range to our mining customers including mining trucks, hydraulic excavators, and crawler dozers. We are continuously expanding and improving our product range and the optional features of each.

We will be on full display at MINExpo 2020 in Las Vegas this September. We look forward to greeting many of our customers, fans, and worldwide affiliates at MINExpo, the world's largest international mining trade show. See you there! 





Minister of Transport, Anthony Loke who launched the platform on the 4th of July 2019 along with CargoMove, a platform for hauliers to pre-book trips to the ports according to their preferred timing, said the systems are aimed at increasing the efficiency of cargo transportation at the port. The minister said that heavy congestion is one of the major problems in Port Klang. As an initiative to reduce the number of empty trailers in the port and on the roads, LinkHaul works hand in hand with CargoMove. When a one-way booking is made on CargoMove, the system connects the haulier to LinkHaul which displays suitable 'return' jobs that the haulier can select from. The solutions were a result of the collaboration between the Port Klang Authority, Northport, Westports and both independent private companies.



Currently, the company is providing a taste of what the system can do for their customers. "We are giving our users a trial period to allow them to see for themselves the benefit of the solution. As it is, some companies are reluctant to change their on-hands working style. It is after hearing reviews from their peers that they are willing to try and adapt to the changing times. Although we are not profiting at the moment, I am positive that we will be able to retain our users after the trial based on their feedback. A majority of them see an immediate benefit after utilizing our solution such as single platform to deal with multiple parties, standardize processes and improve efficiency," concluded See.

At the time of writing, LinkHaul has served 211 registered users, 129 registered companies, completed 159 import jobs and 193 export jobs, and transported 817 containers (comprising of 20 FT, 40FT and 45 FT). **➤**

## LinkHaul Enhances Efficiency and Transparency

*The platform was built to automate haulage processes and increase productivity.*

Link Effect (M) Sdn Bhd, the company behind LinkHaul was incorporated at the end of 2018. LinkHaul is an open market online platform that enables hauliers to trade and optimize usage as well as efficiency. The system is able to proactively identify unutilized trips and will recommend trips to the haulier. This will minimize the need to travel back and forth without containers and will indirectly reduce traffic congestion on roads and highways around Port Klang.

Asian Trucker spoke to See Soon An, Managing Director of Link Effect to find out more about the platform. "There are still lots of imbalance trips and traditional manual practices in the haulage industry. Forwarders and hauliers alike are used to calling up each other to check on progress. While these conventional methods work, it raises the issue of transparency and efficiency. This is where LinkHaul comes in. We provide a sharing platform for better utilization and enable real-time status updates, activity tracking and documentation management to make the work easier for our users," shared See.

# New Hardox HiAce Meets Wear Challenges in Acidic Environments

The Hardox wear plate product range of abrasion-resistant steel has a worldwide reputation for being both hard and tough, fighting wear in the most severe conditions. Hardox HiAce is the latest product in the range, targeted at applications in acidic and corrosive environments.

The recycling business poses particular challenges to steel. Municipal solid waste, often referred to simply as garbage, is one example of a material that creates a low pH acidic environment that accelerates wear in garbage truck bodies and refuse containers. Other conditions that have the same effect are when transporting wood chips and if chemicals such as sulfates and chlorides are present.

Hardox HiAce has been developed to withstand these conditions. At low pH levels, the wear mechanism is different than in a more pH-neutral environment. The acidity oxidizes the steel's surface, making it more prone to wear even if the body or container is made with a hard material.

## Hardox HiAce introduces new opportunities to fight acidity and corrosion

Hardox HiAce drastically slows down the oxidation process, allowing the full hardness of the material to counteract wear. In a regular environment, Hardox HiAce will perform the same as a 450 HBW steel. But in conditions with lower pH levels, the equipment service life is up to three times longer compared to a 400 HBW steel.

Apart from the additional wear resistance in acidic environments, Hardox HiAce has the toughness it takes to perform as a structural material in garbage trucks, recycling containers, tipper and dump bodies and other heavy-duty equipment.

Hardox HiAce also works in freezing conditions, with a guaranteed impact energy of 27 J at -20 °C (20 ft-lb at -4°F). It is available in thicknesses of 4-25.4 mm (5/32 - 1 in.). Hardox HiAce has similar mechanical properties as Hardox 450. It can be processed by the same kind of machinery used for other Hardox grades.

## Hardox HiAce for more payload, less fuel and reduced CO2 emissions

The increased wear resistance in garbage trucks and other equipment allows for the use of thinner plate without jeopardizing the service life. Thinner steel plate means more payload when fully loaded. And when traveling empty, a lower-weight truck saves on fuel and reduces CO2 emissions. **f**





# Volvo Trucks introduces the new Volvo FM | Volvo Trucks

*Volvo Trucks has launched the next-generation Volvo FM packed with improvements to the driver environment and innovations that deliver a higher level of comfort, safety and productivity.*

## **A mobile office built for drivers**

The interior is highlighted by a new dashboard offering more storage space, new colours and a modern dynamic display. The cluster includes a 12-inch high-resolution instrument display with a user-friendly interface where the driver can easily see important information and select between four different screen views, depending on the driving situation. The instrument display, which comes ready for future updates and connected services, is designed to simplify the driver's interactions and minimize distractions when accessing critical information.

The new Volvo FM has an optional 9-inch side display for infotainment, navigation support, transport information and camera monitoring. The display allows interaction in various ways: with the



intuitively positioned buttons on the steering wheel, through voice control, or directly via the touchscreen and display control panel. Both the instrument display and the side display work in numerous languages. In addition, a new steering neck tilt option offers a more ergonomic driving position.

### **Living area upgraded for comfort**

The new sleeper cab has been upgraded with a raised bed and improved storage possibilities that include a large storage compartment underneath the bed and an upper rear storage with LED panels in the compartment dividers. To move from the seat to the bed is easier than ever with a new slimmer, ergonomically designed I-Shift gear selector. Cab comfort is further enhanced through reinforced insulation that helps keep out cold, heat and noise.

### **Exterior displays bold new look**

The exterior of the next generation Volvo FM has a new aerodynamic shape, with distinctive lines on the front and a single sleek character

line sweeping the side of the all new cab. In addition, the V-shaped headlamps are positioned for optimal aerodynamics, and the larger brand identity panel and upper front grille with a new mesh pattern give the truck a bold, confident look.


### **New automated safety features**

In addition to the improved visibility for drivers, other safety advances on the new Volvo FM include downhill cruise control, which sets a maximum speed to help prevent unwanted acceleration when travelling downhill, and Adaptive Cruise Control (ACC) that now works at all speeds down to zero km/h.

The Electronically controlled Brake System (EBS), which is a prerequisite for safety features such as Collision Warning with Emergency Brake and Electronic Stability Control, now comes as standard on the new truck. Volvo Dynamic Steering, with the safety systems Lane Keeping Assist and Stability Assist, is also available as an option.

The Volvo FM also features a road sign recognition system displayed in the instrument display to alert the driver. The system is able to detect signs such as overtaking restrictions, road type and speed limits. The optional passenger corner camera gives a complementary view of the side of the truck on the side display.

### **Fuel efficiency and productivity**

The variety of available driveline and chassis configurations means the new Volvo FM can be tailored to deliver higher productivity and fuel savings in a wide range of applications. Improvements to the steering angles of the tag and pusher axles also give the truck exceptional manoeuvrability which can be fully utilized in, for example, heavy urban traffic. 



# WY Supreme Auto Parts Sdn Bhd



*Asian Trucker visited this spare parts distributor in Kuala Lumpur to know more about their operations, products on offer and services provided.*

**S**pare parts availability is an integral part of operating a commercial vehicle. When the vehicle breaks down, you want it to be repaired and back on the road as soon as possible. Meanwhile, you also need parts for the regular services. This is where spare parts distributors like WY Supreme Auto Parts Sdn Bhd (WY Supreme) play a big role in ensuring these workhorses are back on track in the shortest time possible.

WY Supreme has built a name for itself as a wholesaler of commercial vehicle spare parts. They carry a range of parts from various brands such as Hino, Scania, UD, Fuso, Isuzu as well as trailer parts. They are constantly updating their inventory and product catalogue to cater to their customer's demands.

"As a spare parts wholesaler, it is inevitable that we have a huge amount of parts that we constantly keep in stock to ensure our customers are able to get their items in the shortest time possible. Commercial vehicles are different from passenger vehicles in the sense that every minute a commercial vehicle sits in a workshop is money lost. That is why on any day, we have an average of 15 000 units of parts in our warehouse," said Victor Ling, Director of WY Supreme Auto Parts Sdn Bhd.

To ensure they remain competitive in the market, WY Supreme prides itself in providing good service, quality and pricing. Ling shared that within Klang Valley, the company promises to deliver the parts within a 12-hour time frame. "To ensure quality in the parts that we sell, we work with vendors from China, India and Turkey that have passed our quality control tests and are well-established. We encourage customer feedbacks so that we can relay them to the factories to be improved. Having worked with them for such a long time, we are confident that these products will not be of subpar quality," he added.

On the topic of pricing, Ling said that "with the recent virus outbreak and the political situation in Malaysia, business inevitably has been effected. What with China having stopped production earlier, we have had difficulties procuring stocks for our customers. However, as WY works with various suppliers from around the world such as China, India, Turkey, Germany and Italy, we are still able to provide our customers with their spare parts, faster than anyone else in the market. We are not greatly effected and our business is operating as usual."

As many businesses around the world are affected by the outbreak, Ling concluded that "it was an unavoidable situation. We have explained the current situation to our customers and most of them understand our situation. I hope that this pandemic calms down soon and businesses will resume as usual." **T**

# Fuel Filtration

In order to maintain an engine's performance over a long duration of time, the fuel system must be protected against contaminants such as dust, abrasion or water. Fuel filters prevent the ingress of contaminants into the injection system and the combustion chamber.

Today, high-performance multigrade filter media are used. These can be designed to be fitted in the tank unit or as spin-on filters, filter units or "classic" in-line filters. Fuel filters are generally installed between the mixture preparation unit and the fuel tank. In order to meet the high requirements of modern engines with regards to fuel cleanliness,

modern filters must be capable of filtering out 95 – 99.5 percent of particles 4 µm in size.

In Germany, for example, a diesel fuel cleanliness of 10 mg/kg must be achieved. In countries outside of Europe, this limit is often significantly exceeded.



◀ Spin-on fuel filters are available in the standard design, as well as in a wide range of special designs. Image: Hengst



◀ Fuel filter inserts, such as the Energetic® insert from Hengst, are located in a housing integrated in the engine. When the filter is changed, the housing remains attached to the engine.



◀ Spin-on filters for vehicles manufactured by the South Korean brands Hyundai and Kia (Hyundai Motor Group). The filter medium features a two-stage filtration system. The first barrier for contaminants and water is made from a cellulose-based medium, while the second barrier is made from a water-repellent mesh to remove residual water particles. According to the manufacturer, the guaranteed filtration efficiency is 99.6 for particles in the 4-µm size class. The water separation is greater than 90 percent. Image: UFI Filters


▲ In-line filters come in the form of mesh or paper filters and are installed directly in the fuel line. They are available in a wide range of designs. The filter housing is made of aluminum, sheet steel or synthetic material, depending on the application. When the filter is changed, the workshop professional replaces the entire line filter. Image: Hengst

In modern diesel engines, protection of the high-pressure fuel injection systems is crucial. High-pressure pumps, control valves and injection nozzles are subjected to heavy loads. The fuel is injected at pressures of up to 2 500 bar, meaning that even very small particles of dirt or drops of water can cause, and in the worst case scenario, even result in a system failure.

These components are lubricated using the fuel exclusively, which is why they react in such a sensitive manner to such small contaminants. The high-pressure pumps and the injection nozzles have very tight fittings. The higher the pressure, the cleaner the fuel must be. Particles in the fuel can have an effect similar to bullets when under high pressure. This can result in internal leakages with a loss in the injection quantity, through to a total failure of the injection system.

In accordance with Euro 6 provisions, modern diesel filter modules must guarantee a filtration efficiency of at least 96 percent for particles up to 4 µm in size. Biodiesel fuels can be even more problematic, since these are often heavily loaded with particles. Therefore, the requirements placed on the filter media used in diesel fuel filters are particularly high. They are made from special paper or nonwoven material.



▲ Replaceable fuel filters for diesel engines, such as the one shown here for the Honda Civic and CR-V, are engineered as individual replaceable elements. Other designs can also feature additional functions, such as a water drain screw, connections for the fuel heating system and a water level indicator. Image: Mahle 



### Warehouse of Brands

With three warehouses in the group of companies, the goods held at RAAPI is worth approximately RM10 million in total value. The main spare parts warehouse sits across 17 360 square feet of land along Jalan Kapar in Klang. To support the range of vehicles that is carried by Sendok Group, mainly CAM (for light duty commercial vehicles) and Sinotruk (for heavy duty commercial vehicles), this warehouse stocks and stores medium-to-fast-moving items that have a high inventory turnover. These products that are in high demand include, but are not limited to: filters, lubricants, brake pads, and clutch brakes.

The second warehouse under RAAPI is reserved for slow-moving items that are usually larger in size, such as vehicle cabins and panels. These items have a lower inventory turnover as they do not break down as easily. The third warehouse has been reworked for the preservation of items that require optimum storage conditions, such as vehicle tyres that require protection from the sun.

### At Your Service, Near and Far

To cater to dealers outside of Klang Valley, RAAPI has established their presence via their service network that spans Peninsular and East Malaysia. With over 65 authorized dealers across the country, RAAPI has made it easier for their out-of-state clientele by placing stockists in customer-concentrated regions such as Johor, Kuantan, Penang, Terengganu, Sabah, and Sarawak. The company also has plans to increase their stockists in all regions in order to better serve their dealers as well as their respective customers. By having their service accessible across the country, dealers and customers alike can be confident that they will be well taken care of.

The aftersales service that is provided by RAAPI also includes a 24/7 hotline that is accessible via both WhatsApp and call, and an e-commerce business platform on Lazada and Shopee. These two initiatives were recently launched by Sendok Group in 2018, and feedback on these services has been nothing short of positive.

Wesley Gwee, Senior Executive, Business Development at RAAPI, tells Asian Trucker that the company runs

# Sendok Group's RAAPI Spares Offers Top Quality for Customers

*With over 30 years of experience in the spare parts industry, Sendok Group once again finds a way to satisfy customers' needs.*

As the newest subsidiary to be incorporated under Sendok Group, R&A Auto Part Industry (M) Sdn Bhd (hereinafter referred to as RAAPI) operates in the wholesale distribution of commercial vehicle supplies. Before it was established in April 2019, RAAPI served as the sole spare parts department for Sendok Group for more than ten years. Along with the other divisions and companies that are involved in the remanufactured and used spare parts trade under Sendok Group, RAAPI was set up for the purpose of supporting the aftersales service in the commercial vehicle spare parts sector.





digitalization of the existing analog systems. To put this transition into effect, RAAPI has started making use of an IT management system that serves as a digital catalogue of the inventory at the warehouse that is accessible not only from the desktop, but from the mobile phone as well. Venturing into the digital avenue, RAAPI is confident that the newly implemented IT solution will prove to ease business transitions between dealers and between customers.

### **A Growing Ecosystem**

With a mission to provide quality products and services to dealers and customers while offering competitive prices that are at the same time reasonable, RAAPI is constantly on the lookout for both local parts manufacturers and international suppliers in order to provide cost-effective alternatives of equal quality. "We try to localize some of the products that can better adapt to our Malaysian environment." For instance, RAAPI has partnered up with German belt manufacturer Optibelt to develop a belt that is well suited for Malaysian conditions.

Adding to the array of spare parts that the warehouse currently carries, RAAPI will also start distributing batteries by April 2020. With that, Gwee is looking to keep the ball rolling with the distribution of other types of products. In collaboration with Michelin, a French tyre manufacturer, RAAPI has also developed a tyre that is used on CAM Vans by the manufacturer. But the expansion does not stop there, as business plans to delve into the distribution of light duty vehicle accessories will also kick in by the end of 2020. These light duty accessories would be useful for companies that wish to modify their vans for road-based commercial tours. RAAPI also carries lubricants under the CAM brand. The specially blended lubricant is distributed under the company's house brand and is used across the Group's authorized server network to ensure consistent and optimum vehicle performance. "Because we are a system ourselves, we want our dealers to know that they can get anything and everything vehicle-related from us." 

a biannual check on its dealers and fleet customers to receive feedback on the products that they provide. "Aftersales service is important, and whatever we do, the customers are always on our mind. We need to keep on improving ourselves to make sure we provide them with products and services of the best quality."

### **For the People by the People**

The workplace culture at RAAPI is greatly fostered by the good rapport that is shared amongst every individual in the organization. Gwee says that the team members and employees are Sendok Group's biggest and most important asset, with many of them having already been with the Group for more than 20 years. The daily morning routine at the main warehouse starts at 8:30 a.m. whereby everyone in the organization is gathered in the courtyard and participates in a group exercise for five minutes to kick off the day at work. This is also the time where they are encouraged to bring up announcements or concerns in the workplace or even in their personal lives that they wish to share about.

### **Digital-Ready Traditions**

Even after ten years of experience operating as a spare parts department, RAAPI is continuously making efforts to improve the systems of the warehouse where there is a need to. To maintain a positive work environment, RAAPI has adapted the Japanese 5S System, a workplace organization method that adopts five Japanese words—Seiri (Sort), Seiton (Straighten), Seiso (Sweep), Seiketsu (Standardize), and Shitsuke (Sustain). According to Gwee, the visual management system has shown to have a powerful impact on the organization's workflow and efficiency, cultivating an atmosphere that is well rounded.

In keeping up with the times, RAAPI is also in the process of translating that very same level of efficiency and organization onto the digital platform. With the organization having started out the "traditional way," according to Gwee, the workplace productivity levels can be further improved on through the





In addition to spun-bonded fabric plant, a recycling plant has also been built where edge trim and rolls of defective material resulting from production are reprocessed into granulate and reused in the process. As a result, the facility is nearly waste-free and highly sustainable.

### **MANN-FILTER air filters made from recycled plastics**

MANN-FILTER air filters made from recycled plastics make another significant contribution towards the conservation of resources. One square metre of C 24 005 filter medium contains recycled plastic from about two 1.5-litre PET bottles. Moreover, thanks to its high dirt-holding capacity the air filter only requires 30 percent of the filter media surface area of traditional air filters with cellulose media. Further air filters using the innovative medium are currently in development and will be available soon.


### **MANN-FILTER packaging made from recycled fibres**

The global filtration expert also places an emphasis on sustainability with its MANN-FILTER packaging: Each green-yellow box consists of about 80 percent to 95 percent recycled fibres. For the European market, more than 4 800 filter elements are available for over 48 000 vehicles and machines, including more than 12 000 cars and transporters, more than 9 100 lorries and buses, nearly 1 000 motorcycles and 25 500 applications in off-highway vehicles and industry.

### **FSC-certified production site for sustainable forestry**

By using environmentally friendly filter media in its air filters, MANN+HUMMEL has already been committed to sustainable forestry for many years. In addition to complying with technical specifications, the company strives to operate in a sustainable and environmentally friendly manner. For this reason, MANN+HUMMEL has therefore had its production site in Zaragoza certified pursuant to the guidelines of the Forest Stewardship Council (FSC) so that it can manufacture products that contain wood from certified sources.

### **CO2 savings**

By using modern lighting (LED) and intelligent lighting control, switching compressors and other measures, MANN+HUMMEL was able to reduce its CO2 emissions by around 3 300 tonnes in 2018. All these measures aim to continually reduce the CO2 footprint of MANN+HUMMEL and all aspects of the value chain and to ensure that natural resources are used responsibly. 



## **Sustainable products from MANN-FILTER**

**W**ith its MANN-FILTER premium brand aimed at the independent automotive spare parts market, the filtration expert MANN+HUMMEL not only offers innovative solutions for clean mobility, but also provides sustainable filters and packaging manufactured with resource-saving methods.

### **Spun-bonded fabric plant increases material and process energy efficiency**

The world's only spun-bonded fabric plant is being used to produce synthetic filter media for MANN-FILTER at its site in Marklkofen, Bavaria. The combination of spun-bonded fabric production processes and integrated furnaces for thermally bonding the non-woven material is new compared to previously applied processes such as melt blowing. The new production method enables annual process energy savings of up to 70 percent compared with current production techniques. This amounts to a CO2 reduction of more than 4 000 tonnes per year.



## DT Spare Parts 2.21041 Alternator

highly resistant to temperature. The insulation is designed for temperatures of up to 240 °C.

The stator is made of special magnetisable steel and precisely calculated coils which are covered by temperature-resistant, electrically non-conductive insulation. The rectification of the alternating current by means of surge-proof rectifier diodes ensures long-term operation, even with maximum power and high fluctuations in voltage in the vehicle's electrical system.

DT Spare Parts generators contain quality bearings from Europe and Japan to ensure a long service life.

### Tips and Tricks:

Check that contacts of the controller are sound before installation. It is also important that all the components for the assembly are free of contaminants. When selecting the belt pulley, make sure that it fits with both the belt and the intended shaft.

### Construction of an alternator

1. Ball bearings 2. Fan impeller 3. Stator with coil 4. Rotor with coil 5. Rectifier 6. Voltage regulator **T**

**T**he alternator provides the power required for the vehicle's electrical system for all operating conditions that occur during driving. This also ensures that the starter battery, as an energy storage system, is always sufficiently charged. The charge limitation the alternator must be adjusted to the practical operating conditions of the vehicle so that the minimum energy generated is at least equal to what all consumers can use at the same time.

The alternator initially generates an alternating current, which must first be converted into direct current in order to be stored as electrical energy. The armatures are made of high-quality magnetisable steel with narrow gaps between the rotor and stator, ensuring maximum performance. The rotor is balanced to achieve quiet running and low wear on the ball bearings.

The voltage regulators are equipped with quality carbon brushes. These ensure long-lasting, trouble-free operation. The material of the rectifier is

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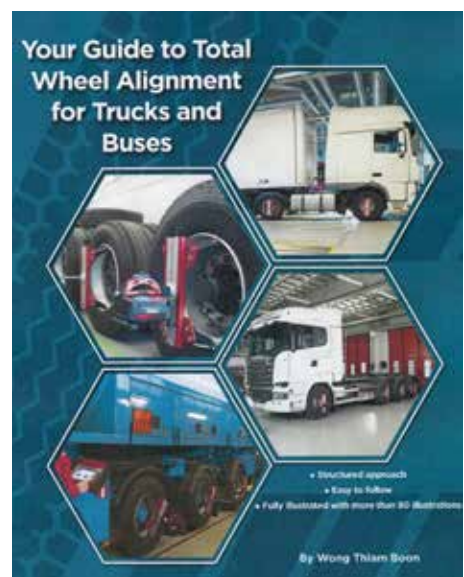
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## MAN Simplifies Business for Customers in Port Klang

In an exclusive interview with Richard Frenz, departing Managing Director of MAN Truck and Bus (M) Sdn Bhd, Asian Trucker gets the details on the future of MAN's simplified business that employs a customer-oriented approach. Frenz will be moving to Munich, Germany for a new role in MAN Truck and Bus.

**AT:** Serving as Managing Director at MAN Malaysia for a year, what prompted MAN to conduct this study before deciding on the execution of these initiatives? What was your role specifically?

**RF:** At the end of 2018, it was decided that we should try to improve the business in Asia Pacific, but more specifically in Asia itself. The last years within MAN were very strongly driven by the European market as the European market was booming. However, the European market is now saturated and the decision was to look for other markets and to see where else we could grow our business, but more importantly, where else we needed to improve our position in the market, in terms of brand positioning and also customer satisfaction.

As such, the last ten years were driven by and focused on only customers. There were several projects being implemented, and the last project, in the last four to five years, was really about customer proximity, CUSTOMER FIRST. And of course, it was very much focused on Germany, which we then later expanded to Europe. All the initiatives that were executed in Europe have shown that, if we focus on the customer, if we look at the customers needs and take them seriously and act accordingly, then we can really improve our business. Thilo (Halter, Head of Sales Area Asia Pacific of MAN Truck and Bus) mentioned in his speech that, in Europe, MAN was on the podium of customer satisfaction. Initially we were not recognized by the customers, but in response to the implementation of the initiatives, we were recognized by our customers and thereby our business improved. And then we thought, OK, what we can do in Europe, we should be able to do in other parts of the world. So naturally the first step is, focus on the customer, and then automatically the business will come. So, my role when I was sent here was, to really see what we could do to implement the same sequence as we did in Europe, because the future would be to have MAN Malaysia as our wholly owned subsidiary.

**AT:** So, at the time, it was still a joint venture between MAN and MBF Holdings Berhad?

**RF:** It is still a joint venture, but it has been agreed upon that we take over the shares. It's just a formality to make this happen.

**AT:** It has been a joint venture for a while now, so seeing as it is with a local company, why now the decision for complete takeover of the subsidiary after the study?

**RF:** Well the specific reason is, if you're on your own, you can make any decision that you want. And, of course, we are planning to invest in the market, so when you do it alone, you can make quicker decisions without asking the shareholders: "Would you join us? Yes or no?" So, we are much more flexible in the decision-making process and the investing process.


**AT:** Was it a hard decision to make?

**RF:** The decision is not hard because the decision is in favor of our customers, so therefore the decision is quite simple. The slogan is now the official claim of our brand, Simplifying Business, and we are now focusing this claim very much internally, and so our own mindset must follow. If our own business is simple, then the customer will benefit, but if we were to complicate the decision-making process, then it would also not be simple towards the customer. So, I think this is the learning that we gained, if we take the customer's perspective and we put this perspective into our own company, then we can simplify the business as a whole. If our business is not simple, we can't simplify the business for the customers. It was a great learning, and we are now geared towards transferring that knowledge to the Malaysian market, as well as other markets of course.



I believe this was the main driver, to really look at what our customers need from their point of view, and this has resulted in the investment in the Port Klang workshop, taking into account customer proximity. We are also looking to have new service locations in the future. We will be helping our existing service partners to really improve their business, by training them to gain better skills. We cannot only focus on our own people; we must focus on our partners also as they run in the MAN family. We are even going one step forward—it's in the customers that we consider as members of the MAN family, because they are using MAN products, and so I believe we all have to work together. This was the main driver that came to us, and these are the things that we've been pushing for and, in a quarter, to get all of this aligned.

**AT:** Seeing as MAN has service partners in areas with smaller truck populations, like Kuantan, how does MAN plan to make sure this knowledge is transferred over to them? How does MAN plan to move forward with the implementation of that active communication that needs to be done between MAN and customer?

**RF:** It is all about communicating with our service partners there, they have to take the initiative to prove that they can give the right solution to the customers. So again, we are extending this attitude of customer orientation, of customer focus, to our service partners, and aligning them with our strategy of simplifying business for our customers. We have already had good sessions with our existing service partners on what they feel what is missing. In fact, we have a SWOT analysis about our strengths, their strengths, their weaknesses, what opportunities they see, so on and so forth. It is important for us, as a company, to listen to them as well, as they are closer to the market and they know what the customer needs. When we finally put all of this together and came up with a plan, it is imperative that we improve the customer-focused approach of our service partners, and while it is important to communicate, I believe it is also important that our service partners prove, and they WILL prove, that they are part of MAN. They represent MAN so they are MAN. We treat our service partners the same way we treat our branches—both parties represent the MAN logo and the line in which MAN operates, and so we will treat them equally, we will not treat them different. With this, the communication will follow automatically, and the word-of-mouth will spread, and our customers will be happy. These are the improvements we are going to make. We are very confident that, with small things such as skilling our people and getting them onboard, we can be very successful here in the Malaysian market and make our customers happy. 

**AT:** Since MAN gained the knowledge that the customer-oriented approach is the most ideal back in Europe, how did MAN see that it would benefit here and that the same can be done in the Malaysian market as well, seeing as the market might be a little different?

**RF:** Of course, you can't implement one-to-one measures, because every market is different, cultures are different, customer expectations are different. But in general, one expectation is very clear, we need to give a very big quick response. We are talking about uptime; we do not talk about downtime. It is important that our customers can rely on our trucks, because they would have to have their own customers happy and relying on them as well. So, what we have done is put ourselves in the shoes of THEIR customers, and so the quicker we can react to anything that happens with the product, the higher the customer satisfaction. We should be present as soon as possible. In the last years we were not present at the customers' locations. But we looked at Port Klang and thought, why can't we grow the business in Port Klang? We have about 6-7 customers in the area, with Taipanco being the biggest one as we have our MAN mobile workshop stationed on their premises, and we have part of the MAN fleet running in the port. But even with the two bays and the premises of Taipanco, it was not enough. Because while we could satisfy Taipanco's needs, they were still required to drive to Rawang for the bigger repairs, and that's far away. With this, it made very clear this decision to invest in a workshop in Port Klang, and nobody until now dared to take that decision. And right now, with our customer-oriented approach of simplifying business, we were able to say, "Yes, if we want to be closer to the customer, then we would have to be here."

Therefore, the decision to invest in a satellite workshop was rightfully made. But this decision came from looking from the customer's perspective, and this was never made within MAN to be so clear as it is now. We must do what the customer needs, not what we think we need as a company, as MAN. And of course, the business case must be good; it has to be a profitable business and a win-win situation for both parties—for MAN and for the customer.

# Road Safety: Infrastructure Innovation Needed to Achieve UN Targets by 2030



**Major road safety stakeholders gather in Stockholm to set the scene for UN Global Ministerial Conference on Road Safety**



How to upgrade the world's road infrastructure over the coming decade to ensure safe travel for all by 2030 was the core theme of the iRAP Innovation Workshop 2020. Sessions over 1.5 days was focused on:

- A Global Structure to Deliver the 2030 Road Safety Targets
- Big Data for Big Life Savings
- Global Planning and Design Standards – No More Killer New Roads

**Rob McInerney**, CEO of iRAP, said:

"To halve road deaths and injuries by 2030 we must do more. The iRAP Innovation Workshop brings the best of the best together to share and scale success and unlock the full potential of safer roads to save lives. Innovative partnerships, planning, design, financing and construction is needed. A united focus on ensuring the global standard for 3-star or better roads for all road users is achieved will save lives."

**Young Tae Kim**, ITF Secretary-General, said:

"iRAP Innovation Workshops drive progress in road safety. They provide thought leadership, coalesce participants around effective actions, and radiate their can-do spirit to the road safety community. The 2020 workshop will provide powerful support to Ministers meeting in Stockholm to chart a course towards halving road deaths by 2030." **F**

**M**ore than 1.35 million people die in road crashes every year. Up to 50 million suffer serious, often life-changing injuries. Crashes are now the number 1 cause of death for young people aged five to 29. If nothing changes, a staggering 500 million people will be killed or seriously injured in road crashes over the next decade, estimate experts.

Drastically reducing the number of road deaths and serious injuries requires innovative approaches on all fronts.

The iRAP Innovation Workshop 2020 on 17/18 February 2020 in Stockholm, Sweden, highlighted infrastructure innovation to achieve the UN road safety targets by 2030.

The Innovation Workshop 2020 took place on the eve of the 3rd UN Ministerial Conference on Road Safety. Ministers of transport, health and other portfolios met in Sweden's capital on 19 and 20 February to set out an ambitious roadmap for reducing the number of deaths and serious injuries caused by road crashes.

The Global Road Safety Performance Targets agreed by UN Member States outline priority actions in support of those UN Sustainable Development Goals that will benefit from improved road safety. Targets 3 and 4 set the objective that by 2030, all new roads achieve technical standards for all road users that take into account road safety, or meet a three-star rating or better (Target 3), by 2030, more than 75percent of travel on existing roads is on roads that meet technical standards for all road users that take into account road safety.

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# Movie Show-down thanks to Volvo Trucks Malaysia's Technology

*Volvo Trucks Malaysia recovers hijacked truck and demonstrates just how versatile their service is in the process.*



with the criminals as they would most likely be just after materialistic values. "They (Volvo Trucks) monitored Dynafleet closely for updates on the location of the stolen truck and fed the information to us (Taipanco). I channeled the information to the authorities and they were quick to act. Within a day, we were able to recover my stolen truck. This has never happened in similar cases in the past and I believe what stood out was the dedication and perseverance from Volvo Trucks Malaysia. They have acted fast enough, if not, I am sure the truck would have been sent elsewhere and became harder to trace and recover. They were genuinely concerned and sincere about helping us not for a return – you could tell," continues Nazari.

Nazari adds, "When it comes to customer satisfaction, Volvo Trucks Malaysia has been always responsive and supportive. Consistently, we have had excellent service from the team. I can take the recent incident where they helped us to recover our stolen truck through Dynafleet as one of many where this partnership is clearly valued and important." Dynafleet is fitted in all Volvo trucks sold.

With a smile on his face, Dato' Nazari shares, "Volvo Trucks Malaysia has provided us with reliable trucks, excellent service and readiness in customer support. This incident has given me additional reasons to consider Volvo Trucks in future - it is not easy to steal a Volvo Truck!"

Listening to Dato' Nazari recounting the experience of how one of his trucks was hi-jacked and recovered through Volvo's service team is nothing short of movie material. Trailers and trucks plus cargo being hi-jacked is nothing new and it happens to most transporters. Whereby only seldom it is the load that is targeted, many have lost vehicles. Taipanco too has lost a number of trucks that were never found again, most likely gutted for spare parts or resale to other countries.

Back in October 2019, one of Taipanco's Volvo FM trucks was being hijacked during its operations. The thief syndicate had disabled the aftermarket-fitted GPS which made it impossible to trace the location of the truck. From his observations, it is just before festive seasons that thieves strike.

The incident happened in the middle of the night, as the driver was ready to haul another container. The thieves acted professional, immobilizing the driver first and then disconnecting the aftermarket GPS tracking system. According to Nazari, the GPS was installed following the move of SPAD to make tracking mandatory for buses. He explained that the company saw benefits in fitting trucks with GPS and while not enforced, they added this tool. However, in this case, the GPS was of no use to locate the vehicle as the criminals had the technical expertise to work around it. "Roslan, one of our technical managers suggested then that we contact Volvo Trucks Malaysia to seek help," recounts Dato' Nazari.

Dynafleet is Volvo Trucks fleet management system that helps transporters to optimize their business operations and manage their vehicle fleet. Through Dynafleet, it can track the location of the trucks, monitor fuel usage and improve driving behaviour and productivity. And in this case find a stolen truck.

While this is a story about stolen property, we should not forget the driver, who went through this traumatic experience. Amir, who has 11 years of driving experience said that the thieves have been professional, knowing how to manage the vehicle and acted swiftly to loot the truck. Threatened by two assailants, he was kept in the foothold of a car, then dropped off in a housing estate. Having walked 15 kilometres home, he contacted his employer (his phone was taken away), who took quick action. His advice, following this incident is to always be alert and aware of surroundings and obviously comply





# Are We Having the Right Discussion?

Sometimes the question about B20 or B30 is in the open, other times the issue of the palm oil infused fuel is discussed in hushed voices. For a country that is among the major producers of palm oil, this is of course a significant topic. However, in the context of our transport industry, maybe we ought to have a chat about a slightly different topic: the introduction of Euro 6 (Actually Euro VI as the Arabic numerals are designators for passenger cars).

## Compatibility

Modelling the ASEAN Economic Community after the European Union, one of the aspects is the free movement of goods. To ensure that this can happen, all the member states would have to agree on certain standards to be the same throughout the Community. In adapting EURO VI throughout, all trucks would use the same fuels, truck makers would have fewer spare parts to carry, and operators surely would have fewer issues planning the route as the right fuel would be available everywhere.

## Environmental Protection

Whenever we talk about transportation, we also need to consider the use of resources, pollution and the impact on our lives. As the energy contained in Bio Diesel is said to be less than in Diesel from fossil fuels, we may actually end up using more fuels when going for Bio Diesel. Consequently, there could also be an impact on air quality. Perhaps the use of Bio Diesel could even result in further deforestation in order to supply enough palm oil to meet demands.

## Improved Safety

Some truck makers may actually have to spec-down their vehicles in order to sell them here in Malaysia to meet the current requirements of the emission norms. As a result, we may not get the best trucks in terms of technology and safety. Logically, the latest trucks will also be the safest as they come with the best safety features. It may make a difference to the statistics if we got rid

of all the old trucks which are, while still road legal, not as well equipped with safety features.


## Right Investment

Recently, a pledge was made to ask the government for financial support for transporters as they would have to modify their engines to be able to handle bio Diesel. For a fleet of a few dozen trucks, this may be a very costly upgrade. Meanwhile, a new truck, with a EURO VI engine may be an even bigger investment, but the return on this investment would have a bigger pay out as newer generation engines are also way more efficient. In this context one should also consider that countries are implementing 5G. What is the use of that if we cannot make use of it in the transportation industry when the trucks are still using communications technology that is way behind?

## Scrambling

As more and more countries move up in the engine technology allowed on the roads, the day when truck makers discontinue old EURO 2, 3 or 4 technology is fast approaching. Considering that engine technology is shared among certain brands, if just a few conglomerates decide that they will no longer support the ancient tech, there will be a scramble to get old trucks replaced. Wouldn't it be better to be pro-active now rather than being swept up in a frenzy when the day comes?

## Expected Fallout

I am sure that there are transporters who won't be able to make a transition to higher emission norms. Some will have to close shop. And that is not something I am happy about. However, sooner or later one would have to replace the depreciating assets. Just like one knows that a new mobile phone will eventually become either obsolete or wears out, one has to acknowledge that a truck will also need to be replaced. And when the day comes, I am sure that the truck makers will be able to help most operators with loans if the operation is solid. 



## PETRONAS De Rooy IVECO Team Overcame Challenging 2020 Dakar Rally

**P**ETRONAS Team De Rooy IVECO displayed true grit as the team delivered an impressive performance in the 2020 Dakar Rally Raid truck category, held in the stunning and varied terrains of Saudi Arabia.

PETRONAS Team De Rooy IVECO drivers, Janus van Kasteren skillfully finished the 12-stage race in sixth place, crossing the finish line in 51H 00' 33", +4H

26'57" behind overall winner, Andrey Karginov of Kamaz – Masters.

Meanwhile teammates, Albert Llover, a former Olympic skier paralyzed from waist down finished 15th in 59H 09' 28" with Michiel Becx in tow, timing 61H 13' 33".

This year's rally was a mixture of monstrous, high-powered machinery, extraordinary skills and remote, unforgiving terrain. The desert, which accounts for 75 per cent of this year's 7,500 kilometer route put the pilots' driving and navigation ability to test as they drove in different types of sandy landscapes. Ultimately only 70 per cent of starters in the competition make it to the finish line.

The treacherous environment and extreme driving conditions underlines the importance of the advanced fluid technology in PETRONAS Urania lubricant and PETRONAS Tutela functional fluids to ensure engine reliability, efficiency and best performance of the team's Powerstar and Trakker trucks.

With high spirits and motivation, the PETRONAS De Rooy IVECO team is already aiming for a stronger performance in the Dakar Rally Raid's 43rd edition next year. **T**

## Cummins' approach to sustainability and its efforts to build a more inclusive work environment for women were recognized recently by four different organizations

**T**he company was named to Barron's magazine's list of the 100 Most Sustainable Companies in the United States and to Forbes' and Just Capital's Just 100 – Companies Doing Right by America.

Cummins also was named to the 20th annual list of America's Top Corporations for Women's Business Enterprises, honouring corporations for their supplier diversity programs. In addition, the company was named to the

National Association for Female Executives' Top 70 Companies for Executive Women, which will be featured in the April/May issue of Working Mother magazine.

"If sustainability once seemed like a hobby for a group of eccentric businesses, it's now viewed by many corporations as mission-critical," Barron's said in releasing its list.

Meanwhile, Subha V. Barry, president of Working Mother Media, said companies on the list of

best places for female executives "continue to pave the way for the advancement of women."

Cummins has long taken a broad approach to sustainability, including not only the environment but also community engagement, safety, diversity and inclusion, innovation, and financial success. Increasing opportunities for women in and out of the company is one of the key goals of Cummins' diversity and inclusion efforts. **T**

# JAC Light Truck Wins Three Awards



Three models of JAC light truck, the Shuailing All-round Express Version, Kangling J6 and Junling V5 won the title of “fuel-saving champion” in their respective groups at the 12th China International Energy Conservation Competition that was held in Beijing at the end of December 2019.

The Shuailing all-round truck was equipped with Greenjet engines independently developed by JAC, which was a new power developed jointly by JAC and Bosch of German, Ricardo of Britain and other world-renowned companies. Eight advanced technologies such as four cylinder inline, high pressure common rail, turbo charge, timing chain + gear drive, SCR post-processing, etc., have significant fuel-saving effects.

The new Kangling J6 model, mainly targeted at users of short and medium distance express delivery and urban distribution services, is equipped with Yunnei D25 power, which has stronger power and faster speed. This engine uses single-cylinder 4-valve technology, which effectively improves the efficiency of intake and exhaust while greatly improving fuel efficiency, which can save fuel of eight to ten percent compared to competing products.

The T28 power applied to the Junling V series is superior in starting, speeding up and explosive power. It is equipped with a noise-reducible chain drive system, so the driver gets a smoother and more comfortable driving experience. It adopts new designs such as double overhead camshafts and single cylinder four valves, which are more conducive to the intake and exhaust efficiency of the engine at high speeds, thereby improving fuel consumption and engine performance. **✚**

The Daimler Group has separated the car and van and the truck and bus businesses into two new subsidiaries, taking effect at the end of October 2019. Three legally independent stock corporations now operate under the parent company Daimler AG: Mercedes-Benz AG is responsible for Mercedes-Benz Cars & Vans. All Daimler Trucks & Buses activities are conducted at Daimler Truck AG. Daimler Financial Services, which has been legally independent for many years, was renamed Daimler Mobility AG in July, and it is also responsible for mobility services. With these three subsidiaries, Daimler is strengthening its customer focus and increasing the Group’s agility. Daimler AG continues to be the only listed company. As the parent company with approximately 6 000 employees, it will be responsible for governance, strategy and control functions, and will provide Group-wide services.

Mercedes-Benz AG and Daimler Truck AG are German stock corporations subject to codetermination and are based in Stuttgart. As required

## Daimler Divides Divisions



by law, the supervisory boards of the two companies will each comprise 20 members, ten representing the shareholders and ten representing the employees.

Daimler Truck AG is responsible for the global truck and bus business. Approximately 100 000 employees worldwide develop, produce and market products and services from Daimler Trucks & Buses. With its subsidiaries, Daimler Truck AG is one the world’s largest manufacturer of commercial vehicles.

“Our customers are at the focus of everything we do: We work for all who keep the world moving. We can only be successful if we make our customers successful – and we do this with products that combine two things: local market requirements and our globally leading technologies,” stated Martin Daum Chairman of the Board of Management of Daimler Truck AG. **✚**



## Strong Performance for DAF in 2019

2019 was a good year for DAF Trucks. Its market share of 16.2 percent in the heavy duty (16+ tonne) segment puts DAF in the Top 3 of largest truck manufacturers in Europe. DAF's share of the market in the Light segment grew from 9.0 percent to 9.7 percent. "Our first class trucks and services, combined with an excellent dealer network, put us in a strong position to achieve further growth," stated Harry Wolters, president of DAF Trucks.

### Growth In & Outside Europe

In 2019, the European truck market for the 16+ tonne segment totalled 320 000 trucks, more or less the same number as the year before. "The European economy was strong last year, which led to a high demand for transport, including new trucks," said Wolters. "Our market share of 16.2 percent in the heavy segment is the second highest in the history of DAF."

DAF sold 7 900 trucks outside Europe. The company introduced the new generation of Euro 5 and Euro 6 trucks to Russia, Belarus, Ukraine, Latin America, Australia and New Zealand. In Taiwan, DAF remained the market leader amongst European brands in the heavy segment. In South Africa, sales rose by more than 20 percent, whilst in Bayswater, Australia, production of the versatile DAF CF commenced in the factory of parent company PACCAR. DAF

also sold more than 3 000 PACCAR engines to leading manufacturers of coaches, buses and specialised vehicles all over the world.

### Record After Record

"In 2019," added Richard Zink, Board of Management member with responsibility for Marketing and Sales, "we sold a record number of DAF MultiSupport Repair and Maintenance contracts, supplied a record number of clients with the DAF Connect online fleet management system, and delivered a record number of DAF Used Trucks to their new owners. There certainly is no shortage of ambition, and that is why we are working together with our dealers to strategically expand our network of over 1 100 professional dealers and service points. Last year our independent dealers opened a total of 50 new dealerships in Europe, South America, Asia and Africa."

In 2019, DAF produced 52 746 CF and XF Series trucks and 11 344 LF Series vehicles. "European truck demand remains strong due to steady European economic growth," Wolters pointed out. "We expect 2020 to be another good year for the European commercial vehicle market, but down on 2019, and in the range of 260 000 - 290 000 trucks. And we are ready to grow further, too – the market values, the reliability, low operational costs and high level of driver comfort of our fantastic trucks. Furthermore, our comprehensive range of tractors and vocational trucks offers tailor-made solutions for all transport requirements." 


## Bridgestone Notice of Office Relocation



(Singapore) Bridgestone Tyre Sales Singapore Ptd Ltd has been relocated to the following address, sharing the same office space with the company's regional headquarters – Bridgestone Asia Pacific Pte. Ltd.

### The new office address is as follows:

Bridgestone Tyre Sales Singapore Pte Ltd  
83 Clemenceau Avenue #08-01/ 08, UE Square Singapore 239920  
**Tel:** 65-6540 4008 **Email:** enquiry.singapore@bridgestone.com  
**Website:** www.bridgestone.com.sg

This new integrated office allows the company and its regional headquarters to allocate resources in a more efficient manner and focus on providing the best products and services for consumers and customers in Singapore. 

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**Melaka:** Rick Huat Workshop Sdn Bhd (06) 336 2978