

Mercedes-Benz

# Transport

The magazine for mobile business.

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## LEAP IN EFFICIENCY

The new Arocs during customer trials

SUSTAINABLE: ISLAND LOGISTICS BY GRUPO TIAGUA ON LANZAROTE | INNOVATIVE: NEW ACTROS ILLUSTRATED

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## The smart powerhouse for the construction sector.

The new Arocs delivers impressive power and intelligence. Even when things start getting rough, little details can make all the difference. That's precisely why the Arocs is so impressive. Its robustness comes thanks to new and intelligent features like the innovative MirrorCam and the future-oriented Multimedia Cockpit. It lays the foundation stone for successful and comfortable working. More information can be found at [www.mercedes-benz-trucks.com](http://www.mercedes-benz-trucks.com)

**Mercedes-Benz**  
Trucks you can trust



## DEAR READERS,

As a manufacturer we strive constantly to build vehicles which are more economical, reliable, and above all safer than any that have gone before. Mercedes-Benz invests huge sums in research and development – €2.2 billion last year, in trucks alone – and our technological leadership is beyond dispute. In this issue, Product Management & Sales Technical Manager Bob Gowans turns the spotlight on just a few of the 60-plus ground-breaking features incorporated within the latest Actros and Arocs ranges. Now available for order by UK operators, they represent another major step forward in pursuit of our RoadEfficiency goals of Low total costs, Greater safety, and Maximised use.

As many of you will be aware, Mercedes-Benz is a Daimler brand. So, too, is FUSO, whose Canter light truck range is sold and supported by our Dealer Network in Great Britain. Continuing with the theme of innovation, we also visit central London to see one of the first, fully-electric FUSO eCanters in action with DPD, a far-sighted company for which zero-emission delivery operations are already a reality.

Yet crucial though technology is, it remains an inescapable fact that the single most important component in determining how much fuel a truck consumes, the extent to which its driveline suffers wear and tear, and the risk it poses to other road users, is the driver. We can make incremental advances in all of these areas, but a good driver can have a far more significant impact.

It is for this reason that, in partnership with our Dealers, Mercedes-Benz Trucks is committed to supporting customers through the provision of clear and comprehensive vehicle handovers, and training programmes which can be tailored to address the requirements of specific operations. It is also why the driver is uppermost in the minds of our designers and engineers. The Multimedia Cockpit in the new Actros and Arocs combines cutting-edge connectivity with outstanding quality, comfort, and practicality. It is a fabulous workspace and will, I have no doubt, be a valuable aid to operators seeking to recruit and retain the best drivers. Don't take my word for it, though – contact your local Dealer and see it for yourself.

Mike Belk, Managing Director  
Mercedes-Benz Trucks UK Ltd

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## CUSTOMER TEST

The MirrorCam and the revised Predictive Powertrain Control also demonstrate their full potential working on construction sites. See for yourself – in our report on the trial of the new Arocs at Meichle + Mohr at Lake Constance.



# A HUGE TASK

In a spectacular feat of heavy haulage, an Actros capable of pulling up to 250 tonnes tows a damaged Airbus A320 all the way across Germany

A bumpy landing in Tallinn, Estonia, meant the end of the line for the damaged Airbus A320 – the plane was no longer fit to fly. Then it was given a second lease of life at the German Bundeswehr Commando Special Forces (KSK) elite unit in Calw, in the Northern Black Forest, as a training object for improving the safety of air passengers.

But first the plane had to complete a spectacular 11 day journey. The operation began with the loading of the Airbus

fuselage onto a 460-kW Actros capable of towing up to 250 tonnes, owned by the Stuttgart-based heavy-haulage company Paule. The wings, tail and other parts of the aircraft had already been moved to Calw on another truck.

With its extreme dimensions of 60 metres in length, 90 tonnes in weight and 5 metres in width, the rig towing the plane attracted a great deal of attention along the way. The first part of the journey was on a truck ferry across the Baltic Sea to the seaport of Lübeck. From there, the heavy transport

took three nights to travel via Hamburg, Magdeburg, Nuremberg and Stuttgart to the northern Black Forest. The Actros was forced off the motorway twice because bridges were too low to pass under. Taking a minor road instead, the driver then had to reverse the long rig in order to get back on the motorway in the other direction. A second Actros capable of towing up to 250 tonnes was brought in for the unloading operation. Together the two giant trucks manoeuvred the fuselage to its destination over a steep, narrow forest track. ■

**The Actros 4163**  
capable of towing up to 250 tonnes and its unusual freight set out from the port of Lübeck on the journey across Germany



**Peace of mind, guaranteed**

Mercedes-Benz ServiceContract customers know their trucks are being expertly maintained by factory-trained technicians fitting only GenuineParts

## CONFIDENCE MEASURE

Trail-blazing Mercedes-Benz Uptime telediagnosis system proves its power to prevent breakdowns

New figures have confirmed the continuing popularity with UK operators of Complete and BestBasic ServiceContracts from Mercedes-Benz Trucks. They reveal that the only European markets with higher levels of contract maintenance ‘penetration’ are Sweden and Spain, but neither comes close to the 20 000 vehicles which are currently the subject of planned service agreements in Great Britain and Northern Ireland.

Sam Whittaker, Director Customer Service & Operations at Mercedes-Benz Trucks UK, declares: “We have a passion for maintenance and repair contracts. As the manufacturer we bear all the risk and our plans represent exceptional value for money for customers, who benefit from maximised use and can budget with confidence. Our Dealers’ technicians fit only GenuineParts which are factory approved and fully warranted, ensuring that the Mercedes-Benz vehicle to which they’re fitted remains every inch a Mercedes-Benz.”

All roadgoing Euro VI trucks which are the subject of Complete ServiceContracts are covered by the manufacturer’s Zero Tolerance on Downtime pledge. In the unlikely event that a truck cannot be repaired within 24 hours, Mercedes-Benz will provide either a like-for-like replacement or an equivalent financial contribution to cover the rental of an alternative.

The Mercedes-Benz Uptime telediagnosis system is also standard on all applicable vehicles maintained and repaired under a Complete ServiceContract. The effectiveness of this ground-breaking predictive technology is underlined by the fact that between its launch in March 2018 and the end of the year, Mercedes-Benz Uptime prevented 180 breakdowns. Additionally, no fewer than 2 160 extra tasks were flagged in advance and completed during regular services, thereby relieving operators of the hassle and expense of booking extra workshop visits. In a further 4 540 cases Mercedes-Benz advised customers of routine maintenance requirements which they could undertake. ■

**PLAYING A NEW PART**



Price-sensitive operators of older trucks bearing the three-pointed star can now choose a lower cost alternative to the established GenuineParts and Genuine Remanufactured Parts lines, in the shape of TruckParts by Mercedes-Benz. The new range comprises commonly used wear and accident repair items for all models. It is aimed at those for whom the latest, innovative developments, and maximum component durability, are not priorities.

**HEAVY DUTY HERO**



Mercedes-Benz Trucks UK has added the first heavy haulage tractor unit to its demonstration fleet. Now available for trial by operators, the four-axled Arocs is slated for Special Types operation at up to 180 tonnes GCW, and powered by a 460 kW (625 hp) 15.6-litre, straight-six engine. The truck is also equipped with a wear-free and fuel-efficient Turbo Retarder Clutch, which is capable of handling and delivering some 3 000 Nm of torque, significantly more than a conventional torque converter, and incorporates a powerful retarder.

**For more information, contact your local Dealer.**

**A promise fulfilled**  
Mercedes-Benz Trucks' Bob Gowans says the new Actros and Arocs models have been specified to deliver on the manufacturer's 'Trucks you can trust' commitment

# GAME-CHANGERS

The new-generation Actros and Arocs are now available for order by UK customers. Long-distance tractor units have been grabbing all the headlines, but distribution and construction versions also underscore Mercedes-Benz Trucks' technological leadership



**B**etween them, the new Actros and Arocs ranges incorporate more than 60 innovations. MirrorCam replaces conventional mirrors, improving both economy and visibility, and Active Drive Assist makes partially automated driving – braking, accelerating, and steering – a reality. Drivers get a state-of-the-art Multimedia Cockpit, while enhancements to the established Active Brake Assist emergency braking, fuel-saving Predictive Powertrain Control, and Mercedes-Benz Uptime maintenance systems make major contributions towards Mercedes-Benz Trucks' RoadEfficiency goals of Greater safety, Low total costs and Maximised use.

Product Management & Sales Technical Manager Bob Gowans played a leading role in deciding how the new models would be specified for the domestic market. Who better, then, to guide "Transport" readers through some of their technological highlights.

**Where do the Actros and Arocs fit within the Mercedes-Benz Trucks product line-up?**

The Actros range comprises tractor units in 4x2, 6x2 and 6x4 configurations, as well as 6x4 and 8x4 heavy haulage variants, and rigid vehicles from 18-26 tonnes

GVW, or up to 44 tonnes GTW in the case of drawbar chassis. To simplify our offer for customers, we have now phased out the former Antos model line, which means that distribution trucks with short- and medium-length day cabs are badged, like those with sleeper cabs, as Actros. The Arocs is our purpose-designed construction range, and incorporates rigids and tractors with two, three or four axles, any number of which can be driven. With rare exceptions, rigids have gross weights from 18 to 32 tonnes, while tractor units operate at up to 44 tonnes GCW. As with Actros, the Arocs range also features heavy haulage tractors, including 250-tonne versions.

**The camera-based MirrorCam system has won enthusiastic reviews from UK-based transport journalists who have experienced it at first-hand. Presumably, though, long-haul operators will be the main beneficiaries from the improved mpg performance that MirrorCam's aerodynamic design will deliver. Does this technology have much to offer those whose trucks are assigned to distribution or construction duties?** ▶



Absolutely. Yes, vehicles trunking up and down the motorways stand to make the biggest fuel savings from MirrorCam, and we're predicting a reduction in consumption of up to 1.3%. Those whose vehicles spend most of their time on A and B roads will also see improvements in economy. Of far greater significance for them, however, is the much-enhanced visibility from all angles that MirrorCam offers. This represents an important safety benefit when the vehicle is overtaking, or being overtaken, and in congested town and city centres where pedestrians and other vulnerable road users may be at risk. It will also help to reduce damage costs during low-speed manoeuvring at depots, on sites and when making deliveries. Whatever the application, MirrorCam will make the driver's job easier and less stressful. This explains why we've made it part of the standard specification for all UK new Actros and Arocs models that can have it – which effectively means all trucks except those with ADR registration for the transport of dangerous goods, where there's currently a clash of legislation.

**Active Drive Assist has also captured the imagination of transport industry watchers. What does this technology offer, and how is it being 'pitched' to UK customers?**

Active Drive Assist is the first level 2 autonomous driving system to enter series production. It controls the vehicle's speed relative to other traffic, and steers it to keep its position in the lane. The driver always retains overall control, though, and must keep hands on the steering wheel at all times. At this stage, Active

#### **Safety advance**

MirrorCam offers significantly enhanced visibility for drivers

#### **Connected workspace**

The Multimedia Cockpit features touchscreen technology

Drive Assist is available as an option on 4x2 and 6x2 tag axle Actros tractor and rigid models, but not – for technical reasons which will be addressed – on standard 6x2 mid-lift or mid-steer tractor units. For those undertaking long distance assignments in 4x2 tractors and drawbar rigids, or on distribution work, Active Drive Assist will reduce fatigue and encourage a more relaxed, fuel-efficient and safer driving style, particularly on long journeys and congested roads.

**Still on the subject of safety, Active Brake Assist 4 was the first emergency braking system to incorporate pedestrian recognition. How does Active Brake Assist 5 move us forward?**

Active Brake Assist 5 will be standard equipment for all on-road vehicles with two or three axles. While the previous version relied solely on radar, the latest employs a combination of radar and camera technology. The result, at speeds of up to 50 kph, is a dramatically improved response to moving pedestrians. Active Brake Assist 5 employs full braking – as opposed to the 50% achieved previously – when encountering pedestrians crossing its path. Aside from its increased potential to save lives, it holds out the possibility of reduced insurance premiums.

**New Actros gets an additional drive program.**

**What is the rationale behind this?**

Actros previously came with three drive programs: Standard/Automatic, Manual and one other, which was open to the customer to choose according to the application – most opted for Economy, but Power was also popular. This inevitably meant a compromise. They might choose Power, for example, because the truck would regularly travel a stretch of particularly demanding road, or to keep up with the hustle and bustle of traffic in towns and cities, but they would then be denied the fuel-saving benefits of the Economy drive program at other times. The new model offers the best of both worlds, by allowing the driver to switch easily between Economy and Power, thus promoting a driving style which is both fuel-efficient and dynamic, depending on the situation.

**Many Mercedes-Benz customers already benefit from Predictive Powertrain Control's ability to scan the road ahead, then manage the vehicle's driveline to restrict diesel consumption and cut emissions. What does the latest version offer?**



Predictive Powertrain Control is well proven to save fuel in long-distance operations. However, it doesn't always do what the driver expects, counterintuitively changing down a gear before it reaches the top of a hill, for example, so the truck's momentum will then allow it to coast over the brow. Mercedes-Benz has responded to driver concerns by ensuring that the new system tells them what it's going to do in advance, via a notification on the dash. New Predictive Powertrain Control also offers greatly enhanced functionality – it now covers virtually all A roads, and many B roads, and takes account not only of topography but also of corners, roundabouts, junctions and traffic signs. As a result, those using regional roads stand to benefit from fuel savings of up to 5%. That's why, whereas previously only long-distance tractors came with Predictive Powertrain Control as standard, we've made it a non-deletable feature across the new Actros range.

**The Multimedia Cockpit is another, exciting new development. It's beautifully designed, but there's a lot more to it than that, isn't there?**

The aim, of course, was to make the driving experience as comfortable, engaging and easy as possible. So aside from its stylish appearance, the Multimedia Cockpit

brings connectivity and intuitive operation to the fore, via a new Truck Data Centre that permanently connects the truck with the Cloud. The Multimedia Cockpit is a standard feature on all Actros and Arocs models except – for temporary technical reasons – those with twin steered front axles. Particularly noteworthy are its two 10" interactive screens; an attractively priced 12" upgrade also brings enhanced functionality. Many drivers will appreciate the truck's ability to connect with two phones, so they can play their music through a personal handset, while keeping in touch with base on the 'work' phone.

**How would you characterise Mercedes-Benz Trucks UK's approach to the specification of new Actros and Arocs for the domestic market?**

Some of the features that we're fitting as standard might have been offered as options. Instead, though, we're equipping these vehicles to a high level because we think this represents the best way forward, not only for the first buyer, but also for those further down the line. A truck specified to cost less initially would also be less cost-effective to run, and not worth as much at the time of its disposal. Our commitment is to provide customers with vehicles that will live up fully to our 'Trucks you can trust' promise. ■

#### **Gripping stuff**

While long-haul variants of the Actros have been the focus of most of the media attention to date, Arocs construction models also benefit from many of the latest advances



**Ring the Bell for RoadStars**  
Boughey Distribution driver Gareth is a big fan of Mercedes-Benz Trucks' online drivers' hub

# IT'S GOOD TO TALK

There are some things money can't buy – including access to the exclusive content and special offers available to drivers via Mercedes-Benz Trucks' RoadStars hub. "Transport" met one RoadStars-Driver who relished the opportunity to spend time with others from all over Europe at a VIP event in Germany

Gareth Bell wouldn't have missed it for the world. "There we were, chatting over breakfast," he recalls. "On one side of me was a fireman from Italy who drove a little Mercedes-Benz appliance, and on the other was a heavy haulage lad from Germany who ran a big-engined Actros Titan. Deep down, I'm a truck spotter at heart and it was fascinating to spend time with people from all over Europe, and listen to them talking about their vehicles and jobs."

Gareth was one of two UK-based drivers, both fully signed-up members of the online RoadStars community, who attended an action-packed safety session as guests of Mercedes-Benz Trucks. Joining them at the Driving Safety Training Centre near Baden-Baden, in southern Germany, were 22 fellow RoadStars from Belgium, the Czech Republic, Germany, Italy, the Netherlands, and Romania – all had been selected at random from the hundreds of hopefuls who applied to take part in the event. The focus for the day was on handling trucks in dangerous situations, and the agenda included an emergency braking session, slalom courses, swerving on wet and dry roads, and driving with a tipping trailer.

Created especially for truck drivers, but now becoming increasingly popular with fleet managers too, RoadStars presents industry news and features, and is a great place for members of the community to share stories and tips, as well as photographs and videos of their trucks. RoadStars-Drivers can also take part in competitions and win invitations to special events, such as the Baden-Baden safety session.

Gareth has been driving trucks for 16 years, the last 14 of which he has spent with Cheshire-based Boughey Distribution, an ambient groceries specialist that works for some of the UK's biggest retailers. He played a key role in Boughey Distribution's decision in 2016 to switch to the three-pointed star, trialling a Mercedes-Benz Fuel

Challenger demonstration unit for a fortnight, and now drives one of the 100 Actros 2545 BigSpace tractor units which the operator commissioned later the same year – it has since added a further nine.

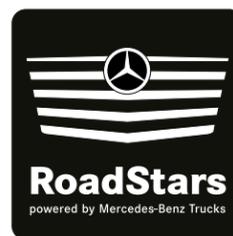
"It's a pretty conventional haulage application compared to the jobs being done by some of the guys I met in Germany," says Gareth. "But I love life on the road, not least because the Actros is such a fantastic vehicle. I'm usually away four nights a week and in terms of living space the cab is perfect, while creature comforts such as a fridge and microwave help to make it a real home from home."

He continues: "I've been around trucks since I was a kid. My dad was the transport manager for a haulage company on Anglesey, where I grew up, and the guy who owned that business always had the best of the best. I particularly remember a 1986 Mercedes-Benz 1644 SK with EPS gearbox – that was a hell of a piece of kit, and not much could keep up with it back then."

Gareth enjoys nothing more than clocking up the miles in his spare time, too. He runs ultra-marathons – 50 miles is his longest so far – and cycles at every opportunity with his 14-year-old son. "I spend a lot of time at the wheel, so I try to keep myself as fit and healthy as possible," he explains. "It's an important topic for those working in our industry, and one that RoadStars covered recently, when it recommended simple exercises that drivers can do both inside and outside the cab."

Gareth adds: "Whether it's entertaining or informative, the content on RoadStars is always engaging and relevant. I was also impressed in Germany by how keen the trainers were to learn from us. Ultimately, we all work with Mercedes-Benz trucks for a living, and can only benefit from sharing our experiences." ■

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**Slide rules**  
The focus in Germany was on safe driving in extreme conditions



**Shared experience**  
Gareth Bell is pictured, front left, with fellow RoadStars from six other countries

**Clean air act**

The world's first economically viable battery-powered truck, the FUSO eCanter has proved 100% reliable and is integral to DPD's ambitious all-electric strategy

# SOUNDS OF SILENCE

DPD's first fully-electric 'final mile' delivery depot is now being served by a zero-emission FUSO eCanter. The truck wins top marks from its driver for its comfort and quietness ▶



We're edging our way towards the bustling Elephant & Castle roundabout. This is peak time, the traffic is chokingly heavy, and it's evident from their faces that most of the drivers around us would prefer to be anywhere but here. Not Michael Zammett, though, for his cab is an oasis of quietness and calm, his demeanour unflustered. He's happy in his work – and his FUSO eCanter has a lot to do with it.

Twenty years a professional, Michael drives for multi-award-winning delivery company DPD. He spends his days negotiating the very worst that central London's congested streets can throw at him, so a bit of congestion is nothing out of the ordinary. What is very much 'out of the ordinary', though, despite its conventional appearance, is his vehicle. The FUSO eCanter is the world's first fully electric light-duty truck to enter series production. As such, it represents a major advance in the battle to improve air quality in our towns and cities.

Michael outlines his attitude to the job: "It's important, particularly when you're under pressure, to remain cool at the wheel. All this traffic can be frustrating at times, but there's nothing to be gained from getting stressed; it doesn't get you there any quicker. Plus, of course, a calm, relaxed driver is also a safer driver, and safety is DPD's number one priority."

The truck's smooth, near silent driveline complements this approach. Michael's eCanter is one of two supplied last year to DPD – others are in service in the capital with flour milling giant Hovis and logistics leader Wincanton PLC. With its instant torque delivery, it is lightning quick from 0–30 mph, and Michael acknowledges: "When you first drive an eCanter it's the instant acceleration that is most striking. But what you then, very quickly come to appreciate, is that it's also so much quieter than a diesel-engined vehicle. The lack of noise and vibration makes the experience at the wheel far more enjoyable, and means I'm nothing like as tired at the end of the day."

This ground-breaking vehicle, which is scheduled to go on general sale via the Mercedes-Benz Dealer network in 2020, offers cost savings worth up to 1 000 euros for every 10 000 kilometres covered, compared to a diesel-engined truck. More importantly, it also represents a genuinely sustainable alternative for customers engaged in urban distribution operations.

Powered by six 420 V and 13.8 kWh lithium-ion batteries, the eCanter's electric drivetrain with permanent-magnet-motor delivers 129 kW (180 hp) via a single-gear transmission in the rear axle. The truck offers a body and payload allowance of up to 4.5 tonnes, and a single charge allows effective operating ranges of more than 62 miles (100 km). That, for Michael, is more



**Plug and play**

The lithium-ion batteries of DPD's eCanters are restored to full capacity overnight, but up to 80% is also possible in less than an hour with direct current at a quick charging station

**Leading from the front**

Having opened its first all-electric last-mile delivery depot in Westminster last October, DPD plans to add another seven across the capital

**Cool, calm and collected**

Driver Michael Zammett says the absence of noise from his FUSO eCanter helps to make life at the wheel less tiring and stressful

than enough; he will rarely cover half this distance in a full day's shift.

Michael starts work at 7 am, at DPD's London City Distribution Centre in Bermondsey, south of the Thames. The company has invested upwards of £5 million here over the last couple of years, with much of it spent on a state-of-the-art, high-capacity conveyancing system that sorts anything up to 5 000 parcels an hour. It is an impressive operation. Last night Mercedes-Benz Actros tractor units arriving from DPD hubs in the Midlands delivered a combined total of nearly 30 000 consignments. Those parcels are now being sorted before being sent out for delivery in two waves to all WC, and most SE and SW postcodes. This one centre will put 150 drivers on the road today, and with the sole exception of the eCanter, they will all be in Mercedes-Benz Sprinter vans.

Having unplugged his eCanter from its overnight charging point, Michael begins the job of loading. Over the next hour he fills six 'magnums' from his allotted chute, then pulls each one out to his vehicle. A Dholandia tail-lift provides easy access to its Bevan-built box body. Michael's initial destination of the day is always the same – it's the UK's first, all-electric parcel delivery depot, which was opened by DPD on Vardon Street, Westminster, last October. Depending on the traffic conditions, the route takes him over Westminster or Lambeth Bridges. Either way, it's a journey of less than three-and-a-half miles, but typically takes the best part of three-quarters of an hour to complete.

Turning onto Caxton Street, just a couple of hundred yards from our destination, we find the road blocked. An operative is preparing to drive a mini-roller off the back of his beavertail plant vehicle, and he's clearly going to take his time about it. Michael knows the depot

is awaiting his delivery – they called a couple of minutes ago to request an e.t.a. – but it wouldn't occur to him to hit the horn, or even to drum his fingers impatiently on the wheel. Instead, he just smiles and sits back to wait it out. All in a day's work.

The electric Canter shares the tight turning circle of its diesel- and hybrid-powered stablemates, and aided by his reversing camera it's a simple task for Michael to manoeuvre his vehicle into position outside the smart new Westminster depot, so the process of unloading can begin. The first of eight such facilities which DPD plans to open in London – the second will be in Shoreditch – it employs an all-electric fleet of 18 vehicles to make final mile deliveries of up to 2 000 parcels per day. This depot is also home to the first DPD UK-owned Pickup shop, a dedicated access point for consumers collecting parcels, which is part of a nationwide network of 2 500 Pickup shops.

On returning to the London City Distribution Centre, Michael takes his statutory 45-minute break before reloading and setting out again on a round of general deliveries. First up this afternoon is a consignment of 63 crates of books for a leading retailer's branch in Bloomsbury, on the edge of the University of London campus. Then it's back over the Thames, this time for a 'drop' in Cobalt Square, Vauxhall, a stone's throw from both the riverside headquarters of the secret intelligence service MI6, and The Oval cricket ground.

It's here that we leave Michael Zammett, a driver who is delighted to be playing his own small part in shaping the future of transportation. "I feel privileged, being one of the first to drive a fully-electric truck for DPD in the UK," he confides. "It really is quite an honour, to be honest."

[www.dpd.co.uk](http://www.dpd.co.uk)

“Reducing and neutralising our carbon footprint by providing smarter and more efficient urban delivery solutions, and investing in innovation, are at the heart of DPD's DrivingChange programme. We want to be the leader in alternative fuel vehicles in the UK, and the FUSO eCanter is integral to our EV strategy. Aside from the fact that it produces zero tailpipe emissions and therefore offers exemplary environmental credentials, this vehicle is ideally suited to urban operation thanks to its combination of comfort, agility and high payload potential. We've had no issues during their first six months in service with either of our eCanters, and on the basis of their reliability and performance we look forward to commissioning more over the months and years to come. There remain significant external issues to be overcome in terms of the infrastructure to support an all-electric fleet on the scale we need, across the whole of central London. But we will continue to work with the key stakeholders to realise our aims and support the Mayor of London and Transport for London's ambition for a cleaner and less congested capital.”

Rob Fowler, General Manager – Corporate Social Responsibility & General Planning, DPD

# RESCUE RANGERS

Customers of Mercedes-Benz Trucks benefit from Service24h emergency roadside support, 365 days a year. “Transport” caught up with two of the highly motivated heroes who deliver on the manufacturer’s ‘Trucks you can trust’ promise

## FALLON HIGNETT

So determined was Fallon Hignett to join the Mercedes-Benz Service24h team at Roanza Truck & Van that she achieved the stringent qualification required to become a mobile breakdown technician before she’d even completed her Mercedes-Benz Apprenticeship! The 20-year-old, who joined the North-West Dealer at 16, is an international kickboxer with a World Championship belt in her trophy cabinet, and she brings the same levels of commitment and determination to her career as she does to her sport.

Fallon had already spent time ‘shadowing’ a senior colleague before embarking on a programme of on-the-job training backed by specialised courses in roadside fault diagnosis and repair, delivered at the Mercedes-Benz UK Training Centre in Milton Keynes – and accredited by the Institute of Vehicle Recovery – to gain her Service24h qualification. “I’ve always found workshop assignments interesting but dealing with vehicles at the roadside presents an extra test,” she explained. “I love the unpredictability of this job – you never know what you’re going to be faced with when you start a shift – and it’s nice to get out there and meet the people who drive our vehicles.”



## DANIEL BELLWOOD

Having finished runner-up at the corresponding event 12 months earlier, Daniel Bellwood was delighted to be crowned Service24h Technician of the Year at Mercedes-Benz Trucks’ 2018 celebration of Dealer excellence. Key to his success in winning the award was an outstanding roadside ‘fix’ rate of 94%. The 29-year-old is based at the Mansfield branch of East Midlands Dealer Mertrux Truck & Van, and has been a breakdown specialist for the last eight years. “This job can certainly be tough at times,” he acknowledges. “I get calls at all hours – I was out last night and again at 4 o’clock this morning. My fingers were freezing; you think to yourself, ‘Why am I out here in the bitter cold doing this?’. In truth, though, I love it. My dad managed a Mercedes-Benz workshop and I’ve always enjoyed fixing things – I treat every job as a personal challenge, and hate having to bring in the recovery truck.” He adds: “I like to think of myself as an ambassador for the brand. A breakdown can be very stressful for the driver, but I can’t recall the last complaint I had. Customers are always happy with my service and I get a real ‘buzz’ from completing a repair so the driver can finish their journey.”



Communication is crucial during breakdown incidents. A worried operator whose truck may be up against a just-in-time delivery deadline, or carrying a time-sensitive load such as wet concrete or fish, wants to know what’s happening and when their vehicle is going to be back on the road. Even if the news is bad, and recovery to a workshop is the only option, early confirmation gives them the best chance of making alternative arrangements.

Mercedes-Benz Trucks’ industry-leading aftersales support includes round-the-clock Service24h assistance. Call-outs are managed from the manufacturer’s European Customer Assistance Centre, whose representatives relay information to operators as soon as it comes in. Now, a new facility gives customers the opportunity to track the progress of their breakdown in real time. Those wishing to do so will be sent a link to their own case on the Online Status Viewer, which went ‘live’ in January. They can then see the Mercedes-Benz Service24h technician’s updates, including confirmation of arrival on the scene, estimated time to fix, and completion, as they come in.



This latest development underscores yet again, Mercedes-Benz Trucks’ determination to provide customers with back-up of the highest quality. There are now more than 160 fully-trained Mercedes-Benz Service24h technicians employed across the Mercedes-Benz Trucks UK Dealer network. They’re out in all weathers, and at all times of the day and night. In the vast majority of cases they’ll reach the stricken vehicle in less than an hour. Then, fitting only Mercedes-Benz GenuineParts, they’ll repair more than four out of five at the roadside before sending them on their way.

**Built to last**

Samworth Brothers' new Actros are the subject of a buyback agreement under which each unit will cover 250 000 km per year – high guaranteed residual values were key to the appeal of the Mercedes-Benz package



# PRIORITISING PROTECTION

Mercedes-Benz wins breakthrough fleet order from high-profile temperature-controlled distribution specialist

Industry-leading safety technology coupled with impressive fuel-efficiency and strong residual values persuaded high-profile temperature-controlled distribution specialist Samworth Brothers to make its first major investment in trucks bearing the three-pointed star. The Leicester-based operator is now running 18 Actros tractor units with flat-floored StreamSpace cabs, Safety Packages, and optional, fuel-saving Predictive Powertrain Control systems. A fourth-generation family business, it operates more than 120 of its own trucks, and supplements the fleet with rental vehicles.

Samworth Brothers opted for the Actros 2545 variant with second-generation, 12.8-litre straight-six engine. This performed particularly well in trials, returning in excess of 10 mpg when pulling single-deck trailers, and only marginally less with twin-deckers. Though fuel-efficiency was crucial, an even higher priority for Samworth Brothers

was the protection of its drivers and other road users. The Mercedes-Benz Safety Package bundles together the ground-breaking Active Brake Assist 4 emergency braking system with pedestrian recognition, Proximity Control Assist and a driver's airbag.

Although this is the company's first multiple-unit order for Mercedes-Benz trucks, it has been running a single Actros tractor for the last four years. Having clocked-up one million km and proved both reliable and economical, this vehicle was recently withdrawn from front-line duties, refurbished and converted for use by the operator's acclaimed Supply Chain Academy – Samworth Brothers' drivers and instructors have won a string of industry awards, including the Freight Transport Association's prestigious 'Driver of the Year' accolade in 2017 and 2018. ■

[www.samworthbrothers.co.uk](http://www.samworthbrothers.co.uk)

# DYNAMIC!

Almost all the drivers of the forwarding agency Spedition Benzinger carry the Mercedes ServiceCard\* on board. It is one fixture in an operation that is constantly on the move

A permanent fixture on Germany's long-distance roads and beyond: the trucks of the Baden-Württemberg freight forwarder Spedition Benzinger. "We operate 360 trucks of our own and every day we dispatch a total of just under 400 vehicles from here," says general manager Alexander Benzinger, speaking to us at the company headquarters in Friolzheim.

Just prior to this interview, one of the trucks is being loaded with metal profiles here in Friolzheim: at a company that manufactures equipment for parking garages. "Transporting of construction materials such as these is one of our core activities," says the entrepreneur. Others are container trucking to and from railway terminals and river ports. As are car transport runs, of both new cars and prototypes. Logistics services are another string to their bow. For example, Benzinger handles the dispatch for the car parking systems manufacturer. "We pick the goods from the high rack warehouse."

The trucks in their dark-red livery are on the road in many European countries. Benzinger has branches in Poland, Spain and France, where around 60 of the total staff of 700 look after customers. There are up to 30 deliveries a week to Majorca. The

freight ranges from furniture for private customers all the way through to sausages for the large restaurants in El Arenal.

Most of the company's own trucks bear the star. Using the Mercedes ServiceCard for these trucks is an obvious choice. "The decisive factor for that decision was the option of using them as a kind of collateral in Mercedes workshops where we are not registered," says Tobias Karcher, the company's Technical Manager. "It means that in the event of a breakdown, the truck will be back on the road again quickly."

Additional services have already been used for a long time, including the diesel service for cash-free refuelling at over 50 000 service stations throughout Europe, and the option of controlling refuelling costs using software provided by the Mercedes ServiceCard partner UTA. Benzinger also values the administrative support with the refund of VAT and fuel tax. "The overall package of services has since become a decisive advantage for us."

The versatile card is a permanent element in an operation where things are constantly on the move. Established in 1971 by Benzinger's uncle Rolf, the business started out with just a tipper and a car transporter – and it has been growing steadily ever since. "In our business many things can

happen very quickly. These days a major tender could come in at any time," says Benzinger. Recent years in particular have brought enormous growth and many new customers.

What is important in this context is that a job must not only be profitable: it will only be accepted if there is sufficient capacity to do it with the customary quality. The bar is set high, because most orders concern transport jobs with fixed delivery dates. "We deal with construction crews that rely on receiving their materials, with container ramps where specific slots are blocked, and with engineers who do not want to wait for their test vehicles to be delivered," explains Alexander Benzinger. "Which means reliability is the be-all and end-all." ■

**Mercedes ServiceCard**

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[www.benzinger-spedition.de](http://www.benzinger-spedition.de)

**Long-standing cooperative venture**

Entrepreneur Alexander Benzinger (centre) with his advisors Jürgen Flüggen, sales manager for Mercedes ServiceCard (left), and Kay Otte, Key Account Manager UTA



\*Mercedes ServiceCard is not applicable to the UK market.



# ROBUST AND SMART

The new Arocs remains true to its virtues – it is still as robust and reliable as ever. But thanks to groundbreaking innovations, it is now even more efficient. The test at Meichle + Mohr in Radolfzell has shown that MirrorCam and Predictive Powertrain Control are only two of the many innovations that make it even more economical ▶



#### The new Arocs in motion

Roland Maier, fleet manager at Meichle + Mohr and responsible for 106 construction trucks, talks about the leap in efficiency achieved with the new Arocs [roadstars.com/magazine](http://roadstars.com/magazine)



**Great all-round view,  
unobstructed vision**

Felix Amann at the wheel: MirrorCam and the displays on the A-pillars replace the rear-view mirrors

**Handsome detail**

The engine start-stop button in a new, striking design



Gently rolling green hills, with some proper mountains now and again. Winding roads through an ever-changing landscape, with a different view opening up over every crest and behind every bend, the rising sun burning away the morning haze – welcome to Hegau in the far southwest of Germany, one of its most beautiful regions.

It is also a region where there is a great deal of construction going on. Good for Meichle + Mohr and their 18 locations spread around Lake Constance, supplying customers in the construction industry with gravel, crushed stone, concrete and precast concrete parts. “A crucial factor in our service delivery is logistics,” says Roland Maier, the fleet manager of the group of companies which was established in 1924 through the merger of two family-owned businesses and is now being managed by the fourth generation.

And this is where the new Arocs comes in. Maier looks out of the window of his corner office on the first floor of the unassuming administration building at the Radolfzell site and nods with satisfaction. Almost all of the company’s 106 Arocs and Actros are on the road. There is a constant hustle and bustle around the silo, the weighbridge and the concrete mixing plant. 6×4 tipper trucks, four-axle truck mixers and articulated dump trucks arrive in a constant flow, are cleaned, loaded and weighed before setting off again. One of them is the new Arocs 1846 that is being operated here at Meichle + Mohr as part of the customer trials – the last major road trial before it goes into serial production.

**FULL CAPACITY**

“When it comes to asking a lot of a vehicle, we can certainly offer that,” says Maier. On the one hand, the Meichle + Mohr vehicles always depart from the yard with a full load – on the other, with all its beauty the topography of this region around Lake Constance is also quite challenging. “Here you can’t just drive in a straight line from A to B. We constantly have to cope with gradients and steep descents, winding roads, crossings, roundabouts and speed limits,” says Maier, who started his career behind the wheel of a truck.

This made him all the more interested in two key innovations on the new Arocs. The first of these is the optional MirrorCam: the new Arocs is fitted with cameras to the left and right of the roof frame. The cameras send the visual information they capture to displays mounted on the A-pillar inside the driver’s ►

**15**

per cent  
is the drop in fuel  
consumption  
Meichle + Mohr  
has achieved over  
ten years

cab. The driver's rear view has turned digital – the rear-view mirrors have gone.

The other innovation is the Predictive Powertrain Control system. This latest generation of cruise control and transmission control now uses even more accurate digital road maps that include data on topography and on the precise geometry of curves, intersections and roundabouts, as well as on traffic signs. This means that use of the system is no longer restricted to motorways and expressways; it will also assist the driver on regional routes. It optimises the driving style even on winding roads, where the use of cruise control had previously not been advisable.

**THE SPEED IS RIGHT**

Felix Amann, the driver of the new Arocs, is very enthusiastic. He makes a brief stop and talks about his experiences so far. "Driving round corners, junctions, roundabouts – Predictive Powertrain Control always selects the right speed. All you have to do is watch out for other vehicles having the right of way – apart from that, you can just keep on rolling. And I am equally relaxed when I am approaching speed limits or signs marking the beginning of a built-up area. The speed is always spot on when I pass them."

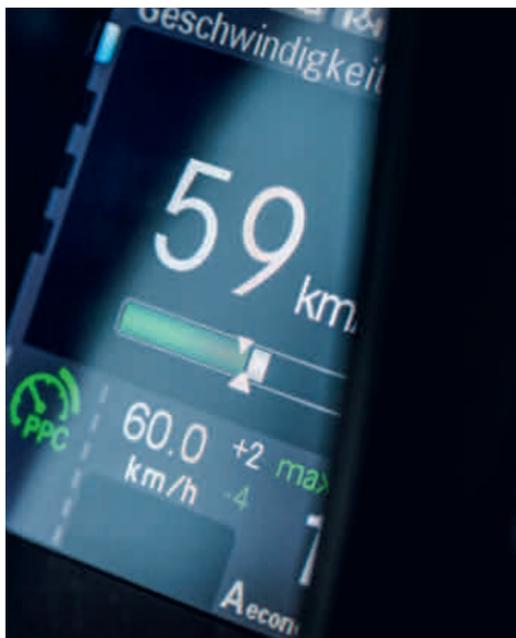
Amann wants to find out what the system is really capable of. Earlier this morning he had put it to the test: he drove from the shores of Lake Constance all the way to and over the mountain pass on the Schiener Berg, at an altitude of over 700 metres, with the Predictive Powertrain Control system activated. Driving over a mountain pass using cruise control might seem a bit of a stretch, but Predictive Powertrain Control is much more than just a simple cruise control system. "As a precaution I set the cornering speed to minus five – because almost 27 tonnes of gravel do press very hard around tight corners. Even so, the Arocs was just cruising stoically up the mountain and through the forest. This really is as good as can be," said Amann, a driver with 24 years' experience. Whenever I think, 'I would reduce speed about now' the system kicks in – or sometimes it will let the Arocs roll on just a moment longer, which then results in a higher average speed, with lower consumption.

Fleet manager Roland Maier shares Felix Amann's enthusiasm. For Meichle + Mohr, using resources in a sustainable manner is a matter of course. This applies to the extraction of raw materials in wet mining and ►



**Expanded Predictive Powertrain Control**

The system now also selects the right speed for regional traffic automatically – even in roundabouts



**THE NEW AROCS**

The Arocs is proving itself both off-road and on the road with its power, robustness and efficiency – as a heavy-duty tipper truck, as a concrete mixer truck, a tractor unit, and as a flatbed vehicle. Along with the development of the new Actros, Mercedes-Benz Trucks also refurbished the Arocs extensively. The **MirrorCam** has replaced the main and wide-angle rear-view mirrors, and this has produced an enormous improvement in terms of safety and convenience – for example, with the pertinent information being displayed on the monitors mounted on the A-pillar. Thanks to the expanded roadmap data – which now includes information about crossroads, roundabouts and traffic signs, the enhanced intelligent cruise control and transmission control system **Predictive Powertrain Control** can now also be used on regional routes. **Active Brake Assist 5** has become even more efficient at monitoring the space ahead of the vehicle and responding to the presence of pedestrians. The new **Multimedia Cockpit** with its two digital displays and a completely redesigned Human Machine Interface results in unprecedented ease of operation and convenience for reading the displays. The difference is that on the new Actros, these systems are generally standard equipment, whereas for the Arocs they are available as optional extras.



**Robust and matter-of-fact**

The Arocs – tailor-made for the diverse range of tasks in the construction business

quarries as well as to energy efficiency and fuel consumption. Over the past 10 years, intensive driver training has made it possible to reduce fuel consumption by around 15 per cent. “But that can only happen if you also invest in the latest technology at the same time,” says Maier. Which means this trial vehicle arrived at just the right time. “We have recorded a consumption benefit of several per cent,” he says. Without Predictive Powertrain Control, even a highly skilled driver who is familiar with the route cannot match the consumption figures achieved by the Arocs. “Then there is the added factor that no human driver is able to maintain top form for nine hours at a stretch. Using this system, the drivers can achieve optimal consumption values on every kilometre,” adds Maier.

**SAFETY ENHANCED**

The MirrorCam is also an important factor here. The streamlined mounts for the camera on the left and right-hand sides of the roof frame and the absence of large rear-view mirrors reduce the aerodynamic drag of the new Arocs. “This also contributes to the reduction in consumption,” Maier explains.

The driver, Felix Amann, also considers the MirrorCam a significant improvement in terms of convenience and safety. “The two displays on the A-pillars to the left and right are completely within my field of vision, and that makes it easier to be aware of what is going on around the vehicle. To look at the rear-view mirrors I have to turn my head, but here I don’t,” he says. As a result, he can decelerate more quickly in situations where a vehicle is overtaking him and he can see that things will end up a little too tight out front. At roundabouts and when cornering, the advantage is that the driver can keep the entire trailer in view throughout because the camera image is panning along. ▶



*“Even a highly skilled driver who is familiar with the route cannot match the consumption figures of the Arocs with Predictive Powertrain Control”*

Roland Maier, fleet manager of the Meichle + Mohr group of companies

### THE SERVICE PROVIDER: MEICHLE + MOHR

The corporate group is represented with 18 locations throughout the Lake Constance region – in the Allgäu, Hegau, Black Forest and Baar areas. Their activities focus on the mining and processing of raw materials for customers in the construction industry. They also operate landfills for mineral spoils. The product range includes gravel, crushed rock, concrete, precast concrete parts and lime. Reliable, safe and cost-effective logistics play a decisive role in the success of the group, which has a total of around 350 employees, 120 of whom are drivers. In addition to several quarries, resources are also extracted at several wet mining sites. One of these sites operates Europe's largest floating dredge of its type in Radolfzell. Each bucket scoops 25 tonnes of material out of the water. At the Radolfzell site alone, around 1.1 million tonnes of washed material are extracted and 70 000 cubic metres of ready-mixed concrete are prepared every year. Some of the vehicles in the fleet of 106 company-owned Actros and Arocs are operated in two shifts. The workshop crew also works in two shifts. In addition to 6x4 tippers and 8x2 mixer trucks, the 4x2 tractor units with Hydraulic Auxiliary Drive – the on-demand hydraulic drive for the front wheels for vehicles performing a high proportion of on-road transportation – also play an increasingly important role.

[www.meichle-mohr.de](http://www.meichle-mohr.de)



### SAFETY COUNTS

When manoeuvring the truck, the fact that the display automatically switches to provide the optimal overview is a big plus. Another advantage is that the view diagonally forward near the A-pillar is unobstructed as there are no huge exterior mirrors. This makes manoeuvring easier and improves visibility in tight corners.

For the fleet manager Roland Maier, it is yet another point in favour of the new Arocs: “We operate a considerable number of large and heavy vehicles in this region, also on minor roads and within built-up areas. For us, safety is an extremely important factor, because

we are ultimately dependent on being accepted by the locals. He makes sure that the drivers employ not only an economical driving style, but also a defensive one. What is more, at Meichle + Mohr putting pressure on the drivers is taboo.

This is how Maier sums it up: “We use every means at our disposal to use resources as carefully as possible. The new Arocs lets us take another leap forward in terms of fuel efficiency. CO<sub>2</sub> emissions are also reduced, and this is another important factor for us and for many of our customers. Given also the benefits in terms of safety and the avoidance of accidents, we plan to switch to the new Arocs as quickly as possible.”

# THE NEW ACTROS: EVEN SAFER

Five assist systems – some new and some optimised – provide the driver of the new Actros with support. This allows transport jobs to be carried out more safely and more economically

## NEW AND EXCLUSIVE: ACTIVE DRIVE ASSIST

The new driver assist system helps the driver maintain a safe distance to the vehicle in front and to keep the truck centred in the lane. New Active Drive Assist represents an expansion of the functionalities of Proximity Control Assist which, in addition to the automatic proximity control (2) with stop-and-go function (3), also actively helps the driver stay in the lane (4). This is achieved by means of the upgraded radar and camera technology of new Active Brake Assist 5 in combination with the electrically assisted steering system and the Lane Keeping Assist system.

## OPTIMISED: SIDEGUARD ASSIST\*

The optimised Sideguard Assist system supports the driver when turning corners or changing lanes by being able to detect moving or stationary objects in the danger zone to the right or within the vehicle trajectory and alert the driver by means of visual or acoustic signals (1).

\*LHD only.

## OPTIMISED: PREDICTIVE POWERTRAIN CONTROL

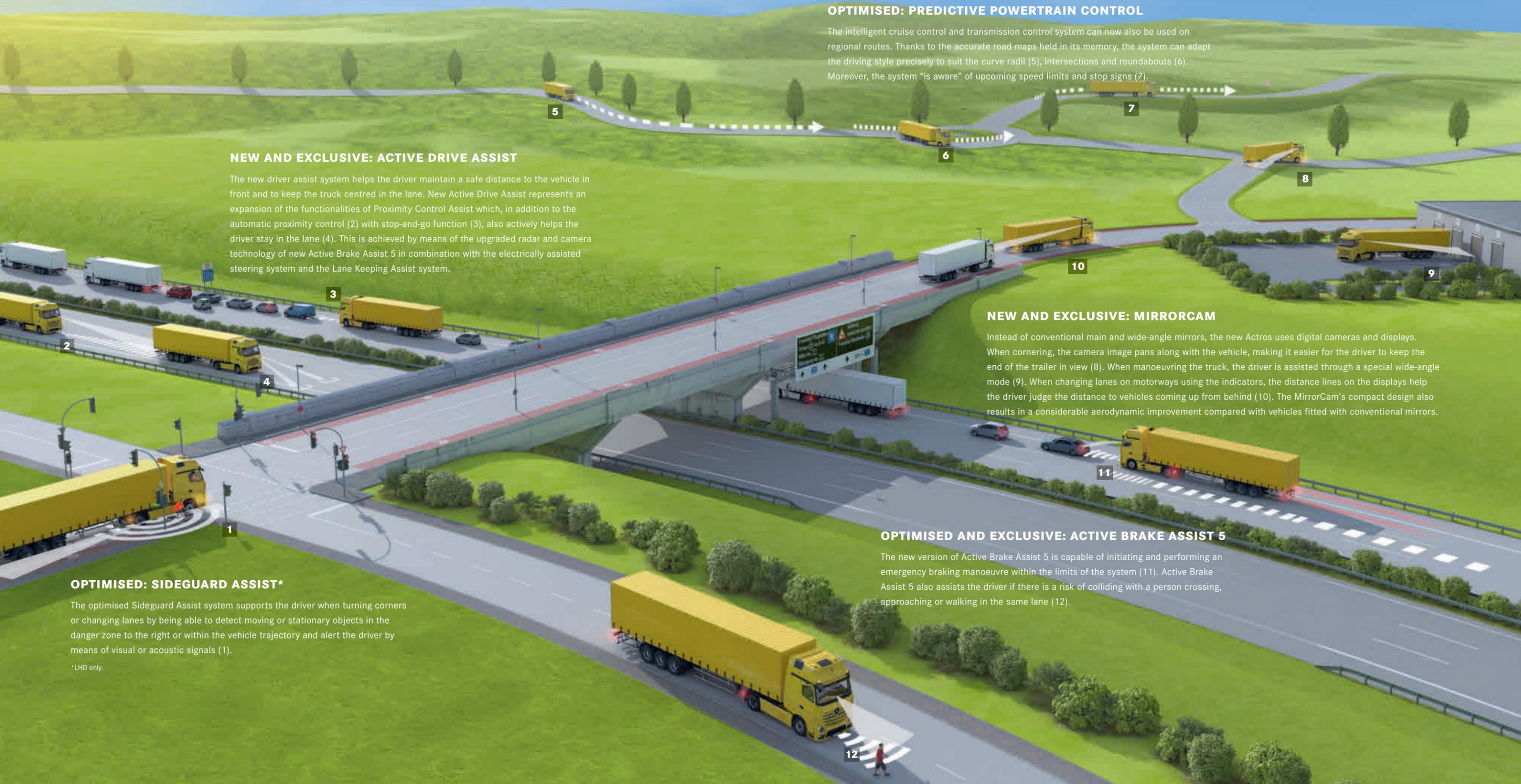
The intelligent cruise control and transmission control system can now also be used on regional routes. Thanks to the accurate road maps held in its memory, the system can adapt the driving style precisely to suit the curve radii (5), intersections and roundabouts (6). Moreover, the system "is aware" of upcoming speed limits and stop signs (7).

## NEW AND EXCLUSIVE: MIRRORCAM

Instead of conventional main and wide-angle mirrors, the new Actros uses digital cameras and displays. When cornering, the camera image pans along with the vehicle, making it easier for the driver to keep the end of the trailer in view (8). When manoeuvring the truck, the driver is assisted through a special wide-angle mode (9). When changing lanes on motorways using the indicators, the distance lines on the displays help the driver judge the distance to vehicles coming up from behind (10). The MirrorCam's compact design also results in a considerable aerodynamic improvement compared with vehicles fitted with conventional mirrors.

## OPTIMISED AND EXCLUSIVE: ACTIVE BRAKE ASSIST 5

The new version of Active Brake Assist 5 is capable of initiating and performing an emergency braking manoeuvre within the limits of the system (11). Active Brake Assist 5 also assists the driver if there is a risk of colliding with a person crossing, approaching or walking in the same lane (12).





**Job on Lanzarote**  
Construction logistics on the  
Canary Islands – on the road on  
board the Tiagua Actros  
[roadstars.com/magazine](http://roadstars.com/magazine)

# IN THE BALANCE

What are workhorses like the Actros and the Arocs doing on the holiday island of Lanzarote, almost 3 900 kilometres from Wörth? The trucks are helping to modernise the infrastructure – and the focus is firmly on the sustainable use of resources ▶



It is 11am in the morning. The glaring sun is beating down; Orlando Álvarez puts on his sunglasses. “You get used to it,” says the driver. Here, in the municipality of Tías in the southeast of Lanzarote, where the Tiagua group of companies operates a quarry, his Actros 1848 has just taken on a load of aggregates. His task is to drive the material to the island’s west in his blue dump truck. There the Grupo Tiagua, Álvarez’ employer, is working on the expansion of Playa Blanca harbour. The port area is to be doubled, to boost the capacity for accommodating ferries and cruise ships.

Tourism is the most important sector of Lanzarote’s economy. Almost two million holidaymakers come to the island every year. The visitors are attracted to the perfect beaches, the warm weather all year round, and the spectacular natural environment. A distinctive feature of the island is its fascinating lunar landscape, which was created as a result of volcanic eruptions. Lanzarote is mounting an immense effort in order to preserve and maintain the Timanfaya National Park.

At the same time, providing the island with an efficient infrastructure is becoming ever more important. And working on this island with approximately 150 000 inhabitants and an area of almost 850 square kilometres also comes with a number of unusual challenges. In 1993, the Unesco ►



“

Lanzarote amounts to much more than just sunny beaches. It is a travel destination where we fight for our environment and our cultural identity”

Amado Quintana, CEO of Tiagua

#### Construction materials for the harbour

The Grupo Tiagua trucks carry around 500 000 tonnes of rocks and gravel to sites throughout the whole island each year



### ISLAND LOGISTICS

The Grupo Tiagua was founded in the year 2000. The origins of the group of companies go back half a century, when it began doing excavation and earth moving work. The company soon started specialising in construction logistics. Today Tiagua runs all manner of transportation – including carrying sea containers to all corners of the island. The Group also has a large fleet of construction machinery, custom-built vehicles and heavy-duty cranes. [www.grupotiagua.com](http://www.grupotiagua.com)

**In harmony**  
César Manrique fought for sustainable tourism on Lanzarote. Many of his works on the island keep the memory of this artist alive



### The leading sector of the economy

Tourism is a very important sector for Lanzarote's economy. Almost two million visitors come to this island in the Canaries every year

### Responsibility

40 per cent of the land mass is protected by strict regulations. The Tiagua drivers are very much aware of their responsibility

granted the island biosphere reserve status. Which means: on Lanzarote, land is "sacred". 40 per cent of its land mass is protected.

"We must look after ever square centimetre," says Tiagua-Chief Amado Quintana solemnly. The company is scrupulous about using recycled materials. Quarries are rehabilitated in accordance with ecological guidelines, and transport runs are carried out using environmentally friendly and fuel-efficient trucks. This is why Tiagua also includes Actros and Arocs in its fleet.

"Lanzarote amounts to much more than just sunny beaches," says Quintana. "It is a travel destination where we fight for our environment and our cultural identity." This set of values was also shared by the artist and architect César Manrique; many of his works can be found throughout the island. Quintana: "Manrique's vision was one of art and nature in harmony."

On Lanzarote, people like Amado Quintana must constantly strive to find a balance between creating a modern, efficient infrastructure on the one hand, and achieving a high degree of sustainability on the other.

A great deal of money is spent on sustainable development on Lanzarote. Last year, the island received 100 million euros earmarked for tourism

infrastructure, amongst other things. Tiagua has also been able to contribute to a number of projects on Lanzarote. Amongst the most important of these are the expansion of the harbour at Puerto de los Mármoles in Arrecife, the coastal road LZ 1, and the bypass road LZ 3. The company grew further, recording around 20 per cent more orders in 2018. Tiagua moved about 500 000 tonnes of rocks and gravel for these projects. Today the company has 120 employees, including a team of engineers working on project studies and technical consulting. "We offer complete solutions for public and private construction work," says Quintana, the general manager. Tiagua has 40 trucks operating on Lanzarote. "The peculiar geology and the location of Lanzarote call for versatility," he adds.

Quintana points to the Tiagua Actros of his driver Orlando Álvarez. "Our drivers are aware at all times that they are operating in a protected environment," says Amado Quintana. "Being able to live and work on this island is a real privilege," he adds. It is no coincidence that Lanzarote and the other islands of the Canary Archipelago with their fascinating landscape, an average temperature of 24 degrees and this bright, radiant light are known as "the Happy Isles". ■



**Jack-of-all-trades**

With its large ground clearance and 4 000-litre water tank, the all-terrain Unimog U 5023 is ideally equipped for use in fighting forest fires

# HOT ROD

Kirchzarten's volunteer fire brigade uses a Unimog U 5023 to fight forest fires

Rising temperatures, hardly any rain – last year's summer of the century did have its benefits, but it also caused a number of forest and grass fires. Reason enough for municipalities to make sure they will be better prepared this year. In Kirchzarten in the Upper Black Forest, the volunteer fire brigade relies on an all-terrain Unimog U 5023 TLF 4000 with a tank extinguisher superstructure built by Ziegler. With a ground clearance of 450 millimetres, it can tackle steep banks with ease and fight vegetation fires even on difficult terrain. The 4 000-litre water tank with an additional 500-litre foam tank provides an adequate fire-extinguishing supply – which is very useful when the nearest hydrant is far away. And with the Euro VI four-cylinder OM 934 with an output of 170 kW, the vehicle also has the right engine for the job.



## PREVIEW

The eActros had its first public outing last year. Before series production of the electric truck can start in two years' time, it must first master the many and varied challenges of everyday transport operations in customer trials. In our next issue, we invite you to come along on a visit to one of these customers, where the eActros has been subjected to close scrutiny performing a range of tasks over several months.

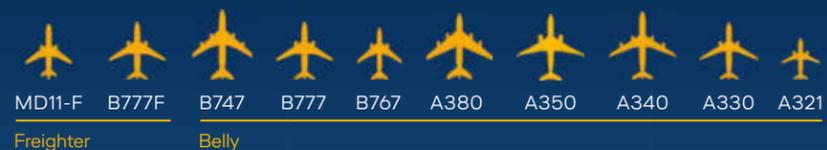
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