

# WHAT OUR CUSTOMERS SAY ABOUT VOLVO'S SCR ENGINE



“This SCR-equipped Volvo truck is as responsive as a truck can be with regard to engine performance.”

– Michael Halpin, Driver



**A driver's perspective on any new product is key to fleet acceptance. Watkins Shepard Trucking, Inc. operates more than 630 trucks with as many drivers, and values their drivers' opinions when it comes to new products.**

“I drive for Watkins Shepard Trucking, Inc. of Missoula, MT. On my route we take paper from Montana to Los Angeles . . . from Los Angeles to New Jersey we haul carpet . . . from New Jersey to Georgia we haul Crate and Barrel goods . . . and from Georgia back to Montana we haul carpet again. We drive approximately 7,200 miles per week, and so far we've had absolutely no problems with the Volvo SCR system.

“The diesel exhaust fluid (DEF) the SCR engine requires is readily available and not a problem to put in. We use approximately 22.1 gallons per week on average, which is the target Volvo has set for the truck. While driving this truck we put in 11 gallons of DEF in Sayreville, NJ

and then put in another 11 gallons in Missoula, MT when we get home. As soon as I add the fluid I'm done with everything I need to do with the emission system. DEF is something you have to take care putting in the tank just as you would antifreeze.

“This test truck we're driving right now is as responsive as a truck can be as far as performance from the engine through the transmission. Everything is seamless and the fuel mileage is up pretty high for a 16-liter engine.

“This is about as good as it gets as far as power and performance goes. The reliability is there. The comfort is there and the functionality is there. It's a good truck.”

For more information on SCR, contact your local Volvo dealership or visit us online at [www.volvoscr.com](http://www.volvoscr.com).

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“A lot of smart engineering went into these engines. They work. There's nothing to fear.”

– Bill Parry, Vice President Logistics



The trucking arm of Giant Eagle, Inc., Talon Logistics, has been road testing five 2010 pre-production Volvo trucks equipped with SCR engines since 2007. Not only are they very comfortable with the product, their drivers say these engines are more responsive!

“Giant Eagle is the number one supermarket (with over 200 locations) in our region. We operate five distribution centers in Pennsylvania and Ohio. Our private fleet consists of 220 tractors and 650 trailers. The weather in our region runs from hot to cold, so between environmental conditions and the terrain we run, we put our trucks through their paces.

“In October 2007 we took delivery of five pre-production 2010 Volvo trucks equipped with SCR engines. Since that time we have been running them everywhere we run the rest of the fleet. SCR technology isn't really new because it's been used on vehicles in Europe for quite some time, but we were excited to try the application here in North America for the first time. The SCR components actually fit very nicely into our current wheelbase.

“With regard to the use of DEF (diesel exhaust fluid), Volvo initially shipped it to us. Within a short period of

time, however, we were able to find a local supplier and it is now shipped directly to us in 250 gallon containers. Because DEF freezes at about 14°F, you do have to have some sort of heat exchange in the pumping system, and that's what we do. We put a small heater into the system and have not had a problem.

“By the time DEF becomes a normal part of everyday business, I'm confident the supply and the infrastructure will be there. It is not a hazardous material and you don't need any special permits to carry it. No special handling is required. It will be no different than carrying windshield washer fluid.

“A lot of smart engineering by many smart people went into making sure these engines work, so there's no reason to be afraid. And as to performance, it's amazing. When you look at the exhaust pipe on an SCR truck, it's clean. And what's more, our drivers have said they think the response is better on SCR-equipped trucks.”

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