

Award winning fleet chooses Thermo Star

On April 18, 1962, Larry Skelton bought his first truck and began hauling gravel out of his home in Markham. Little did he imagine that 25 years later he would be the owner of his own transport company: Skelton Truck Lines.

What started out as a simple owner/operator with one truck grew into a general freight hauling and heavy hauling transport company, at one time totalling 85 trucks. Now Skelton runs 25 trucks: 7 Peterbilts, 2 Kenworths, 3 Western Star, and 13 Internationals. Eighteen are driven by company drivers and 7 by brokers.

Skelton has not built a successful business just by delivering the goods on time. "Most of our customers are concerned about their image and they want a transport company that carries through with it. It looks really sharp when your product arrives in an award winning truck and trailer freshly washed", comments Larry.

Skelton Truck Lines prides itself on its vehicles having won about 20 firsts in the last 3 years at various truck shows throughout Ontario. Some recent wins are: Markham Budweiser Truck Show '87's Best appearing fleet, Best overall truck, Best conventional tractor with trailer, Best cabover tractor with trailer, and Best paint design.

At Cayuga '87: First in cabover tractor, First in conventional tractor with trailer, and in '86, Best appearing fleet.

So when it came to choosing a vehicle heater system Skelton's choice was clear: Thermostar Vehicle Heater Systems.

"We wanted a system that was going to help save fuel consumption and reduce engine wear," says Larry. "It used to be that the driver would have to run the truck... that used a lot of fuel and was extra work on the engine."



President of Skelton Truck Lines, Larry Skelton, reveals the compact qualities of the Thermo Star unit.

Thermo Star is an advanced vehicle heater system which is computer programmed to heat three vital areas: cab, engine, and fuel.

Ron Skelton, Larry's son is impressed with the systems versatility and user-friendliness. "It's so easy for the drivers to use; just by setting the timer in the cab it can be programmed three days in advance when to pre-heat." They (drivers) just love it."

To Larry and Ron Skelton, Thermo Star is a good investment and will soon be a standard feature on their whole fleet. "We'd highly recommend them to anyone else. For the long haul they're going to save us on fuel consumption and engine wear, and we think investing in something like that is money well spent."

(see page 4 for tractor and trailer photo)

Important notices to dealers

1. Good News! We have automated the volume discount. No longer must you find all invoices and subsequent back orders to file a claim for your rebate. Our computerized system puts all calculations and credits on the invoice and any back orders.

2. Effective as of February 8th, there will be price increases on Cummins service parts. We'll make sure you receive your new up-to-date price list.

3. We're repricing all exchange components and cores. Watch for a new price list by February 29th.

4. It's that time of year again - annual dealer returns. This year's return is based on one-half your total percentage of Cummins new parts purchases. Returns will be of new parts only - parts that you would be willing to pay new prices for - and will be subjected to a 10% handling charge. Remember too, returns always require an equal offsetting order.

The annual return is scheduled for February and March. You can expect to receive a letter from us stating the dollar amount of your new parts return.

5. This year's core return policy:

- Cores are charged to you on specific invoices
- Credits will be issued only when you return the core against the specific invoice. This is the way we are presently handling this procedure.

But there is another way: you provide us with your return core at the same time you purchase an exchange component.

If you have any suggestions on how this core exchange procedure could be made simpler, contact Bernie Lesage at Cummins Ontario Limited.

6. C-Brake Warranty Coverage

C-Brakes installed by any Cummins Dealer prior to customer delivery qualify for New Engine Warranty Coverage, including extended coverage programs where applicable.

Any C-Brake installations made after initial engine/vehicle delivery are covered by the Standard New Parts Warranty.

Upon satisfactory completion of this course a certificate is awarded also.

For service people and partsmen who only need to be updated on new technologies - especially on NH/NT 855 engines - special one to two day courses have been scheduled. There will be a letter sent to all service managers stating topics and dates.

Because of the importance of being updated and properly trained, special arrangements can be made with Cummins Ontario Limited for on location training or evening courses. "We do this because you've got to be the best", says Pereira, "and that means being the smartest, too. We want to help our dealers be that."

ATTENTION

**OLD COMPUCHEK
PROTECTION PLAN IS NO
LONGER AVAILABLE**

\$ Facet fan incentive \$

New technology know-how gives dealers edge

Cummins engines continue to change as the Cummins Engine Company strives to create the best possible products available.

With the advent of new technologies in design and manufacturing, the growing trend towards electronics, and product modifications to conform with stricter controls on emissions, the Cummins mechanic has to be the most up-to-date.

Being up-to-date is vital, according to Mike Pereira, Cummins Ontario Limited's Training Manager. "It'll cut down on diagnostic and trouble shooting... It saves time to know what's new in technology. It's simple, you can just better serve your customers without wasting time, labor and money."

Dedicated to making its dealers the best, Cummins Ontario Limited offers the following in-depth courses for '88.

NH/NT engine course (3 days)

10 Litre engine course (5 days)

B Series engine course (3 days)

C Series engine course (3 days)

These courses are designed to thoroughly familiarize the student with all systems of the various Cummins engines, their maintenance adjustments and trouble shooting.

In addition an engine will be dismantled and reassembled. The student is also updated in all design and technological changes. Upon satisfactory completion of the course a certificate is awarded. But above all, the student will be able to confidently rebuild an engine.

Cummins Partsmen's Course (4 days)

This course deals with diesel engine theory, C.P.L. and model identification, parts grouping, micro fiche, core acceptance, etc. An NH/NT Big Cam engine is partly dismantled and reassembled.



Dealers will receive \$15 for every Facet Fan Clutch they stock. Sales representatives who sell a Facet on new products will also be entitled to \$15.

The Facet's life expectancy is longer than most, lasting in the 150,000 to 200,000 mile range. Having no air lines, oil lines and no "O" rings means there's no leaking either.

Facet also has a 5 year/500,000 mile warranty. No doubt the best in the industry.

Selling fuel control systems to meet customers' needs

We've probably all seen situations where a customer was sold a product which really didn't suit his needs. This is sometimes all too common for a multitude of reasons.

Most over or under selling happens because of a lack of product knowledge and understanding of what a customer's needs are.

The question: what's right for the customer? - is further complicated when we're given a choice of products which all perform essentially the same function.

Two products in particular that relatively meet the same need are PACE, an electronic fuel control system, and Compucruise, an electronic throttle control unit. Both of these systems will ultimately perform the same function but in different ways and for different driving applications.

Compucruise is ideal for a fleet that wants to limit speed effectively, while enjoying fuel savings. The system is easily retrofitted on all makes new or used, doesn't interfere with the fuel line, is highly tamper-resistant, has a foot-on cruise control option, and provides smooth steady vehicle control; drivers don't even know when it's doing its job.

For those whose road speed control needs are more elaborate, PACE will meet the need. State-of-the-art technology, PACE is part of the engine itself not simply retrofitted.

It's ideal for owner/operators, international fleets, and vehicles that require the ability to cruise at very low speeds, such as mixers.

PACE does what Compucruise does but differently - and then some. PACE governs road speed by actually rerouting fuel and controlling the engines consumption. It also has cruise control with foot-off-the-pedal ease. It will maintain a desired speed, accelerate, decelerate, or resume to a previously set speed.

Because PACE is part of the engine's fuel system it reacts with other systems within the engine. When the vehicle is operating at 2 mph or less, the cruise control switches provide a convenient way for operators to set the best engine speed for PTO operation. Great for some vocational applications.

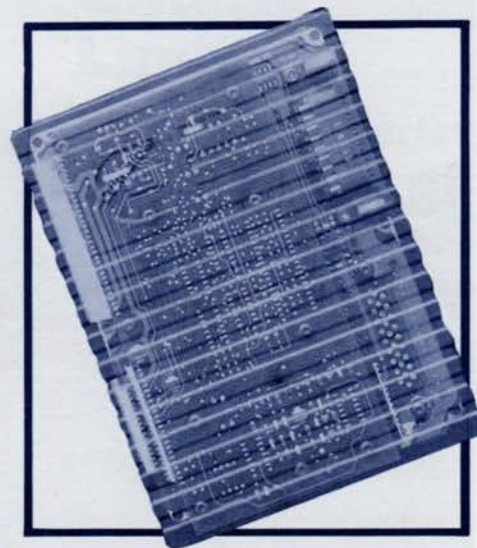
On vehicles equipped with a Cummins C Brake, the operator retains full manual

control of the C Brake. PACE activates it and assures the proper control that prevents engine damage.

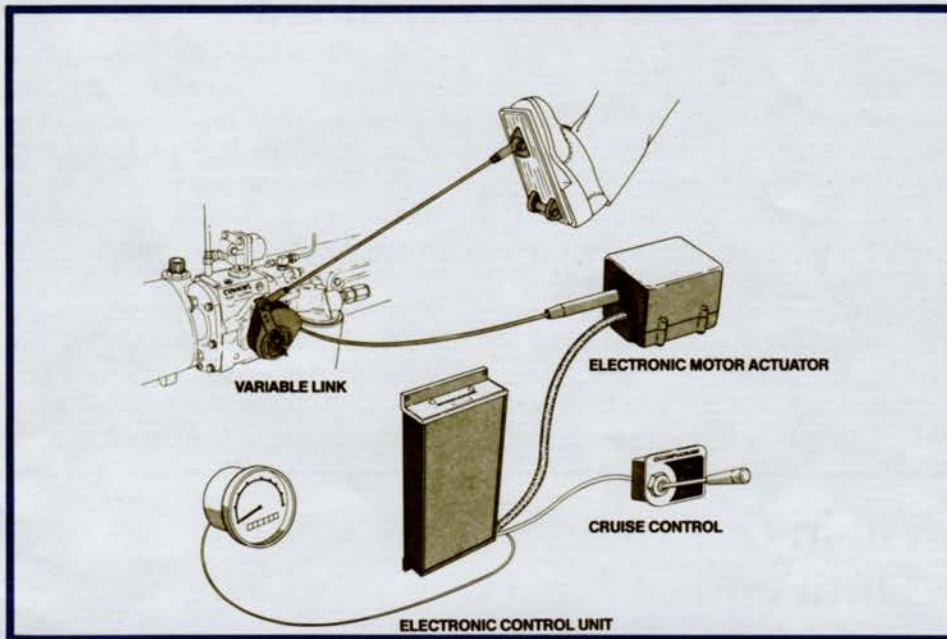
You can reprogram PACE too. Fine-tune it to a special engine application. Or change it when vehicle operating conditions, or tire size, have changed.

Reprogramming is done by the "Compulink electronic tool". It's about the size of a brief case and can be taken anywhere; no removal or replacement of integrated circuit hardware is required.

Next time you're about to sell a customer a road speed control system, match one to his particular needs. It's not the most elaborate system, or the cheapest that's good enough; but the one that performs best under a given set of driving requirements. And it's that type of selling which leaves customers satisfied.



Pace, state-of-the-art-technology: The programmable brain of Pace located on the side of the engine.



The four components of the Compucruise system are easily retrofitted.

New Tools

The next thing to knowing how to use the right tools is owning them. Bob Verdurmen, Cummins Ontario Limited's Automotive Service Manager wants to make all dealers aware of two fairly new tools they should have

- 1) Counter Bore Sleeving Tool

It's recommended that all dealers

have this tool because of the importance of accurately fitting Low Press Fit Liners.

Low Press Fit Liners are important to counter bore leaks and enables the customer to get longer life out of inframes.

- 2) Coolant/Temperature/Flow Diagnostic Kit - #382294

This is a fairly recent tool for low flow cooling system checking.