



NETWORKING NORTH AMERICA

Scania's expansion is well under way in North America with more than 120 service points established thus far.

Text: **Giles Channing, Cari Simmons** Photo: **John Albright, Steve Gribbin**
Illustration: **Robert Hilmersson**

IN THE UNITED STATES thus far Scania has been recognized as a supplier to the marine segment. It has supplied boat engines to the North American market for many years. Now the company presents its range of industrial engines as well, with a fast-growing network of dealers and distributors in North America. So far it has established more than 120 service points.

The reason is simple: Scania is determined to supply its North American customers with engines that meet the strict new emissions regulations as well as to provide them with access to fast and professional service support from distributors and dealers with certified Scania parts and service support.

Scania engines more than meet the demands of the new emission regulations, and Scania's service technicians will provide the assistance needed with a minimum of disturbance to operations.

Not only do Scania's new engines meet the 2011 standards, but also future standards. In 2014 the Tier 4 final standards

will put even tougher demands on manufacturers to lower emissions. "Our engine platform has the technology to meet these emission levels as well, and our products are very well suited for this market," says Scania USA President Per Backteman.

To service the engine platform Scania is implementing the company's global policy for warranties and parts and building up a vast service network throughout North America.

"Our customers always come first," says Thomas Björk, Service Director Scania USA Inc. "Our aim is to minimize the lead time for service by empowering our dealers and distributors to take important decisions themselves, yet with ready access to the Scania organization. Downtime is money, and we are set to minimize it in every way we can."

Scania USA has its head office in San Antonio, Texas. All service points will be supplied with parts from the company's warehouse in Indianapolis, Indiana, within 24 hours. Each dealer will also carry stock. ●

Views on

Three representatives from companies

“ Excited about our partnership



"Scania is new to me and my company, but it is a brand that has an excellent reputation worldwide, and we are very excited about our partnership," says Mike Moore, Technical Manager at Total

Energy Systems in Green Bay, Wisconsin. "In addition, the tooling required to service and repair the products is very minimal, and the support from Scania USA will be there when we need it."

Total Energy Systems currently has 10 dealer locations under contract plus three distributor-owned locations that have the competence to sell and service Scania engines.



120 service points in Scania's service network

the expansion

in the Scania network talk to Scania Power about the North American expansion.

Impressed with Scania's R&D



"Scania is the type of partner we seek," says Patrick McGovern, President of Mack Boring & Parts Co., a Scania marine distributor since 2008. The company covers the Great Lakes Region and the North and Mid-Atlantic coasts and is based in Union, New Jersey. "Scania respects its customers and looks to develop a community of partners and users. We feel that Scania has the winning attitude necessary for success in the North American market.

"We are impressed with Scania's R&D and product development processes," he says. "We have experienced professional, reliable and prompt assistance from Scania, and we have been impressed with the company's commitment to the North American market in the form of support, network development and parts coverage.

"Scania supplies the tools and training we need to properly service the products and trusts us to perform expertly in the handling of Scania engines."

Uncompromised customer support



"Certified Diesel Corp. has partnered with Scania USA for almost a decade now," says Scott Jackson, Vice President of Certified Diesel, a certified Scania marine distributor since 2007 covering the South Atlantic Coast and the Gulf Coast regions from its base in Ft. Lauderdale, Florida. "Scania has provided a level of support unparalleled in our industry, which allows us to stand behind the Scania brand with unwavering confidence and conviction. This attitude of 'customer first' is what Certified Diesel Corp. was founded on and continues to be the rock of our business.

"We know that Scania will continue to grow and back up its products with a steadfast attitude and uncompromised customer service," he continues. "We look forward to what the future will bring."



Meet Tim Hess, president at U.S. distributor Cascade Engine Center in Seattle.

