

ISSUE 56, November / December 2020
RM10.00

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ISSN 2130-382X



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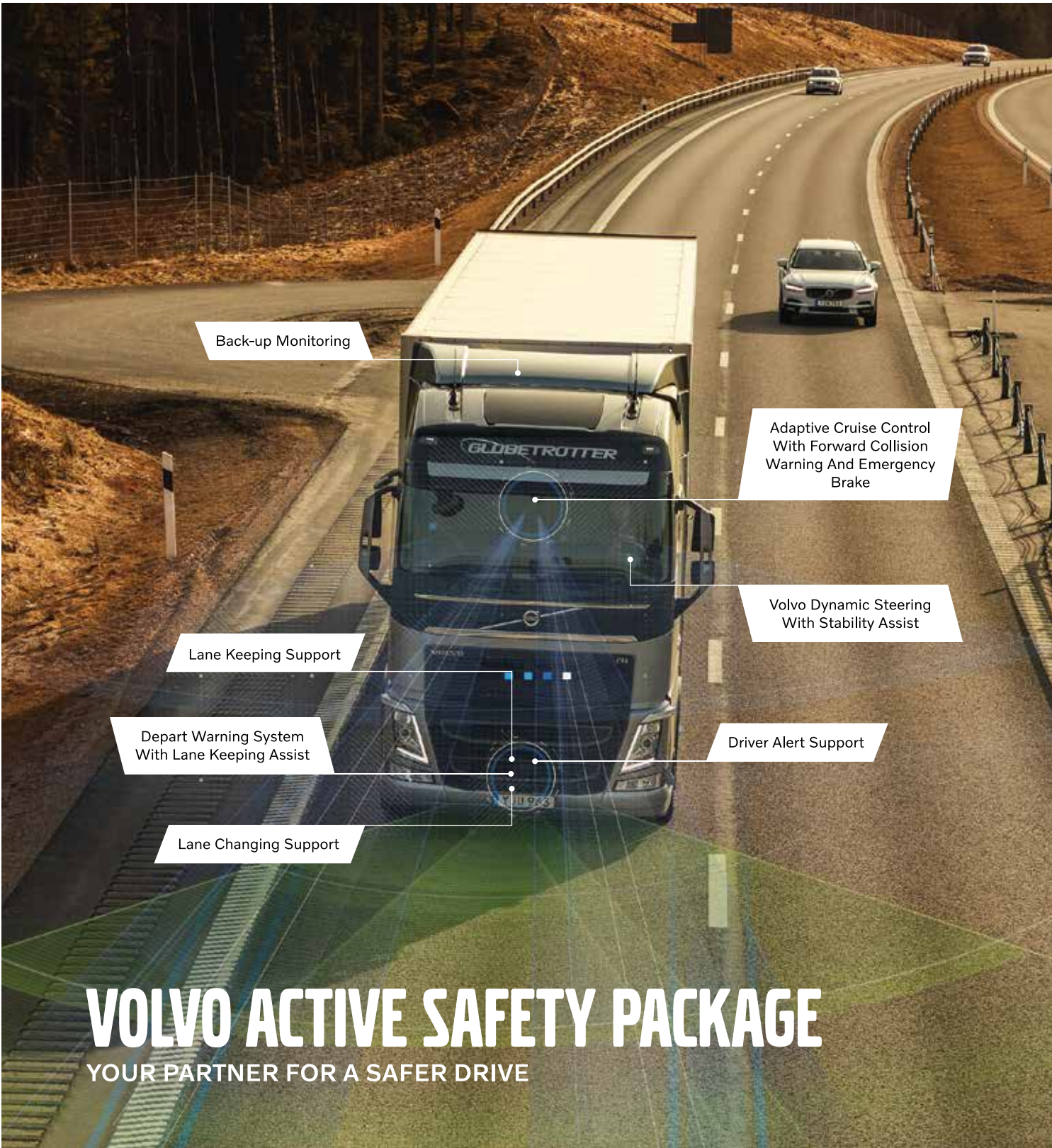
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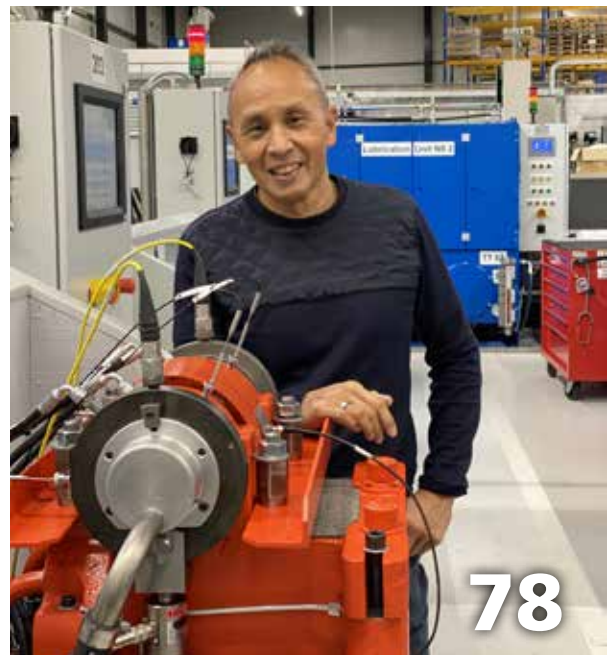
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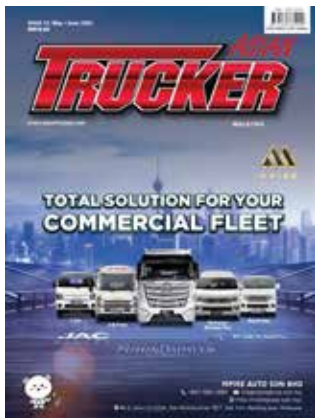
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PUBLISHED BY

Asian Trucker Media Sdn. Bhd. No. 27-1, Block C, Zenith Corporate Park,
Jalan SS7/26 Kelana Jaya, 47301 Selangor, Malaysia www.asiantrucker.com

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PRINTED IN MALAYSIA

Times Offset (M) Sdn Bhd Banguan Times Publishing,
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Shipping off 2020

I think we can all agree that this year has been a bizarre, yet spectacular one. Likely, the year 2020 has taken us all by surprise, resulting in some amazing stories we all can tell: some families have been separated while some were stuck in another country for months on end. Isn't it amazing how we have all the means of transportation yet making a trip now is near impossible! Companies innovated to individuals joined hands to make a difference. Showing just how resilient the transport industry is.

There are a few things that stand out for me personally. The joint effort of the Shell Rimula team and several partners we roped in to distribute masks was a nice example of how companies and individuals went beyond the call of duty to make a difference. At the outset, it might have been a simple idea, but when

faced with constraints of a lockdown, setting up even such a simple supply chain was tricky. Response we received from the participating partners showed gratitude and to some extent the joy of being such a tight knit community where helping each other is second nature.

Trying new things has also been very inspiring. Having bounced around some ideas with Dato' Billy Goh, we added the Asian Trucker Roadshow as a new format to present content to our readers. From there sprung the motivation to give our website a new look. Which in turn has seen our revamped Service Locator Map and the addition of a job listing page. All these will hopefully give you more information and options to gain access to content we create or to find new business partners. I have learned a lot in the process of creating these new items in our arsenal.

There have been a few stories that also deserve a highlight. The collaboration between Isuzu and UD, although confirmed to go ahead, is still shrouded in a mist of mystery. Although heavily publicised, there is little more information about this deal, although the story initially broke in January. Also simmering for a long time is the launch of the Volvo-sponsored truck for Kechara Soup Kitchen. Doing good, a few companies, including Asian Trucker, have sponsored the initiative and pledged financial support well over a year ago. However, the chaos of the pandemic has delayed the project and I have been told that the handover should be a topic for our next issue.

Amidst all the news about "the virus", we might have forgotten all the amazing new products and services that have been introduced. The latest Actros, Casing 400, a safer HINO, PETRONAS' Lubricant Toolbox, Mpire's offer on easy ownership of trucks, ISUZU's workshop in East Malaysia, MAN's initiative to be Simply #1 or Valvoline's lubricants that address the specific needs of Bio Diesel are just some of the many many innovations I have written about this year. Opening up the PDFs of our magazines, I am reminded of a year that was full of excitement and amazing happenings as well. It was not all just gloom and doom and I keep finding reminders of how much excitement the year has actually been.

Ending the year on a high, I am very pleased with the wide range of topics gathered for you in this final issue of 2020. While I am a big fan of pen and paper, I am the last to ignore modern technology. This you will find reflected in the cover story. Technology is also going to be playing a role in filtration, the work provided by technicians and the latest range of trucks launched, using electric drive trains. Please explore all the material in this magazine and I look forward to your feedback. Hopefully, I could make a difference with articles, stories and anecdotes that provided a counterbalance to the sometimes depressing news of the mainstream media.

Drive safe, have a great transition into 2021!

Stefan Pertz
Editor, Asian Trucker Malaysia




A GOOD COMPANY WINS WITH SCANIA ECOLUTION


Nittsu Transport Service (M) Sdn. Bhd. continues to win in business and the environment. With the New Truck Generation from Scania added to their fleet, coupled with Inclusive Repair & Maintenance Contracts, Scania Fleet Management System Control 10 and Scania Ecolution; this good company has achieved better fuel economy, safety, performance and uptime.

They have reduced their Carbon Dioxide (CO₂) emission by 9,023kg which is equivalent to planting approximately 410 trees that has been flourishing for the past one year.

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Hyva Indonesia Makes Moves to Respond to Market Needs

Quietly, Hyva has ramped up its operation in Indonesia and is now ready to address the demands of a booming nation with better, integrated services provided.

The last time we spoke to Jeffrey Zuidgeest was when he started the Hyva office in Vietnam. The 37 year old has since relocated to Indonesia with his wife. "Since 2019 I am the Managing Director of PT Hyva Indonesia and recently we moved and opened our new location closer to Jakarta in this challenging times." His first year was spend to understand the market and customers and the relocation is one of the outcomes from his investigations. According to him, the new warehouse is located in a more central area for their customers. Zuidgeest is happy to have had the opportunity now to get ready for the time postpandemic. "We now have a more professional looking place to better support our customers, aligned with our corporate identity and I am happy that we could make the move while things were a bit quiet." Big thanks to the team for moving in this difficult times!

The move to the bigger warehouse put the 30-strong Hyva team into a new office and workshop with two overhead cranes for service, maintenance and sometimes installations. PT Hyva Indonesia is now located at Jl. Jendral Sudirman 36, Kranji, Bekasi Barat, Bekasi, West Java, Indonesia – 17135, Hyva's management is confident that the new premises will be a valuable assets once the pandemic is over and demand returns to "normal" levels. Being a bigger market compared to Vietnam, Zuidgeest also finds himself handling a broader portfolio. In the new office one will find the application engineers for support, our internal and external sales team, finance, purchasing and of course the technicians handling any service all over the country.

Asked about the timing and the motivation for the move, Zuidgeest explains that Hyva has always taken a long term vision and that the move is to better service customers. Previously, a trip to Hyva from Jakarta would take on average of two hours, which signifies a burden for customers that need to maintain a high uptime and who's vehicles need servicing. Now being much closer to the clients, Zuidgeest is confident that the brand is poised to better handle demand from customers. One aspect is providing after sales service whereby Hyva is now more equipped to support customers, which are typically bodybuilders, truck dealers and the end users. "This is not to take away any business from our customers, but to give extra support to them. We depend on our partners."

Another development is close to his heart, having a Bachelor Degree in mechanical engineering: Hyva has reacted to market demands and added underbody scissor lifts to their portfolio. Already put to action in Indonesia is their own 32 tons underbody scissor system for dump trucks. "We are world market leader in front end telescopic cylinders, but this part of the market is used to underbody scissors. We as Hyva have this in our range as well, together with our reliable hydraulics from the telescopic cylinder this is a perfect solution for Japanese as well as European trucks,"

According to him, more variants of the scissor lift are being introduced now to accommodate various uses. The in-house development was spurred by the demand from the market and introduced to the Indonesian market in recent exhibitions. Hyva observed that there is a preference for underbody scissor lifts in Southeast Asia, whereas the system is not common in the rest of the world. "One advantage of the scissor lift is the slightly faster tipping cycle, which seems to be the determining factor here, where mining operations are making up a big part of our market," Zuidgeest added. **T**



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New Scania Malaysia Sales and Service Branch now Open in Kuching

The new sales & services branch by Scania Malaysia in Kuching, Sarawak officially opened on 1 November. It is situated at Lot 935, Lorong Demak Laut, 7A Jalan Demak Laut 7, Demak Laut Industrial Park, 93050 Kuching, Sarawak. This is the second sales and services branch after one in Bintulu and part of the expansion plan in the state.

“We have listened to customer feedback and we have responded by investing further in Sarawak into this new premise in Kuching. Our customers will be assured of wider and better services by being at the heart of the state’s transportation network,” said Marie Sjödin Enström, Managing Director of Scania Southeast Asia. “As we celebrate 50 years in this country next year, being in Kuching means we now have 12 dedicated workshops throughout Malaysia, to meet the country’s public and cargo transport needs.” said Sjödin Enström.


The new sales and services branch is led by Phang Yee Fong, Regional Manager of East Region. Her team consists of a Solution Sales Executive, a Workshop Manager, Service Technicians and other supporting functions. The team is well-trained and continues to be trained in the latest development of new technology and methods. The three-bay workshop has column lifters diagnostic tools and other standard equipment to ensure that trucks, buses and coaches that come get the right maintenance quality. Scania’s regional Asia Parts Centre is located in Singapore to ensure parts availability throughout Sarawak.

“We have the broadest range of trucks, buses and coaches and services to suit every type of operation,” said Phang. “Our customers continue to believe in the fuel efficiency of the New Truck Generation. The XT model serves in the toughest of environment. Coupled with repair and maintenance contracts, roadside assistance, parts, data-driven services – fleet management systems and driver training and coaching as well as Scania Financial Services; our customers continue to benefit from a total solutions approach. This results in greater uptime and total operating economy.”

“Congratulations to Scania Malaysia for the opening of the new sales and services centre here in Kuching. Looking forward to the much awaited after-sales support that Scania gives us with the increasing network coverage,” said a long-time customer of Scania, Caleb Wong, Director of High Tackle Sdn Bhd. Some of Scania’s customers in Sarawak already include Biaramas

Express, PLSH, UITM, Jurukin, Persafe, Institut Pendidikan Guru, Jabatan Pendaftaran Mahkamah Bergerak and Pejabat Pelajaran Daerah.

“I am very pleased that finally Scania has opened in Kuching as per our request. If we schedule our maintenance right, we will be getting maximum uptime for all our coaches consistently,” said Lai Sin Kiong, General Manager of Biaramas Express Sdn Bhd. “This is also part of our Scania Ecolution partnership to reduce the CO2 emissions in our operations,” said Lai.

Scania’s strategic focus is on customer profitability by being at the forefront of sustainable transport solutions. “We continue to explore the possibilities of renewable fuels and electrification in Sarawak. This is a state rich in natural environment and are already used to living in a more sustainable relationship with nature, I look forward to strengthening more sustainability partnerships here,” said Sjödin Enström. 

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Hino Launches Safer, More Versatile 300 Series Pro

Hino Motors Sales (Malaysia) Sdn Bhd (HMSM), launched the HINO 300 Series Pro. It is a new line-up for its Light Commercial Vehicle (LCV) that delivers advanced performance and improved body structure. The unveiling of HINO 300 Series Pro came with its tagline 'Built for Ultimate Customer Success' which aims to continue to deliver on the company's promise of QDR, which stands for Quality, Durability, and Reliability.

The new product line-up is introduced with the name Pro, to signify Professional, Protect, and Profit, together with its main features of Strong, Spacious, Safety, and Smart. 'Professional' addresses the professional customer where this new product is designed for customers that require 'Strongness' and 'Spacious' in a truck, while 'Protect' describes the outstanding safety and security features that protect the vehicle and drivers. Next, 'Profit' is deemed to carry the initiative taken by HMSM to provide the best support to customer in valuing their business profit. HMSM also introduced its new feature to support logistic companies in improving operational efficiency in terms of increase of profit.

Speaking at the launch, Managing Director of HMSM, Atsushi Uchiyama, said that "The HINO 300 Series Pro is designed for our customer's business success and it is equipped with features supporting the increased growth of technology and the need for changes in the commercial vehicle industry. Our new light-commercial vehicle, HINO 300 series is one of our products that we have redesigned to achieve customer's satisfaction."

This latest generation of HINO 300 Series Pro comes in two segments – 4-wheelers and 6-wheelers. There are three models in the 4-wheelers segment. The highlight model among them is the XZU600 AT. It comes with an automatic transmission, which will be best suited to operate especially in inner-city and on intra-city trips. It also helps to reduce driver fatigue as this allows the driver to focus on the road instead of gear shifts. An automatic transmission also helps improve fuel economy.

All 4-wheeler model utilise a Euro-3 turbo-charged inter-cooled engine that produces 141 PS and 402 Nm of torque. The main advantage of the new HINO 300 Series Pro 4-wheeler is its gross vehicle weight (GVW), which was increased from 4 800 kg to 5 000 kg. This makes it the highest GVW in its segment. With this upgraded feature, it allows users to carry more payload

per trip. The 6-wheeler, come with greater rear tread dimension, up to 1 660 mm, making it the widest rear tread in its segment, and allows for the construction of wider and higher bodies.

This upgraded feature provides convenient space to place two pallets side by side with sufficient space for forklift manoeuvring as well as accommodating bulkier items. Out of the six models of 6-wheeler two are fitted with automatic transmission. All six models are fitted with 6- speed transmission with power assistance, making it easier to shift gear at higher speed. Its Euro-3 turbo-diesel engines produce 156 PS and 429 Nm of torque.

Both segments of HINO 300 Series Pro, 4-wheeler and 6-wheeler, have the highest horsepower in their respective category and the engines are compatible with B20 Biodiesel. The improved transmission with higher first gear ratio gives better gradeability while lower top gear ratio offers better fuel consumption at high speeds.

In terms of added safety, the newly launched models feature front disc brakes. Ventilation has been improved to enhance braking performance as it minimizes brake fading while the rear drum brake offers good performance in low-speed drive.

The main safety feature for every vehicle is the Anti-lock Braking System (ABS). As a subsystem of the vehicle's ABS, Electronic Brake-force Distribution (EBD) feature distributes the amount of braking force on each wheel of the vehicle. Put simply, EBD provides stronger and safer braking performance in emergency scenarios. ABS and EBD are part of the active safety equipment as they can help prevent a crash from occurring or lessen the impact of an accident.

Another new safety feature of this HINO 300 Series Pro is its Brake Override System (BOS). Sensors recognize when the acceleration pedal and brake pedal are being pressed at the same time. Priority function will be given to braking instead of acceleration. The brake pedal is enhanced with smart technology that detects when something abnormal occurs. **➤**

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customers throughout the region. With a large facility combined with a convenient location, it will definitely enable us to serve our East Malaysian customers better thus contributing to their business productivity," added Nakamura.

In addition, there are three extra bays for light commercial vehicle and light-duty vehicle, and two extra bays for MHD trucks. The dealership also has ample parking spaces and efficient workshop layout for trucks that are waiting to be inspected.

Equipped with a team of well-trained and skilled technicians, Isuzu's latest diagnostic tools and spare parts to detect or repair any issues, customers can look forward to experiencing minimum truck downtime and increase business efficiency.

Amenities such as family-friendly customer lounge, prayer room and complimentary snacks and beverages are also available for truck drivers to enjoy before they hit the road again once the truck is ready.

"With this new MHD truck dealership our aim is to focus on potential customers, strengthening our team's product knowledge and technical skills to support Isuzu Malaysia in achieving growth in this region. Through product innovation, quality service and people, we will be able to create new capabilities to provide the best support for our customers.

"We will do this by providing competitive pricing for parts and technical services to exceed our customers' expectations. This will eventually connect to fleet and parts sales, attract new fleet customers and create strong product and brand awareness," added Nakamura. **✚**

Isuzu's First Truck Dealership in East Malaysia

Isuzu Malaysia Sdn Bhd (Isuzu Malaysia) has recently inaugurated the opening of its very first medium and heavy-duty (MHD) truck dealership in East Malaysia.

Located in Kuching, Sarawak, this new MHD truck dealership named Dai Max Automobile Sdn Bhd offers sales, service and spare parts (under the 3S category), and convenient accessibility to customers' truck drivers thanks to its geographically strategic site being near to industrial areas.

An event officiating the MHD dealership opening was held recently on 30 September, which was attended by the senior management teams of Isuzu Malaysia and its dealer partner, Dai Max Automobile Sdn Bhd.

Speaking at the event, Koji Nakamura, Chief Executive Officer, Isuzu Malaysia Sdn Bhd said, "We are very excited with the opening of Isuzu Malaysia's first MHD truck dealership in Kuching which underscores our commitment to expanding our customer reach in this part of Malaysia, as well as strengthening our aftermarket services and maximising our customers' satisfaction and trust in us."

This new dealership occupies roughly 3 000 square meters in total area size, with the workshop taking up about 650 square meters. "This dealership is designed to deliver exceptional sales and service experience to meet the needs of our

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Chu Lai, Quảng Nam - Ngày 10/10/2020



IVECO and THACO launch Daily Minibus in Vietnam

IVECO is expanding its market presence in Asia with the launch of the Daily Minibus in Vietnam. The Daily Minibus will be supplied in component kits by IVECO for assembly at the THACO factory in the Chu Lai Truong Hai Automobile Industrial Zone, and it will be sold through the THACO distribution network in Vietnam.

On October 10th 2020, IVECO and its strategic partner Truong Hai Auto Corporation (THACO) officially introduced the Daily Minibus in Vietnam. The launch event was held at the THACO BUS factory at THACO Chu Lai Industrial Zone with remote video presence of CNH Industrial's Asia, Middle East and Africa (AMEA) and South East Asia and Japan (SEAJ) Directors.

At the launch event, IVECO Brand Leader for AMEA, Koray Kursunoglu, commented: "Today marks a very important milestone in IVECO's history in Southeast Asia. Vietnam is a key market for commercial vehicles in this region, and it is highly important for IVECO's strategic business development. We couldn't imagine a better partner than THACO, who is a major player in this country, and has developed a strong reputation in the industry for the assembly, distribution, sales and after-sales services of commercial and passenger vehicles in the Vietnamese market. I am confident that this strong, high-quality, durable, technology-driven comfortable vehicle, which benefits from our partner's local expertise in assembly, will be very well appreciated by our customers operators and passengers alike. It sets the base for more offers of a wide range of IVECO products and solutions which will grow this cooperation further, together"

THACO Vice President Mr. Nguyen Quang Bao stated: "In 2018, THACO and IVECO have officially signed a cooperation agreement for the assembly and distribution of the IVECO Daily Minibus in the Vietnamese market." He highlighted that "following the agreement, THACO has invested in a body press welding line with automatic station transfer and body lifting system, and an electrostatic painting line with ten continuous immersion tanks in order to comply with strict technical requirements, production processes and European quality standards. We would like to thank IVECO leaders for their trust in cooperating with THACO. Experts from IVECO, in spite of the impact of the epidemic, actively supported the technology transfer and provided online training to engineers and workers, so that the IVECO Daily Minibus project could be completed on time."

The Daily Minibus is introduced into the market with two versions:

- the Daily Minibus with a total length of six meters and a 3 300mm wheelbase providing comfortable transportation for the driver and 15 seated passengers;
- the Daily Plus Minibus with a total length of seven meters, a 3 950mm wheelbase and a capacity for a driver and the Daily Plus Minibus with a total length of seven meters, a 3 950mm wheelbase and a capacity for a driver and 15 to 18 seated passengers as well as customized VIP models.

The Daily Plus is the first minibus in Vietnam featuring a vendor door, which benefits customers by reducing operating costs and providing a more secure environment, ergonomics and comfort when entering and exiting the vehicle.

The Daily Minibus is equipped with the latest F1C Diesel engine with 146 HP at 3,500 rpm, designed and developed by FPT Industrial. The engines and gearboxes not only meet the Vietnamese standards but also deliver excellent performance in terms of drivability and operating costs.

The Daily Plus minibus features a pneumatic suspension system for smooth operation in all traffic and road conditions. Numerous safety features have been integrated in the vehicle, such as ABS (Antilock Braking System) which avoids wheel locking during the braking and EBD (Electronic Brake force Distribution) which shares the brake force between the rear and front axle in order to optimize braking performance and to ensure maximized safety for passengers and driver. **T**



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Kerry Logistics and ABX Strengthen their Fleet with FUSO Trucks

FUSO is glad to play a role in Kerry Logistics and ABX Express expansion plan as it is important to have a reliable and trusted business partner to keep the business rolling.

During the third quarter of 2020, FUSO, being an important partner of Kerry Logistics and ABX Express, delivered another 37 units of FUSO to their fleet of vehicles, making up a totality of nearly 100 units FUSO in their fleet operation.

Mr Roland Schneider, Chief Executive of Hap Seng Trucks Distribution (HSTD), handed over a mock key of FUSO trucks to Mr. Patrick, Managing Director of Kerry Logistics and ABX Express at the main lobby of Hap Seng Trucks Distribution Sdn Bhd corporate office.

Kerry Logistics Network Limited (Kerry Logistics) and its group of companies ("Kerry Logistics Network" or the "Group") is an Asia-based, global 3PL provider with a highly diversified business portfolio and the strongest coverage in Asia.

With a global presence across 58 countries, Kerry Logistics Network has established a solid foothold in half of the world's emerging markets. Their diverse infrastructure, extensive coverage in international gateways and local expertise spans across China, India, Southeast Asia, the CIS, Middle East, Latin America and other locations.


Kerry Logistics offers a broad range of supply chain solutions from integrated logistics, international freight forwarding (air, ocean, road, rail and multimodal), industrial project logistics, to cross-border e-commerce, last-mile fulfilment and infrastructure investment.

They also offer a comprehensive coverage of international airports and seaports in West Malaysia, with strategic agents partnering with Kerry in East Malaysia. Kerry Logistics professional expertise always ensures smooth and hassle-free cargo transitions along the supply chains.

Kerry Logistics' offices are located in Kuala Lumpur, KLIA, Port Klang, Penang, Johor Bahru and they are currently expanding in Malaysia.

In 2018, ABX Express became a wholly owned subsidiary of Kerry Logistics. With 35 years of experience as courier service provider focusing on last-mile delivery, ABX Express has 100 branches nationwide with a clientele base comprising of SME's, e-commerce platforms, multinational brands, financial services, and international express company.

The reliability and efficiency of FUSO Canter and FUSO FJ1828R GVW 19ton, are proven by many customers around the world, especially in the courier services and logistic industry as reliability in delivery is the paramount of everything.

To commemorate this special occasion, FUSO would like to express their gratitude towards Kerry Logistics and ABX Express for their continuous supports, trusts and confidence in FUSO brand to deliver the items to their beloved customers and clients. 



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"We are very prudent in investing in any new capital investment and invest only when we have fully maximised our existing asset and there is a growth in demand to expand further," says En Mohd Hasdey Yaakob Chief Executive Officer at Multimodal.



Expanding on its impressive fleet of 200 Prime Movers, 20 sidelifters and more than 1 000 semi skeletal and tipper trailers, Multimodal recently decided to partner with Steelbro taking delivery of two (2) new side lifters. This was part of a larger bulk order of sidelifters from the New Zealand manufacturer.

"When choosing the right type of equipment, price is not the sole consideration. Our focus was more on proven reliability, flexibility and safety features," says En Hamdan Ab Razak, Assistant General Manager.

"I believe the Steelbro name symbolises quality products and a well-known brand in the sidelifter market. After detailed technical studies, we also found that Steelbro units have some unique and distinct characteristics."

Multimodal Freight is one of the pioneer players in the haulage industry. In the early days, the company served as KTMB's forwarding agent and other commercial customer. It then , later on was appointed as container railing depot operator throughout the Peninsular Railway Network.

During the 1990s, the company decided to enter the haulage industry to capitalise on the growing business of containerisation.

Multimodal Picks Steelbro for Reliability, Flexibility, and Safety

Total Integrated Logistics Company, Multimodal Freight Sdn Bhd, is renowned for providing superior delivery service to all its customers. Hence, naturally it demands and expects the same level of commitment and quality service from its equipment vendors.

The wholly owned subsidiary of Keretapi Tanah Melayu Bhd (KTMB), was established over thirty years ago, and has seen stable and consistent growth in its business over the years.



Today Multimodal is a successful integrated logistics company whose core logistics segments include freight forwarder, custom agent, trucking and haulage, global logistics/MTO licence holder and container depot operator for KTMB.

Although Multimodal recognised the benefits that sidelifers could bring to the business some years ago, their first sidelifers did not have the Steelbro badge.

En. Hamdan explains, "Our current fleet of sidelifers used Power Take Off (PTO). The switch to Steelbro was because of its ability and flexibility to rotate the prime mover so as to optimise our fleet to the maximum."

According to Steelbro, transport operators often choose the SB450 model, when conditions are extreme and call for a more rugged sidelifter unit with a stronger lifting capacity. This unit has a massive 45 tonne safe working load rating which allows the lifting and transport of very heavy containers in a safe manner.

"We believe the higher lifting capacity will feed well into our fleet of side lifters to cater not only our existing customers but also attract new customer who have such requirement", says En Hamdan.

Aside from management decision to opt for Steelbro units, the current side lifter driver operator have also given positive feedback and excited and eager to try Steelbro Side lifter.

"Operators say they are very confident, handling the units, and appreciate the safety and durability benefits. The control unit, joystick and variable operating speeds give them more control.

"The Steelbro side lifters also have better safety features during handling, regardless of the weight of the containers. They are also a safer choice when handling back to back containers (2x 20')."

Hamdan says "The new units will handle general purpose containers (20', 2x 20 and 40') as well as tanktainers. Most of the sidelifter movement will be limited to short haul journeys, with some medium and long-haul trips on request.

Multimodal's new sidelifers are supported by a special five-year repair and maintenance package. If sidelifers experience a breakdown, Steelbro will endeavour to minimise the down time for service and repair.

Steelbro Malaysia is committed to delivering great customer service and boasts some impressive experience and expertise among its members.

"The team understands that downtime needs to be kept to a minimum," says Andy Ersalle, Steelbro's Regional Manager, South East Asia. "We are committed to supporting customers and pride ourselves on producing quality, first class repairs in a quick turnaround time. Steelbro trained and experience personnel are on hand 24 hours a day, 7 days a week to offer genuine parts , service and mobile support exclusive for RNM customers "

Mr Ersalle adds, "We thank Multimodal for investing with Steelbro and will do our best to ensure that these sidelifter deliver the great service quality, durability and safety that they can expect from a Steelbro product. We are confident that the new units will help add to their business efficiency and our hope is that we can continue to be a trusted partner." **T**



The screenshot shows the Asian Trucker website interface. At the top, it identifies itself as 'The Premium Provider of Communications Channels for the Commercial Vehicle Industry in South East Asia'. Below this is a navigation bar with various menu items like 'HOME', 'ABOUT US', 'CONTACT', and 'SERVICE LOCATOR'. The main content area features a 'BIG FLEET' banner with images of truck parts (oil, tires), a solar-powered truck, a delivery van, and a semi-truck. Text on the banner includes 'REPAIR & MAINTENANCE SERVICE, PARTS, INSPECTION, ROAD TAX, INSURANCE', 'NEW SOLAR SOLUTIONS', and '24hr Service'. Below the banner is a map of Southeast Asia with several service locations marked. A sidebar on the right shows a list of these locations with details like 'Cycle & Carriage Bintang (Perak) Sdn Bhd' and 'Hap Seng Star Sdn Bhd (Bukit Tinggi)'.

Putting Your Business on a Map

Upgraded tool from Asian Trucker makes it easier for your customers to find you.

In connection with an overhaul of all online assets, Asian Trucker has also been given a better, improved service locator. The tool was originally developed four years ago as part of a student competition Asian Trucker Media is holding for Lim Kok Wing students. Since then it has helped many bus and truck drivers to get help.

A Simple Idea

The idea is simple: when you need to have your vehicle serviced or in case of a breakdown, you want to know which is the workshop that is easiest to get to from where you are or where the tours will be going along. In addition, the locator will be able to show the service networks of major brands. Using this tool, fleet owners may get intel on which brand is best for them as they will know which brands cover their area of operation best.

Finding Help

Zooming into the map, users can see which workshops listed are nearby. Using a smartphone to do so, users can call a workshop right away from the mobile version of the service locator. In addition, the tool allows for navigation to the workshop from a current location. The locator is also very specific as it only lists workshops or brands that are involved in the commercial vehicle industry.

Quick Additions

The ability to be found is crucial. Businesses may miss out if their contact details are not listed online. A website may not be the appropriate tool for many workshops as maintaining it will cost money and time. With the service locator on the Asian Buses / Asian Trucker website, any workshop is listed in a matter of moments. The listing contains crucial contact details and a premium package even allows for images to accompany the listing.

Easy to Use

On the website you will find a video demonstrating how it works and you are encouraged to try the locator using different searches.

You may also use this particular page to advertise your business via an online banner. To get your listing or banner up on the service locator please contact June Ho:

june@asiantrucker.com
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been appointed in Taiping, offering more accessibility for residents and businesses in the Matang region," Nakamura said.

Speaking at the ceremony, Nakamura remarked how pleased he was to welcome the Goh Brothers group to the Isuzu family and was confident that their sound management style and good foresight would be an asset to the Isuzu brand.

"As one of the largest independent automotive retailers in Malaysia with over 25 years of delivering positive experiences here in the northern region, I believe that this new Goh Brothers outlet will offer excellent professional service and play a key role in developing the Isuzu business here and serving the growing population and businesses around the Taiping area," said Nakamura.

With a built-up area of approximately 1 400 sq-m, the new GB Motors outlet boasts of a spacious showroom for those shopping for a new Isuzu while a suitably-comfortable waiting area ensures customers can wait while their vehicles are cared for by trained technicians.

In thanking Isuzu Malaysia for their confidence in GB Motors and appointing them as an Isuzu 3S dealer, Dealer Principal Goh Chern Earn pledged to uphold Isuzu's excellent brand reputation by ensuring top-notch customer experiences.

"I thank the management of Isuzu Malaysia for choosing the Goh Brothers Group as your business partner. As a member of the Isuzu family, we are committed to enhancing the Isuzu Customer Experience in this region through timely and professional service to customers," said Goh.

To celebrate their appointment as an Isuzu Authorised 3S Centre, GB Motors held a month-long test drive campaign between 24th October 2020 and 23rd November 2020 where the first 100 persons to test drive any Isuzu vehicle at the showroom received a special goody bag filled with mystery gifts. **F**



Taiping Welcomes New Isuzu 3S Centre

Officially opened by Isuzu Malaysia's CEO Koji Nakamura, the outlet operated by GB Motors is strategically and conveniently located along Jalan Simpang close to main cross road leading to Taiping town. Boasting a spacious 5,300 sq-m land area, the new outlet is designed to offer a full range of sales and after-sales services for the entire range of Isuzu models ranging from the D-Max to medium- and heavy-duty trucks.

"With Isuzu vehicles growing in popularity, particularly among value-conscious owners seeking dependable, efficient and capable vehicles to support their every transportation need, a new Isuzu 3S dealership has

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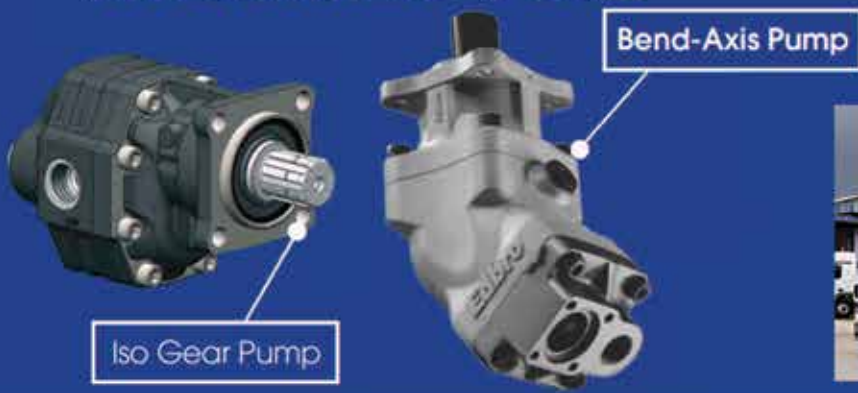


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A Victim of Covid

Unfortunately, as COVID-19 continues to affect promotional business events around the world, and will do so for the foreseeable future, even with taking all the necessary precaution measures to ensure the health and safety of the attendees, it has been necessary to reschedule Tyrexpo Asia in Singapore to 17 – 19 November 2021.

Tyrexpo Asia Events Director, Alwin Seow says, “Our ultimate priority is the safety of all exhibitors and visitors attending the event, and this decision has been made after communicating with all stakeholders involved, as our international buyers are 96 percent from overseas. Our exhibitors have also supported the move.”

Postponement Support

Neumáticos Andrés, the largest tire supplier in Spain and Portugal representative, International Department, Ms Liudmyla Ivakhnova says, “Due to the growing impact of COVID-19 in the world, we stand by the organiser’s decision on the postponement, as the later date will boost a higher number of visitors.”

“We are ready to participate in TyreXpo Asia,” stated Tyres Planet SIA, CEO, Mr Kasper Tilcens. “With the new dates in 2021 I believe that this is the best decision for now and will still benefit all attendees in regard to safety.”

Wise Decision

FM Tyres Director – Mr Frank Van Leeuwen added, “We would like to thank the Tarsus Group for their wise decision to move on the TEA to the fourth quarter of 2021. FM Tyres will be there.”

Alwin Seow concludes, “In effect this decision has been driven by the industry’s reaction to COVID 19 and by switching to November 2021 Tyrexpo Asia is ensuring that high quality international buyers and sellers of tyres will be able to close lucrative deals and form new business partnerships at the event after an unprecedented trading year in 2020. We would like to express to all attendees our sincere gratitude for your patience, cooperation and commitment to the event. We look forward to see you on 17 – 19 November 2021 in Singapore.”

Tarsus Postpones Tyrexpo Asia Show to November 2021

Covid 19 continues to be a health threat around the world and so the decision has been made to postpone Tyrexpo Asia.

Since acquiring Tyrexpo Asia last year, Tarsus Group has worked hard to revamp this prestigious event in the global tyre market. It has continually looked towards keeping both exhibitors and visitors updated on the ongoing developments leading up to the next show in Singapore in March 2021 at The Marina Bay Sands Expo and Convention Centre.

Automechanika Ho Chi Minh City 2021 Steps into a New Automotive Industry Era

In recent years, Vietnam's automotive industry has grown at an average annual rate of 20 to 30 percent. The improvement to corporate governance, foreign trade and investment, and relationships with international markets through bilateral agreements nurture a positive local operating environment. Companies are now seeking to expand their businesses and production bases into Vietnam. From 30 June to 2 July 2021 at the Saigon Exhibition and Convention Center (SECC), Automechanika Ho Chi Minh City will work with prominent associations to unite local and overseas players, exploring diverse opportunities in Vietnam's auto market.

The Vietnamese Government has placed the automotive manufacturing sector at the core of its developmental roadmap for merging the local supply chain with a wider global network. In line with these efforts, the highly anticipated EU-Vietnam Free Trade Agreement (EVFTA), that took effect in August 2020, will phase out 99 percent of tariffs on traded goods. Similar to Free Trade Agreements with other ASEAN countries, one of the significant advantages of the EVFTA is an expected 43 percent increment of exports to the EU by 2025; thus, a substantial contribution to the global supply chain.

Topinpoint prospects and opportunities, Automechanika Ho Chi Minh City 2021 is placing collaboration at the forefront of the fair's evolving approach to sustainable local automotive industry development. Synergy shaped by informed, networked and empowered stakeholders, which have an active role in the wider auto community, will become an integral part of the collaborative platform.

Countrywide support from local industry associations From Hanoi in the North, to Ho Chi Minh City in the South, the show continues to gain recognition from long-term local supporters like the Vietnam Automotive Technicians Network (OTO-HUI), the Vietnam Association of Mechanical Industry (VAMI) and the Vietnam Automobile Transportation Association (VATA). For the first time in the show's history, the Vietnam Association for Supporting Industries (VASI) will also join as a local supporter.



VASI is a key association contributing to policy planning and promoting Vietnam's supporting industries, which includes the processing and manufacturing sector. Ms. Trương Thị Chí Bình, Vice Chairman of VASI, commented: "In our mission to foster the development of supporting industries, we are looking for fast-growing platforms that can support our ongoing work. Leveraging Automechanika Ho Chi Minh City's strong international business network, especially in the EU, we are confident that collaborating with the platform will help facilitate business growth between local and overseas companies. Because of this, I see a bright future for the processing and manufacturing sector as it expands and advances domestically, and eventually integrates into the global supply chain."

Taking advantage of the expertise from local industry associations, the show has curated a series of fringe programme events that highlight the robust opportunities in the local market. For example:

- Premium members from VASI will join the Smart Factory and Industry 4.0 Conference offering insights into the long-term development of automotive manufacturing and its supporting industries. Key automakers and manufacturers will be able to exchange ideas with attendees.
- Using their extensive local network, OTO-HUI will invite auto service centres, workshops, manufacturers, as well as car Page 3 Automechanika Ho Chi Minh City Ho Chi Minh City, 30 June – 2 July 2021 enthusiasts to the Auto Service & Maintenance Festival. Preregistered visitors can enjoy one-stop, onsite diagnostics and maintenance services for free.

All-rounded coverage from exhibitors gather at the show Spanning across the show floor, more than 400 exhibitors from the Automotive manufacturing & automation, Passenger and Commercial vehicle, and Motorcycle segments will present their latest innovations, technologies, products and services to the Vietnamese market. **F**



High-tech in Transportation

The widespread availability of the internet with ever increasing bandwidth has opened up myriads of new opportunities in the transport industry. We take a closer look at some solutions that would help operators with their daily jobs and to increase profitability.

Mitsubishi Fuso Truck and Bus Corporation (MFTBC) recently announced improvements in quality management processes through the application of cognitive search solutions combining natural language processing techniques and machine learning. This initiative comes as a further push within MFTBC to support customer uptime by leveraging big data.



Cloud Based Analysis

Cognitive search allows for the indexing of large bodies of information and helps clarify interpretations of data through clustering and comparison. MFTBC has taken advantage of this technology to better respond to quality reports from customers. Before the upgrade, all reports received through dealers had been manually read, analyzed and matched to other known quality issues to identify trends, as well as ascertain the scale and severity of reported cases. While this step relied heavily on the expertise of each individual overseeing the task, the process now integrates a cognitive search based analysis of texts

from quality reports and searches for potentially related issues in a cloud-based library of past and running scenarios to aid the responsible employees.

Analyzing and Building

Natural language processing capabilities, which improve the “comprehension” of data through linguistic analytics, were added to boost search accuracy. As a further step to boost the precision of analyses, machine learning was also integrated to continuously refine the relevancy of suggested information. To construct the system, MFTBC quality management team started by creating a detailed library of past cases to extract important information out of the quality reports. The system now continuously builds upon this library by analyzing quality reports submitted through an online portal by dealers in English or Japanese. The process is currently compatible with all KD and BU FUSO vehicles produced in Japan and Tramagal (Portugal), including those distributed in international markets.

Response Time Reduced

Since the implementation of these technologies started January of this year, the lead time for reports processing has been reduced by 30 percent. This means that the feedback to customers can be completed more quickly compared to last year, minimizing the potential for extended downtime scenarios. As

a customer-interfacing initiative, the new system complements the real-time vehicle monitoring and telediagnosis features supplied by the Truckconnect telematics platform. The use of cognitive search in quality management at MFTBC is also part of a larger digitalization movement within operations at the Kawasaki headquarters. Digitalization has been a major pillar of process improvement in a wide variety of work areas, ranging from the production line to supplier relations.

Broadcaster on Board

Another good example on how technology can be used to improve operations in transport is Scania. The Swede has been promoting their Fleet Management System (FMS) for a number of years now. While based on the Global Positioning System that many others use as well to track their vehicles, any FMS goes beyond just putting a symbol on an electronic map. Ian Tan, Business Development Director, Scania Southeast Asia elaborated on the workings of their own FMS.



"In broad strokes, the Scania Fleet Management System allows operators to receive essential data/reports on vehicle and driver performances so that together with Scania can analyse and discover insights for further actions like Scania Fleet Care, Scania Maintenance, Scania Driver Training and Coaching." According to him, all of this in order to achieve better operating cost, better fuel economy and better CO2 emissions reduction. All of these are part of what the company calls Scania Data-Driven Services.

Future-Ready

With an eye on future trends, the New Truck Generation was designed with connectivity, electrification and automation in mind. The shift towards a more sustainable transport system requires a well-designed truck that is prepared for the future, even today. Scania Fleet Management System existed before in the previous generation though. With the New Truck Generation, it is prepared for continuous enhancements.

Every Scania made is full of smart technology, advanced sensors and wireless connectivity. "We have hundreds of thousands of constantly connected vehicles and engines in use all over the world today – providing data that doesn't only improve our engineering, but lets us create and offer operators Scania Data Driven services which can provide you with direct business value," Tan elaborated. Anything from lowering fuel consumption to reducing wear and maintenance needs, all the way to automating tedious administrative work. No matter if you operate a mixed or Scania fleet. "Simply put – we focus on the data, so operators can keep their focus on running their business." These Scania Data-Driven Services aim to provide just that. Core metrics that give operators high level overviews of their fleet perspective on a per vehicle basis, and streamlined functionality to make sure. For those operators that run a third-party fleet management system, Scania can also provide connectivity to their fleet data to help that system understand their Scania vehicles.



Know More

As a user of a truck you may ask why is data, beyond fuel consumption, so important for operators? Surely, fuel makes up the biggest portion of cost, but the more operators know, the more they understand. The fundamental prerequisite of smart decision making is the availability of the essential information and data itself. Not just for fuel consumption, but also for reduction of CO2 emissions, reduction of wear and tear and maintenance needs.

Getting from information to insights requires a level of analysis. Part of this is something operators can contextualise in the operation of their business, but smart algorithms built by expert engineers and logistics experts within Scania can really show them how to create or add business value based on their vehicle and driving data. Working with transportation operations for more than a century has helped Scania uncover what is core to both the day-to-day and the long term perspective. All presented simply, so the data doesn't get in the way of running their operations – but rather enhances it.

With reliable insights, there's definitely a lot operators can do themselves to make their operation run more efficiently. There are however core aspects where Scania can promise that we can help them leverage those insights into much higher business value. Tan stated that "Our knowledge and experience doesn't just span over more than a century of logistics and transport operations, it's also based on real-life vehicle data from literally hundreds of millions of driving hours. Combined, that gives us a uniquely qualified perspective to help operators get the most out of their operation." For example, even with their very best

drivers, Scania is able to optimise how they use their Scania vehicles to maximise fuel efficiency, reduce wear and maintenance needs and make sure the business potential of every Scania vehicle you have is taken to its fullest. Both on a short and long-term scale. All with the help of the FMS and the omnipresent internet.

Scania is driving the shift with our customers towards a more sustainable transport system. "We can achieve that by thinking about solutions – not just trucks/buses/coaches, but sustainable transport solutions. This holistic approach makes sustainability and profitability go hand-in-hand."

Connection between Freight and Transporter

There are many ways to bring a willing buyer and a willing seller together. In the case of haulage, there is always someone looking for a counterpart and here again, technology can bridge the divide. Homegrown brand Grab Haulier Sdn Bhd has spent years to get things right with coming up with a solution that is easy to use as well as beneficial for all parties involved. Kelvin Kang, Founder and General Manager and Lin Swee Khok, Chief Technology Officer let us in on the workings of their platform (www.grabhaulier.com).



According to Kang, Grab Haulier is inspired by sharing economy which uses technology to match services and goods with customers via platforms. This model has certainly changed many industries such as Grab for ride-hailing (i.e. transportation), AirBnB for accommodation (i.e. hospitality) and Lazada for e-commerce (i.e. online shopping). This is the revolution which Kang envisions to bring to the logistic industry.

Forwarders holding jobs are constantly on the lookout for equipment owners, the hauliers whilst finding freight forwarders with the need for haulage services are what operators are looking for. Bringing these two parties together is the backbone of the business. Having worked in haulage, Kang also aims to streamline operations by eliminating paperwork and unnecessary phone calls to find the appropriate counterpart, which in his view there is way too much time and effort wasted in the traditional way of moving containers.

Adaption from Leaders

Depending on how urgent a need is, there would be express and standard offers, just as DHL would offer their service for couriers. "Nowadays, the business is instant and people are getting used to the idea that services are performed immediately." As a platform, the pricing structure of Grab Haulier is to be transparent with no hidden cost for both freight forwarder and hauliers. For every job posted, the hauliers are instantly informed of this job availability and freight forwarders will get notification once the job is match. Once the haulier is committed to carry out the work, customers can access the truck and driver's details.

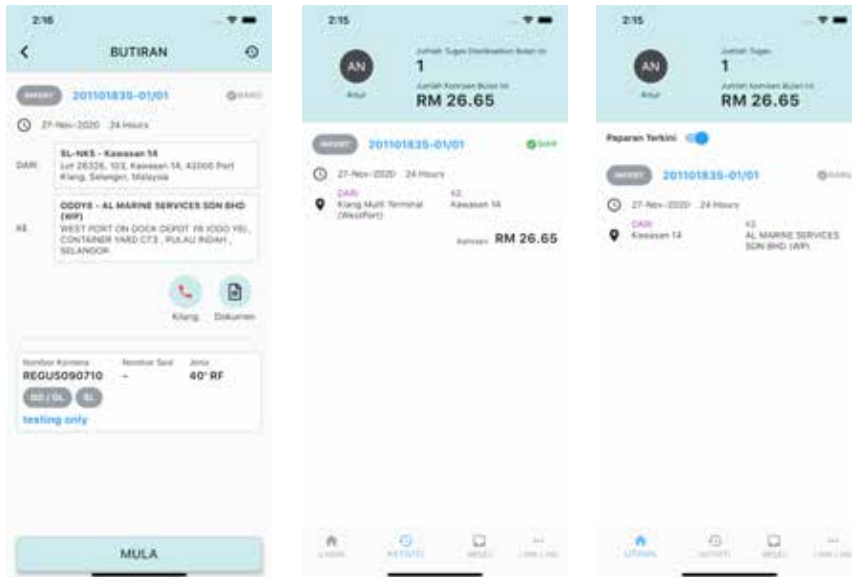
As an idea, this may sound simple, but executing this into an operational yet user-friendly app has taken three years now. When talking about Grab Haulier, there are actually three distinctively different user interfaces. One is for the freight forwarders, one for the hauliers and the third is for drivers. As the drivers would be the ones executing the delivery but not negotiating the deal, they need to have a way to update the status of each job. "Developing such a platform takes a long time as we need to study how the industry currently works. We had to address the needs of the various players in the market," Lin said. Two challenges presented itself when developing the app as the team found out that drivers may not be using smart phones in the same way others may. Also, to making an app simple to use is actually rather complicated.

Technicalities

Besides that, storage needs to be arranged and the decision for either own servers or cloud computing is one that can influence the performance. While taking away paper work from the users, as a platform owner, Grab Haulier has to be concerned with cyber security. Hence, they have opted for one of the five biggest providers of cloud computing, feeling that the strength in numbers would be an advantage in the fight against hacks and other malicious conduct. Prior to its official launch, the system has been repeatedly tested in its staging version to ensure the security is not compromised. This remains a top priority of Grab

Haulier. Since the launch of the Grab Haulier platform a year ago, various freight forwarders and hauliers have signed up and embraced this new frontier of logistics. With users' feedback and everchanging technological landscape, the team at Grab Haulier are constantly on the lookout on how to improve the platform.

Lin elaborated on this by saying that he and his team of programmers strives to make the app as user friendly and intuitive as possible. "Should an app be difficult to use, people will not use it since the work to use it outweighs the benefits of using it. So far, we have had some good feedback on our system. It works!". With an in-house team of programmers, feedback can swiftly be converted into actions to improve the platform. Feedback extends into quality control issues where users may have problems with their respective partners. Grab Hauliers will then investigate what the root cause of the discontent and moderate between parties involved.



Focused for Success

For now, Grab Haulier will only focus on the haulage segment specifically in Port Klang. This is to further develop the system and to gain more insights in the intricacies of the business before expanding to other ports throughout Malaysia. "We also have to understand that a move to an online based business is also a change in corporate culture and behaviour. It takes convincing first and then educating of how to best make use of new technology." To encourage users to give it a try, Kang pointed out that there is also an option to state price that someone is willing to pay for services. It is then up to the other party to accept it.

Next steps would be to even further enhance the system. "For example, every container has a dedicated identification number. If we scan this, then we can track and trace the entire journey of the container online, thus provide real time updates and reducing paper usage further to streamline operations for efficiency and effectiveness," Lin said with a glimpse given into the future of the app. Kang and Lin are hopeful to capture about 30 percent of the Port Klang market share. "We need to be realistic. Not everyone is open to technological change and they will continue using their traditional system and methods. We may not be able to convince everyone but the fact remains that change is inevitable. As such, we trust time will allow GrabHaulier to prove itself to the industry players"

Kang and Lin hope that the market will respond positively and that their solution can be expanded. "Our vision is be the industry standard in service for our users, both freight forwarder and hauliers. This can be further accelerated with the necessary investments and support from the industry.

Homegrown logistics provider Biforst Group (Biforst) has taken its own initiative that puts the client in focus. R.A Rao, Chief Operating Officer, Biforst Group, explained how that lead to the development of their own app, called Brader. "In essence, we want to make it as easy as possible for our clients to work with us in leveraging online technology for clients convenience and comfort".

Getting on Board with the Program

The mobile app, which has been developed over the past 10 years offers drivers, clients and Biforst itself various solutions and benefits. Biforst out of its own initiative designed a system that is similar with the Japanese idea of Kanban, meaning everything is visualised. For instance, when a driver is assigned a job, the icon for the task goes through various colours, depending on which stage the job is in. Looking at a big screen, one is able at a glance able to track location of the drivers at that particular time and their status. The system and colour-coding goes to the level of palettes and everyone involved in a shipment conveniently view what the status is. Once a job is completed, the signing off is also done digitally, thus creating an electronic log-book of the job. From thereon, the commission is calculated easily and immediately as well. Drivers will enjoy the convenience of checking their commission for the month at any time without having to contact the HQ.



Biforst provides “free phones” to their 500 plus drivers where these phones are now one of the drivers most important tool. Now, we use the Brader app and with it, we send the jobs to the drivers online.” This means that a driver does not come to the office, saving himself the commute. Drivers have flexibility without having to sit around, waiting for instructions.

To this effect, R.A Rao further clarified that “we analysed the use of assets in transportation and manner of its utilisation. For instance, previously, we used to have our drivers to come to the warehouse to collect their job tickets. Biforst is unique. One may ask that this method is costly to have about 10. percent of the 200 office staff work on interactive solutions and maintaining own server. However, Rao confirms that this approach is well worth it. “We are shifting responsibilities as well. A client needs to confirm the receipt of the goods in good condition. With a seamless log book, photographic evidence and other tools, we have seen that the confidence in our service has increased.”

A Serious App

Having looked into aspects like human behaviour, Biforst’s is also preventing abuse. A pre-drive inspection of a vehicle is mandatory to detect any issues. However, if the truck and driver are not on site, one could simply claim that the inspection has been done, although it was not. The Brader app has among others features in prompting the inspection, whereby drivers have to upload pictures of random parts. This way, the inspection will have to be conducted. Furthermore, the app allows drivers to carry out other transactions related to their work such as leave applications or requests for loans can be processed through their Brader.

Drastic Drop in Documentation

According to Rao, the Brader app has streamlined a number of aspects of their operation. As the app is integrated with a GPS system, tracking the routes of the trucks, the system automatically calculates the toll fees that drivers have to pay. These expenses are then reimbursed to the drivers: close to the expensing



of it and without having to file any claim forms. Biforst’s drivers are paid a salary and commission for each of their trip. The commission is to be calculated on the 5th of the month and paid on the 7th of each month. “Imagine the rush and the amount of work that would need to be done to meet this deadline if this was all still based on job tickets, paperwork and receipts etc. Now, with an instantaneous and real time system, the commission payments are simply generated and we have also eliminated the possibility of making mistakes,” Rao explained.

Sign of the Times

The solution chosen may have cost a little more, but now the two systems are working in harmony. Reflecting on the implementation of the Brader app, Rao says that the integration of the app into the fleet management system has been the most difficult app. However, now that it is working, he could not imagine working without it. “Our operations are managing 500 drivers without micro managing them. Considering the current situation with the restrictions imposed, the idea of not having people commute unnecessary is helping us to manage.” Although our app can be seen as a ground breaking tool, human interaction is still crucial and Biforst’s drivers will meet once a month through Drivers day care for participation on all related work matters.

Looking back at the journey taken with the Brader app, Rao can put some weight behind his words when he is urging Malaysians, from all types of business, to embrace new technology. “Malaysia has to upgrade and has to do so now. Otherwise we will be left behind. Government Linked Companies may need to take the lead, but we might as well have a push from the private sector.” Rao closed by saying that the Brader app might have been a small app for mankind, but a huge improvement for the business and that we all need to upgrade ourselves or be left behind on the global market. The use of Brader app also signifies Biforst’s commitment towards green environment”.



distracted driving from happening in your vehicles. Guardian delivers an intelligent driver safety solution that uses in-cab sensors to monitor the driver's levels of fatigue and distraction, in real time. With 24/7 monitoring and analytics services, this is a complete safety solution for commercial vehicles. The in-cab sensor monitors signs of fatigue or distraction, warns drivers through a set of alerts, providing protection in real-time. At the same time, managers are notified about fatigue related events and can take immediate action to manage the situation and keep their driver safe, straight away. And the results prove their approach to be right: Guardian has been scientifically proven to reduce fatigue events by more than 90 percent.

Tech Preventing Accidents

There are many aspects of route and journey planning. Ironically, the very instruments that enable the use of technology are also culprits when it comes to accidents involving commercial vehicles. Fatigue management is another crucial discipline concerning fleet managers. To put things into perspective: If a driver falls asleep for just 4 seconds driving at 100km/h, the vehicle will travel an entire football field without the driver in control. Around 1 350 000 people die on the world's roads every year. Drivers who text are 23 times more likely to have a crash.

Are your Drivers Fatigued?

Fatigue is a major cause of large truck crash fatalities globally with micro-sleeps and drowsy driving impairing a driver's ability to concentrate on the road ahead. At the same time, distracted driving has become a serious problem with the emergence of mobile phones and other technology.

Fatigue can happen at any time of the day or night. All day, every day. In fact, there are indications that some of the biggest risks actually present in the first couple of hours of shift or after a break. Unfortunately, many drivers do not recognise when they begin to show signs of fatigue and are often surprised to learn that they have experienced a microsleep event.

To address these issues, Seeing Machines has developed a system that can assist fleet managers with distraction and fatigue detection. This is an Australian company with more than 15 years of research and development, commercial application and proven expertise in intelligent face and eye tracking technology that enable machines to see, understand and assist people. Their core intellectual property brings to life a range of technology applications that make vehicles smarter, with the intelligence to protect, enable and respond. Today, Seeing Machines deploys technology in a number of cutting edge applications such as commercial road transport, mining, automotive, and aviation.

Safety is NOT a Cost

Business efficiency and profit are some of the essential requirements for success, but operating a profitable commercial transport or logistics business requires more. Commercial vehicle drivers are fundamental to this success and safety must be a key consideration. Even the most experienced drivers are not immune to fatigue and distraction and these two factors can have dire consequences, posing large risks to their personal safety and your business.

Guardian, by Seeing Machines, supplied by Guardian SEA in this region, plays a pivotal role in protecting drivers and can assist you in preventing fatigue and

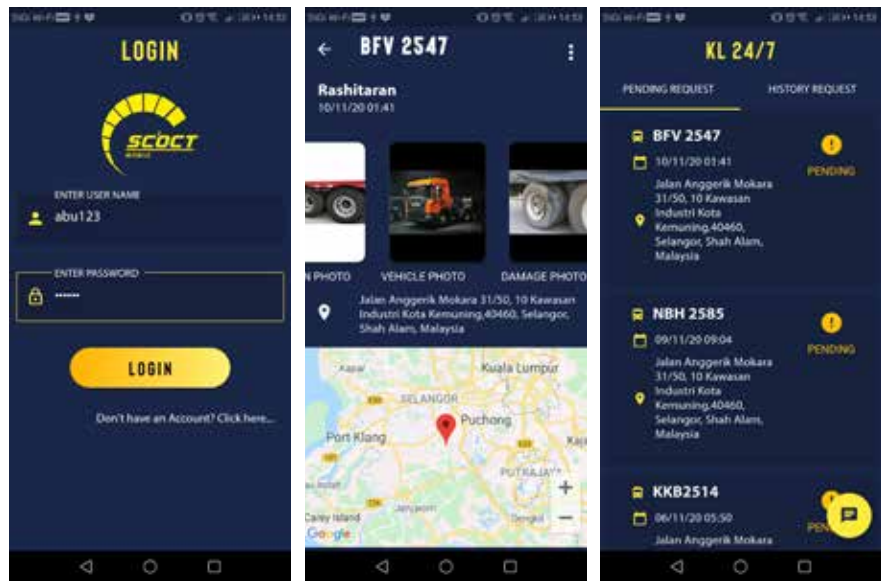
How it Works

In case driver fatigue or distraction has been detected different types of alerts are given to the driver. Guardian tracks eye, face and head position to determine whether the driver is fatigued or distracted. If there are signs of fatigue or distraction detected, the system activates in-cab alerts. One is seat vibration and additionally, audio alerts are activated to warn the driver. When a fatigue or distraction event takes place the data and a video capture of the event are sent to the Guardian Centre, where they are reviewed and verified by dedicated analysts. Within minutes of a fatigue event being verified, the Guardian Centre analysts will contact the fleet's nominated manager according to their preferred intervention plan, so that they can manage the risk to their employee and their vehicle.

The fleet manager can therefore immediately act upon the notification and determine the best course of action – taking a break, ending the shift. Through training, based on the data gathered, ongoing changed behaviour, driver coaching and improved processes can be implemented by the operator. Guardian captures duration of the event, speed of the vehicle at the time, distance travelled during the event, which alarms were activated, GPS location, video footage of the driver together with footage captured by the forward-facing camera (if installed).

It's important to note that Guardian is NOT a CCTV. Video footage is only communicated to the Guardian Centre if a fatigue or distracted

driving event is detected. Guardian is connected to over 23,000 vehicles around the world. It has detected over 7.7 million distraction events and in the last 12 months alone, has intervened in over 160 000 fatigue events.



Connection between Road and Data

Managing tyres right can make or break a transport business. To assist operators in their quest to keep the rubber on the road for as long as possible, Kit Loong Commercial Tyre Group has also launched a number of services that utilise the internet, cloud computing and hi-tech.

Their KL24/7 is Malaysia’s largest outdoor tyre rescue operation. With over 100 customers and attending over 800 breakdowns per year across Peninsula Malaysia, Kit Loong Commercial Tyre Group (Kit Loong) have developed a network that operators can trust when the worst happens, and tyres fail on the open road. The backbone of this network is modern technology in the shape of web-based applications.

“We understand the nature of our customer’s businesses and that time is essential. This has led us to look at the service and try to understand how we can better save time for their fleets. We have rebranded and are expanding the service to better suit this objective,” Michael Hutt, Group Marketing Manager, Kit Loong Commercial Tyre Group, told us.

Things using Internet to Come

The company is pleased to announce their progress in developing a mobile application that will streamline the process of alerting them to a tyre failure as well as the back-end process of approvals, POs and payment. Kit Loong uses the technology to offer clients assurance in the process as well as expanding on their commitment to the safest operating standards.

The SC3OCT Mobile application is split into two areas, the first being the SC3OCT Mobile ‘SOS’ app. It will allow truck drivers to simply press one button to alert Kit Loong to the breakdown, including the location of the incident, the identity of the driver with contact details and the make/model and registration of the vehicle. Drivers will also be able to upload photos of both the damage and their location, if it’s a more difficult to reach location. Once submitted, the driver will be updated on the progress. The app will then directly alert the nearest available KL24/7 rescue truck, who will be dispatched to the breakdown site via GPS location sharing. “This will allow Kit Loong to respond quicker and more efficiently,” Hutt added.

Connection All

Additionally, while this is happening, the second part of the app, the ‘Person in Charge’ (PIC) app, will alert the company-designated PIC to the SOS call. Depending on Kit Loong’s customer’s internal policies, POs or work orders may need to be approved. This, again, can be done with the touch of a button, connecting with

Kit Loong’s customer service and finance teams for seamless acceptance of the job, less paperwork and live chat function. The PIC app can display all jobs, from completed to in-progress, giving clear status on each.

While attending the job, the KL24/7 rescue team will document details of the issues and any fixes applied or changes made to tyres. This becomes a digital job sheet, sent to the company PIC after the work is completed. These records are tracked and can form the basis of monthly, quarterly or annual reports on frequency of breakdown/causes of breakdown. Our team will use these to identify critical areas of improvement and feed this back to customers to implement or recommend the use of our new Mobile Service Provider offer (SC3OCT Mobile MSP), to assist in rectifying any common issues.

“We are aiming to make more and more of the process digital, in line with our commitment to our TTM, big data system, KLConnect. If a client is using the app and KLConnect, all data will be fed back into their system, giving them much better visibility and control over any ongoing concerns,” he summed this up.

The SC3OCT Mobile app is currently in beta testing and will launch to all SC3OCT Mobile KL24/7 clients in January 2021. Alongside SC3OCT Mobile KL24/7 Outdoor Rescue, the company is introducing three new ‘mobile’ service areas:

SC3OCT Mobile MSP

Taking a number of trucks to a dealer for fitting or simple maintenance issues can often take hours. Two or three trucks can be out of action for half a day at busy times. The idea here was to rectify this situation. SC3OCT Mobile MSP (Mobile Service Provider), will now be available for booking at client sites for fitting, repairs, maintenance and other tyre-related services. The service is fully certified for ISO and all products are MS Certified (Standards Malaysia), taking away the headache of delays. Book a time slot and they will do the work. The additional benefit of this service is that it is also available 24 hours a day, 7 days a week. Kit Loong’s crew can work during natural downtimes of customer’s fleet and can work wherever your trucks or trailers are. “We have also invested in mobile alignment and balancing equipment, so we will additionally be able to conduct this at customer sites from December 2020,” Hutt further explained.

SC3OCT Mobile Assist

Every once in a while, a fleet needs a 'tyre health check'. Kit Loong will bring an expert team to site, conduct a full, digital, VWIR (Vehicle Wheel Inspection Report) and present back recommendations on any issues as well as the required fixes. Which can then be carried out with the SC3OCT Mobile team. Customers will be left with a complete picture of your current tyre situation and how to improve it for increased longevity of their tyre investment.

SC3OCT Mobile Focus

Most people know SC3OCT as a contract tyre management system for larger fleets. Now, the creators want to bring this level of control and dedication to small and mid-sized fleets. Mobile Focus is full-service mobile tyre management by annual contract, giving customers the flexibility of a mobile network and contracts fit for their size, alongside the industry-leading quality of SC3OCT services.

Alongside the introduction of SC3OCT Mobile's new offers the company are also investing heavily in both improvement and expansion of the service. The current plan is to double the size of their fleet in 2021. "We are also upgrading our fleet to be able to offer bespoke and detailed services to specific sectors." For example, Kit Loong will be working heavily with ready mix concrete plants over the next few months to offer a bespoke service catering to their specific needs. Both the fleet and the Kit Loong expert team are being 'upgraded' to meet the everchanging needs of our clients in a market that is developing at pace.

Online Parts Business

Diesel Technic is one of the largest suppliers of automotive parts and accessories and was founded in Germany in 1972. Distribution partners in more than 140 countries value the experience and expertise of Diesel Technic as a reliable full-service partner for the wholesale trade. The Diesel Technic Group includes, in addition to the headquarters in Germany, distribution companies in France, The Netherlands, Spain, Dubai, Brazil and China. Worldwide, the Diesel Technic Group employs more than 500 people from 28 countries.

For quite some time already the Diesel Technic Group has recognised the chances that are offered by the digital world and found various ways how to increase and optimise its communication with its customers by using these new opportunities.



The Partner Portal Provides Product Know-how

Diesel Technic's customers receive detailed product information in the Partner Portal: It is the company's future-oriented information and eCommerce procurement platform. The Partner Portal provides efficient access to the comprehensive supply of more than 41 000 automotive parts and accessories. Here, the whole ranges of the product brands DT Spare Parts and SIEGEL Automotive can be found.

For the users of the Partner Portal, the platform offers several benefits. Firstly, the users enjoy the advantage of a 24/7 access to the complete range of products and information. Besides, they are able to choose between several options for product search and decoding. If needed, the Partner Portal users also receive

support in explicit parts identification. Another helpful feature is the display of accessory products as well as the information about product availability from regional warehouse. In addition, users have the possibility to download assembly instructions and Product Portraits. These Product Portraits give detailed information about specific products. Moreover, they also contain practical hints and tips for the correct handling and assembly of the products.

The HelpDesk for Technical Support


Since 2020, Diesel Technic's customers can contact the company's HelpDesk in the case of technical questions. On this platform, the Parts Specialists – Diesel Technic's team of workshop professionals – offer technical support with regard to the products and services of the two product brands DT Spare Parts and SIEGEL Automotive.

Social Media for Companionship in the Workshop

Furthermore, the Parts Specialists team and the product brands are also represented on social media like Instagram, Facebook and YouTube. On these channels, the Parts Specialists publish new workshop videos with practical advises for the viewers. Apart from this, followers have the chance to participate in different raffles where they can win great prizes – often in combination with the Premium Shop which rewards the customers' loyalty. Hereby, participants can choose from a wide range of attractive premiums.

Next to this opportunity, followers are also kept up to date with respect to new and special products that are also presented on social media like the so-called Product Highlights or SIEGEL Smileys.

Digital catalogues with high applicability

Further product information is given through the digital catalogues for DT Spare Parts and SIEGEL Automotive. These product catalogues can be used universally on all devices and combine the simple use of printed catalogues with the advantages of digital media, including the search of article number, reference number or full-text search with direct links to the article detail page on the Partner Portal, e.g. for product enquiries. An intuitive operation as well as a quick overview of the product range is guaranteed by the structured design in numerous languages. 

ASIAN TRUCKER DRIVERS CLUB

UPDATE



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He Likes to Move it!

A relocation is a special occasion and specialist companies can make this event one that means less stress for the person moving. Trucks form the backbone of this subsegment of the transport industry and we learn from this driver just how special it is.

Relocations, local or international, typically require a vehicle to move the household of the person shifting to a new place. Asian Tigers is a specialist service provider that offers one-stop services for those needing their homes relocated. In many cases, the locations where the services are performed are in the middle of the city, where large trucks cannot enter. This is where Gopinath S/O Lachmanan and his Isuzu come in.

Moved to Move

The 34 year old Kuala Lumpur native has had a long history with commercial vehicles. Before hiring on with Asian Tigers he worked as a bus driver. Now living in Klang, he has been with the relocation company for five years and is enjoying his job. "We have to understand that we provide a service to our customers and that our performance is important since we are dealing with people and their most precious items," he said. Much of the work is done within

the Klang area whereby some jobs require him to go to any other city or village in Malaysia. By now, he knows many of the places within and around Kuala Lumpur, but is happy to have a little help. "Things have gotten easier with GPS and Applications like Waze. Using these tools I can concentrate on driving."

Tricky Trucking

"Naturally, I am facing the same problems like any other motorist in the Klang Valley: traffic jams". Punctuality is one of the important issues as people are on tight schedules when they are relocating. And a late removals company only adds stress, which Gopinath is trying to reduce for everyone involved. "My role is to load the truck and to drive. I don't get involved in the actual packing and unpacking." While that sounds straightforward, there are a number of issues that he has to deal with.



Loading bays in condominiums are not designed for relocations or to welcome trucks “Developers are only concerned about people living in the homes, not how they get in and out it seems,” is his assessment.

Sometimes, a home has more items than his truck can carry. Then he needs to shuttle the goods to a 20 or 40 foot container, which has to be parked outside the city limits. That in turn can cause another set of problems “Some condos charge like an admission fee. Each time we enter we have to pay.” Parking can sometimes be a challenge too, so in the case of shuttling goods, there is added complication.

When operating in the city, his biggest concern are actually not the other trucks, but cars and motorbikes. “You have to be so careful! These people don’t always follow rules and they misjudge how trucks work. It is not the big objects that worry me when I drive, but the small ones.

Camaraderie

Although he may take a different role by being a driver, Gopinath makes an effort to ensure that each job is done as a team effort. “When we are on the job, we need to respect each other and one of the things I do is to make sure that all team members are happy with the places we go to have our meals. As you can imagine, with all kinds of people working for the company, that is not always easy, but it is important.” Again, parking is most of the times a problem. According to him, there are plenty of good spots in Subang where the food is good and parking spots plenty. As a consequence of the limited parking spots and the fact that some properties charge entrance fees for each time he drives in and out, the team would usually bring their own food and eat on site.

“We also feel that we are part of a bigger community every time we drive long distances. My truck is small, but the big boys don’t look down on us. Whenever there is a problem, truckers are the first to help us. Not so the bus drivers. They only seem to help other bus drivers in trouble,” he observes. His trips sometimes take him to Penang or Johor. “When in Penang though, we like to have Nasi Kandar!”

A Unique Job

There might not be anything special about the truck, but the work is not run off the mill. “Imagine, every family, every household is different and therefore, each of our jobs is different. There is not one time where things are standard.” We have to imagine 200 boxes of odd shapes, sizes and different weights all needing to go into the truck. “It is like Tetris!” Gopinath says.

However, from his experience, the loading and unloading of the goods is not the most difficult part. “Dealing with clients is as people have all kinds of personalities.” For example, people don’t have a lot of patience when he and his troop are late. People would not know that they have left with plenty of time to spare, but got held up in the notorious traffic jams or having to deal with administrative work imposed by building managements. “Imagine, one job we had a lady with 200 pairs of shoes and she insisted that these are the most precious items she has and we were working under her strict guidance.” What might be important for one person may not be a concern for another. “The glassware might be of value to one, but not the next person.”

Would he recommend this job? “Yes, sure, if you are young and energetic, this is a phantastic job as it is very dynamic and there is always action.” Whatever he might be moving or where you are going, he has one shout-out for all of us: “Drive safe!” **T**



If you got a Gran Max Fleet, why not get onto the Business Fleet Program?

If you operate a fleet of commercial vehicles, you may want to consider joining a program offered by the brand in order to make even more out of your assets.

Even before going into details, it becomes clear by looking at some of the literature offered by Daihatsu that their Business Fleet Program is going far beyond an extended service and maintenance agreement.

Muhammad Fahmi, Senior Manager Corporate Planning, Product and Marketing of Daihatsu Malaysia shared some insights. "We live in a business climate where we can no longer just display our products in a showroom and people will come. Smart solutions to the daily issues faced by the operators are needed." According to him, a product, in the sense of a transport solution, is no longer just the hardware, or the vehicle. The offering has to be integrated and adapted to the needs of those that put their brand into the trusting hands of Daihatsu when it comes to making any delivery.

Manage your Money

Buying "in bulk" has always been a good way to reduce the cost of an individual item. It is no different here as the Daihatsu Business Fleet



One would not be able to tell the difference by just looking at a vehicle. It could be managed as part of a fleet or an individual unit. However, the owner and / or operator will quickly realise that having registered a fleet in a business fleet program will have a lot of advantages. While some of these advantages will be easily measured in Ringgit and sen, there are also intangible benefits. For example, as a fleet manager, one will be given a hand in running the operation, thus further improving the bottom line. Ultimately, drivers may also enjoy the vehicle more as it is always performing at its best. We look at the offering by Daihatsu for their Gran Max, one of the work horses among SMEs, courier companies and start-ups.

Program offers not only attractive sales and service incentives, but also extended term facilities on service and maintenance invoices. For example, additional discounts are given on selected parts and lubricants. With cashless transactions and extended payment terms, fleet operators will have a few things less to worry about as the driver taking a vehicle to the workshop does not have to bring along cash, which reduces admin and adds an extra layer of safety and security.

One highlight of this program is clearly the offering that the regular service will be carried out at a place that is convenient for you. This means that vehicles do not have to be shuttled to the workshop, thus uptime is increased, profit improved and logistics kept at a minimum. After all, the operator of a business will have to focus on their business, which in all likelihood is not the maintenance of commercial vehicles.

Just in Case

No fleet is free of breakdowns. When these happen, it is usually at the most inconvenient of times: when on the job. As part of their package, Daihatsu is offering extended warranties and the Daihatsu Road Assist. With options like the battery home delivery service, operators not only know that they are getting the right part, but also that it is a genuine item.

With Daihatsu's Business Fleet Program one would also get the extended expertise of third party providers: behind the idea of a "single point of contact" is the concept that Daihatsu will handle everything from towing to recommendation of a workshop to handle any repair, from filing insurance claims to negotiations if needed.

There is More

To be able to operate a vehicle in the most economical way, the driver needs to be first made familiar with the van, then additional training makes a good driver even better. One of the key benefits of being a member of this incentive program is that Daihatsu will make an effort to train drivers so that they can utilise the Gran Max' full potential.




The Daihatsu Drivers Safety Training Program will be divided into three segments: Theoretical Classes, Daily Vehicle Inspection Routine and Practical Circuit Training. Each segment focuses on various aspects of safety awareness, vehicle knowledge, hazard prediction training by Kiken Yochi Training as well as driver aptitude test. There is no limit to the number of trainees per company and for bigger fleets, Daihatsu is able to organise individual session in order to further tailor the program to the need of the transporter. Currently, this program is suspended due to the pandemic.

Wait, there is More

While these are the highlights of this specific program, there are more incentives offered. The question that may linger is what it will cost to become part of this program. According to Daihatsu, the only condition is that a customer will have to buy three or more vehicles. These should be purchased at the same time, but provisions have been made for those that will commit to a number of vehicles to be acquired over time. Enrolment in the Daihatsu Business Management Program is free and all the benefits that come with it are currently incentives that do not require any additional payments.

Less Pains, More Gains

Running any business, one should be able to focus on the core business. A fleet management program helps owners / operators where it is most needed: non-productive activities. Taking away that headache, Daihatsu is offering a helping hand for processes that the owner of a Gran Max may not be very familiar with and thus offering value-add. The obvious benefits of lower cost and increased uptime is supplemented by higher resale value as a result from the vehicle being handled by approved experts.

Since the Gran Max is a highly versatile vehicle with some 17 different body options, any potential purchase should be discussed with an authorised dealer to ensure that the program tailored is a perfect fit to the needs of the business. Terms and conditions are in place, but with all the benefits, the question should not be if, but when a business is to enrol in such program. 



Lumut. Following that, he worked in Northport as a worker for a subcontractor. After a while, he joined HAMMAR. "I prefer working as a long term employee, with one company," he said. Ever since joining HAMMAR, he feels that he is part of a family and that the company really looks after its employees. This is reflected in the remuneration packages as well as intangibles. "This is not just about money though!" Having worked with his colleagues for so long, he treats everyone as family members.

The Interdisciplinary Technician Quartet

Servicing a HAMMAR Sideloader takes experience in a number of disciplines. Stefan Pertz met with four of HAMMAR's technicians to find out what it takes to keep the equipment in tip-top working condition.

When observing a HAMMAR Sideloader in action it becomes clear that there is a lot of technology and engineering finesse involved. Servicing or repairing them takes expertise and knowledge as these four technicians can attest to. Each one is an allrounder, having honed skills needed to keep the sideloaders performing at their best.

The Sideloader community is a tightly knit one within the transport industry. Some of the drivers bringing in their trailers exchange thoughts over a meal while waiting for their trailer to be readied. Abdul said that he enjoys this kind of freedom where he can schedule his work around such social events. "Remember, whatever we do, a trailer needs to be on the road as fast as possible. We cannot drag on the work, no matter how much we enjoy to catch up with others."

Besides having a sense of urgency and duty, the skill set required for this job exceeds just mastering one function. When Abdul joined the company, he was firm in welding. However, he had to learn about hydraulics, wiring, and electronics as well. "Here you must know about all aspects about the sideloader. I am no longer just a welder." Over the years, he said, he has gained the experience to analyse issues with that the drivers report and to deduct how the malfunction came about. This skill set is taken to the test every time a breakdown outside happens. HAMMAR's technicians are on rotation for the breakdown team for a week at a time. "When a call comes in, we need to be able to analyse the problem over the phone and prepare accordingly to fix the problem on the road side." According to him, this takes knowledge, initiative and flexibility when assisting drivers with a problem.



Abdul Razak

Welding

Abdul Razak is 38 years old and he has been with HAMMAR for 16 years. Starting out as a welder, the Selangor native studied welding at MARA



Mohd Norhidayat Bin Jaafar

Structure and Troubleshooting

A HAMMAR veteran, Mohd Norhidayat Bin Jaafar, 35 year old father of four, two boys and two girls, has been with the company for over 13 years by now. "I was with HAMMAR when we were still in the other location and I have made the move from being a mechanic in a transport company into this firm," he told Asian Trucker. When asked what makes HAMMAR such a great place to work, he said that it is the trust and support he receives. "Swedish style management is interesting as I have been given the opportunity to learn a lot."

Having learned all there is about Sideloaders, Norhidayat is now an expert in troubleshooting and structural modifications of the trailers. As the top mechanic it is also his task to train drivers when they pick up their new Sideloaders, ensuring that they know how to operate them with ease. From his observation, users may not follow instructions given by HAMMAR on correct handling of the equipment, thus causing issues with the wiring. "For example, you can bypass some steps in the loading process, thus speeding up the lifting. However, not only is that dangerous, but it also causes damages to the trailer."

Troubleshooting and any well executed repair or maintenance job always starts with the understanding of electrical diagrams. Norhidayat says that in order to understand the functions of the trailer, one has to be trained in reading diagrams and how to deduct how issues arise from any problems with the wiring. "It is always a special moment when I manage to solve an issue of a broken down trailer and drivers appreciate the quick support." Many of the drivers have known him for long and some are his buddies on motorcycle tours on weekends. "I have been here a long time, which means I am happy with the work, the team and the bosses."



Azuan Bin Othman

Wiring

Hailing from Johor Baru, Azuan Bin Othman is 31 years old and he has been with HAMMAR for eight years, but is not even the youngest among the group. It was a friend from his school that recommended him to look for HAMMAR as a place where he can bring in his skills. "Here I have learned a lot about hydraulics and wiring. When I have a problem, I can turn to my colleagues and learn from them." Having expanded his skill set already, Azuan says that he most enjoys working on the wiring while welding is still something that requires him to learn more about it to bring it to perfection.

Beyond technical skills and knowledge, interpersonal skills, emotional intelligence is another important trait for a HAMMAR technician. After all, the drivers are only human and sometimes emotions are getting mixed in when a Sideloader needs to come in for a service. "Of course, some of the older drivers do not easily accept my advice to them as they see me as a younger one that still has to learn." According to him, one brand is his favourite to work on as the chassis structure and overall set up accommodates the coupling with a HAMMAR in the easiest possible manner.

Fishing on the weekend has also taught him to be patient at work. "Sometimes you have to go slow if you are in a hurry. Not every problem is obvious,

but when you look at the right places, then the solution will present itself," is his philosophy. When recommending this type of work to others, it is also his recommendation to have the right attitude, being patient and having a will to learn new skills needed for the job.



Muhamad Amin Bin Mustapha

PTO

Having worked for HAMMAR for eight years, Muhamad Amin Bin Mustapha, 29 is in his first job after school. He was hired out of school by HAMMAR when Chris Joon and his crew needed a welder, who they could also train to become an allrounder in the office." What he did not expect was that the work would have such a wide spectrum that involves PTOs, hydraulics and structural work, which was not part of the curriculum in school.

Every day, Muhamad will check in and see what jobs there are to be done on the day. Then he would schedule his time and arrange the various tasks. Ultimately, he is aware that the clients are waiting for their trailer to be returned and that time should not be wasted. Easy jobs are done without supervision, but with the full awareness of what is important: to maintain a professional standard. Sometimes that attitude extends into the dealings with drivers. Should a driver be upset that the Sideloader is not working properly, they may want to take out their frustration on the technicians. However, once the situation has been examined and the root cause of the problem identified and communicated, moods typically turn happy again. **F**



AMH to Elect New President

Having served two terms, the current President of the Association of Malaysian Hauliers is stepping down at the next Annual General Meeting, vacating his seat for a new office bearer.

It has been five years since Dato' Nazari Akhbar was elected President of the Association of Malaysian Hauliers (AMH). In this exclusive interview we learn about his motivation to join as well as his reason for stepping down at the next AGM. A lot has happened in the two terms he has served and we reflect on his efforts and the tasks still ahead of the incoming president of the association.

In the Beginning

It was the member's base that convinced him to throw his hat into the ring for an upcoming election. He won with the majority voting for him. When Nazari took over in 2015, the term was two years. However, members and the council felt that this is not enough time to really move things and the term was extended to three years. With two terms served, he has now completed five years in office. "This was done so that the members of the council can perform effectively.

At the time he took over, membership stood at 71 companies. At the time of writing the current membership stood at 189, a solid base for the incoming president and committee to work from. The assets of the association have also tripled. "In addition, we now have our own office. It gives us a sense

of belonging after we have been housed in Northport for so long. It is good to have an independent focal point for our members."

Cause and Effect

"We have achieved some very important milestones in the past five years. We have received government grants. With that we have conducted more than 30 training programs and financed GDL licences for young people, entering the job market so they can become truck drivers." In addition, communications was ramped up and ties with government agencies strengthened. "Can you imagine that five years JPJ in Shah Alam did not know what the association is about?" he asked. Now there is a dedicated mobile counter from JPJ to AMH members to renew their road tax in Port Klang

Despite the association's best efforts, issues with depots have yet to be resolved. "We have made some good progress with SPAD. However, now that SPAD has been disbanded, discussions have to be re-ignited with APAD."

To Do List

Another issue that Nazari has been working on a lot is to ensure that the competitive landscape for the hauliers is a fair and level one. "We have been lobbying a lot for the government to stop issuing haulage licences. While competition is good, we see that too many players are not ideal. Some companies expand from other segments into haulage and they start to undercut prices. The main issue is that road safety and quality will suffer when this happens."

Good Things Coming to an End

Although Nazari admits that there are still some issues that are pending and he would like to complete them, priorities demand that he will be focusing on running his business. Slated for November, the AGM had to be postponed, due to the extended Movement Control Order. "The decision has been made, I will step down as soon as we are allowed to convene the AGM. I hope that the next group running AMH will find that my work has been beneficial and that they can build it further up from where I left things." **T**



While business has been growing steadily, as a result of targeting specific businesses, he also laments that the younger generation does not want to pick up this kind of work. The perception might be that it is a 3-D job, though the deployment of modern technology, such as the Josam wheel alignment system requires more than just muscles. When asked about fleet operators' perception of wheel alignment, Lau noted that there had been a significant shift. "If we look back five years, back then wheel alignment was not important for operators. Today they understand about the importance of this rather simple idea and there has been an uptake in this offering."

Looking at the current market, Lau is sceptical of all the tyre brands making an entrance into Malaysia. In his view, there might be some oversaturation and not all of the brands will be here to stay. "Competition is good. But what is important is that users carefully examine which is the right tyre for their application. Just because a tyre is cheap, it does not mean it is the right fit for you." Commenting on the big push by major truck brands to move to electromobility, he is not worried. "Trucks will always need tyres and I don't think that the change in drive train technology will affect us. What matters is good service, to get the trucks back on the road." **T**

LST Tyre Centre Keeps Your Truck Out of Trouble

When tyres cause problems a quick fix is what every operator can hope for. This is where fleet customers can count on LST Tyre Centre

It is busy on the Wednesday morning we visit Lau Seng Thay, Eric, at his workshop in Puchong. A truck with a cement pump has just pulled in for wheel alignment. Lau and his crew are scurrying about to get the vehicle back on the road quickly but with the required care to carry out the process correctly.

As a business, the workshop has been in operation for 20 years with Lau's late father being the founder and having build a solid foundation. Fifteen years ago, Lau took over the business and with that he also changed it from a sole proprietorship to a limited liability company. He describes the workshop as one that is a "Total Truck Centre". With 10 000 square feet of space and eight tyre men, he is ever ready to serve his customers. "We are looking for fleet customers, especially those in haulage or with reefer trucks," he said. Operating throughout the Klang valley, he has built a reputation for being quick to assist any truck that has issues with tyres. According to him, the average time to get to any truck needing the assistance of LST Tyre Centre is 30 minutes.

The backbone of the business are in fact the rescue vehicles. Fully equipped with tools, compressors and spare tyres, there are currently three of them. "I am not planning to open up more locations, but I hope to be adding more rescue vehicles soon. My aim is to have two more." When asked about the positioning of the business, Lau stated that the story he tells is not that of a tyre shop, but a being a service provider. Understanding that downtime is unwanted for fleet operators, he is making every possible effort to assist his client to generate higher profits. This is also reflected in the main brand of tyres he is offering: Hankook. He admits that the tyres are premium products and may not be favoured by everyone, however, time and time again, the extended milage achieved with them have resulted in better performance.





Last Mile Delivery, First Rate Profitability

Vans are the backbone of delivery services and the type of vehicle a driver is using can be the deciding factor between a job that just pays or one that makes extra money.

While the big rigs and trucks are usually owned by transport companies and the drivers are employees that are given the vehicle as their equipment to use to perform transport jobs, smaller vehicles are oftentimes owned and operated by individual driver-owners. As are other brands, Lazada is structured in a way that the drivers are not employees, but contractors. Hence, their ability to deliver as many packages as possible is crucial to earn not just enough to make a living, but to put away some extra cash.

Having recently received his Foton View C2, Lazada Driver En Mohamad Tawaf Bin Yahaya, aged 38 from Lazada Pasir Gudang, shares about his experience with the vehicle. "I have signed on with the Lazada Vehicle Ownership Program, which allowed me access to this van. I now have a loading capacity of at least 350 parcels." As part of the Vehicle Ownership Program, Lazada is providing extra tokens to the drivers to further help them with their daily lives.

The fact that the van can hold more cargo is important. It allows for more deliveries before having to return to the hub for re-loading. "In summary, I carry more load, thus have more drop offs, which means I make more money before I have to do an empty trip back to the hub," Mohamad said. A larger cargo hold also means that the van can be filled with bigger parcels. He observed that the quantity of larger parcels has been increased to 40 percent compared to the previous vehicle he has used.

The window for deliveries is between 8am to 9pm daily, which is well within the times when roads are busy. Being on the road for long times requires the van to be not only comfortable, but also fuel efficient. Mohamad said that he has found the Foton View C2 to tick both of these boxes and then some. "What I note is that the van is also reliable and fuel efficient. Fuel efficiency is important as the cost of fuel used impacts my income." So far, his income has increased at least 45 percent. Sometimes, he now achieves up to 365 assigned parcels with 100 percent successful delivered rate. Thus far, his Foton View C2 helped this Lazada driver with faster delivery time and higher success rate, which increased on average from 60 percent to 80 percent.

"I am very satisfied with the Foton View C2 as the handling and comfortability is top notch. Comparing it with other brands, the Foton View C2 is comparable with others in the market on every basis." A van may be the hardware that allows a delivery driver to execute his job, but as every other vehicle, it also needs support. Mohamad

also praised the team of Mpire, saying that he is "Very satisfied with the friendly and responsive after sales team. They are helping me to understand more technical and mechanical issues in and around my van."

Mohamad is looking forward to the first service of his van. "Mpire's promise is to ensure that all drivers get the best service, so that their businesses are fully supported!"



Quick Facts: Foton View C2

- Euro IV 2.8L Turbo Diesel Engine
- 94HP / 3600 Rpm
- 225 / 1800 – 2300 Rpm
- 5 Speed Manual Transmission
- Fuel Consumption rate at 9.4L/100KM
- Wheelbase of 2570mm
- Weight Load up to 1600KG
- ABS + EBD Safety Braking System
- 5 Years / 150,000KM Warranty
- 2 Years / 50,000KM Free Service
- Partition is included under JPY requirement
- 31 Service dealerships nationwide to support every driver on the road with the minimum downtime

If you are Interested in a test drive of the Foton C2 Panel Van yourself, please get in touch with Mpire Asia in 2, Jalan Pemberita U1/49, Temasya Industrial Park, 40150 Shah Alam, Selangor



Building our World

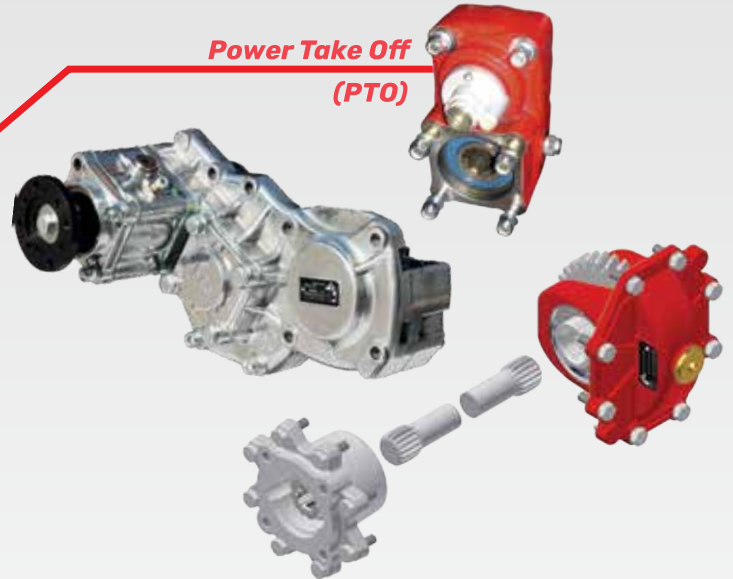


Gear Pumps



Piston Pumps

Power Take Off (PTO)



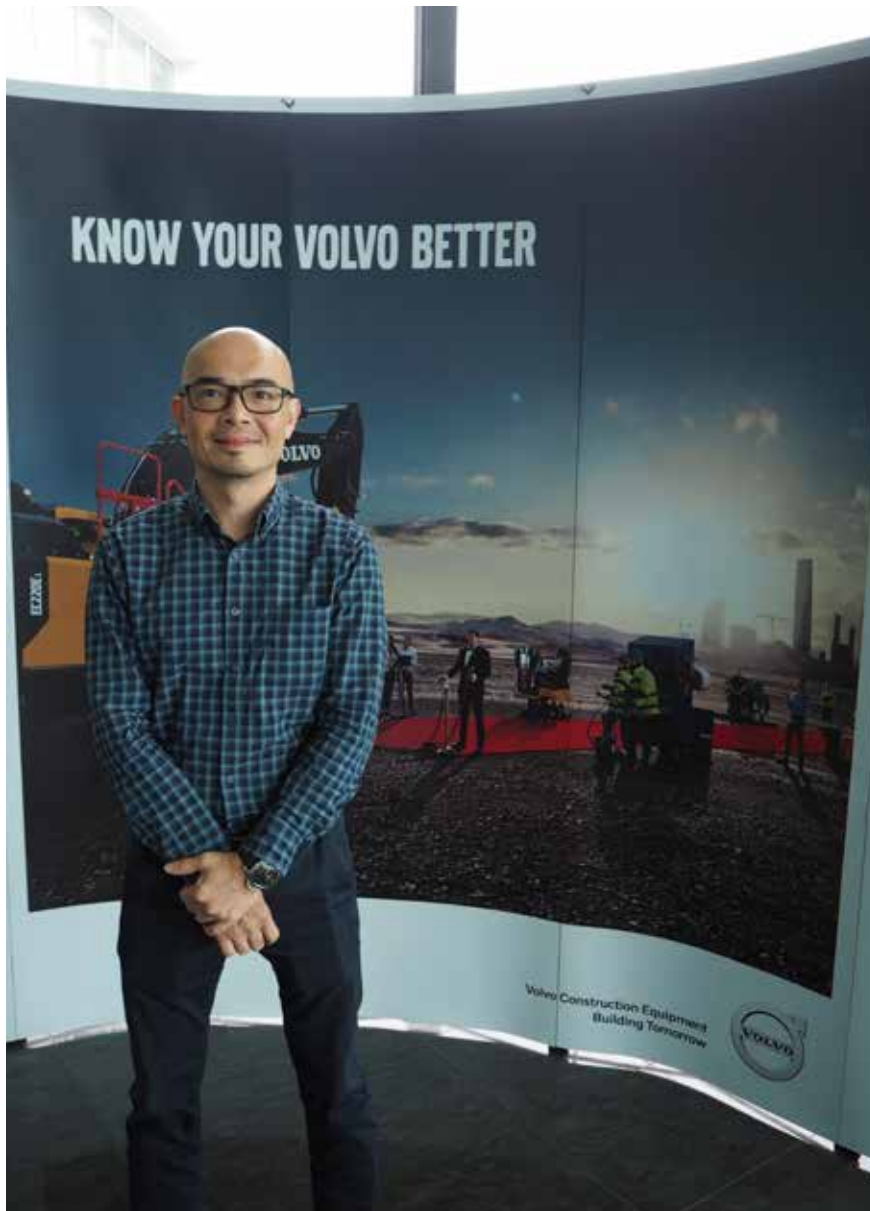
Tipping Accessories



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the hire purchase agreement that we all know from buying a personal car though." One difference that Kwok points out is that there might be the option to finance a Volvo Commercial Vehicle without a down payment. "We aim at enabling our customers to own our vehicles in an easy way." As such, Volvo Financial Service is not revenue generating as such, but a support function that makes it easier for the sales force to close the deal.

The way this works is that Volvo Financial Services would be in constant contact with financiers, i.e. banks and financial institutions, to secure the loans. What Volvo provides is the banks to work with the brand to roll out the ownership programs that Kwok devises. Ultimately, the financing comes from the financial institutions whereby Volvo Financial Services is not just an intermediary, but a key driver of the finance programs offered to customers.

Since the financing is part of the offer to a client, Kwok will be involved in the sales process from day one. "This is to ensure that we offer the right financing solution to the customer right away." Another difference to the common hire purchase is the tenure of the financing, which Kwok cites to be typically around five years. In addition, the financing would also include the trailers or any application build onto the chassis. This way, the client would only have to sign for one agreement, covering the truck as a complete unit, rather than having to have a separate financing package for the trailers for example.

If someone might be deterred by the notion that financing is all about numbers, Kwok can offer insights to the contrary. According to him, it is very important to build strong relationships with finance partners and to have an understanding of the risks involved. "This is a captive market and one needs to understand the dynamics of that more than the impact of the interest rates for example," he elaborates. One may think that the interest rate might be the deciding factor, however, from experience Kwok can tell that customers may base their purchase decisions on other factors instead.

Volvo Finance - The Numbers Game

Nowadays, finance packages are integral parts of the sales agreement when buying a commercial vehicle. We looked at how Volvo Trucks Malaysia approaches this issue in order to make it a selling point for the brand.

Commercial vehicles are a big investment. And even if one could pay full and in cash, it is usually business smart to finance the new asset. In this exclusive interview we learn from Steven Kwok, Business Development Director, Volvo Financial Services about what it takes to integrate the financing into the product offering so that customers have one less hassle to deal with.

In his own words, Volvo Financial Service provides financial solutions to customers in order to make the purchase of a vehicle a one-stop experience. "We make it easy for customers to own a Volvo vehicle. This is not comparable with

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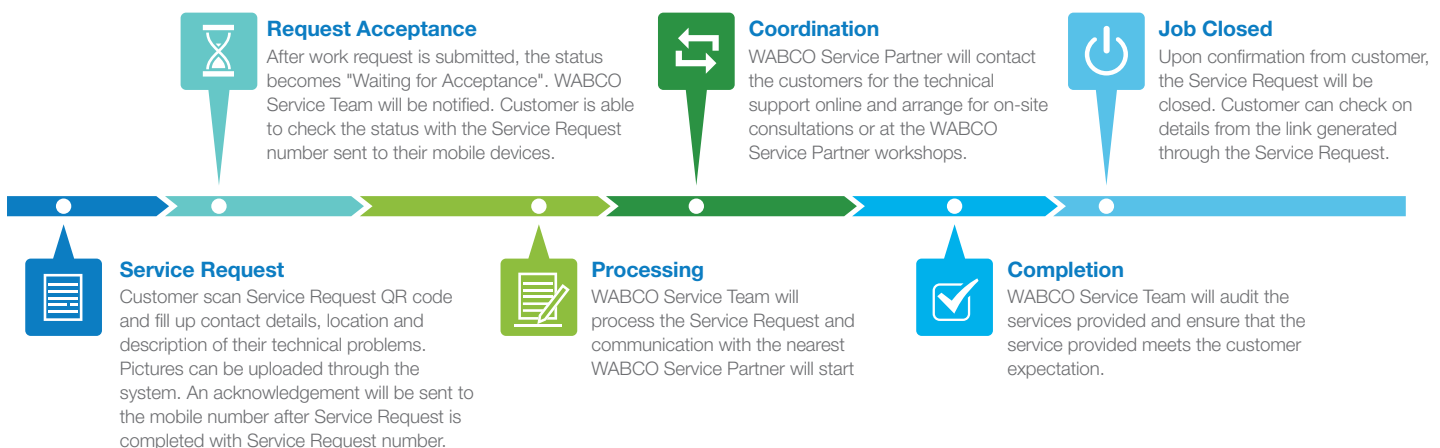
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Using an approved DEF is as important to the engine as using a proper diesel for the engine. Non approved DEF might result in not meeting required emission level

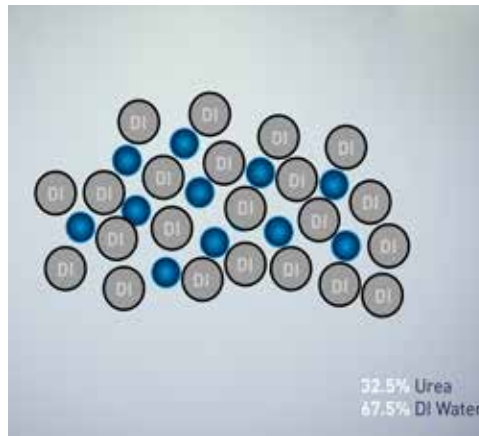


AdBlue in Focus

- Deionized water is used to ensure that the mixture adopts the full property of reducing the agent urea.
- Tap water contains minerals and those will affect the pollution-reducing properties. Therefore, an accurate composition of urea and DI water is crucial.
- The standard proportion for optimal NOx reduction is 32.5 percent urea and 67.5 percent DI water
- A less than required proportion of urea will result in failure to meet the required emission reduction.
- Vehicles with built-in NOx sensor will derate engine if emission reduction level is not achieved.



DEF needs to be kept clear of all contaminants. Steel drum reacts with the solution resulting in rust impurities. Cool and ventilated storage is required for optimal shelf life



Correct Storage

- Do not use steel storage containers as they react with DEF to form rust.
- Use HDPE (Polyethylene) containers instead, which allows you to store DEF for up to 18 months.
- Do not store DEF in direct sunlight and keep the temperature below 30 degrees.
- DEF needs to be kept clear of all contaminants.
- A cool and ventilated storage is required for optimal shelf life.

Maergner urged those with exhaust aftertreatment systems "Using an approved DEF is as important to the engine as using a proper diesel for the engine. Non approved DEF might result in not meeting required emission levels."

Users of DEF should insist on quality products which are VDA (Verband der Automobilindustrie / German Association of the Automotive Industry) approved. One such DEF is Hengst AdBlue, which is available in 10L, 20L, 210L, 1 000L containers. **F**

Getting AdBlue Right

Some may say it is just another fluid that a truck needs to carry for the engine to operate at its optimal level. But is AdBlue really just as simple as that?

Diesel exhaust fluid (DEF; also known as AUS 32 and marketed as AdBlue) is a liquid used to reduce the amount of air pollution created by a diesel engine. Specifically, DEF is an aqueous urea solution made with 32.5 percent urea and 67.5 percent deionized water. DEF is consumed in selective catalytic reduction (SCR) that lowers the concentration of nitrogen oxides (NOx) in the diesel exhaust emissions from a diesel engine.

Regulated DEF to meet emission regulation

DEF is widely claimed as a simple mixture of urea and water. It is often assumed as less vital when it comes to specifications and handling compared to other engine fluids like fuel and engine oil.

Hengst, a German partner for OEMs shared insights with Asian Trucker on this. "The claim that DEF is a simple mixture is not true. It is equally crucial for DEF to be formulated and handled properly to ensure that in particular EURO6 emission standards are met," said Frank Maergner, Sales Director Asia Pacific, Hengst Asia Pacific Pte. Ltd. To ensure this, Hengst uses only deionized (DI) water according to him.

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Lubrication-free Adjustment of Heavy Loads

6 MPa

Wear-resistant dryspin lead screw nut from igus for heavy-duty applications cost-effectively replaces ball screws.



The new cost-effective and lubrication-free, injection-moulded dryspin heavy-duty nut in combination with a stainless steel plate can withstand loads of up to 6 MPa. (Source: igus GmbH)


Plastic and heavy loads? This time igus proves that the combination works with a new lead screw nut design. The injection-moulded dryspin JGRM polymer nut offers a cost-effective alternative to ball screw nuts. The new lubrication-free and wear-resistant design can move heavy loads. For higher axial loads, the new lead screw nut is also available with a stainless steel plate as a "Heavy Duty version".

Whether in construction machinery, actuators or solar trackers, lead screws must be able to move high loads safely and durably in a wide variety of applications. igus has now developed a new lead screw nut precisely for this application. "The new JGRM series is a robust alternative to ball screw nuts," says Thorben Hendricks, Division Manager of Screw Technology at igus GmbH. "The new design of the nut, distributes the radial and axial loads in such a way, that we can absorb higher forces in contrast to conventional flanged lead screw nuts." The new type is based on the connection sizes and pitches of ball screws and therefore can be easily replaced.

The nut offers a variety of installation methods: it can be screwed on or off or installed in a hole. The thread centring spigot, the anti-rotation feature by means of spanner flats, and the use of four M6 cap head screws helps in the installation. The nut is manufactured by igus

using injection moulding in Cologne, so it is very light and cost-effective. Compared to ball screw systems, the polymer lead screw nuts cost only half as much. Due to the use of iglidur J high-performance polymers, the nut has a very low coefficient of friction. The rounded thread flanks and the absence of balls make the lead screw very smooth running. In addition, due to the use of dry lubricants, the lead screw nut does not require external lubrication that has to be released into the environment. "We are offering customers a maintenance-free solution that is insensitive to dust and dirt," says Hendricks.

For higher axial loads, igus has also developed the JGRM lead screw nut as a heavy duty version with a stainless steel plate. The flange dimension remains identical. The stainless steel plate is mounted on the nut and thus increases the load-bearing surface for force dissipation. The screw heads no longer rest on the plastic. Tests in the company's in-house

3 800 square metre test laboratory showed that the Heavy Duty version can absorb up to 6 MPa and take 50 percent more load than a comparable plastic flanged screw nut. The new lead screw nut is available for all thread types with a diameter of 14 to 20 millimetres. It achieves its highest efficiency on the patented asymmetrical dryspin lead screw from igus. 

WABCO

Mobilizing Vehicle Intelligence



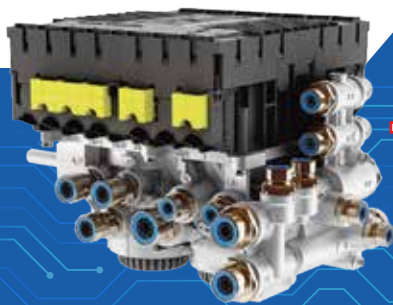
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Team Leader for Bearing Steels, Urszula Sachadel, and Edwin Tummers, Team Leader for Experimental Verification at SKF have been running this project. "We needed a flexible testing facility where we could simulate different application conditions and see how a bearing system, including the materials from which it is made, and the lubrication employed, performs when operating under different loads and at different speeds. We also needed to be able to do that in a way that allows us to perform investigations on that system, so we can determine how defects are generated, how they progress and how long the bearing will last until maintenance is required," says Tummers.

When completed, BRAVE will feature a number of rigs specifically designed and tailored to meet SKF specifications will be used by researchers to develop and experimentally verify bearing failure models. The functions of these rigs will be categorised as 'contaminate', 'initiate' and 'propagate', and they will be often used in sequence. Sachadel explains: "With the contaminate set-up, for example, we can generate defects, such as dents, abrasion, electrical damage and corrosive damage in the bearings in different ways. We can also apply different lubricants. In the initiate set-up, we can then run the bearings under certain conditions to create some initial damage to them. Finally, in propagate, we can determine how different load and speed conditions influence the rate at which this damage spreads". Each set-up type can also be used in isolation, or in a 'mix-and-match' approach, enabling a wide range of tests to be performed.

Test procedures will be developed, controlled and monitored closely, and all of the data, regarding things such as vibration, temperature and load history will be recorded. This data can then be analysed in detail during or after the experiments.

BRAVE will be of particular benefit to SKF's Rotating Equipment Performance (REP) business and its remanufacturing operations. Sachadel explains: "We plan to look at the bearings after different stages of remanufacturing, to determine how the process affects their performance and how to boost it." **T**

BRAVE new world for bearings

An experimental verification facility that will provide unprecedented insights into the mechanisms behind bearing failures and performance prediction is being built by SKF.

Some ten billion bearings are manufactured each year and, given the harsh conditions to which they are often subjected, they are incredibly reliable. Indeed, approximately 90 percent of these bearings outlive the equipment to which they are fitted. Only 0.5 percent of bearings fail in service, but this still means that some 50 million are replaced due to damage or failure every year, and each of these failures will likely have financial implications for their operators in terms of lost production, damage to adjacent parts and the cost of repairs.

There are numerous reasons why bearings can damage or fail. Generally speaking, around one third fail due to fatigue, while another third fail due to issues with lubrication. Contamination causes a sixth of bearing failures, while the balance is accounted for by other factors, such as improper handling and mounting, heavier or different loading than was anticipated, and poor fitting.

When attempting to predict how, and perhaps more importantly when, a bearing will fail, a huge number of variables must be taken into account, including the application for which it will be used, the environment in which it will operate, the lubricants used and the loads to which it will be subjected, to name but a few. As such, when developing new bearings, verifying their performance and for how long they will last can be a slow, expensive and complex process.

SKF is looking to solve this problem at its Research and Technology Development (RTD) centre in Houten, The Netherlands. The company has started work on the construction of an experimental verification facility there that it will use to increase its knowledge of the mechanisms that cause bearings to fail. It will also use the facility, which will be called Bearing Rigs for Accelerated Verification Experiments (BRAVE), to develop ways to predict the remaining useful life of these critical components rapidly, accurately and repeatably.

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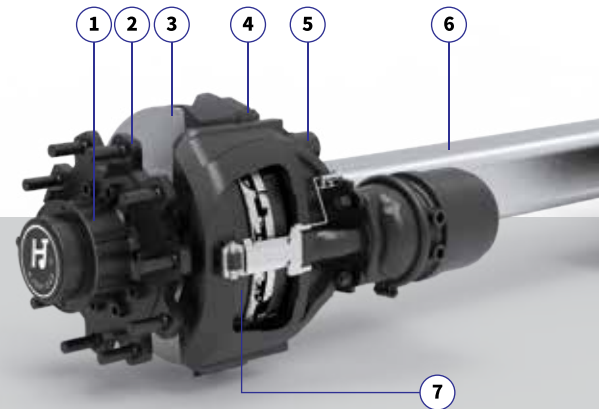
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Item No.	Max Capacity (Kgs)	Bearing	Axle Tube (mm)	Disc Brake Size (mm)	Center Distance Of Spring FM (mm)	Recommended Spring Width (mm)	Total Length (mm)
HJD10F08P10-1840-000	10000	F-583251	150x150/Φ146	Φ430x45	900	≥ 90	2148
	Track (mm)	P.C.D (mm)	Wheel Stud n-M*1.5 Criterion	H (mm)	Recommended Wheel Rim	Recommended Tire (In)	Axle Weight (Kgs)
	1840	Φ335	10 - M22x1.5	Φ280.8	11r22.5	22.5 "	335

Note: Water Cooling On Disc Brake Is Prohibited Optional Track Length Optional Air Suspension Lifting, ABS Gear Ring And Sensor

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Webasto Cool Top RTE 16 – Rooftop Air Conditioning Unit

Known throughout the world for their extensive range of sunroofs, diesel fired air heaters and HVAC systems, Webasto market leading products are suitable for use in almost any application including trucks, recreational and special vehicles and marine vessels. Webasto has been providing comfort solutions for the Bus and Truck Market since 1965 and have increased their Truck Portfolio in recent years with high quality products that are perfect for the Asian climate.

Webasto’s existing Truck market offerings, include the Cool Split 20 air conditioning system which is available in rear or roof top mounted variants providing perfect cabin climate control. Also on offer for the truck market are Webasto’s isotherm compressor fridges ranging in size and style from a 16L Drawer Fridge/Freezer up to a 49L Upright refrigerator.

Webasto has an impressive product range with something for every situation and their cabin cooling solutions are designed to ensure a comfortable sleeper cabin all year round no matter where you are, day or night.

Manufactured in Europe, Webasto introduces the Webasto Cool Top RTE 16, an effective, lightweight, 24 volt electric parking cooler. The powerful 1 600 Watt rooftop air conditioning system is available with a wide choice of specific truck model mounting kits which allow easy installation via the vehicle’s roof hatch. The system is controlled using a digital display panel and/or a handy remote control unit and offers automatic temperature control and individual temperature and fan speed adjustments. Webasto’s Cool Top RTE 16 provides cooling without idling, saving fuel, engine wear and emissions and with an

adjustable low voltage cut-off you can be assured that the engine will always start.

Pre filled with refrigerant, the compressor driven system is connected to a 24 volt battery. Quality components combined with light weight construction and flat design provide a sleek, sophisticated look with the power and performance you expect from a Webasto product, effortlessly providing a refreshing temperature and comfortable environment in the truck cabin.

Technical Specifications for the Cool Top RTE 16 include:

- Nominal cooling capacity(W): 1 600
- Refrigerant: R134a
- Nominal Voltage(v): 24
- Maximum total power consumption at 24v (A): 23
- Max operation temperature: 45 degrees C
- Max air volume flow of evaporator blower (m3/h): 650
- Dimensions condenser L x W x H (mm): 645 x 920 x 140
- Dimensions evaporator L x W x H (mm): 387 x 349 x 165
- Installation height (mm): 142 (depending on cabin type)
- Weight (kg): 23.4

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IVECO Opens a New 3S Dealership in Surabaya

Chakra Jawara, IVECO's long-time distributor in Indonesia, in November inaugurated a new 3S dealership in Surabaya. The 1,200 square meter facility has been designed and developed to provide the most efficient sales, spare parts and service support for the full IVECO product range.


Raising the Bar

The new Surabaya Branch will provide sales and after-sales service solutions to customers in Eastern Java. Through the implementation of IVECO and Chakra Jawara processes and best practices, it will raise the bar in customer care, customer satisfaction and efficiency. The service workshop features two working bays equipped with the latest tools and equipment for truck diagnostics, service and repair.

The inauguration ceremony was held in the facility with the participation of Teophilus Bambang Wira, Director at Chakra Jawara and Michelangelo Amelia, Business Director for IVECO South East Asia and Japan, both through videoconference.

Another Milestone

During the ceremony Mr. Amelia stated: "It is with great pleasure that we mark another milestone with our long-term partner Chakra Jawara. It is testament to IVECO and Chakra Jawara's continuous investment in our network and products, as well as our commitment to all our customers. The Surabaya branch sets a new standard in terms of design and efficiency. I would like to thank everyone for the hard work, dedication and passion. We are UNSTOPPABLE."

The new facility is part of "The Network Expansion Program" initiated by Chakra Jawara, which focuses on the business strategic vision for 2020 - 2025. In spite of the tough economic and business environment due to the COVID-19 pandemic, IVECO has strengthened its ranking in the top three players in Indonesia's European Truck Segment. 



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India's Largest Tipper Truck, the Tata Motors Signa 4825.TK

Launched in August, this is India's very first 47.5-tonne multi-axle tipper truck for surface transport of coal and construction aggregates. The Signa 4825.TK's unmatched gross vehicle weight allows more load per trip with its 29 cubic metre box load body. The newly-launched tipper truck is specially designed to meet the customer's need of high productivity and fast turnaround. It is developed with Tata Motors' Power of 6 philosophy and offers enhanced performance, higher payload capacity, lower total cost of ownership, higher comfort and safety for the driver.






The Signa 4825.TK is powered by Cummins ISBe 6.7-litre BS6 engine with high power rating of 250hp and torque rating of 950Nm from 1 000-1 700 rpm to ensure faster turnaround time. The powerful engine is mated to a heavy duty G1150 9-speed gearbox, with 430mm dia organic clutch. The gear ratios are designed specifically for surface transportation, with reduced fuel consumption. The tipper truck is equipped with three distinct drive modes – Light, Medium and Heavy – to ensure optimum power and torque selection, based on the load and terrain, ensuring high fuel efficiency. It comes

as a factory-built, ready-to-use vehicle with the 29 cubic metre tipper body and hydraulics. The Signa 4825.TK is available in two configurations: 10x4, 10x2 to offer flexibility to the customer, basis their requirement.

Moreover, the advanced features like spacious sleeper cabin, tilt & telescopic steering system, 3-way mechanically-adjustable comfortable driving seat and easy-shift gears. The Signa 4825.TK's suspended cabin guarantees lower NVH characteristics and provides a comfortable ride even on rough roads. The powerful air conditioning system assures comfortable all-weather driving. The crash-tested cabin, high seating position, bigger daylight opening, rear view mirror, blind spot mirror, solid steel 3-piece bumper make it one of the safest tippers in the country.



The technology-driven tipper truck also offers new-generation features like Hill Start Assist (HSA), Engine Brake and iCGT brake for greater vehicle control and lower operating costs. This fully-built tipper is equipped with advanced electronic system with sensors to detect and prevent a possible topple while tipping, thus increasing the safety of the driver and the operators. It also comes with the standard fitment of Fleet Edge – Tata Motors' next-gen digital solution for optimal fleet management, to further increase the uptime and reduce the total cost of ownership. 



What Makes a Quality Axle?

When configuring a trailer, axles may be the most important component as they oftentimes are the most expensive assembly of the trailer. HJ Machinery lets us in on their approach to quality.

In this exclusive interview we learn from Mr Zheng Wen Bin, General Manager of Guangzhou Huajing Machine Manufacture Co Ltd about their approach to quality and what are the factors that make an axle a good investment.

AT: In your view, what makes a good axle?

ZWB: I think a good axle is a stable and durable axle that meets the needs of customers. HJ has been committed to making more products that meet the needs of the market and to continuously improve itself.

AT: Can you describe your research and development process and testing procedures?

ZWB: HJ has a team of more than 750 talented people. Of these, over 50 percent have college diplomas. There are about 35 people in the professional R &D team and most of them have medium or higher major qualification. Having a lot of experience, our R&D team can explore the new product designs efficiently. They also optimize each design and develop new solutions in accordance with customers' requirements.

We own an independent testing centre. There we can carry out fatigue test, salt spray test, metallurgical analysis and three coordinates etc. HJ depends on the axles to be a quality product, and we insist on our approach of "without quality means without competitiveness."

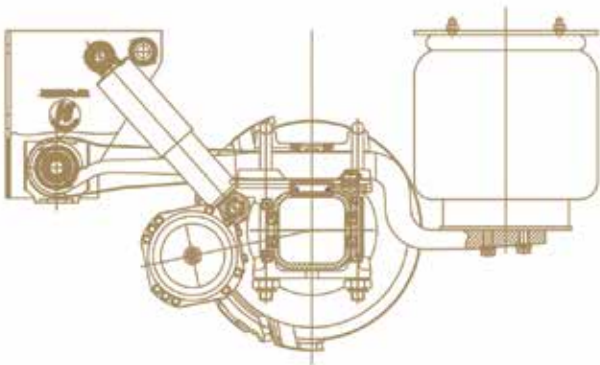
AT: Warranty is important. How do you ensure your axles are 100 percent made right?

ZWB: Yes indeed, warranty is very important. Quality assurance is a commitment to customers and it is the confidence in the quality of our own products. In fact, we cannot say we always keep getting it 100 percent right, but we can say we have a strict internal operating system to monitor and ensure the quality of our products.

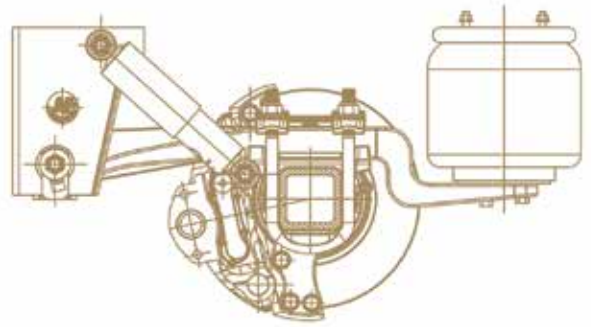
HJ is the only one supplier who offers three years warranty for axle tube for oversea market and we really stand to our warranty terms in the market. This is our confidence in product quality and our commitment to customers.

AT: Surely there are issues with axles. How do you deal with warranty claims?

ZWB: Yes, I don't think there is any company with zero warranty claims.



10T standard type/12T Enhanced type



10T Lighter type

Our after-sales concept is to help customers solve the current problem. And once the problem is resolved, we proceed to see the division of responsibility. For HJ, responsibility is to offer absolutely 100 percent commitment. The improvement, the root cause of the problem should be completely resolved to avoid another recurrence. Obviously, we are responsible for your products and your brand responsibilities. Being a trusted supplier of semi-trailer accessories is our ultimate goal.

AT: How do you manage after-sales service in overseas market?

ZWB: First of all, we have a standard after-sales process, whether overseas or domestic, when we receive customer complaints, the company will reply within eight hours and provide guidance to customers on how to deal with existing problems. We will send technical and business personnel on-site to offer guidance for the first time. If the parts are damaged, we will call the market resources to the customer local distribution. Should the parts not be on hand, they will be arranged to be sent to the customer as soon as possible by international express delivery.

This year, we cannot travel because of the pandemic, and our technical guidance to customers has been transformed into a video interpretation model. Of course, there are customer complaints due to non-standard application of our axles. In such a case, we will issue a formal document to guide customers to ensure correct installation and use.



What we call synchronization will also warn other customers with similar products to standardize the installation of products. At present, most of the after-sales events in foreign countries are accidental damage to spare parts. In recent years, there have never been major quality problems. However, any customer complaint or maintenance and service and has to be carried out in a customer-friendly manner when processing.

AT: What is the biggest challenge for a maker of axles?

ZWB: Now there are many axle manufacturers. Many may not offer the high quality products that can meet the needs of the market. Our disc brake axle and air suspension are products that are quickly derived under the guidance of market demand, but there is still room for progress. We have been working to improve product quality, supply chain management, self-breakthrough, innovation and reform. **F**





A gradual transition to fossil-free alternatives

Electric vehicles for demanding and heavy long-haul operations will follow in this decade. These will be battery-electric and fuel cell electric trucks with a longer range. Volvo Trucks aims to start selling electric trucks powered by hydrogen fuel cells in the second half of this decade. Volvo Trucks’ objective is for its entire product range to be fossil-free by 2040.

“To reduce the impact of transport on the climate, we need to make a swift transition from fossil fuels to alternatives such as electricity. But the conditions for making this shift, and consequently the pace of the transition, vary dramatically across different hauliers and markets, depending on many variables such as financial incentives, access to charging infrastructure and type of transport operations,” explains Roger Alm.

For this reason, most transport companies will change over to electric operation in stages. In practice, many of them will have a mixed fleet of trucks powered by different fuels during a transition period.

“Our chassis are designed to be independent of the driveline used. Our customers can choose to buy several Volvo trucks of the same model, with the only difference being that some are electric and others are powered by gas or diesel. As regards product characteristics, such as the driver’s environment, reliability and safety, all our vehicles meet the same high standards. Drivers should feel familiar with their vehicles and be able to operate them safely and efficiently regardless of the fuel used,” says Roger Alm.

From Volvo Trucks’ perspective, the transition to more sustainable transport is largely about making the shift as smooth as possible for haulage operators, so that they can begin to adjust. The solutions offered must be fossil-free and allow hauliers to achieve the necessary levels of profitability and productivity.

According to a Volvo Trucks Malaysia spokesperson, the electric trucks are not available yet in Malaysia. **T**



Volvo Trucks Launches a Complete Range of Electric Trucks Starting in Europe in 2021

Next year, hauliers in Europe will be able to order all-electric versions of Volvo’s heavy-duty trucks. This means that Volvo Trucks will offer a complete heavy-duty range with electric drivelines starting in Europe in 2021. Volvo Trucks’ massive drive towards electrification marks a major step forwards on the road to fossil-free transport.

Volvo Trucks is now running tests of the electric heavy-duty Volvo FH, Volvo FM and Volvo FMX trucks, which will be used for regional transport and urban construction operations in Europe. These trucks will have a gross combination weight of up to 44 tonnes. Depending on the battery configuration the range could be up to 300 km. Sales will begin next year and volume production will start in 2022. This means that from 2021 onwards Volvo Trucks will sell a complete range of battery-electric trucks in Europe for distribution, refuse, regional transport and urban construction operations.

“By rapidly increasing the number of heavy-duty electric trucks, we want to help our customers and transport buyers to achieve their ambitious sustainability goals. We’re determined to continue driving our industry towards a sustainable future,” says Roger Alm, President Volvo Trucks.

Volvo Trucks started manufacturing the Volvo FL Electric and Volvo FE Electric in 2019. These are electric trucks intended for city distribution and refuse operations, primarily in Europe. In North America, sales of the Volvo VNR Electric, a truck for regional transport, will start on December 3, 2020.



The Pay Off for Protecting Our Drivers

We spend a lot of time at work and therefore the space where we perform our duties has to be safe. While that is mandated by law, the question is how far can or should transport companies and truckers go with that on their own?

It says in the official website of "The main strategy of the OSH-MP 2020 (note: Occupational Safety & Health Masterplan 2020) is the inculcation of a Preventive Culture at the workplace." There is no doubt that our truck drivers are exposed to a lot of risks. Take for instance the current pandemic. In this case, transport companies have been quick to react to the threat to the health of not just drivers but also other personnel. Masks, hand sanitizer and electronic, contactless thermometers were swiftly acquired and deployed.

While this may be a current and a very tangible threat at the moment, what about other issues that truckers are faced with on a daily basis? Sunshine for example. It is well recorded that many Australian truckers have suffered from skin cancer on their arms as they are exposed to extended exposure to the harsh sunlight. Have we confidently addressed all possible hazards for our truckers?

Surely, shorts are more comfortable, but long pants might prevent scratches or bruises when loading or unloading. Gloves are a must: wooden splinters may not be a huge issue, but irritating, nonetheless. Safety boots are another item that should be found on every trucker. A safety vest is hopefully never needed, but it should be found in any cabin. What I want to know is this: how many truckers are actually asking for these items in order to ensure that their health is well protected? So far, the official statements I read only seem to hold companies accountable for the provision of a safe workplace. However, wouldn't it also be the responsibility of staff to look out for hazards and to counter them? And how much resistance is there from management to fix things, even if it is as easy as providing earmuffs for noisy job sites.

Stefan Pertz makes the case that the costs to improve the health and safety for truck drivers would mean a positive return for fleet owners.

My workplace is fairly safe I would say. Unless I pierce myself with a pencil, there is very little in the way of hazards. Except for stress perhaps. Should that not also be included in the hazards that truckers should be protected from? When I hear that some jobs require truckers to move goods in the middle of the night, on weekends or during festive seasons, that could add stress. Working under tight deadlines is not something most of us enjoy and if there is too much of it, the effect could be carelessness in other areas. Being responsible for the delivery of food and other essential items during the pandemic must be extremely stressful! With no choice but to move around, the risk of an infection increases and the added expectation to keep the economy going is another stressor. In the defence of transport companies, I would argue that much of the stress is derived from outside factors.

The biggest contributor to a safe workplace might be the latest model truck. This has been recognised by makers of vehicles as they shift more and more tasks away from the driver so that s/he can concentrate on driving, rather than manipulating the controls. The automated gearbox is cited as one of the things that has helped tremendously with the improvement of safety on the road. Modern trucks now have collision warning systems, lane departure warning and other nifty tools that make it safer to move 50 tonnes. Isn't that in line with the idea to have a preventive culture when it comes to safety? Many say we should move to higher engine specs in order to protect the environment. To me, that is a good way to also replace unsafe trucks and put those on the road that not only have the latest engine technology, but safety features too.

Perhaps, if we all took a moment and just looked around to identify possible hazards, we could make the trucking industry much safer. I am sure that in many cases any measures would not be a cost, but investments with solid returns as healthier, safer employees would likely be more productive too. **F**

BPW now Links AirSave Tyre Pressure Control System with Telematics




The BPW "AirSave" tyre control system has become a bestseller because it saves tyres, fuel and nerves - and already returns a profit within its first year. BPW now supplies a telematics kit that automatically warns drivers, dispatchers and other recipients via an app, an online portal, email or SMS as soon as a tyre weakens.

Saving around a thousand euros in fuel and wear of tyres, year after year: this is a compelling reason for every vehicle operator to only order trailer chassis with automatic tyre pressure control systems. To top it all off, the state government also provides an incentive for ordering the AirSave system from BPW: it is eligible for "de minimis" subsidies. No wonder that the system, developed in close cooperation with freight forwarders and drivers, has been a complete success since its introduction at the end of 2019. It measures and regulates tyre pressure continuously and fully automatically

- which is worthwhile because even small differences in pressure have an impact on the cost balance, and also increase pollutant emissions. In addition, dangerous tyre bursts can also be effectively prevented by AirSave.

From the end of the year, automatic tyre pressure control will also be available for BPW self-steering axles for the first time - making the trailers much more agile, safe and gentle on the tyres.

But BPW would not be BPW without intelligent digital networking. From now on, the tyre pressure control system "talks" directly to the drivers, dispatchers and other predefined recipients - BPW now supplies an AirSave telematics kit that enables remote monitoring in real time. It can be easily connected to the trailer gateway telematics box from idem telematics. The AirSave systems that have already been installed can be easily retrofitted with telematics. The tyre status can be retrieved at any time - for example online via the Cargofleet 3 portal or via the driver's app. Practical alarm functions ensure that in the event of a leak, the garage/service station can be contacted in good time before the tyre is completely lost or worse. 

TSA and Exro to Develop Systems for Enhanced Commercial Vehicles

Traktionssysteme Austria and Exro Technologies Inc. have entered a business technology partnership to modernize electric commercial vehicles with more powerful systems. The Canadian technology company Exro has developed a new class of power electronics for electric motors. Together the companies will provide full powertrain systems by combining TSA's innovative traction motors with Exro's Coil Driver technology for the fast-growing heavy-duty electric vehicle market. By modifying TSA's High Torque Motor, the drive performance can be optimized over the entire speed and torque range.

Exro and TSA will collaborate on a technology update for heavy-duty electric vehicles, traction motors and drives. This will deliver a complete powertrain system and a broad product range with increased performance in the growing market of commercial electric vehicles. "We are looking forward to leveraging the potential for improving the performance and efficiency of our electric motors through the use of Exro's Coil Driver technology", commented Florian Demmelmayr, Head of Road at TSA.

Source: Traktionssysteme Austria and Exro Technologies Inc 

IVECO S-Way NP 460 Wins Sustainable Truck of the Year 2021 Award

The IVECO S-Way NP 460 in LNG version was crowned Sustainable Truck of the Year 2021 in the Tractor category. The award, now in its fifth edition, was created by Italian specialized magazine Vado e Torno. The winners are selected by a jury panel of professional journalists based on the Sustainability Index introduced by Vado e Torno.

The IVECO S-Way NP integrates the best of IVECO's industry-leading experience in natural gas traction with the high innovation content of the IVECO S-Way Range, developed to deliver a complete package of features and connectivity-enabled customised services focused on the driver, the fleet owner and on sustainability.

This enables the efficient planning of maintenance and repair stops, providing a predictive service to maximize the truck's uptime. The Driving Style Evaluation system provides real-time advice to help drive efficiently and safely. The vehicle's sustainable performance includes its quiet operation and low emissions. It



achieves a 95% reduction in Particulate Matter and 90% in NO2 compared to Diesel –and, when running on bio-methane, it generates 95% less CO2 creating a circular economy.

IVECO has been investing in alternative tractions for more than 20 years, developing the extensive experience that makes it today's reference for natural gas in the European market with more than 35,000 natural gas vehicles sold. It is also recognised as a facilitator in spreading the technology and as a bridge between the different stakeholders as they have approached this sector. This has led to the development, in just a few years, of a widespread network of some 80 LNG fuelling stations on the Italian territory alone. Today, IVECO is reaping the rewards of its commitment to developing a product that delivers on performance and is tailored to the driver's needs, together with the advanced sustainable technology that has become a must. **F**

Mansang Logistics – The First Truck Operator in Sarawak to Reduce Carbon Footprint with Scania Ecolution Partnership

Mansang Logistics became the first truck operator in Sarawak to sign the Scania Ecolution Agreement. The signing of the agreement was sealed today between Phang Yee Fong, the Regional Manager for the East Coast and East Malaysia, Scania Southeast Asia and Lim Kee San, Head of Customer Management, Mansang Logistics Sdn Bhd. This move comes natural to Mansang Logistics as it has always been part of the company's commitment to reduce its carbon footprint and help care for the environment. Alex Lai Sian Ann (Alex), the Managing Director of Mansang Logistics understands the impact and responsibility his company has on the environment especially when its core business revolves around long-distance transportation.

As his vehicles are traveling more than a thousand kilometres into rural areas on a daily basis, signing up as a Scania

Ecolution partner is the natural step towards reducing fuel consumption and thereby reducing the company's carbon footprint. Scania Ecolution is a tailor-made partnership between Scania and customers that focuses on reducing fuel consumption resulting in reduced Carbon Dioxide (CO2) emissions.

The partnership also focuses on reducing operating cost, translating to improved profitability while fulfilling the growing demand for environmentally-friendly initiatives. "We are proud to be the first in Sarawak to be a Scania Ecolution Partner, knowing that this state has one of the world's largest and oldest rainforest. Sustainability is already a natural way of life for Sarawakians and Mansang Logistics intend to continue that journey. With the rich biodiversity available in Sarawak, it is our duty to ensure that future generations can



experience the wonders nature has to offer and Scania Ecolution is a first step towards preserving our environment," stated Alex. Over the past several years, Scania has significantly reduced CO2 emissions from its own operations and from its own transport and logistics. Scania has also worked to minimise emissions from its products through fuel efficiency measures. **F**

New MAN Truck and Bus Service Centre in Port Klang gets Thumbs Up!

“Simplifying business for our customers – by making business processes easier and more effective for them, remain one of MAN’s chief goals despite these challenging times. This new service centre will enable us to be closer and more accessible to our customers, on top of providing them with the best solutions for their transportation needs”, said Andrew O’Brooks, Managing Director of MAN Truck and Bus (M) Sdn Bhd.



Several vehicle handovers have already taken place at the new centre since it commenced operations. Nine TGS 28.440 6X2 prime movers including one with MAN XLion range that comes equipped with MAN Genuine Roof Top Air Conditioner RTX 2000, were recently handed over

to Taipanco Sdn Bhd and Shallas Sdn Bhd. Three other units were handed over to Eminent JV Group Sdn Bhd.

Commenting on the new service centre, Choy How Sing, Director of Eminent JV Group Sdn Bhd who

is a first time customer said, “I am delighted that the new MAN service centre is so near to where we are and I am confident MAN will be able to provide us with the best service for our vehicles’ needs”.

The Port Klang service centre is headed by branch operations manager, Gopinathan Chellayah and his team who are well trained to provide a comprehensive range of MAN services, including the Mobile24 breakdown service that offers 24/7 support. Customers can also be assured they can purchase original MAN spare parts and accessories with a spare parts warehouse in the premise. The service centre is opened six days a week from 8.30am till 6.00pm. **F**



Asian Trucker Adds Job Listings to Website

Want to look for trucking jobs or post trucking industry (or related) vacancies? Look no further than our website. Speak to us via info@asiantrucker.com to have your job vacancies listed on our website: <https://asiantrucker.com/jobs> **F**

Joint Venture for Large-scale Production of Fuel-cells: Volvo Group and Daimler Truck AG Sign Binding Agreement for New Fuel-cell Joint Venture

The Volvo Group and Daimler Truck AG have now signed a binding agreement for a joint venture to develop, produce and commercialize fuel-cell systems for use in heavy-duty trucks as the primary focus, as well as other applications. The ambition of both partners is to make the new company a leading global manufacturer of fuel-cells, and thus help the world take a major step towards climate-neutral

and sustainable transportation by 2050. The Volvo Group will acquire 50 percent of the partnership interests in Daimler Truck Fuel Cell GmbH & Co. KG for approximately EUR 0.6 billion on a cash and debt-free basis. Closing of the transaction is expected during the first half of 2021. The transaction is still subject to merger control review by relevant authorities, as well as other approvals. **F**

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