

## On the road to your door

Scania After Sales aims to keep your Scania Vehicle on the road for longer at lower cost without the pain of unscheduled downtime.

A pro-active parts and service customer support programme is currently underway, to encourage medium to large fleet operators to switch to genuine approved Scania replacement parts for regular on-going maintenance as well as planning for longer lifecycle component replacement.

In many cases, Scania parts are more affordable than off-the-shelf non-genuine parts offered by general parts retailers, plus the Scania parts have been manufactured to the exact dimensions and tolerances for the vehicle and have undergone the same durability testing as the parts fitted to the vehicle when new.

There's a triple bonus here with lower costs, greater longevity and that all-important peace-of-mind. The programme is not just aimed at regularly replaced items such as brakes, oil and filters, but also higher-mileage, high value components such as turbos, pistons and cylinder liners.

"We are working on many fronts: Parts and Workshop Packaging, Preventative Maintenance, Coolant and Lubricant Advice, Service Contracts, Black Box Fleet Management Systems, Total Fleet Management, Service Exchange and Enhanced Technical Support," says Mark Testa, Scania Retail Parts and Service Sales Coordinator.



## Australia Wide Coaches pursues efficient luxury to the ultimate degree

Richard Dawes doesn't do things by halves. So when he wanted a new top-of-the-line touring coach a few years ago he was quickly enamoured with the Scania K 480 EB 6x2\*4, complete with a steerable tag. The first of its kind into Australia, Richard instantly saw the potential benefits.

Fast forward to 2009 and a second Scania K 480 EB 6x2\*4 with a Coach Design body has just joined the fleet, and will be deployed on extended touring routes and corporate charter work, you've guessed it, Australia-wide.

"We operate the youngest range of touring coaches in Australia. Our oldest vehicle is a 2003 model and they are all Scania (apart from a small 24-seater)," Richard says with some pride. The fleet is made up of two K 480 EB, a K 124 IB, two K 114 IB, with the remainder being K 124 EB.

"Our initial 480 was the first one in the country. It has ample horsepower and does everything so effortlessly. It maintains our touring times quite easily, holding 100km/h across



all types of terrain. It has been working hard covering around 85,000km to 90,000km per year.

"The new 480 has an overdrive gearbox that has significantly reduced fuel consumption, and of course, emissions," he says.

"The new gearbox allows the 480 six-cylinder engine to run at around 1,250rpm at 100km/h. The diff ratio is spot on so there's no torque rumble through the vehicle.

"Although it's still on running-in km, the new 480 returns 29 litres per 100km. That's handy



With a second Scania K 480 EB chassis just delivered, Richard Dawes is confident Australia Wide Coaches has the most modern and efficient luxury touring coach fleet Australia-wide.

"The steerable tag axle makes a massive difference to tyre wear. In the old days we'd get 45,000km from a set of tyres, but the original 480's tyres lasted 120,000km. In addition of course we have the benefit of greater manoeuvrability, which is appreciated in the ever-more congested cities," Richard says.

Australia Wide likes to keep its fleet fresh, turning its vehicles over after six or seven years.

"We have a waiting list of buyers. They know we look after them because we run them through a Scania Repair & Maintenance contract. This brings us several benefits. We are a small operator. It would cost us thousands set up our own workshop. But the Scania R&M contract gives us access to Scania factory-trained technicians Australia-wide, if we have a problem.

"The Scania Repair & Maintenance contract means we know our costs for the year ahead or the next few years ahead. So as long as we have no problems caused by driver error, we are covered. Scania supports the product very well.

"We tend to allocate a coach to one driver. Our new K 480 is fitted with a Scania Black Box which will send driver and vehicle running information back to the office. The Black Box will enhance our real time monitoring so we don't have to wait for a regular service to pick up issues. It will also help us to spot fuel wastage through needless idling. The new dash of the new 480 shows how fuel use goes through the roof when the vehicle is not working but the engine is running.

"In time, our entire fleet will be fitted with the Black Box," Richard says.

"In addition to reducing costs there's an environmental benefit as well. That's a real factor now too with our customers. We use environmentally friendly detergents in our wash bay, and we recycle the wash bay water, and we use the greenest diesel fuel available, from BP."

Typical of the future-focussed culture at AWC, Richard is already thinking about his next new Scania coaches.

"They will be Euro 5s, for sure," he says firmly.



when you cover 90,000km a year. That is pretty attractive to us, and we know it will get better with more mileage.

"It's returning close to original Euro 2 emissions consumption levels, and is an improvement on the first 480's performance.

"The K 480 is a mighty engine. We are confident it will be very reliable and it gives terrific fuel economy. The new K 480 has the new Scania dash and the highest level of Scania chassis specification including Scania Retarder.

## Scania scores 460

Scania has won orders for 460 buses in recent months, from Adelaide, Singapore and Britain.

Environmental efficiency and fuel economy were key drivers for the contracts as well as high vehicle and service quality.

"These orders demonstrate that Scania is highly trusted by leading public transport operators. Delivering to these operators not only requires good products with solid performance but – at least equally importantly – the ability to live up to the high standards of maintenance and other services they impose on their suppliers to ensure cost-effective public transport and high uptime," said Melker Jernberg, Senior Vice President and head of Scania Buses & Coaches.

The single largest order is from Singapore, where operator SBS Transit has ordered 200 more buses for delivery between November 2009 and May 2010. Since 2007, SBS Transit has ordered a total of 1,100 city buses from Scania, making it one of our biggest bus customers.

From now to 2013, Scania will deliver 160 buses to Adelaide for service on the O-Bahn, including articulated K Series chassis.

Stagecoach – Britain's leading bus operator – has ordered 100 Scania, with the option for 100 more.

All these 460 buses are powered by the Scania 5-cylinder, 9-litre EGR engine that meets the Euro 5 plus EEV (Enhanced Environmentally friendly Vehicle) standard.