



Bulldog[®]



Mack Anthem[®]

In it for the long haul

Pandemic pivot

Uptime Center powers through obstacles to help customers

Mack[®] LR Electric

A look at how Mack is electrifying trucking

100 years strong

Mack Canada celebrates a century on the road

Vol. 1 2021

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MACK SUPERLINER
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MOOVER MACK RIDE-ON
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M3689 TRAILER HITCH
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MACK TUMBLERS
M7318 BULLDOG STAINLESS STEEL
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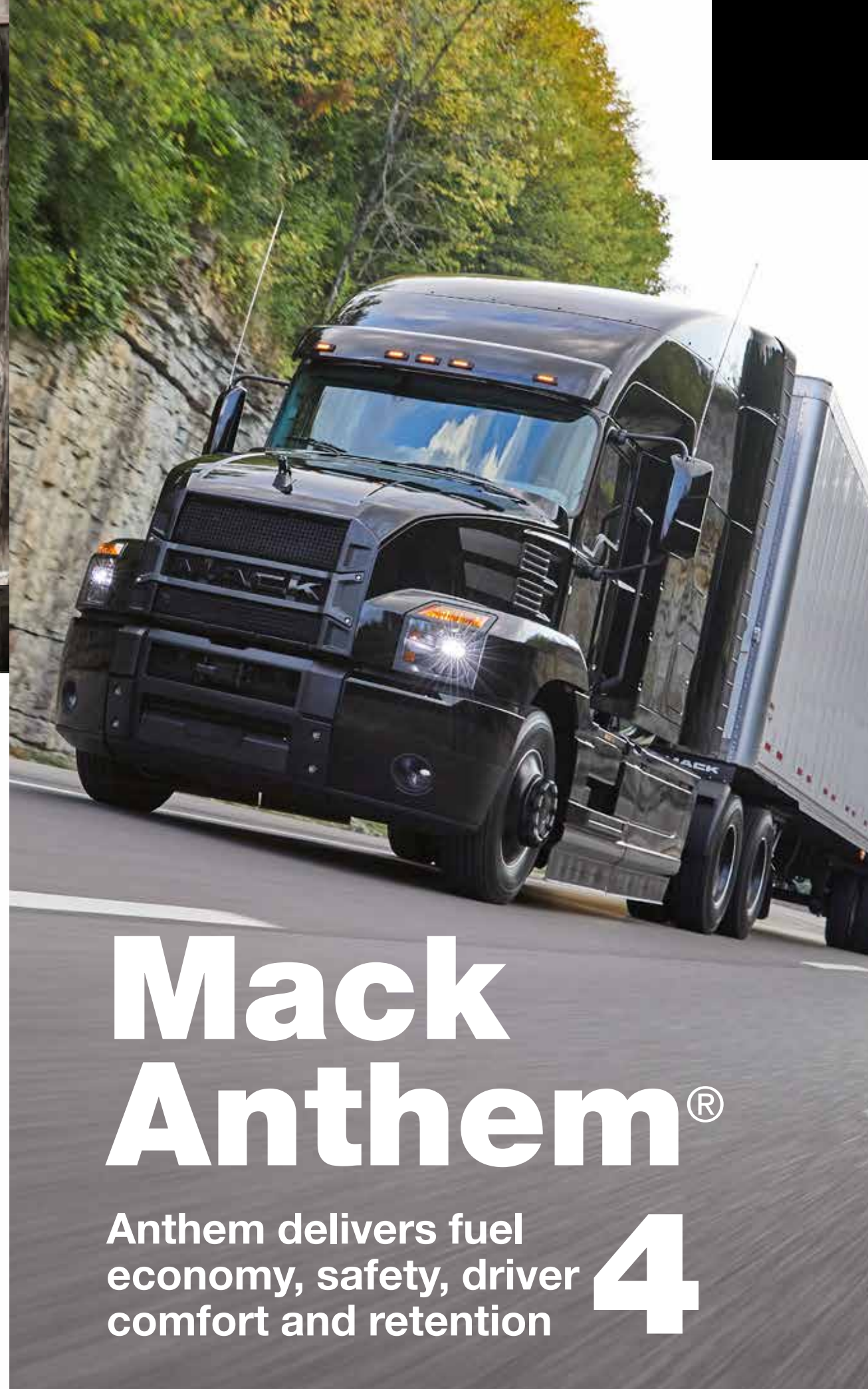
MACK B61 DAY CAB & VINTAGE TRAILER
1:64 SCALE
M1566



MACK CAPS
M2439 BLACK & YELLOW
M2309 GREY
M2440 TAN



MACK AC/DC BACK IN BLACK
SUPERLINER DIECAST 1:64 SCALE
M1547



Mack Anthem[®]

4

Anthem delivers fuel economy, safety, driver comfort and retention

CONTENTS

On the cover: Ryan Mabe,
general manager for Reliable Carriers
Photos by Kirk Zutell

2 Viewpoint

Living through history

2 Headlights

Mack[®] Granite[®] mixer donated to
Concrete Industry Management program

Bergey's Truck Centers named 2020
Dealer of the Year

AAA Zoellner Materials featured in Mack's
RoadLife 2.0

Mack debuts custom NASCAR Salutes wrap

10 On Business

Mack Uptime Center continued critical
customer service despite COVID-19
obstacles

At Work

12 Reliable Carriers increases fuel
efficiency and driver satisfaction with
Mack Anthem

16 Chief Express chooses Mack Anthem to
power its growth

20 White Oak credits Mack Anthem for
recruiting and retaining drivers

22 On Equipment

Mack building LR Electric trucks for
refuse industry

24 Taillights

24 2021 Calendar Winners

26 100 years strong
Mack Canada celebrates a century on
the road

28 In production
RVO ramps up Mack MD



12

Reliable Carriers
increases fuel
efficiency and
driver
satisfaction
with Mack



26

Mack Canada
celebrates
a century on
the road

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Living through history



One year ago, we used this space to celebrate the 100th anniversary of *Bulldog* magazine (and the 120th birthday for Mack Trucks). A lot happened in that first hundred years, but this past year has been unforgettable.

All of us at Mack hope that you and your families have remained safe and healthy, and our hearts go out to those who have suffered from the pandemic. Now that effective COVID-19 vaccines are widely available, there is a whiff of optimism in the air.

Mack, its dealers and customers faced and overcame many challenges. There was a massive, sudden disruption of all aspects of society and the economy. There was also a renewed appreciation of the role trucks and truck drivers have in society. Thanks to all of you who took the necessary precautions and went to work every day and kept trucks, drivers and the economy moving.

As a manufacturer, Mack had to quickly learn how to build trucks while protecting employees from the coronavirus. Most of the rest of the company had to adjust to working from home, while still getting the job done. An article in this issue of *Bulldog* highlights how Mack's Uptime Center team continued to support customers — even with the disruption caused by the pandemic, as well as a few challenges from Mother Nature.

We've also faced an extraordinary rebound in the truck market and global supply chain disruptions which have challenged and constrained production. It's a challenge we meet on a daily basis and we're holding ground. Even still, with all craziness, we brought a new production facility in Salem, Virginia, online and began commercial production of the Mack MD series of medium duty trucks. The new MD has been well received by customers and is making a name for itself.

Innovation didn't stop with the Mack MD, as evidenced by the production start of the highly anticipated Mack LR Electric. This groundbreaking product signals a paradigm shift for commercial trucks with the introduction to what we refer to as eMobility. An interview with Mack's experts shows how the LR Electric is ushering in a new age.

The Mack Anthem and its driver-centric design is the cover story of this issue. Since the Anthem was introduced, it has steadily gained a reputation as a complete driver's truck and a fuel efficiency monster.

This past year, all our employees have done a tremendous job, and I want to thank them for their efforts, past, present and future.

I also want to thank our dealers and all their employees, who have once again proved their commitment to our industry and our mutual customers. And finally, thank you to our customers who, along with Mack, have always known how essential they are to the economy and their communities. We're all part of a great family and tradition, one we all proudly share.

Mack has been up to a lot in the past year. Please enjoy the first issue of *Bulldog's* second century.

Jonathan Randall
Senior Vice President
North American Sales & Commercial Operations



Mack donates Mack® Granite® mixer to Concrete Industry Management auction

Mack Trucks announced it will continue its support of the Concrete Industry Management program by donating a Mack Granite® mixer for the annual CIM Auction. The auction, to be held on June 9 during the World of Concrete 2021 convention at the Las Vegas Convention Center, is the primary fundraiser for CIM programs and helps to support educational programs and fund scholarships.

"Mack Trucks is proud to again support the CIM program and the development of future industry professionals," says Tim Wrinkle, Mack construction product manager. "As a leader in the construction segment, Mack understands the valuable skills and insights that CIM's programs offer students, creating well-rounded leaders and workers, ready for the demanding and competitive concrete industry."

Attendees of World of Concrete 2021 may bid on the Mack Granite during the silent and live auctions. The Mack Granite is backed by a 60-month/250,000-mile Mack Engine Plan 2 extended warranty, and the model will be delivered free to the auction winner anywhere in the contiguous United States.

The vehicle up for auction, a Mack Granite Axle Forward model bridge formula mixer, is powered by a 375-horsepower Mack MP®7-395C engine, with a 14-speed Mack mDRIVE™ HD automated manual transmission and Mack front and rear axles. Paired with the Mack Granite and Mack Cornerstone™ chassis is a McNeilus FLEX Controls Bridgemaster Mixer, featuring an 11-cubic-yard M80 Series drum donated by McNeilus.

Mack Trucks to open electric vehicle training hub in California

Mack announced it will open a training facility for its Mack LR Electric model in Hayward, California, supporting customers in the Western United States and Canada with comprehensive electromobility courses and training to begin on June 1.

The training facility will serve as the flagship location for Mack's LR Electric training, says Jonathan Randall, Mack Trucks senior vice president of North American sales and commercial operations.

The 9,600-square-foot space will eventually offer courses 50 weeks a year and feature the same training tools found at the 425 dealer locations throughout the U.S. and Canada. The first week of training will focus on battery-electric vehicle safety training, and though subsequent weeks' courses are still being finalized, sessions are expected to include more training on battery-electric vehicle operation and repair, as well as diesel training and parts sales and warranty fundamentals.

"We will have the same setup as dealers, so trainees are utilizing the same safety equipment, electrical repair tooling and electric chargers as they would be at their dealer location," says Scott Behe, senior manager of training support for the Mack Trucks Academy. "Mack works to make the training process efficient and effective, offering multiple courses at different times to meet the most demand while also simulating a real-world work environment."

AAA Zoellner Materials Inc. latest company featured in Mack's RoadLife 2.0

AAA Zoellner Materials Inc., a family-owned and operated concrete and building materials company, takes the spotlight in the eighth episode of Mack's RoadLife 2.0 series.

The company, founded in 1994 and based in Imperial, Missouri, has long been a dependable and innovative provider of concrete mixes in the St. Louis metropolitan area and currently operates an all-Mack fleet, including Mack® Granite® concrete mixers and dump trucks, Mack TerraPro® concrete boom pumps and Mack Pinnacle™ day cabs.

AAA Zoellner Materials recently outfitted two of their Mack Granite model mixer trucks with Mack mDRIVE™ HD automated manual transmissions.

"The guys actually rave about them," says Patrick Zoellner, vice president of AAA Zoellner Materials. The company recently followed up with an order for four model year 2022 Mack Granite mixers.

"My husband always said it's the workhorse. That's the truck we need for the area we're in," says Patricia Zoellner, co-founder of AAA Zoellner Materials. "The service, the wear, the tear, everything, the longevity of life with a Mack truck. He loved it. He couldn't say enough good about Mack."



N.J. Bergey's Truck Centers named 2020 Dealer of the Year

The Mack Trucks 2020 North American Dealer of the Year is Bergey's Truck Centers of Pennsauken, New Jersey. Mack made the announcement during its annual dealer meeting, which was conducted virtually this year.

"The Bergey's team grew its market share, made investments to improve customer support and has strongly supported the rollout of the Mack® MD Series," says Jonathan Randall, Mack Trucks senior vice president of North American sales and commercial operations. "Bergey's Truck Centers' strong performance on behalf of their customers and the Mack brand rightfully earned them this distinction, and we look forward to an equally successful 2021."

Mack awards Dealer of the Year to a dealer that continues to grow their business, is highly rated by customers for satisfaction, and consistently exceeds business targets for sales, parts and leasing.

Bergey's has been in business for 97 years. Family-owned and operated, Bergey's runs 10 truck centers throughout Pennsylvania, New Jersey, Delaware and Maryland.

Mack® Command Steer system now available for Granite® axle back models

Mack® Command Steer, Mack's active steering system that reduces driver fatigue, is now in production in Mack Granite® axle back models.

The Command Steer system combines an electric motor with the Mack Granite model's hydraulic steering. Sensors outfitted throughout the truck collect data on the terrain, driver inputs and environmental elements. The Command Steer system processes this data more than 2,000 times per second, then provides variable steering effort through its electric motor, applying additional torque as needed to make it easier for the driver to keep the truck steady on its desired route. Command Steer also suppresses uneven terrain, countering the steer force on pesky potholes and dips and reducing the kicks from the truck's steering wheel.

This significantly reduces the physical demands on drivers, says Tim Wrinkle, Mack construction product manager. "Jobsites have uneven road conditions, which contribute to wear and tear on the driver," Wrinkle says. "Mack Command Steer has been shown to reduce driver effort by 85%, improving jobsite safety and driver productivity."

Mack debuts custom NASCAR Salutes wrap in honor of U.S. military

For the fourth consecutive year, Mack Trucks has unveiled a new custom-designed, military-themed wrap for one of NASCAR's 10 Mack Anthem® models as part of 2021's NASCAR Salutes Together with Coca-Cola campaign. Incorporating all five branches of

the United States Armed Forces into its design, the winning wrap was selected by fans online. "It's an honor for Mack to once again be a part of NASCAR's recognition of military heroes and their families," says John Walsh, Mack Trucks vice president of marketing. ■



Mack Anthem[®]

In it for the long haul



Fuel economy, safety, comfort and driver retention were top considerations in the Anthem's design — and it delivers that and more.

By Denise L. Rondini

Ryan Mabe, manager of Reliable Carriers in Manchester, Tennessee, says they took a chance in 2019 when buying five 2020 Mack AntheMs to add to their over-the-road fleet. They had not been running any Mack[®] trucks, so this new purchase had a very specific goal. “We wanted to evaluate how well they performed and what the level of driver acceptance was,” Mabe says. The AntheMs exceeded their expectations with fuel economy, safety, uptime and enthusiastic driver response to the trucks’ creature comforts. “Based on head-to-head comparisons with other truck manufacturers,

we ordered 10 more 2021 AntheMs,” he says.

These positive reviews line up with customer feedback since the launch three years ago.

“When we talk to fleets, the Anthem’s key features they focus on are fuel economy, total cost of ownership, safety and anything revolving around driver acceptance and comfort,” says Stu Russoli, Mack Trucks’ highway product manager.

Fuel economy matters

While prices will always fluctuate, fuel accounts for 24% of a fleet’s average

marginal costs, according to the 2020 American Transportation Research Institute. Diesel fuel prices have been low for several years but recently there has been an upward trend. As of early May 2021 the average price of diesel had increased to \$3.186 per gallon, according to data from the Energy Information Administration. The good news is that Mack Trucks had a laser focus on fuel economy when designing the Anthem for long-haul operation. Mack optimized the Anthem for aerodynamics, including the hood, roof, chassis fairings, mirror covers, front bumper and air dam. While it

can be difficult to provide an average fuel economy number because of the various duty cycles and applications, the aerodynamic improvements made to the Anthem in 2018 resulted in a 3% fuel economy gain, with another 6.5% gain if the Anthem is spec’d with the MP[®]8HE powertrain package, Russoli says. And the new GHG21 MP8-HE engines in production this year get an additional 3% fuel economy.

Kyle Behnke, CEO and founder of United Federal Logistics Inc., says he saw a .75 mpg improvement in fuel economy when switching to AntheMs from another truck brand. United

Federal has 23 trucks and 42 drivers pulling doubles, operating primarily with team drivers, with its tractors averaging 4,500 to 5,500 miles a week. Loads run from Atlanta to California and Atlanta to Oregon as well as up and down the East Coast.

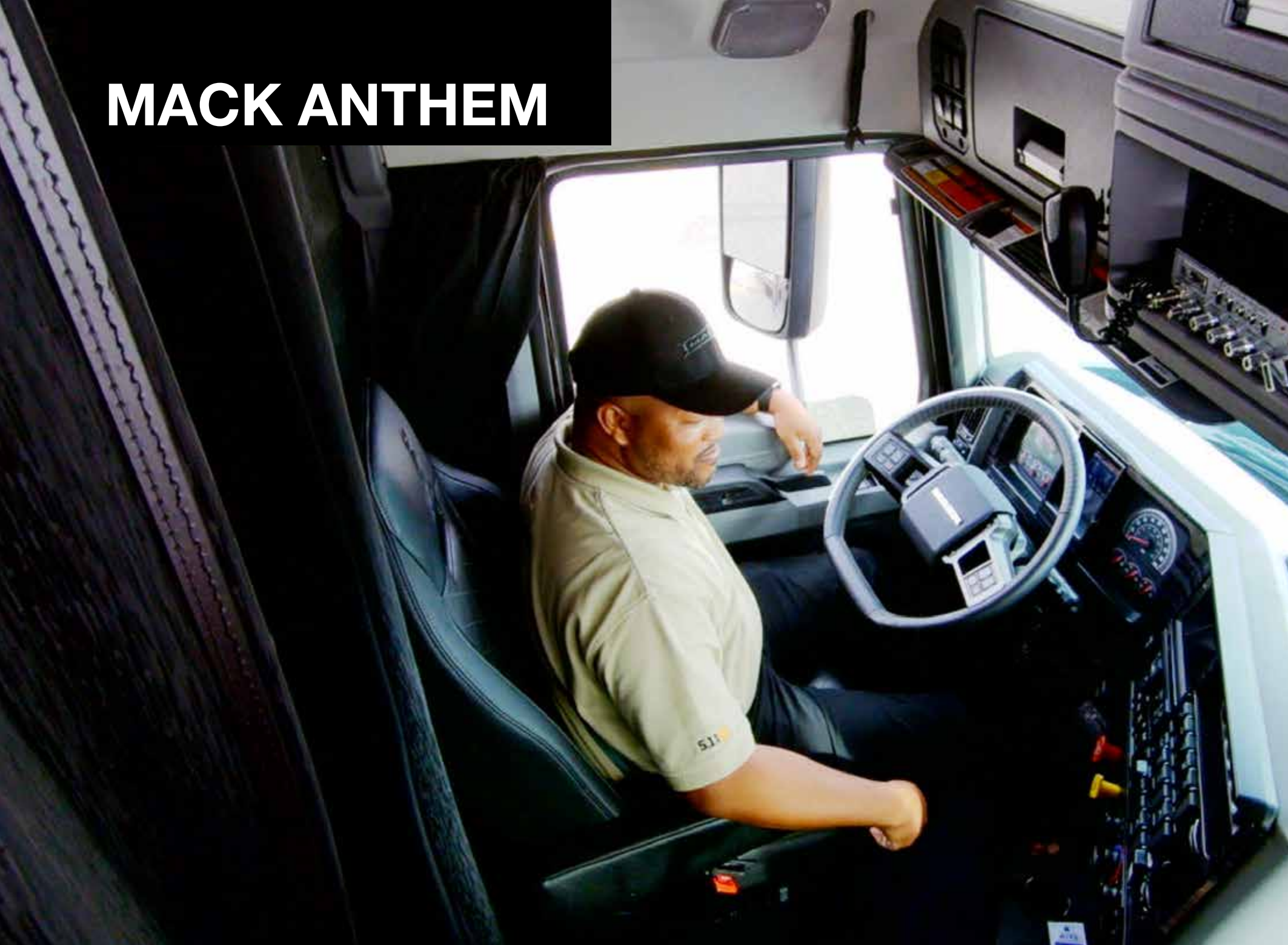
Mabe, with Reliable Carriers, tracked the Anthem’s fuel economy against other trucks. “Many of the over-the-road AntheMs average in the 7+ mile per gallon range, with the highest at 7.82 mpg in the first quarter of 2021. That’s impressive,” Mabe says.

To help customers understand the potential fuel savings, Russoli says Mack offers a Fuel

“Drivers really appreciate the Anthem’s bigger cab and the upgraded amenities.”

Kennan Hill,
president and owner of Chief Express

MACK ANTHEM



Raising Hell

Jamie “Hellbent” Hagen has owned and operated Aberdeen, South Dakota-based Hell Bent Xpress since 2013. He replaced a Mack® Pinnacle™ with a new Mack Anthem® in 2019, added another Anthem in 2020 and has more on order to eventually operate a total of nine Anthems. Hagen, a social media influencer in the trucking industry with 12,500 Twitter followers and an active LinkedIn account, uses his platforms to spread the word about all things Anthem, including his quest for extreme fuel efficiency. Hagen employs four drivers whom he trains and rewards for driving efficiently.

“When the wind is in the right direction and I’m fully loaded, I can hit 11 mpg and empty, 12-13 mpg. Last summer, my 90-day average was 9.98 mpg. That shows me and my drivers what’s possible.”

Hagen says he loves the Anthem sleeper. “It’s like a little house: quiet, dark, roomy and totally driver friendly with cubbies and a comfortable mattress.”

He’s looking forward to his new Anthems with Mack Command Steer. “It’s going to be a gamechanger. You won’t overcorrect because it makes minute changes to your steering.”

Economy tool allowing fleets to input specs for several variations of a new Mack truck they are considering and then compare the fuel economy of the new asset to that of an existing Mack truck. “We can actually run simulations of where they are going to be running the trucks and tell them what they can expect their fuel economy to be with a new Anthem,” Russoli says. “This is not a general fuel economy number, but rather a number that is specific to the fleet and the conditions in which it operates and specific to the vehicle’s duty cycle.”

Cutting-edge safety technology

Safety was a key concern during the design and manufacturing of the Anthem. Bendix Wingman Fusion 2.0 is standard on the Anthem. It integrates advanced safety technologies — radar, camera and brakes — into one driver assistance system, including electronic stability control, collision mitigation technology and lane departure warning. The system alerts drivers when they are getting too close to a vehicle in front of them or departing their lane, and takes proactive action if the warnings are ignored.

Bendix Wingman Fusion 2.0 comes with bumper-mounted radar and a road-facing windshield camera to accurately recognize the necessary data. In mid-2021, Fusion 2.0 with an optional driver facing camera becomes available on Mack vehicles. The camera records when an incident such as hard braking or an alert is detected. “I think drivers are starting to accept cameras on the vehicles,” Russoli says, “because the video from the camera often can exonerate a driver as being at fault for an accident by showing that a vehicle cut too close in front of them, for example.”

Stan Mitchell, director of maintenance for White Oak Transportation, says his trucks are spec’d with Wingman Fusion because of the added safety. “There are some features that allow you to know you have a wingman looking out for you,” he says. White Oak operates 244 power units out of its headquarters in Decatur, Alabama. Mitchell says 90% of the units are Macks, with Anthems being the majority and

the ones used in long-haul runs in Ohio, Kentucky, Louisiana and Texas.

Additional safety features on the Mack Anthem include a sloped hood for superior visibility, a passenger side peep window, three points of entry and exit, full length grab handles, slip resistant steps, an optional parking brake alarm, door mounted entry (puddle) lights and optional orange seat belts. To make it easier and safer for drivers to complete their pre- and post-trip inspections, ground reachable light controls and a ground reachable pre-trip light check switch are included as well.

Driver comfort and acceptance

While the competition for drivers remains fierce, incentives like the Mack Anthem go a long way toward recruiting and retention. Perks such as comfortable seats and

“The comfort in the sleeper is very important in long-haul team driving operations.”

Kyle Behnke, CEO and founder of United Federal Logistics

MACK ANTHEM



“Many of the over-the-road Anthems average in the 7+ mile per gallon range, with the highest at 7.82 mpg in the first quarter of 2021. That’s impressive.”

Ryan Mabe, manager of Reliable Carriers

mattresses, good ergonomics and streamlined storage are greatly appreciated by drivers, especially those who drive over the road.

Ergonomics

Mack, taking a page from the passenger car industry, moved some of the controls previously located on the dash to the stalk. Windshield wiper controls are on the left-hand stalk, along with the turn signal and high beam lights. “And on the right stalk we have the engine brake, which you can toggle from low to medium to high,” Russoli says. “It also has controls for the Co-Pilot display. Radio controls, Bluetooth and cruise control are now on the steering wheel.” These changes were designed to

eliminate the driver having to reach to activate common devices.

The Anthem’s Co-Pilot is a driver display that gives the driver key trip information at a glance. “That includes speed and mileage, and *mDRIVE* information. It shows if the engine brake is on and if cruise control is activated, allowing drivers to keep their eyes on the road,” Russoli says. Co-Pilot is also integrated with Bendix Wingman Fusion. When the vehicle is in operation, it displays all the needed traffic information directly in front of the driver, how far ahead the next vehicle is, speed limit, warnings and braking alerts.

Behnke first tried the Anthem as a rental and said some of his drivers were skeptical about the cockpit’s configuration. “Once

trailers. Hill says the Anthem’s appearance, pulling power and fuel economy attracted him to the vehicle. “They pull so much better and ride so much better — everything about them is better — than other makes of trucks.” The drivers really appreciate the Anthem’s bigger cab and the upgraded amenities. “When we hire a new driver, they want the Anthem, and sometimes I don’t have enough of them available, so I tell them they have to wait their turn.” That problem will be eliminated because soon Chief Express will operate 100% Anthems.

“Mack really did its homework with the Anthem, and our drivers are very happy with them.”

Behnke too liked the way the Anthem looked but was really sold on it when his manager drove it and talked about how smooth the truck operated. “He said it was comfortable when he was on the highway driving at 60 miles per hour and really liked how quiet it was in the cab.”

Because United Federal Logistics operates with team drivers, Behnke invested in premium mattresses. “The comfort in the sleeper is very important in long-haul team driving operations. Being able to rest is key for team drivers because one of you is going to be sleeping while the other is driving.”

Behnke sees the Anthems as good driver retention tools because of how comfortable and reliable they are.

Johnny Bragg has been driving an Anthem for Reliable Carriers for three years and finds the mattress to be as good as his at home. “I love this truck, it’s so comfortable, plenty of top room, everything is within arm’s reach,” he says. Bragg, with nearly 4 million safe driving miles under his belt, says the Anthem turns heads wherever he goes. “Every time I stop to fuel, a driver comes up and asks me about my truck.”

Delivering maximum uptime

Any time a truck has to be taken out of service on a long-haul run, the fleet’s productivity and driver satisfaction drop. And nothing is more frustrating than having to take a vehicle out of service for a software update. Mack Over The Air allows Anthem customers to make unlimited parameter updates without having to bring the truck in for service. Fleet-activated OTA is standard on the Anthem and allows authorized fleet personnel to implement software and parameter updates themselves when and where it is convenient. For instance, long-haul drivers can update their Anthems while on one of their rest breaks or during their 34-hour reset. OTA eliminates the need to schedule time in the shop. Another benefit for fleet managers is Mack ASIST, a

web-based service-management system that helps expedite repairs to maximize uptime. Many Mack dealers also have stepped up their service game by becoming Certified Uptime Dealers with fast lane uptime bays for repairs that take less than four hours to complete — another time and money saver for Mack Anthem customers.

Having access to dealers with certified Mack technicians is especially important to fleets in long-haul operations. Mack’s dealer network stretches across the U.S. and Canada with 428 full-service locations, and many more service only points, so customers can be confident that should a problem arise, it will be taken care of by a Mack dealer. “Our dealers are investing in their dealerships and spreading their footprint in order to match where people are transporting goods and to make sure long-haul Anthem fleets have access to Mack-certified technicians and genuine Mack parts no matter where they are,” Russoli says.

Behnke says that in addition to the Anthem’s looks and power, what attracted United Federal Logistics to it was the Mack dealer network, the Uptime Center, “and all the things on the servicing end. Overall, it was a good match for us.”

Mitchell, too, was impressed with the support from the Mack dealer network and “the support we got from every layer of the organization. Anybody can sell you a truck, but the support and partnership are what is really important.”

Total cost of ownership

No matter how fuel efficient, safe or comfortable a truck is, fleets have to realize a good return on their investment. The total cost of ownership must fit into their business model. Some elements of TCO are easy to determine: the initial purchase price of the truck, the financing costs, the cost of maintenance, the truck’s fuel economy, even the resale value. But TCO goes way beyond those hard costs and includes other factors that may be more difficult to quantify — like the support of the dealer network, the time saved by being able to do over-the-air updates, the ability to get minor maintenance or repairs performed quickly, and the role of the truck in driver retention.

When factors like those are added together, operating Anthems gives fleets a great TCO for their long-haul applications.

Russoli says that when a customer is considering the pros and cons of the Anthem for their long-haul fleet, he will walk them around and point out everything the Anthem has to offer. “Our goal with the Anthem was to offer great fuel economy, enhanced safety features and extreme driver comfort. The Anthem delivers on all of that and more.” ■



Pandemic pivot

How the Mack Uptime Center continued its critical customer service despite COVID-19 obstacles

By Aaron Marsh

When COVID-19 restrictions hit businesses in spring 2020, Mack Trucks had a complicated imperative: Keep the Uptime Center up and running, all while following the rapidly changing COVID-19 guidelines. No small ask, considering the Mack Uptime Center in Greensboro, North Carolina, is open 24 hours a day, seven days a week, 365 days a year, and is crucial to the smooth operation of Mack customers.

While planning for the unexpected is part of the Uptime Center's mission, this global pandemic was unlike anything they had faced previously. However, the center's disaster plans provided the framework for a successful pivot and the severe weather playbook was converted into an action plan.

"We're continually providing support for a breakdown event or an unplanned event for our customers," says Kim Skrzecz, director of uptime support at Mack. "And then, suddenly, we're hit with the consequences of working in a pandemic environment."

Early days

Skrzecz says that because they already had weather-related procedures on hand meant Uptime Center employees were primed to work remotely. Much of what was needed to satisfy COVID-19 remote work requirements was already in place, but they still had to figure out how to succeed in the long term.

"We had to pivot quickly, to set agents up to support the customer and be able to provide continued and uninterrupted support for the customer during those initial days of COVID-19," Skrzecz says.

"Some of the challenges that we faced revolved around equipment and potential Internet outages," she notes. "We sent agents home with extra equipment, and our IT team had to mobilize to make sure we had proper resources." She says operations managers helped drive equipment out to agents' homes, all while everyone was observing proper personal protective equipment (PPE) and social distance protocols at those equipment handoffs.

"In a very short amount of time, we all had to leave the building, go home, make sure we were equipped to take calls from home, make sure we were equipped with backup equipment as needed — whatever that looked like — and get support from our IT department, again remotely," Skrzecz says.

"We were doing a lot of driving of equipment out to agents to make sure that they could maintain the level of support that our customers need, on the phone and working in cases," she recalls. The objective was "to keep everyone safe but also address the need of being able to work from home in the event of whatever equipment failure or Internet outage that we might face," Skrzecz says. "And we enacted contingency plans along with backup plans."

The Mack Uptime Center provides an array of services for customers, including working with a number of vendors to provide towing and roadside repair services. The collaboration with vendors led to some difficulties in the COVID-19 era.

"There were times that vendors were no longer allowing drivers to ride with them to complete a tow service, for instance," Skrzecz says. "So, we had to act as a liaison between the customer and the vendor and the driver onsite to make sure that those drivers were taken care of. We reached out, contacted the customer team and tried to set that communication between all parties to make sure that the driver would be taken care of."

The COVID-19 backdrop also made things more complicated dealing with tow, repair and other vendors that work with the Uptime Center, since those businesses saw some detrimental effects just as other sectors did.

"There were times, particularly early on when states were shutting down, that it was very difficult to get vendors out for services," Skrzecz says.

However, due to their extensive preferred vendor network they were able to work through most of those issues. She says the vendors certainly did their part as well to offer support. They communicated via text and calls with the drivers as they remained in their trucks.

As well as the Uptime Center may have been able to adapt during the COVID-19 pandemic, the center's collaborative philosophy may not be as well fulfilled in a remote work scenario, says Magnus Gustafson, vice president of aftermarket quality and operations at Mack.

"Our Mack OneCall team is designed as a customer-facing group, all sitting together,"

"I think the spirit and the intent of how we operate has been maintained throughout, whether we were physically or remotely located next to each other."

Magnus Gustafson,
vice president of aftermarket quality
and assurance for Mack Trucks

he explains. "And they are essentially surrounded by other experts in various departments and are within arm's reach from the warranty team, the technical support team, and within arm's reach from the reliability group that looks at product issues and so forth. So, having access to all these people within a quick 'get out of the chair and ask a question,' that's kind of the concept of the Uptime Center."

While that in-person collaboration was not available at the time, the center managed to get through the worst of it because of the history of working well together.

Spring forward

"We're mostly still working remotely," Skrzecz says, though now some limited onsite work is being conducted at the Uptime Center. Gustafson says he believes the Uptime Center will eventually return to more normal operations, though it may be a hybrid situation. The center has made the most of the pandemic situation in the meantime. "I think the spirit and the intent of how we operate has been maintained throughout, whether we were physically or remotely located next to each other," Gustafson says. The point, he notes, is to "ensure that these resources are available to be pulled in to solve customer issues in real time."

While converting the Uptime Center to a fully remote operation took ingenuity and unearthed some challenges, the center's hard work was evidenced in service numbers. "At the beginning of the pandemic, we rose to the all-time highest number of customer rating," Skrzecz says. "I think that speaks volumes to what the customers were experiencing on the other end — that continued support — as they themselves were facing uncertainty and the impact of COVID-19."

The customers agreed that the Uptime Center functioned with their best interests during a difficult time. In fact, Skrzecz says they received a flood of positive comments from customers who expressed how appreciative they were that "we were still working and available to support them." ■



Director of uptime support Kim Skrzecz, left, and training delivery specialist Justine Kelly review a customer support case at the Mack Uptime Center in Greensboro, North Carolina, in March 2021.



Adding Anthems

Reliable Carriers' drivers appreciate increased comfort and safety with Mack Anthem®

Story by Carolyn Mason
Photos by Kirk Zutell

When Justin Henderson, second-generation leader of Reliable Carriers, saw the Mack Anthem® at an industry trade show, his interest was piqued and he decided to buy five 2019 models to add to his family-owned Manchester, Tennessee-based fleet.

These were Reliable Carriers' first over-the-road Mack® trucks. Once they arrived, the process of evaluating the new purchases began. They took a hard look at criteria such as cost of ownership, fuel efficiency, maintenance, safety and dealer relationship. But one of their top criteria was driver acceptance,

and that's where the Anthem really stood out. Ryan Mabe, manager of Reliable Carriers, says he's always interested in what drivers have to say about the equipment — and they were completely sold on the new Mack Anthems. "Drivers are always concerned about what

the truck looks like. And then, if you can take what it looks like and mesh that with the creature comforts and then also the performance on the road, it serves as a recruiting tool — because if you can get all those at the highest level, then it's going to draw people in," Mabe says.

Mabe, who came to Reliable Carriers from the finance and banking industry, puts stock in driver opinion, but he's also committed to making fact-based decisions on an investment as large as a new truck. The company operates 107 trucks and nearly 350 dry van trailers and employs 83 drivers. The five new Anthems were an immediate hit but still had to pass muster with all the criteria before they eventually ordered 10 more 2021 Anthems — and recently placed another order for an additional 10.

The new Anthems look professional with their Glacier White paint, and powered by MP®8 445 hp Super Econodyne engines and Mack mDRIVE™ 12-speed automated manual transmission with grade gripper. The Anthems are SMARTWAY certified with a full aerodynamics package. Safety features include Bendix Fusion 2.0 and disc brakes, while the units are also equipped with Mack's Over The Air software and parameter remote download technology.

The driver-popular interior is a 70-inch stand-up sleeper, with premium steel-gray interior trim, upgraded matching seats, power mirrors and windows, SiriusXM, refrigerator prep, full-size bunk and blackout curtains

over windshield, window and sleeper.

"Mack trucks continue to be dependable within our fleet with drivers praising each newer model more and more. Whether it is the handling, the improved interior creature comforts, or simply the stylish profile on the Mack Anthems; these trucks are becoming one of the most popular trucks in our fleet," Mabe says.

The purchasing process

Mabe says they typically try to turn over trucks every five years and trailers every 10 to 15 years. When making a new purchase decision they run through a detailed process, including creating spreadsheets to monitor costs such as fuel and maintenance and information such as warranty data and driver acceptance. He says he values the services



AT WORK



David Steele has been a company driver for Reliable Carriers for 12 years.



Chad Whitmore, shop foreman for Reliable Carriers, works on an Anthem.



such as Mack OneCall™ that keep the trucks rolling and reduce costly downtime.

“Because Mack wasn’t known as having an over-the-road truck, this was an unexpected chance to really look at the Anthems and a chance to grow our partnership with McMahon Truck Centers-Nashville,” Mabe says. Jeff Tilley, the general manager, and Nick Triola and the sales team get Mabe’s praise. “They’ve taken care of and won us over.”

Triola says that relationship is key to the continuing opportunity to supply and spec Anthems for Reliable Carriers. “Our relationship with Reliable Carriers is really a strong one. This is a relationship business, and earning trust is a big factor for us. It takes time to earn trust. For us, it’s a partnership and we love that,” Triola says.

Fuel economy and driver acceptance

Fuel economy is critical for the profitability of the company and for the drivers who want to earn their fuel bonus.

Mabe says they evaluate fuel efficiency on a weekly basis. “In fact, the numbers came in for the newest 2021 Mack Anthem, and they are averaging 7.3 mpg, compared to our other OEM that’s getting roughly 7.0 mpg. Many of our over-the-road Anthem trucks average in the 7s on miles per gallon with the highest at 7.82 mpg. Our local and dedicated Anthem trucks are very close to 7.0 mpg. That’s something that five years ago we would have never expected,” Mabe says.

In addition to the spreadsheets, Mabe believes that talking to the drivers is one of the best ways to make the final decision about the pros and cons of all the equipment. “For me, being new to the industry and being asked to monitor the specs and to make recommendations, there’s no better person than someone who’s spending six days a week in the truck.”

Drivers overwhelmingly report that they enjoy driving the Anthems and note that they like the exterior look and the interior creature comforts. “They gave positive feedback on the way the truck handled, the power that the engine was putting out, and how comfortable the mattress and steering wheels were,” he says.

“Just the feel, sitting in the cab. Everything is right there around the driver in that cockpit of the truck, so just convenient. Steering wheel controls at their fingertips, they could tell that truck was built around an OTR driver,” Mabe says.

Driver feedback

David Steele, a driver for Reliable Carriers since 2009, says he loves the maneuverability and power of the truck. “When other drivers see it, they always comment that it’s a sharp truck. I like how Reliable Carriers keeps us in such good equipment and recommend other drivers to come work here,” he says.

“Other drivers just swarm me at the fuel station, asking about the Anthem,” says Johnny Bragg, who has been driving an

Anthem for Reliable Carriers the past three years. “I tell everyone that I sleep in this truck five days a week and the mattress is as comfortable as mine at home.” Bragg has been driving for 25 years and has nearly 4 million safe miles over his career. He believes the Anthem is better than any of the other trucks he’s driven because of the roomy interior, ease of driving and how well it pulls.

Moving forward

Reliable Carriers, started by Justin Henderson’s father, Frank Henderson, in the early 1980s, was able to stay the course through the pandemic. Mabe says that while it was a little tough during the shutdown, the business quickly bounced back. “For us, we had the immediate drop — so it was a V pattern if you’re looking at how our business flowed through the year. I think that was the end of June, early July when that reverse peak went through, and then it really came back, stronger than ever. It was almost like we were making up for time lost.” ■



Chief Express Director of Maintenance Lynn Watson, left, and President Kennan Hill, middle, work with TranSource Territory Manager Jeremy Almond. "We only have one thing to sell, and that is service," Hill says.

Chief Express chooses Mack Anthem® to power its growth

By Denise L. Rondini, photos by Kirk Zutell

A successful fleet is the result of choices. Choosing the right shippers, the right freight lanes and the right employees, for starters. Chief Express had a choice when it came to its trucks, and it chose the Mack Anthem®.

From its beginnings as a furniture hauler, Chief Express has grown into a diversified

carrier while still catering to the small customer niche.

Kennan Hill, president and owner of the Seagrove, North Carolina-based fleet, started the company in 1995 in support of the family furniture manufacturing business. He started with one truck, grew the business and eventually left furniture manufacturing to run Chief

Express full time. The fleet now has 75 tractors and more than 300 trailers, hauling in 34 states, mostly running out and-back routes, with the furthest going to Dallas and Minneapolis.

In the early days, furniture was the mainstay of the fleet, "but then the recession hit and much of U.S.-based furniture



Mechanic Daniel Crabtree, sitting behind the wheel of a Chief Express Mack Anthem®, speaks with mechanic Josh Anderson.



manufacturing went overseas, so we had to start diversifying,” Hill says.

Today Chief Express still hauls furniture, but also dry food, tobacco, paper products, clothing, building materials and recycled products. “Because we are so diverse, when one area falls off another area usually picks up and that helps us stay profitable,” he says.

“We only have one thing to sell, and that is service. That is the only ‘product’ we have; we always deliver good service.” A big component to Chief Express delivering that good service is its trucks, 65 of which are Mack Anthem models. In the past, Chief Express operated other makes of trucks, but since 2013 has been adding Mack trucks to the point that within the next

year the entire fleet will be Mack Anthems. Its experience with the Anthem goes back further than most fleets. “We were lucky,” Hill says. “Mack came to us and asked us if we wanted to test the Anthem before it became

“The Anthem is a drivers’ truck.”

Kennan Hill,
president and owner of Chief Express

available” (note: the Anthem was launched in 2017). “We said yes and so had an inside track on how good it would be.”

Chief Express drivers say they like the bold look and the finish of the Anthem. “The Anthem is a drivers’ truck.” Hill says. We had a lot of Pinnacles and the inside of the Anthem was a complete makeover. The new cab helped a lot of the bigger guys when the Anthem came out, both sleeper and cab. Everything became bigger and better, more insulated in the cab, everything was quieter, everything about it was an improvement.”

Chief Express has dialed in its spec over time and now has a sweet spot: 445 hp Mack MP®8 with a 12-speed overdrive Mack *mDRIVE*™

automated manual transmission and a 3.08 rear axle ratio. Chief Express transitioned to *mDRIVE* in 2017 and had a smooth switchover. “We haven’t had a stick in the fleet for a year or two,” Hill says.

“Drivers prefer Mack power over other trucks. Drivers would rather have the Mack over the competitors. The Anthem works better for us all the way round. We had other trucks, but they have not been as good.”

In fact, “The biggest challenge is when you have some guys who leave, and (then) come back, as we’ve had a few in the last couple of months. They know what we run and they’ll request a Mack. And they’ll have to drive something else until we get some more.”

Hill says the fleet prides itself on the appearance of its equipment and believes that the equipment itself is a great selling tool. “A person in a shipping department will see our trucks on the road and will contact us and ask us to see if we can handle their business or ask us to submit a quote.”

Hill was first introduced to Mack trucks by the local dealer, TranSource. Because Chief Express is a smaller fleet, Hill says they were having trouble getting good service at the dealerships for its previous makes of trucks. “We were seen as bait and not as the big fish in the pond,” he explains.

Chief Express does all its own maintenance in house, and technicians also like the

Anthem’s advantages. Hill notes Anthem’s reliability and maintenance are good: “We seem to work on this less than other stuff over the years.”

Mack OneCall™ has been a reliable support for reducing and managing downtime, while TranSource provides the parts for fleet maintenance. “TranSource came in and offered us a good product at a good price, and were able to meet our service needs as far as getting us the parts we needed delivered when we needed them. That is how the relationship started.”

He adds, “TranSource has been a good partner to us. It seems like our success story is only getting better every year.” ■



“Having good, well-maintained equipment has helped White Oak recruit and retain drivers.”

Stan Mitchell, director of maintenance for White Oak Transportation

all work very hard to reach those goals.”
 “We worked in collaboration with Mack and used our historical maintenance information to determine a trade cycle that made sense for us,” Mitchell says. “And when I say worked with Mack I mean everyone at Mack including engineers, salespeople, service advisers, regional reps — everyone.”
 He adds, “What we learned is that this is the peak trade-in cycle where we get the best out of our trucks. And we keep up on the maintenance so when we go to trade our units we get a higher trade value. Other fleets are looking to buy White Oak units when they become available.”
 The dedication to maintenance is part of the partnership of support White Oak has with Mack. White Oak participates in what Mitchell calls a pre-paid maintenance program that sets maintenance intervals and schedules and requires that maintenance be performed by a Certified Mack Technician. In the case of White Oak this is a technician from its local dealership, Nextran, that works out of one of the service bays at White Oak’s location. “That is very convenient for us because we do not have to shuttle a truck 20 minutes away especially when you consider that sometimes that 20 minutes can stretch into an hour and a half,” Mitchell says.
 He explains that the maintenance program means White Oak trucks gets seen more often. “You see the trucks more frequently and on a more consistent basis. I think the

more you see the units the more investment you get in them from service advisers, your technicians, your drivers. Everyone involved with the truck becomes more invested in looking after it when they see it often. They become more invested in the performance of the unit.”
 “Having good, well-maintained equipment has helped White Oak recruit and retain drivers,” Mitchell says. “I have heard drivers over and over, ‘If I am not rolling, I am not making money,’ so we do our best to keep them rolling.” Mitchell attributes the fleet’s intense focus on maintenance as a reason its trucks — and drivers — keep rolling. “Preventive maintenance is pretty much mandated,” he says. “If you ignore maintenance, it will eat your lunch and leave your drivers so frustrated they will seek out other fleets that have better equipment. Equipment is up there on the top of the list for retention of drivers.”
 Mitchell credits Mack for playing a large role in the White Oak’s success. “I interact with the dealership multiple times a day and they play a large role in our operation and with Mack we have developed a partnership of support.”
 He adds, “We’ve built a relationship to where if I call them they know I need something. These days everyone is stressed because of e-logs, COVID, fuel prices, etc. Having a partnership of support with our customers and with Mack helps us to keep doing our best.” ■

Mike Limbaugh, founder of White Oak Transportation

A partnership of support

White Oak Transportation supports its customers and credits its partnership with Mack for its success.

By Denise L. Rondini, photos by Kirk Zutell

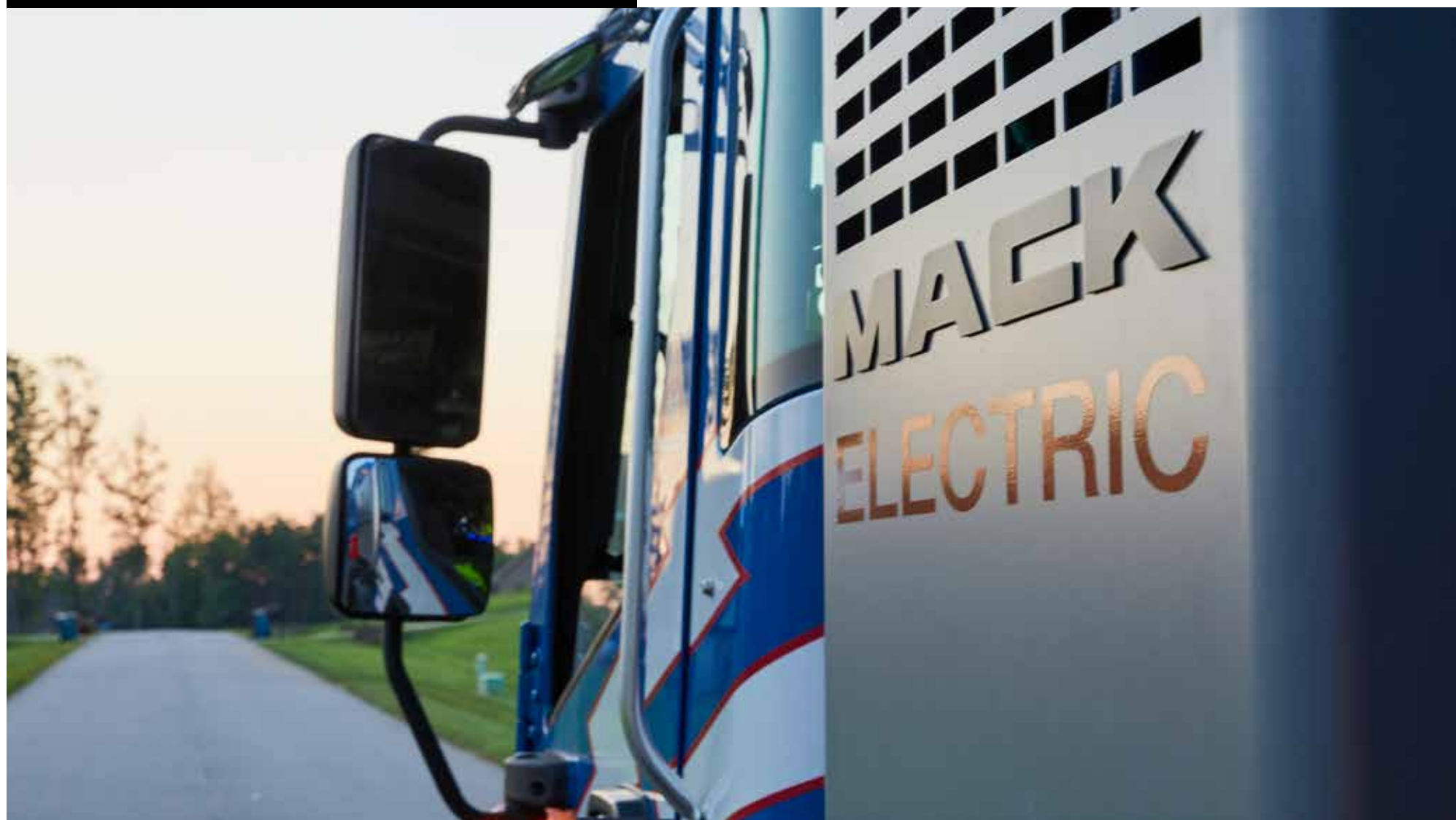
Since White Oak Transportation started in 1999, Mike Limbaugh, founder, and his team have built the business by providing support for its clients and focusing on its niche, says Stan Mitchell, director of maintenance.
 That niche — food grade products and medical products — kept the fleet quite busy during the COVID-19 pandemic as both of those industries were deemed essential businesses.
 Headquartered in Decatur, Alabama, White Oak operates its 244 tractors and 1,200 trailers in regional haul in Alabama, Georgia, Florida, Mississippi, Arkansas, and Tennessee, and in over-the-road applications in Ohio, Kentucky, Louisiana and Texas.
 Limbaugh has grown the business by supporting his clientele, Mitchell says. “He

believes if you don’t take care of your customers someone else will, so he is driven by service and believes strongly in partnerships.”
 Mitchell explains that if a White Oak customer needs something outside of what they already have contracted for — even if it not recurring business and even if it will not add significantly to the fleet’s bottom line — White Oak will accommodate the customer’s needs. “We take care of all their needs instead of just concentrating on one aspect of a contract.”
 “We take care of them as opposed to them having to build new relationships or find another carrier.” Limbaugh and his team work alongside customers to come up with solutions to customers’ problems. “And Mike is always available to both customers and employees.”
 When Limbaugh started the business he

did so with used vehicles. Today he operates 280 trucks and buys new trucks on a five-year/500,000-mile trade cycle.
 Ninety percent of the fleet is Macks; primarily Mack Anthem® models with 70-inch walk-through sleepers with single bunks. Their engine of choice is the MP®8 MaxiCruise, 12-speed mDRIVE™ and the Meritor MT40-14XHE.
 Mitchell says they depend on the support of the Mack Uptime services, Mack Finance and the relationship between Nextran Truck Centers and the fleet.
 Steve Gilmore, sales representative with Nextran Truck Centers, says he has the easy part of the White Oak relationship. “Taking care of White Oak is a team effort. I set goals everyday with the fleet managers, Nextran employees and the Mack Team. We



Stan Mitchell, director of maintenance for White Oak



LR Electric: helping build a cleaner, better future

By Aaron Marsh

When it comes to the electromobility era in trucking and transportation, Mack Trucks is setting its sights high. With a purpose of moving and building a better world, Mack is now taking orders for the timely LR Electric battery electric refuse truck, which will be built at the company's Lehigh Valley Operations facility in Macungie, Pennsylvania.

To signify the new era of the LR Electric, the familiar Bulldog hood ornament is now copper colored. The refuse segment is a natural fit for launching the new truck for several reasons. Mack is the leader in the segment with the diesel-powered LR and can wield that influence and experience, but there's more.

"We are working to build transportation solutions that are 100% fossil-fuel free, 100% safe and 100% more productive," says George Fotopoulos, vice president, eMobility Business Unit leader at Mack.

"We need to not only meet the transportation needs of our customers but also take care of the world that we live in," he adds.

The characteristics of the refuse segment also lend themselves very well to an electric

truck, he explains. Refuse trucks usually run closed-loop operations on the same routes every day. The vehicles also come home to their hubs every night, which makes for an excellent place for the vehicles to charge.

"There's also a lot of start-and-stop within a waste collection service," Fotopoulos points out, "and that allows us to harvest energy through regenerative braking that we have onboard. The LR Electric is a vehicle that fits into the refuse sector very nicely."

The refuse industry also tends to be notably environmentally conscious, and that's an



important consideration for these customers, says Scott Barraclough, Mack's senior product manager, eMobility. The LR Electric can meet their business needs while helping reduce their carbon footprint, and it's a very visible sign of those efforts.

Pre-production Mack LR Electric trucks have been in field tests since last fall by Republic Services in Hickory, North Carolina, and at the New York City Department of Sanitation. The former includes longer, more suburban waste-collection routes, while the latter involves some shorter, tighter city routes with frequent stops.

Driver experience

The pre-production units, which are largely identical to the trucks that will roll off production lines, have performed well and generated significant positive feedback. The experiences with the pre-production LR Electrics will help refine the production models. One thing that has stood out with the electric trucks is an improved driver experience, mainly because of less engine noise and vibration.

"The drivers have less fatigue, and it's just been an improved overall experience for the driver," Fotopoulos says. "And of course, for the external world, there's less noise pollution and zero emissions."

Lower cost of operation

Along with the lack of emissions, there's a lower total running cost and longer service internals — meaning greater uptime — with these electric trucks compared with a diesel equivalent model, he notes. But the other thing that's come out in field testing is how to plan a route with an electric vehicle. The LR Electric, due to its fast-charge capability, provides for some flexibility in that regard.

Charging times will vary according to charge power, says Barraclough. "At its fastest, we can charge up to a 150kW rate. At that rate, we can completely recharge a truck in around 90 minutes," Barraclough says. "If you need a midday recharge, with a fast charger, that becomes a possibility," he adds. "You may not need a full recharge to complete your route — for example, you hook up for 30 minutes, that could provide enough charge to finish the day. That becomes practical at the high charging rate."

The LR Electric will be available for traditional purchase, but Mack is also offering the truck through a subscription-type "vehicle-as-a-service" option. "You would pay for a term, and at the end of the term you could choose to buy, discontinue or renew that term for another period," Fotopoulos says.

A key consideration for LR Electric customers is the charging infrastructure, and Mack can help with that as well, either providing for charging needs through its partner or referring clients for additional charging solutions. Mack will also provide a service offering tailored to the needs of electric vehicles and their fleets.

Fotopoulos notes potential customers can check their states and localities for grants and incentives that may be available to support the purchase of LR Electrics and/or charging infrastructure. "There are a number of different options that we at Mack are more than happy to help guide customers on to regarding those funding sources in individual states and provinces, and we'll be keeping an eye on whether any federal funding becomes available as well."

The LR Electric is an idea whose time has come. "This is the start of the electric era for commercial vehicles," Fotopoulos says. "Battery technology is at a point where it's applicable to the use cases in our industry. We are moving toward and building a better world, and we need to do this not only with the current product portfolio we have today, but as part of the e-mobility transformation we are beginning right now."

"At Mack, we are doing more than putting our pens to paper as we build our plans for the future," he says. ■



Fast specs:

Mack LR Electric

2 AC motors with 448 hp continuous power and 4,051 lbs.-ft. of torque, available from 0 rpm

2-speed Mack Powershift transmission

4 Lithium NMC batteries, 600V, with fast-charging capability

66,000 lbs. GVWR

Axes: Mack FXL20 20,000-lb. front axle, Mack S462R 46,000-lb. rear axles

Brakes: three-mode regenerative

Charging: up to 150kW charge power with a max current of 200A, 550-750 volts

Service supported through Mack dealership network

Meet 2021's Top Bulldogs

One year ago, 12 lucky winners were announced in the 2021 Mack Calendar Contest. In previous years only the top vote getter in each category was selected for a professional photo shoot and a one-month appearance in the calendar, which meant six

customers total. But for the 2021 issue we chose the top two, to honor all the trucking professionals who carried on with their duties during the pandemic.

Our photographers set off across the U.S. and Canada to meet the winners on their home

territory — with proper social distancing, of course. From Manitoba to Florida and Missouri to Maine, we went to meet as dedicated a group of Bulldog owners as can be imagined. Here they are, along with their truck information.



JANUARY
Mack® SuperLiner
 Francis Rivard (owner) *Entreprises Rivard et Frères*, Sainte-Anne-de-la-Pérade, Quebec



FEBRUARY
Mack® TerraPro®
 Kimberly Langhorst (corporate secretary) *AAA Zoellner Materials*, Imperial, Missouri



MARCH
Mack® LR
 Tyler Bissonette (left, operations manager) Michael Shone (right, driver) *Waste Connections of Canada*, Barrie, Ontario



APRIL
Mack® Granite®
 Robby Causey (owner) *R.L. Causey, Inc.*, Murrells Inlet, South Carolina



MAY
Mack® Anthem®
 Michel Tardif (president) *Transport Dercy*, Beauceville, Quebec



JUNE
Mack® TerraPro®
 Melissa Polutta (owner) *Trash Gurl*, Goose Creek, South Carolina



JULY
Titan by Mack®
 Seth McCoy (owner) *Seth McCoy's Trucking & Excavating*, Alfred, Maine



AUGUST
Mack Anthem®
 Jamie Hagen (owner) *Hell Bent Xpress*, Aberdeen, South Dakota



SEPTEMBER
Mack® LR
 John Ferguson (asst. director of fleet management) *City of Durham*, Durham, North Carolina



OCTOBER
Mack® Pinnacle™
 Michael Nadeau and Natacha Martin (owners) *Entreprise MN Nadeau Inc.*, Sherbrooke, Quebec



NOVEMBER
Mack® Granite®
 Lou De Berardinis (owner) *De Berardinis Heavy Haul*, Orlando, Florida



DECEMBER
Mack® Pinnacle™
 Dave Hood (driver) *Grizzly Transport*, Hadashville, Manitoba



100 years strong

Mack Trucks celebrates a century on the roads of Canada

By Mark Laine

On the front lines of World War I in 1917, the Mack® AC model earned the nickname “Bulldog” from British troops who witnessed each day the truck’s tenacity. The “Bulldog” Mack AC carted needed supplies across treacherous terrain with an unmatched strength and resilience. The AC model’s reputation for dependability across difficult landscapes made them popular with customers in Canada, who used the trucks after the war not only for hauling goods but for building the roads themselves. And Canadian customers were more than satisfied with that reputation. By 1921, Mack officially adopted the Bulldog as its corporate symbol, and demand for Mack trucks had grown so substantially in Canada that Mack established Mack Trucks of Canada Ltd. in a small

downtown Toronto building. The rest is history — 100 years of it and counting.

This year, Mack Trucks celebrates its centennial anniversary in Canada. To mark the occasion, Mack has introduced a special badge incorporating its logo, Canada’s Maple Leaf, and the phrase “Building Canada Since 1921” — or, in Quebec, “Bâtisseur Du Canada Depuis 1921.”

The badge is a symbol of Mack’s commitment to the country and its long-standing relationship with Canadian customers, says Jonathan Randall, Mack Trucks senior vice president of North American sales and commercial operations.

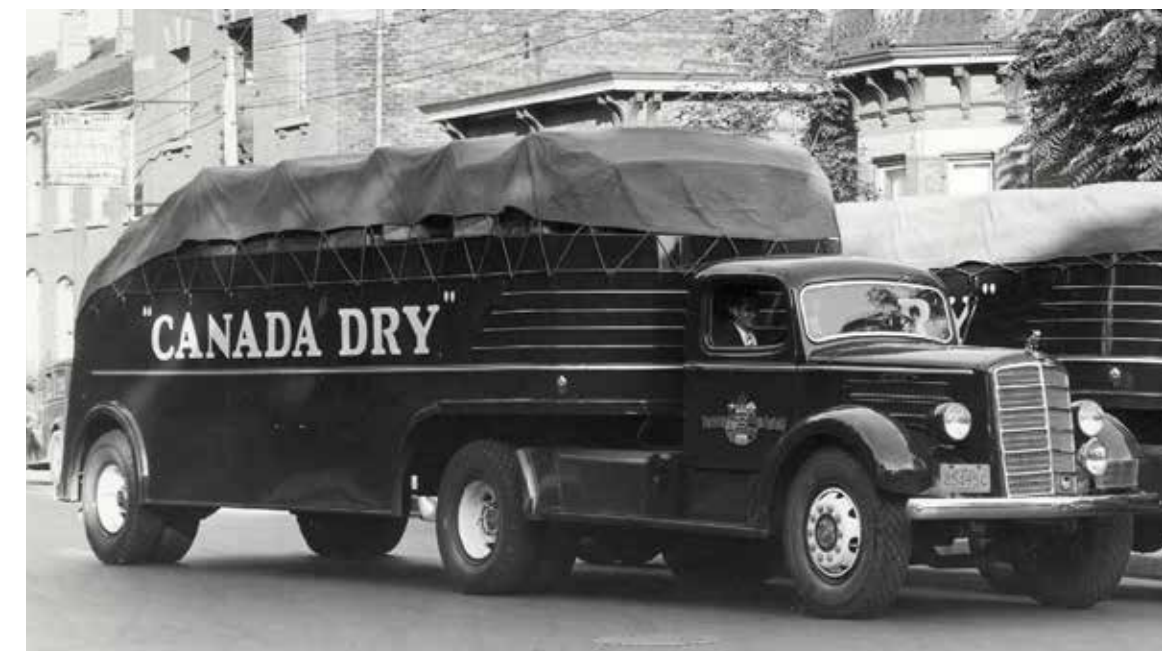
“Mack’s leadership in commercial vehicles goes back more than 120 years, and we’ve proudly served Canada and its diverse regions

About the author

Mark Laine retired after 36 years with Mack Canada, his final position as marketing manager. He’s a member of Automotive Historians Society and American Truck Historical Society.



BUILDING CANADA SINCE 1921



and demanding applications throughout much of that history,” Randall says. “It’s an honor for Mack to be part of Canada’s story.”

Mack Canada expanded throughout the roaring ’20s to become one of the nation’s most dependable and popular truck manufacturers, establishing customer relationships — such as the partnership with Ontario’s Dufferin Construction — that endure to this day. During the decade, Mack Canada moved from one larger facility to the next in Toronto and expanded its operations to encompass distributors and Mack-owned dealerships across Canada. Though the economy’s downturn during the Great Depression led to the collapse of the truck industry, Mack offset

many of its losses by selling used trucks and introducing buses — with rubber shock insulators and pneumatic tires to improve ride quality — to great popularity.

In the 1930s, Mack introduced its Mack Jr. and E series models, which became some of Canada’s best-selling trucks. And during World War II, Mack Canada converted its factories to war effort production, recommitting its brand to supporting Allied troops overseas.

From the 1950s on was a time of unparalleled expansion and growth, as Mack Canada introduced new models like the L series and A series trucks to match massive demand following the establishment of the Alaska Highway project, an extensive road network

in Western Canada, and the major oil discoveries in Alberta in 1947. The versatile and durable Mack B Model, introduced in the 1950s, was a major factor in Mack’s growth in the market. Mack also opened an assembly plant in Oakville, Ontario, which produced more than 60,000 trucks for Canada, the U.S. and export markets between 1966 and 1933.

Now, with Mack a proud member of the Volvo Group, Mack Canada remains an innovator, introducing new technological advancements for driver ease, working to minimize engine emissions, and establishing corporate and dealer infrastructures to support Mack Canada’s customers for the next 100 years — and beyond. ■

RVO ramps up, Mack® MD rolls out

Despite the global pandemic, Mack Trucks' latest truck series went into production during the past year as the new Roanoke Valley Operations (RVO) facility began producing the Mack® MD medium-duty series of trucks. With an emphasis on worker safety and high-quality products, MD models have been coming off the line in growing numbers and going into operation with waiting customers. RVO sits in a scenic valley in the Blue Ridge Mountains, near Salem, Virginia. ■



Photos by Kirk Zutell



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