







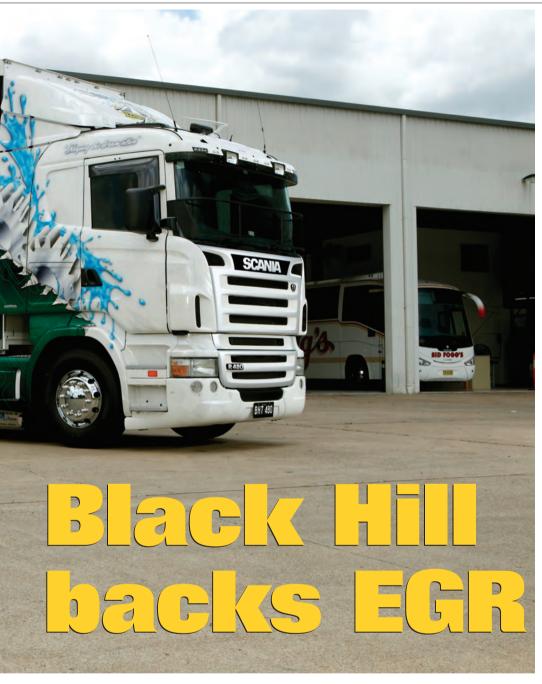
ASTIDIOUS SCANIA ENTHUSIAST
Kelvin Williams has created a

masterpiece of truck art based on his latest new acquisition: a Scania R 480 Euro 5 8x2.

The curtain-sided rigid truck is rated to carry 27.5 tonnes, and comes with eye-catching curtain graphics that advertise one aspect of Kelvin's Black Hill Transport business, the sale and distribution of ELF racing fuels and oils.

The gearbox internals theme on the curtain splashes almost literally into the cab side and door area, where at the leading edge a modified and far more aggressive version of the Svempas Griffin eagerly leans forward into the wind.

Kelvin has been sold on Scania product since 1997, owning five different ones to date,



turned out Kelvin, noting broad similarities between his values and those of Scania.

"Our growth over the years has been tightly managed to ensure we retain control over our activities and keep our customer service levels high. We have always prided ourselves on following through with customers, doing what we say we will do.

"We operate same day and overnight express delivery," Kelvin said. "This is a family-owned business that I have run for 25 years. Scania has been with us every step of the way, which is what I like about the relationship. If ever there is an issue we're on the phone to Scania and they come back right away with an answer. We depend on Scania's back-up and we expect them to look after us.

"We take our Scania trucks into Scania for servicing every 15,000 km, which is every two months on average.

"Our 420 hp prime mover was originally setup to pull our 19 m b-double, which has been fully maintained by Scania and it has clocked up over 600,000 km.

"We're really pleased to have a Scania factory-owned workshop less than eight minutes from our door now. Very soon we will be closer still as we have purchased land right across the road for a new depot.

"The level of know-how and access to the latest equipment is very important to us. We like to be ahead of the curve, constantly setting precedents and moving the bar higher, which is in line with Scania's values as well."

Scania in Newcastle will undertake all of Black Hill Transport's Scania servicing.

"The new Scania R 480 is very smooth, very quiet and very comfortable," Kelvin says of the Sleeper Cab.

"The wind rushing past is pretty much all you can hear."

In addition to the striking paint and decalenhanced exterior complete with concealed

and his fleet now consists of three Scania and five lighter vehicles.

"The new truck was the most powerful I could get and stay with Exhaust Gas Recirculation technology," he said.

"All my vehicles are EGR, including my 2006 model 500 hp and 2002 model 420 hp Scanias.

Black Hill Transport began carting fruit and vegetable produce to markets, but has expanded organically to include distribution for Yamaha Marine as well as the ELF oils and lubricants.

The company majors on customer service, delivered with consistently high quality between Newcastle and Sydney. Core values are quality, price and service.

"We must deliver the best customer service, obtain a fair price for our services and offer consistently high quality," says the immaculately



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CASE STUDY



feature lighting, the cab has been trimmed with Scania leather upholstered seats, wood trim and a TV and DVD system.

The external graphics are the work of Race Art Design, while the many stainless finished panels and trim items on the chassis were crafted by MVM Auto Electrics who also did the feature lighting.

The truck is such a standout that daughter Tegan used it for transport to her school formal at Macquarie College, just like her siblings before her did with the company's earlier Scanias.

Black Hill Transport Scanias have been used as wedding transport in the past as well.

One of the highlights of the new truck for Kelvin is the fuel economy. Even though the R 480 has very few km under its tyres, the muscular R 480 engine is delivering better than 3 km per litre when loaded.

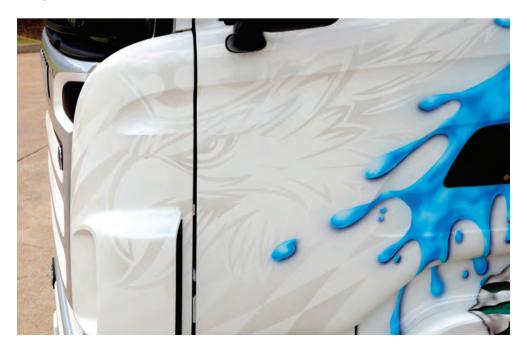
The Scania affinity goes back to a 400 hp T-series bonneted truck bought many years ago, and which is still sorely missed.

"I would buy another one tomorrow," Kelvin says, "It was a very well-balanced truck. It even wore its steer tyres absolutely evenly."

Scania New South Wales State Manager, Kasey Chetty says customers like Kelvin are part of the Scania family and will benefit from having the factory-owned branch nearby.

"Kelvin's business philosophy matches Scania's very closely. He understands the concept of providing a premium service, putting his customers first and respecting their needs.

"We welcome Black Hill Transport to the Scania Newcastle family and will work hard to ensure he enjoys maximum uptime focussing all his energies on servicing his customers needs and not needing to worry about his fleet."





ALL IN THE FAMILY

Kelvin William's daughter Tegan is just as smitten with Scania as her father. The youngster undertook work experience training at Scania Prestons in Sydney in her school holidays in April 2010 to get a feel for whether she wanted to embark on an apprenticeship to be a diesel fitter.

So enthused was she by the experience, under the experienced eye of Greg Sargeant, that she has signed up for the four-year course.

"I went for the work experience early just to see if I liked it. Normally school doesn't offer work experience till September, but I thought that might be too late to change my mind if it wasn't for me," the level-headed teenager said.

"But it was the best experience and I am really looking forward to the apprenticeship, especially as it is with Scania.

"I'm also thinking of doing an electricians course at TAFE at the same time to give me more options after studying. I think there will be good job opportunities in the mines," she said.

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