

RELIABILITY KEY TO BUILDING REPUTATION

For Quickway Carriers of Nashville, Tennessee, reliability is everything. Fuel economy is a close second. That's why the hauler for some of the nation's largest food retailers and manufacturers chose Mack Trucks, Inc. when it upgraded its fleet.

"Those are the two main concerns we have," said Steve O'Neal, vice president of Equipment and Maintenance at Quickway. "The trucks have to perform."

There's a lot on the line. Quickway delivers perishables like milk and ice cream from 17 terminals throughout the mid-Atlantic, South and Midwest. Since its founding in 1960 the company has earned the enviable reputation of completing more than 10,000 direct store deliveries each week with a better than 99% on-time performance record. When Quickway decided to update its fleet of 384 company trucks with EPA'10 vehicles, it required assurance that the new trucks would not only save money but would also maintain the company's reputation.

So Quickway purchased several tandem-axle Mack® Pinnacle™ models as a test of the new equipment. The rigs feature the Mack ClearTech™ SCR system.

"They're doing fantastic," O'Neal said of the trucks, which have clocked nearly 100,000 miles each. "They are much less trouble than the 2008 models."

O'Neal admits he had concerns at first, from heat from the SCR system to the possibility that he'd see his trucks parked by the side of the road to do an active regeneration of the diesel particulate filter.

None of that happened.

"They actually turned out to be really good trucks," he said. "The regeneration issues didn't develop. Diesel exhaust fluid is a non-issue. I believe the trucks were designed to go 3,000 miles on a tank of urea. We see a little better than that, about 3,600 to 3,800 miles. And we've had no trouble finding it."

His bigger concern was fuel economy and that hasn't been an issue. "The trucks are averaging 6.6 to 7.2 mpg — it depends on the load and the route. In contrast the 2008 models are averaging 5.8 to 6.3 mpg."

After their test run in Murfreesboro, Tennessee, the trucks moved into the operation in Indianapolis. According to O'Neal, they're still going strong. "For the most part we put them out there and they just run."

