

# A consistent national service offer

**H**ino Distributors (NZ) Ltd general manager **Michael Doeg** says that the Japanese truck brand can provide fixed-price A, B, C and auto transmission servicing through the nationwide branch network of its sister company, Truck Stops.

"Fixed price servicing was born out of demand from both large and smaller customers. There was a fair bit of work involved from a group perspective to get the

offer right, as we explored all avenues of adding value for our customers."

Doeg says: "Our fixed price service offerings were developed after gaining an understanding of what our customers wanted from an after sales perspective. Our nationwide branch network has enabled us to deliver an offering that no other Japanese truck franchise has been able to deliver in the New Zealand market.

That is something we are pretty proud of, and we are focused on developing this point of difference even further."

**He says: "In the future, enhancements to the Contract Maintenance programme provided by Truck Stops will look to deliver offerings for customers who require more comprehensive maintenance packages that do not fit within the current time-based/km-based schedule."**

Fixed price servicing from Truck Stops means Hino owners not only enjoy easier budgeting, they also know their vehicles are serviced to manufacturer recommendations,

using genuine Hino parts fitted by factory-trained technicians using franchise-supplied diagnostic tools and manuals.

**The 'A service' programme contains a grease and safety inspection while the 'B service' adds replacement oil and fuel filters, replacement engine oil, filter disposal and a steam clean.**

The 'C service' includes all the above A and B service items and adds an engine top tune, plus replacement of the air drier cartridge, purge valve, differential oil, transmission oil, power steering oil, fuel, power steering and differential filters and brake fluid. Truck Stops then ensure that used filters and oil waste are disposed of in an environmentally friendly manner.

Hino trucks also receive a 12-month, unlimited km warranty on all parts purchased through Truck Stops.

Truck Stops has an extensive branch network with branches in Whangarei, Auckland Central, South Auckland, Hamilton, Mount Maunganui, Rotorua, Taupo, Napier, Palmerston North, Wellington, Nelson, Christchurch, Dunedin and Invercargill.

In addition, there are

Truck Stops dealers and agents in Warkworth, Albany, Auckland, Gisborne, New Plymouth, Whanganui, Blenheim, and Queenstown.

Truck Stops has recently extended its fixed-price offerings to include brake relines. The nationwide fixed-price brake reline service is focused on providing tangible value to the Hino customer through the lined shoe exchange programme. This sees pre-lined shoes being stored in the branch ready to go, reducing the need for linings to be de-ripped and re-ripped while the customer's truck is in the workshop. This is a real win for customers who see value in maximising their uptime.

**To further provide added value and convenience to Hino truck owners, Truck Stops offer a number of bundles in the form of kits. These products include filter kits, air drier kits, clutch kits, in frame engine kits, brake lining axle kits and exchange wheel kits. A number of kits and other heavy Hino parts are provided with custom made, fit for purpose crates to make transportation and handling safer. ■**



## "Simple As" – taking advantage of efficiencies to improve business

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It's so damn simple," adds Mcmillan.

Professional Farm Services uses the Teletrac Navman **Director** maintenance module to keep track of WOF, tyres, oil changes, and so forth. Dave says that the alerting functions have been very useful for staying on

top of vehicle maintenance.

"We also use **Director** to help us better maintain our client's equipment. We can go into the system to see how many times we have visited a particular pump to maintain and repair it. Being able to access this information also helps us to cross reference with our invoic-

ing."

### The big picture

All it took was one question for each of these companies, 'where am I lacking?'. Whether it be reducing costs, improving communication with staff, adopting time saving practices or better handling

vehicle maintenance, it's all about running a more efficient business. ■

