

A message from the COO

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Robert H. Schuller very aptly titled his book, *Tough times never last, but tough people do!* The economic situation worldwide did not seem to improve much even in Quarter 3 of 2015, thus affecting most of our businesses.

The downturn of commodity prices like oil, coal, iron ore etc. continues, but I am positive that the situation will turn around soon. Already we see a silver lining in the clouds with some positive signs and revivals led by the construction, automotive and agricultural industry. The York flag continues to fly high in many countries – in India we have been gaining higher market share, thus further consolidating our leadership position there. Also our recent launch of the York Precision System YPS (page 10) helped us reinforce our technical expertise.

Alok Sharman
Chief Operating Officer

Read more on page 3



Dan Van Duyn; Western Australia State manager with his car

NEW 60 METRE SUPER QUADS HIT THE ROAD

Western Australian trailer manufacturer Howard Porter has teamed up with York to build Australia's longest road trains.

Read more on page 6

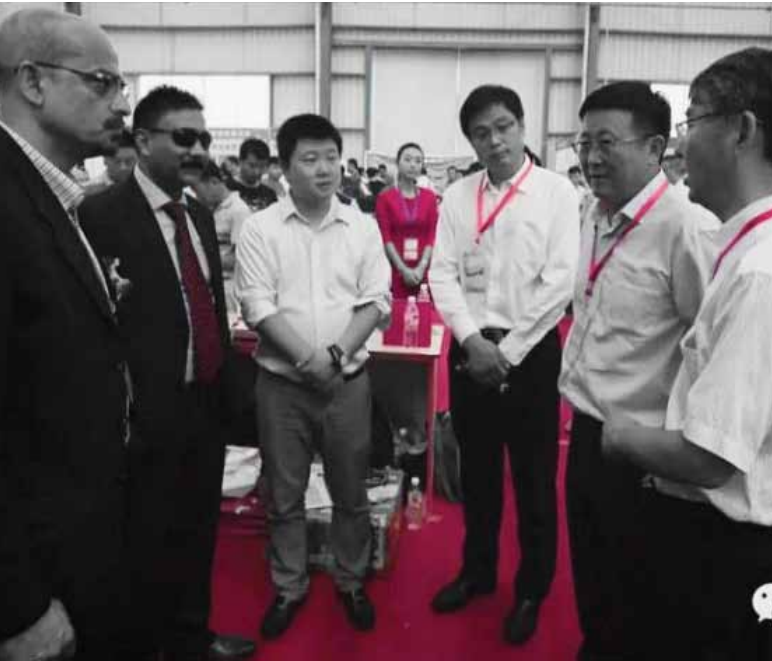


YORK AND HINO: AS GOOD AS IT GETS

A recent agreement between York and Hino proves that both companies are looking very good indeed.

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York shines at Liangshan Exhibition



Visitors to the exhibition were keen to converse with Mr Alok Sharman, York Transport Equipment's Chief Operating Officer (pictured left) about future cooperation

The 11th International Exhibition of Special Purpose Vehicles was successfully held in Liangshan, in China's Shandong Province. Over 400 exhibitors attended, putting their latest products on display, with the popularity of the York stand proving head and shoulders above the rest.

Liangshan is home to one of China's most famous mountains, Mt Liang. But when it comes to famous brands, York was the only name on everyone's lips. During the three days of exhibition, held at the end of September this year, York showed off its world-beating axles and air and mechanical suspensions. A wide range of customers expressed interest in the products, with many seen in deep conversation with Mr Alok Sharman, York Transport Equipment's Chief Operating Officer, planning future cooperation.

The standout, though, was the interest shown in York's new product, the York Precision System (YPS). The YPS is the only system to guarantee a set preload – the load that results from an axial interference between the bearing's rolling elements and races – for wheel-ends.

The main benefit that YPS provides York's customers appears in the difference in tyre life at various bearing adjustments for trailer or drive axles. Commonly used loose settings of 0.002" to 0.005" endplay (an axial clearance between the bearing's rolling elements and the races producing a measurable axial wheel-end movement when a force is applied) typically cause a loss of as much as three-quarters of potential tyre life caused by loose wheels initiating and then accelerating edge wear. The YPS means this large waste is no more.

Aside from extended tyre and wheel-end life, other benefits the YPS offers York's customers include longer wheel seal and bearing life. As well, an overall decrease in maintenance costs means that York can once again guarantee its customers lowest total cost of ownership.

"One exciting outcome of the Liangshan show was that CIMC Wuhu, a subsidiary of CIMC Group, has made enquiries with us about some future business arrangements. I'm looking forward to future cooperation with CIMC Wuhu," said Mr Leo Miao, Sales and Marketing Manager, York China.

For more on how the YPS is making an immediate mark on the Thailand transport industry, turn to page 10.

An overall decrease in maintenance costs with the YPS means that York guarantees its customers lowest total cost of ownership.



A message from the COO

Continued from cover story...

A result of any downturn is that fleet owners look to longer maintenance periods for their trailers, which is why we launched the new packaging and other initiatives on York Genuine YTE Spare parts (page 5). We understand that YTE Genuine Parts might be initially slightly costlier than inferior non-genuine parts, but we do assure you our fleet partners that over time YTE Genuine Parts will deliver to you the lowest total cost of ownership.

My visits last quarter took me to Australia, China, Indonesia, Thailand and Cambodia besides other places, and I was very proud to see your confidence and faith in the quality of York axles and suspensions. During my first trip to Perth, I was delighted to observe our partnership with Howard Porter leading to testing of the new Super Quads Road Trains concept (page 6). I happened to attend the Liangshan exhibition in China (page 2), where Peter from Top Star Australia also joined me. In Bangkok, I was also very happy to see fleets like DHL placing orders immediately at the YPS launch (page 10), and partners like Hino dealers promoting the concept aggressively. My faith and confidence in York quality and durability was reinforced when I met Kuda in Indonesia (page 9), the port transport specialist, who vouched for the durability and longevity of York under gear.

When the going gets tough, the tough get going. As far as the York group of companies is concerned, in the coming time we might have to take some harsh and difficult decisions to make us more efficient and leaner. However, we do extremely value your partnership with York. Rest assured – we will always do our best so that both of us come out winners.

Thanks very much for your support, and please feel free to reach out to me.

Wishing you a very healthy and joyous New Year in 2016!!

With best regards,
Alok Sharman

Do visit our stall at the Auto Expo, New Delhi India from 4-7 February, 2016.



The York Group's COO, Mr Alok Sharman.

Quiz

York is giving away 10 special gifts to the first 10 entrants who answer the below questions correctly. Simply email your answers to piyush.g@yorktpt.com.sg

Answers are hidden in articles in this York talk and on York website www.yorktransport.com as well.

- 1 What is the length of super quad being tested on roads in Western Australia?
- 2 How many containers is York customer, KUDA inti, handling every month?
- 3 What is the name of the largest and fastest growing port in the Philippines?
- 4 How many vehicles Hino–Soonlee services every day?
- 5 How many retail and distribution outlets are there for spare part sales in India?



York stays right on trend



Success through hard work: cousins Mr Rahul Biltiwala (left) and Mr Ashish Rara (right).

Two hardworking cousins are living proof that with a bit of effort and dedication anything can be achieved.

An important component of York's success across the globe is its ability to partner with hardworking companies, none more so than Arihant Autotrends.

The Arihant story starts in Jaipur back in December 2002 when two fresh Management Post Graduates, Mr Ashish Rara and Mr Rahul Biltiwala, entered the commercial vehicle spare parts retail business. Their company, Sheetal Motors, was their first business and attracted customers simply by selling the best original spares parts at competitive prices.

"Their sheer dedication and hard work – working 12 hours a day and seven days a week – along with the goal of customer satisfaction made their business grow day by day," said Mr Gurumukh Singh, Head (Service, Product Application and OEM Marketing), India.

In 2008, Sheetal Motors entered the distribution business and two years later began working with York distributing across the whole of the Rajasthan province. In 2012, axle products were added to their kitty and to focus properly on the axle business the cousins started a separate entity by the name of Arihant Autotrends.

In the initial years it was very difficult to convince customers to choose York products over cheaper old scrap axles and inferior Chinese axles. It was an uneducated and



Customers began to understand that the reliability and quality of York products guarantees lowest total cost of ownership

unorganised market. Gradually though, customers began to understand that the reliability and quality of York products guarantees lowest total cost of ownership. Arihant Autotrends sales figures (both product and spares) grew from Rs 13 lakh (around USD 20,000) in FY 2010-11 to estimated sales of Rs 11-12 crore (around USD 1,500,000) in FY 2015-16.

"As more customers learn that York products offer lowest cost of ownership, and with our after sales services including attending trailer breakdown on the roads, repairing trailers and providing one-stop-shop solutions, we expect to do very well across 2015-16," said Mr Rara.

"By setting up a vast network of around 70 retailers across Rajasthan to ensure proper availability of spare parts, we can on-road any York vehicle in any part of Rajasthan within six working hours," Mr Biltiwala added.

"By now York has become a preferred choice of all the major fleet operators in Rajasthan making it a trusted brand in the transport industry. Being highly satisfied with York's quality and reliability we are excited to continue with such a quality-focused company. York products not only save money in the long run, the name York is synonymous with safety and cost effectiveness for the trailer industry."

YTE Genuine Parts – the real deal



Spare parts are considered the life blood of every transport company – too important to risk by using inferior non-genuine brand names. York's Genuine Parts and Service Division provides customers with a winning combination of reliability and that peace of mind you only get with a world-leading original equipment manufacturer like York.

The York Transport Equipment Genuine spare parts range and after sales service help augment the life and performance of all trailers fitted with York Genuine Parts, ensuring the lowest total cost of ownership.

“We stand for all the values the name Tata is synonymous with – trust, innovation and excellence. York dominates the spare parts market through the one of the largest networks in India. We’ve built up a network of over 180 distribution and retail outlets across India backed by two warehouses, in Pune and Jamshedpur,” said Mr Gurmukh Singh (Head-Service, Product application & OEM-Marketing) India.

YTE Genuine Parts delivers a full range of trailer axle and suspension parts offering long life and reliable performance for operators, be they a large fleet or single trailer owner. Every YTE Genuine Part is made of superior quality material and tested under a variety of simulated extreme conditions, to provide longer uptime and service life than non-genuine spare parts. Not only is every part designed as per exact OE specifications, they also must pass multiple quality control checks.

Some outstanding examples include:

- A grease and high-quality hub seals kit that ensures long intervals (100,000 km) between hub greasing and a higher bearing life
- A hologram on fast moving parts and new global design packaging to help fleet operators easily identify YTE Genuine Parts
- New globally uniform packaging design that is instantly recognised in every country
- Coming soon: a York Precision System (YPS) kit comprising YPS nut, YTE special grease and high-quality hub seal to increase hub grease intervals from 100,000 km to 300,000 km.

“Quality, availability and optimum price for YTE Genuine Parts are our prime focus, all to keep our valuable customers satisfied. We place the utmost importance on building relationships with both our customers and our partners. To prove our commitment we have started an incentive coupon scheme for mechanics to encourage the use of YTE Genuine Parts in India. Just get in touch with your local York dealer for more details,” Mr Singh said.

Every YTE Genuine Part is made of superior quality material and tested under a variety of conditions

New 60 metre Super Quads hit the road



York's axles and suspensions are proving particularly well suited to the challenging environment found in north-west Australia.

Western Australian trailer manufacturer Howard Porter has teamed up with York to build Australia's longest road trains. The 60 metre 'Super Quads' are undergoing State Government approval to start operating in Western Australia's Pilbara region. If the results of early trials are any guide, these amazing builds will not only boost productivity but reduce the number of vehicles on the road.

In a country already known for record breaking builds, Western Australian Transport Minister, Mr Dean Nalder, said the new road trains were longer but safer than any seen on Australian roads before, with a prime mover and four trailers spanning an incredible 60 metres.

A three-month trial of the huge vehicles, which have been approved by Australia's Performance Based System (PBS) for oversized vehicles, began in October. They will travel on an inland section of Great Northern Highway, between Munjina-Roy Hill Road and Utah Point on the coast at Port Hedland.

"These vehicles are known as Super Quads and we have committed to an Australian-first trial of these roads trains to operate in the Pilbara region," Mr Nalder said.

"Even though they are longer, these are state-of-the-art vehicles with improved safety and superior handling compared to the standard 53.5m road trains, the longest currently allowed on our roads," the Minister said.

The first Super Quad was manufactured by trailer manufacturer Howard Porter, to transport iron ore and other minerals for QUBE Bulk, a logistics provider for bulk commodities offering mine-to-port solutions across Australia.

A vehicle this size needs the best suspension if it's to stay safe. Anything less and the driver – and other road users – are in danger. That's why Howard Porter turned to York and the MT75 Certified Road Friendly Suspension. The MT75 is well known as a proven, reliable and robust suspension. Its lightweight design offers high roll stability and simple maintenance procedures and Howard Porter is using both overslung suspensions on the trailers and underslung on the dollies.

Other features of York's MT75 suspension include:

- Rated capacity of 9-11 tonne load, suitable for heavy duty applications.
- Heavy-duty cast steel hangers and equaliser for longer life
- Leaf spring (9 x 75) made of high grade spring steel for extra durability
- Tapered Poly bushes in equaliser and torque arms
- Low maintenance cost and time.

Another York product keeping the Super Quads safe and running well is York's Maintenance Free Long Life Axle (MFL). The MFL axle, which was purposely engineered to suit the Australian market, was launched at the Queensland Truck and Machinery Show back in 2009 and has been going from strength to strength since then.

"The MFL axle is perfect for the tough mining environment the new Super Quads are operating in," said Mr Dan Van Duyn, Western Australia State Manager for York.

"The 5" round high tensile seamless steel tube and hubs don't need to be greased or serviced throughout its lifetime, while the re-packaged bearing pairs prevent contamination and improve performance.

Super Quads, super solution

The Super Quads have undergone – and passed – rigorous safety assessments to ensure they are safe to operate on public roads.

They are equipped with electronic braking systems, stability controls and in-vehicle telematics to monitor the vehicle's operation.

Though capable of higher speeds, the road trains will be limited to 90kmh, allowing easier overtaking by other vehicles and ensuring superior on-road performance.

The telematics ensure drivers do not deviate from the approved route or exceed 90kmh.

Cutting edge DSS Mining Seeing Machines are installed in the prime movers to track the driver's head and eyes for alertness, fatigue and distraction.

The increase in efficiency has the potential to reduce the number of Quad Road trains required to service Utah Point by 20% or take 38,500 trips off the Pilbara Road network each year.

What's best, though, is the double-sealed configuration for protection from water, dust and external contamination – even in high dust environments such as mines.”

Roy Lombardi, Howard Porter's Managing Director, agrees that the York product is particularly well suited to this challenging environment.

“The York MLF bearing has been performing well in the Pilbara region of WA with a number of operators where the conditions and road temperatures are severe. QUBE Bulk have used the MLF disc brake on previous road trains, which was a recommendation from Howard Porter. Due to the running gear performing well QUBE Bulk decided to use the same York running gear on the new 60 metre Super Quad,” Mr Lombardi said.



Family first: the Howard Porter story

Howard Porter was established in the Western Australian town of Fremantle in 1936 as one of Australia's pioneering coachbuilders. The Porter family managed the business for three generations before the current directors purchased the business in 2004 with a vision to reinstate it as an industry leader in the supply of road transport equipment. The majority of the semi-trailers and truck bodies manufactured up to 2004 were custom builds.

Now based in the town of Spearwood, Howard Porter is one of Western Australia's leading builders of end tippers, side tippers, container trailers, flat tops, drop decks, extendable trailers. Continual improvement in all aspects of the business is the secret to Howard Porter's success.

Mr Todd Emmert, a Director at Qube Bulk, said, “The innovation and approval of the trailer configuration has been another success for Qube and a win for the transport industry. This is the second time Qube and Howard Porter have delivered PBS vehicles into the Pilbara. The first took 3,500 truck trips off the road per annum.”

The Super Quads trial will assess impact on the road infrastructure and other road users, such as pavement assessments, traffic data, community surveys and on-road monitoring.

First port of call



Manila North Harbour Port is the largest and fastest growing port in the Philippines. Transport operators throughout the Philippines' port sector are increasingly relying on York's reliable running gear.

With the huge Asian economies and their associated transport industries continuing to mature one feature increasingly stands out: that is, recognition of the value of using brands that can be trusted to deliver each and every time. A good example is the way in which the bustling ports of the region are increasingly turning to York Transport Equipment.

Take a look at the Philippines. Although this nation of nearly 100 million people may not quite be in the same league as its more developed ASEAN neighbours, it is enjoying strong growth, particularly in the transport and automobile sectors. In the past, the majority of trailers used by trucking companies would have been second-hand units imported from Japan, Singapore and Hong Kong, complete with a variety of cheap running gear brands. However, this is slated to change in the next few years.

“York has developed a strong presence in the ports sector since establishing our brand ten years ago. York is well recognised and respected brand, used by all the major

ports such as Manila North Harbor Port, Asia Terminal and International Container Terminal. Literally hundreds of trailers rely on York running gear because it is the only brand that has proven to be reliable and is specified by all major ports in the Philippines,” said Mr Frederick Tay, Chief of Sales, Asia.

“Some good examples of York running gear perfect for port operations include the YTE75 Suspension and 2000 Series Axle and the YTE75/90 Suspension and 8000 Series Axle. However, our DN (Dreadnought) bogies are particularly popular in the marketplace. The DNs have been growing in popularity since being introduced to the Asian market in 2010 after proving their worth across Africa and the Middle East. As you’d expect, York offers a variety of models in the DN range, with a capacity of anywhere from 20 tonnes up to a breathtaking 40 tonnes.”

The Dreadnought is a heavy-duty cantilever bogie suitable for the heaviest of trailers. It provides extremely good ride comfort to go with its ease of mounting and serviceability, while the robust configuration, a result of York’s decades of experience understanding material structure and strength, guarantees lowest total cost of ownership for customers.

York's vital trade cog

It's the right choice to continue using York for our port operation at Surabaya.



KUDA inti handles around 85,000 containers each and every month.



Ports and their internal operations form a vital cog in the world trade machine. And nobody understands how important transport equipment is to a well-functioning port than York.

Indonesia is an interesting case study for people interested in public ownership of assets. For example, PT Pelabuhan Indonesia III (Persero), better known as Pelindo 3, is one of Indonesia's State Owned Enterprises (commonly referred to as SOEs) engaged in port terminal operator services. The company was formed in 1991 and manages 43 ports with 16 branches spread across seven provinces in Indonesia, including Central Java, East Java and Bali.

Pelindo 3, in turn, contracts work out to other companies. One such company is KUDA inti, a transportation company based in Surabaya, the vibrant port city on Indonesia's main island of Java. KUDA inti specialises in port work for Pelindo 3 in Surabaya, as well as ports in Semarang and the 'river city' of Banjarmasin.

As you may expect, KUDA inti is kept very busy in its work – handling around 85,000 containers each and every month – and is responsible for a great deal of very important equipment. After all, any interruption to ports

means a loss of vital economic trade benefits for Indonesia. This means that every piece of equipment the company purchases must be reliable whenever it's called on, which explains why after 25 years of working with York, KUDA inti is keen to continue the partnership.

KUDA inti has recently placed an order for 40 new 8021 axles to replace the axles in its Surabaya trailer maintenance program. York's 8021 axles offer a capacity of up to 18 tonnes, which combined with their all-around toughness, is proving perfect for the challenging port work.

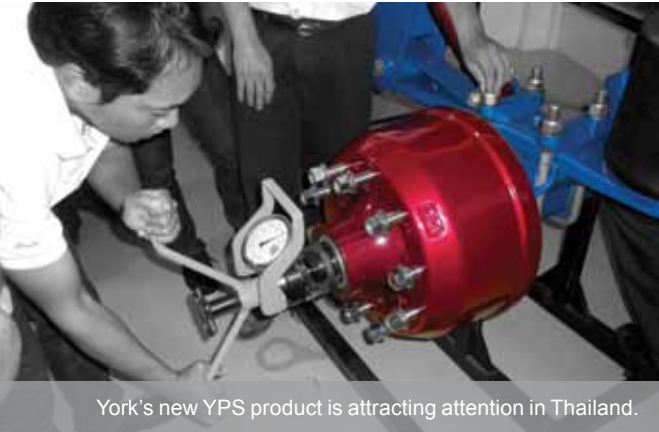
"We are extremely satisfied with York's axle performance for our port transport work," said Mr Doko – KUDA inti's Maintenance Manager. "York axles have high durability in bumpy paved roads along with high mobility for container terminal ports. It's been the right choice to use York axles for the past 25 years of port operation at Surabaya and it's the right choice to continue using York."

The type of work KUDA inti is engaged in varies across each port, although examples include:

- Truck and lifting equipment maintenance and operation in Surabaya
- Operating the reach stackers and maintaining RTG (rubber tyred gantry) cranes in Semarang
- A similar combination of truck and lifting equipment maintenance and RTG crane work in Banjarmasin.

"We are also waiting for another five new double trailer units from Pelindo 3 at Surabaya. This investment is needed to support the growth of the container terminal port activity there," Mr Doko added.

YPS proves immediate hit in Thailand



York's new YPS product is attracting attention in Thailand.



York's exciting new York Precision System (YPS) product – the only system that guarantees a set preload for wheel-ends – is already proving popular among Thailand's transport industry.

The YPS has made an immediate impact in Thailand. In fact, on the very day the system was released the York sales office received an order from a true global giant, DHL Express International (Thailand). It would be safe to say that York was expecting big things from the YPS – but not this soon!

The order for 120 units of the YPS, to accompany York's extremely strong axles (5015 model MK2), will be shipped off to trailer manufacturer Sereechaipattana 2004 Co., Ltd. Based in the Chonburi area of Thailand, Sereechaipattana 2004 will be kept busy producing 60 of its well-respect 40' semi-trailers.

"Sereechaipattana 2004 has over 30 years' experience building trailers perfectly suited to the unique road and weather conditions found in Thailand. Each and every one of their trailers comes complete with nothing but the best product, which is why they chose the YPS system," said Mr Siam Tanon, York's Assistant Manager, Sales.

"The lowest total cost of ownership and extended tyre life benefits that come with the YPS are particularly important

Every Sereechaipattana 2004 trailer is fitted with nothing but the best, which is why they chose the YPS system.

to DHL Express International. What's also exciting to mention is that, including this latest order for DHL, more than 300 trailers built by Sereechaipattana 2004 are now running on York axles. That's a great tick of approval for us.

"DHL is the global market leader in the logistics industry. York understands that when it manufactures material for specialists in international shipping and courier delivery services, such as DHL, we too must deliver. We have complete faith in our new YPS system to do the job for DHL – from the very first delivery onwards."

Along with the exciting news of the YPS launch, York Thailand has also introduced a new mechanical lift axle to the market with a very positive response. It will be made available at a lower price than the air suspension lift axle commonly found on many tri-axle trailers.

"The mechanical lift axle can be easily fitted by our aftersales team and will match any type of mechanical suspension. This product is perfect for our busy customers because it increases savings on tyres by lifting one or even two axles on a tri-axle semi-trailer, depending on the road and load conditions," added Mr Tanon



York and Hino: as good as it gets



A keen eye: York's Mr Albert van der Poel and Mr Raungsan Suraprasit, Managing Director at Hino–Soonlee observe the York training session.



In business they say you're only as good as your last deal. If that's the case then a recent agreement between York and Hino proves that both companies are looking very good indeed.

The service and spare parts agreement was signed between York and the Thai Hino dealership Soonlee Teparak CO. Ltd on 27 July 2015. The deal is huge news, not only because Hino is one of the biggest names in world transport, but Hino–Soonlee is also one of the biggest Hino truck dealers in Thailand.

A growing number of vehicles will now be operating safe in the knowledge that York is taking care of business where it counts.

Located in the south-eastern outskirts of the bustling capital Bangkok, Hino–Soonlee services as many as five prime movers and trailers each day. This is good news for the Thai transport industry, as it means a growing number of vehicles will now be operating safe in the knowledge that York is taking care of business where it counts – out on the road.

York also conducted a full day of training for Hino–Soonlee personnel at their premises, to ensure they have the skills and knowledge necessary to provide their customers with the best service possible. Two sessions were held in the morning and afternoon, including a full demonstration of the York products, with certificates handed out to every Hino–Soonlee employee who completed the training sessions. The training was conducted by Mr Siam Tanon, (Assistance Sales Manager, Thailand), Mr Albert van der Poel (Country Head Thailand and Group Application and Service Manager) and Mr Sippakohn Sudla (Service Engineer).

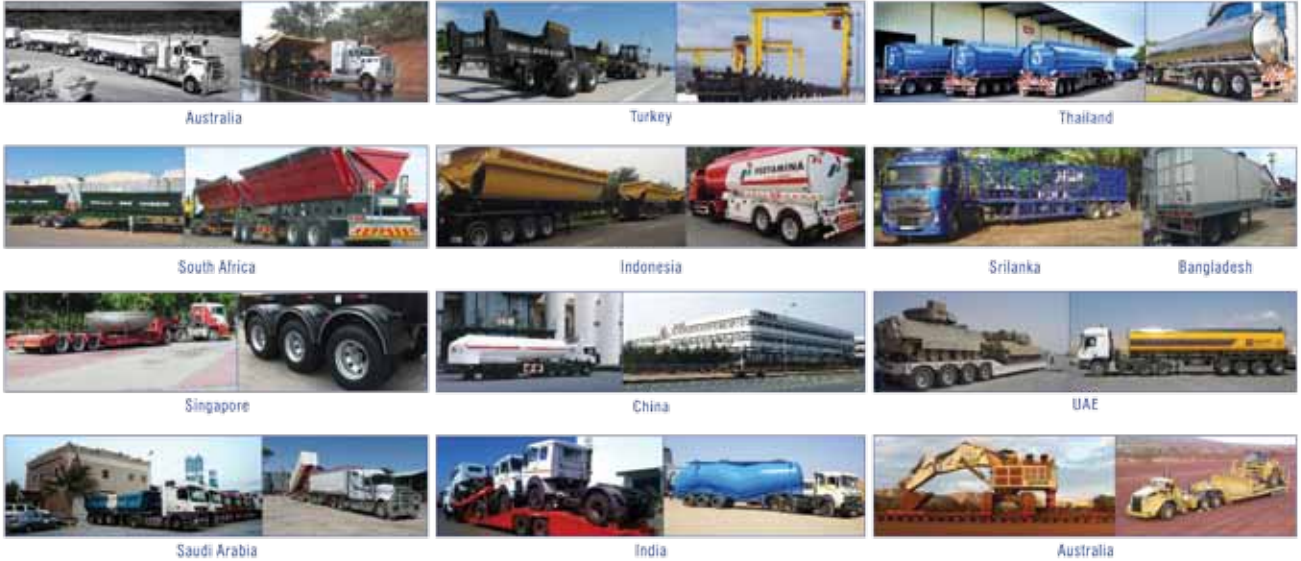
“York is incredibly proud to be associated with such an important company as Hino. Since 1964, Hino has been an important part of the transport industry in Thailand with three huge plants across the country,” said Mr Tanon.

“We share so many values as businesses, including the need to play an important role in Thai society. That's why I'm also pleased to report that Mr Raungsan Suraprasit, the Managing Director at Hino–Soonlee, is happy to be associated with York. Hino–Soonlee has three outlets servicing vehicles in Thailand and one location in Indonesia. The agreement will see both companies supporting each other's products throughout the region.”

Contact your nearest sales representative to get a printed copy of 2016 calendar or email to piyush.g@yorktpt.com.sg

Calendar 2016

In the world of rising expectations, York transport equipment meets the challenge with innovative Trailer Equipment which are well known for **Quality, Reliability & Durability**. We deliver the Lowest cost of Ownership.



Trusted Partner in your Fleet Business

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A TATA Enterprise

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