

UP Time



Seasonal Maintenance / Service Suggestions:

All suggestions made in this area of the publication can be found in the Owner / Service Manuals.

Special points of interest:

- * FUEL ECONOMY BASICS
- * SEASONAL MAINTENANCE SERVICE SUGGESTIONS
- * TRUCK DOWN
- * SHREDDER "GUY"
- * USED TRUCK LISTING

With last winter having been one of the mildest on record with regard to snow and this past summer being the driest and hottest for most of the country, it begs the question. What are we in for this winter? If I could answer this question accurately I would be doing better than most of the weather prognosticators. Since none of us can, we at Alpine suggest you ensure your equipment is prepared for the worst. The following is a suggest list of items to check:

- If equipped the cooler bypass valve should be **OPEN**, yes **"OPEN FOR THE WINTER"**.
- Change the hydraulic oil (seasonally appropriate) and filters if necessary.
- If equipped, check to ensure your tank and panel heaters are operating properly and or turned on.
- Ensure your receptacles, extension cords are heavy enough and are in good repair and meet local code for outdoor use. When needed hang the extension cord or cords over the drivers mirror so he/she remember to unplug them before they drive away.
- If equipped make sure the engine block heater is also working.
- Have your engine anti freeze, all hoses and belts for the engine cooling system checked.
- If necessary replace the gearbox oil in the shredders and compactor with the correct factory approved gear oil which is listed in the manual that came with your truck.
- In the northern climates consider having your vehicle rust proofed including the lifter carriage.

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CHASSIS DOWN ! *"my hair is on fire my hair is on fire"* Now what?

The following information has been provided by five major truck chassis manufacturers. I asked each of them to provide us with the S.O.P. (Standard Operating Procedure) for when your truck goes down or is out of service. If you are new to owning a larger truck or a veteran you will find the following information helpful. When this happens we all know it is critical to get your truck back in service. Being in the position of a service manager for too many years to count, I know we all handle stress differently. This is important "stay calm" it will get looked after. There is a certain amount of information needed for every situation to help diagnose the out of service condition. Every question and answer leads closer to getting your chassis back up and running and getting you and your customers looked after. The owners manual which is provided by each chassis manufacture is a great source of knowledge. I know they can be a dry read, but are packed with useful information that will help keep you on the road. The following is what I was provided with.

FREE USED TRUCK LISTING

To help service our customers Alpine Shredders has a section on our website dedicated to resale vehicles, where you can list your used shredding trucks for FREE. Please visit us at www.alpineshredders.com and click on the **USED TRUCKS** tab for more information.

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Service / Maintenance CONTINUED

The entire vehicle needs to be Maintained.

- Ensuring the engine and transmission have been serviced. The cheapest thing you can do for a truck is making sure the oil and filters are changed on a regular basis, best bang for the buck.
- The links from the transmission to the pumps also need to be maintained not only in the spring and fall but throughout the year. The PTO shafts need to be inspected to ensure there is no excessive play in the slip and spline area. Also ensure the lock bolts on the yokes at the PTO and pump end are tight (this was suggested by a customer that had one come loose). The ujoints should have no perceivable play in them when checked. Finally all three grease fittings on each shaft should be greased to the point that fresh grease is seen to be purged out from all four seals on the cross of the ujoints and out of the slip.
- The truck chassis or power unit also needs to be serviced on a regular basis. If you look after this yourself or depend on a dealership or independent repair facility it is important to do the maintenance on a regular basis. Most dealers and independent repair facilities will be able to advise you on what needs to be done regularly and what should be done seasonally.
- Have your anti freeze checked to ensure it is of sufficient strength for the region the truck will be operating in. Those in the warmer climates should also use anti freeze in their vehicles, anti freeze is formulated to help dissipate engine heat quicker, has rust inhibitors and water pump lubricants.
- Ensure you have windshield washer (again climate specific) in the vehicle along with good wiper blades. There is nothing worse than having the wipers smear the bugs to the point where you can not see.

Mike Ulakovic

CHASSIS DOWN ! "my hair is on fire my hair is on fire"

From Freightliner: 1-800-FLT-HELP [385-4357]

This call centre will direct customers to the closest Freightliner Dealers and also help with any issues they may encounter.

From Hino: 1-866-365-HINO [4466]

HINOWATCH roadside assistance program covers the first three years of ownership regardless of mileage. **HINOWATCH** provides **24hour/365day** roadside assistance coverage throughout the United States and Canada.

HINOWATCH toll-free number, **1-866-365-HINO [4466]**, driver must provide vehicle identification number, current truck location and problem description. **HINOWATCH** will arrange a tow, when required, to the closest **Hino** authorized dealer. All calls to **HINOWATCH** are free to **Hino** owners and are represented by sixty-five languages.

HINOWATCH covers the following at no charge to the customer:

- Lockout Service
- Battery Jumpstart
- Out of Fuel
- Towing
- Information

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Truck Down NOW WHAT



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Fuel Economy Basics

- **DRIVING STYLE:** Your #1 tool for improving fuel economy is driving style. The most efficient drivers get about 30% better fuel economy than the least efficient drivers. There are many operating techniques that will contribute to better fuel economy. Some of the key factors are anticipating changes in traffic, avoid rapid changes in vehicle speed and minimize the use of service brakes (plan ahead). For long hauls cruise control in general can make every driver better than average.
- **AERODYNAMICS:** If you look beyond driving style for fuel savings the largest single power requirement for a truck is the power needed to overcome air resistance. Every 2% reduction in aerodynamic drag results in approximately 1% improvement in fuel economy. A radius on the body corners can reduce drag by 5-10%. **INTERESTING FACT** – In 2004 Alpine Shredders was the only shred truck body offering a front top and side post radius (to date this still holds true).
- **TIRES & TIRE PRESSURE:** Rolling resistance is the second largest consumer of power on a truck. Every 10 psi that a truck's tires are underinflated reduces fuel economy by 1%. Low resistance and even slightly worn tires provide better fuel economy than new tires, up to 7% better fuel economy. Ribbed tires on the drive axles provide 2–4% better fuel economy than lugged tires. (Tires make biggest difference in mpg below 50 mph; aerodynamics is the most important factor over 50 mph.)
- **IDLE:** Idle time is costly. Every hour of idle time can decrease fuel efficiency by 1%. Did you know today's trucks can be programmed to automatically shut off after 2 to 15 minutes idle time. **INTERESTING FACT** – In 2004 Alpine Shredders pioneered the control of engine idle speed based on shredder load (now known as SLD or Shred Load Detection).
- **SPEED:** Above 55 mph, each 1 mph increase in vehicle speed decreases fuel economy by 0.1 mpg. Did you know today's trucks can be programmed to limit maximum vehicle speed.
- **ENGINE POWER:** More often than not engines are under powered to get the initial cost of the equipment down. Although these low power engines do the job, the up front savings do not outweigh the long term operational cost. Low horsepower does not always mean better fuel economy. Driver dissatisfaction with low power usually results in an accelerator pushed hard to the floor all day long. Having the correct horsepower from the beginning can extend the life of your engine. Operating an engine near peak rating will increase service demands. **INTERESTING FACT** – When compared with competing product Alpine Shredders "standard" line up offers higher horsepower engines. There is a growing move to larger engines in many fleet operations.

Each 1 mph increase in vehicle speed decreases fuel economy by 0.1 mpg.

Peter Viveen

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Shredder "Guy" - *with a brief sales moment!*

The "Cab & Chassis" debate...which truck is the best?

The simplest answer is the one that is on the road and not in the shop!

In this medium duty class 5 to 7 segment, Peterbilt/Kenworth, International, Freightliner and Hino all make good products but all have had issues at one time or another.

First off everyone needs to know that ALL cab & chassis manufactures will have a failure or breakdown causing you grief...none of them are immune to mechanical failure. The ability to assess the problem and get you back up and running as quickly as possible is the real key. Developing a relationship with your local dealer helps and they can also assist you with a solid preventative maintenance program. This is not a car that you can change the engine oil every 5,000 miles and that's it! These trucks work hard and need the attention to maintain them to the specifications of the manufacturer.

As the EPA has increasingly forced the engine manufactures to develop cleaner emissions, it caused bumps along the way. The next emissions level (2014) the EPA is adopting GHG emissions standards under the Clean Air Act, and NHTSA is adopting fuel efficiency standards under EISA. Most believe the worst is behind us as the engine manufactures appear to be ahead of the curve. Better fuel economy – de-bugged emission systems - cleaner exhaust – this is a win-win situation for us all.

Engine size and power ratings are very important to match up with the right chassis size. An undersize engine with low or even high horsepower/torque can be a hard on the motor especially if you have high payload. Larger engines running at the lower rpm will get better fuel economy and durability than smaller engines running at high rpm. Simply put as the old saying goes "there's no replacement for displacement".

If you are looking to purchase another shred truck in the near future, we build on every chassis and can assist you with choosing the right truck to fit your needs.

Best wishes to all, over the Holiday Season

Guy Wakutz



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CHASSIS DOWN ! "my hair is on fire my hair is on fire"

HINOWATCH will assist the customer in arranging for a tow if requested. It is the customer's responsibility to coordinate a method of payment with the tow provider at the time the services are rendered. If the truck is towed to the closest authorized **Hino** dealer and the necessary repairs are covered under **Hino** warranty, the **Hino** dealer will reimburse the customer for the tow expense upon completion of the repairs.* If the necessary repairs are not covered under **Hino** warranty, the tow expense will not be reimbursed.

* To a maximum of \$1000

From International: 1-800-448-7825

What to do when your truck goes down....

- a) Call the closest **International** dealer. That is a good place to start.
- b) When you are speaking to the service department it will be a great help to the service person on the phone if you can accurately describe your issue. People commonly call for help and can't explain their problem.

You need to be able to define the problem as accurately as possible...

- The electrical starter turns the motor over but it doesn't run.
- There is a warning light lit on the dash – what colour is it? What shape is it? Is it red or yellow?
- The truck runs fine, but doesn't move....
- The engine isn't running smoothly or has low power.
- I am not sure if it is safe to drive it in, or if I need a tow.

It is also better if the person actually operating the vehicle in question talks to the service personnel directly. Quite often symptoms or issues are lost in translation. Remember, the person answering the phone at the dealership might not be a mechanic and will be simply transcribing *what they think they are hearing* to the repair order for the truck. This could lead to two translations of the issue before a mechanic even looks at the vehicle. You don't want to be paying shop rates for a mechanic who doesn't know what the real problem is.

So, now your truck is broke down and at the **International** dealership. You need to keep in contact with the service writer in the shop where it is located. They will be able to tell you when the truck will be coming into the shop to be repaired. Once in the shop they will have to keep track of it's progress during the repair procedure. A service Writer's job is to maximize shop productivity, so they generally want the truck repaired as quickly as possible, so they can move the mechanic onto the next truck in line. Most modern truck shops are very busy places; they quite often have a continuous backlog of work.

If your truck is at the dealership and you are not getting answers you need, or the repair procedure is taking too long or there are other related issues, you may ask to speak to the Service Manager of the shop in question. Often, they may be able to get you better answers than the Service Writer is able to provide. If that doesn't give you the information or help you need, you may want to call the **International Service** line. The number is **1-800-44-TRUCK (87825)**. This number is a conduit to the **Navistar Service System**. You can explain your problem to the person you speak to on the phone. This information will get logged in the **Navistar Service** file for your truck and the case will automatically be elevated to the regional **CSE** (Customer Service Engineer) for **Navistar**. The **CSE** must follow up your case at that time and often they will call you directly. They will guide the dealership and you as much as possible through the rest of the repair of the vehicle.

Some Tips...All modern trucks are highly complex vehicles..

- Read your manual and familiarize yourself with your truck.
- Learn what the warning lights mean on the instrument panel.

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UP Time

CHASSIS DOWN ! "my hair is on fire my hair is on fire"

- **International Trucks** have an explanation of emission system warning lights on the back of the visor.
- Service your vehicle regularly.
- Don't idle any modern diesel if at all possible.
- If you have your truck serviced at an outside vendor, you should contact your **International** dealer twice a year to see if there are any field updates available for your chassis, they are generally significant changes to help the operation of your truck.

From Kenworth: 1-800-KW-ASSIST.

This is the website for **Kenworth Premier Care** roadside assistance.

<http://www.kenworth.com/parts/kw/roadside.asp>

Register for the **Kenworth Roadside Assistance** program - it's quick and simple, And there is no registration fee. You'll gain peace of mind knowing that if you find yourself or a driver unexpectedly sidelined, you can just call **1-800-KW-ASSIST**.

From Peterbilt: 1-800-4PETERBILT

For any and all **Peterbilt** issues, all **Peterbilt** owners are able to call **1-800-4Peterbuilt** This is a **FREE, 24 hour a day, 365 day** a year service that provides multi-language service to help our customers with any breakdown situation, including tires. **Peterbilt Truck Care** will find the closest **Peterbilt**, Kenworth or one of 1000s of Independent Service Providers in North America to help get the truck fixed and back on the road. **TruckCare** can also pre-emptively look up any necessary parts and determine availability in advance.

In truck emergency "SERVICE" tool list.

Having been the Service Manager at Alpine Shredders since Feb of 2011, I have noticed that there are many of you that may benefit from the following tool list. These would be helpful should your truck go out of service on the road. The following tool list is suggested. These very basic tools can greatly help diagnose most electrical and hydraulic problems while the truck is out in the field. They include and are not limited to the following.

In truck "service" tools.

Basic Truck Tool & Supply List

(To be used by the driver when in the field)

Tools

Test light 12 volt with 36" ground wire
Adjustable wrenches 1 - 8" long
1 - 12" long
Multi bit screw driver
Slot screw driver 1/8" wide blade 4" long
Metric and Imperial allen wrench set
Vice grips 6"
14ga jumper wire with alligator clips installed
(2 @ 36" long)
Wire stripper / Wire end crimper
Utility knife
Flash light or head light
6mm allen wrench (for Keith Walking Floor **ONLY**)

Supplies

Zip ties 10 - 6" long
10 - 12" long
14ga wire 20 feet long
Electrical tape 1 role
Assortment of wire ends
10 - 14ga butt connectors
10 - 14ga spade connectors
10 - 14ga eyelets 3/16" holes
10 - 14ga eyelets 1/4" holes

Spill Kit

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