

Rolling NEWS & FEATURES

from the people of
FLEET SERVICES, INC.

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Making it happen for Truck, trailer, bus & RV People

4th Quarter 2009

Grateful...



Throughout our conversation the one phrase Sang often repeated was, "that he was grateful." Grateful to this country, his family, friends and associates that have helped him along the way through his life's journey. Being an immigrant his story stretches across two continents. The first half takes place in South Vietnam, till age twenty four when he immigrated with his family to the United States, the start of the second half of his life's tale.

Sang Chang, now in his fifties, has four children and a successful life. After being interviewed for the Rolling News Letter back in 2003 not much has changed for Sang Chang and that's OK by him. Sang still works for CKE Restaurants, owners of Carl's Jr. & Hardee's, at their Distribution Center as he has for the last thirteen years, as Lead Mechanic. Sang along with two refrigeration and one other trailer mechanic make sure the thirty-four lifts along with the seventy-two Carl's Jr. trailers stay in top operating condition. Their inspection and maintenance schedule



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CARLISLE General Brake Maintenance

Air Systems: Make sure you have a balanced brake system.

Chambers: Make sure push rod travel is even on all chambers. Cut the push rod to proper length.

Slack Adjuster: Set thorn up properly — 90 degree rules for manual. Use templates for automatic slacks with the exception of Haldex.

S-Cams: No grease on S-Cam head.

Seal installation.

Free play movement up and down — Cam bushings, should be replaced.

Free play movement in and out.

Roller differences - flat versus knurled.

Hardware Kits: Replace completely — not just springs.

Shoes: Do complete replacement, not just one wheel. Minimum should be complete axle if it's not possible to do complete unit.

Drums: Heavy drums for severe duty application.

Lining Wear Patterns: "How to read your brakes" brochure. First thing you do after removing drums is to look at the brake shoes and lining before you remove them off the wheel. It will tell you a story.



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CARLISLE General Brake Maintenance *cont. from pg. 1*

Brake Adjustment: Jack up axles and snub up brakes and back off 1/4 to 1/2 turn on manuals and use templates on automatics.

Brake Lining Burnishing: Heat up brakes until you can smell them and let them cool off. Do this procedure within 1/2 mile to 1 mile. Check wheel temperature with heat gun.



Sang Chang *cont. from pg. 1*



rotates the lifts and trailers for service, every 3 1/2 months or 8,000 hours, assuring the lifts remain in service and the trailers make it to their destination with their cargo intact and cold.

as if back in the old country and besides we didn't have the money to spend for those tools. That was the beginning of my experience working on trucks."

In February of 1980 Sang's brother drove his family on a trip to California to visit friends. After arriving he remembers "the nice weather" even in February. After returning, it only took six to eight months of enduring Tennessee's weather for the family to decide to move to California. Having no knowledge of the English language, Sang took tutored classes at the local High School in Washington state. Being single he could afford to take off at a moments notice to travel with a friend. One of Sang's friends, who had been going to college here since '75 and very fluent in English, suggested he listen carefully to the TV and get a newspaper to read. "I learned more from my jobs and communication with people. If I got stuck reading, I

Sure, some things have changed, he's gotten a few years older; His work place moved from the Anaheim area to it's new location in Fontana; Some of his fellow workers have moved on but he still remembers what got him here and that will never change.

Sang's journey to being a lead mechanic didn't take the standard academic path. His knowledge of diesel engines came by way of the engine compartment of a tug boat. He started, at age fifteen, working after school with his father in the family business. "Back in Vietnam we were boat people. Our tugs hauled barges of goods from city to city by way of the local waterways, similar to how tractor trailers do here, except we did it on water not roads." After the South fell to the North, the Vietnam Government took control of Sang's father's company giving them a small salary and rice in exchange for their work. Within a four year period the government changed their currency several times, which kept Sang and his family from saving money, and getting ahead.

In 1979, at age 24, the second half of Sang's tale began when he and his family left Vietnam for the United States. They followed an older brother who came over one year earlier. "You had to have a sponsor to come over back then, ours was a Catholic Church in Tennessee. We stayed in a refugee camp till 1980. The weather was soooo... cold in Tennessee, rain and snow. It was the first time I ever saw snow in my life!

"My older brother put me to work fixing the brakes, bearings and wheel seals on his four dump trucks. We had no special tools, like a wheel dolly, so we had to improvise. We were new here so we were still working

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HENDRICKSON TECHTIPS

"Keeping the spring in air springs"

Air springs are an integral part of the suspension and need to be inspected regularly to help ensure optimal vehicle performance. Replacing Hendrickson air springs with anything other than genuine Hendrickson springs can alter the performance of the suspension, and can lead to problems with load equalization, suspension damage and poor ride quality.

To help ensure peak performance and long life from your air springs . . .

- ✓ Make sure your suspensions are set to the proper ride height
- ✓ Never operate your vehicle without air in the air springs
- ✓ Keep the air spring pistons free of dirt and debris
- ✓ Keep the areas around each air spring clear of other vehicle components or items that can contact the rubber air spring bellows
- ✓ Always insist on genuine Hendrickson air springs when servicing your Hendrickson suspension



Genuine Hendrickson air springs are easily identified by the Hendrickson name and logo on each air spring bellows.

Remember – there's only one way to ensure the suspension's original performance – ask for Hendrickson Genuine Parts by name.

For more technical information, go to www.hendrickson-intl.com/literature/pdfs_tech_tips.asp

For The Road Ahead™

HENDRICKSON

Sang Chang *cont. from pg. 2*

had my little English dictionary, it was difficult. Now I just ask my kids."

Purchasing a fishing boat in 1981 with a friend, Sang fished off the California coast from Long Beach to the Channel Islands until '83 when he and a partner purchased an auto body shop. Getting married in 1987 Sang realized he had to find a better, more stable career. At one time, before he bought the body shop, another friend had suggested that with his experience with diesel engines he should look into the trucking industry. Four years later but that is just what he did. Being a new hire with little experience with trucks and even less knowledge of the language, Country Wide Trucking took a chance on Sang. It only took a few weeks to prove they made the right decision in Sang's hire and he quickly moved up the pay scale. Sang contributes this to his work ethic and the ability to learn quickly (as taught to him when he was young) and a fellow who worked in the parts department that helped him with his reading and writing of his work orders, Sang was grateful. Even though, the years from '87 - '89 were not easy, there were others, mostly drivers, who were Vietnam Vets, who didn't look upon Sang kindly. "If you didn't fix their (truck) problems just right the drivers would be right in your face. They didn't realize I'm from South (Vietnam) not the North! They must have had a tough time in the war." Sang eventually won them over by his good service and making their repairs right the first time. In 1990 Country Wide moved to Pomona from Rancho Cucamonga and Sang was promoted to shop foreman overseeing the repairs of three to four hundred trailers and trucks.

"I have lived here (USA) half my life. The only thing I miss of my country is (that) I was born there and still have family around over there. But business wise this country has helped me more than my own people. Over there they are only business and money, you'd have a tough time ever trying to return a part. Over here business is a relationship, people are not out to take advantage of you."

In 1995 Carl's Jr. had gotten wind that Country Wide was slowing down and laying off mechanics. Sang happened to be handing off paper work to a secretary when she got a call from Human Resources at Carl's Jr. asking for the phone numbers of the laid off mechanics. Sang seeing the writing on the wall promptly said, "ask them to see if they need any other mechanics?" She did, stating: Sang got top pay there and deserved the same at Carl's Jr. An interview was set up. Sang asked his sister to write his resume for him joking "I can do it all even the body work." He was hired on as Lead Mechanic, needless to say he was grateful.

1996, now working for Carl's Jr. in Anaheim, Sang found a great resource in Fleet Services, Inc., not only in the parts they supplied but their knowledge and helpfulness. "Jim Terry and Curtis helped me out a lot. If you have a problem they are willing to help you, it makes your day. I try to protect the company I work for and I try not to play one vendor against another but I do compare prices so I don't get overcharged. I understand people have to make a profit and if a vendor helps me I will always remember that. I have a good relationship with Fleet Services they have good solutions and helped me increase my knowledge."



Even though Carl's Jr. left

Anaheim and moved to Fontana a year and a half ago Sang still order parts from Fleet Services and attends their (education) classes. "The people there (at Fleet Services Inc.) are always nice to me. Mark (F.S. Sales rep.) comes here all the time but times are tough now and I have to keep my stock down. Since moving last year things have really slowed down." Now with shorter down times and less stock Sang is glad Fleet Services attained Colton Truck Supply in June of '08, being close it will aid in those just-in-time orders to keep his trailers on the road. As Sang says, "A good vendor can make the mechanic a success."

Mike Makes Sure

Name: Mike Cockrell
Position: Mechanic / Truck Technician
Fleet Services, Anaheim

Experience: Over 35 years in the industry, the past 11 at FSI.

If Mike ever worked on your vehicle he gave it more than just a once over. More likely it was a twice or even three times over, because he is a perfectionist and he wants his repairs to be right. What Mike...

Wants You to Know:

1. Fleet Services runs a clean shop. We [mechanics] are all professionals who take pride in their work.
2. We want you to be comfortable and completely satisfied with all of our work. We back it 100%
3. Help us help you, by setting up and maintaining a maintenance schedule for your vehicle. Scheduled maintenance gives you a heads-up on problems before they are.
4. When your vehicle is in for service we do a twenty-one point check. Completely look it over for any possible future problems (it might have) down the road.
5. Give us a try here at FSI. I think you will find our services are very good, we will represent you well and take care of all your vehicles needs.



RETURN SERVICE REQUESTED

Truck Suspension & Brake Specialists



Fleet Services, Inc.

3520 Miraloma Avenue
Anaheim, CA 92806

4001 Market St. Suite D
San Diego, CA 92102

800-745-0947

2495 Palma Drive
Ventura, CA 93003

800-682-7055

687 S. "H" Street,
San Bernardino, CA 92410

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Did You Know?

Fleet Services, Inc. now stocks the Minimizer brand of poly truck fenders, toolboxes, custom mud flaps & accessories. Minimizer uses durable materials and proprietary processes to build long lasting products that are tough enough to please people in a tough industry. Use Minimizer's innovative fenders and mud flaps to make your truck stand out from the rest.

Fleet Services, Inc.

Seminars

Although at press time
no seminars were scheduled,
please look forward to more
events from

Fleet Services, Inc. coming soon!

For more information
on upcoming events call

Anaheim (800) 564-3533
Ventura (800) 682-7055
San Diego (800) 745-0947
San Bernardino (800) 426-4644