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The Business Magazine of Canada's Trucking Industry

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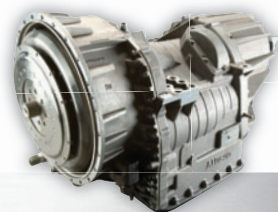
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CLASS REUNION: How does the new ProStar+ like its old mate Cummins ISX?

32



11 Nathan's New Cap



23 A Berth-time Story

NEWS & NOTES

10 DISPATCHES
A GOOD HARD
LOOK AT HIRING



- 11 Retention techniques
- 11 Nathan and the hat
- 12 8 tips from shippers
- 13 To catch a thief
- 16 What's popular on todaystrucking.com
- 18 Trucking events to pencil in
- 20 People in the news
- 21 Truck Sales Statistics

FEATURES

23 STREET SMART
WHAT WOULD CHRISTINE SAY?
Is your sleeper berth as sleep-friendly as it should be? We took this question to the mattress queen herself. — BY NICKISHA RASHID

28 GRAPHICS
PRETTY TRUCKS, PRETTY GOOD BUSINESS
Vivid colors and fancy logos on your truck might seem like a waste of money, but clearly, they're not. Here's what to consider and how to go about decking out your iron. — BY TODAY'S TRUCKING STAFF

32 QUICK SPIN
TOGETHER AGAIN
The Cummins ISX reappears under the hood of Navistar's ProStar+. — BY JIM PARK

39 TRAILERS
THE HISTORY OF TRUCKING
Like with many good movies, you'll learn a lot about your industry by watching the trailers. — BY ROLF LOCKWOOD

41 TRAILERS
THINKING INSIDE THE BOX
A glance at how far trailer technology has come in the past few years. — BY MICHAEL BROWN

OPINIONS

- 7 LETTERS
- 9 ROLF LOCKWOOD
- 15 JASON RHYNO
- 50 BOB TEBBUTT
- 54 PETER CARTER

SERVICE DEPT

- 27 TRAINING AND BEER
- 44 NEW PRODUCTS
- 52 GUESS THE PLACE, WIN A HAT!
- 53 COMPANIES IN THE NEWS



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24/7

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Today's Trucking

The Business Magazine of Canada's Trucking Industry

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**Kenneth R. Wilson
Award Winner**



Seeing the Road Through Your Eyes

Few of us amateur drivers truly understand the view of a trucker.

We share the road but see it differently. We're lower to the ground. Less experienced. We're prone to being both selfish and careless.

The difference between amateur and pro saved my life last February.

I was travelling west on Hwy 16 (The Yellowhead) in Manitoba. It's a road I've travelled countless times on the way to my cabin. I know every inch, every bend. At least I thought I did.

As I approached the town of Foxwarren, I caught up to a semi. Foxwarren is a typical prairie community of 90 hardy souls. There's a road sign naming the NHL players who grew up there—Cody McCloud, Pat Fallon, Ron Low, Mark Wotton. As prairie towns go, this little place punches over its weight.

It was just before 11:00 p.m. on a Friday. Good driving conditions. I didn't think twice about passing.

As I was halfway past the truck, the driver suddenly pulled his rig on to the gravel shoulder. He was going at least 110 km/h at the time. Instinct pulled me back into the proper lane, with the semi still kicking up stones beside me. Then I saw why.

Another rig, unseen from my lower vantage point, crested a hill. It passed in a blink of any eye, with my guardian angel still driving on the gravel and me in the middle. Once the dust settled, with me now in front, I flicked my lights to say thanks. Given what had just happened, it seemed entirely inadequate.

I was still thinking of my mortality when I stopped to get some beer at the next town. Leaving the store, a familiar-looking rig pulled into the parking lot. I walked over to the driver's side. The door opened and a face was beaming at me.

"I think you just saved my life."

"Well, it looked like you needed a little more room."

There was no judgment, no recriminations. It was just something that had to be done.

I reached up to shake his hand. From where I stood, this anonymous truck driver had a pretty good view of the world.

— **Nigel Simms, Winnipeg**



Why Do We Take This Sitting Down?

Re: "*Gripes of Wrath*" by Rolf Lockwood, June, 2013

I couldn't agree more. I remember the first time I felt this way about the trucking industry was back when random drug testing was implemented in the States. How could people who hold democracy and freedom so dear allow themselves to be in a position of having to prove their innocence?

Since then there have been countless examples of governments, bureaucrats and individual politicians perpetrating incredible shenanigans, only to have the story forgotten in a matter of days.

Currently, we have the Toronto debacle, the Senate circus, Dalton McGuinty's disastrous legacy and the Montreal corruption scandal.

Add to this the fact that I am currently running the North American truck-blitz gauntlet with the knowledge that in Ontario I stand a one-in-five chance of being placed out-of-service despite the fact my truck is in top shape. Good grief! Where is the outrage, indeed?

— **Dave McCutcheon, Toronto**

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By Rolf Lockwood



Overtime Pay for Drivers

Yes, it exists. I'll get to that later in the column.
But first, while I have your attention...

Pardon me, but I'm going to hammer a tired old nail here: the driver shortage. And whack a new one too—overtime pay for drivers, even if they're paid by the mile.

First off, I'm tired of getting angry, sometimes abusive e-mails accusing me of being in the pocket of the trucking associations and big fleets every single time I raise the fact that there aren't enough people to pilot Canadian trucks.

Listen, I'm in nobody's pocket. Listen again, the driver shortage is real. Yes, the reasons are clear. I know, I know.

They have pretty much everything to do with the increasingly difficult nature of the job and the fact that drivers are still treated as a commodity by too many fleets.

Simple demographics also play a role—the working population is getting older and just about every industry is having a tough time attracting people to the fold. I'm not even sure that trucking is worse off than some others.

As far as owner-operators are concerned, you can add the cost of compliance and the extreme difficulty of managing that load alone. Plus the joys of trying to keep a truck on the road with all its unreliable emissions equipment. You and I know many owner-ops who have come very near ruin—or all the way there—because their trucks were in the shop way too often.

Believe it or not, some of our industry's big shots—otherwise known as the suits—do understand. The Canadian Trucking Alliance (CTA) formed what it calls the Blue Ribbon Task Force (BRTF) on the Driver Shortage a couple of years ago, comprising 11 CTA board members. In a recent press release it suggests that "...the introduction of an electronic onboard recorder (EOBR) mandate in Canada could be a game-changer by forcing some carriers to start dealing with driver issues."

Much as I hate the EOBR idea and hours-of-service rules in the first place, they have a point.

"In the current environment, where compliance with the hours-of-service rules is dependent upon the easily manipulated paper log system, the fallout from inefficiencies caused by delays, paperwork errors, and other issues have too often been pushed down to the driver," says the BRTF.

By putting drivers in the position of not being able to earn

income from all the time they spend on the job, "...some drivers feel pressured to take action to try and make up for it in other ways rather than the carrier intervening on their behalf," the Task Force goes on.

That press release finishes by noting that "The Conference Board of Canada study, 'Understanding the Truck Driver Supply and Demand Gap and Implications for the Canadian Economy'... highlighted the need for improved wages and working conditions as well as a reorganization of trucking activity and supply chains in order to reduce pressures on long haul truck drivers and make better use of their time."

OK, so what about overtime? When reader Roger McIntosh shipped me an e-mail saying he thought drivers like him were entitled to earn overtime pay but were too ignorant of their rights to claim it, I first wrote back saying I'd look into it but didn't hold out much hope of finding a clear answer. Then I asked Joanne Ritchie of OBAC (Owner-Operator Business Association of Canada) what she thought, and her response was similar. She mentioned Garland Chow's "Labour Standard Issues in the Interprovincial Canadian Trucking Industry" report for the Federal Labour Standards Commission, reviewing Part III of the Canada Labour Code. It doesn't offer any conclusive comment on overtime as far as I can see.

Roger had looked at the Code too and concluded that in all cases it states that [federally regulated, meaning interprovincial] truck drivers "...are to get overtime and I've seen no provision to allow an employer to get around that." It does seem crystal clear.

Check out this link that Roger provided: <http://tinyurl.com/q8bx874>.

He's well aware, as am I, that this opens a sizeable can of worms if it's true. And apparently it is. I wasn't able to do the same, but Joanne talked to a Labour Canada representative at the recent Atlantic Truck Show who confirmed that a provision for overtime does exist, even for drivers on mileage pay, for anything over 60 hours a week and up to 70. A calculation is done to convert miles to hour equivalents.

By the time you read this I'll have sorted things out and will have posted a more definitive story on our website—todaystrucking.com. In the meantime, remember that the Canada Labour Code only applies to federally regulated carriers, ones that cross borders. Provincial laws are another kettle of weird fish altogether. **TT**

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

Reader Roger McIntosh shipped me an e-mail saying he thought drivers like him were entitled to earn overtime pay but were too ignorant of their rights to claim it.

Dispat

A Good Hard Look at Your Hiring Program

Yes, there is a looming qualified driver shortage, and yes, times are financially tight, but that doesn't mean you should rush through your hiring and training program. In fact, now may be the perfect time to take a good, hard look at how you can improve it. — **By Jason Rhyno**

The idea Stephen Race was pitching to a room full of western-based carriers at the Alberta Motor Transport Association (AMTA) annual general meeting was that they could save themselves thousands of dollars if, when interviewing potential employees, they used “personality assessment tools.”

Typically, personality assessment tools are used at the corporate level, he admitted. But, he said, you can also use those “assessment tools to help predict personality, future behaviors, and attitudes toward safety.”

Race has a PhD in Occupational Therapy and works for a Vancouver-based company called Talent Click. Talent Click uses personality assessment tools that are modified for front-line work-

Detailed Results:	Risk Level		
	Lower Risk	Average Risk	Higher Risk
Safety Risk Factors			
Resistant: Higher risk individuals may disregard authority and rules and be resistant to feedback. Lower risk individuals tend to willingly follow guidelines, follow training and are compliant with rules.	[Progress bar showing ~80% in Higher Risk column]		
Anxious: Higher risk individuals may panic or freeze when faced with unexpected safety-sensitive situations, and may feel unsure about their abilities. Lower risk individuals tend to be confident and are steady and calm under pressure.	[Progress bar showing ~60% in Higher Risk column]		
Irritable: Higher risk individuals may become annoyed by others especially when under stress. Lower risk individuals tend to be less irritable and are easily able to control their emotions when under stress.	[Progress bar showing ~85% in Higher Risk column]		
Distractible: Higher risk individuals seek stimulation and variety, and may be easily distracted. Lower risk individuals are less likely to seek stimulation and are able to stay focused and alert.	[Progress bar showing ~50% in Higher Risk column]		
Impulsive: Higher risk individuals tend to seek excitement, enjoy taking risks and may underestimate possible negative consequences of their actions. Lower risk individuals do not seek excitement and tend to carefully evaluate their options.	[Progress bar showing ~75% in Higher Risk column]		

Courtesy of Talent Click

ers. Much of their client base comes from the oil and gas sector, but recently they've been dealing with trucking companies, notably Canadian Freightways.

According to Talent Click, clients have seen a 25- and 50-percent improvement in safety by using behavioral assessment tools.

After interviewing a poten-

tial employee, you'll have a bead on their default personality settings, whether they're resistant, anxious, irritable, distractible or impulsive. “Those personality character-

ches

OPS — PG.12

8 Tips for Working with Shippers

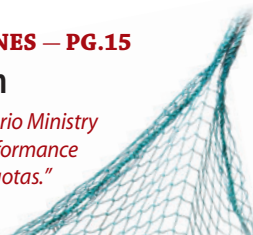
SECURITY — PG.13

Heroic Salesman Helps Nab Truck Thief

BETWEEN THE LINES — PG.15

The Quota Lesson

A close look at the Ontario Ministry of Transportation's "performance expectations;" a.k.a., "quotas."



istics don't change," Race explained to *Today's Trucking*. "But actions and behaviors can change through self-awareness, coaching and training."

The whole process requires your supervisors to have an understanding of Joe Driver's personality, requiring them to tailor their coaching style on a case-by-case basis, ideally driving a wedge between those knee-jerk, personality-based reactions and the actual action.

"Realistically, is any one person going to put in that time?" asks Caroline Blais, recruiting manager at Kriska Transport, based out of Prescott, ON.

She raises a good point: with the driver shortage, and a reportedly less-than-positive business environment, can a carrier afford the time and money to be that picky when hiring drivers?

Blais explains that while she is a believer in personality profiling, the challenge is on the implementation side. "The process is long and onerous. How much stuff do you put a driver through?"

While Kriska doesn't use any formal personality assessment tool, Blais says that they do get a sense of those personality character-

istics in the initial interview, and will refer back to their file when trainers have feedback or issues come up at a later date.

She explains that Kriska puts an emphasis on a driver's ability to think critically. "They are out there on their own, and they need to figure out problems on their own."

Recently, Kriska implemented a professional behavior program. "We really want to focus on how every decision we make has a consequence," she explains, adding that they constantly discuss things like interpersonal interaction and how that affects attitudes. "A driver asks the dispatcher something, who is busy and says something not friendly, then that driver gets in the truck angry." And that's when crashes happen. **TT**

RETENTION 60.2 Reasons To Change Your Hiring and Training Process

Putting more time into hiring and training could also improve your retention rates. From June 2011 to June 2012, SGT 2000, based out of St-Germain de Grantham, QC.,

had a retention rate of 6.5 percent of the roughly 112 drivers they hired and began putting through their training program. Then they made changes.

From June of 2012 to May 2013, their retention rate improved by a jaw-dropping 66.7 percent.

"What we did first was extend the road test," Paul Salivar, SGT driver trainer told *Today's Trucking*. Originally, SGT's road tests lasted anywhere from 30 to 90 minutes.

"Now that's changed into an 85-km road test that goes into downtown Toronto," Salivar explained. Potential drivers are put into all sorts of real-life, on the job situations—they even take them to an area that has a low bridge to see if the driver reads the sign. "You can see how they handle stress," Salivar says.

They changed their training program, too. Originally, the driver would spend one month with a trainer, then two to three months with another rookie, the two learning off each other. Now, they stay with a trainer for six to eight weeks and then have another road test.

"Our highway trainers get a good sense of problems over a

long period of time. At that point, we'll adjust the training," he explains. "We've had the new drivers out of school who know everything, who doesn't listen. We take them in step-by-step and try to understand why they are resistant."

During the interview and hiring process, Salivar says they get a "feeling if there is potential, if you can get them over this one hump—we're coming into the driver shortage, you don't want to waste money." **TT**

PUBLIC RELATIONS 11 Minutes to A Dream

Exactly 660 seconds. That's how long it took for a trucking company to make eight-year-old Nathan's dream a reality.

Nathan is a Duncan, B.C., resident who wrote to *Today's Trucking* asking if he could get his hands on a *Today's Trucking* cap. When *Today's Trucking* called his home to ensure the letter was legitimate, we learned Nathan is a very polite and inquisitive grade-two student, and just before hanging up, his mother mentioned that Nathan has long dreamed of someday going for a ride in a rig.

His letter and dream were mentioned in one of *todaystrucking.com's* weekly newsletters.

The newsletter went out at 12:36 p.m.

The first offer of a ride arrived at 12:47. It came from Christine Horodnyk, president of the auto-hauling specialists TFX International.

"We would love to do it," she wrote, adding, "Funny enough our units have flames on the trailers and are pretty sharp looking."

A few minutes later came the second response, this one from Challenger President and CEO Dan Einwechter. "I am positive that we could arrange for a wonderful experience for little Nathan," Einwechter said.

"That's how I got my start, as a young boy infatuated with trucks. I wasn't any good at skating so hockey was out of the question. Trucking won by default."

Next in: Brian Hopfner of Agrifoods Group of Companies.

"Agrifoods has a truck operation in Duncan, we do local farm pick up of raw milk and deliver to Island Farms in Victoria. I can have you talk to the route foreman in Duncan and make arrangements for Nathan to go for a ride. Let me know."

Shortly after Hopfner Don MacKinnon,

the national transportation services manager at Wakefield Canada, spoke up.

"We would like to give that young fellow a ride! I would love nothing more than to offer one of our trucks and trailers to ensure Nathan gets to see the view of the road from behind a truck's windshield. If timing allows I would

like to do this myself with one of our trucks from Burnaby and allow Nathan to ride in a 2013 Western Star day cab or 2014 Volvo day cab."

Another volunteer arrived via phone, from APPS driver and *Today's Trucking* correspondent Guy Broderick. He told his colleague Paul Cunnington, of Victoria-based R&B Trucking, about Nathan's campaign and Cunnington leapt to help.

"We'd be glad to help him go all up and down the island," he said. (Cunnington knows whereof he speaks. With his 38 trucks, R&B serves every community on Vancouver Island, no matter how far flung.)

Finally, Ice Road Trucker and photographer Shawn Wood wrote and told Nathan that while he's not in a position to offer him a ride, he can send him a splendid print of his rig on an Alaskan ice highway, so Nathan can mount it on his wall.



EIGHT AND ENTREPRENEURIAL: "That's how I got my start," Dan Einwechter says of young Nathan's yearning for a truck ride.

As agreed, *Today's Trucking* passed the carriers' coordinates to Nathan's mom, who said Nathan is thrilled and she'll be contacting the generous truckers soon to make arrangements. **TT**

OPERATIONS

8 Tips for Working with Shippers

A recent meeting between the Canadian Industrial Transportation Association (CITA) and the Ontario Trucking Association (OTA) had shippers and carriers talking through their shared problems and challenges.

And while they didn't solve all the issues after one meeting, the two groups did create a "Best Practices Guide" with advice for each other.

Here are the 8 Pieces of Advice Shippers Gave to Carriers:

- 1 Educate yourself on the bid/tender process and analyze all data in the tender to quote an appropriate price.
- 2 Your payment terms: Put them in writing.
- 3 Faster invoicing helps with faster payment.
- 4 Re-evaluate your sales approach: Shippers are increasingly implementing policies that restrict them from accepting tickets to games, trips or gifts.
- 5 Get ready for a more formal evaluation process of your safety record, hiring practices and sustainability programs. You may also want to sweep the floors as site visits are becoming more frequent.
- 6 Be aggressive when communicating with shippers. And where procurement and transportation are separated, com-



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7 Hold regular meetings and business reviews with your shipper—but bring your operations people, not your sales people.

8 Drivers being treated badly by the shipper? Prepare a list of the five things you would like to see the shipper (or their third party service provider) do for your drivers when they check-in. **TT**

SECURITY

Heroic Salesman Helps Nab Truck Thief

In a night he won't soon forget, Mike DeSmet, a salesman of On-Highway Trucks at Finning Canada, was able to track down a stolen truck that happened to be one of the first tractor models he ever sold.

— **By Michael Laine**

The story begins on Thursday May 9th, when a royal blue 2010 ProStar was stolen from the Harbour International dealership in Langley B.C.

The next day, the British Columbia Trucking Association (BCTA) sent out a notice reporting the theft on their Stolen-Equipment Email List on behalf of Harbour International. Harbour International is an associate member of BCTA and the Stolen-Equipment Email List is a free service that the BCTA offers members.

Louise Yako, BCTA president and executive director, described it as “not being a list, but more of a distribution method where if a member reports stolen equipment, they inform us and we broadcast it to members and law enforcement.”

The Canadian Association of Fleet Supervisors (CAFS) was notified of the stolen vehicle by the BCTA stolen-equipment service. Mike DeSmet, a member of CAFS received this notification. DeSmet had previously worked at the Harbour Idealease dealership for two years and remembered selling that same tractor.

On Monday May 13th, around 7:00 p.m., DeSmet spotted the stolen ProStar, which still had dealer plates on it. By this time, it was hauling an assumed stolen B-Train of lumber.

“I called a friend of mine from Harbour

International and asked him if they were still looking for that truck,” DeSmet explained. Sure enough they were, and DeSmet began following the stolen Prostar.

The thief, realizing quickly that DeSmet was not out for just a drive, quickly pulled over. DeSmet enthusiastically described the chase: “He fled on foot and then hopped into a Ford Explorer that was tailing him and the

two took off. I followed them until I saw an RCMP car in the other lane and waved him down to follow the car.”

After the RCMP officer tracked down the car, the royal blue tractor was found in good shape though it was a bit damaged. The lumber was returned to Abbotsford, and according to DeSmet, the thief, as well as several other men, have been apprehended. **TT**



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A man with a grey beard and a blue and white plaid shirt is carrying several long wooden planks on his right shoulder. He is standing in a yard with a large stack of lumber in the background. A white trailer with the 'EAST' logo is parked behind him. The scene is outdoors with trees in the background.

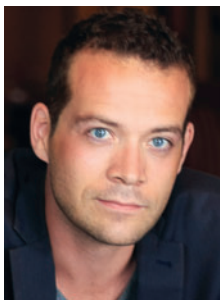
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The Quota Lesson

Between the Lines A close look at the Ontario Ministry of Transportation's "performance expectations," A.K.A., "quotas," shows the money and time that can be wasted when you implement questionable employee accountability programs.

By Jason Rhyno

I was getting an education from the other side of the trucking industry, watching Ontario Ministry of Transportation (MTO) officers do their job at the newly constructed Putnam, ON., inspection station. They turned on the lights while I was there, explaining that they have to be careful to bring in only so many trucks at one time otherwise they'll cause a back-up, or worse, an accident.

It's like fishing with a net: flick on the light and whatever trucks happen to be coming down the highway pull into the inspection station. Then turn off the lights and inspect your catch to see if you nabbed a "big one."

At one point, I asked if they had quotas. "We have performance expectations," said one of the officers. The visit was more of a day-in-the-life-of-an-MTO-officer than a let's-have-a-serious-discussion-about-quotas, so I left it at that.

Then, wouldn't you know, two weeks later *Today's Trucking* receives internal MTO documents detailing those "performance expectations," A.K.A. quotas. If you've been reading this magazine, you know the rest.

But let's forget the word "quotas" for a second.

The term "performance expectations" implies that it is an internal model for ensuring accountability, a way to, as MTO spokesperson Bob Nichols told me, "ensure consistency and integrity within the Enforcement Program."

On the surface, that's fine; every employee in every industry, whether in the private or public sector, needs to be held accountable for their job performance.

But often companies will implement an accountability program that makes you want to give your head a shake. Or tell the person who thought of it to give their head a shake.

It's like fishing with a net:
flick on the light and
whatever trucks happen
to be coming down the
highway pull into the
inspection station.

Given the nature of the job, MTO's 20 percent out-of-service "performance expectations" for their frontline officers is a completely illogical model of accountability that places pressure on officers causing them to make questionable OOS calls.

Turn the lights on, casting your net. Turn the lights off, reeling in your catch. Your boss said he expects 20 percent of your catch to be pike. No pike in this net, so try again. And again.

But maybe there just isn't that many pike swimming through this area.

A more acute comparison: the Ontario Provincial Police (OPP). It is widely accepted that they have "performance expectations," too: get X many speeders this month. In this instance, a quota system as an employee accountability tool makes more sense; people tend to speed frequently and there are particular areas where speeding is common. It's more akin to hunting than MTO's fishing.

In the internal MTO email, the author writes "do what you can to meet those numbers," but there is no logical way that a hard performance expectation number can work as an accountability

tool when the inspection officers are simply throwing a net out.

So what happens when MTO officers aren't making their expected OOS catch? My guess is they put a driver "out-of-service for 72 hours because one of his fuel receipts had a different name for the town where he'd filled his tanks than the one he'd put in his log book," Rolf Lockwood wrote last month ("Gripes of Wrath"), citing one of many—and I mean many—examples from *Today's Trucking* readers that are clearly not a road safety issue, let alone a reason for being put out-of-service. But it certainly counts towards that 20 percent OOS number that officers were advised to "do what you can to meet..."

Is this a case of when the bureaucrats get too much control over the day-to-day operations? I think so, and I also think there is a lesson to be learned here.

A few months ago I interviewed Dean and Darrell Kohut, former owners of Hi-Way 9, based out of Drumheller, AB., about selling to Mullen Group. At one point during the interview, Darrell said that they don't like to add unnecessary layers to their business. It just gets complicated and you end up having more problems, he explained.

Basically, be careful what programs and technology you bring into your operation. Much of the stuff out there—the advice from this "expert" or that "guru", implementing new technology, monitoring your staff, the "best practices"—well, it just might not work for your operation, causing you to waste time and money. And unlike the MTO, you don't have a bank account that replenishes itself with taxpayer dollars. **TT**

"Between the Lines" is **Today's Trucking** Associate Editor Jason Rhyno's monthly column. If you want to let him know what you think, email him at jason@newcom.ca

Trending

THE BEST FROM
Today'sTrucking.com

In the News

Best-Fleet Drivers Get 10% Pay Hike

TORONTO — Here's a club you'd probably want to be a member of: The finalists of the Truckload Carriers Association's (TCA) annual Best Fleets to Drive For contest.

Here's why: The annual driver pay at those places has risen by at least 10 percent over the past five years.

What's more, even though the dollars have gone up, the miles-driven per year decreased and there's less driver turnover.

According to Mark Murrell, president of the online training organization CarriersEdge and the lynchpin of the annual TCA competition, the average annual income for company drivers in the Best Fleets finalists ranged from \$44,000 to \$74,000, with the majority of the rates hovering between \$50K and \$70K.

With fleets that employ owner-operators, gross income ranged from \$97K to \$225,000.

"The bulk of them," Murrell said in a seminar held in Toronto this week, "are in the higher range."

"In the best fleets to drive for," he said, "over the past five years, we've got better miles, better pay, better safety, less turnover."

For **MORE NEWS**,
Be Sure To Check
Today'sTrucking.com

Facebook Fun



Today's Trucking

What would happen if Optimus had to follow regulations? Would he be allowed in California? When he's not in truck form, is that considered 'off-duty'? These are important questions.

*With the reveal of the new **Optimus Prime** truck for the upcoming Transformers movie, we asked our Facebook friends what would happen if the iconic character had to follow regulations.*

Kevin J. Bertin

Where's the DEF tank... should be on the driver side? You got to be 'Green' Optimus.

Michael Evans

He can class himself as a no hire RV and bypass dot regs.

Kevin J. Bertin

Poor Optimus... the world is a changin'. (Hahaha!!!)

What's Tweetin'?

Our Favorite Tweets This Month:

[Westcan_bulk:](#)

Sitting with some great peeps at the APTA Lobster Dinner in support of the Juvenile Diabetes Foundation @ShawTracking @Todaystrucking

[ShawTracking:](#)

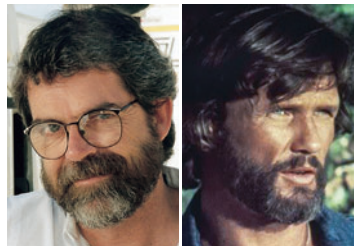
@westcan_bulk @Todaystrucking It was so good meeting everyone :) Had such a great time!

[truckeryako:](#)

Just backed my Super-B's up a full mile on a gravel road. Wrong directions.

[darin_rene:](#)

Rolf Lockwood looks like Rubber Duck from the movie "Convoy".

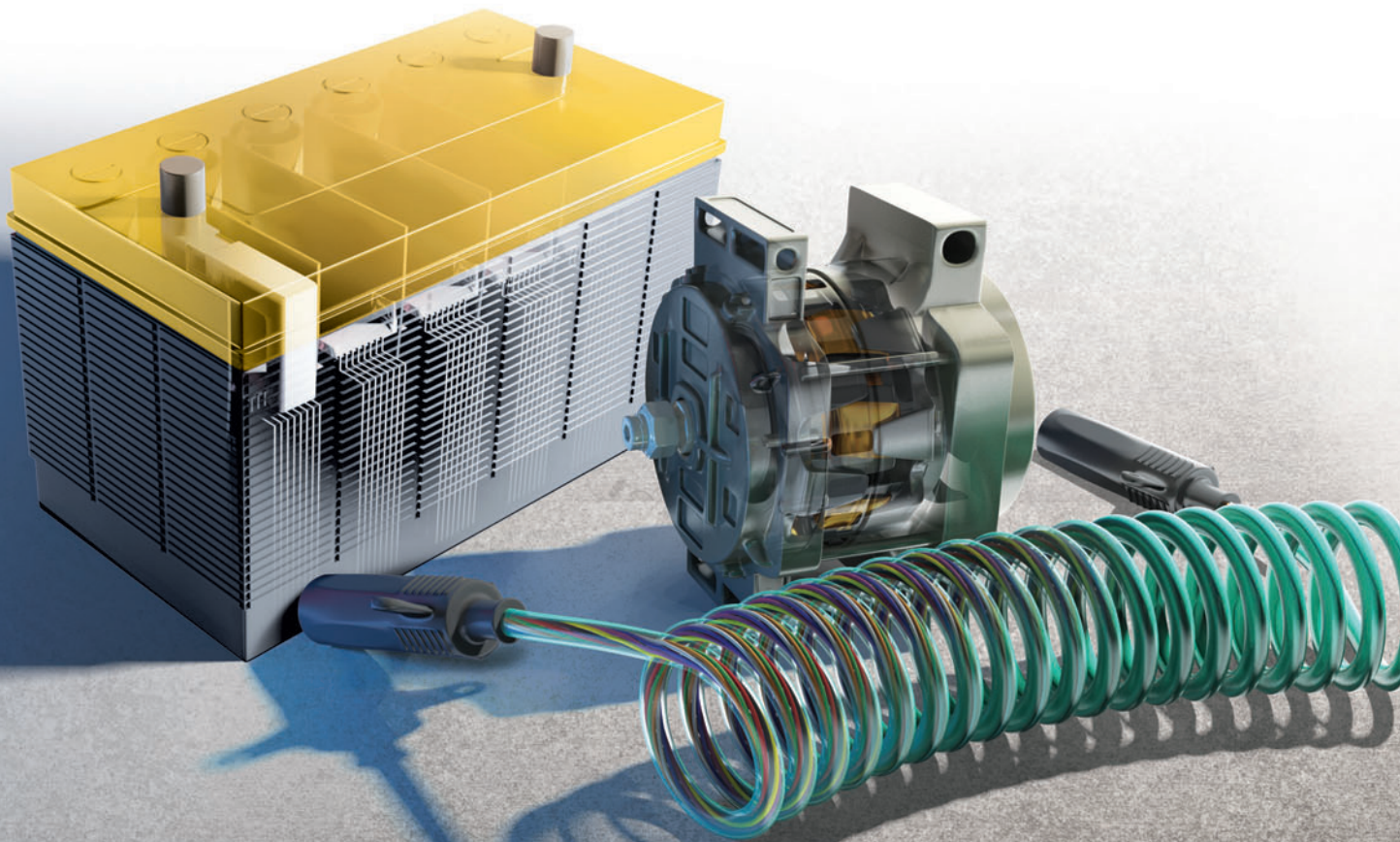


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July

11-13

Walcott Truckers Jamboree

Iowa 80 Truckstop, Walcott, IA

Website:

www.iowa80truckstop.com/trucker-jamboree

20

Open Road Big Rig Show and Shine

Exhibition Grounds, Windsor, NS

26-28

Fergus Truck Show

Fairgrounds, Fergus, ON

Website: www.fergustruckshow.com

August

1-4

Rodeo du Camion

Notre-Dame-Du-Nord, QC

Website: www.elrodeo.com

9-11

South Shore in Motion Truck Show

Bridgewater, N.S.

Website: www.southshoreinmotion.ca

22-24

Great American Truck Show

Dallas Convention Center,

Dallas, TX

Website: www.gatsonline.com

23

Crisis Nursery Charity Golf Tournament

Saskatoon Transportation Club,

Legends Golf Course

Website:

www.saskatoontransportationclub.ca/events.htm

24-25

St. Thomas Big Rig Nationals

Sparta, ON

Website: www.stthomasracewaypark.com

Tel: 519-280-6686

September

1-7

National Trucking Week

Association du Camionnage du Quebec

Website: www.carrefour-acq.org

9-12

Technology & Maintenance Council (TMC) of the American Trucking Associations

Fall Meeting & National Skills Competition,

David L. Lawrence Convention Center,

Pittsburgh, PA

Website: www.truckline.com

14

The World's Largest Truck

Convoy for Special

Olympics, Paris, ON

Website: www.truckconvoy.ca

18

Power of Education Golf Classic

Toronto Transportation Club, Muskoka, ON

Website: www.torontotransportationclub.com

18-20

Crane and Rigging Workshop

Specialized Carriers and Rigging Association,

Hilton at Lake Buena Vista,

Orlando, FL

Website: www.scranet.org/meetings

October

2

Toronto Transportation Club

Night At The Races/Dinner

Woodbine Racetrack,

Toronto, ON

Website: www.torontotransportationclub.com

2-3

General Meeting

Canadian Trucking Alliance,

Montreal, QC

Website: www.cantruck.ca

9-11

National Trailer Dealers Association

23rd Annual Convention,

Waldorf Astoria, Naples, FL

Website: www.ntda.org

11-13

3rd Annual Trucker Social Media Convention

Harrah's Resort & Convention Center,
Kansas City, MO

Website: www.truckingsocialmedia.com

16

Surface Transportation Summit

Mississauga Convention Centre,

Mississauga, ON

Website: www.dantrans.com

21-23

Canadian Transportation Equipment Association

50th Anniversary Technical Conference,

Delta Chelsea Hotel,

Toronto, ON

Website: www.ctea.ca

24-26

22nd Annual Fleet Safety Council

Educational Conference

Kitchener, ON

Crowne Plaza Hotel

November

6-9

Used Truck Association:

14th Annual Convention

Lake Buena Vista, FL

Walt Disney World Swan And Dolphin Resort

Website: www.uta.org/convention

Get in the Game!

Do you have an event you'd like to see listed on this calendar or on the interactive www.todaystrucking.com online calendar?

Contact **Nickisha Rashid** at Nickisha@newcom.ca or 416 614-5824



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Heard on the Street

From Petes to ProStars

Navistar has appointed **Bill Kozek** President of the company's North America Truck and Parts business. He succeeds **Jack Allen**, who was promoted to COO last month. Kozek, 50, joins Navistar following a 26-year career at PACCAR.



Bill Kozek

Goodbye D&R, Hello VersaCold!

Doug Harrison, former COO of **Day & Ross Transportation Group**, has moved to **VersaCold** as the new President and CEO. VersaCold operates the largest cold storage network in Canada with over 38 warehouses and distribution centers across the country.



BARBERSHOP QUARTET: The Mike-shearing team; from left. John Bailey of Phillips; Liza Fontaine of Fort Garry Industries; Kevin Hopton of CBS Parts; Jim Hillis of Truck-Lite.

Mike's \$12,600 haircut

For 13 years, **Toronto's Sick Kids' Hospital** has been the charity of choice for the **Heavy Duty Distributor Council (HDDC)**, the national heavy-duty distributor group that makes sure you get parts when you need them. HDDC President **Ian Johnston** of Cambridge, ON-based **Harman Heavy Vehicle Specialists**, says the group has raised more than \$280,000. This year's fund-raising included a silent auction at the HDDC's annual conference. Moments before it started, a good-hearted woman announced she would donate \$5,000 if **Mike Poschner**, the Canadian National Sales Manager of **Phillips Industries**, would chop off his hair. By the time Poschner was under the scissors, a total of \$12,600 had been pledged.



Every Truck Sale Helps Fight Cancer

When you buy a truck from **Davy Truck Centre** in Mississauga, Davy contributes to the cancer-battling Convoy for the Cure. Davy is the year-and-some-months-old dealership started by truck salesman extraordinaire **Adam Davy**, late of **Arrow Truck Sales**. After only a few months of his program, Davy presented the convoyers with \$2,300 check.

Kriska Gets Wahba

Jonathan Wahba, former vp and general manager of **Schneider National's Canadian Division** has been appointed COO at **Kriska**. Wahba also held positions at the CNR, Midland and UPS.



Doing The Wave

Eastern Canadian fleets have another fuel-management option open to them. Ready to Roll is the fuel-delivery operation of **Bluewave Energy**, a division of **Parkland Commercial Fuels**. Ready to Roll delivers fuel directly into equipment at customers' locations around the clock.



READY & WILLING: Ready To Roll staff gathered beside their freshly branded fleet for a ribbon-cutting at the company's Richmond Hill-ON HQ in mid May.

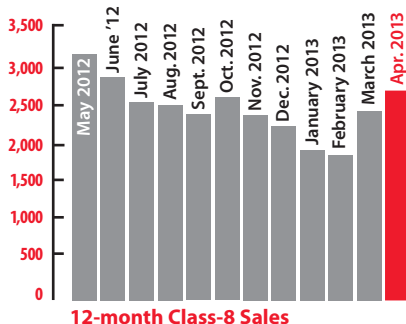
Celadon Spreads North

Celadon Trucking Services has acquired Wroxeter-ON-based **Hyndman Transport** as part of Celadon's Canadian expansion plans. Hyndman operates 175 tractors and earned \$48 million in revenue in 2012. Hyndman President **Mike Campbell** and CFO **Jeff Sippel** will both stay on.

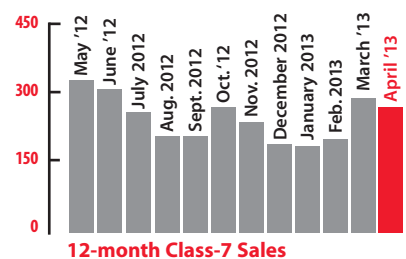
Canada – Truck Sales Index

April 2013

CLASS 8	This Month	YTD '13	YTD '12	Share '13	Share '12
Freightliner	744	2335	2558	26.4%	26.1%
Kenworth	449	1732	2020	19.6%	20.6%
International	344	1276	1531	14.4%	15.6%
Peterbilt	371	1223	1313	13.8%	13.4%
Volvo	384	963	1038	10.9%	10.6%
Western Star	190	695	667	7.9%	6.8%
Mack	187	611	669	6.9%	6.8%
TOTAL	2669	8835	9796	100.0%	100.0%



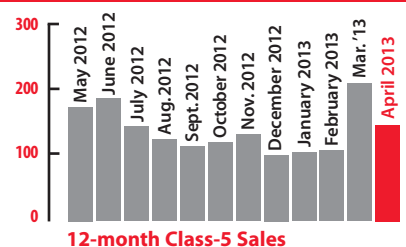
CLASS 7	This Month	YTD '13	YTD '12	Share '13	Share '12
Freightliner	68	244	293	25.8%	28.5%
International	52	198	293	20.9%	28.5%
Kenworth	63	175	192	18.5%	18.7%
Peterbilt	56	175	130	18.5%	12.6%
Hino Canada	30	154	121	16.3%	11.8%
TOTAL	269	946	1029	100.0%	100.0%



CLASS 6	This Month	YTD '13	YTD '12	Share '13	Share '12
Freightliner	23	99	149	36.4%	31.8%
Hino Canada	15	92	95	33.8%	20.3%
International	16	70	219	25.7%	46.7%
Peterbilt	4	11	6	4.0%	1.3%
TOTAL	58	272	469	100.0%	100.0%



CLASS 5	This Month	YTD '13	YTD '12	Share '13	Share '12
Hino Canada	80	367	381	65.1%	57.4%
International	46	147	206	26.1%	31.0%
Mitsubishi Fuso	15	40	62	7.1%	9.3%
Freightliner	2	7	7	1.2%	1.1%
Peterbilt	2	3	2	0.5%	0.3%
Kenworth	0	0	6	0.0%	0.9%
TOTAL	145	564	664	100.0%	100.0%



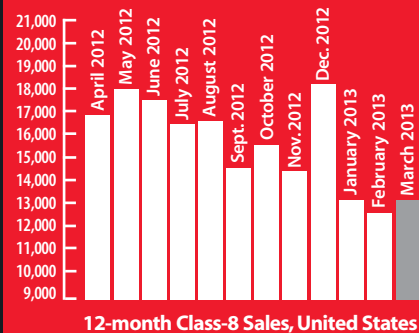
www.easterncanada.cummins.com

www.westerncanada.cummins.com

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

U.S. – Retail Truck Sales*

CLASS 8	Mar. 2013	YTD '13	Share '13
Freightliner	5061	16,335	42.1%
International	1918	5728	14.8%
Peterbilt	1862	5080	13.1%
Kenworth	1739	4715	12.2%
Volvo	1110	3413	8.8%
Mack	1121	2762	7.1%
Western Star	286	765	1.9%
Other	4	7	0.0%
TOTAL	13,101	38,805	100.0%



Canada – Provincial Sales (Class 8)

CLASS 8	BC	AB	SK	MB	ON	QC	NB	NS	PE	NL	CDA
Freightliner	48	88	19	29	364	135	49	9	1	2	744
Kenworth	45	147	36	14	86	102	19	0	0	0	449
International	12	58	11	23	120	96	6	3	13	2	344
Peterbilt	58	127	29	23	51	54	22	7	0	0	371
Volvo	49	32	14	28	168	68	8	16	0	1	384
Western Star	30	37	6	7	37	45	4	14	1	9	190
Mack	18	23	16	4	73	35	7	9	0	2	187
TOTAL	260	512	131	128	899	535	115	58	15	16	2669
YTD 2013	1054	1958	417	411	2749	1703	325	158	19	41	8835

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MANAGING PEOPLE, TECHNOLOGY, BUSINESS, AND SAFETY

SHE HAS A NAP FOR THAT:

Christine Magee, president of Sleep Country Canada, reserves a special spot in her heart for delivery drivers.



What Would Christine Say?

Drivers *At the end of the day, it's important to answer the question: Does your sleeper berth have a mattress that's right for you? By Nickisha Rashid*

It's 3:17 a.m. I'm wide awake, staring at my alarm clock. This is the second time I've woken up tonight and it will probably not be the last. My back hurts and, once again, I am forced to find a new, non-painful, position.

That, typically, is how my nights go, thanks to a parking-lot accident 11 years ago. I was getting out of my mom's car in the

lot beside the Whitby library when a black minivan reversed and T-boned us. It pinned me, crushing the right side of my body.

It was my first-ever ride in an ambulance and I ended up with severe back, right-hip and knee injuries.

And now, every night without exception, I spend far too much time thinking about how to get back to sleep.

What My Back Says

Recently, my chiropractor and I have identified the number-one culprit for my restless nights: My 10-year-old mattress. I have to go buy a new one soon.

But since I work for *Today's Trucking*, I wondered something: In truck-builders' efforts to offer driver-retention lures, does anyone give sleeper-berth mattresses a second thought?

Are sleeper-berth beds as good as they can be? Do factory-issue mattresses help or hinder a driver's need to get a good night's sleep? For aging drivers, getting decent shuteye is a bigger challenge by the day...or rather night.

You sleep almost one-third of your life. It's vital for health. Sleep deprivation causes everything from aching muscles to weight gain, increased risk of heart attack and accidents. If you spend your nights tossing and turning, waking up with back pain or tingling in your arms, it's probably time to look into replacing your mattress.

What Drivers Say

Alfy Meyer, a fitness-conscious owner-operator with Erb Transport, did just that.

He tells me that when he bought his most recent truck, "it came with the cheapest coil mattress available and barely lasted eight months."

The mattress wasn't covered under the OEM warranty.

Meyer managed to get a second mattress from the manufacturer, but it wore out faster than the first.

Meyer then ordered a custom-made futon from The Futon Shop in Waterloo, ON., where he could choose from a selection of material coverings, densities, and sizes.

"For approximately \$190, it's done a good job for eight-plus years," he says. He has another on order.

Conversely, Willa Dwyer, a company driver with Normandin Transit, says she's had no complaints with the coil mattress in her 2005 Kenworth T2000. She insists she doesn't want the worry of buying her own

Street Smarts

mattress. "The life of a driver is busy enough, it's one less thing on my plate," she says.

For Dwyer, it's not so much about the mattress as it is about finding a good place to park for the night.

Offers Dwyer: "Sleep is more likely to be disturbed by noise at trucks stops: sleepless drivers chatting, reefers going on and off, air brakes releasing, etc."

Dwyer focuses on creating a good sleep

environment: having a source of white noise, investing in a good pillow and blinds, making sure she parks on an even surface and whenever possible, she leaves a window open for fresh air.

What OEMs Say

"Since 2009," Erik Johnson, Kenworth on-highway marketing manager says, "Kenworth has offered a premium pocket

innerspring mattress as a standard feature in sleepers on all class-8 models." He says Kenworth added this feature in response to customer feedback. It's said to be better for weight distribution, providing more even comfortable support.

According to Frank Bio, product manager at Volvo Trucks North America, the standard for all Volvos is a foam mattress with the option to upgrade to a basic innerspring or premium innerspring.

Bio says most fleets stick with the foam. "When designing sleeper cabs, we keep in mind mattress sizes to allow for the maximum length and width," he says. The most common customer feedback? Drivers want the biggest mattress possible.

"Mack offers a foam and premium innerspring in our sleeper products. It's the customer's choice as to which is preferred," says Mack's North American Director of Media Relations Kimberly Pupillo.

Daimler Trucks North America's David Giroux also says customers can spec mattresses.

"Freightliner equips our most popular Cascadia 72-inch raised-roof configuration with standard upper and lower bunks. We provide an 80-inch long, 40-inch wide spring mattress for the lower bunk, while the upper bunk is equipped with a foam mattress that is approximately 80 by 30.

PILLOW TALK

Christine Magee says mattresses are only a part of the battle for a good night's sleep. Equally as important, but often neglected, is your pillow.

"You wouldn't buy a new truck and put your old tires on it," Magee says. Together your mattress and pillow(s) create what she calls the 'sleep system'.

If your mattress is not ideal, your pillow will go a long way in providing added support and comfort. Especially for side-sleepers who often wake up because of soreness in their neck, shoulders and hip. Pick a pillow that's high enough to contour your neck, keeping your head and spine straight. Back- and stomach-sleepers should do the opposite and pick a thinner pillow to make sure your head isn't too high off your mattress.



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GOING FOR A TEST-LIE

If you do have a choice, before buying a mattress, take it for a test-drive. Lie on it for a few minutes in the position you normally sleep. Does it feel like home? Remember that support is just as important as comfort. Beware the 'hammock affect.' And if it feels anything like your favorite mattress at home, go for it.

"We're pleased to offer a variety of upper and lower mattress combinations, allowing our customers to 'spec up' to a quilted spring or 'spec down' to a foam lower mattress, even allowing for mattresses to be completely omitted so a customer can provide exactly what they would like."

Giroux adds that some customers forego the upper-bunk mattress completely because it never gets used.

Steve Schrier, senior manager, corporate external communications at Navistar says a foam is the standard mattress offered. However, 65 percent of orders request the inner-spring upgrade offered at about a 10-percent upcharge. The typical length is 80 in. with a choice of two different widths.

What Christine Says

Canada's Mattress Queen herself, Christine Magee, was clearly excited about discussing sleeper-berth mattresses.

Turns out she has ridden shotgun in more than one Sleep Country delivery truck and has a real appreciation for the vital role truck drivers play in the success of our economy.

"The right mattress will provide you with the comfort and support that your body needs throughout the night, so you can have a longer and deeper sleep," says Magee.

Two things that your body needs for restful sleep are proper spinal alignment and circulation. Magee stresses that this is achieved by a sleep system that provides proper support and comfort.

1 Support for spinal alignment. The inner core's construction of your mattress should support and distribute your body weight evenly to keep your spine straight throughout the night. Beware of the "hammock effect" where the middle of your body sinks into the bed leaving your

head and feet higher up. This happens as your mattress ages and it means it's time to be replaced.

2 Comfort for circulation. The foam or upholstery layers or fabric covering should have enough give to cushion the pressure points in your body. Without proper circulation you'll wake up with tingling in your arms and fingers.

So how do you choose the right mattress

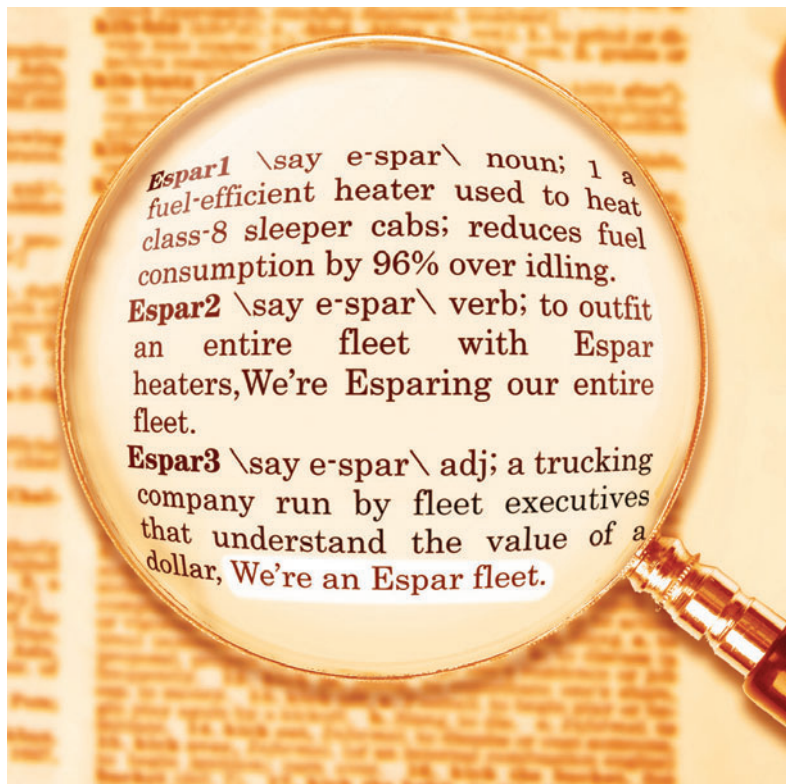
for your truck? Magee's best advice for drivers, given the choice of a foam, basic or premium innerspring, would be to go with the one closest to what they use at home.

At the end of the day, sleeping on the road can hardly compare to the comforts of home. But it can come close.

In the meantime, I'm going mattress shopping. And I'm keeping my eye open for a good new pillow, too. **TT**

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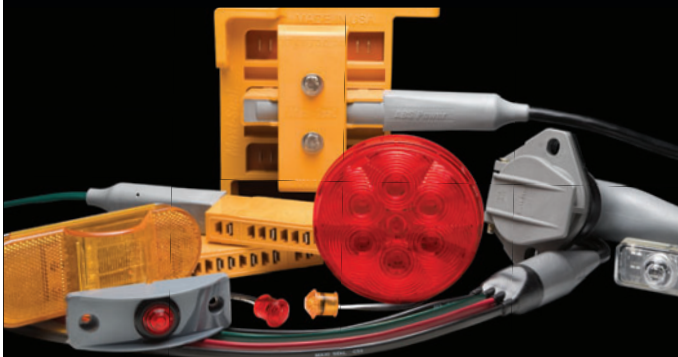
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Blue Jeans, Cussin', & Beer

training Got new stuff to teach your people? Are they a tough know-it-all bunch who don't like being taught? Try this. By Jane Jazrawy

Back in the 1990s, I worked for a big consulting firm as a trainer and I trained all kinds of people in different industries, from bankers to accountants to maintenance staff. I'm quick on the draw, so I often was sent in to "save" a project after other trainers had really ticked someone off.

So I've gotten pretty good at calming people down.

One experience I remember fondly happened when CP Rail in Winnipeg was adopting a computer system for time-entry and defect reporting, and they had hundreds of people to train. So I flew to Winnipeg with my "professional" finery, consisting of a skirt and high heels, ready to deliver a two-day training session.

I found myself on the second floor of a dirty, damp, warehouse in the middle of a rail yard. It was absolutely bare, and smelled pretty moldy, with only a handful of tables and computers in the middle.

Oh, and there were 12 really grumpy men staring at me.

It was during this period of my life that I learned that you can't teach anyone anything until they've calmed down. At CP, those grumpy men had never ever used an enterprise-wide computer system before, but I didn't know that. And here I am in my little pencil skirt from Toronto. Yikes. The first hour or so was pretty awful. But then, I let them have a smoke break.

Here's the thing. When there's a lot of stress in a training room, it comes across as anger.

There's a lot of muttering and sighing, sometimes there are people who won't stop talking. These are all signs of stress.

As a trainer, you have a choice: ignore it, or deal with it. A lot of people try to ignore

do well, and they were afraid that they wouldn't.

Once they knew I wasn't letting any of them leave that session until they "got it", the entire building seemed to breathe a sigh of relief.

That night, they took me out for pitchers. Day two, I had chucked the skirt, wore the jeans I had flown in and stopped the class when they

you'll know. My advice? Kill it off as quickly as you can.

Here are the two main things to do:

Let them talk. If it seems like people are angry, they probably have good reason. Unless things are really bad, this won't take more than 15 or 20 minutes. If things are really bad, your training isn't going to stick anyway.



SURE-FIRE SOLUTIONS: If the crowd's tough, you have to play by their rules.

it, because frankly, it's extremely intimidating. But I always address stress, because it clears the air and helps both the trainer and the learners.

My ability to swear like a sailor came in handy at that point. They liked that the Toronto girl had a mouth on her. I asked them how they felt about the training. They were all extremely tense about whether or not they would be able to adapt. And that was it. They wanted to

wanted a smoke. By the end of the second day, everyone understood the system and the stress was gone.

People are very resistant to change, especially when they are unsure that they will be able to adapt. The little stress voice inside people's head gets really shrill in these situations, poking them with questions like: "Will I still be able to do my job? Will I look stupid? Will I screw it up?" If the stress voice is loud,

Provide support. Make sure you address the issues or find someone who can. Getting supervisors or executives in the room helps tremendously.

So the next time you're at the front of a tough crowd, ask your audience how you can help. They might take you out for beer. **TT**

Writer **Jane Jazrawy** is responsible for course development at CarriersEdge and co-founder of Best Fleets to the Drive For campaign.

Pretty Trucks, Pretty Good Business

Vivid colors and fancy logos on your truck might seem like a waste of money, but clearly, they're not. Here's what to consider and how to go about decking out your iron.

Those blue tears that extend from tractor to trailer on TFX International's trucks were the result of President and CEO Christine Horodnyk needing a cigarette after the roof of Montreal's Olympic Stadium caved in.

That was in 1999 and TFX, a luxury-car hauler based out of Etobicoke, ON. were setting up for the Montreal auto show.

Wally Horodnyk, VP of operations, was dealing with his father's funeral at the time, which left his wife to set up for the auto show. At the same time, a sales rep with the company that was contracted to put graphics on their trucks and trailers needed a decision on a color that the Horodnyks had been thus far undecided about.

Then the snow came crashing through the roof and Christine needed a cigarette. The sales rep accompanied her.

She flicked her Bic and looked at its blue flame.

"See that blue?" she said to the sales rep. "Give me that."

TFX International hauls automobiles. Fast, expensive, and generally awesome automobiles. For them to compete, to get the customers they want, their trucks need to look as good as the cars they transport. The cost of a paint job on each tractor and trailer makes

sense from a business and customer perspective. It also makes sense for the Molsons and Walmarts as they are part of a larger corporate brand. Plus, clearly they have the money.

But does it make financial sense for a regular for-hire carrier, hauling, say, shoelaces and bubblegum and managing a tight profit margin to put money into fancy logos and a custom design? Turns out, when done right, it could actually help that profit margin.

"I've got 18 trucks and I am the best-known little carrier," Horodnyk says, more matter-of-factly than proudly. "You see my trucks, you remember my company."

Allan Penner, president of Penner International, based out of Steinbach, MB., explains further. "We've had calls from across North America from shippers who have seen our trucks on the road and identified that 'Hey, if that company can do that and has clean equipment, then it's probably a company we should be giving a call.'"

Horodnyk says that he was hesitant at first to have his trucks done up, mostly because of the cost. There is no monthly statement that shows what the ROI was on the color of your trucks, and in an industry that tracks nickels and dimes, it seems unnatural to invest in something that you can't see the return on.

Fast Fact:

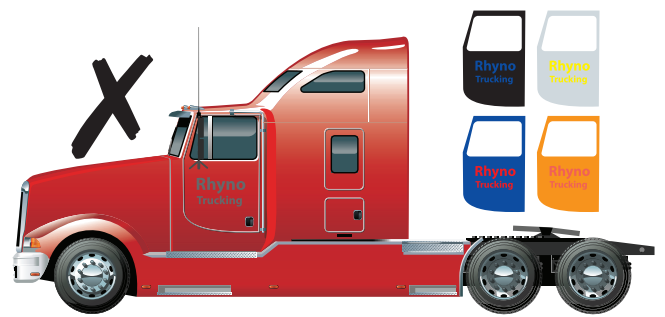
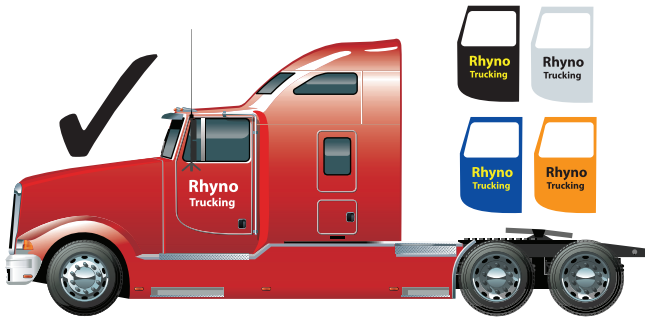
AVERAGE COST FOR WRAPPING A TRUCK AND TRAILER? \$5,000. 3M said they also provide warranties up to 7 years.



Eye-Catching 101

Remember that you are helping to create your 'brand' with the graphics you choose for your truck/fleet. What is the impression you want viewers to have of your company? **Reliability? Value? Trust? Strength?** We consulted the design experts in **Today's Trucking** Art Department to come up with some basic design rules.

CONTRAST — If you have a dark truck, use light lettering/graphics. If you have a lighter coloured truck, use darker lettering.



FONT CHOICE — Use a strong font/typeface that is easily read from a distance, or on a moving truck. Use a font that portrays trucking, not a font for a flower shop or an art gallery.



ALL CAPS — Work fine with some fonts, not so much with others.



IMAGES/GRAPHICS — If you are mixing text and graphics, try not to obscure your company name.



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Beyond today's standards.





“Do I have a direct ROI correlation?” asks Don Fraser, owner of Pinnacle Transport out of Scarborough, ON. “Absolutely not. But it’s all about brand recognition. Eventually you’ll see your sales drive up.”

If you want numbers, Esther Morissette, VP marketing and public relations at Turbo Images, has some. “Our statistics show that 91 percent of the public will notice a vehicle’s decal. Seventy-five percent of the public will develop an impression based on those decals and about 30 percent will make a purchase decision based on the impression.”

It’s a way to promote your company, she adds. “They’re mobile billboards.” Or think of it as showing up to a meeting with a potential customer in jeans and a t-shirt, Wally Horodnyk says. Now imagine your competition, dressed to the nines in a recently dry-cleaned suit. Get the picture? So does your potential customer.

Drivers notice, too. “We have a very low driver turnover,” Penner says, adding that part of the reason for that is clean, quality equipment. “I’d also like to think that they’re proud to be driving the company colors.”

“I don’t have guys quitting,” Horodnyk says. That could have something to do with the fact that they haul Ferraris, but more important is pride in their company and their equipment. “Not only are my trucks beautiful, my CVOR is beautiful.”

All of that, he notes, goes back to insurance: better, cleaner, nicer looking equipment that presents a professional attitude means less negative attention and more positive attention.

Digital Age

Improvements in digital technology have not only lowered the cost but allow for more flexibility, explains 3M’s Pattison.

“In the old days, you had to do one theme and if you had 200 trucks, you had to do the whole 200 trucks with the same ads because you had to screen print.” Now, if you want to have a different look in Montreal than you do in Vancouver, you can print to order. “You can really tailor your ad to the demographics that the truck is traveling in and that’s really important as far as effective advertising,” he says.

Design #32 Advice

“Try and keep the written part of it so you can read left to right,” advises Pattison. “Your picture can be whatever the product is, but if you’ve got a slogan or a message in there, don’t clutter it with a lot of words. Combine your large product image with a simple image or slogan. Don’t make it too busy as far as the verbiage.”

Doing Design Right

There’s the suit you buy off the rack, then there’s the one that’s tailored made for you by professionals. One not only fits better, but lasts longer, too. Like most things, you get what you pay for.

That Penner design? Developed 30 years ago by professionals, and yet it still works. Pinnacle’s most recent trailer design was developed by Toronto Digital Imaging for the Private Motor Truck Council’s (PMTCC) annual Vehicle Graphics Design Awards. They ended up taking the 2012 award

for best tractor-trailer combination.

“You have to have a vision of what you want to portray,” says Turbo’s Morissette. “You have to have a pre-analysis of what you want to portray as it will be seen by the entire public.” This may mean you narrowing down your marketing strategy a little further, she says.

Often, the artwork you already use for company t-shirts and hats won’t work, either. “Quite often people take just what they did in a magazine and plunk it on the side of a vehicle and they lose the effectiveness,” explains Glenn Pattison, image and graphics specialist at 3M. “You have to work your layout a little bit differently.” The theme is what is important, he says, but the actual design has to be massaged to work in a large outdoor format. “You have to make it so it’s not too busy, it has to be effective and you can read it.”

Reality Price Check

At the end day, the success of your business still comes down to price and service.

But the image you present helps. “People see it, your customers see it and they feel that they’re getting more than an old rag-tag piece of garbage, but getting a name beside it that looks good,” Fraser says. “People like that.” And people buy into what looks good. **TT**

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The Cummins ISX
reappears under the
hood of Navistar's
ProStar+. With
predictable result.

By Jim Park

It's as if they had never been apart. Red engines have been fixtures under Navistar hoods since the late '90s. Before that, they were beige or black. Except for the recent hiatus, you have to go back some 75 years to the days when Cummins and International trucks weren't almost synonymous in North America.

But Cummins and Navistar haven't exactly been strangers since the truck maker decided to tackle EPA's 2010 emissions rules with its proprietary EGR-only solution—the MaxxForce 13 and 15 engines. That decision came in August of 2008, and the (soon-to-be) SCR-equipped ISX was delisted for U.S. and Canadian 2010 model-year trucks. The company however continued building ProStars with EGR-only ISX and ISM engines for the Mexican market—along with other chassis configurations and various Cummins engines in markets around the globe.

Navistar announced in July 2012 that it would discontinue its EGR-only approach, and bring the SCR-equipped Cummins ISX

TOGETHER AGAIN



CONCRETE EVIDENCE: Loaded with bags of cement, our test truck tipped the scales at 122,460 lb.

engine back into databooks by the spring of 2013, reuniting the ISX and the ProStar.

Tom Smith, director ISX/SCR integration at Navistar told us they had a few dozen pre-production trucks in customers' hands for trials and testing before Thanksgiving. The first batch of nearly 300 fleet-ready trucks began rolling off production lines in January and February.

"The ISX with SCR is a mature and proven product," Smith says. "We did not need to spend a great deal of time in technology development, but we did spend several months in validation and durability tests as well as customer satisfaction trials. We had to make it feel like the powertrain had been in the truck all along."

Which of course, it had, just not in the U.S. or Canada. Adding the SCR aftertreatment device and the DEF tank was not a large undertaking, Smith says.

AN EASY FIT:

The pre- and post-2010 ISX aren't much different externally.



SPEC SHEET

2014 ProStar+ 6x4 Sleeper

- Engine:** Cummins ISX 485 hp / 1,850 lb ft
- Transmission:** Eaton Fuller RTLO(F) 18918B 18-speed manual w.double overdrive, double low
- Front axle:** Hendrickson Steertek NXT 14,000 lb
- Tires:** Michelin XZA3+ 275/80R22.5 Load range H
- Steering:** TRW (Ross) PCF60
- Rear axle:** Meritor MT-40-14X 4DER-P, 3.90:1 ratio
- Suspension:** International Ride Optimized (IROS) 52-in. spread 40,000 lb
- Tires:** Michelin XDA3 11R22.5 Load range G
- Aftertreatment:** Horizontal switchback, under right-hand door
- BBC:** 122 in. **Wheelbase:** 230 in.
- Dry weight:** 18,258 lb (calculated)

Test Drive

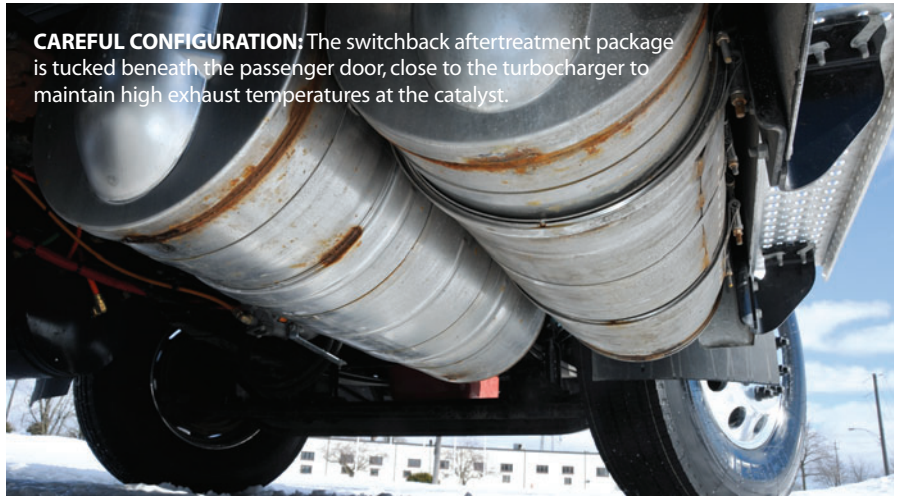
“The DEF tanks and fuel tanks were a bit of a challenge,” he admits. “Customer surveys indicated they wanted the DEF tank on the left-hand side of the truck since that is where most on-island DEF pumps are. We switched the position of the battery and storage boxes with the fuel tanks. The standard DEF tank position is behind the battery box, with the DPF/SCR module under the RH door where a storage box used to be. The fuel tanks are now aft of the cab under the sleeper.”

A Drop-in Solution

Trying to make its EGR-only solution to EPA 2010 may have caused a few gray hairs at Navistar, but dropping a compliant ISX between the frame rails must have been a bittersweet moment. It would work, right out of the box, that they knew for sure. The chassis modifications needed to accommodate the additional plumbing and the new component routing was simply an engineering exercise.

Externally, there's not a great deal of difference between the pre- and post-2010 ISX. The addition of the aftertreatment

CAREFUL CONFIGURATION: The switchback aftertreatment package is tucked beneath the passenger door, close to the turbocharger to maintain high exhaust temperatures at the catalyst.



module meant pushing a few things around on the frame to make room for it. But, it still boasts a pair of 26-in., 120-gal fuel tanks and a 23-gal DEF tank, so little was given up there.

Actually, moving the tanks back beneath the sleeper solved one challenge we saw on previous ProStar models: steer axle weight. With the ISX coming in at roughly 500 lb heavier than the MaxxForce 13 engine, they really had no choice. According to the spec

sheet, this ProStar weighs 10,565 lb dry. That is no oil, no fuel, no DEF, etc. It's worth noting that the truck comes with a 14,000-lb front axle and load-range H tires. We weren't able to get an actual bobtail axle weight for the truck, but it still appears to be heavy up front.

The product brochures say the MaxxForce 13 weighs 2,400 lb dry, while the ISX 15 comes in at 2,964 lb dry plus 220 lb for the aftertreatment module.

THE POWER TO



VITAL SUPPLIES: The 23-gallon DEF tank sits on the LH side between the battery box and the fuel tank.

According to Smith, this configuration is actually lighter up front than the tanks-forward MaxxFlex setup.

Thousands of ISX-equipped ProStars were produced prior to January 1, 2010, so it was a matter of dusting off the old plans and shelving, for the time being anyway, the parts needed to make the MaxxFlex 13 fit between the frame rails.

The Cummins ISX will be available in ratings of 400, 425, 450, 485, 500, 525 and

550 horsepower, with 1,450, 1,550, 1,650 or 1,850 lb ft of torque.

Out on the Road

As you may have gathered from the photo, our test drive wasn't exactly a walk in the park for the ISX. The five-axle trailer we pulled, courtesy of Nationwide Freight Systems of Brantford, ON., was loaded with bags of cement and tipped the scales at 122,460 lb.

Our test engine was rated at 485 horsepower and 1,850 lb ft, so the load was perhaps a bit disproportionate for the rating. But there are fuel-conscious fleets in Canada pulling that kind of weight with less than 500 hp engines. It's all about the torque, really, and that certainly wasn't lacking at 1,850. One thing is certain, exhaust temperatures would help to keep the regens to a minimum.

I had a couple of hours with the truck, so I ran it on some two-lane roads as well as some four-lane divided "interstate" type highways. To keep it interesting, I drove it over the Burlington Bay Skyway Bridge and up what the locals call the "Clappison Cut" on Hwy. 6 near Hamilton, Ont. It's a nasty seven-percent climb that begins at the bottom of a freeway off ramp—which means you hit the bottom of the hill with your brakes on. It's pedal to the metal the rest of the way up.

I came off the freeway in 6th gear, eased through the turn and before I could gain any rpm at all, the grade pushed me down into the low side of the gearbox. I was into 3rd gear before I knew it and slogging my



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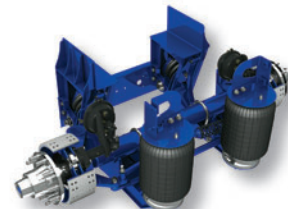
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way up. Midway up, the grade levels to about four percent, where I snuck in an upshift. A bit risky, but at 1,800 rpm, I figured I had time to stuff it into 4th gear before gravity dragged me to a stop. Wrong. I barely got it back into 2nd gear in time after realizing 4th was out of the question. I did manage two up shifts on the shallower grade before cresting the top of the hill.

The engine fan came on mid-way up the hill at 210 degrees, and remained on until the crest in our sub-15-mph, high-output pull. I have to say it was darned quiet, despite the 1,500-rpm engine speed.

Despite that bit of excitement, the rest of the drive was predictable and uneventful; just the way I like it. The ISX cruised like a champ at 1,500 rpm at 100 km/hr. With peak torque at 1,200, there was plenty of wiggle room on the modest freeway grades.

Upshifting in the low side of the Eaton Fuller 18-speed was accomplished at less than 1,000 rpm with ease, and on the high side, I was close to 1,700 a few times, but most of the upshifts were at



FAMILIAR TERRITORY: The cockpit remains the same except for the DEF tank level gauge.

1,500 or less. Bottom line, it's a good economical engine in the right hands.

This was the second EPA-2010 configured Cummins ISX I have driven in the past year, and I can honestly say there were no differences in performance. I can't speak to regens or fuel economy in either case because I only had the trucks for a few hours each. However, since Navistar uses Cummins' Aftertreatment package, and it's tucked up close to the turbocharger

to maintain exhaust temperature, I can't imagine it performing any differently from competitors' trucks in that regard.

Anyone who is used to and happy with the ProStar/Cummins ISX in pre-2010 trim will be happy with what has emerged from the reunion of these to industry favorites. Nothing really new. No surprises. Just the power and performance you'd expect from a 15-liter engine wrapped in the ample creature comforts of the ProStar+. **TT**



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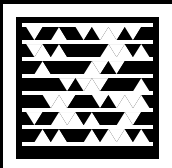


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In Gear

EQUIPMENT NEWS, REVIEWS, AND MAINTENANCE TIPS

INSIDE:

41 Thinking Inside The Box

44 Lockwood's Products

52 You Can't Get There From Here



PHOTO CREDIT: Michael Brown

The History of Trucking

Trailers Like with many good movies, you'll learn a lot about your industry by watching the trailers. By Rolf Lockwood

In 1914, a Detroit lumber man named Frederic Sibley visited a blacksmith named August Fruehauf and asked if Fruehauf could help him transfer a boat to his new summer place in Upper Michigan. The trip was too long for a horse and wagon; he wanted a way to pull the boat with his car.

So, with his partner Otto Neumann, Fruehauf created a two-wheeled trailer that hooked to the back of Sibley's Model-T via a pole that, according to Fruehauf records, "acted as both a tongue and brake."

They called it a semi-trailer.

The contraption worked so well that Sibley ordered several more to carry lumber around his yards. And that's how Fruehauf produced its first flatbed.

"The practical and economic advan-

tages of Fruehauf's maxim, 'a horse can pull more than it can carry ... so can a truck,' caught on slowly and took hold initially with other lumber dealers in Detroit," explains an article in the December 1951 issue of *Sales Management* magazine.

"On February 27, 1918, the Fruehauf Trailer Company was incorporated and a year later, with the nation in a postwar business boom, Fruehauf sales zoomed to a whopping \$302,000."

At its peak, the Fruehauf Trailer Co. once utterly dominated the U.S. trailer scene and more or less the same in Canada.

And now Ruth Fruehauf, daughter of Roy Fruehauf, who was president of the Detroit-based giant from 1949 to 1962, and granddaughter of the company founder August, has built a website

dedicated to the company's history—www.singingwheels.com—and she's writing a book to go along with it.

I've had some correspondence with Fruehauf over the last few weeks, and while it's clear she no longer sees her late father and grandfather as infallible the way daughters and granddaughters always do—for a while—it's equally clear that she's proud of her heritage. Without, I'm glad to say, feeling the need to cover up some of the warts that troubled both the family and the company over its final years and ultimately brought the enterprise down in 1996. As corporate histories go, this one is especially interesting.

Among the things I've learned is that there's one more key moment in trucking's own tale than I thought.

And that's the shift from truck-borne to trailer-borne freight. Then there was the truck's use in war, part of the same moment really, starting in 1914.

From that point until the early 1950s, trucks obviously took over the local freight-hauling business but longer hauls were largely rail territory. That said, a growing number of very small outfits—usually one-truck owner-operators—gradually began doing longer trips, as far as the primitive road system would allow. And much more primitive in Canada than in the U.S.

If you've ever seen 'They Drive by Night', by far my favorite trucking film of all, you'll know a little about those early over-the-road guys.

Made in the late '40s and starring George Raft and Humphrey Bogart as a pair of owner-ops trying to make a living with what we'd now call a straight truck, it oozes realistic if somewhat romantic grit. And the issues they face aren't much different from those of 2013. If you haven't seen it, launch a search for the DVD right now.

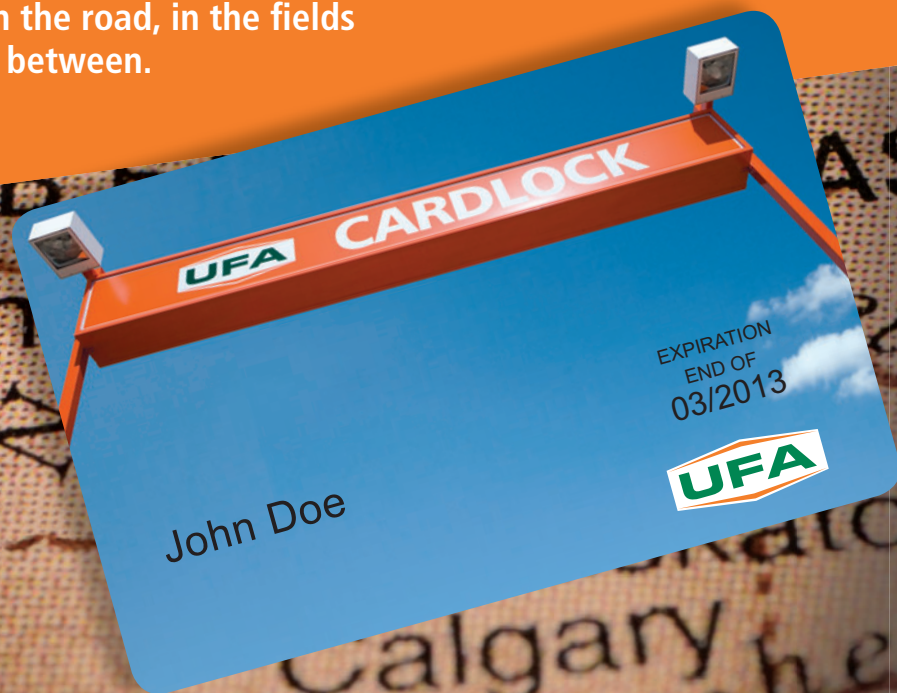
In the early 1950s, and the significance of this switcheroo is something I've been miscalculating all these years, Raft and

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Bogart would likely have migrated to a truck and a trailer. It made a trucking buck easier to come by because it brought obvious efficiencies.

And the emergence of the trailer was instrumental in killing the stranglehold the railways had on the long-haul freight business. Fruehauf, of course, was smack in the middle of this shift too.

In that terrific article from *Sales Management* magazine in 1951, published somewhere in the U.S. and replicated on the Singing Wheels website, Fruehauf's role in the industry was very well explained. A marketing magazine, it noted that the trailer manufacturer's sales in that year reached US\$160 million and it had 8,500 employees. Pretty big.

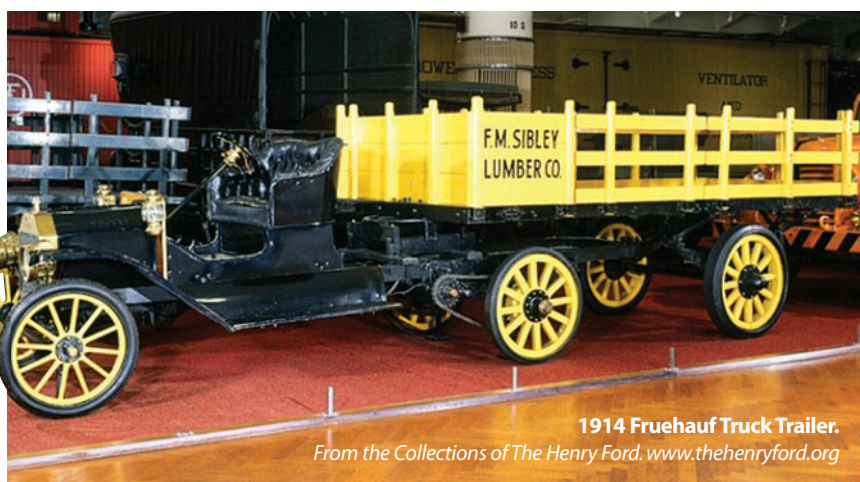
At that point, the article noted, there were 8.5 million commercial trucks on U.S. roads but only 500,000 trailers. Nonetheless, "...with the help of trailers, 15 percent of the trucks already haul 85 percent of the tonnage," the article tells us.

The emergence of the trailer was instrumental in killing the stranglehold the railways had on the long-haul freight business.

In other words, Fruehauf was instrumental in engineering the transition from rail to truck for all but the heaviest, most awkward, and least time-sensitive freight. And the company did so by way of spending big money on research and on marketing the trailer idea. Also by innovation and by creating almost any kind of trailer its customers wanted.

There was even a TOFC—trailer on flatcar—intermodal idea that became a reality back then. It was an interesting van trailer with a demountable bogie. The trailer would be backed up to the flatcar at a 90-degree angle until its axle dropped off and it engaged a mount on the rail car and was locked into place. A swivel mount on the rail car then allowed the trailer to be pushed into the straight-ahead position. Ingenious.

"While getting more truck operators to graduate to trailers, Fruehauf is making the graduation more worthwhile to trailer capacity, strength and efficiency. It has introduced stainless steel bodies and nailable steel floors: new light metals such as aluminum and magnesium, and new light truck bodies. When conditions permit it will make smaller trailers for lighter-weight trucks."



1914 Fruehauf Truck Trailer.

From the Collections of The Henry Ford. www.thehenryford.org

Despite that TOFC idea, the war between rail and road had been well and truly launched, and more than 60 years later, things haven't really changed much at all.

However, you should know that the end finally came in 1996 when Fruehauf filed for bankruptcy and was bought the following year by Wabash. In its latter years the company was rife with controversy but its contribution to our industry was more than a little significant.

On that note, it occurs to me: some day and it could be sooner than you think, some young Ruth (or Lisa or Fred) with your surname is going to want to write your company story. Do them and yourself a favor. Keep your archives.

Newsletters, clippings, photos, social notes and legal papers. Like August Fruehauf back in Detroit, you never know when you're going to produce a game-changer. **TT**

Thinking Inside The Box

Trailers *A glance at how far trailer technology has come in the past few years.*

By Michael Brown

How can you improve on a long, rectangular box? The fact is, trailer manufacturers are constantly looking for ways to improve and refine their products to increase fuel efficiency, improve safety, provide more storage space and just give a better return on investment.

While trailer technology might seem to move at a slightly slower pace than trucks, there is plenty happening in the industry.

Charlie Wells is vice president of sales and marketing at East Manufacturing. He says they've been in a five-year battle trying to combat corrosion. The result? Changes in paint, steel plating and most importantly (as a primarily aluminum builder): insulating between steel and aluminum to prevent galvanic corrosion.

"It's looking at gasket materials or in some cases changing component parts, like suspension hangers on air rides," says Wells.

Besides corrosion, East has also created the lowest all-aluminum deck with a height of only 36 inches. The flatbed doesn't require any bolts or steel reinforcement.

"The industry is moving in a direction where they've got to have the biggest amount of cubic space available as possible, all trying to get more efficient and that's a challenge because there's a point where you just can't cross it," says Wells.

While the product might be low, it's actually very high-end. Wells says to accommodate the height, East had to use a 17-in. tire height, which requires a special suspension system and a specially fitted neck.

Late in 2012, the company unveiled an improvement on integrated stairways for its flatbed trailers. The add-on has a load-bearing, locking door that maintains the entire deck area, which also allows for a

When you think about it,
trucks don't really run on diesel fuel.
They run on cups of black coffee.



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lighted license plate mount and ID lights. Since it's made of aluminum, no extra weight is added.

When driving, most drivers like to have the ability to use a nailer, but what if you've got a trailer with aluminum floors? What do you do then?

Vanguard Trailers recognized this problem and recently developed a device that can work with the aluminum floors and act in place of a nailer.

"Working with a sister company in Germany, we developed a logistics track into our standard aluminum floor, which creates the same function as a nailer board," says Mark Roush, vice president of engineering for Vanguard.

Vanguard has also made considerable advancements in lighting. The first thing the company did was add dual-function lights on the rear-header—the outside two lights are turn signals; the inside three work as a high-mount stop lamp. "If there's a vehicle right behind the truck—like a pickup truck behind the trailer—the other people can't see the lights on the trailer, but now they can because the upper header lights are indicating what's going on," says Roush.

Vanguard worked with Optronics, an industry light manufacturer, to develop the dual-function rear-header lights, as well as a new product called GloLights. These lights have a standard brightness and just get brighter to indicate stopping or turning.

"The new lights actually have a ring around the diameter that glows and then the middle of the light flashes—from not being on at all—to indicate the stopping or turning; it's more visible and safer," Roush explains.

GloLights can still function even if they're totally submersed in water. Then again, let's hope that that's not a feature you have to discover with your truck.

Utility Trailer had to update their patented polyurethane foam in their reefer trailers to meet new government requirements back in 2008, but ever since then they've been constantly updating their formula—or if you're really cheeky, "foamula."

"The insulation we use is very proprietary and we're very proud of it because the foam degradation is next to nil," says Jeff Bennett, Utility's vice president of



engineering. "We've been testing seven- or eight-year-old trailers and the foam inside to see what the degradation is and there's [none]."

Constant iteration is a driving factor in Utility's business. "We've just been basically tweaking [our foam] ever since [2008] to make it have better properties," says Bennett.

He also points to other improvements Utility has been making to their reefer trailers. Bennett says their floor design is different from other products because Utility doesn't use screw holes.

"As a result of not having to screw it down, we're able to decrease the weight, which increases the value," he says.

Adding that the design also makes the reefer "very light."

Recently, Utility has focused on improving the design of their side skirt. Their newest iteration has only been available in trailers since late 2012. "We came out with our third version, which further took away the weight—lightened it up—and also took the cost out."

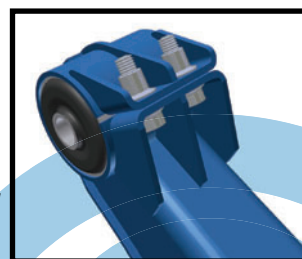
The skirt is shorter, creating more ground clearance and less rubbing on the ground. "When a truck and trailer traverse from one grade to another, whether it's a railroad track or up a steep hill, the ground clearance goes down to like two feet and the skirt has to be flexible enough to bend and allow for that and then spring back elastically," says Bennett.

"We were able to shorten the skirt more to allow for more ground clearance and the survivability of the skirt goes up significantly."

So the next time somebody asks you, "What kind of technology could there possibly be for a metal box?" It turns out the answer is quite a lot. **TT**


FACT #3 (of 6)

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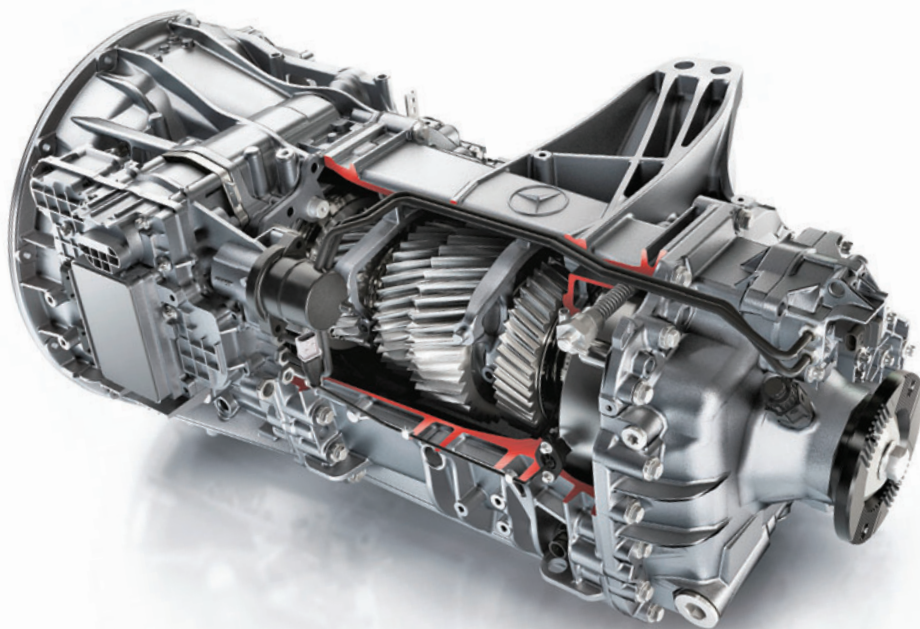
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on the web at todaystrucking.com

DETROIT LAUNCHES PRODUCTION OF

DT12 TRANSMISSION

Detroit's DT12 automated manual transmission is now in full production at Daimler's plant in the scenic Black Forest.



The 60-year-old Gaggenau powertrain facility will build it for North America until 2015, when manufacturing will be transferred to Detroit headquarters in Redford, Mich. The Michigan plant will then supply North America on its own and may also feed export markets if demand is there.

The DT12 is said to enhance fuel economy and performance for over-the-road/linehaul applications, while also saving weight—Daimler says it's 120 lb or 54 kg lighter than competitive models.

The 12-speed transmission will be available exclusively in the Freightliner Cascadia equipped with a Detroit DD15 engine, and in other Daimler Trucks North America (DTNA) vehicles at unspecified later dates. Additional versions of the DT12 for DD13 and DD16 engines will be released in late 2013 and 2014. There will also be 8- and 16-speed versions of the transmission in the near future, though those timelines have also yet to be defined.

Full production assembly of the DT12



in the Cascadia is expected to start on May 6 at the company's manufacturing plant in Cleveland, NC.

As one key component in Daimler's global powertrain strategy, the DT12 will also be used in Fuso heavy trucks and has already seen service in Mercedes-Benz vehicles for the last two years.

The DT12 combines the operational ease of a two-pedal automatic with the efficiency of a manual transmission, says Detroit. Engineered for economy, it includes features such as eCoast, skip shift, Active Driveline Protection, and optional direct drive. The DT12 also has three driving modes that drivers can select based on terrain and application.

The factory-installed Detroit Virtual Technician onboard diagnostic system will mean improvements in uptime, the company says. When a check-transmission light illuminates, the fault is sent to a dedicated DT12 technical contact who will immediately analyze the issue and provide a service recommendation.

The 12-speed DT12 accommodates all DD15 engine ratings from 455 to 505 hp, with torque input ranging from 1550 to 1750 lb ft. It comes with a five-year/750,000-mile standard warranty, and the clutch comes with a three-year/350,000-mile warranty.

The transmission is part of the complete line of Detroit powertrain components that also includes Detroit engines and axles.

See www.demanddetroit.com

LIGHTWEIGHT TRIDEM SLIDER

SAF CBX69 OFFERS INTEGRAL DISC BRAKE OPTION, EASY AXLE ALIGNMENT

SAF-Holland has announced the new SAF CBX69 tridem slider suspension systems, said to set a new standard for light-weight tridem sliders. It delivers the features and benefits of the CBX40 in a triple-axle configuration, the company says.

The system features the SAF X-Series 5.75-in. diameter axle with a lightweight yet robust 11mm-wall axle that allows for higher duty-cycle applications. The system can be spec'd with optional SAF Integral disc brakes. The company notes that tridems provide the versatility to move freight across international, provincial, and state borders while maintaining compliance with



bridge/weight regulations and Canadian SPIF 'infrastructure friendly' regulations.

The system is standard with Black Armour metal treatment for corrosion protection, said to be eco-friendly, less expensive, and lighter when compared to galvanization.

The new SAF CBX69 tridem slider suspensions will be available from most trailer OEMs this month.

See www.safholland.ca

TOUGH URBAN TIRES

BRIDGESTONE INTRODUCES TWO HEAVY-DUTY WIDE-BASE URBAN TIRES

Bridgestone has announced a pair of new Bridgestone tires for heavy-duty urban use. The Greatec M845 wide-base and M860A high-scrub all-position radials employ new technologies to the tough demands of urban environments—like stop and go driving, oil and chemical residue, potholes, metal plates, and cracked paving—in applications such as waste collection.

The new design innovations in these tires are said to help prolong tire life and retreadability.

KUDOS TO DETROIT

Detroit Diesel's Virtual Technician onboard diagnostic system was named a Silver Award winner in the Applied Technologies/Smart Systems category at the recent Edison Awards.

Established in 1987 and named after Thomas Alva Edison, the awards are among the most prestigious accolades honoring excellence in product development, design, and innovation. Evaluated by a panel of 3000 judges—that's a lot!—award winners represent game-changing products.

Developed in collaboration with Zonar and available for Freightliner and Western Star trucks with EPA 2010 and later Detroit engines, the proprietary Virtual Technician technology helps reduce downtime and decrease maintenance costs by providing a technical snapshot of the engine's status as soon as the dreaded 'check engine' light comes on. The Detroit Customer Support Center then relays the information to the provided contact to determine the exact issue, recommended service, how soon the engine needs to be serviced, and supply the closest authorized Detroit service location. Technicians are then alerted in advance of the customer's arrival, so they can quickly line up the parts, arrange for service, and repair the problem.

This is the second award given to Virtual Technician, which also received the ATA's Technology and Maintenance Council's Best of the Best award in 2012.

See www.demanddetroit.com

The M860A reflects improvements made to the Bridgestone M860, with a new compound that improves wear performance leading to longer life, the company says. It's also engineered with a wider belt package that aims to enhance casing durability, making it more retreadable for a longer period.

The Greatec M845 is available in a new size for Bridgestone, 455/55R22.5. The wide-base design allows for heavier loads, requiring fewer trips and more money on the bottom line.

It features next-generation WavedBelt technology to reduce irregular shoulder wear. Other elements include: stone-rejector platforms; optimized groove shape to increase durability and enhance retreadability; an aggressive block pattern that promotes wet traction; and a continuous shoulder design for reduced rolling resistance. Other features, says Bridgestone, include, special tread compounds, extra-deep and extra-wide tread, tough sidewall

protection, optimized belt package, and patented Turn-In ply design.

The M860A tire was engineered specifically for refuse, high-scrub, and short-haul applications, featuring a special compound that improves wear performance and lifespan while a wider belt package enhances casing durability and increases retreadability. Key elements include: aggressive blocks to bite into soft surfaces for better traction; stone-rejector platforms; angled grooves to promote wet traction; solid shoulder design to evenly distribute weight and torque to fight irregular wear and block



squirm for even wear. Other features, according to Bridgestone, include a long-lasting tread designed to spread load over a larger area for long life, a special cap compound, sidewall protector ribs, wide casing and wide belt design, and reinforced bead.

The M860A will be available in June and the Greatec M845 in July.

See www.bridgestonetrucktires.com

Product Watch

TABLET PC UPGRADED

PANASONIC IMPROVES THE TOUGHBOOK H2 RUGGED HANDHELD TABLET PC

Panasonic has announced upgrades to Toughbook H2, a rugged handheld tablet PC for mobile workers. The MIL-STD-810G1 and IP651 certified device gets a faster processor, expanded storage, and other improvements, while retaining critical features like the ability to survive a 6-ft drop.

Key Improvements include the Intel Core i5-3427U processor (up to 2.8GHz) with Turbo Boost technology. Storage is by way of a 500GB, 7200-rpm hard drive (shock-mounted flex-connect with hard drive heater) with optional 128GB SSD. Battery life has been improved with twin, hot-swappable batteries that deliver 7 hours of uninterrupted work per MobileMark 2007 testing.

Intel Advanced-N 6235 Wi-Fi 802.11 a/b/g/n and Bluetooth v4.0 + EDR (Class 1) is standard on all models. Integrated wireless broadband options include 4G LTE or 3G Gobi and dedicated GPS.



The 3.5-lb Toughbook H2 runs the Microsoft Windows 7 Professional (32- or 64-bit) operating system and includes optional integrated technology such as barcode, fingerprint, insertable or contactless SmartCard/RFID readers. USB 3.0, serial, and Ethernet ports are standard. Panasonic says the 10.1-in. XGA LED transfective touchscreen with CircuLumin technology allows for full-circle viewability from the brightest sunlight to pitch darkness.

The Toughbook H2 is backed with a three-year limited international warranty.

See www.panasonic.com/business-solutions

MONITOR PEOPLE & EQUIPMENT

FROM CELLUTRAK CANADA COME TWO NEW TELEMATICS OFFERINGS USING GPS AND GSM NETWORKS

There's a new telematics offering on the market that was originally created and used for search-and-rescue missions by the Israeli military, according to **Cellutrak Canada**. Adapted for fleet use, it now comprises a line of products that include 'Control' and 'iTrailer'. The company, newly part of an 18-year-old international enterprise, uses both GPS & GSM networks to gather, transmit, and store vehicle information, and location data.

Control offers 24/7/365 customer service, geofencing, and two-way communication. It can also monitor driver activity with Cellutrak's own driver-behavior module. With 21 parameter settings that track important data such as over-rpm accelerations, harsh braking, or long idling, companies can reduce equipment, fuel and maintenance costs.

Features include: anti-theft security

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system; secure access to a user-friendly website; GPS/GSM jamming detection; internal backup battery; continuous information alerts such as PTO engaged, doors open/closed, and ignition on/off; maintenance notifications based on programmed odometer readings; access to optimized route planning, custom reports, and vehicle histories; and much more.

iTrailer is an easy-to-install GPS and anti-theft system that monitor and can help recover trailer and container assets. It offers battery life that lasts for many years, a built-in recharger that works in up to -30 degrees Celsius, and a 3D accelerometer to detect and alert any unauthorized movement.

Cellutrak says the iTrailer device pays particular attention to technical difficulties such as power consumption, temperature durability, concealment, tampering, and rough environments.

It features embedded GSM/GPS antennae; dust and shock resistance designed for external/internal use and extreme weather conditions; an internal backup battery; storage of up to 14,500 positions; a configurable speed alert; geo-fence management and alert; plus idle alert. iTrailer is also said to be easy to install.

See www.cellutrak.ca

ON-BOARD REFUSE TRUCK SCALE

AIR-WEIGH DEVELOPS SCALE FOR HEIL STARR REFUSE VEHICLES

Air-Weigh now makes a scale for use on the Heil Starr refuse and recycling vehicle, offering accurate axle weights for steer, drive, and trailer along with payload and gross vehicle weight.

Accurately measuring the weight of refuse is challenging, says Air-Weigh. Weight is added to refuse trucks constantly throughout the course of a route, and drivers have little idea when their trucks are nearing full capacity. Without a way to monitor the payload weight, drivers risk overloading every day. An on-board scale provides the solution from inside the cab with the push of a button.

The new scale for Heil vehicles is based on Air-Weigh's LoadMaxx scale technology. It uses air-pressure sensors

to measure and calculate the tractor steer and drive-axle weights, and patented deflection-sensor technology on the trailer axle to measure the trailer weight. Warning and overweight alarm outputs are also available from the scale.

See www.air-weigh.com

LUBE FOR NATURAL GAS ENGINES

PETRO-CANADA'S DURON GEO LD 15W-40, LATEST ADDITION TO HEAVY-DUTY ENGINE OILS LINEUP

Petro-Canada Lubricants says it's gearing up to launch the latest in the Duron product line, GEO LD (Gas Engine Oil Long Drain) 15W-40. Specially formulated for the high combustion temperatures in today's natural-gas mobile engines, the



company says the new lube can extend drain intervals up to 1200 hours while maintaining "exceptional" engine protection and stay-in-grade capability.

The new oil begins with Petro-Canada's

99.9% pure base oils and is formulated to deliver protection no matter the season. In cold climates, it's said to pump quickly and easily through the engine, safeguarding against wear and tear. It also performs well in high operating temperatures, the company says, providing fleets with excellent shear stability. This new oil and the entire Duron family have exceeded OEM-required testing.

The oil also sports high resistance to nitration and oxidative thickening, says Petro-Canada.

See www.lubricants.petro-canada.ca

TRP TRAILER-BRAKE PARTS

TRP INTRODUCES ALL-MAKES TRAILER CAMSHAFTS AND BUSHING KITS

TRP's new camshafts and bushing kits for heavy-duty trailer brakes feature camshaft head and shaft splines induction-hardened for long life and durability, the company says. They also have forged

CITY	Price cents per litre	(+/-) Previous Week	Excl. Taxes
WHITEHORSE	141.9	0.0	123.9
VANCOUVER *	138.3	-0.4	94.0
VICTORIA	134.9	0.0	98.3
PRINCE GEORGE	130.1	-1.4	97.2
KAMLOOPS	131.7	-0.2	98.8
KELOWNA	132.6	-0.2	99.6
FORT ST. JOHN	134.2	-0.5	101.1
YELLOWKNIFE	137.6	0.0	117.9
CALGARY *	115.6	-0.6	97.1
RED DEER	116.6	0.0	98.0
EDMONTON	114.4	0.0	96.0
LETHBRIDGE	118.9	-0.5	100.2
LLOYDMINSTER	115.2	0.0	96.7
REGINA *	122.4	-0.9	97.6
SASKATOON	121.4	-0.5	96.6
PRINCE ALBERT	124.2	0.0	99.3
WINNIPEG *	125.7	0.0	101.7
BRANDON	119.7	-0.2	96.0
TORONTO *	118.2	-0.5	86.3
OTTAWA	125.9	1.5	93.1
KINGSTON	125.9	6.5	93.1
PETERBOROUGH	118.9	-0.2	86.9
WINDSOR	117.3	0.0	85.5
LONDON	118.6	0.3	86.6
SUBBURY	123.0	-0.2	90.5
SAULT STE MARIE	123.5	-0.8	91.0
THUNDER BAY	133.0	-0.1	99.4
NORTH BAY	120.9	-0.2	88.7
TIMMINS	127.8	0.0	94.8
HAMILTON	120.0	0.2	87.9
ST. CATHARINES	118.9	0.5	86.9
MONTRÉAL *	134.9	1.0	93.1
QUÉBEC	132.6	0.0	91.1
SHERBROOKE	132.9	0.0	91.4
GASPÉ	133.9	0.5	96.1
CHICOUTIMI	131.9	-0.5	94.3
RIMOUSKI	132.4	0.5	92.9
TROIS RIVIÈRES	132.9	0.0	91.4
DRUMMONDVILLE	129.9	0.0	88.8
VAL D'OR	131.9	0.0	94.3
SAINT JOHN *	126.2	-1.5	88.5
FREDERICTON	126.5	-1.6	88.7
MONCTON	127.0	-1.7	89.2
BATHURST	128.8	-1.6	90.8
EDMUNDSTON	127.9	-1.6	90.0
MIRAMICHI	127.9	-1.5	90.0
CAMPBELLTON	128.0	-1.5	90.1
SUSSEX	126.3	-1.3	88.6
WOODSTOCK	128.5	-1.8	90.5
HALIFAX *	124.2	-2.0	88.6
SYDNEY	129.1	-1.2	92.9
YARMOUTH	126.8	-2.1	90.9
TRURO	125.9	-2.1	90.1
KENTVILLE	126.4	-1.6	90.5
NEW GLASGOW	129.0	0.0	92.8
CHARLOTTETOWN *	131.6	0.0	91.2
ST. JOHN'S *	129.2	-1.6	93.8
GANDER	131.7	-1.6	96.0
LABRADOR CITY	140.6	-2.9	103.9
CORNER BROOK	129.9	-1.6	94.5
CANADA AVERAGE (V)	124.0	-0.4	92.9

Updated prices at www.nijevinc.com • Prices as of June 11, 2013 • V=Volume-Weighted. (+/-) indicates price variations from previous week. Diesel includes both full-serve and self-serve prices. The Canada average price is based on the relative weights of 10 cities. (*)

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camshaft heads for precision-sizing and strength, and a nationwide 12-month warranty. They're offered in a variety of sizes for all makes.

Worn camshafts can cause uneven or premature brake wear, TRP notes, which can result in decreased stopping power. Worn camshaft bushings can also ultimately lead to an out-of-service violation. If an inspector finds that a missing or worn camshaft bushing is causing excessive pushrod travel, worn linings on the bottom shoe, or some other brake defect, the inspector will likely note it and apply the 20% defective-brake rule accordingly.

TRP says its camshaft is manufactured using precisely calibrated computer-controlled equipment to meet the demands of today's harder working brakes.

TRP retailers include Kenworth and Peterbilt dealerships.

See www.trpparts.com

HYBRID DRIVE TIRE

CONTI ROLLS OUT NEW 'HYBRID' DRIVE TIRE FOR BOTH LONG AND REGIONAL HAULS

Continental says its latest drive tire, the Hybrid HD3A, recognizes a new segment in commercial truck operations, combining long haul with regional use.

The Conti Hybrid HD3 is now the company's widest dual drive tire, at 248 mm, with 27/32nds tread depth in a new regenerating pattern that's cut in three dimensions. The combination of these characteristics and a large tread volume allows for long tread life, as well as a larger footprint that provides excellent traction, says Continental.

The traction requirements for regional traffic, which often include changing weather conditions and curved roads, have also been addressed via the Hybrid HD3's tread geometry. The three-dimensional lateral sipes and a directional tread pattern provide more gripping edges on the road surface than a traditional drive tire, Continental says.



In long-haul work the new Hybrid HD3 is said to reduce fuel consumption versus Continental's traditional regional and mileage drive tires. With advanced tread-cap compounding, a self-stabilizing rib-block pattern, and minimized tread deformation from a stiff shoulder, users can expect more than 10 percent improvement in rolling resistance against Continental's HDR2 and HDL2 DL.

The Hybrid HD3 is available in sizes 295/75R22.5, 11R22.5, and 11R24.5, and as a ContiTread retread product in late 2013.

See www.continental-truck.com

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TAKING STOCK *By Bob Tebbutt*

Since 2003 the gold market has been the strongest market of all as it has gained 400 percent to the last quarter of 2011, driven by strong inflation numbers.

However, since it reached the \$2,000 area, inflation has been generally under two percent so gold has fallen about 15 percent to its present level of about \$1,380.

While the U.S. Federal Reserve poured money into the banks to shore up their balance sheets, they have been reluctant to lend this cash and we have virtual disinflation. The question is: when and how quickly will inflation pick up?

The answer? It's up to the U.S. administration and its central bank, the Federal Reserve. Only when they lend out this extra cash will inflation start to grow. This delay

could stay for years or could end tomorrow.

If an investor believed that a rise is inevitable, the next move would be to determine the best method of investing in gold. Here are some choices:

GOLD STOCKS:

There are many gold stocks to choose from, and if their managements do not err in the running of their companies then the rise in gold will result in their stock prices rising as well.

GOLD BULLION:

One can buy any amount of gold from many sources: banks, gold dealers and exchange-traded futures. The problems with these methods are the amount one has to pay for the bullion, and the price that these institutions charge can be a substantial.

GOLD FUTURES:

The futures markets deal in commodities from aluminum to zinc, as well as gold, silver, platinum and palladium.

In one form or another, futures or forward markets



have existed for over 7,000 years and are set up on the basis that futures require only a 10-percent down payment on the value of the commodity being traded.

In the case of gold, it trades in 100-oz lots, and one can

buy a contract for delivery out to 2018, valued at \$140,000 for a deposit of about \$14,000 and hold it for the next five years. If the market were to rise to \$2,000, the gain on your futures contract would be \$62,000 or 442 percent.

However, if the market continues to fall and drops to \$1,000, your loss would be \$38,000 or \$24,000 more than you invested.

GOLD OPTIONS:

A safer way of investing in gold is by buying gold options. That would cost about \$25,000 for 100 oz.; you cannot lose more than the \$25,000 no matter the movement of gold, and you would gain if gold rose even \$100 per ounce and this option is good through 2018.

Bob Tebbutt is a partner with Armour Asset Risk Management Ltd. Today's Trucking does not provide personal investment advice, brokerage services or manage money. You should contact your broker or investment advisor before making any financial decision based on the information provided to all subscribers.

SYNTHETIC ENGINE LUBE

CHAMPION LAUNCHES BLUE FLAME 5W30 API CJ4 DIESEL MOTOR OIL

Champion Oil has announced a new premium 5W-30 Blue Flame API-CJ4 synthetic oil for heavy-duty diesels. Not as well known as the big lubricant players, the company has been engaged in specialty lubricant blending and manufacturing for some 55 years.

Backed by global certifications and a battery of extreme field and bench tests, Champion says the new lube's "robust" formula provides the same level of engine protection as leading 15W-40 HD motor oils, but with more end-user benefits. It meets all OEM diesel specifications and will be available in June.



Results from real-world field trials are said to prove that Champion's new blended 5W-30 oil reduces engine wear and corrosion while maintaining viscometric properties. The company also claims enhanced protection for engine and exhaust system components.

The formulation of the new lower-viscosity 5W-30 oil can also deliver real-world, measurable fuel-economy gains, the company claims. In fact, Champion says it was found to deliver an average of 3.3% and up to 4.5% fuel-economy improvement over a conventional 15W-40 API CJ-4 lubricant in trials at an independent testing facility using the SAE J1321 fuel-test protocol.

The new oil is formulated with a patented friction-modifier system that enables it to reduce internal drag within engines, says the company, resulting in maximum engine power output. Plus, the new oil is claimed to have a 50% faster time to pressurization than a traditional 15W-40, leading to faster lubrication of critical valve-train hardware and reduced start-up bearing wear.

See www.championbrands.com

HOS AUTOMATION FOR ANDROID

COMPLETE INNOVATIONS HAS LAUNCHED ACTION TRACKER HOS FOR ANDROID TABLETS

Complete Innovations of Markham, Ont. has introduced a new application in its Fleet Complete management package, Action Tracker HOS. It's an Android tablet application that fully automates

hours of service and a driver's vehicle inspection activities, and replaces the time-consuming manual paperwork with an automatic digital logbook.

Action Tracker HOS automatically logs driving hours and calculates driving availability, ensuring easier HOS compliance, the company says. Drivers can view their available hours, manage their duty status, and complete vehicle inspection reports, all on their tablet. It reduces the chance of human error, and saves the time previously spent recording, calculating, and managing driving availability via traditional paper-based logs. Audits and reporting are simplified with all current and historic log data available for reporting and further analysis 24 hours a day, seven days a week via Fleet Complete.

Action Tracker HOS is 100% compliant with all current U.S. FMCSA and Canadian DOT log requirements, and is ready to support the upcoming 'July 2013' U.S. FMCSA rule changes. All of the HOS rule tables are configurable, making adaptation of any future changes simple and easy.

By combining our application with Android tablets, Complete Innovations says it can bring "a top-tier automated HOS solution to fleets of all sizes at an affordable price point."

Fleets can add Action Tracker HOS to their Fleet Complete subscription for only \$7 per month per vehicle. The service is available from Telus for Canadian customers and AT&T for those in the U.S.

The Action Tracker HOS application is currently available on the Google Play Store.

See www.completeinnovations.com

INFINITELY VARIABLE TRANSMISSION

PARKER HYBRID OFFERS AN INFINITELY VARIABLE TRANSMISSION FOR MEDIUM-DUTY TRUCKS

The Hybrid Drive Systems Division of **Parker Hannifin** says its Infinitely Variable Transmission (IVT) with brake-energy-recovery technology for class 4 to 6 trucks is now available in North America.

The Parker IVT uses energy stored in a hydraulic high-pressure accumulator to propel the vehicle "seamlessly". Continued stop-and-go operation

recharges the hydraulic system and allows the truck to achieve a significant fuel-economy improvement over traditional diesel-powered vehicles that use automatic transmissions, says Parker, while also reducing emissions.

Results seen with early adopters of the technology show a fuel-economy improvement up to 50% over a seven-month period, says Parker.

The company sees its market as trucks in the snack food, beverage, and parcel-delivery vocations as well as the work truck segment in general.

Over and above its efficient dual-mode operating system—using both the engine and hydraulic energy in series—the Parker IVT is said to offer three primary advantages: the first is brake-energy recovery. The hydraulic system captures and

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returns approximately 71% of the vehicle's kinetic energy for use in propulsion.

Then there's optimized engine control, which decouples the engine from the drive wheels, allowing it to operate at higher efficiencies for a given power level.

And the third feature is its engine-off system that uses stored hydraulic power to operate the vehicle at low speeds while keeping the engine off to reduce emissions and fuel consumption. The engine is also shut down during deceleration events to reduce idling time.

The Parker IVT with brake-energy recovery also starts the engine, reducing wear on the 12-volt starter. The system powers the truck's steering components as well, thus eliminating the need for the engine to support these functions. A mechanical connection from the engine to the rear axle allows for power transfer during highway-speed operation. The brake energy recovery feature reduces brake wear and increases brake life compared to a conventional chassis.

See <http://parkerhybrid.parker.com>

TRAILER & LIFT AXLES

WATSON & CHALIN OFFERS A FULL LINE OF TRAILER AXLES AND A NEW SELF-STEER LIFT AXLE

Watson & Chalin has added its own trailer axles to the product portfolio. The company has also launched a new 20,000-lb self-steering axle and lift suspension system.

The new trailer axles are available in capacities up to 25,000 lb with N or P spindles, drum or disc brakes, 12.25- to 18-in. brakes, fully dressed wheel-end packages, and various wall thicknesses depending on the customer's desired capacity.

The company has also expanded the Tru-Track lift-axle family with the launch of the SL-2065 self-steering axle and lift suspension system.

Weighing in at 1,327 lb, the SL-2065 offers "outstanding" maneuverability with a 25-degree wheel cut. It's offered with 445/65R22.5 tires and an air-disc brake option.

See www.watsonsuspensions.com **TT**

YOU CAN'T GET THERE FROM HERE

More Easy Pickins

Turns out our June mystery location wasn't so mysterious. Correct answers identifying the Craft Tea Elevator Restaurant on the Trans Canada in Indian Head, SK., flooded in. The following were the first to identify the joint and thus win caps: **Wes Braid**, Tessier, SK., **Ted Pomeroy**, Winnipeg, MB., **Todd Davidson**, Moosomin, SK., **Heidi McCaskill**, Regina, SK., **Tuula Brunelle**, Val Caron, ON., **Gerrard Robb**, Peterborough, ON., **Curt Roush**, Hannon, ON., **Garry Clark**, Beeton, ON., **John E. Done**, London, ON., and **Ralph Billings**, Milton, ON. If you think you know where this month's is, contact *Jason Rhyno* at Jason@newcom.ca or 416-614-5828. If you're among the first 10 you'll get a cap! Remember to include your address!



June Answer:
Craft Tea Elevator Restaurant, Indian Head, SK.



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P.S. If you call your answer in, don't forget to leave your contact details!



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Hendrickson	13
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Hino	22
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Howes Lubricator	24
<i>www.howeslube.com</i>	
J.D Factors	12
<i>www.jdfactors.com</i>	
Kärcher	46
<i>www.karcher.ca</i>	
PeopleNet Communications	34-35
<i>www.peoplenetonline.ca</i>	
Peterbilt	back cover
<i>www.peterbilt.com</i>	
Peterson Manufacturing	26
<i>www.pmlights.com</i>	
Petro Canada Lubricant	30
<i>www.fightsoot.com</i>	
Prolam	8
<i>www.prolamfloors.com</i>	
Ridewell	43
<i>www.ridewellcorp.com</i>	

Shell	49
<i>www.shell.ca</i>	
Today's Trucking	48
<i>www.todaystrucking.com</i>	
Total Lubricants Canada	47
<i>www.total-lubricants.ca</i>	
TRP	17
<i>www.TRPParts.com</i>	
Truck & Trailer	49
<i>www.truckandtrailer.ca</i>	
TruckPro	37
<i>www.truckpro.ca</i>	
UFA	40 (West only)
<i>www.ufa.com</i>	
Watson & Chalin	36
<i>www.watsonsusensions.com</i>	
Western Star	38
<i>www.westernstartrucks.com</i>	
Vipro Truck Force	51
<i>www.viprotruckforce.com</i>	
Wix Filters	42
<i>www.wixfilters.com</i>	

COMPANIES IN THE NEWS

3M	28
A	
Agrifoods Group	12
Air-Weigh	47
APPS	12
Armour Asset Risk Management	50
Arrow Truck Sales	20
B	
Bluewave Energy	20
Bridgestone	45
C	
Carriers Edge	16,27
Celadon	20
Cellutrak Canada	46
Challenger Motor Freight	12
Champion Oil	50
Complete Innovations	50
Continental Tire	49
CP Rail	27
Cummins	32
D	
Daimler Trucks North America	24
Davy Truck Sales	20
Day&Ross	20
Detroit	44,45
E	
East Manufacturing	41
Eaton Fuller	33
Erb Group	23

F	
Freightliner	21,24
Fruehauf	39
H	
Harbour International	13
Harman Heavy Vehicles	20
Hendrickson	33
Hi-Way 9	15
Hino	21
Hyndman Transport	20
I	
International	21
K	
Kenworth	21,24
Kriska	11,20
L	
Lightweight Tridem Slider	45
M	
Mack	21,24
Mackie Moving Systems	39
Meritor	33
Michelin	33
Mullen Group	15
N	
Navistar	20,25,32
Normandin Transit	23
O	
Optronics	43

P	
Panasonic	46
Parker Hannifin	51
Parkland Commercial Fuels	20
Penner International	28
Peterbilt	21
Petro-Canada Lubricants	47
Phillips Industries	20
Pinnacle	31
R	
R&B Trucking	12
S	
SAF-Holland	45
Schneider National	11
SGT2000	23
Sleep Country	23
T	
Talent Click	10
TFX International	12,28
TRP	47
Turbo Images	31
U	
Utility Trailers	43
V	
Vanguard	43
VersaCold	20
Volvo	21,24
W	
Wakefield	12
Watson&Chalin	52
Western Star	21



By Peter Carter

3 Simple Rules

How to end bad behavior in the workplace.

I'll never forget my sister Norma's amazing reaction when I landed—directly on her right jaw—the most powerful left jab I, up to that point, had ever produced.

"Whack," went my fist.

"Ha-Ha!" responded my sister.

You read that correctly. I clobbered my sister Norma and she laughed.

Norm one; Pete zero.

At the time, Norma was probably 17. I was a few years younger. And Norma, a very independent-minded redhead, had said something I thought was nasty about our dad. So I had to teach her a lesson.

Teaching got done alright, but it was me, not Norma, who did the learning.

First thing I learned? I fight like a wuss.

Second: Getting laughed at by your sister hurts way more than a punch in the chops.

The third—and this lesson didn't take until quite a few years later—is that my parents did an incredible job of keeping a lid on family fights.

My mom and dad had 10 kids. We grew up in a three-bedroom house in Sudbury. And that excuse for a fight with Norma is the only actual physical fight I remember.

Norma recalls it too. About 20 minutes ago when I started writing this story, I emailed her and asked if she had any problem with me mentioning the episode. "Not at all," she emailed back, adding, that given another shot at it, this time she might hit back.

"And now," she—the only member of our family to be a card-carrying fitness nut—added, "I have the muscle."

I'm fairly confident the reason we both remember it so vividly is that fights in the Carter household were so few and far between. People always recall things that don't happen too often.

The reason I was even thinking about the set-to in the first place is that I realized recently that my parents' very effective methods of keeping the peace could be patented and put to work in any work place where you might have a collection of short-fused hotheads who hit first and ask questions later.

Trucking comes to mind.

So here—without further consultation from anybody—are Mr. and Mrs. Carter's Tips for Creating Harmony in the Workplace:

Rules. Mom and Dad did not ban arguments. That would be like banning disagreements. We just had strict procedures for dealing with them. Instead of saying "no fighting," they said, "No

hitting anyone younger than yourself." I, the youngest, loved that one. It didn't outlaw anger; it just enumerated real dispute-management steps for dealing with issues so people having disagreements will follow steps and solve their issues peacefully. Here's one of my dad's favorites: "If you're going to fight in here," he liked to say, "go outside." (We never knew quite what to do with that one.)

Vigilance. My mom and dad made us go to church a lot and reminded us on a daily basis that God could see what we were doing. In your shop, in lieu of a deity, you have ECMs, servers that record interactions between drivers and dispatchers, video cameras and e-logs. The thing is, like my folks, you must remind your people constantly that they're being monitored. Face it. Trucking is full of guys.

Left to their own devices, the minute guys think they're not being watched, they'll try to get away with stuff. They need remorseless reminding.

Example. Behave the way you want your people to. As hard as it is to believe, my parents never fought. Or, if they did, we didn't know about it. (This had one very not-so-surprising side effect. Not that I or any of my brothers or sisters ever had disagreements in our own marriages, but turns out, if they ever did arise, we didn't know how to handle it. In fact, the first time it happened with me and my wife Helena, I thought the marriage was over... oopos. I didn't mean 'my house'...you know what I mean.) Anyway, it's true: If you want your workers to handle workplace issues maturely and peacefully, do it yourself. **TT**





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