



UD TRUCKS

# UD Trucks CONNECT

Going the Extra Mile for Our Customers

December 2017 Volume 7



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# From the MD's Desk

The end of the year usually ends up being a bit of a chaotic time where everyone is running around to finalise all outstanding work before the sand runs out of the hourglass that is the year 2017.

It usually also involves a lot of numbers and statistics and data, which in our industry can mostly be translated into fuel efficiency, productivity and sales.

And while these are all very important and crucial to the success of any company, this time around I would like to focus on some other interesting facts. Did you know that since 1962, UD Trucks Southern Africa has sold more than 60 000 trucks? Even more fascinating is that 38 000 of these vehicles are still on the road?

For this reason, we train more than 800 people every year to uphold the stringent quality standards we have placed on ourselves and our dealer network.

However, our business is more than just numbers. Our business is about people.

With more than 3 000 company and dealer staff part of the UD family across southern and eastern Africa, we continuously aim to make a tangible difference in our customers' daily operations. As a manufacturer we are in the fortunate position to have the best dealer network in the industry. Dealers who are passionate, professional and dependable.

The year 2017 has certainly been a busy one filled with numerous new developments, not least of which was the exciting launch of the new Croner product range. But all these activities have one objective in common: How can we go the extra mile for our customers?

As always, we are humbled by your continuous support of UD Trucks. Please let us know how we can go the extra mile for you by emailing [info.support@udtrucks.co.za](mailto:info.support@udtrucks.co.za) – we would love to hear from you.

Best regards,

**Gert Swanepoel**

**Managing Director: UD Trucks Southern Africa**

*Wishing you and yours a peaceful  
and restful Festive Season.  
Keep safe and take care!*

The UD Trucks Family







# SA Drivers Win Big in Japan

South African Lafras Kruger was named the best driver at the finals of UD Trucks' Extra Mile Challenge fleet driver competition in Japan. Kruger took top honours in the UD Quester product category. The other South African participant, Buza Ngcelwane, received a reward for the Best Fuel Efficiency in the Quon product category.

"What a fantastic achievement by Lafras to clinch the top spot in this prestigious international competition," said Gert Swanepoel, managing director of UD Trucks South Africa. "Both Lafras and Buza certainly did South Africa proud and it bears testament to the level of skills we have in the local transport industry."

What makes Kruger's achievement even more special is the fact that he has

only been a truck driver for 10 months! Hailing from Somerset East in the Eastern Cape province, Kruger works for RA Transport, a general freight transport company.

"I am simply overwhelmed by the fact that I have actually won the title," said Kruger. "It took many hours of preparation and the competition truly was a tough battle. Thanks to the support from my company's management and UD Trucks' staff, I made it to the top and all the sacrifices were so worth it!"

Ngcelwane, a driver for Dairy Farmers SA in Port Elizabeth, achieved the best fuel efficiency through careful planning and his extensive knowledge of the operation, performance and handling of the Quon extra heavy truck.

"It was such an honour to participate in the competition and to do so in Japan, the home of UD Trucks, was simply the cherry on top," said Ngcelwane. "We learned and experienced so much, and the memories and knowledge gained will certainly last us a lifetime!"

UD Trucks' Extra Mile Challenge driver competition is aimed at improving

driving skills and reducing both costs and downtime and is based on three key elements; pre-inspection, fuel efficiency and safety and drivability.

During the competition, drivers participated in either the UD Quester or UD Quon product categories, and had to compete in a simulated transport delivery cycle.



*Have a look at each of these driver's journeys.*

▶ *Lafras.* ▶ *Buza.*



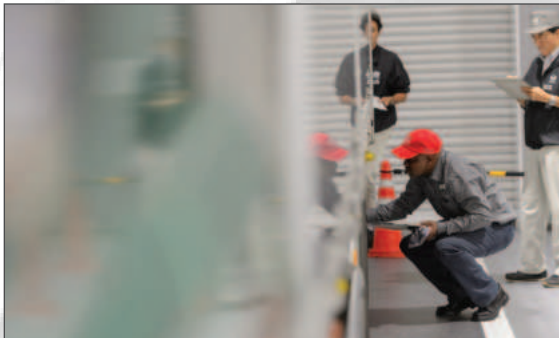


“The Extra Mile Challenge is not just simply a driving competition, but it also provides a wonderful opportunity for drivers to test and hone their skills, refine their strengths and simply go the extra mile,” said Kishi Nobuhiko, UD Trucks’ senior vice president of brand and product.

Swanepoel said that through this competition, UD Trucks continues its

aim to help enhance driver capability and reinforce confidence in their own abilities, but also in the trucks they drive every day.

“The Extra Mile Challenge also goes a long way in raising the standards within fleets, as well as creating awareness of the importance of safe and efficient driving,” concluded Swanepoel. ●



# Captive Finance Services announced for UD Customers in SA

UD Financial Services, as part of Volvo Financial Services, the global captive finance arm of the Volvo Group, has announced the launch of its operation in South Africa.

The division will provide financial services to the customers of the Volvo Group’s truck and bus industry brands, including UD Trucks.

Volvo Financial Services (VFS) was formed in 2001 and is headquartered in Greensboro, North Carolina, USA. The company manages a net credit portfolio of over SEK 126 billion [ZAR 213,0 billion] employs over 1 400 people worldwide, and provides customer financing in over 45 countries. VFS also has regional headquarters offices in Singapore in Southeast Asia, and in Gothenburg, Sweden.

“While we are a global organisation, we will leverage our local expertise to ensure our South African customers’ unique business requirements are addressed through a tailored, competitive solution,” said Scott Rafkin, President of VFS. “We deliver value to customers by being easy to do business with, through our speed and industry knowledge, and by working hard to develop a long-term relationship with them throughout the business cycles.”

Gert Swanepoel, Managing Director of UD Trucks Southern Africa, said that with the launch of VFS, the company’s dealers will now be able to offer a complete integrated transport solution from product, service and parts, to captive financial services.

“VFS are experts in business, finance, and as part of the same company, experts in the products and services offered by UD Trucks,” said Swanepoel.

VFS will also continue its alliance with WesBank, a division of First Rand Bank Ltd, with financial products that complement each other, to further strengthen the company’s offering of Operating Lease Agreements, Instalment Sales Agreements and Finance Leases to customers.

“The South African truck market is an extremely competitive environment and we therefore see a great opportunity for VFS as a captive financial solution provider to present our customers with a customisable transport solution,” said Jens Winkelmann, Country Manager for VFS in South Africa. “By combining all the expertise inherent in the company; from our class-leading products to the level of support provided, our customers will ultimately reap the rewards of a successful business. And that is our main goal,” concluded Winkelmann. ●



# UD Shines at the 45th Tokyo Motor Show

People depend on logistics, and logistics depend on people. That is why UD Trucks focused on one simple goal at this year's Tokyo Motor Show: Create the "best truck for all drivers!"

The Tokyo Motor Show is one of the most prestigious automotive exhibitions in the world, and in 2017 more than 771 000 visitors attended the ten-day event. Although all the models and technology displayed are not yet available in African markets, the show set the stage for UD Trucks' innovative technology and transport solutions of the future.

This year, UD Trucks spotlighted a line-up of all-new Quon and Quester extra heavy commercial trucks, launched the all-new Quon truck-tractor model and revealed an 8-litre engine. *(The new Quon range is not yet available in South Africa).*

UD Trucks continues to broaden its product line-up to better meet the needs of the transport industry, underscoring its goal of becoming the leading Japanese extra heavy truck provider.

UD Trucks is passionate about solving the challenges customers are facing. This passion, "to provide the trucks and services the world needs today," has driven its commitment to innovation for over 80 years.

In a time of severe driver shortages, UD Trucks is committed to listening to customers and truck drivers, and tackling issues together to create the best truck for all drivers.

## **The all-new heavy-duty Quon – UD Trucks' flagship truck**

"Innovation that puts people first" is the concept behind UD Trucks' new flagship Quon, which meets the needs of the times through smart technology and human design. Although the all-new Quon is not available yet in South Africa, it represents UD Trucks' innovative culture in five essential areas: Drivability, fuel efficiency, safety, productivity, and uptime – and is the next generation truck for the era of smart logistics.

## **On display at UD Trucks' interactive stand at the Tokyo Motor Show 2017:**

### **1. Quon 6x2 Cargo**

#### **(special exterior design model)**

Addressing the challenges in today's transportation business, the all-new Quon encapsulates UD Trucks' vision for smart logistics, with unparalleled results for smart drivability, fuel efficiency, safety, productivity and uptime. The exhibited cargo model displayed exterior design elements created especially for the Tokyo Motor Show.

### **2. Quon 4x2 Tractor**

Meeting the latest exhaust gas regulation in Japan, a semi-tractor version of the all-new Quon now joins the UD family. The fuel efficient, powerful and clean GH11 engine is now available with a 460 ps model in Japan. The all-new Quon truck-tractor greatly contributes to addressing the challenges facing Japan's trucking industry, such as a shortage of drivers, the need for improved fuel efficiency and smarter logistics.

### **3. Quon 6x4 Dump**

The advanced automated manual transmission, ESCOT-VI is available for the all-new Quon tipper models in Japan. Smooth and quick gearshifts alleviate the drivers' stress and fatigue, thus contributing to safe driving. In addition, ESCOT-VI offers exceptional abilities on snowy or muddy roads.

### **Quester 6x4 Truck-Tractor**

Launched in 2013 for growth markets around the world, Quester combines UD's engineering and quality expertise with global technologies and sourcing. This strong, reliable and fuel efficient extra heavy truck had its range extended in 2015, with new models including an 8-litre engine and various axle arrangements.

## **Quon driveline: GH8 engine, GH11 engine and ESCOT-VI**

The all-new Quon's driveline, featuring the clean GH11 engine with increased horsepower and torque, and the new ESCOT-VI automated manual transmission with enhanced fuel efficiency, is available for all models launched in Japan. In the latter half of 2018, UD Trucks will introduce the 8-litre downsized GH8 engine on Quon in that country, to further improve payload and fuel efficiency.

## **Quon interior design displays**

The fully renewed cockpit of the all-new Quon achieves a high level of comfort for all drivers. The new design allows drivers to interact more smoothly with the truck, and enables safe, comfortable and efficient driving. At the Tokyo Motor Show, three different interior design concepts were exhibited.

Visitors are invited to experience the designs, with the option to create a downloadable video featuring the visitor as a truck driver. Also on display was an all-new Quon cut cabin which visitors could explore with augmented reality headsets.

To view more highlights of UD Trucks' stand at the recent Tokyo Motor Show, visit [www.udtrucks.com/en-int/tokyo-motor-show-2017](http://www.udtrucks.com/en-int/tokyo-motor-show-2017) ●





# Busses and Extra Heavies Carried Local Truck Market In November

After eleven selling months in 2017, the local truck market is lagging 2.9% behind the sales recorded during the corresponding period last year. A total of 24 201 trucks has so far been sold this year.

This is according to the latest results released by the National Association of Automobile Manufacturers of South Africa (Naamsa), Associated Motor Holdings (AMH) and Amalgamated Automobile Distributors (AAD).

“With only one month of sales left in 2017, the industry will battle to surpass 27 000 units at the end of the year, which was forecasted to happen at the beginning of the year” said Gert Swanepoel, managing director of UD Trucks Southern Africa. “The local industry held up remarkably well despite South Africa’s stagnant economy, credit downgrades and prevailing political uncertainty.”

Looking at November’s sales in isolation, the Medium Commercial Vehicle segment was 16.7% down on November 2016’s performance, to 688 units. The Heavy Commercial Vehicle segment was slightly down by 1.7%, to conclude the month on 471 units. Sales in the Extra Heavy Commercial Vehicle Segment increased by 2.2% year-on-year to 1 103 units. The Bus segment had a stellar month with a 43.9% increase in sales to 82 units, as some significant contracts were concluded in anticipation of the upcoming summer holiday season.

“Good sales results in the Bus and Extra Heavy segments show that companies are still willing to invest in new assets, especially leading into the new year,” said Swanepoel. “Sales in industry segments like mining and construction have picked up over the last quarter or so, which is reflected in the positive sales results in especially the Extra Heavy segment.”

As 2017 comes to an end, transporters will be especially busy during the upcoming holiday season.

“With traffic set to increase significantly during the holiday season, trucks are often seen as a nuisance on the road. However, trucks are key to the economy and to keep the wheels of industry turning,” said Swanepoel. “Road users are encouraged to apply patience, logic and consideration when passing trucks on the road, for the safety of all!” ●



## Rosslyn Plant Welcomes Safety & Security Students

UD Trucks Southern Africa today welcomed 40 final year students from the Tshwane University of Technology’s Safety and Security Management Department to its Rosslyn plant and head office.

“As a local truck manufacturer, it was a wonderful opportunity to address these students who will one day be involved in possibly formulating, implementing and enforcing legislation that has an effect on the transport industry,” said Rory Schulz, Marketing Director of UD Trucks Southern Africa.

Riaan Riekert, lecturer from TUT, said, “it was a great opportunity for our students to learn from an industry-player first hand, especially to gain some insight into their perspective as a manufacturer when it comes to legislation, safety and quality standards.”

Students were taken on an interactive tour of the company’s assembly plant, and learned more about the company’s history, current and future activities, products, processes and training.

The students showed a lot of interest in the assembly processes, and kept the tour leaders busy with lots of insightful questions and comments.

“Here at the UD Trucks plant, safety and quality are our first priorities. We are very proud of our team and of the work we do, and were very happy to host the students to show them this unique part of the transport industry,” said Aubrey Rambau, GM of Manufacturing at the UD Trucks Assembly plant. ●







# Quester

Made to go the extra mile.



**Telematics  
Maintainability  
After-market Support**

**Maximum Uptime  
Fuel Efficiency  
Durability**

Talk to your UD Trucks Dealer to find out how they can go the extra mile for you. Go to [udtrucks.co.za](http://udtrucks.co.za), to locate your nearest dealer.

Call our 24-Hour Roadside Assistance 0800 008 800 (in breakdown situations)

Going the Extra Mile



Discover more  
about Quester