

Hino Central Service Special! 18-Point Service & Inspection

This is everything you get for only **\$199⁹⁵***

1. Inspect cab fresh air filter
2. Inspect mud flaps and hangers
3. Check wipers and washer operation, and top up fluid
4. Check A/C operation
5. Check tire pressures and adjust if required
6. Inspect all lights
7. Check all fluid levels and top up as required
8. Check parking brake and adjust if required
9. Check cooling system and wash radiator
10. Inspect all belts and hoses
11. Inspect battery terminals and cables
12. Drain and inspect air tanks and air dryer cartridge
13. Lube, oil and filter change
14. Lube chassis
15. Check air filter condition
16. Replace fuel filters
17. Inspect brakes
18. Re-torque all wheel nuts

Receive 10% off on any repairs required from this service!

Edmonton

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www.hinocentral.com



YOU'RE ALWAYS IN RANGE.

Hino Central Dispatch

Spring/Summer
2011



Hino Truck Engines Ranked Highest in Customer Satisfaction



We are excited to announce that Hino truck engines have been ranked highest in customer satisfaction in a recent survey conducted by J.D. Power and Associates for Hino Motor Sales U.S.A. Inc. This is the third year in a row, HINO truck engines have been recognized as highest ranking

among conventional medium duty truck owners. The ranking is measured by customer's opinions of Class 5, 6 and 7 gasoline and diesel engines.

The factors which Hino truck engines were rated highest in satisfaction included:

- engine reliability and dependability
- accessibility to components for service/maintenance
- engine warranty
- engine control module
- maintaining speed on grades
- average fuel economy
- vibration at idle
- acceleration when fully loaded

Hino intends to keep the satisfaction levels high, with 2012 models being produced in conventional cab with high level of standard features including tilt and telescopic steering, cruise control, power windows EPA10 compliance, in dash GPS navigation and air conditioning. Hino will also be producing two new cab-over-engine models - a class 4 and class 5 for the fall 2011.

The quiet, comfortable and driveable Hino models are happy to boast that Hino Canada's spare parts fill rate averages are at 96 per cent, one of the highest in North America. Vehicle maintenance, service or repairs can be done quickly so Hino customers can get back on the road.

Did You Know?

- In 1991, Hino Motors established the Green Fund in order to aid to the conservation of the natural environment. The Green Fund has made over 300 donations, funding environmental conservation, research and activities such as tree planting.
- The staff at Hino Central Fraser Valley are founding members of the Walnut Grove Business Association, which fosters opportunities for local businesses in the Langley area of B.C.
- Hino Motors employs 189 people through its re-employment program. The re-employment system hires elderly retirees for a three-day work week with the same conditions and terms as full-time personnel.

A native from the lower mainland area, Susan was born in New Westminster and grew up in Port Coquitlam. She has worked in administration and customer service for over 20 years because she enjoys helping others.

"I am setting up the Service Maintenance Schedule Module, which will help automatically send emails to all our service customers when their vehicles are due for maintenance," says Susan. The new SMS system is still being fine-tuned and is intended to remind customers to bring their trucks in for regular service, keeping them running in optimum condition.

"If I can help the company and myself grow, then that is a great achievement which gives me satisfaction," says Susan. "I like to be a part of a team that treats every single customer and truck we service to the best of our abilities."

We want to hear from you!

Do you have any comments or suggestions? Is there a subject you would like to see in your Hino Central Dispatch? To report a change of address or to be removed from our mailing list, please contact us at: Hino Central Dispatch, c/o Hino Central, 10931-184 Street, Edmonton, AB T5S 0A6 or email marketing@hinocentral.com



Staff Profile Susan Goodwin, Receptionist, Hino Central Fraser Valley

Susan Goodwin joined Hino Central in November 2010. Her husband Brent has been an automotive technician for 23 years. She applied to work at Hino Central when she saw an ad for the receptionist position and visited the Hino Central website.

"I watched the video about Hino Central and it seemed to be a great 'family like' company to work for," Susan says. "My instincts were right. Hino Central has the best customer service - we care not just about getting you in the door. The Hino Central staff are very knowledgeable, friendly and we definitely go out of our way to satisfy our customers."

Hino Central Dispatch is published twice a year to inform Hino customers about our company and our industry.

Hino Central Dispatch, c/o Hino Central, 10931-184 Street, Edmonton, AB T5S 0A6

or email marketing@hinocentral.com

Features - Langley



2011 Hino 198

J-series 7.6L 6 cylinder turbo diesel engine, 220 HP and 520 lb. of torque. Allison 6 speed 1000 RDS automatic providing PTO capability, 19,500 lbs GVW, front and rear axle capacity 7,280 lbs each.

Lease from \$1,149*/mo
Plus applicable taxes
*60 mo lease \$0 down O.A.C.



2007 Hino Model 258LP
c/w Jerr-Dan Tow Deck

220 HP diesel engine, Allison automatic, AC, air brakes and a Jerr-Dan 10,000 lb capacity tow deck and wheel lift. Chrome package, Alcoa wheels, storage box. Fully inspected.

\$52,995
Plus applicable taxes



2008 Hino 358 c/w 1800 gal
Vacuum Tank

Priced to sell. 35,000 lbs. GVW. Equipped with 260 HP diesel engine, Allison automatic and air brakes. 1800 Imperial gallon vacuum tank, air cooled 220 CFM pump. Truck has full industry leading warranty. Please call for complete vehicle specifications.

\$99,500
Plus applicable taxes

Hino's 1-3-5 Warranty: one free year of maintenance, three years roadside assistance and a five-year limited warranty.

In Langley call Lucky Badesha or Robert Hopaluk for more details at (604) 881-4667

AMVIC Licensed

Hino Central Named One of Canada's 50 Best Managed Companies for Fifth Year in a Row



Hino Central, as part of The Driving Force Inc., is happy to announce that we have once again qualified as one of Canada's 50 Best Managed Companies. This is the fifth year in a row we received this prestigious award.

"This distinction demonstrates our commitment to excellence and pursuit of improvement," says Jeff Polovick, President and CEO of The Driving Force Inc. "But the 50 Best title is only part of the story; the other

part is the commitment of our hard working staff in their day-to-day efforts to exceed our customer's expectations by providing superior products and services with integrity and respect."

Hino's New Cab Over Engine Debuts at Work Truck Show

Hino unveiled an exciting new product lineup at the 2011 National Truck Equipment Association (NTEA) Work Truck Show in Indianapolis on March 8th. As a world leader in commercial truck hybrid technology, Hino introduced the next generation proprietary diesel-electric hybrid system in newly designed class 4 and 5. These new trucks are part of Hino's cab over engine (COE) truck line-up and are specifically engineered to meet the unique needs of North American markets and regulations.

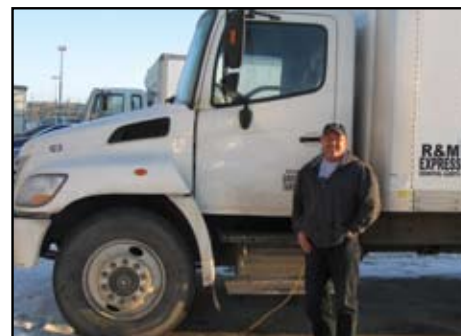
The first of its kind launch was held on the show floor at the Indiana Convention Center. It was the world debut of the first North American diesel-electric hybrid COE truck that you will see here at Hino Central in April. Orders will be taken at that time for these exciting new trucks.

Win \$100 in Tim Horton's gift cards!



Please help us ensure that we have your correct contact information by completing the cover letter and faxing it to **780-484-7094**. Fax back before **April 28, 2011** and you will be entered to win **\$100 in Tim Horton's gift cards**.

HINO CUSTOMER PROFILE Hino Trucks' Reliability Key to Success for R&M Express



R&M Express does all the equipment hauling for Finning Catepillar in the Edmonton region. After 16 years as owner for R&M Express, Mickey McCarthy is excited as business continues to thrive, in part because of the consistent superior performance of his Hino trucks.

McCarthy made the switch to Hino 10 years ago after receiving a recommendation from an associate. He heard Hino trucks were more reliable and had better mileage than the other trucks he had been using, so he bought two. He has never looked back. He now has a total of six Hino trucks.

"My one Hino truck from 1998 will not die," says McCarthy. "It's so reliable, I plan to purchase another Hino this year and keep an extra truck on hand for when I cycle them out for maintenance. I don't even come to the shop anymore - I just give Garry Pysyk a call, find out what's in stock and send in a cheque. I don't have any doubts about the quality or the service."

McCarthy bought his first Hino from Pysyk, recognized as the top Hino sales consultant in Canada, but he's stayed because of Trevor Robertson, Shop Foreman, who provides consistent and honest service.

"If I run into a bind, I go straight to Hino Central. When I speak with Trevor, he always gives me straight answers about how long it's going to take," says McCarthy. "I've been to other shops and they might tell me something will be ready at 8 a.m. the next day and often it's not, which of course throws off my entire day - and my ability to service my customers. If Trevor says it will be done at a certain time, then it's done at that time."

With his business running 24/7 as of March 21st, McCarthy will continue to rely on his Hino trucks to have minimal downtime and maximum dependability. "Hinos are great for reliability, good on gas, and great for cold weather starts," says McCarthy. With 1.2 million km combined on his current Hino fleet, McCarthy sees a bright future fuelled by reliable vehicles.

"I couldn't script it any better if I tried," says McCarthy. "The future looks great." We look forward to helping McCarthy on his journey.

Specials - Edmonton



#1219
2010 HINO 358VA Air Ride

260HP, 35,000 lb GVWR, full load, automatic
Lease from \$1,219*/mo
1 remaining!
*60 mo lease \$10,000 down O.A.C., \$12,840 residual



#1220
2010 HINO 185, Limited Edition

175 HP, automatic, full load cab, 18,000 lb GVWR.
Lease from \$855*/mo
6 to choose from!
*60 mo lease \$10,000 down O.A.C., \$9,000 residual



#1221
2011 HINO 198

19,000 lb GVWR, 220 HP, automatic, full load cab, GPS.
Lease from \$975*/mo
3 to choose from!
*60 mo lease \$10,000 down O.A.C., \$10,280 residual



#1222
2011 HINO 258

25,500 lb GVWR, 220 HP, automatic, full load cab, GPS.
Lease from \$1,090*/mo
4 to choose from!
*60 mo lease \$10,000 down O.A.C., \$11,520 residual

In Edmonton call Garry Pysyk for more details at (780) 474-4667

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