

## The Mack® Trucks, Inc. 10-Point Service Commitment

1. Customers will have service available to them on a 24/7 basis.
2. Customers will be able to schedule a service appointment promptly.
3. Customers will find knowledgeable service advisors/managers at all Mack dealers.
4. Customers will have their problem diagnosed within 2 hours.
5. Customers will have parts available when and where they need them.
6. Customers will be updated/communicated with during the repair process.
7. Customers will be notified promptly of completed repair.
8. Customer repair will be finished when promised.
9. Customer problems will be resolved correctly the first time.
10. Customers will have assistance in understanding warranty coverage and resolving warranty questions.



BUILT LIKE A MACK TRUCK®

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## Success Story — City of Casper, WY

A policy to consolidate landfills in Wyoming is challenging municipalities that collect and transport their own refuse.

In the nation's least populous state, landfill pollution wasn't an issue until now. But to comply with the U.S. Resource Conservation and Recovery Act, state officials want greater monitoring and mitigation of leachate and other pollutants. For small towns, that could mean constructing new facilities costing upwards of \$5 million each.

Some municipalities are prepared. The City of Casper, Wyoming's second-largest city with a population of about 50,000, has developed an innovative approach for consolidating and containing trash. It's called a *balefill*, whereby the city compresses refuse into bales that are stacked like blocks in the landfill.

"To keep litter from blowing and seagulls from picking at the trash, we bag the bales rather than wrapping them with wire," said Robert Orpet, the city's supervisor of refuse collection. "Each day we generate 200 tons of compressed garbage — seven trailers a day, 28 bales per trailer, each bale weighing a little more than 2,000 lbs."





The amount and weight of the trash taxed the city's two loaders, one of which had to push the other up the balefill's hills. "We did some investigating and Pat Bower was helpful in aiding the landfill supervisor, Brian Williams, in developing specs for a transfer truck that we could use on the landfill site," Orpet said. Pat and his father Chuck own the Mack® dealer CMI-TECO in Casper.

To handle the weight, weather and terrain, the city bought two Mack Granite® models with 425-HP MP8 engines, Allison® six-speed automatic transmissions, 20,000-lb.-capacity fronts and 58,000-lb.-capacity rear axles.

"The new Granites have worked so much better than the loaders because they have more power," Williams said. "They just climb the hill. They don't miss a beat."



He and others in the department are also impressed with the performance of the Granite models. "If you do your maintenance, you could probably run these motors for 500,000 miles and not worry about them."

The collection operation faced its own challenges. To deal with the tight turns and icy roads in town, the city purchased seven Mack TerraPro™ low-entry models with 325-HP MP7 engines, Allison six-speed automatic transmissions, Mack 20,000-lb.-capacity fronts and 46,000-lb.-capacity rear axles.

Orpet is pleased with the trucks. "They're getting around the streets real well in inclement weather," he said. He also likes the ergonomics and safety of the new vehicles, noting "We really like the low entry where it's just one step into the truck. Even though we are fully automated, if a trash can is tipped over before our drivers get there, they are required to get out and clean it up. This design is especially helpful when you're working in windy and icy weather."

