ENGINEERED FOR SUCCESS
Ensuring you get the right solution

TNT DELIVERS WITH HYBRID
Largest Hino Hybrid fleet gets bigger

FIRE SERVICE GROWS WITH HINO
Enduring partnership reaps rewards
Hino understands your profitability depends on your truck’s reliability. That’s why every Hino is built to exacting specifications. From the cab, engine, powertrains and axles, there’s nothing Hino’s engineers don’t know about getting the maximum durability & longer productivity life from every part – just as the factory intended.

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Inside line

There’s a situation simmering in the automotive industry, including the commercial sector, which has the potential to encompass everyone who owns a truck.

With the relatively imminent closure of Australia’s car and light commercial manufacturing capability, the Federal Government is seeking to understand what the landscape will look like beyond the 2017 deadline for local plant shutdown.

Will Australia be open to grey imports and, as one commentator put it, start a ‘race to the bottom’ by allowing in vehicles that strip the market, and our customers’ assets, of value?

The smash repair industry has been very much in the news recently as authorities have questioned repair practices and the use of counterfeit, parallel and non-genuine components.

These are very real concerns. Not only is safety compromised, but the integrity of your truck is at risk, both in resale value and in its vulnerability should it crash again. That’s why the stories in this edition of Torque are vital.

Genuine parts offer the best protection, as it’s important to keep your Hino vehicle “all Hino”. However, every day many unsuspecting owners are placed at risk because they may not know what parts are being fitted, and by whom.

Hino believes repair and maintenance skills are at their best when they are taught by the factory, equipping technicians with the most up to date diagnostic expertise. At Hino we recognise this by running an annual skills contest to encourage the best to become even better.

Additionally, investment by your dealer in a high and contemporary standard of customer service is your best guarantee of continued satisfaction. In this edition we welcome a dealer who’s creating benchmarks.

There is little doubt a wave of change is coming in the automotive industry as a whole and I’m proud to say that many of the practices being mooted by legislators are already in place at Hino.

Putting our customers first is part of the Hino culture. Whether it’s purpose building our trucks or ensuring our replacement parts are fit for purpose, our goal is to ensure we satisfy the business needs of everyone who owns a Hino.

Every story in this edition speaks to that resolve.

Please enjoy.

Steve Lotter
Chairman and CEO
Hino Motor Sales Australia

In this issue

4 NEWS
The latest Hino and Toyota Group news

6 HINO 500 SERIES
We take a close look at what makes Hino’s 500 Series the smart option for your business

10 GENUINE PROTECTION
Hino Genuine parts and servicing ensure your Hino runs at its best

11 ENGINEERED FOR SUCCESS
Hino’s sales engineering team can help set up your Hino for your exact requirements

12 AUSTRALIA’S LARGEST HYBRID TRUCK FLEET GROWS
TNT expands its fleet of Hino 300 Series Hybrids

13 HINO NATIONAL SKILLS CONTEST
This year’s National Skills Contest was bigger and better than ever

14 DEALERSHIPS IN FOCUS
A new dealership joins the Hino network while another upgrades its facilities

16 TASMANIAN FIRE SERVICE
Hino and the Tasmanian Fire Service enjoy a relationship going back almost 30 years

18 KEEPING PETS SAFE IN THE CAR
Give some thought to the safety of your pets before heading off on your end-of-year road trip
Hino trucks on show at Civenex Q

Hino Australia had a team from its top south-east Queensland dealers and a range of trucks on display at Civenex Q, Queensland’s biggest civil engineering expo.

Incorporating the long-running LOGOV expo, Civenex Q was held over October 8 and 9 in Caboolture.

The annual event, which targets councils and government departments as well as civil contractors and the general public, contained over 200 exhibits within a 360,000 square-metre area.

On display at Hino’s double site were the newly launched 300 Series High Horsepower model, a medium duty ProShift 500 Series and the 700 Series truck and dog PBS demonstrator.

Representatives from dealers Sci-Fleet Hino, Vanderfield Hino and Hi-Way 1 were on site to answer questions and help with sales enquiries.

Hino Australia Regional Sales Manager for Queensland and the Northern Territory, Karl Hancox, said that Civenex Q was a great opportunity for Hino to display its range of trucks to some of its key customer groups.

“We’ve got some great products to show off,” Mr Hancox said. “We’re happy to support Civenex Q and are pleased that our dealers get to meet representatives from an important part of our customer base.

“Our 300 Series High Horsepower light duty truck includes all the safety and comfort features of the 300 Series but with more power and torque, the medium duty 500 Series ProShift model offers an easier drive with great fuel economy, and the 700 Series PBS demonstrator showed how flexible our flagship prime mover can be for a range of applications,” he said.

“We also displayed a new product built by Any Steel Services in Forest Glen – a combination water tanker and hot wash water truck – based on a Hino 500 Series 2630.

“It’s the first truck of its kind and is an outstanding, innovative piece of equipment,” Mr Hancox said.

“We had a great turnout at the Hino stand and the trucks on display generated a lot of interest and leads for our sales staff to follow up.”

Choosing Toyota as easy as ABC

The reliability, user-friendliness, adaptability and after sales service of Toyota forklifts have prompted a burgeoning Australian transport business to update its fleet of 8-Series forklifts without even considering a competitor product.

ABC Transport replaced its seven Toyota 62-8FD25 2.5-tonne, engine-powered counterbalance forklifts with new models at its Darwin depot, one of the company’s three depot locations.

The company runs a successful line haul business between Darwin and Adelaide, servicing businesses and communities – including remote areas of the Northern Territory, Western Australia and South Australia – with general freight requirements.

The seven 8-Series forklifts are used to unload and load freight to ABC Transport’s prime movers, which deliver and collect freight at the Darwin depot on a daily basis.

ABC Transport CEO Jamie Eccleston said Toyota product, which had been in use since the Darwin depot was established in 2006, performed above expectation in an environment where the freight type constantly varied.

“Toyota is the number one forklift for us,” Mr Eccleston said. “We have a lot of freight coming into Darwin every day and it’s always different because we service a variety of customers.

“The feedback I’ve received from my operators is that the Toyota forklifts are easy to operate and they’re also quick and stable, which means the job gets done efficiently.

“We also see a direct benefit to the business with Toyotas because they run trouble-free and we have the support of really helpful after-sales service.”

Toyota Material Handling Darwin branch manager Paul Allen said Toyota’s 8-Series forklifts provided the ability to enhance efficiency in busy depots where drivers contended with different types of freight.

“ABC Transport has a great history with Toyota forklifts going back to when the Darwin depot was established,” Mr Allen said. “The 8-Series does everything they need, with a tight turning radius and Automatic Fork Levelling Control, which is ideal when handling a wide variety of items.”

ABC Transport CEO Jamie Eccleston and proprietor Andrew Cogan with one of the company’s new Toyota 8-Series forklifts.
Hino 700 Series Demonstrator on tour

Hino Australia is strengthening awareness of its 700 Series heavy duty truck range and its potential for Performance Based Standards (PBS) adaptability by sending its 700 Series FS 2848 ProShift 16 Air demonstrator to Queensland and NSW dealers.

The demonstrator, which will also be attending trade and agricultural shows, was approved for Level II General Mass Limit (GML) and is capable of running at either 50 tonne GCM as a standard truck with a four-axle dog at 19 metres, or on approved roads at up to 54.8 tonnes GCM.

Hino Australia Regional Sales Manager for Queensland and the Northern Territory, Karl Hancox, said the demonstrator has helped increase awareness of the 700 Series.

“An increasing number of regional councils and other organisations around Australia are buying the 700 Series because its comfort and safety levels make it an ideal workplace environment, and for its rock-solid reliability,” Mr Hancox said.

“But in general buyers of heavy duty trucks aren’t as familiar with Hino as our light duty buyers are.”

Mr Hancox added that the response has been positive.

“It’s been well received and so far we have at least two trucks on order.

“The tour will continue well into next year so there’s plenty more opportunities for us to show what the 700 Series can do,” he said.

Toyota Racing maintains its unbeaten record on home ground in Japan with a dominant one-two victory in the Six Hours of Fuji, the fifth round of the FIA World Endurance Championship.

The team scored a third consecutive win in the event with the #8 TS040 Hybrid of Anthony Davidson and Sébastien Buemi, who extended their lead in the drivers’ world championship.

Toyota controlled the race with the #7 car finishing close behind in second with Alex Wurz, Stéphane Sarrazin and local hero Kazuki Nakajima at the wheel.

Both cars finished one lap ahead of the opposition as Toyota regained the lead of the manufacturers’ world championship.

More Hinos for Tamworth council

The performance and comfortable driving experience offered by Hino’s 700 Series models equipped with Automated Manual Transmission (AMT) has helped it win a tender for another regional NSW council.

Tamworth Regional Council recently added six Hino 700 Series 2848 FS ProShift 16 Air rigid tippers to its truck fleet.

Tamworth Regional Council already runs a number of Hino trucks, including four Hino 700 Series FS 4562s purchased in 2007 and five 300 Series models in use since 2010.

Four of the new 700 Series trucks have been set up with dog trailers specified to 48T GCM while the other two have been fitted with plant trailers.

Tamworth Regional Council uses its new Hino 700 Series models for gravel re-sheeting on 1,947 kilometres of unsealed roads, and bitumen jet patching of potholes on 1,251 kilometres of sealed roads, in the council’s jurisdiction.

The council’s Parks and Gardens division uses their Hino 300 Series tippers for lighter work.

Wideland Hino sales manager Peter Grinter said that Tamworth Regional Council chose the 700 Series models after a competitive public tender.

“The Hino AMT transmission and intarder brake were desirable features for council duties,” Mr Grinter said.

The Hino 700 Series range is available with ProShift 16 AMT with 16 forward and two reverse gears, for easy two-pedal driving.

“Tamworth Regional Council is very satisfied with the Hino product in regards to reliability, comfort and performance,” Mr Grinter said.

The Hino 700 Series 2848 FS ProShift 16 is equipped with a number of other features to make it suited to roadworks and other heavy tasks, including Hendrickson HAS airbag suspension, 480Hp (353kW) 2157Nm intercooled six-cylinder turbo diesel engine and the fully air-adjustable ISRI 6860 Series seat with fully integrated seatbelt.
Versatile 500 Series makes light work of medium and heavy duties

Hino’s 500 Series continues to be the smart option for operators around the globe thanks to its outstanding quality and reliability matched with class-leading chassis versatility.
The Hino 500 Series range offers customers total flexibility and choice regardless of the nature of their business and their specific requirements. The versatile medium and heavy-duty range caters for everyone from building contractors and landscapers to council maintenance operators.

The Hino 500 Series can accommodate up to seven occupants, and loads of any description can be hauled with ease thanks to seven engine variants matched to multiple axle options – 4x2, 6x2 and 6x4 – for on and off highway applications as well as a four-wheel drive model for the roughest surfaces and terrain.

The four-wheel drive system and chassis underpinnings are supported by race-proven engineering that originates from the treacherous trails of the legendary Dakar Rally, arguably the toughest motorsport event in the world.

Trucks based on the Hino 500 Series have achieved seven consecutive class victories and 23 consecutive starts and finishes in the event, a record unmatched by any other truck manufacturer.

Engines: power and torque with minimal environmental impact

Hino 500 Series engines balance high output with excellent fuel economy and low emissions for minimal impact on the environment.

The seven litre five-cylinder J07E engine, which is available in 500 Series standard cab variants, delivers enhanced power and torque while conforming to tough Euro 5 emissions standards – the most stringent emissions regulations in Australia.

It includes new engine control units (ECUs), improved fuel mapping and Variable-Nozzle Turbochargers which help to optimise fuel economy and reduce greenhouse gas emissions compared with the previous engine.

A cooled Exhaust-Gas Recirculation (EGR) engine system and Hino’s own Diesel Particulate Active Reduction filter (DPR) work to break down pollutants from the exhaust gases and are key to the engine meeting Euro 5 standards.

The eight litre six-cylinder, direct injection turbo-diesel J08E engine for wide-cab variants also conforms to the Euro 5 standards, and contains a new EGR and Hino DPR.

The most powerful engine in the range, the nine-litre six-cylinder A09C turbo-diesel, is rated at 325 Hp and boasts a whopping 1275Nm of torque to tackle the most demanding jobs.

It also incorporates new ECUs, enhanced fuel mapping and Variable-Nozzle Turbochargers for optimum fuel economy and Hino’s own DPR.
Transmissions: advanced engineering for smooth operation

Hino’s ProShift 6 Automated Manual Transmission (AMT) headlines the 500 Series transmission offering with a user-friendly, two-pedal driveline.

The mechanical clutch operation is controlled by the truck’s on-board computer and shift actuator for smooth operation and less wear during the life of the vehicle.

The ProShift AMT doesn’t just provide the driver with effortless shifts and operation; it also has the ability to deliver a 10 to 15 per cent fuel consumption reduction compared with the same vehicle using a traditional torque-converter automatic transmission.

The AMT transmission is also serviced as a regular manual gearbox, which minimises maintenance costs.

The ProShift 6 AMT can be specified on 500 Series FC1022 and FD1124 variants. Hino’s 500 Series is also available with an Allison torque converter type automatic, a conventional manual or a constant mesh manual transmissions on certain models.

Interior: superior comfort for the short, medium or long haul

The European-designed, fully air adjustable ISRI 6860 Series driver’s seat is at the heart of the ergonomic and high quality Hino 500 Series cabin.

The driver can adjust the seat’s height, shock absorption, rake, cushion tilt, backrest, lumbar support and side bolsters via user-friendly controls on the side.

The seatbelt is fully integrated into the seat structure, allowing the seatbelt to be adjusted with the motion of the driver to prevent the potentially painful belt-tightening that can occur on pillar-mounted belt devices.

A dual-stage Integrated Pneumatic System sources air from the 500 Series’ air system to control lumbar support and side bolsters for the ultimate in driving comfort.

The ISRI 6860 also senses the weight of the driver to optimise support for different body shapes.

An advanced multimedia system provides the driver and their occupants with entertainment for all journeys. The highlight is a DAB+ digital radio tuner, which provides access to digital-only news and music stations and outperforms conventional AM and FM radio with CD quality sound. Hino was the first truck manufacturer in the world to offer DAB+ digital radio as standard equipment.

The multimedia unit also has Bluetooth hands-free phone and audio connectivity, allowing the driver to concentrate on driving rather than operating their devices in the cabin.

It also features a 6.1-inch high definition full colour screen, conventional AM and FM receivers, CD and DVD player, USB input for portable audio devices and an SD card reader for viewing digital media such as photographs and video files.

Optional extras for the multimedia system include a three-camera reversing system and a truck-specific satellite navigation system, which features notification of load-limited roads. Fingertip controls and specially-positioned column stalks can be operated without the driver needing to take their hands off the steering wheel to assist with safety and convenience.

The dashboard has clear-vision instruments, which can be read from multiple angles in all lighting conditions, as well as a tachometer, speedometer and warning lights for precise monitoring of the truck’s various systems.

Air conditioning, cruise control (cruise not on Auto or crew cab) and remote central locking with an integrated engine immobiliser and power windows are standard equipment across the range and provide the expected comfort levels for day-to-day duties.
Hino 500 Series protects its occupants with a range of standard active safety features, including an advanced ABS brake package. Models fitted with 4x2 manual and Proshift AMT transmissions have Easy Start, which holds the vehicle and prevents it from rolling back on hills to provide additional peace of mind when the 500 Series is parked on a slope.

Standard-cab models with the J07E engine (FC, FD and FE) have an Anti-Slip Regulator for optimum traction on the road, while the FC model has a four-wheel brake lock system to boost safety.

A driver’s SRS airbag is also fitted as standard across the 500 Series range.

Safety: leading active systems boost peace of mind

Front Under-Run Protection (FUP) technology protects other motorists by preventing a vehicle from becoming trapped or crushed underneath the truck in the event of a collision. Hino was the first truck manufacturer in Australia to introduce this safety feature across all its model lines. FUP is integrated into the truck’s standard bumper and assists in the deployment of the other vehicle’s airbags while also protecting the truck’s steering to help the driver maintain control. The system is also fully certified to Australian Design Rule ADR 84 and European Safety Standard UNECE-R93.

Hino 500 Series trucks must undergo strict frontal, rearward and roof strength tests to meet the UNECE-R93 certification. This provides assurances to customers that the Hino 500 Series meets internationally recognised standards for cabin strength.

Crew cab: taking care of the team

Hino’s 500 Series crew cab variants provide convenient seating for seven, with three at the front and four at the rear.

The crew cab is engineered for road rigidity and safety, incorporating ABS with ASR (FD1124), Easy Start, driver’s SRS airbag, heated and electrically-operated external mirrors, FUP and ISRI 6860 driver’s seat. The rear windows are also electrically operated, enhancing convenience for the four passengers in the rear of the cab.

4x4: all-terrain capability born at Dakar

The Hino 500 Series GT1322 4x4 model with three or seven-seat capacity is the ultimate off-road workhorse backed by Hino’s winning pedigree at the notorious Dakar Rally.

It has selectable 4x4 and low range modes with an ultra-low range ratio of 2.224:1 for tackling uneven and treacherous terrain such as muddy worksites.

The GT1322 model also comes with driver’s SRS airbag, heated and electrically operated external mirrors and ISRI 6860 driver’s seat for superior comfort and support. It is a key model in the extensive and highly capable range of Hino 500 Series trucks, all of which are designed to perform and engineered to last and prosper in any work environment.

Built to Go: ready for any tipper job

Hino’s factory-designed and manufactured ‘Built to Go’ 500 Series Tipper provides contractors a cost effective, all-in-one tipper solution.

It is available in the FC1022 variant and comes with Hino’s genuine steel tipper body. The Built to Go Tipper can be ordered in either 3.6-metre or 4.0-metre length tipper body and comes standard with cruise control, ABS brakes, Easy Start, Brake Lock System, SRS airbag, heated and electrically operated external mirrors, FUP and ISRI 6860 driver’s seat.

Built to Go offers a wide range of applications for numerous businesses, from landscapers to construction and tradespeople. It is designed and engineered specifically to work with Hino product for additional peace of mind.
Using Hino Genuine Parts and having your Hino serviced by factory trained technicians is the best way to ensure many years of reliable service from your Hino truck.

Hino trucks are engineered and manufactured as an integrated assembly of carefully designed and manufactured parts designed to work together. According to Hino Australia Technical and Service Support Manager Gus Belanszky, Hino aftersales services and Hino Genuine Parts are the best way to ensure they function as intended.

"Hino Genuine Parts come with a three year unlimited kilometre warranty when you buy any Hino Genuine Part and have it fitted by an authorised Hino dealer. Since it applies to both the parts and labour it makes smart business sense, no matter what model Hino you drive," Mr Belanszky said.

"They provide a level of performance, safety and durability that meets or exceeds Australian Design Rules and crashworthiness standards. "If you opt for alternative parts and move away from the original specifications you run the risk of losing the performance, reliability and safety Hino is renowned for and has worked so hard to achieve."

Common alternative parts that can have a negative impact on the performance of Hino trucks include:

- aftermarket parts: parts manufactured and branded by a company other than Hino
- rebuilt/salvaged/recycled parts: parts removed from damaged vehicles and sold for re-use
- ‘parallel’ parts: parts not covered by a Hino warranty, not guaranteed to be suited for vehicles in a certain region and with no guarantee of authenticity, and
- counterfeit parts: parts with unknown manufacturing quality that are branded to appear as Genuine Hino parts.

Hino aftersales services now even better

Hino Australia has boosted its range of aftersales support options with extensions on its vehicle warranties and roadside assistance, giving Hino owners the peace of mind of knowing they are covered should the unexpected happen.

At the time of purchase Hino customers can choose to extend their truck’s standard Three Years Warranty to the new Hino Five Years Extended Warranty. There is also the option to select Roadside Assist Extra for another one to two years, extending to four or five years’ cover.

"If you move away from the original specifications you run the risk of losing the performance, reliability and safety Hino is renowned for"

This means all drivetrain, chassis, body and interior components are guaranteed from defects for five years from purchase.

Hino Five Years Extended Warranty and Roadside Assist Extra are fully transferable to a new owner, adding value to its resale. Hino Roadside Assist covers Hino owners 24 hours a day, seven days a week, and contains a range of services, including mechanical assistance, tyre and wheel changing, flat battery assistance, out-of-fuel assistance, lost or locked-in key recovery and glass repair. Hino Roadside Assist also provides phone support, a technician call-out or tow to the nearest dealer to get you out of trouble or going again.

Mr Belanszky said that the new warranty and Roadside Assist extensions are good additions to Hino’s aftersales service products, which already includes Hino’s Maintenance Agreements.

"While Hino truck values of quality, durability and reliability are built in to each Hino model we sell, it makes good business sense to be prepared for the unexpected," Mr Belanszky said.

"By taking advantage of our 5 Years Extended Warranty and Roadside Assist Extra, you’ll not only have peace of mind but also the security of knowing your vehicle will be repaired using Hino Genuine Parts, fitted by factory trained Hino technicians."
“Whatever use the customer has for their Hino, we can set it up and have it ready to work”

Engineered for success

Hino Australia’s sales engineering department assists in the modification of new Hino trucks to best suit the needs of each customer.

Hino Australia Head Sales Engineer Jeff Gibson has been managing the sales engineering process since the engineering department was created within the product strategy division two years ago.

“We provide assistance to sales staff at all dealers around Australia in what is essentially a sales technical support function,” Mr Gibson said.

“We collaborate closely with the salesperson and the body builder to ensure all modifications carried out are in keeping with both Hino and government regulations while meeting the specific needs of the customer. Most importantly we go to great lengths to ensure the customer gets the right solution for their business. This all starts with the right chassis.”

While some after-sales customer modifications are relatively straightforward, Mr Gibson said he gets involved in the more complicated builds that involve things like multiple bodied trucks, engine electronic control unit (ECU) customisation for power take off (PTO) applications involving a range of pumps and vacuum units, and crane and tipper applications.

“Sometimes the body builder will approach me directly if they’re having a problem, perhaps with tapping into the vehicle compressed air system that will be used to drive equipment on the body,” he said.

“The main thing is ensuring the relevant government regulations are followed, and that when equipment is added to a chassis it is situated correctly and the weight is distributed evenly, with no compromises on function and safety.”

A recent example of Hino’s Local engineering involvement came with the Hino 300 Series High Horsepower models launched earlier this year, where a wiring harness was designed to enable customisation of the ECUs to be installed on models sold in the local market.

Other tasks include creating instructions and guidelines for body builders to follow when modifying a particular Hino model and customised chassis CAD drawings for specific applications.

Mr Gibson says the modifications cover the entire Hino range.

“There’s no one model that tends to be modified more than another,” he said.

“For example we were involved in devising a lightweight chassis extension recently when a high profile customer purchased a number of 300 Series trucks to add to its delivery fleet.

“With 700 Series heavy duty models we might be required to help install PTOs used to drive things like a tipper or a crane. We will also be involved with complex semi-trailer wiring encompassing 12/24v lighting, ABS, EBS and retarder operation.”

Likewise, the types of additions and modifications made to the trucks is also broad.

“There aren’t really any dominant modifications either. We work on a range of things from bitumen spreaders, sweepers and compactors to cranes, pumps and cherry pickers – whatever use the customer has for their Hino, we can set it up and have it ready to work,” Mr Gibson said.
TNT expands Australia’s largest hybrid truck fleet

TNT Australia has expanded its hybrid truck fleet – already Australia’s largest – with another 24 Hino 300 Series Hybrids.

These will add to the 30 hybrid trucks already on its fleet and replace regular diesel-powered vehicles – a move that will reduce the company’s carbon footprint further while easing its reliance on fossil fuels.

The news follows a recent internal study which indicated TNT’s 30 existing hybrid trucks had emitted 112 fewer tonnes of CO₂ into the atmosphere than comparable diesel-powered trucks over a four-year period.

The study compared 29 hybrid-powered trucks with 29 regular diesel-powered trucks that had the same in-service date range between August 2010 and June 2014 and operated from the same depots.

The TNT Hino 300 Series Hybrid trucks travelled a combined total of 2.89 million kilometres in the 2010–14 period, emitting 39 fewer grams of CO₂ per kilometre than their diesel equivalents.

TNT National Fleet and Equipment Manager Kurt Grossrieder said hybrid vehicles had provided substantial benefits to both the business and the environment.

“Our hybrid vehicles have proven that they are not only up to the task in bolstering our delivery network and providing our drivers with a safe and dependable vehicle: they’re doing this in a cost-efficient, environmentally friendly manner,” Mr Grossrieder said.

“The 24 new Hino hybrid trucks will expand our hybrid fleet and once again reduce our total output of greenhouse gases while using less fuel, which is a positive step for TNT and the environment.”

TNT’s Hino 300 Series Hybrids are underpinned by a 100kW diesel engine and 36kW electric motor that optimises fuel use and emissions according to driving conditions and driver input.

They can even run in electric drive-only EV mode in stop-start traffic, depending on the level of battery charge.
Many months of hard work and preparation by the best Hino service, parts and sales staff from around the country concluded with the finals of the 2014 Hino National Skills Contest.

The top 22 service technicians, parts interpreters and sales representatives were brought to Sydney on October 23 to take part in the finals and battle it out for first place honours. Hino dealer network staff competed throughout the year across various disciplines to earn their place in the finals.

In addition to the contestants, attendees included Hino Australia Chairman and CEO Steve Lotter and President and COO Sean Takahashi, along with dealer principals and senior and divisional managers from Hino Australia. Representatives from Hino Japan and Hino’s Middle East distributor in Dubai were also in attendance.

Greg Bleasel, Hino Australia Senior Divisional Manager, Product Support said the National Skills Contest embodies the commitment Hino has to ensuring its service, parts and sales staff are trained to the highest global standards. “Providing Total Support to our customers’ businesses is our core strategy, and providing our customers with the benefit of timely and efficient service carried out by well trained staff is the end goal of holding this annual skills contest. “We want our people to be the best of the best, and we believe providing first-rate training, assessment and development for our staff is vital to the continued success of Hino in Australia,” he said.

Parts and service contestants completed practical exercises carried out in the national training centre that tested their diagnostic service and parts interpreting skills on a range of Hino trucks. Parts contestants also took part in a role play exercise.

Sales contestants were tested in the form of a ‘Mastermind’ style TV game show, hosted by Network Ten motorsport commentator Greg Rust. He asked a series of multiple choice questions testing their knowledge of Hino products and those of its competitors. This was followed by a roleplay exercise where contestants were tested on their ability to provide the right Hino solution for a fictional customer.

The National Service Award for 2014 was taken out by Martyn Alexander of Newcastle Hino, the Parts Award went to Ryan Macauley of CMI Hino Adelaide and the Sales Award went to Andrew Harris from CMI Hino Adelaide. “Everyone at Hino congratulates all the participants for their efforts this year, and we look forward to seeing a few new faces along with some familiar ones at next year’s finals,” Mr Bleasel said.
Hino Geelong has set itself the goal of being Australia’s most environmentally friendly truck dealer by 2015, and has listed over 100 practices on its website and in social media it employs to help achieve its goal.

This ties in with Hino’s global initiatives aimed at reducing the impact of climate change, recycling resources whenever possible, conserving the natural environment and supporting local communities.

Hino Geelong Dealer Principal Richard Furnari has over 20 years’ experience in running dealerships for well-known truck and agricultural equipment brands. He was attracted to Hino because of its sound corporate responsibility policies, ever-strengthening product lines, its Toyota Group alliance and environmental emphasis, which matches Hino Geelong’s own values.

“With our new Hino dealership we’ve gone down the path of environmental sustainability – we do over 100 things specifically designed to help with continuous improvement of our performance in reducing environmental impacts,” Mr Furnari said.

“This includes using the most environmentally friendly printing and photocopying equipment to using solar power, driving hybrid sales cars, using VoIP telephones for less power drain, and a myriad of other measures that you can read about on our dedicated environment website.”

In addition to its environmental values Hino Geelong is moving in the same direction as Hino Australia in terms of aiming to provide a complete transport solution, with an emphasis on maximising the safety of drivers and other road users.

“We genuinely think Hino makes an exceptionally high quality product, and we’ve tried to underpin that by giving customers more reasons to buy from us,” Mr Furnari said.

“With our new Hino dealership we’ve gone down the path of environmental sustainability – we do over 100 things specifically designed to help with continuous improvement of our performance in reducing environmental impacts,” Mr Furnari said.

“Hino makes an exceptionally high quality product, and we’ve tried to underpin that with giving customers more reasons to buy from us”
**Moving with the times**

Bendigo Truck Centre in central Victoria recently upgraded its facilities and hosted a major onsite open day to celebrate its ongoing relationship with Hino Australia.

Bendigo Truck Centre’s upgrade included repainting the interior of administration office buildings, the refurbishment of the driver lounge and lunch room, and the fitment of a new Hino pole sign surrounded by a new front fence.

The dealership invited all of its past and present customers as well as interested members of the public to the onsite open day. There were attractions for attendees young and old, test drives of a range of Hino trucks, a free barbeque, showbags and a jumping castle for children.

A live broadcast of the event took place on local radio station 3BO FM 93.5, featuring live interviews with Bendigo Truck Centre staff and Hino Australia representatives.

Bendigo Truck Centre Dealer Principal Euan McGowan said there was a strong turnout at the event.

“We’ve been in business for over 27 years here at the Bendigo Truck Centre,” Mr McGowan said. “We’ve served a lot of loyal customers in that time, and enjoyed ourselves in the process. “We thought it was the right time to celebrate, seeing the dealership is looking better than ever and we’ve got great products to show off.”

Bendigo Truck Centre sells the full range of Hino trucks, including 300, 500 and 700 Series models. Its facilities include a fully equipped workshop and up-to-date computer diagnostic equipment, multiple bays for rigid vehicles and two drive-through bays for B-Double servicing, truck hoists and a vehicle inspection system.

The Bendigo Truck Centre is located at 12-16 Sullivan Street, Golden Square.

For more information on the Bendigo Truck Centre go to http://www.btc-bendigo.com.au/.

“The dealership is looking better than ever and we’ve got great products to show off”
500 GT is truck of choice for fire service

The relationship between Hino and the Tasmania Fire Service (TFS) is an enduring one that goes back almost 30 years.
TFS relies on a large fleet of Hino 500 Series GT 4x4 crew cab trucks to fight fires and respond to emergencies around the State.

“We’ve been using Hino 500 GT crew cabs since 2006-07,” says Leon ‘Alfy’ Smith, TFS Manager Engineering Services. “We’re currently running 93 Hino GTs in varying specification across the operational fleet.”

The durability, reliability and rugged performance of Hino’s 500 Series GT makes it a great option for the TFS.

“We deal with a lot of challenging situations in sometimes hostile terrain, so a solid, well-built and appointed truck like the 500 GT with four-wheel drive and seven seat capacity makes it a perfect fit for us and our needs.”

The TFS along with other fire authorities was instrumental in trialling a significant modification, an Allison 2500 automatic transmission, that is now widely available across the Hino range.

“In association with Allison we worked with Hino to develop an automatic transmission option that would provide top-end speed and off-road performance,” Leon says.

“Hino listened to the industry and took our thoughts and ideas on board. In fact, you could say the Allison integration into the GT 4x4 was driven by the fire industry.”

However, the development of the automatic transmission isn’t the only innovation from the TFS that Hino has been involved in.

“Two years ago we started to look at Compressed Air Foam (CAF) as an alternative to other means of fighting fires, so we began planning a new truck that would carry this new technology.

“The Hino 500 Series FM 2630 platform lent itself to this application,” Leon says. “We had the final spec worked out in January 2013, it was then designed and fabricated and we commissioned the truck last year.

“Our in-house tradesmen and body builders worked together closely with Hino to ensure weight requirements like axle mass and ADR compliance issues were met.

“It was another example of the quality of Hino’s technical and aftersales support. They really contributed to us having the CAF capability which is pretty unique for a fire service – CAF is a specialist technology relatively new to the Australian Fire Industry.”

The worth of the new technology was displayed when the TFS was called on to help fight a fire at Victoria’s Hazelwood Mine in December 2013.

“It really validated the CAF capability,” Leon says. “It was really successful in bringing the large fire under control quickly and efficiently.”

The success has led to the TFS looking at broadening the CAF application. It recently conducted a test where a pile of burning tyres was extinguished using water, water and A-class foam and CAF to determine which was the most effective.

“We found that using CAF increased our capacity in terms of the time it took to extinguish the fire by six to seven times,” Leon says. “There’s far less run-off than if we used water too, so that what does run off is of a better quality, releasing fewer pollutants into the local environment.”

Leon says the TFS is the only fire service agency in Australasia with in-house body building and maintenance capacity, and most likely one of very few worldwide.

“We have 27 staff around the state handling the design, manufacturing and maintenance of our operational truck fleet. We’re a one-stop shop and employ welders, diesel mechanics and many others to ensure we can handle all our needs in-house.

“We’re probably the envy of many other agencies who outsourced this function a few decades ago,” he says.

The TFS is the operational arm of the State Fire Commission and was created in 1979 through the amalgamation of a number of fire authorities and boards. It consists of over 230 brigades working out of fire stations located around the state. The TFS has around 250 career firefighters and approximately 4800 volunteers involved in fire-fighting, emergency response, fire investigation, training and community fire education.
Keeping pets safe in the car

If you’re taking the family pet with you on your end of year holiday road trip, spend some time considering their safety and wellbeing in the car.

Just like human occupants, the family pet must be properly restrained when they’re travelling with you in the car.

A 27kg dog travelling at 55km/h in a car can turn into a 1220kg projectile. Having a car accident with an unrestrained dog or cat on board is not going to end well for anybody. The only way to ensure the safety of you and your animal occupants is to properly restrain them.

You have several options when looking to keep your furry friend safe in the car, including the use of a firmly secured pet crate or cage – which work well for cats and small dogs – or a harness that attaches to the seatbelt mounting point.

A harness is equally important in the tray of a ute. Don’t be lulled into thinking that a simple chain clipped to a collar is good enough – an abrupt movement could turn the animal’s collar into a deadly noose.

The downside to the use of a crate is that the occupant remains ‘loose’ inside it, and may still be injured in an emergency braking situation or an accident.

When looking for a harness, ensure that you purchase one that allows your pet to sit or lie down, but will keep them safely restrained in an accident.

Another important reason for using a pet restraint is to prevent the animal from jumping from the moving vehicle. RSPCA statistics reveal that approximately 5000 dogs each year are injured or killed in Australia as a result of falling from a moving vehicle.

The RSPCA started lobbying in the early 1990s as part of a national campaign to improve animal welfare laws in response to these appalling statistics. Each state and territory has its own laws regarding animal welfare and the restraining of animals in vehicles. Penalties in each state vary, and include fines in the order of $100 to $50,000, or even potential imprisonment.

For more information on the laws that apply in your state, contact your local road traffic authority. You can also get more info on in-car pet safety at the RSPCA’s website, www.rspca.org.au.
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*Consult your Hino dealer for correct body and chassis selection for your business.