



UD TRUCKS

UD Trucks CONNECT

Going the Extra Mile for Our Customers

July 2017 Volume 4



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Message from Gert Swanepoel

Dear UD Trucks Fleet Owner,

When one reads the general news out there, we are confronted by droves of negative and disturbing stories about companies divesting, political turmoil and social unrest. At UD Trucks, we believe that we still have a lot to be positive about and that is why we are bucking the trends by continuing to invest in our brand, our products, our plant, our people and to a larger extend, our country.

For this very reason, we were proud to launch the new Croner Heavy Commercial Vehicle range into the region in June. We are already humbled by all the positive feedback and immediate uptake of this new truck range by UD Trucks' customer base. We appreciate your confidence in the UD Trucks brand, and please be assured that we are ready and able to go the extra mile for you in every aspect of our dealings with you.

Key to our success is our dealer network and the level of service they provide to UD fleet owners. They are ready, trained and equipped to support the Croner range, in addition to the existing fleet of Quon and Quester products.

I am also happy to report that our UD Telematics Services, which is now a standard feature on the Croner and Quester ranges, has gone a long way in ensuring operational success for our fleet owners when it comes to fleet management, productivity and reducing of cost and theft.

This goes hand-in-hand with our maintenance contract offerings, an aspect in which UD Trucks has a strong history of success within the market, and that ensures maximum uptime, advanced planning and costing, as well as efficiency for UD fleet owners.

As UD Trucks, we have a clear vision of our future, and we are very positive about the path we on. Feedback from our latest Customer Satisfaction Survey shows that our customers share our faith and confidence in the UD Trucks brand, and that they will continue to invest in our products and our services. This is something we are very grateful for.

Please be assured that you, our customers, remain our top priority and that we are working non-stop to ensure that you receive the best service at all times.

Take care,

Gert Swanepoel
Managing Director: UD Trucks Southern Africa



New Croner Range Targets Uptime and Productivity

UD Trucks' new Croner range features 13 variants with up to 21 customisable configurations to maximise productivity and uptime.



Please click here to view a customer testimonial from Cape Town

Specifically developed for UD Trucks' growth markets, the brand is continuing its Japanese legacy of building 'the truck the world needs today'. The range is assembled at the plant in Rosslyn, Pretoria, and will be introduced to other markets in the region during the next year.

"Croner is a reliable and versatile truck range built with robust and quality components. We believe that the more Croner spends on the road and less in the workshop, goes a long way in adding up to the success of a business," said Gert Swanepoel, managing director of UD Trucks Southern Africa. "By understanding customers' specific requirements and business needs, Croner is engineered to help fleet owners stay ahead of competition through the simple concept of saving time."

Named after Chronos, the god of time in Greek mythology, Croner was designed and engineered to help customers ultimately save time and money.

"With longer service intervals, Croner is specifically designed to save time. This is achieved through smart aftersales support, continued driver training, and accessible parts to ensure faster turnaround times. Croner makes every moment count on every run operators make," continued Swanepoel.

The advantage of Croner comes from the best of three worlds – UD Trucks' strong Japanese heritage and

craftsmanship, Volvo Group's global technology and sourcing, as well as local manufacturing and customer support.

"Every day we do our utmost to ensure our customers can be more successful in their businesses. And it's that passion and determination that drives our commitment to our customers' success," explained Jacques Michel, president of Volvo Group Trucks Asia Sales. "Most operators and fleet owners are very practical people. What really matters the most is that their fleet spend more time on the road and less time in the workshop."

He said that Croner is one of UD Trucks' most fuel-efficient trucks ever. "It utilises the fuel needed efficiently without waste, thanks to the new GHE engine series, automatic transmission, a built-in fuel coach, and a more aerodynamic cab," said Michel. "Going the Extra Mile is the brand promise of UD Trucks with a focus on fuel efficiency, uptime, reliability and drivability, while meeting today's high standards for safety and quality."

Croner's development has been done with quality and reliability at the forefront, right from the start of the design, through engineering, testing and manufacturing. The result is a vehicle that boasts in robustness, reliability and durability.

The range features three gross vehicle mass (GVM) models from 9.5 to 17 tonnes: MKE, LKE and PKE. The



range of wheelbase variants can be configured to suit operators' specific needs, with flexibility in everything from GVM and wheelbase choices to cab, driveline, axle, and suspension.

"Croner is a highly versatile truck thanks to the design of the cab and chassis. This makes it an ideal truck for operators to easily manoeuvre through challenging routes or spaces – allowing it to go to every corner – covering more ground, and making every moment count," said Swanepoel.

The Croner range is also easy to operate, with automatic transmission available for all models for improved ease of use, safety and less driver workload. It quickly and automatically chooses the right gear position and the high torque engines make Croner a pleasure to drive.

"UD Extra Mile Support is everything fleet owners need to make the most out of every moment. From service and parts to on-road support, driver training and telematics, it's our complete solution that customers can rely on to keep their truck running," said Swanepoel. "With 36 dealers in South African in 14 other markets across southern and eastern Africa, customers are assured of on-time support no matter where they operate in the region."

More information and specifications available at <https://www.udtrucks.com/en-za/trucks/croner/lke/brochures> ●



Market Insights

Truck Market Shows Resilience

Despite a number of macroeconomic and political factors, there are a number of interesting developments within the local transport market.

Stats SA recently released some interesting data on the local transport sector for the first quarter of 2017.

It showed that the industry's total turnover reduced by 2.9% versus the fourth quarter of 2016, while inventories reduced by 9.6%, and capital expenditure declined by 13.1%. If

one compares that to the stats from the first quarter of 2016, the transport sector's turnover increased by 12.8%, thus a clear indication of rough waters ahead

Here at UD Trucks, we are eagerly awaiting the release of the second quarter's data from Stats SA to see if some stability will return to the market.

Looking at recent sales figures, the truck market experienced a 2.8% decline in sales during June to reach a total of 1 652 units. This result brings the

total for the first six months of 2017 to 8 888 units, a decrease of 2.8% on the half-year results from 2016.

Analysing some of the categories year-on-year results more specifically, sales in the Medium Commercial Vehicle (MCV) segment has remained unchanged at 800 units. The Heavy Commercial Vehicle (HCV) segment declined by 2.3% to 2 628 units, while sales in the Extra Heavy Commercial Vehicle (EHCV) segment decreased by a slight 1.5% to a total of 5 767 units. Bus sales continued its downward trend with a significant 17.1% decline in sales to only 493 units sold.

"Continued resilience by business to overcome some of the larger hurdles currently present in the market, is contributing to some positive sales results in some of the market segments," said Gert Swanepoel, managing director of UD Trucks Southern Africa. ●



Industry-Leading Dealer Network

UD Trucks' dealer network's professionalism, passion and dependability is what differentiates the brand in this highly-competitive market.

With 36 dealers in South Africa and 14 in other markets across southern and eastern Africa, customers are assured of on-time support no matter where they operate in the region."

"To us it is all about providing quality products, quality parts and quality service. Most importantly, UD Trucks is all about quality people who have reached a level of excellence that sets them apart from the rest. All of this adds up to providing quality support for our customers," explained Gert Swanepoel, Managing Director of UD Trucks Southern Africa

Earlier this year, UD Trucks Southern Africa recognised the achievements of its regional independent network at its annual dealer awards ceremony. Awards were presented to winners in 24 categories, ranging from the technicians, driver trainers, parts, service and sales executives, to finance and administration specialists.

Top honours in the Dealer of the Year category went to CMH Commercial Pinetown. During his acceptance speech, Dealer Principal, Ron Byng, commended his entire team for "their hard work and commitment to delivering the best support and service at every opportunity".

The Medium Dealer of the Year award was presented to UD Trucks Magnis Zululand from Richards Bay. The winner of the Developing Markets Dealer of the Year category was NTT Botswana from Gaborone.

The various winners set new benchmarks in all the various disciplines within a dealership; from administration, training to sales and aftermarket care. They are also stand-out performers when it comes to teamwork, communication and cooperation across all departments, and simply go the extra mile in everything they do.

"Our annual dealer awards acknowledge all the top achievers in the various categories who have excelled and surpassed the stringent quality standards we have implemented across all our dealerships in the region," said Swanepoel. "Ultimately, we aim to provide the same quality service and support to all UD fleet owners, no matter the size of their fleet or where they operate across southern and eastern Africa." ●



UD Trucks Large Dealer of the Year: CMH Commercial Pinetown



UD Trucks Medium Dealer of the Year: UD Trucks Magnis Zululand



UD Trucks Development Markets: NTT Botswana

We are honoured to be part of the

KARKLOOF CLASSIC POLO TOURNAMENT 2017

OUR TEAM

CMH Commercial Pinetown/Idolwild
18 Shortlands Road, Midrand
Sales Parts Service
Tel: 011 746 1450

CMH Commercial Pinetown
14 Deonon Rd, Pinetown
Sales Parts Service
Tel: 031 751 4000

DEALER OF THE YEAR

Presented by sponsor to the winning team and to all other team members.

Ask your nearest UD Trucks Dealer to find out how they can make every moment count. Go to udtrucks.co.za to locate your nearest dealer. Call for a free 24-hour roadside assistance (0800 000 000) or contact your nearest dealer.

Country Specific. ** Relevant to SA supplied product.

Going the Extra Mile

UD Polo Team Wins

UD Trucks dealer CMH Commercial recently sponsored the winning team at the prestigious Karkloof Classic in KwaZulu-Natal.

Known as the "Game of Kings", polo is one of the oldest team sports in history. Locally, polo is played and supported by a varied demographic of people, especially in the farming communities around South Africa.

The UD Trucks team of Duncan Watson, Travis Timm, Martin Watson and James O'Sullivan, took top honours again, and proudly raised the trophy with Ron Byng, Dealer Principal of CMH Commercial, at the end of the tournament. ●





THE ALL NEW

Croner

Make Every Moment Count



Factory Fitted Telematics

➔ Peace of Mind



Product in photograph is for illustration purposes only and is subject to stock availability.

Talk to your UD Trucks Dealer to find out how they can make every moment count.
Go to udtrucks.co.za, to locate your nearest dealer.

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

* Country Specific

** Relevant to SA supplied product

Going the Extra Mile

