



Bulldog[®]

Let's Build

Infrastructure
in spotlight
again



On Business:

The value of uptime for regional and local truckers

On Equipment:

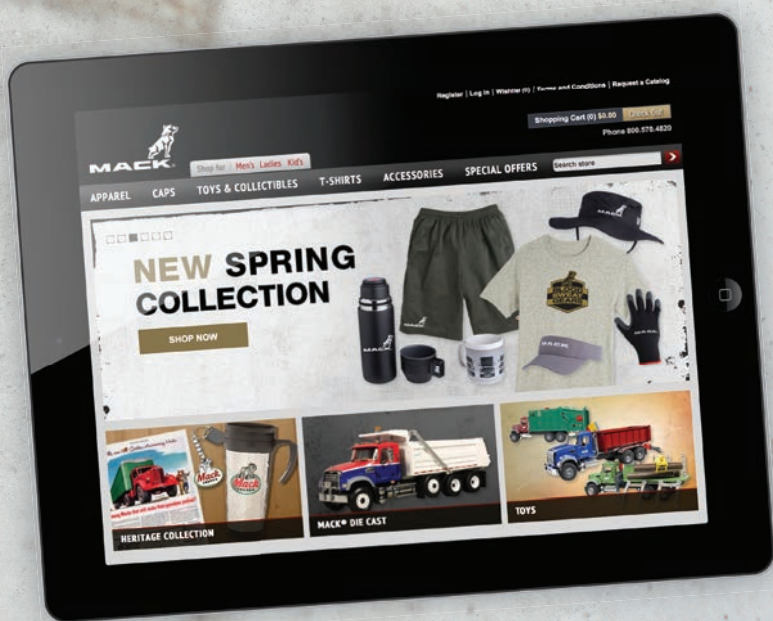
Paint technology brings new luster to Mack

Headlights:

POTUS experiences Pinnacle™

Vol. 1 2017

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HEADLIGHTS

POTUS in a Pinnacle

Members of the American Trucking Associations, along with a contingent of professional drivers representing the trucking industry, visited the White House on March 23 for a conversation about issues affecting the trucking industry, including health care.

During the event, President Trump climbed in the cab of the ATA Share the Road truck, a Mack Pinnacle, blew the air horn and let the Road Team members take selfies with him. John Lex, a driver for Walmart Transportation, transported the Mack to the event and rode shotgun with the president. Later, the president was pictured on social



John Lex, a driver for Walmart Transportation, hosted President Trump in the Share the Road Mack Pinnacle tractor brought to the White House event. Photo courtesy of ATA.

media in the White House wearing an I Heart Trucks pin.

“We are here to tell you, Mr. President, that the trucking industry will support you as you work towards solving America’s health care challenges,” ATA Chairman and Jet Express CEO Kevin Burch says. “In addition, we look forward to working with you on improving our workplace, which is our highways.”

Mack[®] Granite[®] is once again the best-selling Class 8 straight truck

The rugged Mack[®] Granite[®] model is once again the No. 1-selling heavy-duty conventional straight truck in the U.S., based on IHS Markit U.S. new commercial vehicle registrations. Built in the U.S.A. with Mack’s legendary durability and reliability, as well as the latest pioneering features to improve productivity and performance, the Granite model is the jobsite standard.

“Mack is proud to have earned the trust of customers who chose the Granite model more than any other heavy-duty straight truck in 2016,” says Jonathan Randall, senior vice president of sales for Mack Trucks North America. “We look forward to continuing to meet the needs of our customers’ applications.”

Available in axle forward or axle back configurations, the versatile Mack Granite model can be spec’d for a wide variety of construction tasks, including dump and concrete mixer applications. The Granite model can also be found in the refuse segment as a rear-loader or roll off, while municipal customers depend on Granite models for plow applications. For heavy-haul or logging applications, the Granite model can be spec’d as a tractor with heavy-duty upgrades.

Mack Granite models are available with the lightweight, yet powerful 11-liter Mack MP[®]7 engine or the Mack MP8 engine for those requiring additional power. With up to 425 horsepower and 1,560 lb.-ft. or torque, the MP7 is ideal for weigh-conscious applications such as concrete mixers. The 13-liter MP8 engine delivers up to 505 horsepower and 1,860 lb.-ft. of torque.

Both engines are optimally paired with the Mack *mDRIVE*[™] HD 13-speed automated manual transmission, which is standard on all Granite models. The *mDRIVE* HD 13-speed includes one low-ratio creeper gear enabling excellent jobsite startability, while maintaining on-road fuel efficiency. A 14-speed *mDRIVE* HD with two low-ratio creeper gears is also available and is ideal for low-speed maneuvers such as curb pouring.

All Granite models are built on Mack’s robust Cornerstone[™] chassis, which is available in a range of frame rail thicknesses to meet any application. Several suspension choices are available, including Mack’s Camelback suspension, an industry standard for more than 50 years,



and the Mack *mRIDE*[™] suspension, which combines outstanding ground clearance with extreme articulation.

Granite models are also available with Mack proprietary axles. The unique top-loaded design of Mack axles helps reduce vibration and offers a quieter ride. Mack axles also feature spiral bevel gears, which reduce friction to improve efficiency.

“With its powerful MP engines, *mDRIVE* HD AMTs and proven Cornerstone chassis, it’s clear to see why customers depend on the Mack Granite,” Tim Wrinkle, Mack construction product manager, says.

All Granite models come standard with GuardDog[®] Connect, Mack’s fully integrated, factory-installed telematics solution. If an issue is detected, GuardDog Connect through Mack ASIST and Mack OneCall[™], offers an initial diagnosis, schedules repairs and confirms that needed parts are in stock and ready to install, all while the truck is still on the job. GuardDog Connect also helps maximize uptime by proactively communicating critical information to a customer’s predetermined contact, helping speed the decision-making process.

In addition to proactively monitoring the truck for potential issues, data from GuardDog Connect also powers Mack Fleet Management Services, giving customers fully integrated fleet management options with no need for additional hardware.

Mack Fleet Management Services includes WheresMyConcrete, a cloud-based and telematics-connected dispatching, analytics and customer service tool.



Photos this page courtesy Getty Images

NASCAR's 2017 season arrives in a convoy of Mack® Pinnacles™

Mack Trucks is back for its second season as the Official Hauler of NASCAR and is again delivering the racing organization's equipment to each of its three dozen races around the U.S.

NASCAR's fleet of 11 Mack® Pinnacle™ models will be in near-constant motion until the end of the season, crisscrossing the U.S. with trailers full of equipment needed by race officials.

Like every other Mack customer, NASCAR relies on its fleet to arrive on time for every job, whatever the conditions. The NASCAR haulers left their home garages in Conover, North Carolina, on Valentine's Day to travel to the first race in Daytona, Florida. The next morning, the drivers unloaded the trucks and set up the equipment in the garage and pit areas. After the race the following weekend, they reloaded and headed off to Atlanta before going to Las Vegas, Phoenix and Fontana, California for the first month of racing. Talk to any of NASCAR's drivers and they all rave about the comfort, driving quality and style of their Pinnacles. They spend enough time behind the wheel to know what they're talking about.

In addition to the high-profile exposure of

partnering with America's most popular sport, Mack actively leverages its NASCAR relationship to provide Mack customers and prospects with an unmatched experience at the races.

That's because Mack brings customers to each race, accompanied by their dealer, and gives them an all-access experience at the track. They can go into the pits before, during and after the race. They can even attend the pre-race drivers meeting at some races. Plus, some tracks have special VIP viewing areas.

Customers from 136 fleets attended NASCAR races as Mack's guest in 2016 and the number is sure to grow for 2017.

"Mack uses our NASCAR partnership to engage our customers, to create an unforgettable experience for them and to give them a glimpse of the same kind of passion that Mack brings to heavy-duty trucks," says John Walsh, Mack's vice president of global brand and marketing. "It's a spectacular VIP experience and a fitting showcase for our trucks."



NASCAR hauler drivers unload specialized equipment for race officials in Daytona in February. The equipment shown in these photos is used to weigh and measure race cars.

Mack adds automatic standby option for 6x2 liftable pusher axle

Mack Trucks now offers **Automatic Standby Mode** as an option for its 6x2 liftable pusher axle available on Mack Pinnacle highway models, a feature which simplifies operations by eliminating the need for the driver to manually push buttons to initiate standby mode.

“The Mack Pinnacle 6x2 with liftable pusher axle model really helps those customers in bulk haul applications save on fuel because sensors lift or lower the axle to decrease or increase traction, providing better

performance and ride,” Roy Horton, Mack director of product strategy, says.

When the ignition is off, Automatic Standby equalizes the suspension pressure, preventing the rear axle from being overloaded. All of this is done without input from the driver.

In addition, three driver-selectable traction control modes are available:

- **Enhanced Traction** – Enhances low-speed traction for improved starts, docking and slippery road conditions.
- **Optimized Traction** – The default setting,

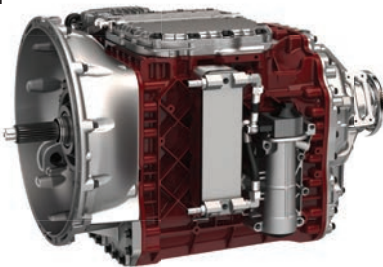
Optimized Traction maximizes load to the drive axle. If wheel slip is detected, the system can temporarily increase load to the drive axle for 30 seconds to provide improved traction.

- **Basic Traction** – Lowers the lift axle regardless of suspension load and maintains a 50/50 load split between the lift axle and drive axle during loading or unloading, prolonged stops or areas that require 50/50 load splits between tandem axles.



New fuel-saving option available on Mack Trucks

Mack Trucks announced a new **fuel-saving option**, Super Econodyne Direct, that combines Mack’s Super Econodyne concept with a direct drive version of the Mack *mDRIVE*[™] automated manual transmission to boost fuel efficiency by up to one percent.



“Our Super Econodyne rating was previously only available with the overdrive version of the *mDRIVE*, but the recent release of numerically lower rear axle ratios allows us to use the direct drive variant,” says Scott Barraclough, Mack technology product manager. “The result is up to one percent better fuel efficiency on top of the three percent Super Econodyne already delivered on its own.”

Mack’s Super Econodyne rating fully integrates Mack MP engines and the Mack *mDRIVE* to deliver significant fuel savings. The integrated powertrain enables lower engine cruise RPM to save fuel, without impacting power or performance. Super Econodyne-rated Mack engines cruise at approximately 1,150 rpm, a reduction of 200-300 rpm from a typical highway cruise rpm, which results in up to 3 percent improved fuel efficiency.

Super Econodyne ratings are available with both the 11-liter Mack MP7 and 13-liter Mack MP8 engines.

Mack adds telematics support for older vehicles

Mack Trucks now offers **uptime solutions** to customers with Mack legacy vehicles. Working with its partner Geotab, a leading global provider of end-to-end telematics technology, Mack offers connectivity for older Mack vehicles that are not equipped with its GuardDog Connect telematics hardware, helping to maximize customer uptime.

“The benefits of Mack’s uptime solutions are proven, with significant reductions in diagnostic and repair times,” says David Pardue, Mack Trucks vice president of connected vehicles and uptime services. “We are pleased to partner with Geotab and offer those same benefits to customers who own Mack legacy vehicles.”

After installing a small Geotab telematics device, the Mack Uptime Center will be able to monitor the same critical vehicle codes as Mack’s GuardDog Connect hardware. If an issue is detected, Mack OneCall agents will evaluate and provide the customer’s designated contact with decision-critical information through Mack ASIST, an online communications and service management portal. Repair scheduling, as well as parts and service bay availability, are also confirmed, all while the truck is still on the job.

Mack’s GuardDog Connect service contact for legacy vehicles, which includes the Geotab vehicle tracking device, will be available for order through Mack dealers beginning May 1, 2017, and is compatible with all model year 2011 and newer Mack vehicles equipped with Mack engines. Installation is plug-and-play, followed by a brief activation and onboarding process.



Mack MP8 with turbo compounding now available for order

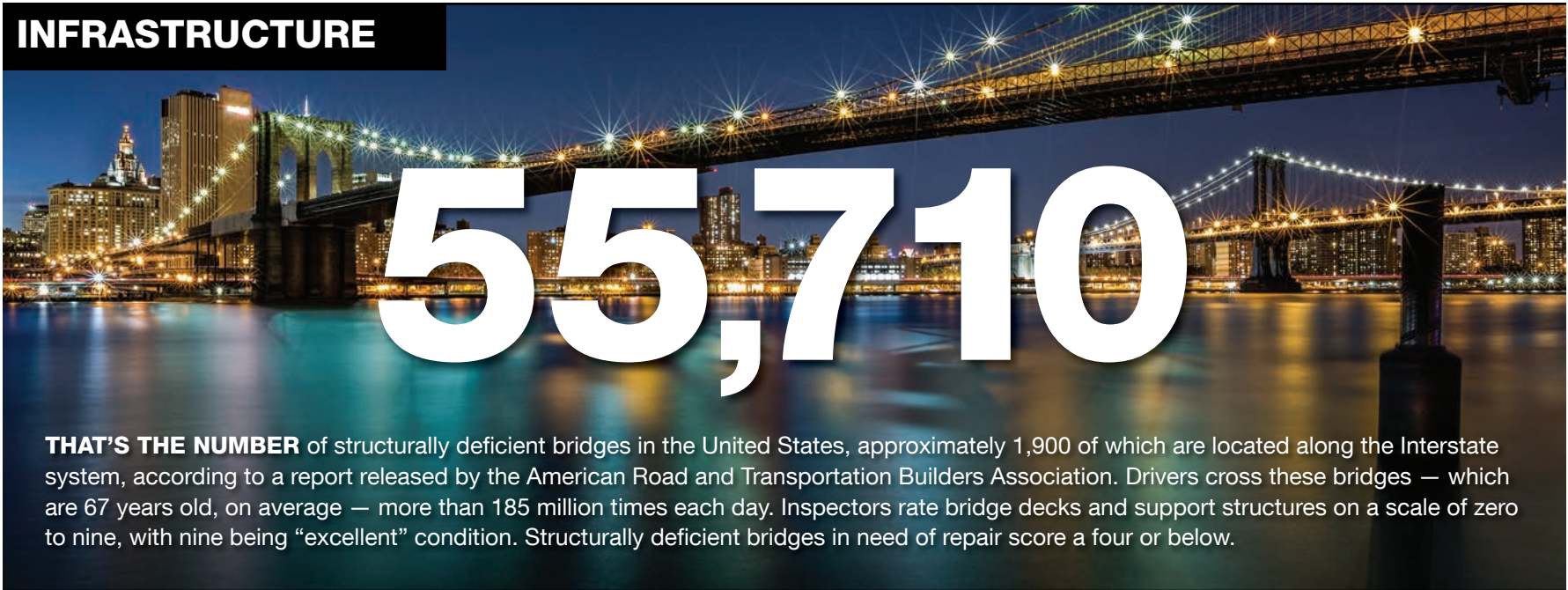
Mack Trucks is now offering the **2017 Mack MP8 engine** with turbo compounding for order, giving highway customers increased fuel efficiency.

“The new MP8 engine with turbo compounding is just one of the many engine upgrades Mack made to further enhance fuel efficiency for customers,” Roy Horton, Mack director of product strategy, says.

Available exclusively with Mack’s Super Econodyne downspeeding package, the MP8 with turbo compounding converts wasted energy from the exhaust into mechanical energy that is fed back to the engine. The system adds up to 50 additional horsepower, improving fuel efficiency by up to 8.8 percent. The additional power generated by the turbo compounding system allows the engine to maintain full torque as low as 900 rpm.



INFRASTRUCTURE



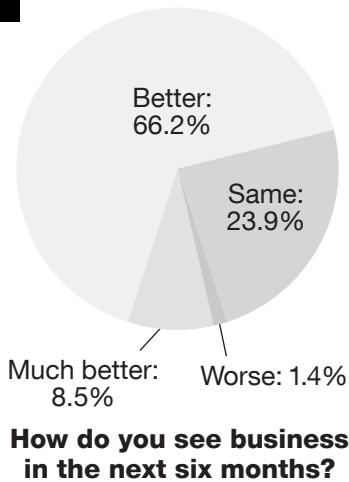
55,710

THAT'S THE NUMBER of structurally deficient bridges in the United States, approximately 1,900 of which are located along the Interstate system, according to a report released by the American Road and Transportation Builders Association. Drivers cross these bridges — which are 67 years old, on average — more than 185 million times each day. Inspectors rate bridge decks and support structures on a scale of zero to nine, with nine being “excellent” condition. Structurally deficient bridges in need of repair score a four or below.

ECONOMY

Trump bump?

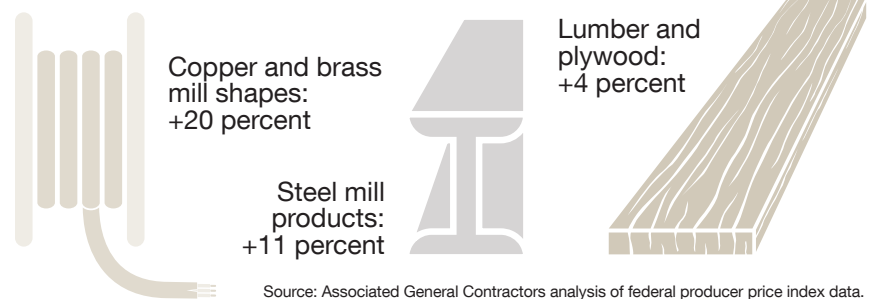
FLEET EXECUTIVES RESPONDING to the January CCJ Market Pulse survey are decidedly optimistic, with 66.2 percent saying business conditions will be better over the next six months, up from 59.3 percent in December's survey. In the October 2016 survey before the presidential election, only 41.3 percent expected business conditions to improve.



COSTS

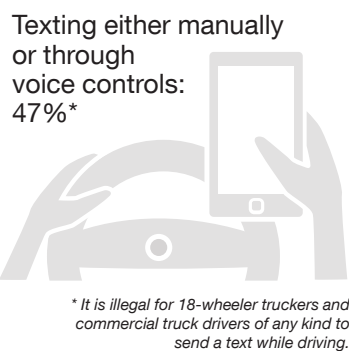
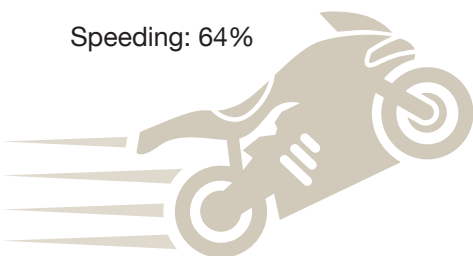
What goes up...

THE COST OF MATERIALS USED in construction is rising faster than the price of completed buildings, according to the nation's largest contractor association.



SAFETY

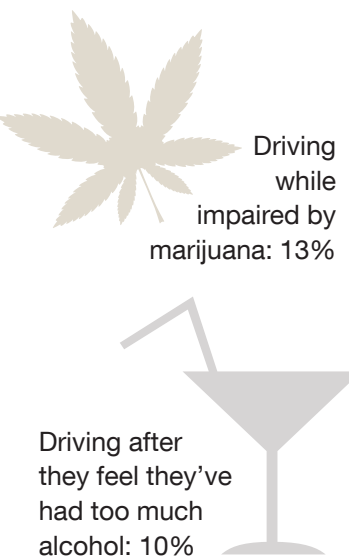
Although illegal in most states, many drivers say they are comfortable...



Risky business: Traffic fatalities up 6 percent

AS MANY AS 40,000 people died in motor vehicle crashes last year, a 6 percent increase over 2015, and a 14 percent increase over 2014, according to the National Safety Council. That's the most dramatic two-year escalation since 1964 and a good reason to remind your drivers to drive defensively.

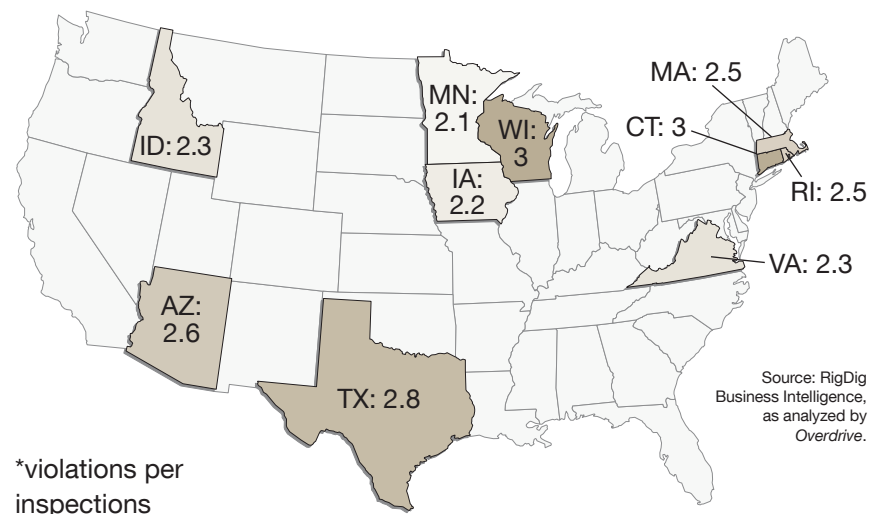
Source: National Safety Council



ON-HIGHWAY

Top 10 toughest on violations

MAKE SURE YOUR EQUIPMENT and logs are in good shape if your operation takes you through any of these states, which are tops in writing violations during truck and driver inspections, regardless of the violation category. Ranging from a high of three violations per inspection in Connecticut and Wisconsin, to a low of 2.1 in Minnesota, these states rank well above the average of 1.7 violations per inspection.



COVER STORY



Let's Build

Infrastructure in the
spotlight again

By Denise L. Rondini



The nation's infrastructure is in dire need of a facelift. Federal and state governments are poised to make the necessary investments, which is good news for construction fleets and the Mack trucks that power their operations.

D+ **That is the letter grade** the American Society of Civil Engineers gives America's infrastructure. The association gives roads a D and bridges a C in its 2017 Infrastructure Report Card and says roads are crowded, in poor condition and underfunded. The D rating is defined as "poor, at risk." The new administration says it is committed to funding the fixes needed and the construction industry says it is ready to begin work.

Ted Chandler, president and CEO of Chandler Concrete, Burlington, N.C., agrees. "There is a definite need for the upgrading of our infrastructure system within the United States. Our road system, airports and railroads are the backbone of the transporting of products throughout the United States. Having a viable transportation system is critical to our economy." Chandler is also former chairman of the National Ready Mixed Concrete Association.

How bad is it?

Here are some staggering statistics that lay out just how severe the situation is.

The report found that "More than two out of every five miles of America's urban interstates are congested and traffic delays cost the country \$160 billion in wasted time and fuel in 2014. One out of every five miles of highway pavement is in poor condition, and our roads have a significant and increasing backlog of rehabilitation needs."

Since 2002, the American Transportation Research Institute has gathered data for its ongoing truck bottleneck analysis. This quantifies the impact of congestion on truck-borne freight at 250 specific locations, according to the ATRI website.

"The information provided through this effort can empower decision-making in both the private and public sectors by allowing stakeholders to better understand the severity of congestion and mobility constraints on the U.S. highway transportation system. This is of particular importance as the nation weighs the needs and resources available for transportation funding. On a state and local level, this research can inform local investment decisions that can directly improve supply chain efficiency."

According to the Bureau of Economic Analysis, the average age of U.S. highways is more than 28 years.

On top of all that, population and life style trends will place even bigger burdens on existing roads especially in urban areas. The U.S. Department of Transportation's report, "Beyond Traffic 2014: Trends and Choices," predicts that America's population will grow by 70 million. It also says by 2050 we will see the emergence of mega-regions, which could absorb 75 percent of the population.

We'll also see changes in the way freight moves. By 2045, the U.S. economy is forecast to grow by 115 percent to \$36.7 trillion, with the transportation sector accounting for \$1.6 trillion of total Gross Domestic Product. Freight volume will grow 45 percent by 2040, the report says. This means that by 2040 approximately 30,000 miles of the busiest highways in the country will be clogged on a daily basis.

"There is a definite need for the upgrading of our infrastructure system within the United States. Having a viable transportation system is critical to our economy."

Ted Chandler, president and CEO of Chandler Concrete

Photos by Jim McNamara

COVER STORY

In addition, internet consumer demand for small package home delivery only grows stronger, adding to urban traffic woes along with wear and tear on roads and bridges.

None of this is news to most Americans, nor to politicians. In fact, President Donald Trump recently asked Congress to approve a \$1 trillion infrastructure bill to fund improvements and upgrades to the nation's roads, bridges and tunnels. The current administration is in favor of public-private partnerships in which firms bid on a project, build it and maintain it. The Trump administration is considering tax credits and it is also likely that there will be a toll component to some of the project to allow investors to recoup their investments.

The president has also called for reducing the legislative and regulatory red tape that slows down projects.

Construction industry optimism

What will this mean for the construction industry?

"The impact of the proposed infrastructure bill will be very positive by providing jobs, upgrades, improvements and expansion in many areas of the country," Chandler says.

According to the recent Dodge Data & Analytics report, "Total U.S. construction starts for 2017 will advance five percent to \$713 billion." In its 2017 Dodge Construction Outlook report, the company said, public works construction will improve six percent. "Highways and bridges will derive support from the new federal transportation bill."

Alison Premo Black, senior vice president and chief economist, deputy director contractors division, American Road & Transportation Builders, thinks state governments will provide resources to deal with infrastructure deficiencies in their area.

ARTBA's transportation construction and related market activity is expected to grow 1.3 percent this year, driven largely by increases in highway and bridge private construction activity supporting residential and commercial developments, Premo Black says.

"In 2017, the market is expected to reach \$247.8 billion, up from \$244.5 billion in 2016," she says. "This includes public and private investment for highways, bridges, public transit, rail, ports and waterways, airport runways and terminals, as well as private investment for roads, streets, driveways and parking lots in residential and commercial developments and support work by state departments of transportation and local governments for highway and bridge planning and design work, routine maintenance and right of way purchases."

Readiness

Construction companies have indicated they are poised to support any infrastructure spending that may occur. The Portland Cement Association said U.S. cement manufacturers have ample production capacity to meet increased demand for infrastructure improvements.

"Revitalizing America's infrastructure will require more cement and the U.S. cement industry is currently operating at roughly 79 percent of capacity, estimated at 108 million metric tons a year," James Toscas, president and CEO of PCA, says. "Cement companies have made significant investments to increase capacity, productivity and energy efficiency. Those investments and innovations will pay off as the industry is called upon to support the infrastructure revival our country desperately needs," he added.

In a survey by the Associated General Contractors of America, 73 percent of construction firms said they plan to expand their hiring in 2017 in anticipation of demand from both the public and private sectors. Most contractors expect a positive outlook for the market and expect higher dollar volume projects this year.

Chandler believes the industry can handle the work that will come if the funds are approved. "I think the industry is prepared for this. We have the capacity and it will provide an opportunity for jobs if the bill is passed."

And he says he's not worried about the industry's ability to find more people. "If the work is there, we will staff up to meet the demand.

Unemployment in the U.S. is at a low level now. But I believe that if we pass a bill like this one, it is not a one or two year deal. We are looking at a longer term proposition and I think the labor force will be available."

While Chandler says he has not made any changes to his operation specifically based on potential new infrastructure spending, "We are aggressively trying to add people to our organization, something we would normally do in strong economy."

What funding of infrastructure improvements really means to the construction industry is work starting in 2018. "And then there will be work in 2019, 2020 and 2021. This bill will potentially lengthen the economic cycle and recovery from the construction recession," Chandler says. ■



Top 10 bottlenecks

Rank	Location Description	State	Average Speed	Peak Average Speed	Non-Peak Average Speed	Non-Peak/Peak Ratio	Year Over Year Change in Rank
1	Atlanta, GA: I-285 at I-85 (North)	GA	38	26	44	1.72	0
2	Fort Lee, NJ: I-95 at SR 4	NJ	35	27	38	1.41	Up 1
3	Chicago, IL: I-290 at I-90/I-94	IL	27	22	28	1.26	Down 1
4	Louisville, KY: I-65 at I-64/I-71	KY	39	32	43	1.36	0
5	Cincinnati, OH: I-71 at I-75	OH	46	38	49	1.28	Up 2
6	Los Angeles, CA: SR 60 at SR 57	CA	43	35	46	1.31	Up 3
7	Auburn, WA: SR 18 at SR 167	WA	45	39	48	1.24	Up 10
8	Houston, TX: I-45 at US 59	TX	36	26	40	1.55	0
9	Atlanta, GA: I-75 at I-285 (North)	GA	44	33	49	1.52	Up 3
10	Seattle, WA: I-5 at I-90	WA	35	27	39	1.43	Up 4

Source: the American Transportation Research Institute



73 percent of construction firms said they plan to expand their hiring in 2017 in anticipation of demand from both the public and private sectors.

Associated General Contractors of America

Building America for more than a century

Mack offers a range of construction solutions ideally suited for dump and mixer applications, including the Mack Granite.

Tim Wrinkle, Mack's construction product manager, says the Granite cab is purpose-built for the needs of the construction industry.

For maximum visibility, the Granite features a right-sized cab, sloped hood design, large rear window and side peep window so operators can keep their eyes on the job and the jobsite. The cab is also made of galvanized steel so it lasts longer and is more robust to stand up to the rigors of a construction site. "A combination of best-in-class ground-to-floor height, stair steps instead of ladder design and full-length external grab handles make ingress and egress safe and easy," he says.

Mack's integrated powertrain design allows the engine, the transmission and the axles to work seamlessly together to optimize power, performance and fuel efficiency. "We do it better because we have more than 100 years of experience and knowledge of these applications, whereas some of our competitors are just now trying to figure it out," Wrinkle says.

Granite models can be spec'd with the heavy-duty version of the *mDRIVE*TM transmission, which has better fuel economy and is lighter weight than other transmissions. "It

helps with recruiting new drivers who might not be as familiar with driving commercial vehicles. And older drivers love the freedom and being able to focus on the job at hand rather than shifting gears." And they finish the day much less fatigued, Wrinkle says.

Enhanced software is standard with *mDRIVE* HD and matches the transmission to the demands of the job. For instance, Rolling Start is a feature that lets drivers go from neutral to drive without having to apply the service brake. In paving applications this eliminates bumps in the paving surface that occur when causing the paver to stop.

Auto Neutral automatically shifts the transmission into neutral when the parking brake is set. Grade Gripper prevents rollbacks on an incline by holding the truck in position for 3 seconds, giving the driver plenty of time to move his foot to the accelerator.

Since these dumps and mixers will be operating on rugged job sites, ground clearance is important to avoid debris, mud and rocks that can damage the truck. And for improved traction, Granite's rear axles feature an automatic interaxle power divider so if the truck loses traction on one wheel, the system transfers power to the other wheels so that you maintain traction, Wrinkle explains.

To making things easy for body builders to add any body to the trucks, Mack offers a Body LinkIII electrical connector at the back

of the cab. "Historically, body builders had to splice wires to get power to the body," Wrinkle explains. "We have a connector for them to plug into so they can avoid splicing into wires and compromising the quality of the electrical system. Bad things can happen when you cut into wiring harnesses."

Since frame rail space is at a premium in dump and mixer applications, Mack freed up 11 inches of frame rail space by combining the DPF, SCR system and DEF dosing system into one unit called ClearTechTM One.

All Mack Granite models come with GuardDog[®] Connect, a proactive diagnostic and repair planning system that enables fast diagnosis of problems and helps in scheduling repairs.

"I think we have a very good product," Wrinkle said. "We've found that nothing is more impressive than an actual in-cab demonstration to experience the features and benefits of these purpose-built Granites. Ask your Mack dealer for a demo so you can see how Mack will help you be ready for any infrastructure improvement projects that come your way."

While the industry awaits details about increased infrastructure spending, there's little doubt that Mack and the construction industry are ready to get on with the necessary work to strengthen, fix and improve the nation's deteriorated infrastructure.

ON BUSINESS

Uptime Bay

19



Local Connections



Need for uptime reaches past highways to job sites and local roads

By Denise Rondini



Mack provides 24/7 support for all its customers. Mack's Uptime Center in Greensboro, N.C., houses the OneCall roadside assistance team and other elements of Mack's Uptime Solutions.

Trucks are supposed to be there when you need them, hauling freight or getting a job done. Making money. It's called uptime. In recent years, Mack Trucks has introduced an array of uptime maximizing services and technologies. Many build off the advanced telematics or "connected truck" technology designed into each Mack® truck now offered. Over-the-road fleets have been quick to adopt these technologies and reap the increased uptime.

But small, regional or vocational fleets sometimes assume that because their trucks come home frequently — in some cases every night — that uptime and connectivity are not concerns.

The reality is that connected services can be even more important to small and vocational fleets who depend on the same benefits of uptime required by over-the-road fleets.

"To send a truck out in a disconnected and nonconnected way makes absolutely no sense at all," says Ken North, brand manager — Mack Trucks, Pacific Coast Heavy Truck Group, Langley, B.C. "This holds true whether you are a company that has dump trucks or cement mixers or whether you are going across country with perishable freight," he adds.

"The people who own the company and own the asset need to manage their assets and if you don't have connected vehicles you can't effectively manage your business," he explains.

The true cost of downtime

Sure, it's a known fact that when a truck is down, the truck owner is losing money. But the question is, can you put a price tag on downtime? Conal Deedy, director of connected vehicle services at Mack, says he's heard figures that range from \$900 a day to \$3,000. But the reality is the cost can be much higher.

North says it's hard to quantify the cost of a downed truck because the circumstances can vary widely. But, as an extreme example, the dealership has a number of customers who operate concrete pumpers. For a job on a skyscraper in downtown Vancouver, "There will be dozens of concrete mixers relying on them and crews of hundreds of people who are on site. If that truck goes down, the liability could be upward to \$100,000."

Deedy explains that there can be huge penalties for a concrete transporter if it misses its delivery time and the contractor can't get the job completed as scheduled.

But the cost of downtime goes beyond monetary loss. Not only do you still have to pay the driver if the truck breaks down, but you risk alienating him or her. Given the driver shortage, you could lose that driver to a fleet that promises their equipment will operate as designed.

And what about the damage to your reputation? How do you put a value on that? What if you can't collect refuse on a hot summer day and everyone in the neighborhood is up in arms?

"It is the brand of their business that is at risk," North says. Your business could

ON BUSINESS



earn a reputation of being unreliable and could miss out on business or lose business from existing customers.

“Fleets that are embracing connected vehicles are enhancing the brand value of their business by delivering a better customer experience. Beyond making those businesses operationally more efficient, it is also providing a competitive advantage,” he adds.

A common thread from small, regional or vocational fleets is the fact that trucks come home every night and drivers will tell them about problems. If you are a fleet manager, are you 100 percent confident that will happen 100 percent of the time? What happens if a warning light comes on and a driver fails to tell you about it? The next day you may find yourself with a truck that can't be sent to a job site.

There is also the risk that a driver seeing a warning light will shut the truck down immediately fearing an imminent failure. Not all warning lights and fault codes are dire, and having a system that can separate out things that need immediate attention from those that don't pays big dividends.

Enter GuardDog™ Connect & OneCall

GuardDog™ Connect was specifically designed to help truck owners maximize uptime. Coupled with OneCall, it connects a truck to a network of support staff and repair centers.

“Drivers like to have a key tag with the 1-800-826-1177 number and to know that if something is happening on the truck in the middle of a concrete pour he can call the Mack OneCall Center,” North says. GuardDog Connect allows a diagnosis to happen remotely. “That is invaluable,” he adds. “Even though the truck may only be 20 to 30 miles away from a local dealer there still is a need for that.”

In a nonconnected truck the driver who is across town has to call the

dealer and ask what do he should do. Without GuardDog Connect, the dealer may not have the information he needs to make the right decision. To be on the safe side, he'll often advise the driver to needlessly bring the truck in.

Bob Nuss, president of Nuss Truck & Equipment, was speaking with a readymix customer with multiple plants. “They know what is going on with their drivers but they are more concerned about the load of concrete because it is a perishable commodity,” he says. “They have about 30 to 45 minutes to get it off the truck, which is the most pressing concern. But they also like to be informed about the condition of their trucks.”

Zach Hoffman, technical customer support & training manager at Nuss Truck & Equipment's Roseville, Minnesota's operation recalls a fleet customer that was managing trucks on multiple job sites. He said they received notices at their shops that a unit had a check engine light on. GuardDog Connect helped them identify the severity of the fault. A part was then sent to the job site for a quick repair. The truck never had to go to the shop and the part was quickly located and brought to the truck. The vehicle continued to operate without missing a beat.

Mack provides 24/7 support from the call center, Deedy says. “That is a huge benefit to all customers because it gives them a sense of security that we will work on their behalf. And GuardDog comes standard on trucks at no charge to the customer for two years.”

Whether a truck is on the road or at a job site, GuardDog Connect detects problems before the driver notices anything is wrong. If the problem is severe, it contacts Mack's OneCall customer center.

“The Uptime Center notes the logged faults and notifies the registered owners through ASIST (a case management system) and contacts the dealer,” Nuss explains. “That is what you need it for, no matter what size you are.”



“Fleets that are embracing connected vehicles are enhancing the brand value of their business by delivering a better customer experience. Beyond making those businesses operationally more efficient, it is also providing a competitive advantage.”

**Ken North, brand manager – Mack Trucks,
Pacific Coast Heavy Truck Group**

“Certified Uptime Centers have a special lane for quick repairs and by using the information from GuardDog Connect we can address those issues quickly and we can speed those trucks through the repair process,” Deedy says.

Finding the right solution

North discovered that connected service offerings are not a one-size-fits-all solution. “We work hard to understand what those different services are, how they work and what are the unique features of each one so we can determine where they fit and where don’t they fit the customer,” he says. The goal is to customize the tools to fit the operation.

Looking to the future

Deedy thinks trucks and components are going to continue to get more complex. “Having the connectivity and information at your fingertips can only help make things better. GuardDog Connect is Mack’s commitment to leverage information and technology,” he says.

“We are doing things now and will continue to do them in the future with connectivity and technology to ensure that the truck has maximum uptime. We are focused on our customer’s truck so they can focus on their jobs. We want to help support the uptime of that truck better than anyone else in the industry. We have the tools today. They are best in class and we continue to develop them. They definitely can help a vocational customer with their uptime,” he says.

Deedy says the recent announcement of Mack Over the Air is the latest example of how

Expert technicians look at fault codes and evaluate their severity. They can make a determination if the truck can continue operating or if it needs to come in immediately for service.

They pinpoint the exact problem and identify the repairs needed. “We get the information into the hands of the decision makers so they can take appropriate action as quickly as possible,” Deedy says.

Regardless of how severe the problem is a service appointment can be scheduled so when the driver gets the truck to the dealership the technician can begin working on it immediately because he will be armed with all the information he needs, including parts needed, service instructions and diagnostic information.

If the fleet prefers to make the repairs at its own shop, it gets all the same information so they too can save time during the repair.

Nuss notes many of his dealership’s municipal customers do not rely on outside service providers. “But GuardDog is a great tool for them to use for maintenance reminders.”

Certified Uptime Centers

Mack has designated some of its dealerships as Certified Uptime Centers. Those dealerships have adopted standards and service processes and have updated their shop layout with service bays set aside specifically for repairs that won’t take a long time to complete.

In the past, their trucks were seen on a first-in-first-out basis. A truck that could be repaired in two hours may have been behind one that needed an eight-hour repair. Or longer.

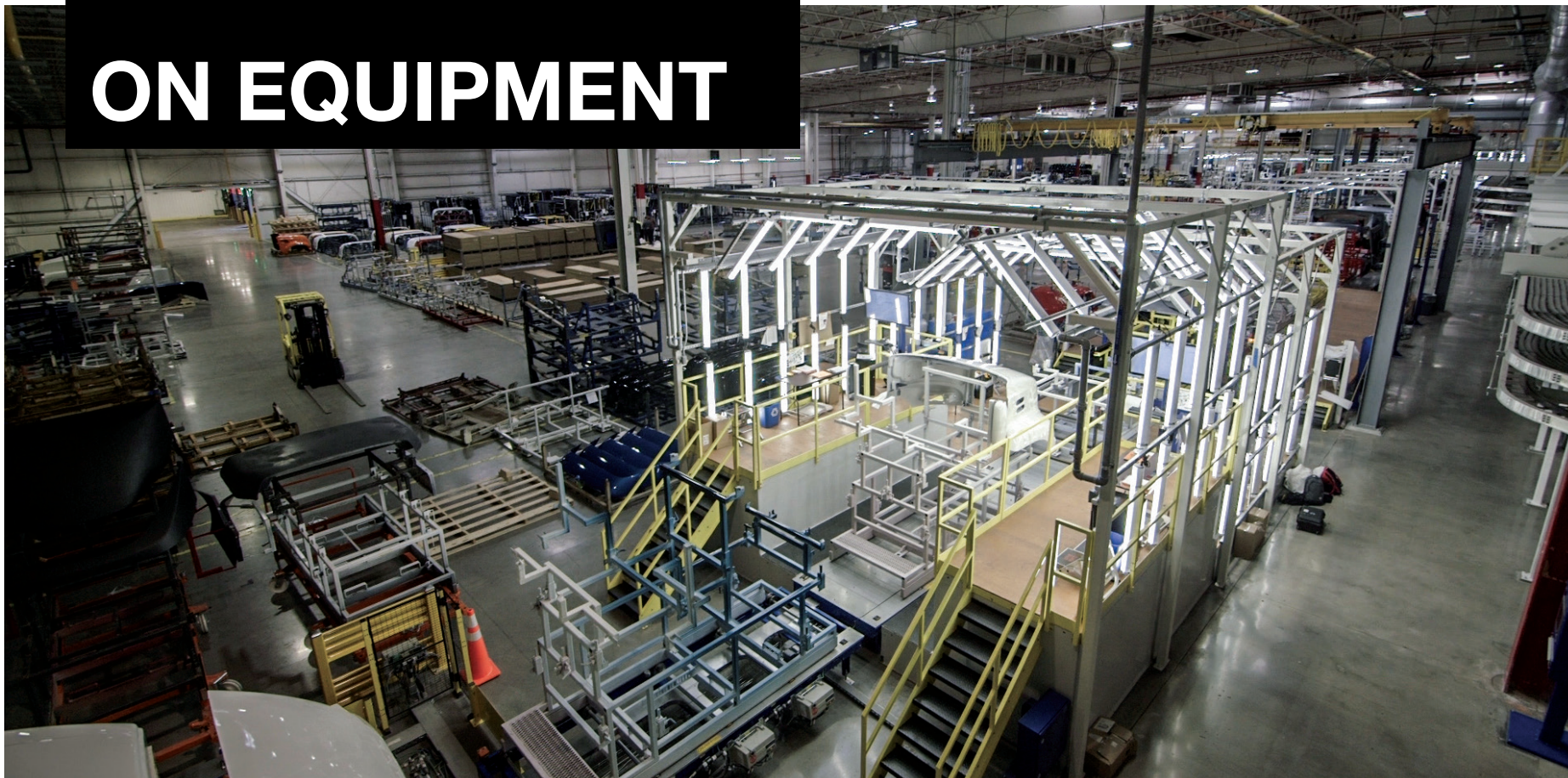
Mack continues to develop new uptime capabilities to support our customers’ businesses. Mack OTA uses GuardDog Connect to deliver software updates for powertrain components and vehicle parameters directly to customers with minimal interruption to their operations.

“Being preplanned is always better than unplanned. Mack continues to build on its connectivity platform to add more functionality to the base and add more services. It is an exciting time but it is time for customers to embrace it because it really has shown great results.” ■



Mack designated some of its dealerships Certified Uptime Centers which have bays specifically set aside for repairs that take less than two hours.

ON EQUIPMENT



Lustrous Color

Mack brings new standard to truck finishes

Mack truck owners take great pride in their ride and expect their rigs to look as good as they run. That's why Mack is excited to announce its industry-leading paint finishes and a new, state-of-the-art paint process that covers Mack cabs and sleeper with vibrant and durable paint coverage.

All Mack cabs and trim will now be painted with Axalta's new EY paint formulation using the EcoBell 3 spray system. Not only does this system allow for a higher quality paint appearance, but it also reduces excess paint and saves energy, says Dean Durham, business unit manager for North American paint operations.

The new paint formulation offers superior basecoat and clearcoat quality as well as better coverage and more vibrant colors. In addition to increased corrosion control and consistent paint thickness and color, the new paint process offers significant environmental benefits with less wasted paint and less energy required to cure paint. By combining it with the EcoBell 3 spray system, Mack achieves an automotive-type finish for its trucks.

"This is a considerable improvement for paint quality for Mack," Durham says.

"Our customers getting trucks with a better and brighter paint finish, which is also more durable and that is a win-win. This is a long awaited upgrade to our manufacturing process that brings value to our customer."

Stu Russoli, highway product manager for Mack



Unwanted texture is one of the biggest paint quality challenges, he says. The new robotic EcoBell 3 spray applicators help eliminate that problem to create a smoother, glossier finish. No other truck manufacturers use the EcoBell 3 technology, Durham adds.

"The EcoBell 3 breaks the paint particles up (into finer droplets) so they lay down and create that smoother finish — a less textured finish — and higher gloss," he says.

The EcoBell 3 is able to accomplish this because it is an electrostatic rotary bell paint sprayer. It uses a high-speed rotating "bell" nozzle to robotically disperse very fine particles of electrically charged paint onto the surface. The speed at which the bell spins controls the intensity of the paint color, while the voltage of the electrostatic charge controls the metallic finish. The use of the electrostatic

charge also means less paint is wasted.

"That's what's helping us to apply the paint to the product and not lose the paint either out of the stack or down at the bottom of the paint booth," Durham says.

In addition, Durham says, the newly formulated paint saves energy because it requires lower temperatures and fewer cycles in the paint



“The EcoBell 3 breaks the paint particles up (into finer droplets) so they lay down and create that smoother finish — a less textured finish — and higher gloss.”

Dean Durham, business unit manager for North American paint operations



ovens to cure the paint. A new system for capturing and controlling paint overspray (excess paint) employs very finely ground limestone powder instead of a water bath. This reduces water use and the need to treat water from the paint booth.

“The new paint process for Mack trucks is a wet-on-wet (clearcoat applied on top of still wet basecoat) process and allows us to give better quality because of less dirt and less dust buildup between coats, but again also allows us to take an oven out of the process for more energy savings,” he says.

Durham emphasizes that the benefits to the customer with this new system is more than just looks.

“I believe as a Mack customer, the first thing that they will see is the better appearance and the higher gloss — a lot less texture than what they’ve seen in the past,” Durham says. But that smoother finish also offers additional protection for the truck itself, he adds.

“The fact that we’re able to apply an even thickness across the product allows for higher UV protection,” he says. “Better UV protection is going to create that durable finish for years to come.” The more durable the finish, the better the protection against corrosion. “Our customers getting trucks with a better and brighter paint finish, which is also more durable and that is a win-win” says highway product manager Stu Russoli. “This is a long awaited upgrade to our manufacturing process that brings value to our customer.”



“I’m very excited about what we’re able to offer the Mack customer,” Durham says. “We’ll be able to offer them superior durability and superior quality compared to what they’ve had in the past.”

In fact, Durham adds, they are already getting positive feedback from the customers.

“They’re very happy so far with the improved paint appearance that they’re receiving from us.” ■

AT WORK



Hubert Boulet, president of Boulet Brothers Concrete, and his father, company co-founder Edmond Boulet, who still works with the firm full time at age 72.

It's about time

Boulet Brothers Concrete relies on Mack® trucks to exceed customer expectations for time-sensitive concrete-delivery jobs.

By Olivia Grider

Hubert Boulet has always had a passion for Mack® trucks, and one of his earliest childhood memories is of a Mack calendar hanging on his bedroom wall. When he was 10 years old, he started working at Boulet Brothers Concrete Ltd., a company started by his father, Edmond, and uncle, Omer. They launched Boulet Brothers Concrete in 1963 as a foundation contractor. In the mid-1970s, they started delivering concrete to jobsites via mixer trucks, and the company's sole business since the mid-'90s has been providing ready-mix concrete for commercial, industrial and residential construction projects.

After earning an engineering degree in 1996, Boulet returned to the family-owned business based in Somerset, Manitoba, and has spent his career there, working his way up to president. He also serves as chairman of Concrete Manitoba (formerly the Manitoba Ready Mix Concrete Association), which represents the Canadian province's concrete producers, manufacturers and sellers.

Edmond and Omer bought their first Mack truck — a 1967 DM with an 18-speed

quadruplex transmission — in the mid-'70s. The truck increased the company's profitability significantly, and Boulet Brothers has purchased Macks exclusively since then. Hubert Boulet sold that first truck to a farmer last year for \$1,000 and four T-bone steaks. "I said, 'If I can start this truck and get it running within 10 minutes, you're going to buy it,'" he recalls. "And I did. We hadn't used it in five years."

Boulet estimates the company has purchased more than 50 Mack trucks. It currently operates 12 units, including Mack Granite® trucks from model years 2011-2016, Mack RD690s from model years 2000-2001, a 2009 Pinnacle® highway tractor and a 1979 Mack DM. For the past five years, Boulet Brothers has been spec'ing a straight tandem Granite with a standard transmission and an 11-liter, 345-horsepower, high-torque engine. The company also operates a 2011 tri-drive Granite concrete mixer.

Boulet says the reliability, durability and fine-precision capabilities Mack builds into its products are crucial to his company's success.



"Time is of the essence in the concrete business because we're selling a perishable commodity," Boulet says. "You can't afford to have any breakdowns. When we load a truck up with concrete, it's got to get to the jobsite, get its load delivered and then make its way back to the plant so it can be washed out properly. Otherwise you have a very big problem with concrete setting up in the truck."

Typically, mixer trucks have two hours to make their round trip.

"We often joke that if you phone 911 for an ambulance, order a pizza and order a load of concrete, there's a good chance the load of concrete will show up first," Boulet says with a laugh.

The fate of entire projects can rest on the dependability of mixer trucks.

"We're often the center of a larger operation," Boulet says. "We're delivering the concrete, but there are crews doing all the placing of the concrete. There are often concrete pumps on site, engineers and testing companies to test the concrete. Everything is running on the clock, so we have to be organized to make everything move efficiently."



Service and success

Steve Peterson, who has been Boulet Brothers' salesman at Mack Sales & Service of Manitoba since 1986, says the Mack GuardDog® Connect telematics network plays a key role in keeping the company's trucks on the road. It monitors trucks while they're working and alerts drivers and owners to potential problems before they become serious. The system performs diagnostics, suggests whether repairs are needed and can even be involved in making sure parts are ordered and service days are available before a truck comes into the shop, ensuring a quick turn-around.

Boulet says Mack's history of engineering vocational trucks for the rigors and complexity of construction sites also serves his company well.

"We often say we do gymnastics on a concrete site with a truck," Boulet says. "You have to negotiate some jobsites that aren't vehicle-friendly, whether it's excavations, soft conditions, slopes or poor traction. We have to do a lot of fine precision work. You can do that with the Mack. The beauty of the Mack is

it's strong and heavy duty, but you can still use it to do the fine work."

Heavy loads and difficult-to-navigate jobsites put a lot of stress on the company's vehicles, but Boulet says Mack trucks withstand those conditions better than other brands. "We need

the trucks to get the job done in conditions we sometimes weren't expecting," he says. "And we don't want to have to put in hours and hours of repairs on the vehicles afterward."

"Time is of the essence in the concrete business."

**Hubert Boulet, president,
Boulet Brothers Concrete Ltd.**

Peterson says this ruggedness is partly due to Mack's complete vertical integration of powertrain components. Mack has long offered its own durable engines, transmissions and rear axles built specifically for the construction industry. This integration also makes Mack dealerships one-stop shops for parts and service, Peterson notes.

In addition to its main plant in Somerset, Boulet Brothers has a satellite plant just south of Winnipeg in Ste. Agathe. The company operates in a 50-mile radius surrounding its Somerset plant and within a 25-mile radius of its Ste. Agathe plant. Both areas are in rural, southern Manitoba, and they encompass six or seven municipalities.

Much of Boulet Brothers' work is agriculture related, involving foundations for livestock and grain-handling facilities. It also supplies concrete for wind farms, pipelines, highway projects, schools, churches, community centers, arenas and residential jobs such as house foundations, curbs, gutters and driveways.

"We're very diversified," Boulet says. "Concrete really touches upon a lot of

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industries. It's the base for most construction projects."

Boulet Brothers' high-profile jobs include foundations for Manitoba's first wind farm, the 22,200-acre St. Leon Wind Farm, which consists of 73 giant turbines sporting 135-foot-long blades.

Since the 1970s, the company has worked on Line 3 of the Enbridge Pipeline System, which is located in Canada and United States and is the world's longest crude oil and liquids pipeline system. Line 3 runs from Edmonton, Alberta, to Superior, Wisconsin. Boulet Brothers supplies foundation concrete for pump stations, electrical equipment and buildings, and work is continuous due to upgrades and expansions.

Peterson says Boulet Brothers Concrete and Hubert Boulet are leaders in Canada's ready-mix concrete industry. "Hubert's the kind of person who's concerned about his company, of course, but is very concerned about the industry and how it's perceived by the public and is very willing to help other companies and the industry either personally or through his role as head of Concrete Manitoba," Peterson says.

Getting the specs right

Boulet says his company's current primary spec for mixer trucks — the straight tandem Granite GU713 — is a pro at maneuvering cramped jobsites.

"The 20,000-pound Mack front axles with dual power-steering pumps facilitate excellent handling and low-effort steering for drivers in tight jobsite conditions," Peterson says.

The Granite single-steer with tri-drive is a configuration that can handle more weight, reducing plant-to-jobsite trips, and access lower-quality roads.

While it's the right choice for certain runs, "the best bang for our buck is the tandem because of the lower cost of maintenance," Boulet says. "It's also a very fuel-efficient vehicle." Fuel is the company's third-highest cost.

Despite the Canadian winter, Boulet Brothers Concrete operates year round. Most concrete is placed from April through November, and the company's minimum delivery temperature is minus 25 degrees F.

Boulet says the company's trucks don't require customizations to operate in frigid conditions. The company uses winter fuel, a



lighter diesel sold across Canada during colder months, and parks all its equipment indoors overnight. "Concrete trucks have a plumbing system for the water," he says. "In cold weather, it's sure nice to start with a vehicle that's not frozen."

During the slow season, Boulet Brothers employees fill extra time by performing maintenance and upgrades to equipment and plants.

Peterson says Boulet understands the concrete industry from the ground up — from the trucks to the weight laws to the mixing of the concrete. "He's always looking for something better, always looking for an advantage for his drivers, his company, the industry," Peterson says.

Recently, that's meant studying the *mDRIVE*[™] HD 14-speed transmission. He attended a ride-and-drive event at the Mack Customer Center in Allentown, Pennsylvania, and says the next truck he purchases will be equipped with *mDRIVE* HD.

"The creeper gears will let us be so precise on the jobsite," Boulet says. "You can be very exact with your movements. They also allow us to negotiate slopes and poor soil conditions better."

"The *mDRIVE* keeps our hands free to do the driving, and after a long day, your operator is a lot less tired than one running a manual transmission."

Boulet predicts the *mDRIVE* HD transmission will broaden his company's pool of potential employees because many millennials don't know how to operate manual transmissions or aren't comfortable with them. "That's where the industry is going," he says. "The younger generations aren't exposed to manual transmissions like a lot of us were when we were growing up."

Boulet strives to please operators in other ways as well. "Hubert likes to spec his trucks with eye-catching, bright-finish items and interior options that make employees proud to drive them and very comfortable in them," Peterson says. "He's building a truck that creates a good image for his company as well as the industry."

Boulet Brothers trucks are equipped with aluminum wheels, polished fuel tanks, chrome exhaust pipes, air-ride cabs and premium seats.

"The Granite is a very comfortable, quiet, relaxing vehicle to operate," says Boulet, who still drives when he can free himself from the office. "The fit and finish is excellent. The operator's station has great visibility. It's a lot easier to attract people to our industry because the jobs are more pleasant when you're operating nicer equipment."

He says Boulet Brothers' chief business goal is exceeding customer expectations. "A happy customer is a return customer," he quips. "But, when you exceed expectations, that's when you get loyalty."

Boulet Brothers Concrete does its best to provide solutions when customers face challenges.

"And Mack does exactly that for us," Boulet says. "They handle what we throw at them the same way we handle things customers throw at us." ■

"A happy customer is a return customer. But, when you exceed expectations, that's when you get loyalty."

**Hubert Boulet, president,
Boulet Brothers Concrete Ltd.**

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Granite®

TerraPro®

Granite® MHD

BORN READY.

AT WORK



Nurturing New Growth

S.C. Loggers Turn to Mack
Granite to Get the Job Done

Story and photos by Carmen K. Sisson



AT WORK



Every tree has a story, and if that tree is in Steadman, S.C., odds are good that the Gunter family knows its history. Tracy Gunter Jr. and his son, Tracy Gunter III, own and operate Tracy's Logging and T3 Chipping, continuing a family legacy that began with Tracy Gunter Sr., who worked in a sawmill. The woods are where the Gunters make their living, but it is also where they feel most at home, and they see themselves not only as loggers but also as stewards of the land.

As Tracy Gunter III guided his pickup through the winding, bumpy terrain, he and his father pointed out the fruits of their labor — new growth bathed in dappled sunlight, benefitting from a property they recently thinned. In a clearing, they met up with driver T.J. Branham, talking with him as he strapped down a load of loblolly pine bound for a Georgia-Pacific plant.

The logging industry has changed dramatically over the years since Gunter Sr. pulled logs with a team of oxen. Now, the beasts of burden run on diesel and Gunter Jr. and Gunter III run four logging crews and two chipping crews, averaging 300 loads per week. They operate a fleet of 29 tractors, including 15 Mack® Granite® tractors.

Performance is key in their business and they are quick to point out the benefits of the Mack brand.

"Mack has a reputation for being a tough truck, and we're in a tough business," Tracy Jr. said. "We're off-road a lot of the time, and we have to overcome a lot of obstacles. It's

hard on our vehicles, but the Macks are very durable. They stay with you."

The Gunters worked closely with their dealer, Shealy Truck Center in Columbia, S.C., to find a truck that would meet their needs.

"David Shealy and Shawn Broadway really get involved with their customers," Tracy Jr. said. "They're not just sitting in the office. They're out in the field a lot and are always there to offer a helping hand or word of advice, even letting us use one of their trucks if our truck is down. They have been very supportive for us over the years."

"We're off-road a lot of the time, and we have to overcome a lot of obstacles. It's hard on our vehicles, but the Macks are very durable. They stay with you."

Tracy Gunter Jr.

Broadway arranged for them to demo several trucks with the *mDRIVE*™ automated manual transmission, and they liked it, especially the fuel economy.

"They like the 6.1 to 6.2 mpg range, because their manuals were getting in the 5.5 mpg range," Broadway said. "With 12 to 15 trucks at 75,000 miles per year — that's going to save them a lot."

Tracy Gunter Jr. and his son, Tracy Gunter III, stand on a job site with one of the Mack Granites they use in their logging business. The men own and operate Tracy's Logging and T3 Chipping, where they oversee four logging crews and two chipping crews, averaging 300 loads per week.

The 13-liter MP®8 445C-hp Maxicruise engine, with 1,860 lb.-ft., is powerful enough to get the job done, they said. The heavy-duty Mack rear end with S38 rear axles is tougher and more durable than other trucks, while the 12-speed *mDRIVE*™ transmission is lighter and maximizes payload — two issues the Gunters heavily researched before making their choice. Ground clearance was also important, and Mack's top-mounted axle carrier allows them to work on rutted and bumpy roads without getting caught on debris or stumps.

They expect to haul an additional two to three loads per week with the new Granites, and if all goes as planned, their increased production will quickly pay for their upgraded fleet.

They won't have to worry about maintenance and repairs thanks to GuardDog Connect and a full-service lease with Shealy.

"They were our first toe in the water for full-service leasing in the timber industry, and now we have several other fleets," Broadway said. "They have a great reputation, and they take care of their equipment. They have their own shop with good mechanics, but we have helped them separate trucking from their core business, which is producing timber and



chips. The timber industry is very weather-driven, so when the weather is good, they have to go.”

In addition to reliability, the Gunters also hope the *mDRIVE* will solve one of their biggest problems: employee recruitment and retention. The transmission constantly monitors internal and external parameters, automatically choosing the best gear to provide the optimal blend of power and fuel efficiency. The company’s older drivers quickly embraced the new transmission, and younger, less experienced drivers are proving to be easier to train on the *mDRIVE*.

The company has trouble finding new employees to work in the woods, according to Tracy Jr. “We’re just beginning to train

young people who will be willing to work — or at least be willing to go through the training program. We’re using the *mDRIVE* because it performs better off the road and it makes it easier to get an inexperienced person started. Sometimes the ground is real spongy, but these automatics know what gear to be in. They come out of sandy places great and keep our equipment in service. There are a lot of advantages.”

They like the Granite’s body style, too, especially in their eye-catching, red and white color scheme. Gold Bulldog hood ornaments complement the look, denoting the all-Mack powertrain.

The Granite’s comfortable driver environment is also an enticement for the Gunters’

employees, and as Tracy Jr. noted, a far step beyond typical log trucks from just a few years ago. For his part, Tracy III was also impressed with the fleet management capabilities Mack’s GuardDog® Connect brings to his operations, especially for improving fuel economy.

“I really like these Granites,” Tracy III said. “I really like the looks of them, and our drivers love them. That’s our billboard — that’s our signage going down the road.”

The Gunters have become synonymous with quality in South Carolina, where they have garnered numerous state and regional awards, including 1994 South Carolina Logger of the Year, 1995 Southeast Regional Logger of the Year and 1996 APA National Logger of the Year. In 1998, Southern Logging’s Times magazine named the Gunters among the 25 most influential people in the logging business. Tracy Jr. was also appointed to the board of directors for the South Carolina Forestry Association.

He attributes their success to the Golden Rule — treating people as they would want to be treated themselves.

“We always do what we say we’re going to do,” he said. “We just trust the Lord. It’s just by the grace of God that we have been successful as long as we have, and I know that’s the reason — we always try to put Him first in our businesses and our lives.”

That faith helped them through many hard times, including damage from a tornado earlier this year and flooding last October.

But no matter what the future brings, the Gunters know one thing — their trees and forests will survive for generations to come.

“We’ve always stressed the importance of the landowners’ property,” Tracy Jr. said. “It’s very important to them, and we try to treat it like we would our own property. We try to be as good as our word, because our word is our bond.” ■

AT WORK



“We say we keep the local chiropractors in business because everywhere we go, people get whiplash admiring our truck.”

Jim Dovicsak



Photos by Kirk Zutell



Jim Dovicsak and his son Jim Dovicsak Jr. work together to service and repair construction equipment. They depend on their 2014 Granite MHD to get the job done.

A mechanic's Mack

Jim Dovicsak's Mack® Granite® MHD powers his company's success

By Carolyn Magner Mason

There is a collective sigh of relief when Jim Dovicsak's Mack® Granite® MHD rumbles toward a construction work site in the Trafford, Pennsylvania, area. That's because there's nobody better at repairing and servicing equipment and fleets in the field than Dovicsak's one-truck, two-man operation. Like a doctor making house calls, Dovicsak can diagnose and repair almost any construction equipment breakdown in the field and get them back in full operating health. For a full engine rehab, they can extract an engine, via crane, and haul it back to the shop for further repairs.

Dovicsak and his son, Jim Jr., have not always operated a Mack for their mobile service business, but Dovicsak says he's a true believer now that's he's the proud owner of a 2014 Granite MHD with a lightweight 9-liter Cummins engine that rests on Mack's Cornerstone™ chassis and a pulls a Maintainer service truck body. The truck includes a crane that can lift a 10,000-pound engine from a dozer. And, as a top-notch diesel mechanic, he knows a good truck when he operates one.

Dovicsak retired from his service job at a heavy equipment dealership after 40 years of perfecting the art of diesel mechanics and feels right at home on the construction sites

His customers value his expertise, but he says they go crazy over the Granite MHD. "We say we keep the local chiropractors in business because everywhere we go, people get whiplash admiring our truck," Dovicsak says.

"One of the main features we like about the Mack, compared to our previous Peterbilt, is the interior. We really like the roomy, wide work area and the ergonomic dash. It makes a big difference in comfort and efficiency when both of us are working inside the cab," Jim Jr., says. While they love how the truck looks and feels, it's the performance that counts.

"I needed the heavy-duty components rolled into a medium-weight truck that is loaded to the max. The Granite MHD has all that and more," he says. He depends on the rugged components needed to operate on the rough terrain of a construction work site. Dovicsak is equally reliant on the lower

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weight of the truck since he's loaded with service equipment and has to be ready to relocate heavy pieces back to his shop for more complex repairs.

Kent Lalley, a truck sales professional with Legacy Truck Centers in West Newton, Pennsylvania, says Dovicsak is a mechanic's mechanic and knew exactly what he wanted when he came ready to buy.

"He needed a heavy-duty truck with a medium weight application for his mobile service business," he says.

Lalley says he admires Dovicsak's technical background and feels like their working relationship goes beyond a business one. In fact, he joined both Dovicsaks as they watched the truck come down the line at the plant in Macungie, Pennsylvania.

"He is so happy with the truck that I've sold several more based on his personal recommendation," Lalley says.

Dovicsak says he worked closely with Lalley to spec the truck, including some pieces of chrome he had to have. "I've bought enough trucks over the years that I know what I want and what I need," he says. He particularly likes the locking differentials. "We never need a chain. I'm able to steer us into tight, narrow spots. The Granite MHD is so maneuverable and I really put it to test."

He's impressed with other features such as positive traction, the ergonomic design of the interior, the hard-working heater and the visibility from the driver's seat. "When you have a

one-piece windshield, no post down the middle, you can't believe how much you appreciate 100 percent visibility," Dovicsak says.

Next generations

Dovicsak and his son, Jim Jr., work side-by-side, and his wife Becky prides herself on keeping the truck washed and sparkling. For most of his work life, Dovicsak says he worked seven days a week. Now, he's taking Sundays off so they can enjoy their time together and be with their grandchildren.

"I don't smoke, drink or gamble, but I love to buy trucks," he says with a laugh.

He also loves working with his son and is proud of what a good businessperson, diesel technician and welder he is. "He reads my mind and can figure out the next step before we even discuss it. It's an unbelievable team."

However, he's worried about the future.

"I'm concerned about finding the next generation of diesel technicians. These kids grow

up with less physical strength and don't want to do the hard labor that's involved in mechanics. They could bypass college and all that debt and learn a trade like diesel tech where they can make a good living," he says.

Even the lure of all the high-tech, digital diagnosis tools doesn't seem to attract millennials. But Dovicsak says the industry is changing and he managed to adapt to the

computer era. "One of the reasons I love the cab's heater and how quiet it is inside the Granite is that I'm on my laptop so much of the time," he says. He's wirelessly connected to the high-tech world of equipment maintenance and says he doesn't miss the old day of carting around huge books full of the fault codes and torque

"One of the reasons I love the cab's heater and how quiet it is inside the Granite is that I'm on my laptop so much of the time."

Jim Dovicsak

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However, as long as his customers keep calling him back, he's ready for another day. He credits his truck for keeping his work world profitable and comfortable.

"It's a joy to drive and I'll be buying another one." ■

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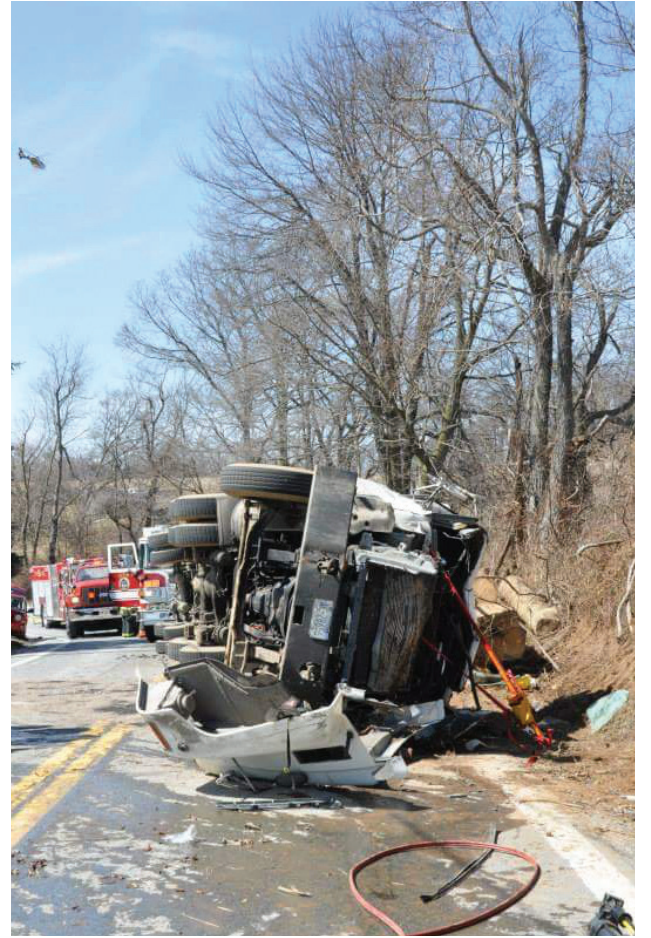
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TAILLIGHTS



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I want to thank you for building such strong, sturdy and safe trucks.

I've been a truck driver for six years and love this industry. Recently, I got into hauling logs and was driving a 25-year-old Mack day cab. As you know, log hauling is a dangerous, dirty business and trucks are put to the test in the woods and mud and rough terrain. I loved that Mack truck, and here's why.

One day, I was coming around the corner with a load of logs and was involved in a horrible accident that ended up with me and my truck smashed into a tree on the side of the road. My injuries were and continue to be horrific.

The truck was demolished and they had to cut me out of the cab. There is no way that I should have survived the accident. I believe that it's because of the sturdy, tough build of the Mack truck that saved my life. That truck was a beast! It had gotten me out of plenty of sticky situations that log haulers face. We put those Mack trucks through hell! But at the end of the day, I'm alive because of the quality safety standards put in by Mack trucks.

Thank you!
Holly Shea
St. Louis, Missouri

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