

# DAF IN ACTION

SUMMER 2017



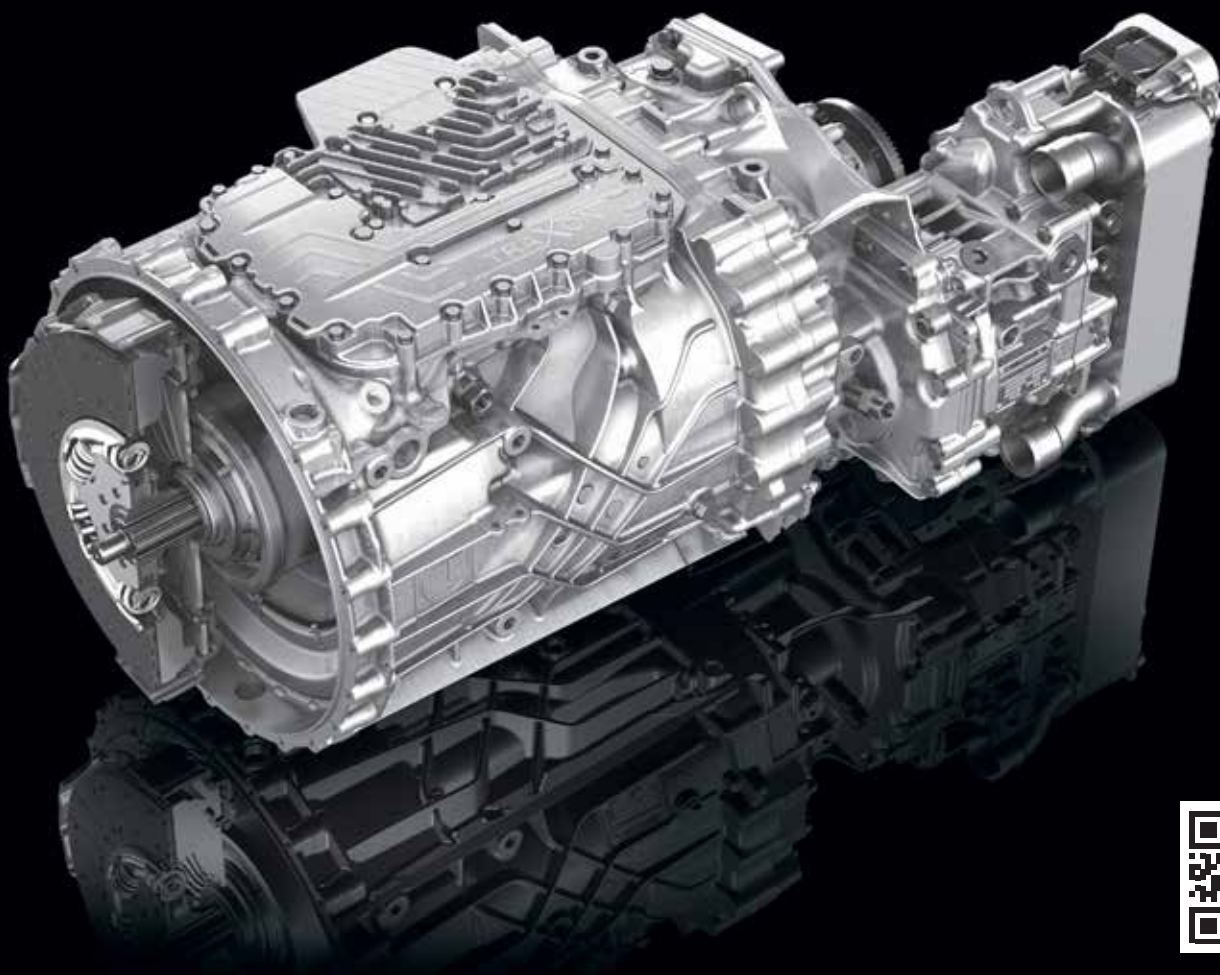
**THE NEW CF AND XF**  
PURE EXCELLENCE

A PACCAR COMPANY DRIVEN BY QUALITY

**DAF**

# TRAXON – LIGHT. STRONG. INTELLIGENT.

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### Pure Excellence!

Under the headline 'Pure Excellence' we introduced our New CF and New XF at the Commercial Vehicle Show in Birmingham, surprising the entire transport sector with our great new trucks. That's because the new CF and XF are the most economical and most comfortable trucks with the lowest operating costs available. The New CF and XF set a new standard in the truck industry as they are as much as 7% more economical than our current, already highly efficient Euro 6 trucks.

We are extremely proud of our New CF and XF. They are the ultimate embodiment of our 'DAF Transport Efficiency' philosophy, our focus on optimising your revenue per kilometre. In this edition of DAF in Action we will introduce you to these excellent trucks. You can also read how customers have played an important role to the development of the New CF and XF. Because everything begins and ends with you.

Your first point of contact is of course the DAF dealer organization. At over 1,100 locations worldwide, they are available 24 hours a day, 7 days a week. Almost all DAF dealers are independently owned; a conscious choice, because independently owned businesses are totally committed to their customers and go the extra mile because they understand the importance of customer service and satisfaction.

Delighting customers is fundamental to our success. Next year we celebrate our ninetieth anniversary. An important milestone and the beginning of an even brighter future. With beautiful products, industry leading services and above all excellent customers. And for that, I would like to offer my sincere gratitude and thanks!

My warmest regards,  
Preston Feight, President

# DAF

### Colophon:

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DAF Trucks undisputed market leader among European brands:

# 5,000th DAF truck produced in Taiwan



The 5,000th DAF truck to be assembled in Taiwan – here in the foreground – has been delivered to the Asian paper giant, Shan-Loong. It is the 115th DAF truck to be acquired by this listed company. The DAF CF 85.410 will be used for the transport of raw materials for the production of paper.

DAF Trucks is currently experiencing impressive growth in Taiwan. Barely 10 years after the opening of an assembly line in Dadu in the west of Taiwan, the 5,000th truck has been rolled out of the factory. With a market share of almost 30% in the 12 ton+ segment, DAF Trucks is the undisputed market leader among non-Asian truck brands.

Each week DAF Trucks ships parts and components from its factories in Eindhoven and Leyland to Taiwan. Partner Formosa Plastics Group uses these shipments to assemble 4 trucks each day in the popular LF, CF and XF105 series, all fitted with reliable, powerful and efficient Euro 5 engines. Two years ago, the ultra-modern assembly line in Dadu was expanded substantially to meet the growing demand for DAF trucks in Taiwan.

## Superb quality

“The quality of the Taiwanese DAF trucks is of the very same high level as the trucks that leave the production lines in the Netherlands and Great Britain”, according to Geert van Genugten, head of the DAF Trucks South East Asia division. “The 5,000th DAF truck to be built in Taiwan is a DAF CF 85.410 tractor that will be used to transport raw materials for the paper industry.” ■



## LONG-TIME DAF CLIENT VOTED ‘TRANSPORTER OF THE YEAR’

The Belgian transport company Gheeraert has been voted ‘Transporter of the Year 2017’. This competition is organised each year by the Belgian trade magazine TRANSPORTMEDIA and chooses the winning transport company on the basis of effective management, market strategies, social aspects and innovation in the areas of safety and the environment. For example, this year’s winner uses the streamlined DAF LF Aerobody for distribution in the city of Bruges; sustainable and ecological.

The trophy was accepted by the company’s directors, Peter and Stijn Gheeraert. “I think we owe this award in part to our vision regarding the future of the transport industry”, said Peter Gheeraert, whose grandfather acquired his first DAF in 1951. “We don’t just think about today’s concerns, but also about how we can improve things tomorrow. And the way in which we have specialised our operations over the past few years has also played a role.” ■



## NEW HEAD OFFICE IN THE UNITED KINGDOM

After nearly thirty years in Thame, Oxfordshire, DAF UK is moving to a new facility in neighbouring Haddenham, Buckinghamshire. Recently, an official groundbreaking ceremony took place that signalled the beginning of a £20 million investment that will be “instrumental in further strengthening DAF’s market leading position in the UK”, commented Ray Ashworth, DAF Trucks UK Managing Director.

Senior executives from DAF Trucks N.V. and PACCAR Inc were joined at the groundbreaking ceremony by Simon Smits, the Dutch Ambassador to the UK, as well as representatives from the local authorities and the project management company. The new three-story facility will be completed by July 2018 and will have almost 50,000 square feet of office space. The DAF UK headquarters will include a state-of-the-art auditorium, as well as an ultra-modern 4-bay workshop offering world-class training facilities for DAF dealers and employees. ■



## DAF TRUCKS LAUNCHES NEW HIGH GEAR COLLECTION

DAF Trucks is presenting a brand new High Gear clothing line, complete with gadgets and accessories for everyone with a DAF heart. All of the items are now available to order via the DAF webshop at [www.dafshop.com](http://www.dafshop.com).

The new clothing line features subtle orange details, including a label on the zipper and a small badge on the sleeve. Each item of clothing is of the highest quality, offers a perfect fit and is in keeping with the latest fashion trends.

It is a tradition at DAF to present a children’s collection too, and so DAF Trucks has created a separate High Gear line for kids, complete with shirts, hoodies, a windbreaker and a cap. The webshop also has a new and very hip DAF kids backpack in its collection. And it goes without saying that the most popular of the ‘kids gadgets’ are still available: the enormously popular DAF pedal car and the kids dinner set. ■



## 2 MILLION KILOMETERS ON THE CLOCK

DAFs are built to clock up a respectable mileage. Take, for example, the DAF XF105.410 owned by the Dutch transport company Buiter Transport. The clock on this truck recently passed the 2 million kilometre mark without a single hitch. “It still has its original clutch disc, which is pretty unique”, according to managing director Henk Buiter.

The XF is still fully operational, and has been for eleven years now. Buiter: “It already had three hundred thousand kilometres on the clock when we bought it. It has performed superbly and continues to do so.” The DAF was not spared in any way or treated with kids’ gloves. Most of its trips are to Scandinavia, where the weather and the driving conditions are often challenging. “We have no intention of replacing it”, says Buiter. “It still runs perfectly and as long as that is the case it will continue to drive for the firm.” ■





# NEW DAF CF AND XF PURE EXCELLENCE



BY ROB VAN TILBURG

With the new CF and XF, DAF is setting new standards in transport efficiency and driver comfort. A 7% reduction in fuel consumption compared to the existing and already extremely efficient Euro 6 trucks is only one of the many customer benefits that the new generation has to offer. An even greater loading capacity and longer service intervals for maximum uptime demonstrate that the development of the new CF and XF has been driven by the philosophy of DAF Transport Efficiency. "We have done everything we could to make the best trucks on the market even better", says Ron Borsboom, member of the Board of Management at DAF Trucks with responsibility for product development. "We are very proud of what we have achieved!"



**Ron Borsboom:** "We have done everything we could to make the best trucks even better."



“DAF Transport Efficiency is our pledge. For even lower operational costs, a higher return per kilometre and to be even less of a burden on our environment”, says Ron Borsboom. “And we are making good on these promises: our current Euro 6 trucks have an impeccable reputation in the market. Their reliability is second to none, as is their low fuel consumption. And the market recognises this. Of course, as a manufacturer we are always looking to set our sights even higher and to squeeze as much as we can out of every drop of fuel. So that we can continue to exceed our clients’ expectations. That is why we went right back to the drawing board with the CF and XF. We had one goal in mind: to be the very best in ‘Total cost of ownership’. We looked at every last detail. The result? Trucks that absolutely deserve the designation ‘new’. 7% more efficient than the current, extremely efficient vehicles. A mega step. The biggest in our history!”

### High torque at surprisingly low revs

The new DAF CF and XF distinguish themselves from the competition thanks to their completely new driveline. Impressive engine innovations. New, extremely efficient rear axles. An entirely new generation of automated transmissions. “Our target: improved performance at even lower revs”, as summed up by DAF’s chief engineer. “Naturally, we started with our state-of-the art PACCAR MX-11 and MX-13 engines. New pistons, new injectors, a higher compression ratio, improved turbo specifications, optimised air management and a new camshaft for the 12.9 litre MX-13 engine – these are but a few of the innovations that have



been implemented. We have achieved a maximum power output of up to 330 kW/450 hp for the MX-11 engine and even 390 kW/530 hp for the MX-13. Of more significance, however, is the impressive torque available at extremely low revs. Cruising at 85 kmph, while the rev counter doesn’t even reach 1000. I don’t need to explain what that means in terms of fuel consumption, longevity and, of course, driver comfort. The trucks are just unbelievably quiet.

We have just had 160 journalists here from more than 30 different countries test-driving the new CF and XF. They were all very impressed! Particularly with the engine brake, with which we had already been setting the standard in the industry and now have made improvements that deliver a 20 to 30 per cent increase in braking power. And that also contributes to transport efficiency.” ▶



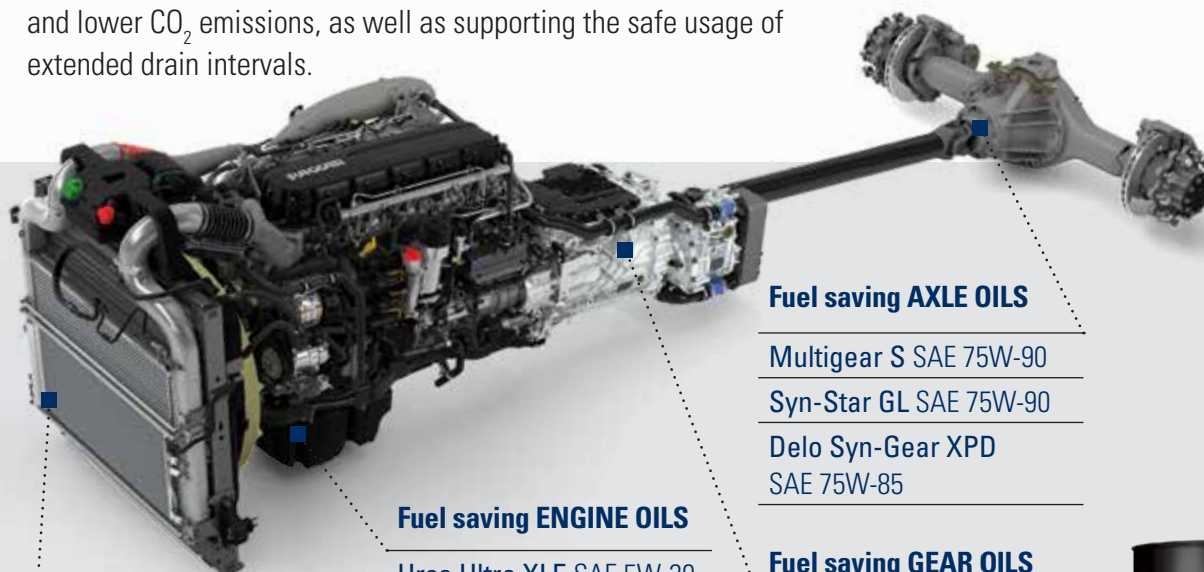


# TEXACO® PRODUCTS – CHOSEN BY DAF TO GIVE OPTIMUM OPERATION OF THEIR VEHICLES

*For an industry in which rpm, bhp, torque, rear-axle ratios and other driveline-focused attributes are part of everyday thinking, the one thing that makes everything 'work' efficiently and economically (after the hardware itself) often seems barely to merit a mention...Lubricants.*

Texaco products, including gear oils, axle oils, coolants and the Ursa® range of engine oils, have been developed and tested for use in DAF trucks by Chevron Lubricants, one of the largest producers of premium lubricants in the world. A clear objective in the design process was to save operators time and money by delivering optimised protection and performance for all moving parts of the driveline.

The low friction characteristics of the lubricants enable reduced fuel consumption and lower CO<sub>2</sub> emissions, as well as supporting the safe usage of extended drain intervals.



## Fuel saving COOLANT

Havoline Xtended Life  
Coolant Concentrate

## Fuel saving ENGINE OILS

Ursa Ultra XLE SAE 5W-30  
Ursa Ultra X SAE 5W-30  
Ursa Ultra X SAE 10W-30  
Ursa Ultra LE SAE 10W-30

## Fuel saving AXLE OILS

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Syn-Star GL SAE 75W-90  
Delo Syn-Gear XPD  
SAE 75W-85

## Fuel saving GEAR OILS

Multigear MTF HD  
Multigear MTF SAE 75W-80  
Multigear S SAE 75W-90



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## Software as conductor

New engines, new transmissions, new systems – this can only mean that the communication within the driveline and with the vehicle has also been completely revamped. “Absolutely”, says Borsboom. “You could compare it to an orchestra. The individual musicians know how to perform their specific task to perfection but it is the conductor who ensures that everyone does the right thing at the right time in order to achieve the perfect overall performance. In a modern truck the conductor’s name is Software. It controls all speed-related functions, for example. We have also added the feature Dynamic Cruise because you don’t always need full power when driving uphill, especially when the gradient is not so steep. This is how you save on fuel and, consequently, reduce CO<sub>2</sub> emissions. Thanks to the new driveline software, the client can now choose to use an Eco Fuel and an Eco Performance mode, the driver can be provided with more information on his or her dashboard about how to ensure optimal use of the systems, and we have been able to develop application-specific programmes together with ZF for the TraXon automated gearboxes. And better still: with a push of a button it is now possible to switch from an on/off road setting to a liquid transport setting. This is of particular value when trailer and load have to be switched regularly.”



## Free kinetic energy

A number of other steps were required to achieve the 7% reduction in fuel consumption and the associated reduction in CO<sub>2</sub> emissions, and also to allow the engines to perform so well at a lower rpm. “First of all, with the new CF and XF we are introducing a completely new generation of rear axles”, Ron Borsboom clarifies. “They have been given a new design in order to make larger gear wheels possible with a differential that enables even faster ratios. The gear wheels have been sharpened, the oil has a lower viscosity and the wheel bearings have been redesigned, all with the aim of reducing internal friction to a minimum. In addition, the new TraXon automated gearbox – which is now standard – plays an important role in relation to ‘down-speeding’. And because it communicates so well with the other

vehicle systems, including Predictive Cruise Control, greater use can be made of EcoRoll, rolling of the vehicle as a result of kinetic energy. When driving uphill the systems can now decide much sooner not to inject more fuel when it appears that the speed and the mass of the truck are sufficient to ‘push’ it over the top. After all, that kinetic energy is free.”

## Every kilo counts!

DAF’s director of Product Development can speak for hours on end about the new CF and XF and how each component was carefully scrutinized in order to guarantee the highest possible level of fuel efficiency. The new intelligent oil, water and power steering pumps that, unlike their predecessors, do not run at maximum capacity but instead deliver exactly what is required of them. The brand new heating

and ventilation system that uses residual heat from the engine so that the engine does not have to run when the truck is standing still. The new sun visor that together with the extended wheel housing (XF) and improved airflow through the grille results in optimal aerodynamics. The new module for the exhaust after-treatment system that is 40 percent more compact, provides for extra chassis space and reduces overall weight by 50 kg. “Not to mention the progress we have made in reducing weight”, Ron Borsboom stresses. “The new compact unit and the new suspension, together with the optimisation of the engines and the chassis, have given us an extra 100 kg of loading capacity. That translates into pure profit in the tank and bulk transport sector! Remember, every kilo counts!” ►



Fuel consumption savings of up to 7%. Up to 130 kg extra payload. Service intervals of up to 200,000 kilometres. Greater bodybuilder-friendliness thanks to changes to the chassis and the availability of Body Attachment Modules. It is clear that DAF has gone to great lengths to ensure that the new CF and XF are the best and most efficient trucks on the market. "With a new exterior design and a new interior that lifts driver comfort to an even higher plane", adds Borsboom. "More than 5,000 hours of testing were carried out and over 6 million test kilometres driven by clients on a daily basis before the trucks were introduced to the market. We have managed to improve the best trucks on the market even further. In my opinion there are only two words that can accurately describe their quality: Pure Excellence!"

### **Every driver's dream**

With superb driving comfort and ultra-low noise levels thanks to the engine's low revs, the new CF and XF offer the driver more than ever before. DAF has retained the excellent accessibility, the unsurpassed interior space and comfort and the best beds in the industry. A number of innovations have raised user-friendliness and comfort to an even higher level, with the new Exclusive Line representing the absolute pinnacle. Isn't this what every driver wants? Lots of room, a very comfortable

seat and an equally comfortable bed. A high level of user-friendliness because the instruments are exactly where a driver wants them to be. And the kind of superb finishing that one would expect from a premium brand. The CF and XF offer all of the above. Not to mention the fabulous sandy colour of the interior. And the new Exclusive Line certainly lives up to its name with its stylish dashboard, door panels (XF) and optional leather, cognac-coloured upholstery. Exclusiveness in all its glory!

DAF has dedicated a lot of time and attention to further improving user-friendliness for the driver. The dashboard has a new layout that not only looks better but also is easier to read. The central information display also counts down remaining driving and rest times – a very useful addition. The control panel for the new heating and ventilation system has been completely revamped and the same applies to the control panel for the interior lighting, which now also has a dimmer function.

The interior climate can also be controlled using a new panel on the rear wall of the cab. And speaking of user-friendliness: all of the speed-related functions are now grouped together on the right-hand side of the steering wheel. All the driver is really required to do is to set the cruise control speed and the maximum and minimum speeds at which he or she wishes to drive. The new CF and XF simply do the rest. Safe. Comfortable. Efficient. ■





## DAF CONNECT

DAF Connect is an innovative fleet management system that offers the operator real-time information on the performance of its vehicles and drivers. This information, including vehicle location, fuel consumption, mileage, fleet utilisation and idle time, is all clearly displayed on an online dashboard that can be adjusted to meet individual customer requirements.

The user-friendly dashboard can be configured to provide fuel consumption reports. DAF Connect also makes it possible to compare recent driver and vehicle data. 'Live Fleet' provides all of the necessary information with regard to vehicle location. This facilitates optimal planning, as clear and accurate information on distances travelled, routes and driving times per vehicle and driver are made available. The transport operator can adjust the settings so that he will be alerted whenever there is an anomaly in relation to speed, route, location or fuel consumption. This allows him to intervene if necessary.

DAF Connect optimises vehicle availability, reduces operational costs and enhances logistical efficiency. DAF Connect also enables the transport operator to plan maintenance and repairs effectively and to benefit fully from the tailor-made DAF advice generated by DAF Connect.



## Great looks

The exterior of the CF and XF is still 100 per cent DAF, while at the same time looking brand new.

### NEW SUN VISOR

The sun visor has a new design for an improved aerodynamic performance and features a stylish and eye-catching aluminium element.

### NEW DESIGN DAF LOGO

The DAF logo has been redesigned and now features chrome-coloured edges and an attractive aluminium look that symbolises the quality of the truck.

### GRILLE PANEL

The new grille panel gives the XF a powerful and modern look.

### LOWER BUMPER-INSERT

The aluminium bumper-insert adds to the vehicle's allure,

### PRACTICAL UPPER PANEL

There is ample room above the DAF logo for the transport operator's own name/logo.

### A WELCOME ON THE MAT

The stylish DAF logo on the footboard invites the driver into the luxurious cab.



### AIRFLOW

The new transition from grille to cab improves the aerodynamics, resulting in optimal fuel efficiency.

### AIR DEFLECTORS ON WHEEL HOUSING



# DAF dealers the net works

DAF Trucks' dealer network is lauded as the most customer-focused commercial vehicle dealer network in the UK and Ireland.

DAF Trucks network in the UK is certainly the largest with 139 locations – almost twice as many as its nearest rival – and which is part of wider European network of over 1,000 DAF locations. And, with DAFaid widely recognised as the benchmark vehicle recovery service, small wonder the brand is so popular in the UK market with 30% share over 6.0-tonnes.

DAF in Action spoke to Matthew Lawrenson, Divisional Executive Director at one of DAF Trucks' most successful dealer groups, Imperial Commercials, and with responsibility for 12 DAF franchised locations.

Why is the DAF Dealer network held up as the standard by which all truck dealer networks should be measured? Matthew puts it down to a strong bond between all network members, "Although we boast the biggest network in the business," he says, "we remain a very tight-knit family. Every network member,

whether it's part of a large dealer group like Imperial Commercials, or a single-location independent franchise, delivers exactly the same levels of service for their customers wherever their vehicles might be. That comes from teamwork."

"And there's a willingness to invest throughout the network," says Lawrenson, "through incentives from DAF Trucks, all our locations have ploughed investment into training, tooling and equipment."

## Product programme

DAF's UK network comprises some expansive and high-profile Dealer groups, notably, Imperial Commercials, Ford & Slater, F&G Commercials and HTC, but there are dozens more smaller groups and independents all with an entrepreneurial flair that provides a distinct and competitive edge against manufacturer-owned networks.

"It must be said," continues Lawrenson, "we rely on a fantastic product range, and we've developed a support portfolio to back it up. In turn, DAF Trucks, and our customers, rely on us to keep their trucks on the road and earning money," he says.

Often cited as the jewel-in-the-crown of the DAF Trucks aftersales portfolio, DAFaid is DAF Trucks' roadside response and vehicle recovery service. Its industry leading average time of 87 minutes from initial call to 'wheels moving', and 90% first-time-fix are just two measurable parameters that set apart DAF Trucks from its competitors.

## Parts

Parts availability and supply are critical to any effective dealer support offering, and here DAF excels. Supplementing







DAF's dealer network in Europe

DAF Trucks' genuine Parts stock-holding, TRP is DAF Trucks' all-makes truck, trailer, van and consumables Parts brand, available across the DAF Dealer network and now at a rapidly growing number of dedicated TRP shop locations – totaling 11 across the UK and Ireland stretching from as far north as Aberdeen and to Cornwall in the south.

"Our burgeoning TRP Shop network," says Lawrenson, "sees us responding quickly to an increasing demand from our customers, and the wider operating community, for fast access to a broad range of parts, competitively priced, right on their doorstep. Like DAFaid," he adds, "our TRP-brand is the market leading all-makes offering characterised by a high level of availability and ultra-rapid delivery – often same-day."

Operators, regardless of their fleet make-up, can rest assured their vehicles will suffer minimum downtime knowing the DAF Dealer network's 96% MoT First Time Pass Rate (based on the DVSA's own 'Preparer ID' figures) is a consistently high, industry-leading figure year-on-year.

Of course, these impressively high pass-rates are only achievable by skilled workshop staff and, again, the DAF

network benefits from the best in the business. The DAF network now has over 1,500 technicians independently accredited and certified under the IRTEC scheme. Undertaking this assessment process has been a huge commitment and investment by the DAF Dealer network. Further, DAF's is the first complete franchised network to insist that all its technicians are accredited and certified to carry out vehicle Safety and Maintenance inspections.

A DAF Trucks Technician is a highly prized asset in the workshop, and represents a significant investment by their respective dealers. DAF Technicians from across Europe are recognized in a regular competition and awards programme. 2016 saw Adam Baker from Ipswich-based DAF Dealer, Chassis Cab, emerge to pick-up the coveted title of 'DAF European Technician of the Year'.

### Technicians

Where does the DAF network recruit such a large number of elite Technicians? Matthew Lawrenson again, "The network owes a debt of gratitude to the DAF Apprenticeship programme," he says, "the company has produced over 15 F Apprentices and the majority have gone onto successful careers throughout the

**Matthew Lawrenson, Divisional Executive Director of one of DAF's most successful dealer groups in the United Kingdom.**



139 dealers out of the worldwide DAF dealer network are located in the United Kingdom, making it the largest national network in the DAF organisation. The UK network is almost twice as large as the next biggest national dealer network. With a market share of over 30% in the 6 ton+ segment, DAF has been the market leader in the UK for many years.

DAF network. 20% of all DAF Technicians at dealer level were trained on DAF Apprenticeships. And a DAF Apprenticeship isn't limited to technical and workshop disciplines," adds Lawrenson, "today's modern DAF Apprenticeship provides learning pathways for careers in Sales, Parts and Administration.

### Cliché

"It's a cliché, I know," he says, "but if there's ever been a one-stop-shop, it's at a DAF Dealer. The three core disciplines of Sales, Service and Parts are brought together seamlessly under the DAF umbrella. It's a team game and every single DAF network member is a key player." ■



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**GOODYEAR**

**MADE TO FEEL GOOD.**





Alan Planck is very enthusiastic about the driving qualities of his LF



# DAF LF skips downtime

## for G.Leeks Skip Hire

Suffolk-based G.Leeks Skip Hire has been operating its new 10-tonne DAF LF skip-loader for six months now, and the novelty isn't wearing off. The positive DAF experience also extends to local DAF Dealer, Chassis Cab, which G.Leeks owner, Alan Planck, describes as fantastic.

The LF 180 FA rigid chassis is the first new truck acquisition for the Hadleigh skip-hire business. And it's kept extremely busy, too. The single-truck operation has 250 skips of various sizes dotted around the Suffolk at various public and commercial locations – so, uptime is of paramount importance to Alan Planck. “There’s absolutely no way the truck can be stuck in the workshop,” said Alan, “and, so far, the new DAF hasn’t put a foot wrong. I love driving it every day, too.”

### Old to new

Alan has been company owner and driver for eight years having purchased the family business from his father-in-law who had 30-years skip-hire experience under his belt. The company had always acquired its vehicles on the used market, but Alan bucked the trend thanks in no small part to

the reputation of local DAF Dealer Ipswich, Chassis Cab.

“I’ve driven a number of DAFs previously, so I know they are a good truck. It was my father-in-law who told me the local DAF Dealer really looks after its customers – regardless of whether you’re a big fleet or a one-man-band, like me. And, so it’s turned out,” he said, “Chassis Cab have been fantastic. From initial contact, they’ve done just about everything for me. They even invited me to Leyland Trucks in Lancashire to see my new truck being built,” he said.

### Big truck feel, and good on fuel

Chassis Cab also enjoys an excellent relationship with local bodybuilders, namely Sudbury-based Webb Truck Equipment, which supplied its

‘ExtraReach’ skip-loader equipment to G.Leeks and which is compatible with the company’s three sizes of skip. Kelsa light-bars, flashing beacons and hazard warnings were all fitted by Chassis Cab.

On the road, Alan Planck is delighted with the LF’s nimble driving characteristics, “For a ten-tonner,” he said, “it’s small and manoeuvrable, but I still get that big-truck feel from the LF day-cab. Fuel economy is very good, too. Right now, I’m getting 17.5mpg and that includes frequent use PTO.”

“But it’s the reliability I’m really after,” said Alan, “and the DAF hasn’t missed a beat since I bought it last October. But, for a small business like me, it’s the relationship with the local truck dealer that’s just as important as the quality of the truck.” ■

# DAF and Suez: a sustainable relationship

By: **Henk de Lange**

An anonymous office building on the outskirts of Brussels. Your average passer-by would never suspect that every day, in an office up on the seventh floor, people are working hard on the 'raw materials revolution'. At least that is the name that the worldwide organisation Suez gives to its daily mission: the securing of raw materials for our future.

It is here, just outside Brussels, that you will find the Belgian division of Suez, a long-time client of DAF. DAF in Action is welcomed by Koen Van den Brande, Head of Marketing & Development. Van Den Brande's enthusiasm is evident before we have even gotten past the coffee machine: "We developed this coffee cup together with one of our partners. It has a plastic layer that dissolves in the paper mulcher, meaning that the cardboard can be 100% recycled." One thing is clear: sustainability runs deep at Suez.

## Market leader

Van den Brande showers you with facts like they were confetti: "In Belgium we are the market leader with 25 centres for the collection, processing and recycling of waste. When I first started working here 25 years ago we were able to separate waste into thirty different categories. Today that number is 2,000. We are now able to recycle 89% of all waste and that includes the burning of waste to generate energy. It is an incredibly dynamic



**In Belgium, Suez also looks after the collection of waste for McDonalds. This is done by two DAF CF 'Silent' vehicles that drive all around the country, mostly at night, collecting the waste from the restaurants and separating it into seven different categories of waste**





### Suez and DAF: more than just trucks

DAF Trucks is not only a supplier to Suez, it is also one of its clients: Suez has been looking after the collection and processing of waste from the DAF cab and axle factory in the Belgian town of Westerlo for many years now. Since 2009 DAF has been adhering to its 'Zero Waste to Landfill' principle, meaning that none of its waste ends up in landfills. Suez plays an important role in the implementation of this policy.

industry where developments happen at a rapid pace. So there is still an awful lot to be done. Every day is a challenge."

### 800 trucks

In Belgium, Suez has a fleet of 800 vehicles that are used for a wide variety of purposes. The greatest single common factor between all of these vehicles is that they are all very different and far from your standard type of lorry: garbage trucks for the collection of domestic waste, trucks with skips, vehicles for transporting wheelie bins, tractor trailers and other vehicles for special tasks. A very large part of the vehicles in this fleet have the DAF badge on their grille.

### Not easy

"Trucks don't have it easy with us", says Fleet Manager Benoit Dessart, who has just joined the conversation. "Our larger garbage trucks make around 120 stops a day. And the domestic waste lorries make around 3,000! Operational continuity is essential; you can't leave a whole neighbourhood piled up with trash just because one of your trucks has broken down."

### More than 25 years

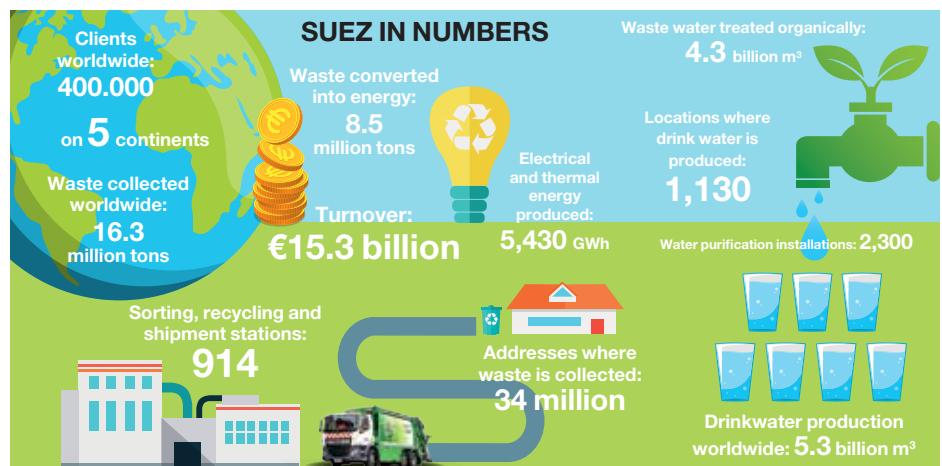
"I'm not sure how long we've been using DAFs", replies Benoit Dessart when asked. "More than 25 years anyway, because I've been working here that long."

We chose DAF for a lot of different reasons. Firstly because of the aforementioned operational continuity, they are very reliable and never break down unexpectedly on us. And our drivers love them too, particularly because of the comfortable cabin and the low footboard. Furthermore, DAF trucks can be ordered in all kinds of configurations: with or without self-steering axle, automatic gearbox, AS-Tronic, you name it. The DAF chassis is extremely user-friendly, an essential feature when you have to deal with so many different kinds of configurations. Not to mention the benefits of an extensive dealer network."


### Fuel

Does fuel consumption play an important role in the purchasing process?

"Of course", replies Dessart. "But not so much in terms of the overall costs, because the total amount of kilometres driven each year is not all that high: around 30,000. In the Total Cost of Ownership it is maintenance that plays the more important role. And that is why we decided a few years ago to switch over to DAF MultiSupport Repair and Maintenance contracts. We now know the exact costs, right down to the last cent, and are always sure that we will have perfectly maintained trucks. All we have to concentrate on now in our own workshops is the body. The dealers look after all maintenance and repairs. They also give the drivers extensive theoretical and operational training when the trucks are delivered." ■



# Diebel Spedition GmbH: **In time all of the time**



The German firm Diebel works with the precision of a Swiss timepiece transporting swap body units and containers in the intermodal transportation sector. And given the tight turnaround times, reliable truck technology is an absolute must. Diebel has found exactly that in the DAF XF.

Like a metronome, Michael Diebel has to be in time all of the time. He must keep the perfect tempo, the perfect rhythm, otherwise it will cost him dear. The director of Diebel Spedition runs a fleet of 300 trucks and 1,600 swap body containers. His biggest client is the package delivery company DPD, for whom Diebel has been looking after all long distance haulage since the company's first years in business. This important position places a major burden of responsibility on Diebel in terms of quality, reliability and punctuality.

"We have 15-minute slots for our arrival times. If we don't make a slot, the entire logistics process suffers delays. And that can result in hefty fines", explains Diebel, who consequently has no room for unplanned downtime in his schedules. The precisely timed transport from hub to hub usually takes place at night to a myriad of destinations. The tempo is determined by the clients; they dictate when and which empty units or swap body containers must be delivered, when they need to be loaded, and when and to which depot the must then be transported. An extremely

challenging logistical process that keeps 500 Diebel staff busy day and night at the head office in Kassel, and at the depots in Damme (Germany) and Vidreres (Spain).

Approx. 1,200 containers have to be transported from one location to another every single day. And not just in Germany but throughout Europe as well. A team of three planners is charged with the responsibility of coordinating everything from head office. "They're a bit like the conductors of an orchestra", says Susanne Hobert, workshop- and fleet manager, "except the instruments they get to work with are well-trained and highly motivated drivers and reliable trucks."

The first DAFs appeared at Diebel in 2014. After the introduction of the Euro 6 emissions regulations, the company went looking for vehicles with extremely reliable technology. It found them at DAF in the shape of the XF with its 11-litre 435 hp PACCAR MX-11 engines. This year will see the arrival of another one hundred





trucks, fully fitted with a frame with twist locks and all the required electrics so that they can hit the road straight away. By the end of 2017 about half of the entire Diebel fleet will have the DAF badge on the grille.

The 6x2 trucks are fitted with everything a driver's heart could desire. A fridge and stationary airco are standard and the list of comfort safety features and driver aids is impressive, to say the least: Predictive Cruise Control, Adaptive Cruise Control, Forward Collision Control, Lane Departure Warning and AEBS – all are to be found in the trucks at Diebel. "I will only ever find good drivers if I have good trucks. And the XF is the best!" says Michael Diebel. The Super Space Cab cabins offer ample headroom, lots of comfort, a terrific bed with a sprung mattress and enough storage space for clothing and food for a seven-day journey.

As previously mentioned, the Diebel DAFs are fitted out in full at the factory, including frame, twistlocks and the entire electrical system. Diebel is particularly enthusiastic about the ECAS pneumatic suspension: "The increased pneumatic capacity means that the raising and lowering of the chassis goes a lot faster. And that is crucial, because our drivers often have to

switch containers more than ten times a night."

Michael Diebel was only 19 when he joined the management team at Diebel Spedition, a business started by his mother, Elke, in 1973 with a fleet consisting of one small delivery van. Today most of the vehicles in the fleet boast 400 to 450 hp. The 50-year-old Diebel is very fond of his DAFs: "On average, fuel consumption is around 30 litres per 100 kilometres at a GCW of 33 tons. Every tenth of a litre less fuel flows back in your wallet at the end of the day, given the millions of kilometres that we clock up each year." The DAFs at Diebel are also the most reliable trucks in the fleet. "On the road they are incredibly stable, they have the lowest rate of malfunction and they never suffer any unplanned downtime", says fleet manager Susanne Hobert. And to keep things this smooth, the maintenance of the trucks is also carried out according to a steady rhythm: once every six months

they are driven to the Diebel workshop in Kassel for the mandatory MOT and are fitted – if required – with new tyres and brakes. For the more complicated technical jobs, the trucks are sent to the DAF dealer in Kassel. "They are fast, flexible and professional, and able to find a solution to every problem", says Hobert. "And when they need more time I can always hire a truck from the PacLease fleet if needs be."

The DAF importer also offers assistance when required. "When we were trying to decide on the best vehicle configuration they and the dealer were of enormous help thanks to their in-depth knowledge of the product", says Diebel. In conclusion he adds: "If DAF are able to achieve the proposed 7% savings on fuel consumption at even higher power ratings with the new CF and XF, then the number of DAFs in our fleet is sure to rise." ■





# DAF EcoDrive<sup>+</sup>

## Training reaps a rich harvest

### Permanent savings on fuel of 3 to 5%

In the international road transport sector, fuel is the biggest cost – after the cost of drivers – that the operator has to deal with. The product improvements realised in the New CF and the New XF have led to significant savings on fuel, especially in combination with the systems already introduced by DAF, such as Predictive Cruise Control, Predictive Shifting and EcoMode. But in order to achieve even greater savings on fuel, the driver needs to know how to drive his or her truck in the most efficient manner possible. And that is why the DAF EcoDrive<sup>+</sup> training programme was developed.

“The DAF EcoDrive<sup>+</sup> training programme results in a 3 to 5% decrease in fuel consumption in the long term”, begins Pascal Hochstenbach. As a Driver Trainer and Commercial Trainer at DAF, Pascal was closely involved in the development of the driver training programme that can now be followed at every DAF dealer. “Do the maths”, he continues. “The fuel costs for a 40-ton long distance hauler are more than €60,000 a year. A 4% improvement in fuel efficiency results in savings of €2,400. Each year, for each truck. For transport operators, this is too good of an opportunity to pass up!”

### Three parts

The DAF EcoDrive<sup>+</sup> training programme is divided into three parts, Pascal explains. “At the start of the programme the driver is asked to demonstrate his or her driving skills. During this session, the time, fuel consumption and DAF Driver Performance Assistant scores are all recorded.”

In the second part of the training the



**Pascal Hochstenbach (left): “The DAF EcoDrive<sup>+</sup> training programme results in a 3 to 5% increase in fuel consumption efficiency in the long term”**

driver is provided with all of the theoretical information that can help him/her to drive more efficiently. “Fuel efficiency is not just a matter of knowhow, it also depends on driver focus”, according to Pascal. “A poorly fitted spoiler can raise fuel consumption by as much as 10%. Tyre pressure that is 2 bars too low raises

consumption by 2.5%.” Optimal use of the driver’s support systems is also an important component of the programme. “That’s where we explain systems like Predictive Cruise Control, Predictive Shifting and Eco Mode, technology that is ringing in a new era”, says Pascal. “An era in which the driver will be required





**In the second part of the training the driver is provided with all of the theoretical information that can help him/her to drive more efficiently**

to trust the systems in his/her vehicle more than ever before. Some drivers will find that difficult because they believe that they can perform better than any technology ever can. It is the trainer's job to turn any such doubts into conviction."

### Coaching

This conviction comes to the fore in part three of the programme, in a coached driving session in which all of the theory is put into practice. "The results are often a revelation for many drivers", according to Pascal. "Both in terms of fuel consumption and speed. It is also more relaxed for the driver because he can let the vehicle do the work."

### And more

As Pascal already said, the DAF EcoDrive+ training programme results in a 3 to 5% decrease in fuel consumption (and a corresponding 3 to 5% reduction in CO<sub>2</sub> emissions!). But there's more, much more: "As the drivers learn how to anticipate in traffic, they not only save on fuel but there is also a reduction in tyre and brake wear and tear. And that saves money too. Remember: a driver who can anticipate behaviour is a safer driver. Conclusion: a DAF EcoDrive+ training programme always reaps a rich harvest."

### Tailor-made training

The transport company Van Dievel in the Belgian city of Mechelen has been a loyal DAF client for many years. However, Van Dievel is more than just your average transport company: thanks to the Van Dievel Transport Academy, each year hundreds of drivers learn how to drive and maintain their vehicle as safely and as efficiently as possible. And they train not just their own drivers but drivers from other companies too.



**John De Vocht: "It's nice to have partner who is prepared to help out"**

"Our programmes are based on learning how to drive the vehicle as smoothly and as defensively as possible", explains John De Vocht, Trainer-Mentor at the Van Dievel Transport Academy. "In this way you can kill many birds with the one stone: it is safer, it saves on fuel, it reduces maintenance costs and, most importantly: it enhances driver well-being."

Of course, the ten trainers at the Transport Academy need to be trained themselves, too, and that job is in the hands of the trainers at the DAF Driver Academy. "DAF developed a special programme for us based on didactics and vehicle knowledge", says John. "The transport sector is developing at a rapid pace and that is why it is important to keep up to speed with all new technological developments. It's nice to have a partner who is prepared to help out."

Like to find out more about the DAF Driver Training Programme? Your DAF dealer will be only too happy to explain the different options to you. ■



**DAF developed a tailor-made training programme for the instructors at the Van Dievel Transport Academy**





# Hillman's Transport

always on time with DAF

One of the largest independent transport companies in Australia is Hillman's Transport in Toowoomba, about one hundred kilometres west of Brisbane. Only two years ago the company's fleet was a colourful mix of American, European and Japanese trucks made by different manufacturers. Not anymore: the vast majority of the fleet now bears the DAF badge or the logo of DAF's sister company, Kenworth.

Managing Director Lloyd Hillman established this family business 26 years ago. Nowadays he is ably assisted by his sons Chris and Steven. Together they manage a staff of 80 employees and a fleet of 35 trucks.

#### **CSG**

Over the years the company has grown to become an important transport partner for the natural gas industry in Queensland. A lot of 'coal seam gas' is produced in this state





**Managing Director Lloyd Hamilton  
established the family business  
26 years ago**



and the larger gas companies gladly make use of the services offered by Hillman's Transport. Lloyd explains what 'coal seam gas' is: "It is a type of natural gas that is found between layers of coal. CSG is important to Queensland: 90% of our natural gas is CSG and it is used to generate 17% of the electricity needs in Queensland."

### **Over and back every day**

The DAFs at Hillman's Transport drive over and back between Toowoomba and Brisbane six days a week, as well as to the gas fields in the 'Surat Basin'. A total of 2,500 kilometres a week for each vehicle. The trucks can be fitted with single trailers, double trailers (the so-called 'B-Double') or with a telescopic trailer. They mostly transport mixed cargo, but also fuel, deep-frozen food and mining equipment – anything from 20-metre-long pieces of pipeline to reels of cable weighing up to eight tons.

### **Versatile**

"The DAFs are incredibly versatile", according to Lloyd. "They are real workhorses and feel just as at home in city traffic as they do in the hot, dry and arid conditions out in the bush."

He continues: "Reliability is important to every transport operator, but in our case it is essential because we are always racing against the clock. We simply cannot afford any unplanned downtime or long periods in the garage. Our DAFs – like our Kenworths – are trucks of the highest quality.

In technical terms they are the cream of the crop and that means that they are durable, reliable and low on operating costs. The XF105 is also very fuel efficient and has low maintenance costs."

### **Euro 5**

Hillman's Transport took its time when deciding on the specifications for its vehicles. The 6x4 vehicles (suitable for GCWs of up to 68 tons) have all been fitted with the PACCAR MX Euro 5 engines, developed and built by DAF (12.9 litre and 510 hp/375kW) with an AS-Tronic automated 16-speed gearbox. They are also fitted as standard with ABS and ASR, but Hillman's also added Adaptive Cruise Control, Lane Departure Warnings and side cameras to the list of specifications. The drivers do their work in the comfortable and roomy Space Cab cabin.

### **Safety**

"Driver safety and comfort are just as important to us as performance and productivity", adds Lloyd. "We do all we can to guarantee the safety of our drivers and other road users. After all, our drivers are the backbone of our business and that is why they have every right to a safe and comfortable working environment. As a result we never suffer any problems with driver exhaustion. They get a great night's sleep thanks to the generous width of the bed and even after a long day at the wheel they usually feel as fresh as when they started out. No wonder our drivers love their trucks."

### **"Sure to add more"**

Lloyd concludes: "There is a lot of good stuff to relate about our DAFs and Kenworths. They offer greater driver comfort and the new trucks have further improved our level of service to our clients. At the end of the day we make more money from them than we would from other brands. We are sure to add more DAFs and Kenworths to our fleet in the future." ■

# Arjan van Geffen on the new CF: **“Fantastic vehicle for both employer and driver!”**

## New technology extensively tested

Before DAF introduces any new product to the market, it has to cover millions of test kilometres: under laboratory conditions, where factors such as longevity can be checked and conditions such as cold, heat and altitude can be simulated; and out on the road in order to test reliability and performance under often very tough real-life conditions. But even then the development process is far from over...

In the so-called ‘field test’ – the last phase of the development process – clients are asked to test-drive vehicles fitted with the new technology. The primary aim of the field tests is to carry out any required fine-tuning, partly on the basis of the assessments offered by clients and drivers. Prior to the introduction of the new CF and the new XF, DAF sent a large number of vehicles for testing to clients all across Europe. One of these clients was A.G. van Geffen Transport in the Dutch town of Hedel, a company with a fleet of 41 DAFs and specialised in the temperature-controlled transport of foodstuffs, distribution and machine transport.

### **“Five new trucks”**

“We are very satisfied with the test vehicles we have had out on the road, we haven’t had a single problem with them”, Arjan van Geffen says enthusiastically. He is standing in front of one of the shiny new CF test vehicles. “We can’t bear dirty trucks”, he says, keen to express his opinion on image and quality. “The high level of satisfaction has already resulted in us ordering five new DAF trucks from the new series during the test period.” Van Geffen is happy to explain just why he is so satisfied:

“They are trouble-free and efficient and the drivers are happy with them, you can see that on their faces. They like coming to work when they know they are going to get to drive one of these trucks.” What does he think of the new engines, with their higher torque and lower revs? “It is the lower revs that make the truck so quiet, it’s just fantastic”, says Van Geffen. “And it cuts down on fuel costs too.”



**Arjan van Geffen: “During the test period we decided to buy five new trucks from the new series.”**





### Fuel consumption

Can Van Geffen add anything else about the fuel consumption of the test vehicles? "Fuel consumption is an important matter for us, but of greater importance is that the driver is happy with his or her truck", he explains. "With the endurance test it's about more than just fuel consumption. It's also important to look at reliability, comfort and safety. That said, the consumption data for the test vehicles are certainly lower than those for the previous generation. A good reason therefore to order five new trucks!"

### Optimal performance

"It is even more luxurious than the previous one", says driver Michel van Hoften. "You can see it in everything. Starting with the seat, very important. And the dashboard is clearer and even more user-friendly. That makes your work a lot easier, if you ask me." One thing Michel will need to get used to, however, is the lower revs: "It goes up through the gears very quickly, just because there is so much torque available. This helps to ensure optimal performance. Good for fuel consumption, the environment and the boss. And it also makes the truck a lot quieter." Michel is also keen to add something about the comfort of the test vehicle: "The seat is very comfortable and it offers a relaxed driving experience. You come home in the evenings feeling relaxed. The driving itself, the quietness, the controls, it seems that with every new generation of trucks the comfort level just gets higher. DAF manages to make huge improvements every time."

### "Carry on"

"The new CF is a fantastic vehicle for both employer and driver" Arjan van Geffen sums up. "Just carry on in the same fashion, if you ask me." ■

# Air cargo on the ground

Only one per cent of the total worldwide volume of cargo is transported by air. However, that one per cent represents 33 per cent of the total value. And the total volume is expected to double by 2035. This is also good news for the road transport sector because each delivery requires a minimum of one road transport to and from the airplane.

BY: **BERT ROOZENDAAL**

With air cargo, the transport costs are always less important than other concerns. Vegetables have to be flown from Africa to Germany, flowers from The Netherlands to the USA, important machine parts from Italy to South America. Not to mention the enormous amount of mail and packages, or the newest electronic gadget whose marketing strategies demand that they appear in the shops simultaneously all over the world.

## Intercontinental

Most air cargo is intercontinental and most major airports are equipped with

enormous cargo terminals. In Europe, the biggest handlers are Frankfurt Airport and Charles de Gaulle Airport near Paris with 2.1 million tons of cargo each, closely followed by Schiphol Airport in the Netherlands, which handled 1.67 million tons of cargo last year. These are impressive figures, and yet on the global scale Europe barely makes it into the top ten. Top of the pile is Hong Kong's 'freight hub' with 4.46 million tons, followed by Memphis in the USA with 4.29 million tons. Third place on the global list goes to Shanghai Pudong with 3.27 million tons.

## Big business

Europe does play an important role in terms of size and value however, as 35 per cent of all air cargo departs from or lands at European airports. And the latter is carried out not only by dedicated cargo aircraft. An increasing amount of air cargo is now made up of 'belly freight': cargo that is transported in the hold of commercial airliners. Sometimes this can even mean closing off part of the passenger section of an aircraft for the transport of valuable racehorses to a big

race overseas, for example. And that is big business.

## Doubled

Worldwide, the share of cargo between cargo aircraft and belly freight is about 50/50. According to Boeing's influential World Air Cargo Forecast for 2017 the global volume of air cargo is expected to double by 2035. That is an increase of over 4.5 per cent each year, despite the fact that the currently very low interest rates mean that it is actually cheaper to transport cyclically sensitive products by sea because the interest that has to be paid over a 40- or 50-day voyage pales in comparison with the high costs of air transport.

## Good news

This is good news for the road transport sector. After all, there are not many people who can park an airplane outside their front door. No matter where in the world an air cargo container or pallet starts its journey, it will always cover the first and last kilometres in the back of a truck. And sometimes those distances



**Sebastiaan Scholte:**  
"Air cargo often covers the same routes as international road transport, but then under different transport conditions."



Special machine parts are often transported by airplane. And if that plane is an Antonov, you can be pretty sure that the delivery is an urgent one.



## Air cargo containers

Air cargo containers differ in terms of size compared to normal pallet transport. This is why most air cargo operators use low deck trucks, which can accommodate trailers with an internal height of 3 metres, with a maximum vehicle height of 4 metres. This makes it possible to transport both belly freight and cargo for dedicated cargo aircraft. DAF offers factory-based solutions: fitting low profile tyres and adapting the air suspension have enabled the fifth wheel to be reduced to just 91 centimetres. This means that with the maximum vehicle height of 4 metres, trailers with an internal height of 3.00 metres can be used.

can be quite considerable. Because the greater portion of intercontinental air cargo lands at a large air terminal and then needs to be transported land inwards. Conversely, a cargo trip might begin in Prague but have to travel to Frankfurt first before jetting off into the sky. "We drive from Schiphol on a daily

basis with cargo destined for Milan, for example," according to Sebastiaan Scholte, director at Jan de Rijk Logistics, the largest air cargo operator in Europe. "We also transport a lot of cargo from locations in Europe to airfreight terminals. Though this cargo also has to be transported by road, it is still referred to as air cargo. And while the distances might be the same as for traditional road transport, the difference is that we have to drive under conditions that apply to air cargo. With sealed container doors, for example, meaning that we cannot stop to take on any extra load during the journey."

## Specialised carriers

"Express deliveries are often flown directly to their final destination, like the cargo transported by specialised carriers such as Fedex, DHL, UPS and TNT", explains Scholte. "They retain control of the delivery from beginning to end. But in the case of most air cargo the shipper will recruit the services of a 'forwarder' who can transport the load to an air cargo carrier like Air France or Lufthansa.

At the landing location, usually a large hub, the 'forwarders' then hire an air cargo transporter to take the load to another airport by road where the goods are cleared through customs before being taken by road to the final destination. With a market share of 20 per cent, we are the main player in this business in Europe. We have 1,000 vehicles on the road every day, 700 of which are our own."

## Capacity

One of the main reasons why air cargo is not loaded more often onto another aircraft at a freight hub and then flown on to say Vienna or Stockholm is the lack of capacity. Another reason is that most airplanes carry cargo that has to be delivered to a wide range of destinations. "A Boeing 747-8F has a 124-ton payload, enough space for 90 air cargo containers", says Scholte. "Cargo that would fill 10 to 15 trucks and that has to travel in different directions. This can be done much quicker and cheaper by road, instead of trying to combine cargo for further transport by air." ■

**THE NEW XF** PURE EXCELLENCE

# The best truck now even better



Driven by our DAF Transport Efficiency philosophy, we've completely redeveloped the XF to achieve Pure Excellence. This new model builds on the superb reputation of our proven Euro 6 trucks. Increased fuel efficiency of up to 7% sets a new standard in transport efficiency. And thanks to many interior innovations The New XF is also the benchmark for driver comfort. Contact your DAF dealer for more information and a test drive.

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