

# Roads

ISSUE 1 | 2017

UD Trucks - Going the Extra Mile since 1935



## All New Quon

Innovation that puts people first

### All new Croner

Make every moment count

### Australia

Paddock to the plate



## Innovation that puts people first.

Since 1935 UD Trucks has gone the extra mile to provide the products and services the world needs today. We listened to our customers and developed All New Quon to meet the needs of the times through smart technology and innovation that puts people first.

The new ESCOT-VI automated manual transmission, disc brakes, advanced driver support systems and ergonomic cockpit ensure unrivaled drivability, safety and comfort.

With the new road-predicting "Foretrack" function, clean high-torque GH11 engine and strong, lightweight chassis, All New Quon excels in fuel efficiency and productivity, putting your drivers and your business ahead of the rest.

It is the next generation truck for the age of smart logistics.

To find out more about All New Quon, visit our website at [udtrucks.com](http://udtrucks.com)

**ALL NEW!** *Quon*



**UD TRUCKS**

**Going the Extra Mile**

## Dear friends,

Welcome to an issue of Roads full of innovation and breakthroughs. This is a very exciting time for UD, with the recent launch of two groundbreaking new trucks.

Our flagship Quon, symbolizing the quintessence of our history and values, of our state-of-the-art technologies, and a benchmark in the heavy-duty segment for customers in Japan and all around the world has been totally redesigned.



At the 2015 Tokyo Motor Show, Quon Vision announced our vision of "Going the Extra Mile for Smart Logistics". Two years later, we proudly present All New Quon which embodies exactly that concept. Engineered to deliver "Innovation that puts people first", All New Quon is a human-centric, smart response to the needs of modern transportation. With its improved GH11 engines, new ESCOT-VI transmission, Nenpi Coach fuel coaching system, and comprehensive aftermarket services, All New Quon delivers the best drivability, while offering unequalled fuel efficiency, safety, uptime, dependability and environmental respect.

All New Quon reigns on a renowned range of highly competent trucks. A range that is now being enriched with the promising newly launched Croner model. We know that time is the most valuable resource of any transportation business. Named after the Greek god of time – Chronos – Croner is built to save you time, and money, in your operations. Rolling off the production line at the UD Bangkok Plant, Croner is our first mid-duty truck built to foster the needs of fast growing economies. Croner is designed to provide excellent drivability and lower running costs, while delivering the proverbial UD dependability. Croner also comes with a range of customization options, enabling it to adapt to different business needs.

Since our founder Kenzo Adachi built UD's first diesel truck in 1939, we continue to be guided by his committed principle to "make the truck the world needs today". We go the extra mile by innovating with environmentally friendly technologies, putting our focus on safety, fuel efficiency and sustainable transportation solutions. With the two new trucks lines, UD Trucks has grown stronger than ever to support your business and drive your successes even further.

As ever, Roads brings you a taste of some of our customer stories. ASAC Logistics fielded the overall winner of last year's UD Extra Mile Challenge, and in this issue we bring you an extensive portrait of the company as its CEO Mr Tan Seong Teik, shares the story of his road to success.

Lastly in this issue we take you to Australia's most productive food bowls, to visit the unsung heroes behind the Australian dining table – the Stanthorpe depot of Lindsay Transport. Their work ensures that the freshest produce from the paddock reaches consumers' plates.

I'd like to leave the last sentence to Shane Wilkins, manager of the Stanthorpe depot: "I think UD as a whole wants to grow with our business. They want to be part of your business. Every step of the way, they've been working with us."

Hearing such acknowledgement from our customers gives us our proudest moments. It pushes us to be better everyday. We will do everything we can so that you can count UD as your valuable business partner as you develop your activities.

**Yoshihiro Murakami**  
President  
UD Trucks Corporation

## 04 UD around the world

### 06 All New Quon

UD's all new flagship



### 12 UD Gemba Spirit

Gemba voices

### 14 All new Croner

Make every moment count



### 18 South Africa

A true story about UD Telematics Services



### 20 Indonesia

Truck driver appreciation day

### 22 Australia Paddock to the plate



### 26 Extra Mile Stories

**Japan** "3 reasons why UD Information Service enables business success"

**Singapore** "4 reasons why UD Trucks is our preferred business partner"

**Indonesia** "Why choosing UD Trucks has been key to our success"

### 30 Malaysia Keeping it simple!



### 33 Trucker Tips & Tricks

Stay hydrated and energized on the road

### 34 Launch events

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JAPAN

## UD Customer Advisors in Japan test-drive All New Quon

Started from February 13<sup>th</sup>, two months before the official launch of All New Quon, a group of UD Customer Advisors (CA) gathered at the UD Experience Center, located on the UD Ageo Plant and headquarter site. In a period of two weeks, over 440 CAs participated in the test-drive. This was one of the largest training sessions ever conducted by UD. CAs are on the frontline of servicing customers; they are demanding in terms of quality and response time to customer requests.

In the build-up to the launch of a new model, there is a lot of excitement and impatience prior to the test-drive. Any concerns disappeared as soon as this demanding group of testers got behind the wheel of All New Quon.

"I was able to feel how the company is fully committed to product quality," said one CA. The event coordinator, Shinichiro Nagata from UD Competence Development, said expectations for All New Quon were very high. "However, feedback from the CAs at the end of the training sessions revealed, they were all conquered by All New Quon, and felt confident in its ability to answer UD customers' needs."



JAPAN

## UD snowplows continue to support people's lives in Japan



"Fuyutopia 2017 in Hakodate" was held earlier this year. UD Trucks showcased a Quon-based snowplow and demonstrated the truck in action. It gathered a lot of interest from visitors of all ages.

As the sole manufacturer of heavy-duty all-wheel-drive snowplow trucks in Japan, UD snowplow trucks play a vital role in large-scale snow removal activities on highways and main roads. In Japan, about 90% of freight transport is handled by trucks, around half of which use highways. UD Trucks supports the regions that experience heavy snowfalls and contributes to maintaining a stable logistical infrastructure in these areas.

JAPAN

## Ube Customer Center supports development of local youths



At UD Trucks, we believe it is important to serve as a caring local employer and to be an integral member of the local community. One way to do this is to support the development of local young people, by providing internships to students during their school courses.

Two second-year students from Ube Technical High School in Yamaguchi Prefecture experienced how to work in partnership with customers at a UD Trucks Ube Customer Center (CC) in Chu-Shikoku Region during a five-day discovery internship. All Ube CC members fully supported the initiative and showed the students not only the services and parts side of the business but also the importance of safety, teamwork, 5S and a professional attitude towards work. Many new graduates join UD Trucks as new recruits after experiencing the UD gemba spirit as interns in customer centers across Japan.

SOUTHERN AFRICA

## Top award for UD Trucks

### International Sales Award

UD Trucks Southern Africa was awarded the International Sales Award as the brand's largest overseas market in 2016. Gert Swanepoel, Managing Director, recently celebrated the achievement with Peter English, chairperson of the UD Trucks Dealer Council.

"This award is a true testament to the caliber of staff and dealers we have in the region, and it will certainly drive us to perform even better this year," said Swanepoel. "Our dealers are true ambassadors of the brand and are on the forefront of our interactions with our customers. We are very honored to have received this award on behalf of all our staff and dealers."



## Listen to UD Quester customers' voices

Extra Mile Stories are real stories about UD customers. Their business stories and their experiences with UD trucks are shared with our trucking community. The latest episodes feature three customers with different transportation needs, operating in South Africa and Indonesia. "We are about service to our customers, and UD is our best choice," says Stef Botha from Quicksand in South Africa, which uses a fleet of UD trucks in the construction industry. In Indonesia, SIP is a large construction company involved in projects like major bridge building, and Dunex is a large logistics company. Both operate Questers as they are 'tough and fuel-efficient', and both companies use UD Telematics Services to improve their business efficiency. They appreciate the failure detecting function to alleviate monitoring and maintenance pressure; while the location service helps their fleets run more efficiently.



Visit UD Trucks YouTube channel to watch movies.



On the road with Quicksand (South Africa)



A total solution (Indonesia)



Excellent service (Indonesia)



## AUSTRALIA

### Newly launched Condor 6X4 gains its spotlight in the professional medias in Australia



Developed specifically for customers in Australia and New Zealand, the 6X4 Condor, locally named PW 24 280, has caught the attention of local trucking media.

*Prime Mover* commented: "Versatility is the strong suit of the PW 24 – it can be used as a sturdy base for anything from hook-lifts, tilt trays and elevated work platforms through to garbage compactors and refrigerated bodies, but will also do well in general freight applications, for instance in beverage distribution."

You can discover the whole story in the February issue of *Prime Mover* magazine.

### Bettatrans, a fast developing South Australian recycling company, praises Quon's fuel efficiency



*Diesel*, an Australian road transport magazine, recently made an in-depth report on the waste management industry, featuring Bettatrans – a customer of UD Trucks. Beyond everyday waste collection, the waste supply chain can be just as complex, and as competitive, as the rest of the trucking industry. Productivity is king and specialized, often expensive, equipment is needed to get a contract over the line. Despite having been in the business for only a few years, Bettatrans is already an integral part of the Adelaide waste disposal scene. To be competitive, "you just have to be on your toes, be the most efficient operator, with the most fuel-efficient set-up," says Chris Cunningham, Director of Bettatrans.

In order to excel on that front, Cunningham looks for both the most advanced trailers and the most reliable and fuel efficient trucks. The majority of Bettatrans' fleet is UD's, and their prime movers are Quons fitted with GH11 engines and ESCOT-V gearboxes. "UD Quon is amazing," says Cunningham, "the fuel efficiency is almost as good as on the medium duty UD Condors we have in the fleet."

You can discover the whole story about Bettatrans in the January-February issue of *Diesel* magazine.

## MIDDLE EAST

### Going the Extra Mile

UD Trucks employees compete in the Dubai Marathon



Earlier this year, the UD Middle East, East & North Africa team participated in the Dubai Marathon. Inspired by the UD Trucks brand promise "Going the Extra Mile", 26 employees conquered the 42km, 10km, and 4km categories of the Dubai Marathon. The UD Trucks employees invested their time and demonstrated great team spirit by encouraging one another to put the brand promise into practice on the run. Mourad Hedna, President of UD Trucks MEENA said "Such an event is a fantastic opportunity to encourage each other to deliver and spread UD's "Going the extra mile" value, and also to have fun. We will definitely be back to go the extra mile next year!"

# All New

Innovation  
that puts people first.

The brand new version of UD Trucks' flagship moves the bar forward again, with innovations designed for the actual needs of the customers', showing the path to a new era of smart logistics.

# Quon

Every day since its launch in 2004, Quon has proved its strength and reliability in all terrains and climates around the world. Following on the track of its illustrious predecessor, UD engineers have totally redesigned UD's flagship, creating the striking All New Quon.

"To excel on the essentials with ultimate dependability" is the trademark of UD, and no effort has been spared to make sure that All New Quon delivers on this promise.

Every successful business focuses on its people, and this truck is built with people in mind. From its drivability and comfort, to its onboard technologies, this smart truck is

an extension of the driver.

The pressures on modern day supply chains and logistics require absolute fleet efficiency like never before. And All New Quon is built to support that. In addition to the innovative technologies made available on the truck, UD backs it up with a proactive, responsive comprehensive service offer, customizable to customer's specific operation.

When UD designers and engineers returned to the drawing board to redesign Quon, they put drivers and fleet managers – and the efficiency of the customers' business – at the center of their work.



Not only does All New Quon carry the legacy of past achievements, it also heralds the future. Nowadays, all machines are expected to be smart and designed with humans in mind - and these expectations also apply to the modern truck. In anticipation of the demands of today's supply chain, the concept of "Going to Extra Mile for Smart Logistics" that UD first introduced at the 2015 Tokyo Motor Show, is now a reality.



Visit us on  
udtrucks.com



## Smart fuel efficiency and respect for the environment

- **GH11 engine: even more fuel-efficient, powerful and clean**

Thanks to a high combustion efficiency and further improvements, the GH11 engine provides improved power and torque, while meeting the strict new emission regulations in Japan and exceeding the 2015 fuel economy regulation standards for heavy duty vehicles by 5%.

- **Foretrack: predicting the road ahead**

The new Foretrack function on the ESCOT-VI operates when using cruise control in ECO mode. Road gradients are scanned and saved through the GPS. When driving the same road the next time, gear shift and vehicle speed are optimized to improve fuel efficiency.

- **Nenpi\* Coach: real-time fuel efficiency advisor**

Nenpi Coach constantly analyzes and evaluates driving trends based on fuel efficiency. By providing real-time feedback through the display, it coaches drivers to deliver the best fuel efficiency.

\* "Nenpi" is Japanese for "Fuel economy".



## Smart safety

Active safety has been improved with mechanical and electronic upgrades throughout.

- **Standard disk brakes**

All models are fitted with disc brakes. They offer high resistance to fading and a progressive feel in the brake pedal.

- **Traffic Eye Brake**

The Traffic Eye Brake and Advanced Emergency Braking System permanently monitors the road ahead through radar and a camera, automatically applying brakes in the event of a potential collision.



- **Driver fatigue alerts**

A Driver Alert System uses a camera monitoring the outside environment to detect irregular or jerky steering to estimate the driver's fatigue, and alerts the driver with an alarm and a message when concentration levels are indicated to drop. A lane departure warning system also warns the driver if the vehicle drifts across the lane without reason on the highway.

- **Improved lighting for restful night drives**

All New Quon comes fitted with long-lasting LED lamps for low beam, which provide bright and clear lighting, improving nighttime visibility.







## Smart drivability

The cockpit has been completely redesigned with the user's comfort in mind, for improved operability and visibility, allowing the driver to concentrate on driving.

- The new color LCD multi-display mounted in the center of the instrument panel provides a large variety of information, accessible through switches conveniently placed on the new 4-spoke steering wheel.
- The new easy-to-use I-shaped shift lever commands the latest version of the famous ESCOT automated manual transmission. ESCOT-VI reduces fluctuations in fuel consumption and performs better on snowy or

slippery roads.

- Mated with the new GH11 engine – with more power and torque – ESCOT-VI provides the best drivability, with the same ease of control and driving comfort as a passenger car.



## Smart productivity

- **Increased payload, reduced vehicle weight**

Use of disc brakes and high tensile steel plates for the main frame means a reduction in the total vehicle weight and thereby increased payload.

- **Uneven load adjustment function to improve cargo handling**

The uneven load adjustment function automatically adjusts any lateral height differences using the air suspension, improving cargo handling when loading with a forklift from the side of the truck and also while driving.

- **Air suspension with increased height adjustment range**

The adjustment range has been improved on the 6x2 and 6x4 cargo beds, to offer improved cargo handling, and to allow optimal height adjustment.

- **Various options to get the "Perfect Quon" for the business**

A range of options are available, including enhanced dry wing body variations and direct-coupled refrigeration wing bodies.



## Smart uptime

- All New Quon has been designed to further optimize uptime, with superior reliability and increased maintenance intervals.
- Sensors monitor the wear on brake pads, and alert the driver via the multi-display when the need for replacement arises. Maintenance is made easier with new shield type hub bearing units.
- The frame has received an even stronger corrosion prevention treatment for even greater durability in cold climates.
- Thanks to the UD-TRUST program, maintenance can be planned ahead according to the customer's needs.
- With the UD Telematics Services, All New Quon is connected to UD Trucks advanced communication support. In the event of a breakdown, a diagnosis is done remotely, to reduce repair time. UD Telematics Services also provides "Fuel Efficiency Reports", with fuel consumption analysis and driving advice to reduce consumption. "Reliable Operation Support" provides a remote breakdown diagnosis, to maximize operation rates.



### Perfect Quon completed vehicles

Quon completed vehicles offer various options, from dry wing bodies to direct-coupled refrigeration wing bodies. Perfect Quon comes equipped with a starter lock as standard: an alert message appears on the multi display screen, while the the engine is prevented from starting when wing bodies are opened with the engine key off, further improving safety.

All New Quon



Visit UD Trucks on YouTube

## ESCOT-VI and the new Foretrack function: predicting the road ahead



All models in All New Quon range can be equipped with the new ESCOT-VI gearbox. This 12-speed automated manual transmission features the impressive Foretrack function, able to predict the road ahead in hilly areas to optimize fuel consumption.

### How does it work?

Using GPS, when All New Quon is travelling on hilly roads, the road gradients are automatically scanned and saved to memory. When the truck travels the same road again while driving with cruise control on ECO mode, Foretrack predicts the hills and descents ahead and automatically provides the most fuel-efficient driving by optimizing speed, gear change and auxiliary brakes.

### How does it feel?

On the road, Foretrack takes control and drives like the most skillful truck driver all the time. Before ascending a hill, Foretrack optimizes the acceleration in advance to reduce downshifting during the ascent. When the truck arrives near the top of a hill, Foretrack predicts the next descent and to reduce throttle it uses the vehicle's momentum to finish ascension.

At the end of a descent, Foretrack engages with ESCOT Roll, allowing the truck to continue coasting by optimizing the use of auxiliary brakes when using cruise control in ECO mode.

The Foretrack function is enabled automatically when starting the engine, as are the ECO mode, ESCOT Roll, Soft Cruise Control and Acceleration Limiter. Together with these functions and the Traffic Eye Cruise Control, Foretrack introduces comfortable, safe, and ecological driving, regardless of the skills of the driver.



## Smart quality through thorough extra mile testing

As a UD truck, All New Quon embodies the idea of Ultimate Dependability. The concept permeates the entire cycle, from the design of the truck to the final manufacturing. To ensure the reliability of All New Quon, the truck has been submitted to extreme tests. UD's quality assurance program includes tests of safety, performance, reliability and durability.

Every detail was thoroughly checked through sophisticated processes under the supervision of an international team of highly trained engineers, leading to countless modifications, improvements and optimizations, to reach the quality and durability every UD truck owner should expect. Below are some examples of how UD went the extra mile in testing All New Quon.

### Durability bench tests



Cabin and chassis durability was tested using accurate simulations of very tough road surfaces.



**2.5 million**  
engineering hours

More than **6 million km** test drive

**92**  
testing vehicles

**82**  
points of control

**15,858**  
hours of bench tests

### Cold tests

Long-term tests were conducted in the northern Japanese island of Hokkaido and in northern Sweden. Reliability, drivability and safety were lengthily tested by Japanese and European engineers in extremely cold temperatures.



Cold start and clean exhaust emissions



Slippery road starts



Braking tests on icy surfaces



Performance tests on snow- and ice-covered roads



### Collision tests



Collision tests simulate all kinds of accidents to ensure that both driver and passenger are protected.

The brand new version of the UD flagship moves the bar forward again, paving the way to a new era of UD Smart Logistics.

All New Quon has been designed with you in mind, and that's something you can't help notice in every new feature, in every detail of what is, more than ever, the reference truck of its segment. ■

\* Foretrack and Perfect Quon options are available on selected markets.

# UD gemba



## Masashi Inoue

Service Advisor  
UD Trucks Fukuyama Customer  
Center

***What does your job involve?***

My main jobs involve organizing vehicle inspection contracts, follow-up services and conducting briefings for customers when new vehicles are delivered.

***What does gemba mean to you?***

For me, *gemba* is the first point of contact, between customers and the Fukuyama Customer Center.

***How do you approach service in your gemba?***

I believe it's important to understand what the customers really need. It is sometimes difficult to get a clear picture so I make sure I'm attentive to the small details in our initial conversation. I prefer to explain solutions in my own words, and make it easy for my customers to understand and visualize all the processes involved.

***What is your goal at work?***

My goal is to always be better than I was the day before.

# voices

Photos: Manuel Rambaud & Somjade Srimahachota



## Sawitree Sodjit

Product Quality Engineer  
UD Trucks Thailand

***What does gemba mean to you?***

Gemba for me is "where it's at". UD Gemba Spirit means continuously improving, being customer-driven, understanding the challenges, problems and opportunities and going the extra mile to support our customers.

***What is your motto at work?***

My motto comes from Murphy's law: Anything that can go wrong will go wrong. So, don't put off till tomorrow what you can do today.

***What motivates you in your gemba?***

My passion is to find out the solution and to improve our product quality. This is what drives me.

***What fulfills you at work?***

I feel fulfilled at work when I know that I can support my team. We can sort out a problem and see a customer's happy face.

All new Croner

# *Croner*

## Make every moment count





#### **CRONER: INSPIRED BY TIME**

Croner is named after Chronos, the god of time in Greek mythology, because it saves you time - and that saves you money.

*Croner is designed with a host of features - adding up minutes, hours and days saved to keep your business running.*

**D**eveloped for the specific needs of global growth markets, the new mid-duty Croner comes with built-in UD dependability, low running costs, and comprehensive UD aftermarket service solutions, to help you tackle the demands of modern day logistics.

#### **Maximize your operating hours with increased fuel efficiency**

This latest addition to the UD mid-duty range offers outstanding fuel efficiency achieved through its aerodynamic cab design, fuel-efficient engines and automatic transmission. Croner hosts a batch of standard features aimed at



Croner has been built to excel in the medium-duty segment, doing whatever you need it to. With GVWs from 10.4 to 17 tons to choose from, you can find a Croner that will suit your needs perfectly.

Visit [udtrucks.com](http://udtrucks.com)



offering you higher fuel efficiency, such as cruise control and speed limiter, as well as other exclusive UD features like Fuel Coach system and UD Telematics Services, to increase productivity and minimize costs.

At the heart of Croner is a set of new engines: The 5-liter GH5E and 8-liter GH8E. These UD engines feature state-of-the-art technology with high torque and fuel efficiency as key strengths to provide optimal performance.

The full electric controlled high pressure common rail fuel injection system, means outstanding fuel consumption and low emissions.

With maximum torque delivered from low revs and in the "green band" – that is, a flat torque curve with a wider max-torque

band - the GH engine operates efficiently and effortlessly, without excessive revving. This means better pulling power with less fuel consumed and less component wear.

#### **Robust manual and automatic transmissions**

All models of Croner come with a choice of reliable and durable manual and automatic transmissions. The manual 6-speed and 9-speed transmissions are robust and durable, and able to cope with the toughest demands in various operating conditions. The highly reliable automatic transmissions, optimized for on-road logistics and garbage compactors, are factory installed and available for all models.

#### **Useful PTO options for all drivelines**

Also available on every driveline, Power



“Croner has undergone millions of kilometers of combined reliability and durability testing.”

Masami Ozono  
Medium-Duty Truck Product Manager



# Croner

## Making the best of your time



### SAFETY

Built to be safe and secure in the race against time.



### FUEL EFFICIENCY

Aerodynamic cab design maximizes your operating hours with increased fuel efficiency.



### DRIVER EFFICIENCY

More space, comfort and convenience for drivers all the time.



### UPTIME SUPPORT

Maximize uptime with UD Extra Mile Support.



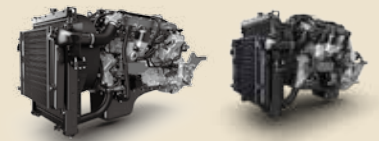
### PRODUCT UPTIME

Engineered to be durable and to run around the clock.



### PRODUCTIVITY

Flexible, powerful driveline. A wide range of configurations and options for any occasion.



GH8E

GH5E

Take-Off Engine & Transmission deliver even more torque than before, boosting your job productivity.

### Reliable components

The Japanese quality philosophy permeates every component in this latest UD model; every part is the result of years of experience and extensive quality control tests by UD experts.

Robustness has always been a key trait of the dependable UD trucks. With its chassis frame made from upgraded high-tensile strength steel, Croner offers class-leading axle loads. With payloads from 11 to 17 tons and eight available wheelbases ranging from 3,750 to 8,500 mm, there is a Croner for every activity.

Adding to its versatility, Croner comes with two rear axle multi-leaf spring options, and

an air suspension option. Air suspension is also available with mechanical height control valve and dump switch. The improved stability and cushioning is perfect for sensitive cargo freight.

Maintenance-wise, extended oil change intervals up to three times longer than current medium-duty truck models contribute to extended uptime and productivity.

### More space, comfort and convenience for drivers at all times

The cabin has been designed to be the perfect "office" for drivers, with a pleasant overall appearance, logical control scheme and numerous features for driver comfort and convenience.

The cab boasts adjustable ergonomic seats and steering column to allow for a

perfect driving position, with an optional air suspension driver seat offering even more cushioning. The upgraded cabin, with its reduced noise, vibration and harshness, delivers improved overall driver comfort. For drivers using the truck for long-haul operations, a sleeper cab configuration is also available.

Croner will keep your business moving on time, every time. With maximized productivity and minimized downtime, it'll deliver satisfaction to you, your drivers - and your customers - for years to come, no matter what the task. ■



Visit UD Trucks on YouTube

# A true story about UD Telematics Services



It started out as a normal day for Weideman Voere – an animal feed company based in Kimberly, South Africa.



A Weideman Voere driver was returning to the depot after a day of deliveries.



When he made a stop, four thieves suddenly surrounded him.

The thieves removed the antenna to prevent further tracking.



Meanwhile, the driver was bundled into a van and driven far away ...



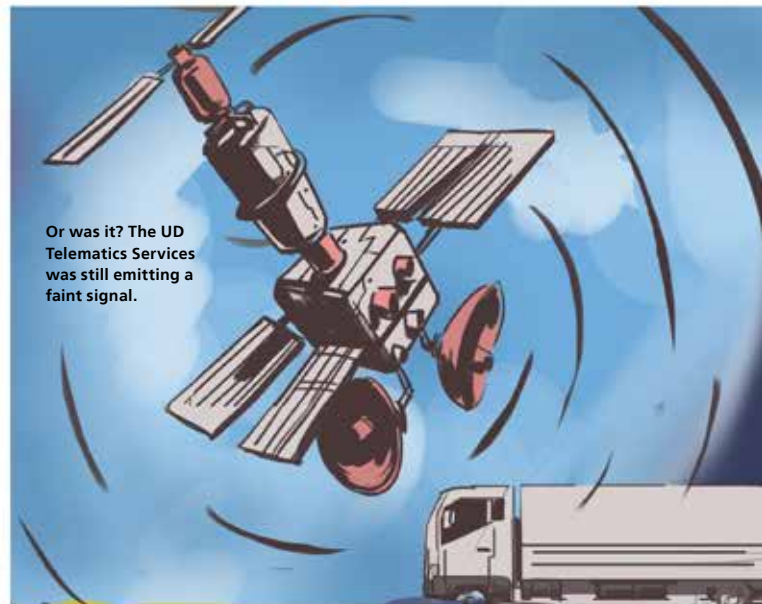
... where he was ditched by the side of the road.

He started walking ...

After a five-hour walk, the driver finally found a garage.



He made a call to his boss, but the truck was already long gone and untraceable.



Or was it? The UD Telematics Services was still emitting a faint signal.



Within half an hour, with the help of UD Telematics, the truck was located.



UD Telematics saved my truck!

### Who is Weideman Voere?

Deep in rural South Africa, 40km from the nearest town of Kimberly, the countryside is wide, flat and vast. Green vegetation spreads all the way to the horizon. This is the land of Weideman Voere, an animal feed producer run by Charl Weideman and his two sons.

The production line is busy rolling off bright green pellets of feed. This lucerne-based feed is the main product of Weideman's factory, and a recipe that has proved very popular.

The Weideman family has been sheep

farming since 1857. The feed recipes were all developed on their own farm and tested and proven with their livestock. Their animals grew so well that they were a walking advertisement for the feed pellets, attracting interest from butcheries and auctions. When Weideman finally got approval from the Department of Agriculture to sell his pellets, he had to expand three times in five years to meet demand. In 2015 he bought a pill-manufacturing machine from China, and again tripled their capacity.

Weideman now makes thousands of tons of

pellets every month, and delivers them with his own truck to animal farms across Free State, Northern Cape and Gauteng. Four months after buying his Quester, Weideman had no regrets on the purchase. Just as the person who recommended the truck to him said, it is perfect for his business. "It is fuel-efficient and it can load a lot of bags," Weideman says.

And from now on, whenever Weideman talks about Quester, he adds: "It has a telematics system that doesn't cost extra money, and it saved my truck."



# Truck driver appreciation day

Indonesia is a rapidly developing country where the road infrastructure and logistics networks are expanding at a phenomenal rate. That welcome progress has also led to problems, however, with serious issues around road safety.

As the transport industry booms, many young and inexperienced drivers are on the roads without sufficient skills to always keep themselves, the general public and their cargoes safe. The drivers need to be able to skill up rapidly so they are safe on the roads and so they also learn to drive in the most fuel efficient way.

Safety and fuel efficiency are at the heart of UD Trucks, which has operated in Indonesia for more than 30 years. The company designs its trucks to protect the drivers, the cargo and the surrounding traffic by putting a 'driving coach' in the cab with its Fuel Coach system. UD also offers driver training through a set program designed by its experts. Trainers from UD go out to its customers to give the drivers a

quick and effective skills boost.

After witnessing the high road accident rate, UD Trucks Indonesia decided to tackle the problem and become part of the solution. It introduced its driver-training program and expanded it to benefit all truck drivers; no matter what brand they drive. Delivered as a free service, the "Truck Driver Appreciation Day" program was conceived to recognize the truckers' work and to encourage them to be part of the solution by improving their driving skills.

"Drivers are the heart of logistics, we owe a great deal to these truck drivers that are out on our nation's roads. Their job is risky, since our roads are still prone to accidents," said Valery Muyard, the President Director of UD Trucks Indonesia.

### Sharing experience and knowledge

In April and May 2016, temporary UD Trucks training stations were set up in

the three most crowded gasoline stops on Java. The best UD trainers made themselves available to give free training to all participating drivers. They designed their program using straight forward language and easy to memorize points.

The mechanics who won last year's UD Gemba Challenge were also there to give their support. This was the team that won the global finals in Japan by competing against UD aftermarket service teams from around the world in knowledge, skill, teamwork and effective communication.

The training sessions covered two aspects: safe driving and fuel-efficient driving. Each of the three training stations ran for three consecutive days, to reach as many drivers as possible. More than 2,000 drivers took part over the course of those nine days. The scheme proved so popular and so successful that two more training sessions took place in March 2017, and more will follow later this year. ■

## Useful tips for drivers



### Gearshift

- ✔ Modern engines generate high torque at low rpm. This allows you to quickly move into top gear. (ESCOT-V will ignore some intermediary gears and directly switch to higher gears if conditions permit)

### Start / acceleration

- ✔ Accelerate slowly from stand-still. Gain speed progressively, use the throttle gently
  - If you accelerate from stand-still to 65 km/h in 45 seconds instead of 42, you save approximately 7% fuel
  - If you accelerate from stand-still to 80 km/h in 83 seconds instead of 75, you save approximately 10% fuel
- ✔ Make early gearshifts: keep the engine running at low rpm during acceleration
- ✔ Gradual acceleration can save up to 10% on fuel usage



### Driving

- ✔ Cruise using the highest possible gear
- ✔ If safe, use Cruise Control
- ✔ Avoid changing pace if conditions don't require it
- ✔ Anticipate: to keep a constant pace, always anticipate where your truck will be in the next 45 seconds
- ✔ Don't exceed the speed limit: don't drive faster than the speed needed to deliver on time

### Park

- ✔ Limit unnecessary idling: warm up the engine while driving

### Braking

- ✔ Anticipate: brake cautiously by stepping smoothly and progressively on the brake pedal
- ✔ Avoid sudden stops unless there is an emergency: bring the truck to a full stop smoothly by braking gradually
- ✔ Anticipation is the key for safety, keep that in mind all times when driving



UD Trucks is committed to making every effort to provide the best solutions to the transportation challenges in Indonesia, by supporting and growing our customers' business and the economy as a whole.

# Paddock to the plate

Text: Matt Shea Photos: Tammy Law

*How a couple of UD's are helping connect Australia's east coast cities with an inland food bowl.*

Consumers want everything, they want it fresh and they want it now. This is the problem Shane Wilkins solves, every single day.

Wilkins is Depot Manager for Lindsay Transport's operations in Stanthorpe, in the middle of the Granite Belt that runs across the New South Wales-Queensland border. It marks the southern boundary of the Darling Downs — one of Australia's most productive food bowls.

It's a region that has reinvented itself plenty of times throughout history. First, it was a hunting ground for the Kambu Wal Aboriginal people. Then came the pastoralists, followed by the tin miners. Later, returned World War I servicemen would settle in the area, its altitude and cooler, drier air helping with the long-term effects of mustard gas exposure.

But by this stage that same climate was also helping grow piles of fresh produce. It was apples and pears, originally. Then came grapes, stone fruits, mushrooms. Now, if you can think of it, it's likely grown in and around Stanthorpe. Beans and broccoli. Cabbage and capsicum. Strawberries, boysenberries and raspberries.

It's all destined for inner city kitchens along

the east coast. And standing at the center of it is Wilkins. "It's such a mixed bag up here," he says. "And things don't ever wind down, as such."

**Consolidation.** The word is at the center of everything Lindsay Transport's Stanthorpe depot does. Wilkins summarizes operations by comparing it to a farming cooperative. "We help growers with their pick-ups, their transfers, their crate deliveries, their rural supplies, everything they want on that side of it," he says. "We then consolidate everyone's freight. The only thing we don't do is the selling of the produce. Otherwise, we're involved from the paddock to the plate, almost."

## Driving Quon

Daniel Gunnlaugsson counts himself as a fan of Lindsay Transport's newly purchased Quons. Working in operations at the Stanthorpe depot, he's one of just a handful outside of the regular drivers who has made the daily run to Brisbane in the trucks. "They're really good," he says. "Comfortable. Smooth. Very good on fuel." Gunnlaugsson's favourite aspect? The ESCOT automated manual transmission. "Automatic gearboxes are good these days and the UD's do them really well," he says. "You've got so much more concentration in the city when you're not having to change gears all the time. It's just like a car — you get in and you go."





**“I think UD as a whole want to grow with our business. They want to be a part of your business. Every step of the way, they’ve been working with us.”**

Shane Wilkins  
Depot Manager of Lindsay Transport’s operations in Stanthorpe



“These two Quons do up to 4,000km a week so reliability is absolutely the number one priority. That’s what we were looking at with the first Quon, followed by fuel savings. And it delivered. We were so impressed. I think UD have kept up with where the market needs to go. Instead of fitting in with the competition, they took it to the next level where the market should be. They took into account driver comfort and the servicing side of things.”

Shane Wilkins  
Depot Manager of Lindsay Transport’s operations in Stanthorpe



Across a day that starts at 6:30am and finishes at 11pm, Lindsay runs local vehicles to growers for pick-up before grouping produce together along parameters such as temperature, compatibility and freight load, and dispatching larger rigid body trucks and prime movers south and north to markets and supermarkets. “In the morning, we’re shifting produce for delivery to Newcastle and Sydney,” Wilkins says. “Then in the afternoon, we switch to our northern freight — Brisbane, Townsville and such. So we’ll start the whole process

of pick-ups again for the top end.”

It can add up to a whopping 500 pallets of fresh produce a day. “It’s still all consolidated freight, even though it’s fresh produce,” Wilkins says. “That’s the challenge for us.”

The challenge is heightened by stricter quality controls and ever-tighter delivery times, to ensure maximum freshness. “Temperatures are checked regularly from pick-up to delivery,” Wilkins says. “Everything is time dated. Everything has stamps on it. There’s

nowhere to hide. We have guarantees in place with producers and customers. That’s where we’ve built our name for reliability.”

**Reliability.** It’s the other word that comes up again and again when chatting to Wilkins about the success of Lindsay Transport’s Stanthorpe operations. Reliability in its business models. Reliability in customer service. And perhaps most of all, reliability in its equipment.

It’s the reason two new rigid body Quon





## Taming the Cunningham



The Cunningham Highway is a notoriously tough ribbon of road. It twists and turns from the coastal plains near Brisbane all the way up to Warwick, 500 meters above sea level, before Lindsay's trucks climb even higher along the final 60km stretch of New England Highway to Stanthorpe.

All that elevation adds up to a lot of fuel, but thankfully not so much in Lindsay's new Quons. "They save us nearly 50 liters a day, per truck," Wilkins says. "So that's 15,000 liters a year, roughly. It's huge."

The lines of commercial traffic mean the Cunningham's blacktop is often bent out of shape, making it a wild ride at times. "It's not known as the best road in Queensland," Wilkins laughs. "With previous trucks, we might have to put airbags under the front axle. But with the UD it's leaps and bounds ahead. It came from the factory exactly as we needed it."

## Looking after drivers



Truck driving isn't what it used to be. In Australia the industry was once dictated to by its deadlines, drivers under pressure to do whatever it takes to deliver on time. But in the face of a tightening labor market and more stringently enforced government regulations, companies such as Lindsay Transport are pushing back against bleeding their drivers dry.

"You need to look after your drivers," Wilkins says. "I would never ask a driver to do something I wouldn't do myself. The trucks used to be all about being dressed up and looking flash. Now, with the UDs, they're about comfort and making sure drivers can do their job. You need to address those fatigue levels and if we can take a bit of burden from them, great."

The result? "At the end of the day, the drivers jump out of the trucks rather than fall out," Wilkins laughs.



CW 26 380 refrigerated trucks sit outside the depot, distinct from the rest of the Lindsay fleet despite the iconic cherry-red paintwork. The first unit arrived as a trial in November and was put to work on a daily 500-kilometer run to and from Brisbane. So impressed with it were Wilkins and his drivers, that when a second run was added earlier this year, Lindsay immediately opted for a second Quon.

"These trucks do up to 4,000km a week so reliability is absolutely the number one

priority. That's what we were looking at with the first truck, followed by fuel savings," he says. "And it delivered.

"I think UD have kept up with where the market needs to go," Wilkins continues. "Instead of fitting in with the competition, they took it to the next level where the market should be. They took into account driver comfort and the servicing side of things."

Ultimately, transport is a personality game,

Wilkins says. You need to be able to relate to the people you come into contact with in order to maximize your business. Growers. Suppliers. Mechanics. And that's where UD sets itself apart — it shows an interest in Lindsay Transport and the people who work within the company.

"I think UD as a whole want to grow with our business," Wilkins says. "They want to be a part of your business. Every step of the way, they've been working with us, never against us." ■

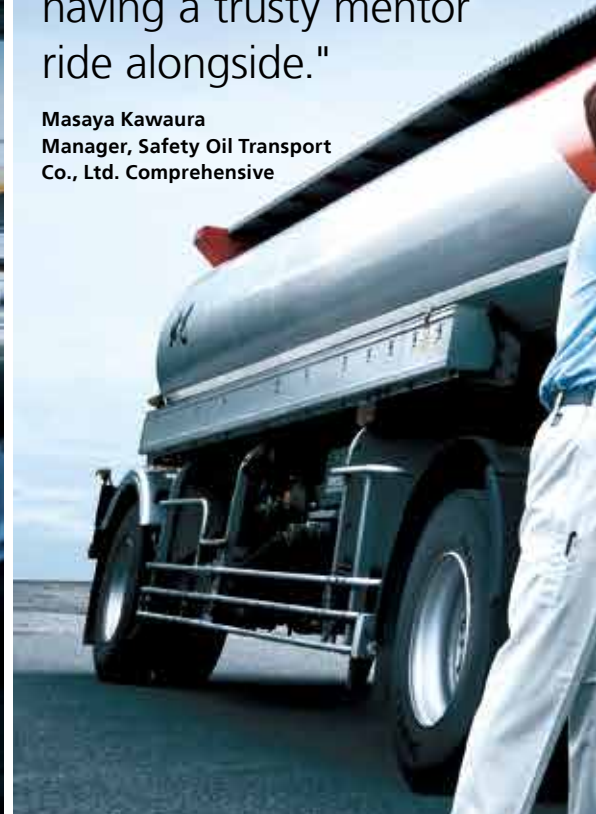
# Extra Mile Stories

Japan



"Veterans can use it to further polish their skills, while new drivers can get a sense of assurance like having a trusty mentor ride alongside."

Masaya Kawaura  
Manager, Safety Oil Transport Co., Ltd. Comprehensive



## 3 reasons why UD Information enables business success

"UD Information Service enables greater safety and fuel efficiency."

"Share a safety-first ethos and strongly enhance transportation quality."



Our tank trucks carry up to 26,000 liters of petrochemicals and drive throughout the Kanto region from here in Saitama. For living up to the trust of our clients, nothing comes before sure and thorough safety. Sudden turns, sudden stops, sudden acceleration - any maneuver with the word "sudden" is to be avoided. Sufficient distance is to be maintained from other traffic. UD Information Service enables us to precisely determine if individual drivers are adhering to safe driving practices that lead to fuel savings. Veterans can use it to further polish their skills, while new drivers can get a sense of assurance like having a trusty mentor ride alongside. It also does away with concerns over unforeseen trouble during night-time drives. We have big expectations for UD Information Service as a tool for enhancing the skills and supporting the dreams of all who seek to become drivers of heavy trucks.

Masaya Kawaura  
Manager, Safety Oil Transport Co., Ltd. Comprehensive

### Improved transportation quality and safety

The adoption of UD Information Service made it evident that our safe and fuel-saving driving initiatives are getting results. We are adding a steady stream of skilled drivers who rank among the top nationwide within our group of companies. We encourage them to cite driving tips in our monthly safety meetings that are shared by all so that we may further improve our transportation quality. Also because trucks are constantly monitored while in operation, UD Information System provides immediate response to emergencies. It lets us be confident even with night-time driving.

Masaya Kawaura



# Service

## UD Information Service - UD Trucks' telematics solution in Japan

Truck-mounted multipurpose displays transmit vehicle information in real time to the UD Information Service server. A variety of data is compiled and analyzed to provide services that are useful for improving productivity and fuel efficiency. In an emergency, the vehicle status and location are reported via network to sharply minimize response time. Audio advice to drivers on the road and various reports also support fuel saving. As your business partner, UD Trucks is ready to serve you with superior, sophisticated services.

"Peace of mind leads to safer, more confident driving."



### The power of confidence

Our trucks load up at storage facilities and refineries, and offload at a variety of service stations throughout the Kanto region. This cycle is repeated several times every day. We may drive on unfamiliar roads, and some shifts require us to drive at night. More than anything, it's heartening to know that the company and UD Trucks know where I'm driving and my truck's status on a timely basis. Peace of mind leads to safer, more confident driving. UD Trucks are important work partners.

Satoshi Sekine  
Driver, Safety Oil Transport Co., Ltd.

"Monitoring user vehicle data for valuable services."



### Better fuel savings and productivity rates

Fuel cost and vehicle operation rate are key matters in our business. The UD Information Service offers monthly Eco Reports for encouraging all drivers to conscientiously engage in fuel-saving driving. The Eco Reports chart the driving habits of drivers in various situations and supply remedial tips as needed. All data is smartly presented for at-a-glance comprehension. The service also includes vehicle location tracking and remote vehicle diagnostics for assuring speedy support. Minimizing downtime directly leads to more productive time. In such ways, UD Trucks will unerringly offer services that are truly beneficial to the clients.

Shigeru Takasaki  
Process Development Manager, UD Trucks Co., Ltd.

# Extra Mile Stories

Singapore



# 4 reasons why UD Trucks is our preferred business partner

**"UD Trucks is our trusted partner for our business."**

CWT Distribution Limited started in 1970 under the Singapore public listed PSA groups of company. I first joined CWT in 1995. In 2015, I was appointed to head CWT Integrated, an integrated group of 5 companies. My main role within the Integrated Logistics Group is to manage the entities that creates the synergy of the business, from warehousing to transportation to the depot business plus the packaging supply to our customers. Our relationship with UD Trucks goes as far back as two decades. Today, CWT owns a fleet of close to 200 prime movers, out of which more than 60% are UD trucks. Many of our customers are from the oil and gas industry, and they do look at the kind of trucks we use. When they endorse that we have the right trucks to serve them, our business will also grow as they have the confidence in us to provide the best we can for them. The technology of UD Trucks has evolved over the years. The ESCOT-V automated manual transmission changes the way our drivers drive, helping them provide better and faster service to our customers. This distinct shift in technology that UD Trucks has embarked on ensures that UD Trucks can be our trusted partner for our business.

**Christopher Yeo**  
Deputy CEO, Integrated Logistics Group - CWT Limited



**"Uptime of our fleet is at a high of 90%."**

1

## Designed for high uptime

Reliability of our fleet of trucks is very important. The strong support from the UD Trucks service team ensures that uptime of our fleet is at a high percentage. Today I'm very confident to say that uptime of our fleet has exceeded a good record high of 90%. With UD Trucks, we are assured of top quality and durability.

**Christopher Yeo**

"Our customers are always first."

2

#### Understand customers' needs

UD Trucks has proven that they hear the voice of their customers. Through proactive engagement with us, UD Trucks ensures that our operations needs are attended to timely. This has touched my heart and I see great values in working very closely with UD Trucks for many more decades. Sharing this common vision that our customers are first, we are confident to partner with UD Trucks in providing our customers the best.

**Christopher Yeo**  
Deputy CEO, Integrated Logistics Group - CWT Limited



"UD Trucks knows our fleet."

3

#### Comprehensive maintenance

The trucks' uptime is very crucial as it not only affects our business but our drivers as well. Having our fleet maintained by UD Trucks is just like going to our family doctors. Our family doctors knows our case very well and our records can be easily referred to. With UD Trucks, the service team knows our fleets so well that problems can be easily detected and solved, ensuring high uptime.

**Lee Soon Heng**  
General Manager, Transportation Services Division, Integrated Logistics Group - CWT Limited



"UD Trucks are easy to drive."

4

#### Built for comfortable driving

I have been driving UD trucks for 13 years. The steps in UD trucks are even and make going up and down the truck easy. The seats are really comfortable. The absorbant is soft and helps to reduce the shakiness while driving. The engine is also quiet. The ESCOT-V automatic transmission and the light steering wheel in the truck make it very easy to drive, especially in traffic jams. It is also easy to reverse and park in narrow parking lots. With 20 years of driving experience, I can say that UD trucks are the best.

**Abdul Aziz Bin Abu Hassan**  
Driver, Integrated Logistics Group - CWT Limited

## Extra Mile Stories

### Indonesia



## Why choosing UD Trucks has been key to our success

"UD trucks are tough, safe, and fuel efficient with high quality spare parts guaranteed."



"In the early 1980s, my father started his small business selling Gresik cement packaged in sacks. Determined to grow, thirteen years later, he won a contract from PT Gresik to distribute Gresik cement to several areas in Indonesia.

One of the keys to our success was my father's decision to choose UD trucks. They have proven to be tough, safe, and fuel-efficient with high quality spare parts guaranteed. Today we continue to use UD trucks to deliver to customers in Sumatra, Java and the Bali area. When the company was founded, we started with 80 units of UD trucks, CK 12, CDA, CWA models, and now our fleet includes Questers. We believe that our company will continue to see strong growth with our UD fleet, because UD Trucks have supported us from the beginning."

**Donny Leimena**  
Director, Utama PT. Janti, Indonesia



# Keeping it simple!

Text: Carol Isoux Photos: Ahmad Yusni

*Tan Seong Teik's quest as a businessman is all about one thing: finding a sustainable model for his company, one that is not dependent on circumstances.*



#### ASAC Logistics

- General cargo
- Among its fleet of 180 trucks, over 80% are UD trucks

ASAC Logistics is now a family business, with Tan Seong Teik at the helm. His youngest brother runs the fleet. Mr Tan's youngest son has recently joined the company upon finishing his studies.



“The most important thing for us is to keep our promise to our customers. We promise, we deliver, that’s our motto. And UD helps us achieve that.”

**Tan Seong Teik**  
Managing Director of ASAC Logistics



“The service UD provides is really remarkable. In an industry where time is so crucial, they offer a service that is timesaving. That’s everything.”

**Tan Seong Chew**  
The Operation Manager of ASAC Logistics

**T**an Seong Teik’s debut was one of a young, hard-working man of Chinese descent. Born into a family of 9 siblings, he grew up in his parents’ grocery store in the Malaysian state of Kedah, located at the northern Malaysia and neighboring Thailand. The region has been a strategic base for merchants in South East Asia for centuries.

Now the owner of ASAC Logistics, Mr

Tan first started at the company as a clerk in 1974. The company was very different back then. The owners were fishermen, and as such, they were mostly interested in transporting their fish to their customers in Kuala Lumpur. “Logistics was not the company’s core business,” Mr Tan recalls. This was pre the refrigerated truck era, so the cooling system was rather simple: “We used big wooden cases, then put a layer of plastic, a layer of ice, fish, ice, fish ...

and off we went, to Kuala Lumpur.” There are 500km between Alor Setar, where the company is located, and Kuala Lumpur, the capital city. As you might imagine, the spoilage rate was quite high in those days.

Five years after starting as a clerk, Tan Seong Teik bought a share in the company, becoming one of nine shareholders. But the start of his business adventure was not easy. As the country started developing in

## Customer story Malaysia

the 1980s, fish stocks dropped in Malaysian waters. This, coupled with a low-tech fishing industry, led Mr Tan to realize that the company needed to diversify. Within a few years Mr Tan was the owner of the company and started to implement his vision – to focus on logistics. He diversified their cargos with fruits such as mangoes and longans imported from Thailand and delivered to Singapore.

The company was expanding by now, and had a fleet of eleven trucks, but the bulk of their goods were perishable and seasonal. "All that time, I was thinking: I must find a more stable business model", recalls Mr Tan. The tipping point came when he signed an almost-exclusive transportation contract with Sime Tyres, one of the biggest tire makers in the country. "This contract changed a lot of things for us," he recalls, "and it brought us a stable income."

That was until 1997, when the Asian Financial Crisis hit. "During that period, UD helped me a lot," remembers Mr Tan. "They offered me some credit opportunities, and I will not forget that." He knows Mr Wong King Yoon, the Chief Executive Officer of TCIE, the sole distributor of UD Trucks in Malaysia, from back in the days when the current CEO was a simple mechanic in the company: "He was sent over from Kuala Lumpur to check on the trucks and we started talking." From that day onwards, they became life-long friends.

For Mr Tan, as for many businessmen across the region, the economic crisis was a lesson. Tire orders dropped and the company suffered. "I realized I did not want to rely on economic circumstances anymore" he says. Today, he has again diversified to Fast Moving Customer Goods (toothpaste, basic cosmetics, soft drinks and so on) that, as Mr Tan puts it. "Recession or not, you need to use them everyday," he says.

It is no surprise when Mr Tan looks for business partners he wants reliability and efficiency – the same quest he has for his own business operations. This made him a customer of choice for UD Trucks; on his total fleet of 180 units, "80 to 90% are UD trucks," he says proudly. An order for 24 Questers was placed last year, 14 of which are already serving in the fleet. "They are very reliable trucks, we are very happy to work with them." ■



# Drive to win



Yuzairi Ibrahim, Quester truck driver, who represented ASAC Logistics and the Malaysian team, won the overall competition in UD Extra Mile Challenge 2016, after delivering an excellent performance especially in the pre-inspection category.

The UD Extra Mile Challenge is a driving competition for UD customers. It focuses on driving skills and fuel economy, but also on safety, ability to identify potential safety-endangering breakdowns, and to deliver the cargo in perfect shape. In 2016, UD truck drivers around the world participated driving a Quester.

### *What do you think about UD Extra Mile Challenge?*

The competition is mostly to teach us how to drive more efficiently, using the automatic features and learning to understand the signals. It is also about using less fuel when we are driving. I was also happy because I was in Japan.

### *How do you feel driving a Quester?*

It is a very good truck, very safe, very reliable. Our maintenance is good so unlike some of my colleagues in other companies, I am never afraid to take the road. When we need to rest on a trip, it has a very comfortable bunk and we have plenty of space in the cab.



# Stay hydrated and energized on the road

Staying hydrated is key to keeping alert on the road. Drinking water can become monotonous, and drinking branded energy drinks is expensive and not necessarily good for our bodies considering how much caffeine and sugar they can contain. Here are some tips on making your own tasty, energy drinks at home or on the road.

1



## Luscious Lemon

- Slices of lemon or lime
- 500 ml hot or cold water
- Pinch of cayenne for a fiery version

Lemon takes the dreary out of plain water, plus it helps balance your body's pH, helping it from getting too acidic. Cayenne pepper will give your body an energy boost as well as keeping your blood circulating.

2

## Apple Cider Balancer

- 2 tablespoons apple cider vinegar (preferably organic)
- Honey, maple syrup or Stevia to taste
- *Optional* – add slices of fruit for flavor: apple, pear, peach etc.
- 500 ml cold water

Mix all ingredients in a sports or recycled plastic bottle.

For centuries, cider has been consumed to help maintain the body's pH balance. It also helps regulate blood sugar, improves heart health and lowers blood pressure.



3

## Peppery Pick-me-up

- 2 cms fresh ginger (sliced or grated)
- Pinch of turmeric
- Pinch of ground cardamom
- 1-2 teaspoons of honey, maple syrup or Stevia to taste
- 500 ml hot water

Ginger has loads of medicinal properties. It aids digestion, speeds up metabolism, increases circulation and prevents nausea - to mention a few. Paired with turmeric and cardamom, this mixture makes a great spicy pick-me-up.



4

## Green Cheer

- Green tea leaves or a green tea bag
- 500 ml hot water
- 1-2 tablespoons of chia seeds
- 1-2 teaspoons of honey, maple syrup or Stevia to taste

Brew the green tea, remove leaves or bag and stir in chia seeds and sweetener.

Chia seeds are packed full of nutrients and antioxidants and when soaked absorb water to provide a nutritious, healthy snack.



5

## Cucumber Cooler

For those hot, hot days, prepare and refrigerate a cool cucumber drink before you leave home. The humble cucumber is packed with vitamins and minerals, helps rehydration, lowers blood pressure and curbs your appetite. Pair it with different herbs to give your cooler a tasty twist.

### Cucumber, lemon and mint

- Half a peeled cucumber, sliced or cubed
- Handful of fresh mint leaves
- A squeeze of fresh lemon juice
  - 500 ml cold water
  - Crushed ice or refrigerate before leaving home

### Cucumber herb-infused water

- Add basil, rosemary or mint to your cucumber water for a tasty, vitamin-packed flavor boost





①



②



③

①② Test drives were organized for customers to discover Croner

③ Volvo Group Trucks Asia and JVs and UD Trucks management team

Front: Kamlarp Sirikittiwatn; behind, from left to right: Jacques Michel, Yoshihiro Murakami, Håkan Karlsson, Nobuhiko Kishi



# UD Trucks launches All new Croner

March 1, 2017

On March 1, 2017, Croner the all-new medium duty truck from UD was revealed for the first time to the public in Bangkok, Thailand. Developed for growth markets, Croner delivers a wide range of customizable configurations for extra productivity and superior uptime.

True to the UD gemba spirit, the launch took place right at the center of the UD Trucks Bangna dealership. With five stations built around the customers' needs, product features and the opportunity to test-drive the trucks with different specifications, participants

were able to get a clear introduction to the new range and its various features. The guests were also guided on a tour through the UD Trucks Bangkok Plant, sister plant of the Ageo Plant, where UD Trucks Quester and Croner ranges are manufactured.

"As drivers spend a good deal of time on the road, at UD Trucks we believe in leaving nothing to chance, and that includes safety and drivability. With superior braking and handling features, Croner keeps customers' drivers and their fleets in prime condition."

**Nobuhiko Kishi, Senior Vice President, Brand and Product, UD Trucks**



## Make every moment count

UD Trucks launched Croner to help customers maximize productivity. Named after the god of time in Greek mythology, Croner is built around a simple concept: to create a truck that will help customers optimize their use of time, to make every moment count.

# UD Trucks launches

April 11, 2017

## All New Quon

Delivering innovation that puts people first.

On April 11, 2017 UD Trucks revealed All New Quon to the media at a launch event held at UD's headquarters in Ageo, Japan. During the first three days of the launch, UD welcomed its domestic customers, with groups travelling from all over Japan to take part in a series of exciting days. Test drives, road shows and customer caravans will take All New Quon across the country over the coming months, as UD introduces its

latest heavy-duty truck to its Japanese customers.

UD welcomed its international customers on April 12, with customers from Australia and New Zealand given the opportunity to meet and drive All New Quon.

Back in 1935, UD Trucks founder Kenzo Adachi had three things to rely on: his vision, his skills and his determination – all geared to 'make the trucks that the world needs today'.

This all-new flagship has been designed to answer the needs of today's modern transport era, by putting people first in every possible way, from the driver to the fleet manager and the owner to their customers.

All New Quon carries on the pioneering spirit of Kenzo Adachi. It is UD's best product and service offer ever. It is a milestone, a stick in the ground, and a game changer for UD Trucks.

### All New Quon, the largest project UD has tackled in its 82-year history



"We are confident that All New Quon is the best heavy-duty truck in Japan for owners, as well as drivers."

**Joachim Rosenberg, EVP Volvo Group and Chairman of UD Trucks**



"All New Quon provide our customers with better fuel efficiency higher payload, more safety features, excellent drivability and less costly maintainability, in addition to comply

with new strict regulations in Japan. Equipped with the ESCOT-VI, the automated manual transmission that is the industry benchmark, our heavy-duty flagship truly feels like a passenger car to drive. It offers a complete solution that meets customers' needs and is sure to earn their satisfaction. Simply put, Quon now is better than ever, and embodies UD Trucks' promise of Going the Extra Mile for our customers."

**Yoshihiro Murakami, President of UD Trucks**





UD TRUCKS

# The workshop that goes to your doorstep

At UD Trucks, we understand the importance of uptime for your business.

UD Mobile Workshop improves uptime by bringing basic workshop services right to your doorstep. On your scheduled appointment, you can depend on our professional mechanics with preventive maintenance, basic repairs, oil changes or electronic diagnostics using UD Trucks systems and tools.

Getting close to you is part of our gemba spirit and it is our commitment to provide you with the fullest support for your business.

UD Mobile Workshop is aimed at helping you save valuable time and money, especially if you:

- 1 Are located far from our UD workshops, and/or
- 2 Intend to, or are already operating a fleet of five or more UD trucks



UD Mobile Workshop is available in selected markets and regions.

\* Please contact your UD Trucks representative for more information.

Going the Extra Mile