

MOVING FORWARD, LOOKING BACK




It's been a busy year for TransEdge Truck Centers - It's exciting to see our hard work come to fruition. Thanks to the support of our customers, we've been able to grow and evolve to meet the many changes in our industry.

Just this year, we completed a full remodel of the corporate offices at our Allentown location; including updates to the service and parts departments. We added new doors and panels in our shop to improve speed of service, and modernized our customer lobbies and employee areas to make them more inviting.

We also made substantial changes to our operations at TransEdge Pittsburgh. It is on its way to becoming a Mack and Volvo Certified Uptime Center, and we plan to pursue Uptime Certification for our Blue Mountain location in coming months. At Certified Uptime Centers, drivers can pull up to an Uptime bay without an appointment and get initial diagnostics run on their vehicles within 30 minutes. Short repairs are worked in immediately to get your drivers back on the road more quickly.

This year also brought the release of the new Mack Anthem, new Volvo VNR and redesigned Volvo VNL series. These tractors mix bold new design features with the tried-and-true performance you've come to expect from Mack and Volvo. Take a look the next time you're at one of our dealerships. I think you'll be impressed.

We want to say thank you for choosing us as your partner and trusting us to help meet the needs of your fleet. We're looking forward to 2018, and with your continued support, it will be a great year. 

Warmest Regards,
Bob Dwyer, President
TransEdge Truck Centers



THE NEXT GENERATION OF INNOVATION

Mack Trucks continues to redefine the North American truck industry with its new, next-generation highway hero: the Mack® Anthem.

"As one of the most significant new trucks in Mack's 117-year history, the Anthem combines our latest innovations with more than a century of truck-building know-how," says Dennis Slagle, president of Mack Trucks. "The incredible result is a truck that's been built for our customers' business and designed for drivers, all while delivering the power and presence that only a Mack truck can deliver."

The Mack Anthem gives drivers and businesses the tools they need to command the road, all wrapped with a distinctively bold Mack look. The truck features an all-new exterior design with optimized aerodynamics that are expected to increase fuel efficiency by up to 3 percent. New driving and sleeping environments were crafted with an emphasis on increasing driver comfort and profitability, while gauges on the instrument panel have been positioned higher for better driver visibility.

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The Mack Anthem is available for order now, with full production beginning in Q1 2018. Several configurations will be available, including a day cab, an all-new 48-inch flat top sleeper and an all-new 70-inch stand-up sleeper.


The Shape of Trucks to Come

Volvo Trucks North America also introduced new trucks earlier this year to better meet customers' needs: the new Volvo VNR regional haul tractor and a redesigned Volvo VNL series.

The versatile VNR is ideal for urban areas, pickup and delivery, liquid tankers, dry bulk, flatbed and other regional haul applications. It features improved sightlines over the hood, as well as increased maneuverability and versatility in tight spaces and urban traffic to complement its leading 50-degree wheel cut. And its aerodynamic design can help improve fuel efficiency by up to 3.5 percent compared to Volvo's previous regional haul model.

The highly anticipated new VNL series, unveiled in July, builds on Volvo's long-standing commitment to deliver the safest, most comfortable and most efficient long-haul truck on the market. Available in several configurations, including an all-new 70-inch sleeper, the new VNL features redesigned and repositioned engine air intakes to allow for less turbulent intake air delivery. In addition, airflow up and around the cab has been optimized with new chassis and roof fairings.



"While we wanted the new VNL to make a statement on the road, we knew that it also had to make a statement to our customers' bottom lines," says Wade Long, director of product marketing for Volvo Trucks North America. "The incredible design elements that we've incorporated not only look great but add value for the customer. Whether it's the sleek new bodywork that improves aerodynamics or the new three-piece bumper that aids in reparability, every design change we've made has a purpose." 

To learn more about any of these new models, contact the TransEdge Truck Centers sales department near you.



TWO MORE LOCATIONS WORKING TO BECOME CERTIFIED UPTIME CENTERS



Customer service is more than just a catchphrase at TransEdge Truck Centers: It's a guiding philosophy. Our commitment to providing exceptional customer service has inspired us to pursue Certified Uptime Center status for our Pittsburgh and Blue Mountain locations.

"After becoming a Certified Uptime Center in Allentown, our shop saw a significant increase in the daily volume of work," says Dave Wirth, Director of Service for TransEdge Truck Centers. "We're able to triage and service trucks much more efficiently. We expect to see the same results at our other locations."

To become a Certified Uptime Center, dealerships must meet 28 key criteria related to process efficiency. The certification process includes high standards for cleanliness, parking lot organization, tool storage and constant customer communication.


Certified Uptime Centers feature dedicated Uptime bays reserved specifically for trucks with repair tasks that will take less than four hours. Drivers can pull up without an appointment and be assured that a technician will begin running initial diagnostics on a vehicle within 30 minutes of their arrival. The truck is then rapidly serviced and returned to work.

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Wirth and his team learned a lot while completing the Certified Uptime Center process in Allentown, experiences they're incorporating into the Pittsburgh and Blue Mountain projects.

"One of the best things we've done is split our technicians into two teams," Wirth explains. "We have one service advisor who exclusively works the Uptime lanes – checking in the trucks, running diagnostics and opening up ASIST™ cases – and one who quotes the larger-scale projects. Each has their own team of technicians. With two teams, there's no confusion about what the process is. Every customer gets serviced more quickly and efficiently."

The process also helps the dealership train new technicians.

"The Uptime lanes are a fast learning curve," Wirth says. "By starting some of our new technicians in the Uptime bay, we expose them to every piece of the truck to understand how all of the components depend on each other for optimal performance. Better-trained techs make for a better customer service experience." 

Watch our Uptime process in action!
www.TransEdgeTruck.com/UPTIME



TRANSEGE COMPLETES HEADQUARTERS RENOVATION

TransEdge Truck Centers recently completed extensive renovations to its flagship location in Allentown, PA. It was the first major renovation of the facility, which was built in the 1960s as an original showcase branch and fleet center for Mack Trucks.


"The investment in our facilities, is an investment in our employees and customers", says Bob Dwyer, President of TransEdge Truck Centers. "The addition of updated office space, equipment and technologies allows us to better serve our customers."



The renovation began in fall 2016 and wrapped up on Memorial Day weekend this year. Notable upgrades and improvements at the Allentown location include:

- Reconfiguration of lobby and sales spaces to create new front desk and two conference rooms.
- Installation of brighter, energy efficient LED lighting in all renovated areas.
- Replacement of old windows with energy-efficient windows throughout the building.
- New bay doors in the service area, and the addition of a dedicated Uptime office.
- Brand new furniture in the corporate offices, lobby and conference rooms.

Once work in the main lobby, sales and service areas was complete, the renovation effort moved to the parts department. The renovation of this area includes new signage, countertops, and updated shelving in the parts lobby.

"The brands we represent provide a quality product. It's up to us to hold up our end of the bargain and create a fitting experience for our customers." says Dwyer. "We plan to continue to renovate other locations in the future." 

TRANSEGE WELCOMES NEW EMPLOYEES IN SALES & MANAGEMENT ROLES



Jonathan Hausman has joined our team as a Heavy/Medium Duty Truck Sales Representative at TransEdge Truck Centers Blue Mountain. His territory includes the Pocono Mountains area.

Before joining TransEdge in September, Hausman worked as a Sales Representative for an office supply company. He is a graduate of Kutztown University.

Although he is new to the transportation industry, Hausman says the skills and sales experience he gained previously will translate well to his work at TransEdge.

"Customer service is very important to me," Hausman says. "I always make sure to answer our customers' questions and to follow up with them in a timely fashion. TransEdge customers can count on me for all their transportation needs."



Anthony J. DeJulia is the General Manager of TransEdge Truck Centers Pittsburgh. He oversees both TransEdge Pittsburgh and the Hino & Leasing Center.

As General Manager, DeJulia is responsible for parts, sales and service at both locations. He works with a team of about 65 employees to meet the needs of TransEdge customers.

DeJulia comes to TransEdge with 20 years of experience in fleet maintenance operations and dealership general management.

"I want our customers and employees to know that I'm very visible and transparent in my interactions with them," DeJulia says. "My principle is, if you take care of your employees, they will do a great job taking care of your customers."



Jon Suppan joined TransEdge in October as the company's Director of Parts.

Suppan comes to TransEdge after more than 13 years with the Volvo Group. He has held many roles within the Parts Department at Mack Trucks, including his most recent position as District Parts Manager. He is a familiar face for many at TransEdge from his years with Mack and Volvo.

"Mack and Volvo taught me everything I need to know to be successful in this industry," he says.

In his role with TransEdge, Suppan will be responsible for all aspects of the TransEdge parts organization, including sales, inventory and staffing. He also will help the company build its e-commerce capabilities.

"I'm excited to help the TransEdge group move forward in this area," Suppan explains. "The goal for everyone at TransEdge is to help our customers run their businesses with as little downtime as possible."



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