



Canadian rebuilder relishing association with Eaton

Location:

Edmonton, Alberta, Canada

Challenge:

Providing high quality remanufactured components to support customers that are mostly engaged in severe operating conditions.

Solution:

As Canada's only Eaton Authorized Rebuilder, Pacific Truck has the ability to outmaneuver competitors by supplying the finest rebuilt components available.

Results:

Satisfied customers who continue to turn to Pacific Truck for top-of-the-line aftermarket support.

Contact Information:

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"They [Eaton] have been especially supportive with helping us grow our clutch business. They do a lot of clutch training for our staff, our customers and our independent repair shops... The Roadranger team is a great support hub for any issues we have and they do a wonderful job of going through the Eaton chain of command to get answers."

*Randy Slempp, director of operations,
Pacific Truck*

Background

Based in Edmonton, Alberta, Pacific Truck is one of North America's foremost suppliers of new and remanufactured clutch, transmission, axle, brake, steering and industrial components to forestry, mining, construction, transit and common carrier customers located just about everywhere from Alaska in the north to Texas in the south.

Pacific Truck rebuilds transmissions especially well.

That's why Eaton, in 2014, chose the company to be the first and only Authorized Rebuilder in Canada. To gain that recognition, Pacific Truck – like all Authorized Rebuilders – had to demonstrate outstanding operational standards. Only the very best of rebuilders in North America are considered for this program.

Randy Slempp, director of operations – Canada, attributes the appointment to Eaton's Authorized Rebuilder program and other company successes to, "providing quality products at competitive prices by a knowledgeable staff in a service-minded, professional manner."

More than six decades of experience has also helped drive success at Pacific Truck, which rebuilt its first transmission in 1956. That's the same year, recalls Slempp, that the company began building a relationship with Eaton.

Challenge

Four western provinces are home to the majority of **Pacific Truck's** customers while a division in Toronto, **Canada Powertrain**, services Ontario, Québec and the Maritimes. These territories can easily lay claim to some of the toughest operating environments in the North American commercial trucking industry.

"We are heavily involved with our distributors in Alberta, British Columbia and Saskatchewan which supplies the oil, gas and mining industry. This includes very demanding terrain in the mountainous and heavily wooded areas," says Slempp. "On top of that, power equipment here tends to be much larger than those used in other provinces. So the replacement components have to hold up to some especially heavy workloads."



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Extreme cold temperatures several months every year present additional challenges to truck components.

Slemp says there are a good number of competitive rebuilders claiming to satisfy the unique customer needs resulting from this operating environment with generic and/or off-shore components used in their rebuilds, with many even claiming to use OEM (Original Equipment Manufacturers) components.

Solution

Slemp's counterpunch to this challenge is simple. "They (competitors) can't beat us because their rebuilds just don't compare. **Only Pacific Truck is recognized as a Canadian Authorized Rebuilder**, and we are extremely proud we have earned the recognition."

The Eaton rebuilt transmissions that Slemp's team remanufactures includes the same quality of gearing as a new Eaton transmission. Those being rebuilt at Pacific Truck also meet Eaton's re-use and rebuild criteria, and use only genuine Eaton parts for all of the transmissions the company rebuilds and sells.

No application - within Canada or otherwise - has yet to be identified as too tough for an Eaton Authorized reman.

Pacific Truck and Slemp further benefit from the more than 60 transmission models that are available through the Authorized Rebuilder program, which represents about 80 percent of remanufactured transmissions sold in the aftermarket.



Whenever possible, Randy Slemp, director of operations – Canada, likes to showcase his favorite merchandise.

Meanwhile, the company also stocks and sells Eaton clutches that are available for nearly 100 percent of the trucks in operation today in North America with a manual transmission.

A wide range of Eaton self-adjusting and manually adjusted models are available for Class 6, 7 and 8 trucks. By far the best selling clutch in North America, Eaton clutches also undergo rigorous testing to ensure premium performance.

Result

"Every Eaton transmission and clutch that we sell, with competitive market pricing, is guaranteed to do the job," says Slemp. "We continuously receive positive feedback from our customers on the performance and reliability of Eaton products including the Eaton quality that we always provide."

Slemp believes being an Eaton Authorized Rebuilder with North American 24 month Roadranger transmission warranty coverage gives our customers additional piece of mind when purchasing from us, provides recognition of Pacific Truck's additional competitive advantages.

"Many of our competitors both past and present have tried to match Pacific Truck's products and services," he notes, "but none have succeeded so far."

Like so many of Eaton's customers around the world, Pacific Truck finds the field support the company gets from Eaton's Roadranger network to be exceptional.

"They have been especially supportive with helping us grow our clutch business," notes Slemp. "They do a lot of clutch training for our staff, our customers and our independent repair shops. They also travel with our territory managers to do training. The Roadranger team is a great support hub for any issues we have and they do a wonderful job of going through the Eaton chain of command to get answers. They get back to us or lead us to the people who can give us the answers."

With support like that and the power of genuine components in every transmission remanufactured, it's no wonder customers in all walks of trucking never question the quality coming from Pacific Truck.

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