

# UTA INDUSTRY WATCH

Volume 7, Issue 11

Contact the UTA @ 1-877-GETS-UTA or [www.uta.org](http://www.uta.org)

November 2005

## President's Message...



For those of you that are at the convention, we welcome you, and believe you will have a fun and profitable time. Attendance is the largest of our six conventions. Networking opportunities should be the best you've seen in a long time. We are grateful for your participation and the generous support of our many sponsors. When you see a sponsor badge, please take the time to give them a

special thank you.

November is always an exciting time of the year. For us Southern folks, it brings us cooler weather. High school, college and pro football gets underway. Excitement is in the air.

And with Thanksgiving around the corner, we are sincerely grateful in giving thanks for our many blessings. This year, Thanksgiving takes on a new meaning as we are reminded to be thankful for the simpler things of life - food, clothing and shelter.

With the greatest tragedy our nation has ever experienced, the hurricanes brought out the largest out pouring of support from the people of our entire country. Our citizens not only gave of themselves, but gave clothes, household items, food, money, and most of all, prayer and moral support. Never before in our nation's history has this type of support been shown and has the response been so overwhelming.

Warehouses are packed floor to ceiling with the generous gifts of the American people.

We will rebuild, new businesses will emerge, new homes will replace the old ones and families will move back in and the Gulf Coast will be stronger and prettier than ever before. Why? Because that's the way we Americans are. We are survivors. We are builders. We are creators of new lives. The people of America have definitely "Performed a service worthy of being remembered" (Harold Schafer) and will be forever.

In the same way, we make the UTA what it is today. We all contribute in our own way. Our little organization suffers losses also. This year we have four board members that will be leaving - Jim Sundy, Justina (Faulkner) Nadolson, Craig Kendall and Tom Horne. We will be gaining, at least, four new board members. No different than the Gulf Coast we will suffer a loss, but be thankful for the new board members. We will carry on, continue to grow and become even stronger because of the change. This organization is not dependent upon any single individual, with the strong membership body we have, the organization can only continue to get better.

For those of you that were not at the convention, you missed a great time and we missed seeing you. It was fun to see our friends and talk about used trucks, their families and the price of fuel. It is encouraging to see the younger generations be excited about

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How are **YOU** supporting the UTA?

## GOT NEWS?

Expanding a business? Promoting staff? Won an award? Opening a new location? Share your news with the *UTA Industry Watch*. Send submissions, as well as ideas and comments.

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## INDUSTRY NEWS BRIEFS

**ArvinMeritor** is selling the assets of its off-highway brake business to Carlisle Braking Products as part of its strategy to focus on its core products within the Light and Commercial Vehicle Systems businesses.

**Federal Motor Carrier Safety Administration's** new hours of service (HOS) regulations became effective on Oct. 1. Under these rules, truckers:

- May drive a maximum of 11 hours after 10 consecutive hours off duty.
- May not work more than 14 hours after coming on duty following 10 consecutive hours off duty.
- May not drive more than 60 hours over a 7-day period or 70 hours over an 8-day period.
- May restart a 7/8 day period after taking 34 or more consecutive hours off duty.
- Using the sleeper berth provision must take at least 8 consecutive hours in the sleeper berth, plus 2 consecutive hours either in the sleeper berth or off duty or any combination of the two

Under the rule's new short-haul provision, drivers of commercial vehicles which do not require a Commercial Driver's License and who operate within a 150 air-mile radius of their normal work reporting location:

- May drive a maximum of 11 hours after 10 consecutive hours off duty.
- Are not required to keep logbooks.
- May not work more than 14 hours after coming on duty 5 days a week or after 16 hours after coming on duty 2 days a week.

The Federal Motor Carrier Safety Administration has said there will be a "transitional period for compliance and enforcement" from Oct. 1 through Dec. 31, 2005.



**GM's** website, gmfleet.com, has been revamped with all-new features and easier access to information and assistance. New features include: a listing of new and upcoming GM vehicle launches, GMAC payment calculator and useful tools to help with business vehicle research and acquisition.

**Goodyear** has a new medium duty commercial drive tire for city and regional applications that features long life and quiet performance. The Unisteel G182 RSD tire has a deep open lug pattern for improved handling in wet or snowy conditions and a graduated tie-bar on the shoulder that provides added strength, improved traction and reduced irregular wear. Goodyear says G182 pre-cure retreads will be available in early 2006.

**International Truck and Engine Corp.** has launched its new Class 6 4200 4x4 and 4100 Class 5 conventional. The 4200 4x4 is a factory-built four-wheel-drive truck, available with 21,500 and 25,999 GVW ratings. The 4100, available in 17,800 and 19,500 GVW ratings, has an optional crew cab or extended cab. Both trucks have been designed for maneuverability and visibility, come with extended and synchronized service intervals for reduced maintenance and operating costs and are equipped with International's Diamond Logic electric system which is self-diagnosing.

**Rigfinder.com** has introduced a new online marketplace for finding or listing medium and heavy duty trucks and trailers that have leases that can be transferred, thereby providing an alternative to buying, selling or defaulting on leases. The site allows searching for trucks based on the year, make, model/series and body of the equipment. Trailers can be searched based on make, model/series and body length and width. For more information, contact Jim Sapp at (317) 570-5436 or jsapp@rigfinder.com.

**Rush Enterprises** is buying some of the assets of Barrett Trucks, a GMC and Isuzu medium duty truck dealership in Texarkana, TX, and is adding a full line of Peterbilt trucks. The dealership will operate as a full-service Rush Truck Center.

### Professional Used Truck Management October 2005 Session

Congratulations to the dealers shown above who completed the October 2005 session of the UTA's Professional Used Truck Management professional education course. They conducted a study of the processes involved in successful management of used truck sales and marketing, inventory control and human resources.



Pictured are, front row left to right: Phil Chavez, Diversified Truck Center, Fontana, CA; Paul Bidwell, Wieland Trucks, Bay City, MI; Andy Scheiderer, Columbus Kenworth, Hilliard, OH; Tom Fry, Cerni Motors, Youngstown, OH. Back row left to right: Steve York, MHC Kenworth, El Paso TX; Jim Zimmerman, Kenworth of Pennsylvania, Carlisle, PA; Ron Moon, Housby Mack, Des Moines, IA; Joe Bowersox, Housby Mack, Des Moines, IA; Rich Newell, SelecTrucks of Arizona, Phoenix, AZ.

## HONORS

**Custom Truck Sales**, based in Saskatchewan, Canada, recently celebrated its 40th anniversary as a Kenworth dealership.

# UTA 6th Annual Convention



Hyatt Regency  
Savannah, Georgia  
Nov. 2-5, 2005



## THANK YOU SPONSORS!

The following companies have sponsored our convention. When you see a representative from one of these companies, please say hello and thank them for their generous support.

Adesa Corp.  
American Trucker  
Arrow Truck Sales  
ATD/N.A.D.A. Commercial Truck Guide  
Best Used Trucks  
CAG Truck Capital  
Caterpillar Inc.  
Cobalt Finance  
Coldiron Companies  
Cummins, Inc.  
Detroit Diesel Corporation  
Eaton Corporation  
Equipment Data Corp.  
Fastline Publications  
Fort Wayne Vehicle Auction  
Freightliner Market Development Corp.  
Heavy Duty Marketing Associates  
Highline Capital Transportation  
HTAEW.com  
International Truck & Engine Corp.  
Intersafe  
Kenworth Truck Company  
Mack Trucks  
*My Little Salesman*  
National Auto Research - *Black Book*  
National Truck Protection  
Onewaytrailers.com  
Overland Truck Sales  
PacBrake  
Penske Truck Leasing  
Peterbilt Motors Company  
Premium 2000 Plus Warranty  
R.L. Polk & Co.  
Ritchie Bros. Auctioneers  
SOARR/Interstate Online Software  
Sterling Truck  
*The Truckers Choice*  
*Truck Market News*  
Truck Remarketing Services  
*Truck Paper*  
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Used Truck Inventory.com  
Volvo Trucks North America  
Weldon Manufacturing  
Western Star Trucks  
Wholesale Trucks Of America



### Charity Golf Sponsors

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Enterprise Rent-A-Truck  
General GMC Trucks  
Hunter Truck Sales & Service  
HTAEW.com  
Idealease  
Interstate 65 Truck Sales  
Nalley Motor Trucks  
Premium 2000 Plus Warranties  
Ryder Systems  
SOARR/Interstate Online Software  
Sterling Truck  
*The Truck Blue Book*  
Tim Ormsby  
Truck Center of America  
*Truck Paper*  
Truck Trader Online  
Volvo Trucks North America

# Great Things Going On



*Craig Kendall*

I want to say thank you to everyone who is a member of the UTA. Thank you for joining. And a special thanks to those of you who have asked others to join or have worked to make the UTA better. The UTA is YOUR organization. Thanks for all that each of you do.

I am happy to report that the UTA has added more than 100 new members so far this year.

As of Friday September 30, the UTA had 627 members - a fantastic amount. Large membership numbers was the dream of Jerry Nerman, Jim Sundy, Marvin Gordon and others who started the UTA in 1995.

Not to get hung up on numbers, but the UTA is working! There are some great things going on.

The UTA is in discussions with a large national leasing company to sign up more of its locations. Several major fleets, other leasing companies, many dealers and many suppliers have signed up. Keep checking [www.uta.org](http://www.uta.org) to see who the new members are and who is offering new and improved affiliate programs. You owe it to yourself to check out [www.uta.org](http://www.uta.org) every week.

The UTA's Sixth Annual Convention will be held at the Hyatt Regency Hotel in Savannah, GA. We already had more than 360 people signed up by early October. Don't miss this industry roll call. This Convention will be the best one yet.

Your UTA is working hard to provide more opportunities for you. One of the things I am pleased to see is a push to reach out to the medium duty dealer community. The UTA's Medium Duty Committee will be providing some very timely

information at the convention about the new 2007 engines.

The UTA continues to work to provide you information about some of the important changes coming to our industry in 2007, 2010 and beyond. We all need to keep learning. The UTA is committed to helping you and your company stay current regarding information about changes coming to our industry.

I want to recognize the 2005 UTA Membership Committee. They are:

- Tim Ormsby, T & R Truck Sales
- Wafik Elsanadi, Freightliner Development Corp., committee co-chair
- Rich Held, Commercial Truck Sales
- Cyndi Aranyosi, Kirk National Lease
- Ron Lipman, Truck Enterprises
- Al Hess, Wholesale Trucks of America
- Terry Williams, *Truck Blue Book*
- Marty Crawford, Arrow Truck Sales
- Hal Dickson, Mack Trucks

I look forward to seeing you in Savannah at the UTA Convention.

If you have suggestions for growing the UTA or making it better, please let me or any Membership Committee Member or Board Member know.

Thanks again.

*Craig Kendall*  
Chairman - Membership/Affiliates Committee  
[ckendall@paccar.com](mailto:ckendall@paccar.com)

## UTA Professional Education Courses

### **Professional Used Truck Selling Skills**

**Who:** For anyone engaged in selling used commercial trucks.

**What:** Focus is on building relationships, qualifying, selecting and presenting, handling sales, overcoming objections, negotiating, and closing.

**Where:** San Antonio, TX

**When:** November 17-18, 2005

**Why:** To capture sales that will enable you to sell and deliver one additional truck per month, every month, and increase gross profits by 10%.

**Cost:** UTA members \$385.50; non-members \$425.

### **Professional Used Truck Management**

**Who:** For managers having used truck responsibility and management candidates.

**What:** Developing and improving sales and marketing, inventory control and employees.

**Where:** Las Vegas, NV.

**When:** February 7-9, 2006.

**Why:** To increase sales, profits, and turns, lower costs and improve employee performance.

**Cost:** UTA members \$634.50; non-members \$705.

### **Fundamentals of Used Truck Sales**

**Who:** For new or inexperienced used truck sales reps and sales rep candidates.

**What:** Learn trucks, components, performance calculations, basic prospecting, the sales process, financing, goal setting and time management.

**Where:** Nashville, TN.

**When:** April 4-6, 2006.

**Why:** To shorten the learning curve, increase performance and employee satisfaction, and reduce turnover.

**Cost:** UTA Members \$724.50 & Nonmembers \$805.00



Want to register? Obtain more information? Call Paul Spokas at the HDMA Academy at (336) 643-1961 or go to [www.UTA.org](http://www.UTA.org) or [www.hdmainc.com](http://www.hdmainc.com).

# Reflections of a Charmed Life in the Used Truck Business

by Justina Faulkner Nadolson

As my final term in office of the Used Truck Association comes to a close, I can't help but reflect on the last 18 years in this business, 9 of which were spent as part of the Board of Directors for the UTA. This is my last newsletter article and I thought I would share some thoughts about my charmed life in the used truck business.

## **Lesson #1 It is OK to have humble beginnings. It is what you do with them that counts!**

Few people in our business know that when I accepted a job for American Trucker back in 1987, I began as the receptionist. Who knew what opportunities were waiting for me? I took my humble beginnings, put myself through night school, and ended up filling 13 different roles in the company in 18 years. My last position was Associate Publisher / National Sales Manager.

Where does your next opportunity lie? Are you laying the groundwork for your next promotion or career change? Do you have **vision** about who, what, and where you want to be?

## **Lesson #2 Perform for the job you want, not the job you have.**

In my years as both an employee and manager, I have found there are two types of individuals: those who perform beyond the expectations, knowing that the reward will come later; and those who wait for something to happen to them. Fair or unfair, if you are waiting around for a promotion and not pro-actively proving yourself, you are probably one really disappointed person.

Belong to the first group and you understand that you must prove yourself. Go beyond the "minimum required", take on new tasks, ask for more responsibility, be dependable, and work beyond your paycheck. If you set yourself up to be recognized as the one who goes above and beyond, you will have positioned yourself perfectly when opportunity presents itself. Those who belong to the second group have the mindset that they will begin to perform when the company recognizes how great they (think they) are. They wait for the company to pay them what they think they are worth before they put forth more effort.

## **Lesson #3 You can't have too many friends, but you don't know who they really are until you need them.**

This was a hard lesson to learn. Over the years in this business I have made many great friends. However, it took a personal trial in my life for my true friends to shine through and my "fair weather friends" to be revealed.

I began going through a difficult divorce a few years ago. I found that I had a group of friends who were supportive, uplifting, encouraging, and diligent in showing me their love in many ways. They were the

light in my day, my shoulders to cry on, and they believed in me when I was down and not as organized as I might have once been.

What I found out the hard way was that I also had a few "friends" who showed little sympathy for my plight, took it as an opportunity to focus on my shortcomings, and destroyed the close relationship that (I thought) we had. It was shocking and sad to realize that I had lumped them all together and that only my devastation could bring out their true colors. I'll never forget those who were there for me during such a difficult time in my life . . . and I will never forget those who weren't. The question is: What kind of friend are you?

## **Lesson #4 Our business is a small one, so fiercely guard your integrity and your reputation!**

Though we sell trucks and related services across this great nation and Canada, this business is local. Everybody seems to know everybody and your reputation will precede you. Whether it is how you close and deliver a deal or how professional you are, people know. . . and they tell others. As my mom always said, it takes a lifetime to build a great reputation but just one mistake to ruin it.

## **Lesson #5 If you are doing things for a "pat on the back", you are going to be disappointed.**

I don't know why people seem to have so much trouble giving someone an "attaboy" when they do a good job, but it seems that is often the case. What I realized early on is that good deeds need to be done for personal satisfaction . . . for the pleasure of knowing you are doing the right thing . . . for the fulfillment that comes from helping others or making the company (organization, association, family, world, etc) a better place to be. . . and for the peace that comes when you lay your head on the pillow at night.

## **Lesson #6 A professional, committed, intelligent woman can make a difference in a man's world.**

I once wrote an entire article about this particular topic in a UTA newsletter (see May 2004 at [www.uta.org](http://www.uta.org) if you want to read it). Suffice it to say that I have had a very satisfying career in a man's world because I used my natural talents, and then trained myself to acquire other skills I needed to survive and flourish in our environment.

## **Lesson #7 You will become like the company you keep.**

Another one of mom's lessons, but when I got into the working world I found out how true it is. I have seen more people compromised by this principle than any other. Watch carefully the company you keep . . . they will help form who you are whether you want them to or not.

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## Reflections of a Charmed Life in the Used Truck Business

by *Justina Faulkner Nadolson*

If you get your counsel from people with questionable ethics, you will certainly begin to rationalize your questionable decisions. If you hang out with people who are gossipy and critical, you will find yourself chiming in. If you do business with people who give kickbacks, you might eventually be tempted to compromise your principles.

On the converse side, if you surround yourself with positive thinking people, you are more likely to be this way. If you get your advice from someone you admire for their high ethics and standards, you can probably rest easy that their counsel is wise and helpful. If you do business with people you learn to trust and are trustworthy yourself, life will become easier for both of you.

### **Lesson #8 One person Can make a difference.**

I am going to direct this comment in reference specifically to the UTA. As a member, have you ever sat back and thought about the fact that the UTA board of directors are all volunteers? Not one person on that board receives any compensation for all the work that they do, yet individual contributions have shaped this organization. Without the vision of one man, Bear, we would probably not have a convention today. Without the vision of another man, Eddie, we would not have set a goal to reach 500 members. Without the dedication of one man, Marty (and Vince before him), our books would be a mess.

I would like to believe I, as one person, have had a huge impact on the UTA as Secretary for 9 years and Convention Chairman for 5 years. The board tells me this is true. All I can say is that if you think you, as one person, can't make a difference in this association (or anywhere else, for that matter), you are sadly mistaken. All it takes is your vision to change the world.

### **Lesson #9 Be true to yourself. You'll never know what blessings lie ahead for you.**

Many people have asked why I retired from American Trucker and why I am not running again for UTA office. As a matter of fact, there have been some very hurtful rumors being spread that are simply not true. (Another lesson: People are going to talk about you whether you like it or not. I hate that one!) Though my personal business should be mine, I don't mind sharing what so many are curious about. After many years of platonic friendship, I became best friends with a man who had proven himself to be the type of great friend that I discussed in Lesson 3. We talked on the phone, worked together, developed a product, ran conventions together and were there for each during difficult times. During all this, we never got sideways with one another... not even once. We finally realized that we had fallen in love. After a very brief and private courtship, we announced to the world our plans to marry.

Many of you know Ethan Nadolson for the wonderful and generous man that he is. All these years in the business I respected him, but only in the last several months have I really began to understand how genuine, kind, and giving he is. I am proud to now call him husband. Don't think we didn't know what kind of uproar all this was going to cause and what ridiculous rumors would circulate. But the truth is that we were 100% sure that this was the right decision for us and we have been true to ourselves. The bottom line is...I was true to myself and married for love.

Regarding my retirement, this was primarily done for my daughter. Her father has a very serious illness and she needs me more than ever. I left American Trucker on very good terms and continue to enjoy a wonderful relationship with my very understanding and supportive ex-boss, Kyle Eggert. I visit the office often and still consult with them regularly and he has told me I am welcome back to work there if I should ever so choose.

We never know what blessings lie ahead for us if we only have the courage. How many times have we not done what was right because we were afraid? How many times have we questioned ourselves and not had the confidence to make a change?

### **Lesson #10 Embrace your future with a joyful heart.**

At the convention in November when I relinquish my board position, I will have completed the final piece of the puzzle to leaving my old life behind. It was a "charmed life" in many ways and very fulfilling. There are things about it that I look upon wistfully like the daily conversations with friends in the business; the position of power I held; the problem-solving and strategic thinking I was allowed to explore both at American Trucker and the UTA; the satisfaction of a job well done; and having something to write in that blank by "Employer".

What I have found so far, though, is that looking backwards really doesn't get you too far. My new life is like a breath of fresh air with all the possibilities of making a different type of impact on the lives of my husband, children, and in my community. I have stepped in to a whole new world and find myself eager to explore every facet of it. While I say thank you for all the opportunities you, as UTA members, have afforded me and good-bye to all of you, I am skipping lightly into the future and embracing it with a joyful heart. May I invite all of you to do the same?

May God bless every one of you in your future endeavors. I will never forget you.

*Justina (Faulkner) Nadolson  
justina@soarr.com*

# WELCOME New Members!



401 Trucksource Inc, Mike Bilette, Maidstone, Ont  
Arrow Truck Sales, George Papp, Kansas City, MO  
Arrow Truck Sales, Ken Kasic, Kansas City, MO  
Badger Truck Center, Ken Puetz, Milwaukee, WI  
Bayview International Trucks Ltd, Neil Orchard,  
Fredericton, NB  
Beaver Trucks, Gary Kirk, Winnipeg, MB  
Bennett Motor Express Inc, Dave Rivers, McDonough,  
GA  
Big Trucks Inc, Gerry Svoboda, Sioux Falls, SD  
Browns Hunterdon International-Brown Truck Group,  
Corey Brown, Bloomsbury, NJ  
Cambridge Mack, Sean Whelan, Cambridge, ON  
Camions Montreal, Jean Massimetti, Dorval, QC  
Dealer Manage Inc, David Melosi, Highland, IL  
Dressen Used Truck & Trailer Sales, Douglas Dressen,  
Duluth, MN  
Equipment Resources LLC, Helen H Kelly, Piedmont,  
SC  
Equipment Resources LLC, Michael K Johnson,  
Piedmont, SC  
Gerrys Truck Centre Ltd, Richard Ross, London, ON  
Grande Sales and Service, Tony Gardner, San  
Antonio, TX  
H&L Mack Truck Sales Corp, Mick Johnson,  
Mediapolis, IA  
Hino Trucks, William Westcott, Bloomfield Hills, MI  
International Truck & Engine Corp, Christopher B  
Jones, Conley, GA  
Liquidation Truck Sales, Sean Dickson, Seguin, TX  
London Mack, Norm Learn, London, ON  
Lounsbury Truck Centre, Warren Rayworth, Moncton,  
NB  
Mack S & S of Manitoba, Orest Stasiuk, Winnipeg, MB  
Mack S & S of Stoney Creek, Joe Palermo, Stoney  
Creek, ON

McDevitt Trucks Inc, Gary  
Gobin Sr, Manchester, NH  
Mid-Ontario Group, Jason  
Ker, Barrie, ON  
Mid-State Truck Service Inc, Joel D Strack, Marshfield,  
WI  
Pacific Coast Group, John Williams, Surrey, BC  
Performance Equipment, Keith Brittain, Mississauga,  
Ont  
Premium 2000 Plus Warranty, Bill Marion,  
Winston-Salem, NC  
Redhead Equipment Ltd, Ron Duda, Regina, SK  
River City Equipment Sales Inc, Craig A Scholten,  
Grand Rapids, MI  
SelecTrucks of Indianapolis, Al Rock, Indianapolis, IN  
SelecTrucks of Los Angeles, Mark Sturdevant, Fontana,  
CA  
Sheehans Truck Centre Inc, Dennis Sheehan,  
Burlington, Ont  
Sterling Truck Corporation, Shawn Waterman,  
Redford, MI  
Stoops Freightliner, Brian Smith, Ft Wayne, IN  
Surgenor Mack, Bob Mitchell, Ottawa, ON  
Surgenor Truck Centre, Glen Murtagh, Ottawa, Ont  
Surgenor Truck Centre Kingston, Ralph Milligan,  
Kingston, ON  
Trax Trux, Kenneth Schoen, Richfield, OH  
Trax Trux, Randy Self, Auburn, GA  
Truck Center Inc, Charles V Imbler Jr, Tupelo, MS  
Volvo Truck Centre Edmonton, Kelly Squires,  
Edmonton, AB  
Volvo Trucks Canada Inc, Ted Booth, Mississauga, ON  
Western Star Trucks, Stanley Skrzypiec, Redford, MI  
Wisconsin Kenworth, Allen Cash, Oak Creek, WI

## BOARD NEWS & VIEWS.

### What A Business!



Tom Horne

Clearly, our economy is changing. The high cost of fuel, interest rates on the rise, unemployment continuing to increase and the constant mergers and acquisitions, all affect our business in one form or another. If you stop and think about it, you will realize: "What a Business!"

The industry of which we are a part of plays such an essential role in our economy. Over the last several years it has also come into the "High Tech World" of which we all live. We no longer are taking Polaroid Pictures of our equipment, but now they are digital pictures. All of our inventory is now on the World Wide Web. We walk up to one of our Used Trucks with our Palm Pilot and read the ECM on the electronic engine to verify miles, hours, fuel mileage, look for trouble codes and other related information pertinent to that unit which can be essential to

making a business decision. We communicate with our customers by email. We are constantly learning new ways to do business in a constantly changing world.

Finally, I think all of us would agree we have made some of our closest friends in this industry. It might be a customer, vendor, employer, fellow employee, competitor, or just someone else in this business we have become friends with. I have met so many great people in this industry! What a Business!

I hope we all realize what a great business we are in. We should all constantly look for ways to give back to our industry. You can partner with the UTA in an effort to help raise the level of professionalism in our business. I challenge each one of you to have a great year. Make a contribution to our industry and make a "Difference".

Tom Horne  
Chairman - Education Endowment/  
Fund Raiser Committee  
thorne@uta.org

## FILE CABINET

**Converting to extended coolant.** Shell is offering a compact disc (CD) that provides easy-to-follow, step-by-step guidelines on how to convert a heavy duty diesel engine's cooling system from conventional to extended life coolant using its ELC Conversion Fluid. The CD is available free-of-charge by calling 800-64-LUBES (800-645-8237) or by visiting [www.Shell-Lubricants.com](http://www.Shell-Lubricants.com).

**Freightliner Spotighting Utility Trucks.** Freightliner Trucks has a new brochure for its Business Class M2 utility truck product line. The four-color, eight-page brochure showcases its 106, 106V, 112 and 112V truck models in a wide range of utility applications and focuses on the many features and benefits of the M2 product line that are specifically beneficial to utility companies. Also included is a detailed list of all standard and optional components for utility applications.

**Holland Fifth Wheels Back In At Freightliner.** The Holland Group has announced that several traditional Holland fifth wheel models are now available as active options within the databooks of the Freightliner, Western Star and Sterling brands.

**Mack Displays Heavy Duty Hybrid Electric Vehicle.** Mack Trucks, in conjunction with the U.S. Air Force Advanced Power Technology Office, has demonstrated a prototype hybrid electric powertrain for Class 8 trucks. The powertrain is mounted in an Air Force R-11 6,000-gallon-capacity refueler truck built on a Mack RD 6x4 chassis. Diesel hybrid electric vehicles combine the power of an electric motor with that of a diesel engine. The electric motor assists the diesel in launching the vehicle and regenerates energy during braking. This energy is stored as electrical energy and is then used in place of diesel fuel. Anticipated advantages of hybrid electric technology include better

fuel economy, reduced emissions and noise, longer engine and brake system service intervals and lower overall operating costs. The goal of the project is to develop a full hybrid system that can launch a heavy duty truck with only electric power. Full hybrids do not require the engine to idle while stopped. This further reduces the amount of fuel consumed and noise levels associated with vehicles that stop frequently, such as refuse trucks.



### **Natural Gas More Economical Than Diesel.**

Heavy-duty natural gas powered vehicles (NGVs) that meet strict emissions standards are more cost-effective to own, operate and maintain over their lifetime than comparable diesel powered vehicles when the price of crude oil is more than \$31 per barrel. So finds a report by TIAX, a product and technology development firm, done for the California Natural Gas Vehicle Partnership. The report noted that projections of diesel vehicle costs have a higher range of variation than natural gas vehicle costs because of the uncertainty in the diesel engine technology and emission control equipment needed to meet the of 2010 emission standards.

**Taking A Look-See at Peterbilt's Product Lineup.** Peterbilt has a new 46-page, full-color brochure showcasing its Class 6-8 truck lineup and cab/sleeper interiors. It contains more than 60 photos, product features, available BBC and cab/sleeper configurations and information on Peterbilt's numerous customer support resources. The brochure is available through Peterbilt dealerships, the company's website - [www.peterbilt.com](http://www.peterbilt.com) - or by calling (800) 552-0024 and requesting PET-7113.

## KOLMAN'S KORNER

*(Continued from back cover)*

- Photographing, videotaping and/or sketching the exterior or interior of any facility.
- Without proper identification entering your facility claiming to be a contractor, law enforcement officer, reporter or a service technician.

These are some **possible indicators of suspicious activity**:

- Two or more unidentified individuals observed loitering near a facility or in the lobby of a facility.
- Individuals or groups who are uncooperative if challenged by a company/company security employee.
- Individuals or groups who appear at your facility without prior notification or clearance and claim to be contractors or service technicians.
- Unidentified individuals attempting to deliver packages or other items to an office or to a specific person.
- Unidentified individuals attempting to remove property from an office or a facility without proper authorization.
- Unidentified individuals who appear to be conducting surveillance of a facility (for example sitting in a vehicle for an extended period of time and/or taking photographs or videotaping).
- An unidentified individual observed placing an object or a package outside a facility and departing the area.

**Possible indicators of suspicious items or vehicles** include:

- Any unattended backpacks, boxes, containers, luggage and/or packages in an elevator, hallway, lobby, restroom, snack bar or stairwell of your facility.
- Any item that could be an improvised explosive device (for example items with visible wires, antennas, batteries, timing devices, metal or plastic pipe with each end capped or covered).  
NOTE: Untrained personnel should not examine or move a possible improvised explosive device and area must be cleared.
- Rental vehicles/trailers parked near a facility, parked at or near the loading dock, or located in the parking lot without prior authorization.
- Any vehicle that appears to be overloaded or has any substance leaking from it.
- Any vehicle parked illegally or parked at an unusual location.
- Any type of vehicle that appears to be abandoned (for example has an expired or missing inspection sticker or registration plate).

Source: *Pennsylvania Office of Homeland Security.*

David A. Kolman  
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# Engine manufacturer step up to the plate on used engine warranty and support issues



Steve "Bear" Nadolson

As you may recall, at the beginning of the year in our newsletter, I challenged the engine manufacturers to work on providing the used truck industry with tools to help all used truck dealers understand the various used engine warranty programs, provide easy to use reference materials on their programs, make their websites more "used truck friendly", encourage their area representatives to visit

used truck managers and independent dealers to support their programs and provide help and information, distribute support literature to this same group, provide toll free numbers for help, and provide point of sale banners and posters to draw attention to their used truck engine programs.

Each manufacturer was contacted by me mid-year for updates on their progress and that was also reported in our newsletter. To report on their progress and provide a year end wrap up by convention, I sent out a checklist to Cat, Cummins, and Detroit.

Here is a recap of their progress:

We have created quick reference cards or booklets for sales people:

Cat-yes Cummins-yes Detroit-no

We have an easy-to-use used truck website with information on used truck engine warranties with printable forms:

Cat-yes Cummins-yes Detroit-roll out target date Oct 15th.

We have instructed our engine reps to make calls on

used truck dealers and used truck managers in their AOR:

Cat-yes Cummins-yes Detroit-no

Current used truck engine warranty literature is being distributed to OEM dealers, used truck managers and independent dealers:

Cat-no Cummins-yes Detroit-no

We have a toll free number for help with used truck engine warranty issues:

Cat-yes Cummins-yes Detroit-no toll free number but has call center for help 313-592-5800

We have used truck engine warranty window stickers, banners, posters for use by the dealer in their offices and on their lots:

Cat-no Cummins-no Detroit-no

I encourage you all to discuss these issues with Scott Faulkner from Caterpillar, Alberto Alcala with Cummins, and Jeff Lasley with Detroit diesel. All three will be at our convention in Savannah.

Each of them have projects in various stages of completion that I am sure they would be more than happy to discuss with you there.

I would like to commend all three of the gentlemen mentioned above for their candid and forthright contributions to this project and for their time and efforts. Each of them were open and all are really willing to make changes to strengthen their used truck engine programs.

As always, if you have any questions or comments you can reach me by email at [bear@soarr.com](mailto:bear@soarr.com)

Steve "Bear" Nadolson  
Chairman, UTA

## President's Message...

*(Continued from page 1)*

our industry. We are all wondering how our customers keep buying used trucks with the high cost of fuel. The only answer we came up with is that the nation moves on trucks, new and used. Good for our industry and good for America that we "Keep On Trucking."

Give thanks for our blessings and continue to pray for our neighbors that have had losses. Be extra thankful you live in this free and generous country.

Remember: "It isn't what you have in your pocket that makes you thankful, but what you have in your heart."

-- Eddie Walker  
UTA President

## Industry Events Calendar



**November 2-5**

**Used Truck Association Convention**

Hyatt Regency  
Savannah, GA

[www.uta.org](http://www.uta.org); (941) 492-2429

**December 2-4**

**American Towman Exposition**

Baltimore Exposition Center  
Baltimore, MD

[www.towman.com](http://www.towman.com); 800-732-3869

# What Are You Doing To Help Prevent Terrorism?

As we have seen from recent events, terrorism remains a serious threat. What exactly is terrorism? Law enforcement defines terrorism as the unlawful use of, or threatened use of, force or violence against individuals or property to intimidate or coerce a government, its citizens or any segment thereof to further certain political, social religious or ideological objectives.

To prevent and deter terrorist attacks, each of us needs to be alert for things that "DLR" - security speak for "Don't Look Right."

You can do your part by recognizing, observing and reporting to law enforcement unusual or suspicious persons and activities which might pose a security threat, especially at or near key facilities such as government, military, utility and fueling sites, roadways and infrastructure, ports and airports.

Here are some **possible indicators of suspicious persons**. An unidentified individual:

- Loitering near a facility or in the lobby of a facility for an extended period of time.
- Wandering throughout a facility.

- Dressed in oversized or inappropriate clothing (for example a long heavy coat in warm weather) that appears to be concealing something.
- Entering a facility carrying an oversized backpack or a large suitcase.
- In a facility with no visible company issued identification.
- Who when challenged by a company employee, doesn't respond or doesn't provide a reasonable explanation for his/her actions.
- Asking specific questions about your facility (for example about security related matters).
- Asking questions about key agency personnel (for example their normal arrival or departure times, vehicle, their parking space).
- Trying to deliver a package or other item to an office or to a specific person.



David A. Kolman

*(Continued on page 8)*

### - Quintessential Quote -

"Everyone appreciates being appreciated. Catch people red-handed in the act of doing something right each day - and praise them for it." -- *Bob Moawad*.