

MAN's World



Are you sitting comfortably?
Smart new interior for TGX



In association with
**Commercial
Motor**
MotorTransport



Delivering trucks for all reasons since 1915

FIND YOUR PERFECT MAN.

Hall 5, Stand F10

NEC Birmingham, 24-26 April 2018



Connect with us at the CV Show.

Making a connection with the perfect MAN for your business has never been easier. Introductions to compatible vehicles from our comprehensive range of powerful, efficient and reliable trucks will be straightforward while the ultra-versatile TGE van is attracting many new admirers all by itself. Make a date to join us at the Commercial Vehicle Show and we'll find your perfect match for a long-term, harmonious relationship. Find out more at: www.mantruckvanandbus.co.uk





Contents

4

MAN is extending its telematics solutions to all its new vehicles

6

Case study: Lockwood Haulage

8

The updates to the TGX's interior

10

MAN's second-generation SCR-only D08 Euro-6 engine

11

Financing: what are your options?

An **MAN Truck & Bus** supplement

Editorial contributors

Will Shiers, Kevin Swallow and Louise Cole

Photography

Craig Pussey

Design

Tim Noonan

Production

Rufus Thompson

Group sales manager

Emma Tyrer

Managing director

Andy Salter

Published by: Road Transport Media Ltd,
6th floor, Chancery House,
St Nicholas Way, Sutton, SM1 1JB
© 2018 Road Transport Media



Exciting times for MAN Truck & Bus



MAN Truck & Bus UK is delighted to be exhibiting at the CV Show for a second consecutive year.

What was clear for me from attending the 2017 show was that it is a great opportunity to meet people within the industry all in one place, and therefore coming back this year was a no-brainer for us.

In 2018 we will have five vehicle exhibits; the new trucks will have the new interior introduced at the start of 2018, and we will also officially launch the new SCR-only D08 engine, which is used in our TGL and TGM products.

We are also pleased to be launching our bodied vans programme, Vans to go, which is the same concept as our Trucks to go initiative but using the TGE van, and also completing the product line-up with rear-wheel-drive versions.

Also on display will be an 8x4 construction vehicle with our new hypoid rear axle, which is particularly competitive for payload. We will be running TopUsed top bid, which is a sealed auction for our used vehicle that will be displayed outside the NEC.

In addition to the vehicles on show, we will have experts from a broad spectrum of functions from our organisation, including Fleet Management, demonstrating our innovative telematics solution, and our finance partner MAN Financial Services, talking about acquisition options.

We have had a great start to the year already with the new product innovations are working well for our customers, and I am looking forward to meeting operators, talking to industry representatives and putting on a great show once again.

Thomas Hemmerich
MAN Truck & Bus UK
Managing director



MAN is extending its telematics solution to lay the basis for a new concept in real-time vehicle care. We talk to Dave Cussans and Dave Lester

Networked for health

M

AN is extending its telematics solution to all its new vehicles to lay the basis for a new concept in real-time vehicle care. We talk to UK truck sales director Dave Cussans

(pictured right) and head of fleet management services Dave Lester about the future of connected vehicle health.

MAN's Fleet Management suite comprises MAN|Check, MAN|Ecostyle and MAN|Track, its diagnostics, driver performance and tracking products. Previously MAN has given its vehicle health module, MAN|Check, with all new vehicles bought with an R&M contract, but from now on it will be a standard offering on all new vehicles for four years, branded as Fit2Go. What's more, MAN|Ecostyle and MAN|Track will be added to the bundle for six months apiece.

Servicing

Cussans says that while this is of immediate benefit to operators, it also helps the manufacturer. "This is a win-win for all concerned. We intend to use our telematics across the whole rolling fleet to develop new services which will be game-changing for vehicle operators."

They will benefit very shortly from the first of these new services – preventive and proactive maintenance from MAN dealers. MAN is undertaking intensive training with



all its dealerships and technicians to ensure that vehicles enabled by MAN|Check enjoy a faster and more efficient service.

MANs booked in for a service will be screened remotely by the workshop to highlight any diagnostic codes which merit attention. The technician can therefore book the workshop for an appropriate amount of time, know what level of service the vehicle requires, and organise parts and tools ahead of time. "This will mean all necessary work can be done in one pre-planned visit," says Lester. "It minimises downtime for the operator and it makes our workshop procedure much more efficient. Our dealers can help their customers much more proactively and improve their costs and uptime. Remote access to check data will also make roadside assistance much more effective."

The diagnostic codes which the technician pulls off MAN|Check also correspond directly to the electronic

service manuals which MAN offers on proper servicing, repair or fitment for that issue.

Improving workshop service is only the start, however, as MAN is in the process of developing and proving concepts which will finally make use of the big data provided by telematics.

Lester says: "We are currently sanity and sense checking the use of red-alert scanning for the whole of our MAN|Check-enabled rolling stock. This would mean our Uptime team can generate a report on every vehicle that is very low on oil, for example, and send alerts to those operators for the affected vehicles to report to their nearest workshops."

He notes that this wouldn't just prevent a catastrophic failure, but could also save the operator a warranty dispute over a damaged engine.

Data

As MAN's connection to its rolling fleet becomes more universal, its Uptime team will have correspondingly greater capacity to keep its whole fleet rolling.

Cussans says MAN is well aware of the mountain of data available to it through its telematics, with which it can potentially better equip operators. "It's a huge piece of work for us, to identify all the areas in which we can put this data to work and devise suitable mechanisms for doing so. For



“For the next 12 months we will be focusing on our proactive vehicle health services, which will be a game changer for operators”

the next 12 months we will be focusing on our proactive vehicle health services, which will be a game changer for operators. But beyond that we have lots of concepts in development.”

He says that the system has the technical capability to note sudden unexplained fuel loss which could alert an operator to diesel theft – and, once well known, become a potential deterrent. MAN is currently developing the alert mechanism to make this happen. “This is part of a very long tail of benefits to our operators,” he says.

The data is also becoming more integrated, with MAN’s camera feeds being aligned to its telematics offering. “We can offer up to four cameras, for instance: forward; nearside; and rear facing, as well as in-cab.

“They record to the cloud continuously but will also generate an alert for exceptional movement, and footage can then be compared against

the telematics data,” says Lester.

Driver performance is almost as hot a topic for the drivers themselves as it has been for operators, says Cussans, as more firms incentivise good driver behaviour. MAN wants to incentivise good driver management in the same way.

Rates

“Currently we charge a flat rate for R&M, which is, in effect, an insurance policy. We would like to be able to reward customers for taking care of vehicles through good driving, as an insurer would for lowering road risk,” he says. “Our driver performance through MAN|Ecostyle is graded A to G. Why should a professional operator, who encourages drivers to perform at a B level, pay the same R&M as someone who allows drivers to be in E? We know that better driving cuts service and repair costs dramatically.” He says the data is there and the will is there –

MAN just needs to devise appropriate methods for enacting this.

Cussans thinks telematics will essentially pay for itself almost instantly when MAN develops the concept of performance-linked R&M. “As an example, Fit2Go will cost an operator £25 a month. Having a driver in the B could save £20 on that vehicle’s R&M cost. So the telematics has recovered 80% of its outlay straight away. Add in that the difference between a driver benchmarked at B and one at D is 10% in fuel, or an average of £6,000 a year (for a long-haul tractor unit), and the maths is overwhelmingly positive.”

He says that “long tail” just keeps going. “Incentivising good driver performance would pay for us as well as operators because our vehicles will cost less to maintain and will come back to us in better condition. And operators save every way – maintenance costs, fuel, tyre replacement – the benefits go on.” ■

MAN's telematics systems have earned the manufacturer praise from across the industry, with Lockwood Haulage being a particular fan

Walking the walk

M

AN customer Derbyshire-based Lockwood Haulage is a third-generation family firm offering a full service third-party logistics operation. Originally a frozen food business, Lockwood now has expertise in haulage, groupage, warehousing and order fulfilment. It runs a 90-strong MAN fleet and has depots in Derby, Doncaster and Sutton-in-Ashfield. It is also a member of both Partnerlink and Palletforce. With 160 staff and a turnover approaching £16m, it doesn't miss a trick when it comes to financial and operational efficiency.

"We've used MAN telematics for approximately five years now," says operations director Wayne Evans. "Initially we ran a pilot alongside our tracking software to assess the benefits, but we quickly realised that we could use it to improve our drivers' driving styles as well as our fuel efficiency and competitiveness."

The company has since switched its tracking software for the tracking module in the MAN product, which Evans says has immediately brought it savings. "It's better in many ways to have

them integrated and, of course, we're not paying for two products," he says.

Since rolling the product out across the fleet 18 months ago, Lockwood has seen a 5.4% improvement in fuel use. "That's huge when you consider it in annual terms," says Evans.

It has also seen a substantial reduction in collision rates involving moving vehicles. "In the past 12 months we've had six fewer collisions. That's six fewer claims and all the repair costs, downtime and the personal injury claims that could have resulted from those six collisions. Even just one single



accident reduction would be worthwhile, so we're really pleased with this," he says.

The company has always been determined to take all of the drivers with it on a journey of improvement. "We use the carrot but not the stick. We want them all to buy in to the concept of improvement – after all, the driver is the first and most important person to benefit from safer driving.

"The drivers were initially a little hesitant about the product but they were happy when they realised that in our assessments and league tables we would only be comparing them with drivers on similar duty cycles." Lockwood separates its drivers into performance streams so that it can benchmark for trunking, urban deliveries and different vehicle types.

Storing information

"It's been a success with the drivers because they recognise that fuel is a huge cost and that how they drive has a big bearing on fuel usage. We share those savings with drivers as an incentive, rewarding the top performers." Crucially though, Lockwood does not just reward those who have the lowest fuel usage each month, but also the drivers who have improved the most, so everyone remains incentivised. And, Evans agrees, it is the drivers who improve the most who potentially save the company the most money.

"We've focused them on harsh braking, idling – the basic indicators

Bibby Distribution

Bibby Distribution has more than 1,000 drivers and has 1,500 trailers and 600 tractor units. It says that using the MAN telematics system, which is a Microlise product, as the basis of its driver training programme gave substantial results including:

- a 12% reduction in accidents
- an 11% improvement in fuel economy
- more than 10% reduction in CO₂ output
- a 39% reduction in reportable accidents and occurrences under RIDDOR
- a reduction in lost-time accidents
- a reduction in the number of accidents per million miles driven.



“It’s been a success with the drivers because they recognise that fuel is a huge cost and that how they drive has a big bearing on fuel usage”

of good and economical driving. As a result, we’ve seen fuel usage drop substantially, our accident rate has come down substantially, and we’re taking better care of the vehicles.”

Lockwood uses the Trucknology system to store all of its vehicle documentation. It doesn’t currently use the MAN|Check module in any conscious way although all servicing of the vehicles is carried out by its local MAN dealer. However, Evans says there are two huge potential benefits to the company on the horizon. “We’re looking closely at earned recognition and how we can achieve that. When MAN has its systems certified as earned recognition-compliant then that will avoid a lot of issues in terms of evidencing compliance.

“The other is the concept of the proactive vehicle health checks. This will potentially save us a lot of downtime,”

he says. MAN is currently training its dealership to remotely harvest and act upon the relevant diagnostic codes from a vehicle’s engine before it comes in for service, so that any issues are identified, the mechanics are fully

briefed on how to fix them and all the parts and tools are ready. MAN will also potentially use this remote checking to scan its rolling fleet for critical warnings such as low oil and alert the relevant operators. □

John Mitchell

John Mitchell started back in 1956 with a single vehicle. The founder’s son Iain Mitchell is now at the helm as the MD, running 122 vehicles and employing 130 drivers. The company says its challenge – which is not uncommon – is to find ways of providing excellent service and value and continually improving safety while driving down cost.

It says MAN Fleet Management has brought greater control of the fleet and therefore immediate financial benefits. The fleet has reduced accident rates, which has in turn improved its insurance costs.

Angela Martin, John Mitchell administration supervisor, says: “It’s a very straightforward system to use. We’ve got the A to G reports which show you how the drivers are performing. The drivers are quite keen on it.” She says drivers often ring in to ask how they are performing. “You do have them on the phone asking, how am I doing? Am I doing well this month?” she says.

On the right road

Wayne Evans, pictured, asked the views of one of his top drivers about the telematics system. The driver, who was a little shy about being named, regularly comes in the top five in terms of Lockwood’s most fuel-efficient drivers. This is what he said:

“It’s given me a real opportunity to think about my own driving style. I don’t believe any of the other drivers see it as someone watching over us all the time. Wherever I possibly can, I let the vehicle’s momentum drive the vehicle forward, and I find myself not pushing down on the accelerator as much as before, so that saves fuel and prevents harsh braking. Generally my driving style is far more relaxed than before which is a good thing. At the end of the day, I’m far less stressed and much more focused.”





MAN has updated the TGX's cab interior, giving the driver more floor space, easier-to-use controls and better soundproofing

Comfort and joy

MAN's flagship TGX has always had a great reputation for combining first-class comfort and space with functionality. But not one for resting on its laurels, the truck maker has introduced significant improvements for 2018.

A redesign of the TGX cab includes additional floor space, better ergonomics, more comfort for rest

periods and improved soundproofing.

One significant change has been the relocation of the rotary control switch for the automated TipMatic transmission, which has been moved from beside the driver's seat to the central dashboard console, next to the driver's left knee. Although the handbrake remains in the same position, relocating the transmission

control has freed up floor space.

Also new is a 4in high-resolution colour screen on the main instrument panel behind the steering wheel, and directly in the driver's field of vision. It uses coloured icons, giving the driver more detailed information at a glance.

Temporary storage for coins or parking tokens, cards, wallets, glasses and mobile phones has been improved,



and there is now a pocket in front of the media display unit. It is adjacent to a deep shelf the width of the central console, which incorporates USB and auxiliary connections and a pair of flexible cup-holders which can be slid to different positions. Above the two drawers at the base of the central console is a new shelf.

The fold-out table on the slide-out fridge is gone, having been replaced with a flat top. This allows the larger capacity 42-litre coolbox to neatly slide underneath the bottom bunk, further increasing floor space. The fridge gets a welcome sleep mode compressor, which noticeably reduces noise at night.

On the back wall, a fixed storage

compartment with shelves replaces the cargo netting. The control panel for the lower bunk has been centralised, so it can be easily reached no matter which way around you sleep. It incorporates controls for the interior lighting, windows, sliding roof and alarm clock, and includes four sockets (two USBs, a 12V and 24V) for electrical devices. Cabs with an upper bunk get a second control panel.

Those overnighing will appreciate the TGX's new acoustic package, which reduces unwelcome noise at night, like passing traffic or neighbouring refrigeration units. By layering additional noise-dampening sheets into the walls of the cab, external noise is reduced significantly, representing

an 8% improvement on the previous TGX cab.

Better noise insulation also means the multifunction MAN sound system (available in connection with MAN Media Truck devices) comes into its own, allowing drivers to further relax with their choice of entertainment.

All this extra comfort and space can be enjoyed in a choice of two upholstery colours. The subtle beige and grey colouring in the lower areas of the cabs can be changed for a workmanlike all-over dark grey. The latter, christened urban concrete, is designed for operators whose vehicles accumulate a lot of dirt during driving. The dark surfaces in this colour scheme do a good job of hiding greasy hand prints. ■

MAN's second-generation SCR-only D08 Euro-6 engine is lighter and more frugal than its predecessor

More for less

M

AN's new second-generation D08 engine, aimed squarely at local distribution and construction work, achieves Euro-6 emissions levels by using only selective catalytic reduction (SCR). This is MAN's first SCR-only engine, after many years of championing exhaust gas recirculation (EGR) as the optimum route to cleaning up exhaust emissions.

By removing the need for EGR, and employing a simpler emission control system and a single-stage turbocharger, the weight of the engine block and auxiliary components has been reduced by more than 100kg when compared with the first-generation Euro-6 engines unveiled in 2012. The dry weight of the D0834 4-cylinder 4.6-litre engine is 468kg, while the D0836 6-cylinder 6.9-litre weighs in at 581kg.

Horsepower for both the entry level and mid-range D0834 engines have been increased by 10hp to 160hp and 190hp respectively. On the 160hp version torque is up by 30Nm to 600Nm, while the 190hp is up 50Nm to 750Nm (see panel). The 220hp (850Nm) remains unchanged.



Changes for the D0836 are more nuanced. The new 250hp version gets 50Nm additional torque, the 290hp mid-range engine remains identical, while the top-powered engine has 20 less horsepower (320hp) but the same amount of torque (1,250Nm).

MAN has raised the combustion temperature, using an oxidising catalytic converter and a continuously regenerating trap (CRT) filter to improve fuel efficiency, which it claims is up to 5% better than the outgoing engine. With SCR doing all the emission control work, AdBlue consumption increases from 2% to 5% of diesel consumption. As a consequence, the capacity of the

AdBlue tank has increased to 65 litres. MAN says the cost of additional AdBlue consumption is more than offset by the improved fuel consumption. Oil-change intervals have been extended from 60,000km to 80,000km.

Coinciding with the new D08 engine is the launch of a revised TipMatic 2 gearbox for the TGL and TGM. Idle Speed Driving, which was formerly only available on the D38-powered TGX, is now offered on the 6- and 12-speed transmissions. It allows the driver to travel at idling speed without touching the accelerator, resulting in a more relaxed drive in stop/start traffic, and significantly reducing clutch wear.

Operators combining the D08 with the 12-speed TipMatic will also benefit from the Speed Shifting function. It switches between the three highest gears quicker, maximising traction. Also added to the 12-speed TipMatic is an EfficientRoll function. This proven device, which automatically engages neutral in order for the engine to run at idling speed, can be set at speeds as low as 55km/h (34mph), and can reduce fuel consumption by as much as 10%. □

Engine specification

D0834 4.6-litre in-line 4-cylinder common-rail fuel injection with oxidation catalytic converter, CRT filter and SCR catalytic converter

Power/torque

160hp (118kW) at 2,300rpm/600Nm at 1,000–1,850rpm
190hp (140 kW) at 2,300rpm/750Nm at 1,200–1,750rpm
220hp (162 kW) at 2,300rpm/850Nm at 1,300–1,800rpm

D0836 6.9-litre in-line 6-cylinder common-rail fuel injection with oxidation catalytic converter, CRT filter and SCR catalytic converter

Power/torque

250hp (184 kW) at 2,200rpm/1,050Nm at 1,200–1,600rpm
290hp (213 kW) at 2,200rpm/1,150Nm at 1,200–1,700rpm
320hp (235 kW) at 2,200rpm/1,250Nm at 1,200–1,700rpm



MAN Financial Services director Peter Collins explains why captive houses are still the way for operators to go

Strong foundation

M

AN Financial Services says it sets the benchmark for manufacturer-led finance, with a resounding 67% penetration rate for new trucks and 62% for used. "All the manufacturer finance houses show their penetration rates in their annual accounts and you won't find others in the 60-plus zone," says MAN Financial Services director Peter Collins. "The reason we achieve such a high rate is that we know and proactively support MAN Truck & Bus customers. People buy from people, and our customers know and trust us."

Collins puts great emphasis on his team's ongoing dialogue with customers even after the deal has been signed. "We don't sell you a truck, sign a document and vanish for four years. We use email and social media, and we sit down with customers mid-term to see how things are going. In this digital world the art of talking face to face is being lost," he says.

"If we know the customer's business, we can anticipate its needs. We often set up lines of credit for customers proactively so everything is in place before they come to see us about fleet replacement," he adds. "It also means that when opportunities come up, we can alert the customer so they can take advantage." This means customers may be able to pull replacements forward to get more favourable terms, or invest in new kit at the most advantageous time.

Collins asserts that many hauliers overlook the true value of a manufacturer finance house. "Truck sellers are expert in vehicles and banks may be expert in finance. But we offer

both. We understand the logistics industry and can create bespoke packages for individual companies, whether they require flexibility or low rates or advice on lowering whole life costs." He also makes the point that MAN Financial Services will never abandon the sector as many lenders did during the financial crash. "Our business is and will always be financing commercial vehicles."

Its close association with haulage also means that, while having the standard popular range of operating lease, finance lease, HP, contract hire and insurance,



MAN can offer flexibility in its deals. "On average our customers fund over 47 months but within that possibly 15% of our customers want longer or shorter terms to suit their contract requirements or to limit their risk. We can also adjust deals in other ways to suit the needs of businesses."

Contract hire, which combines an operating lease with MAN Uptime, R&M, telematics, ancillary equipment plus maintenance and tax, is increasingly popular.

Collins says his operation has several advantages, not least its close

relationship with the manufacturer. "Our ethos also matters. We are guided by various codes of conduct, including the BVRLA, and our own values, to treat customers fairly. We approve 96% of funding applications and we go out of our way to help start-ups. Integrity in the finance industry is important."

Current campaigns

MAN Financial Services offers several competitive campaigns, including:

- TGE campaign offering customers the opportunity to take 0% finance or £2,500 deposit contribution
- TopUsed campaign on Euro-5 vehicles starting at £229 per week and Euro-6 vehicles starting at £279 per week
- Flexi-rigid 24-month rental campaign (with the option to extend to 36 months) for TGL and TGM rigid vehicles
- 8x4x4 – offers the fourth year warranty free of charge.

The MAN stand

MAN Financial Services

would like to invite visitors to this year's CV Show to visit them on stand 5F10. "I bet we can find ways to improve most hauliers' businesses just by talking to them. We have a wealth of experience in this industry," says Collins.

MAN Finance Services will also be at the IAA Commercial Vehicles Show in Hanover, September 20-27, 2018.

POWERFUL, EFFICIENT, FLEXIBLE, RELIABLE.



And that's just our funding solutions.

From a single vehicle to a complex fleet, MAN Financial Services is uniquely placed to help put your company behind the wheel of world renowned commercial vehicles. With the power of VW Financial Services behind us we can help structure financing, leasing and insurance solutions designed specifically for your business.

Discuss funding solutions with us: **0370 900 7060** | www.financialservices.man.eu/uk

MAN | Financial Services
Finance. Insurance. Leasing. Mobility.*



*MAN Financial Services is a trading name of Volkswagen Financial Services (UK) Limited. Volkswagen Financial Services (UK) Limited is authorised and regulated by the Financial Conduct Authority under registration number 311988 for credit and hire regulated activities and insurance mediation.