

# MAINTENANCE MATTERS

WITH

James Menzies

WINTER 2015



## CONTENTS

Engine oils: Pgs. 2-3

Shop talk: Pgs. 4-5

Maintenance tips: Pg. 6

Diesel fuel: Pg. 8

Wheel-ends: Pg. 9

Toolbox: Pgs. 10-11

I received some scary pictures in my Inbox recently. You can see them on pg. 9 of this edition of Maintenance Matters.

The photos depict two wheels that were close to becoming detached from the trucks stopped at southern Ontario inspection stations. The transport enforcement officers who spotted these vehicles should be commended for getting the trucks off the road before a wheel-off occurred.

It is hard to imagine five sheared-off lugnut bolts going unnoticed during a pre-trip inspection. However it's also difficult to imagine these wheels arriving at such a state of disrepair during the course of a few hours' driving. At any rate, we've assembled a list of steps fleets can take to prevent wheel-offs from happening, which you can find on pg. 9 of this edition.

Also in the Winter edition of Maintenance Matters, we talk to Barnaby Ngai of Petro-Canada Lubricants

Inc. about the industry's shift towards lower-viscosity engine oils.

Guest contributor and full-time technician Ken Bastien talks about preventive maintenance and its ability to reduce repair costs.

On pg. 6, Decisiv's Michael Riemer talks about maintenance tips that can drive bottom line savings.

Winter fuel is covered on pg. 8, courtesy a recent Webinar from Donaldson Filtration. It's a timely topic, given the cold weather much of Canada has been experiencing in recent weeks. Finally, the Toolbox closes out Maintenance Matters, highlighting new equipment and tools technicians will find handy.

As always, I'm eager to hear your feedback on Maintenance Matters. What challenges are you facing in the shop? What solutions have you found that you're willing to share? Who within the industry should we be profiling in future editions? Let me know at [jmenzies@trucknews.com](mailto:jmenzies@trucknews.com).

Also, while we're currently mired in the dead of winter, the days are getting longer and spring is not that far away. The next edition of Maintenance Matters will be jam-packed with coverage from the Technology & Maintenance Council meetings in Nashville, Tenn. **MM**



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# In conversation with Barnaby Ngai

## On the benefits of using a lighter-weight heavy-duty engine oil



**P**etro-Canada Lubricants Inc. recently introduced a new DURON-E UHP 5W-30 fully synthetic, low-viscosity heavy-duty engine oil to its lineup. It is anticipated that the PC-11 engine oil category, slated to take effect in 2017, will spur an increase in adoption of lower-viscosity engine oils, which are proven to improve fuel economy while providing wear protection that's equal to or better than today's 15W-40s.

However, some fleets aren't waiting for the new standard to be introduced and are moving today towards lower-viscosity engine oils in a bid to improve fuel economy. We caught up with Barnaby Ngai, category portfolio manager, transportation oils, Petro-Canada Lubricants Inc., to talk about the industry's shift towards lower-viscosity heavy duty engine oils.

**MM:** Petro-Canada has come out with a new 5W-30 oil that is not only lower-viscosity for better fuel economy, but also offers better engine protection than some other oils. It's counterintuitive that a thinner oil could offer better protection, so how is this achieved?

**Ngai:** A thinner oil in itself does not offer better engine protection. It is in the product formulation where the ability to provide better engine protection lies. In the case of DURON-E UHP 5W-30, it has been specially formulated with high quality base oils and an advance additive chemistry, which enables it to provide up to 2x better engine protection based on the Daimler OM 646 LA engine test.

**MM:** How significant is it in the world of heavy-duty engine oils that a lower-viscosity 5W-30 can offer better protection than traditional oils?

**Ngai:** From an oil perspective, I would say this is very exciting. You can almost call it a future-looking product. When you start talking about PC-11, which is slated to go into effect, at this point, in early 2017, and with the talk of lower-viscosity

oils becoming more predominant and more widely adopted, we're really ahead of the game.

The ability for it to get the fuel economy benefit that you would expect in a lower-viscosity oil, but be able to maintain and even provide better protection is quite remarkable when you think about it.

**MM:** Are fleets beginning to buy into the benefits of lower-viscosity engine oils and the fact they can provide sufficient protection? Here in Canada, we've got heavy payloads, severe weather – are they confident enough in a 5W-30 to make the transition?

**Ngai:** Yes, definitely. I agree with you that there is some skepticism. 15W-40 makes up the majority of consumption among fleets.

I would say, absolutely they're starting to see the adoption in the belief in the performance levels, not just for fuel economy but for that engine protection in a lower viscosity engine oil in general – not just the 5W-30 but also the 10W-30.

We're seeing that adoption. How fast that

adoption is going to occur, I don't really have a crystal ball to comment on that. What I can say is, with the upcoming PC-11 category change, low-viscosity oils in general will take a more predominant place in terms of OEM recommendations for their equipment, and therefore fleet usage.

The trend is definitely positive towards lower-viscosity oils.

One of the major hurdles is, will it completely protect the engine over the drain interval? I would say that is probably one of the biggest hurdles for a fleet to get over. When you see the data of performance in both engine and lab testing as well as real-world trials, I think it's clear to see that engine protection can not only be maintained but also improved.

**MM:** We've focused mostly on the protection aspect, but there are fuel savings to be gained as well by moving to a lower-viscosity engine oil. Can you explain how a lighter-weight oil saves fuel?

**Ngai:** It really comes down to how much energy, so to speak, is expended. With a low-viscosity oil, the engine is expending less energy in its operation, therefore resulting in fuel economy benefits/savings. Think of it in terms of free flowing movement versus movement in quick sand as an extreme.

**MM:** Are drain intervals negatively impacted by going to a lower-viscosity engine oil?

**Ngai:** The drain interval itself is not affected by viscosity. It's more a matter of how the product's formulated and the chemistry of it, which would be, again, the combination of the base oil and the additives used in the blending of it and the formulating of it.

Those performance characteristics are really what allow it to maintain

the drain interval. In the case of the DURON-E UHP 5W-30, from what we've been able to demonstrate in our field trials, it actually goes in excess of 100,000 kilometres.

**MM:** How does it perform in extreme weather?

**Ngai:** Absolutely, you've got big extremes in Canada – extreme cold and extreme high temperature situations. Our goal, as part of the DURON-E UHP 5W-30 product development, was to formulate for durability and engine protection. That's why we chose field trials with fleets that were carrying in and around 140,000-lb loads, running in heavily-sooted engines to test our product.

Really, the thought there is, if the oil is able to perform in those demanding conditions and provide the extended drains that we're seeing of up to 100,000 kilometres and in excess, while also providing fuel economy benefits, fleets can be reassured that in even the toughest operation conditions, our product delivers. Not all fleets would be running in those types of extreme conditions.

**MM:** So, it's clear you're confident in the capabilities of 5W-30 engine oils, their ability to provide sufficient protection, their fuel-saving potential, their ability to withstand extreme conditions. So when will we see the market transition, en-masse, to lower-viscosity engine oils? Will it be driven by PC-11 in 2017 or will it happen even before then?

**Ngai:** It is difficult to predict the rate of market transition as there are many

factors such as what the OEMs will endorse and approve that will drive the adoption rate. What I can say is, we are seeing a shift towards lower-viscosity oils in general, whether that be a 10W-30 or our most recent 5W-30. What's driving that is the clear benefits around fuel economy and not having to compromise engine protection.

**MM:** Lastly, for fleets that have made the conversion to lower-viscosity engine oils, has the changeover been permanent? Or have some reverted back to their traditional 15W-40 oils?

**Ngai:** Our fuel-efficient product line – whether it be the 10W-30s or the 5W-30s – have been received very well. As to whether folks convert and then go back to 15W-40, we have not seen that as they are seeing the benefits in engine protection, extended drains and fuel economy savings.

We're not surprised by that. As part of our product design and launch process we not only complete all the necessary engine tests and qualification programs, but we take it a step further, and provide real world field trial proof of performance that, in the case of the DURON-E UHP 5W-30 deliver's better engine protection and better fuel economy.

15W-40's have been and will continue for a period of time to represent the large portion of the market. But as people start to get more educated and more aware of the benefits of lower viscosity engine oils such as a 10W-30 and 5W-30, I think you will start seeing a more exponential adoption rate.

MM

**To find out more about how you can ensure a smooth transition to lower viscosity HDEOs, visit [DURON-EUHP5W30.com](http://DURON-EUHP5W30.com) for the free downloadable white paper, *Tips When Considering Shifting to Fuel Efficient Heavy Duty Engine Oils*.**

# Proper planning can reduce maintenance costs

By Ken Bastien

“There is never a good time for bad things to happen,” the father of a fleet manager had told him when he was young. The perception of maintenance as an “expense” rather than a “profit centre” often leads to a poor decision making process.

It is very difficult to demonstrate the breakdowns that didn't happen, the tickets we didn't get, the CVOR points we didn't lose, the truck rental and hotel we didn't pay for and the customers we didn't upset.

In one fleet I worked with, the difference in fleet maintenance costs between the various terminals equaled 5% of their gross sales. The branches that were expending real effort in preventive maintenance had reliable vehicles and dramatically lower operating costs. Last time I checked, 5% was a big number. That's 5% of gross sales that could become profit with a good maintenance program. That begs many questions.

Record keeping is usually a good place to start.

The need for good academic skills cannot be overstated. Written communications are key, from inspection sheets, e-mails to scanner data and service/operator manuals. I doubt there is any reason to think that reading and math will be less important in the future. Education is free online.

There's never a good time for that differential to fail or that tire to blow. My first question is always: Why? Why did that differential fail? What was the exact failure? Is there discoloration, which could have been caused by heat, or are there just broken parts? Can we identify the original failure? Or are we left with bits of gears and parts that now look like crushed ice? Was there any warning?

Sometimes the driver may have mentioned the problem to the maintenance department. Is it in writing? Maybe someone's been adding coolant to that item for a month. Is it in writing? Even tracking and monitoring fluids can lead to the prevention of expensive failures.

Many (not all) breakdowns are, at the least, predictable in a broad sense. A lack of lubrication leads to a predictable result. Components running outside their normal temperature range are warning you of something. Gauges do need to work and be fixed when they aren't working properly.

Repairing gauges looks pretty cheap when included on the invoice. As does the \$8 clamp that was stripped and caused the hose to leak until it blew off completely and overheated the engine in about five seconds. Did I mention that the driver couldn't see with antifreeze all over the windshield? I'll leave it to you to determine the outcome of this scenario. Hopefully, the driver just pulled the truck over and called for help and there was no accident.

Sometimes, the cause and effect are separated by time and/or distance. The cause can be as simple as poorly secured wiring after a relatively minor repair, left rubbing against a moving part.

Eventually this rubbing will wear through the insulation and cause any number of electrical issues. Sometimes the consequences of one apparently small decision or oversight can be quite large.

Forgetting to ensure some relatively small piece of equipment is secure can lead to or cause an accident. Think about someone swerving to avoid debris falling off moving trucks at highway speed and losing control or hitting another vehicle. Ice on trailer roofs is a common hazard

in the winter, with large sheets becoming airborne and hitting other vehicles.

Good tires really only need to keep you on the road one time to pay for themselves. I have been amazed at times by the things I have seen in our shop. We use a badly cracked pintle hook as a doorstep.

"Can we use it for the day?" always seems to be the next question, no matter what the defect. "Will it last for the day?"

"I don't know, sir," I respond. "If I could predict the future, I'm pretty sure that I wouldn't be fixing broken trucks for a living."

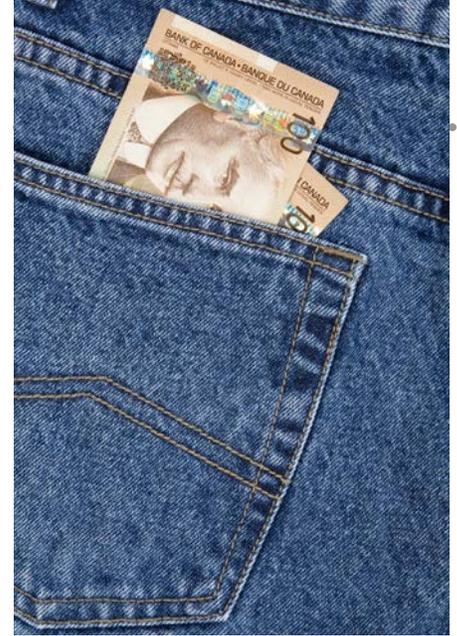
Planning for breakdowns is not the same as predicting them. Having suppliers lined up in advance reduces the number of bad decisions made at inconvenient times. There really never is a good time for bad things to happen. Trusted suppliers, established procedures, and a collaborative effort will save a lot of hassle, and money when bad things do happen.

Some breakdowns are unavoidable, but many can be prevented, or the

unit taken out of service for routine maintenance before the breakdown occurs. That pesky clamp gets replaced, a few litres of antifreeze added, pressures tested, component run to operating temperature, checked for leaks again, topped up, greased, levels checked, brake adjustments checked and recorded, etc. Oh yeah, is that antifreeze good to -40? Have batteries been tested, connections tightened, parts cleaned, greased, etc. Attention to detail saves time, effort, and money

Cracked hitches are just one scary thing that I've seen. Wheel bearing failures due to the hub cap sight glass being painted so that the levels were not visible and therefore never checked is another.

Wheel seals do eventually leak. How many circle checks were done? The hubcaps had been painted



several times before the bearing failed due to a lack of lubricant. How many people weren't checking anything? And for how long?

By the way, no visible oil in the hub cap will definitely result in an "out of service."

The end of that quote I opened with? "There's never a bad time for good things to happen," and they do. It's not luck.

MM

Ken Bastien holds a 310T and 310S and interprovincial standards on both and has been licensed since 1982. He currently owns and operates Simcoe Truck and Trailer and [Canadatruckwash.com](http://Canadatruckwash.com) in Barrie, Ont. You can reach him at [ken@simcoetruck.com](mailto:ken@simcoetruck.com).



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\* Based on results from the Daimler OM 646 LA Industry recognized test.

\*\* Fuel economy results are based on the generally accepted and industry recognized SAE J1321 Type II fuel consumption test. Comparison of fuel economy is relative to DURON-E 15W-40, and in combination with TRAXON™ Synthetic 75W-90 (relative to a TRAXON 85W-140) gear oil. Actual results are dependent on external factors including, but not limited to: driving terrain, weather conditions, tire pressure and severity of operating conditions.

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Beyond today's standards.



What you don't know could be silently killing your profits

# Eight fleet maintenance keys to success

By Michael Riemer

If you don't get regular checkups from your doctor you may think everything is fine. But the reality is many health issues cause damage without you realizing it.

The same is true of your fleet's maintenance operation. If you're not tracking the right areas, it's hard to know for sure if your service and repair operations are impacting your bottom line.

Here are eight areas you should be tracking because they have a major impact on your profitability and total cost of ownership.

- 1. Preventive maintenance currency:** This tells you whether you're doing a good job sticking to your preventive maintenance (PM) inspection schedules. If you're not tracking it, you're probably seeing a higher number of on-road breakdowns. And we all know that unscheduled service events cost the most.
- 2. Downtime and Days Out of Service:** It's important to understand how long trucks are out of service because downtime impacts asset utilization, can increase the cost of rentals and safety stock, and may have a detrimental effect on customer service.
- 3. Inspection results compared to CSA violations:** There's a treasure trove of information in the list of your CSA violations. Comparing CSA violations to PM and DVIR inspection forms gets you to the root cause of problems. If you keep seeing CSA violations for the same problem, perhaps it's time to change your inspection or PM processes, retrain the people performing your inspections, or even revisit specifications.
- 4. Costs and reasons for renting trucks:** Lumping all rentals into one category gives you a distorted picture of the impact maintenance and repair has on your overall costs. There's a big difference between renting a truck to increase capacity and renting one because your existing assets are out of commission due to a breakdown.
- 5. Report on case and operations cost using VMRS codes:** Using VMRS codes for both internal and external repairs tells you what's really causing your trucks to breakdown and what's breaking. You'll know which components are more durable and which maintenance procedures are not effective. That helps with future spec'ing decisions.
- 6. Top "10" reports on breakdowns, downtime and repair costs:** Comparing your most expensive, most down and most frequent units to breakdown can help you identify problem areas as well as help determine the right time to retire an asset. When the frequency of breakdowns increases, the repairs start taking longer and cost more, you'll have the information you need to make a smart decision on how much longer to keep the asset.
- 7. Compare estimate versus invoice values:** You could be overpaying for repairs or paying for repairs you didn't approve if you don't compare estimates to invoices. Our customers have told us that as much as 10 to 25% of the invoice value regularly gets disputed.
- 8. Review estimated repair times versus actual repair time:** Be sure to track actual repair times compared to the estimated times. Great variability in meeting repair times may be cause for further investigation. Is it on specific types of repairs? At internal and external locations? For specific brands or models? Remember, understanding as many variables as possible will help identify the trends and issues that are important. **MM**

**When it comes to your fleet's maintenance processes, ignorance is not bliss.**

**Start tracking these eight areas to better manage your fleet's health and understand your true total cost of ownership.**



*Michael Riemer is vice-president of products and channel marketing for Decisiv and a recognized commercial fleet industry thought leader. Michael has authored dozens of articles covering fleet maintenance, regulatory compliance, utilization and availability. He is also a frequently requested speaker and commentator in online and print interviews. For more information and blog entries from Michael, visit [www.Decisiv.com](http://www.Decisiv.com).*

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# Keep your COOL this winter

## Exercise caution when treating diesel fuel in cold weather



This winter has already visited frigid temperatures upon most of Canada and with them, the usual maintenance-related headaches. One of the biggest concerns for fleets is fuel performance in cold weather.

Diesel fuel – and especially biodiesel – gels in cold temperatures and as a result, fuel filters plug, equipment refuses to start and productivity takes a major hit. Today's high-pressure common rail fuel systems require a constant supply of clean diesel – even in the winter – requiring the use of high-efficiency fuel filters.

These fuel filters are designed to trap particles as small as two to three microns.

Jim Peterson, sales manager for the Donaldson Clean Solutions Group, explained in a recent Webinar titled *The Challenges of Diesel in Cold Temperatures*, noted a high-efficiency fuel filter can trap 99.9% of all particles as small as three microns. However, this high level of efficiency comes with a cost – it also becomes more susceptible to clogging when fuel has gelled.

“As cold weather starts to affect fuel, this higher efficiency can become a hindrance as well as a help,” Peterson explained. “When you have a gelling problem in the fuel, any filter can plug up quickly.”

Many fleets use cold flow improver to eliminate problems related to fuel

gelling. Peterson said these products work well when compatible with fuel filters and equipment. But even cold flow improver can cause fuel filters to plug up. And because there are so many different fuel types on the market, most cold flow improver is not designed to work perfectly with every fuel.

While there's no panacea to solving diesel-related problems in extreme cold weather, Peterson shared a couple important tips on dealing with the issue:

### Exercise caution when using less-efficient fuel filters

Less-efficient fuel filters that allow smaller particles to pass through will be less likely to clog up, but they simply pass the problem further downstream, Peterson warned.

In some cases switching to a longer-lasting, less-efficient filter on a bulk storage tank may be desirable, if the fleet would prefer to deal with fuel issues onboard the vehicle. This should only be done in consultation with the filtration company, fuel supplier and vehicle manufacturer. However, Peterson said a less-efficient fuel filter should never be installed on the vehicle itself.

“Donaldson never recommends putting less-efficient filtration on the engine,” he warned. Doing so will allow potentially harmful particles to pass through into critical components and potentially lead to downtime.

### When it comes to additives, more isn't always better

When it comes to cold weather additives, there's a common misperception that if some works well, more will work better. Peterson advised against this.

“Follow manufacturer specifications for blending cold weather additives,” he said. “If one does is good is another dose better? This can actually be very counterproductive in plugging up filters even faster than before as well as causing additional engine problems.”

Adding more cold flow improver will raise the temperatures at which solids will form in the fuel, he noted. Also, additives were likely placed in the fuel during the refining or distribution process.

When adding cold flow improver, Peterson said do so when the fuel is warm – well above the cloud point.

He also said to consult with fuel suppliers before using additives. MM

You can watch the complete Webinar on *The Challenges of Diesel in Cold Temperatures* here.



# EIGHT TIPS

## to help prevent wheel-offs from happening

Two potentially deadly wheel-off incidents were averted recently, thanks to attentive MTO transportation enforcement officers working at the scales along the 401 corridor.

We received photos of the wheels, which appeared to be close to becoming completely detached from the vehicle. We learned one of the wheels belonged to a truck that was carrying dangerous goods from the US destined for Montreal.

On one of the trucks, five lug nut bolts were sheared completely off the wheel. The truck was travelling east and witnesses who saw the wheel said it's unlikely it would have made it across the city of Toronto before the wheel separated.

The sheared-off lug nut bolts should not have escaped the attention of any driver who conducted a thorough, prescribed pre-trip inspection, witnesses said. Drivers are required, under regulation 199/07 of the Highway Traffic Act, to monitor their vehicle throughout the day.

Here are some quick tips I gathered from area maintenance managers on how to prevent wheel separations:

- Monitor your vehicle throughout the course of the day, and ensure the wheel lug nuts and tires are part of that inspection.
- Inspect and ensure (by hand) that each lug nut is secure during every pre- and post-trip inspection. A visual inspection is not enough.
- Conduct post-trip inspections every time you drop a trailer or park a vehicle. Even though post-trip inspections aren't required by law in Ontario, make it a policy.

- Make sure wheels are re-torqued after 100 miles have been travelled following a wheel replacement.
- Bring trucks and trailers into the shop at regular intervals for comprehensive inspections.
- Train drivers on how to conduct pre- and post-trip inspections. Don't assume new hires have received proper training elsewhere.
- Fix defects immediately so they're not left for the next driver to deal with, or result in an on-road service call.
- Conduct internal blitzes. Plant and tag defects and challenge drivers to find them. Reward them when they do.



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# THE TOOLBOX

## Prestone launches new cooling additives

Prestone Products has launched two new cooling additives for heavy-duty vehicles.

Prestone Command Supplemental Coolant Additive (SCA) is designed to prevent rust from forming, stop scale build-up, control the pH balance, replenish corrosion inhibitors and protect all engine and cooling system component metals in heavy-duty cooling systems with extended service interval technology.

The company says its pre-mixed Prestone Command Extended Liquid Coolant Additive will replenish lost corrosion protection, offer complete wet liner protection, protect all cooling system metals, and inhibit rust, corrosion and scale formation in cooling systems. It is engineered for extended service interval technology.

"The addition of Supplemental Coolant Additives (SCA) and Extender Liquid Coolant Additive to our product line demonstrates our continued commitment to the heavy duty market we serve," said Mike Henning, Prestone marketing manager, heavy duty.



## Meritor expands wheel-end solutions portfolio

In an effort to become a one-stop shop for wheel-end solutions, Meritor has added three new products the company announced during Heavy Duty Aftermarket Week.

"Customers have asked for greater single-source availability of products," said Aaron Bickford, director, brake and wheel-end for Meritor. "They can now buy wheel-end products from us that cover all of their needs."

The company has rolled out the Doctor Preload Bearing Adjustment tool, Temper-Loc spindle nuts and Meritor hubcaps.

When used together, the Doctor Preload tool and the Temper-Loc nut system, helps fleets set a light bearing preload on each of the wheel ends.

According to Meritor, the tool is easy to use and requires very little training.

"It's a product that allows the fleet customers in north America solve one of their biggest problems," said Tim Bauer director of remanufacturing at Meritor, "cost of tires. And it changes the game because it allows those customers to use tools and the locking nut to actually create a preload condition on the bearing. The Temper-Loc nuts combined with the Doctor Preload tool allowed technicians to go and set a light bearing preload on each of the wheel ends. It reduces seal failures, reduces ABS faults but most importantly, it increases tire life."

The Doctor Preload tools carry a one-year warranty, while the Temper-



Loc nuts are covered by a three-year warranty from the date of installation.

In addition, Meritor had announced a new line of hubcaps to add to its wheel-end replacement products. They can be purchased with a vented plug or poly for hub odometer applications.

# OX



## Meritor expands air disc brake line

Meritor has expanded its air disc brake product line and has introduced updated parts catalogues.

“Air disc is starting to evolve, we see certain vocations moving to air disc, we see some fleets running drum on back, disc on the front,” said Tim Bauer, director, remanufacturing for Meritor. “To maintain our brake leadership, we’re announcing today a creation of an all-makes air disc brake portfolio. We’ve added roughly 150 part numbers initially to cover the most popular models of air disc brakes running in North America.”

Aaron Bickford, director, brake and wheel end for Meritor added that as more vehicles become equipped with air disc brakes, the need for replacement products is on the rise.

“These additions to our genuine and all-makes portfolios create a dynamic supply of aftermarket parts and strengthen our aftermarket industry leadership,” he said.

Now, Meritor’s EX+ aftermarket offering includes more than 50 assemblies, like calipers, kits and different wear items. The new range of AllFit products include brake pads, calipers, rotors and brake chambers.

In addition, Meritor announced the launch of new, revised catalogues that contain more product detail and make ordering a faster and simpler process.

“Our goal was to create tools to help make the specification and ordering process as easy as possible,” said Dennis Riedel, product manager, Aftermarket for Meritor. “These new air disc brake catalogues will be valuable resources for aftermarket customers.”

## SAF-Holland reveals Parts on Demand electronic parts catalogue

To help modernize the way parts are ordered, SAF-Holland has brought digital life to its parts catalogue.

At its press event at the Heavy Duty Aftermarket Week in Las Vegas, SAF-Holland introduced its aftermarket Parts on Demand (POD) electronic parts catalogue that operates like a typical shopping Web page.

“We are now starting to see more of our customers starting to be highly interested in better, quicker, more efficient ways of finding parts information, giving information to their customers sooner, hopefully in real time,” said Juan Hernandez, international marketing and sourcing manager, aftermarket business unit, SAF-Holland. “Knowing that, we want to make sure we provide our customers with the right tools. That’s why we decided to launch what I consider one of the most powerful tools out there right now in the heavy duty aftermarket parts industry.”

With the launch of POD, distributors now have access to more than 15,000 assembly numbers, and 15 years of sales data at their fingertips. Customers can search products, view the availability and price and order parts all within a few clicks and without having to pick up a phone.

“We loaded 15 years of sales history of SAF-Holland on POD,” Hernandez continued. “We very carefully studied every suspension that in the last 15 years, our company has sold and has put in the OE channel. We did the same with the fifth wheel assembly... we did the same thing with the landing gears, and we did the same thing with every single product line that we have. All that important information has been loaded into POD from the last 15 years. It doesn’t mean we have outdated information there, but there is information there that is still very important.”

Though American customers have access to the POD catalogue today, Canadian customers will have to wait for the program to be ready for next quarter, at the latest by the end of 2015.

MM