



# PowerPoints



## Volvo Trucks Help Them "Carry Through"

Starting with one truck in 1959, Don Bowman has grown his company, D.M. Bowman, Inc., into one of the top 200 carriers in the nation. Headquartered in Williamsport, MD the fleet operates 350 Class 8 trucks in dry van, specialty van, bulk and flatbed applications that run primarily east of the Mississippi. Like most fleets, they lengthened their 400,000 mile truck replacement cycle over the past couple of years to help them weather the economic downturn, but are now preparing to replace a significant number of their trucks, some of which have accumulated 700,000 miles. To begin this process, Bowman ordered from their hometown Volvo dealer, Truck Enterprises of Hagerstown, MD, a 2011 Volvo VNL 670 with D13 475-hp SCR engine and a Volvo I-Shift transmission to evaluate. Upon taking delivery of the unit in June, they assigned it to a team of drivers on a route from Hagerstown to Illinois to Texas and back. Pulling a dry van at under 30,000 gross weight, the VN 670 averaged 7.82 mpg over 80,000 faultless miles in just three months. But then again, that should be no surprise. D.M. Bowman has been running Volvo trucks since 2005 with great success.

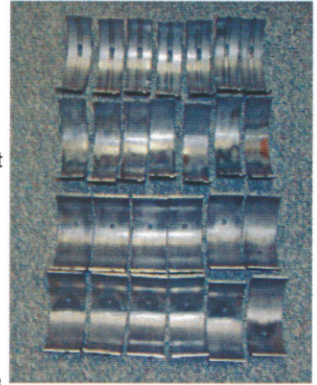
"We started buying Volvo trucks at that point because we were looking to increase both fuel economy and driver comfort, and Volvo's reputation in both of those areas is very strong. We purchased 25 daycabs and 40 VN 670s that first time and heard nothing but positive comments back from our drivers. They liked the ride, comfort, quietness of the Volvo engine, the headroom and cabinet space, and the performance of the exhaust brake. Those first units delivered on fuel economy as well, so we've been buying them ever since. Our fleet of 350 trucks now contains 241 Volvo VN 670s, 630s and daycabs, 214 of which are Volvo powered including the latest 670 with the SCR engine.

"The team assigned to the SCR truck was used to a straight stick and really didn't want an automated transmission. Now they wouldn't trade it for the world. They like the way it idles back

under trailers and up to docks, and how smoothly it shifts. And we love the added fuel economy. But for the sake of comparison, we've ordered 15 additional Volvos — five with Volvo engines and I-Shift transmissions, five with Volvo engines and 10-speeds, and five with Cummins engines and 10-speeds. We want all the facts before we start buying more heavily next year."

And speaking of getting all the facts, when Bowman started running their trucks longer during the downturn, Boarman became curious as to what Volvo high mileage bearings look like. "I remember as a young mechanic we would change out the bearings on our

trucks at 300,000 or 400,000 miles," he said. "So when we decided to open up the bottom end of a D13 that had accumulated over 723,000 miles, I was totally amazed at what I saw. The bearings were in excellent condition with virtually no 'copper'. I am confident those



bearings could easily have gone another 300,000 miles." He attributes that to the quality of the Volvo engine as well as Bowman's own rigorous maintenance practices and diligent management of driver performance standards.

Reliability, low cost of operation and driver satisfaction are the three primary drivers in Bowman's decision as to what brand of trucks to purchase, but Boarman added that a close fourth would be service. "We do most of our own maintenance work out of the nine maintenance shops we operate. We also have our own body shop, trailer shop and engine shop. In fact, we do service work



**Mike Boarman, Director of Maintenance for D.M. Bowman, Inc., is well pleased with the company's first Volvo VN 670 powered by a D13 475-hp SCR engine equipped with an I-Shift transmission.**

### Customer Profile

**D.M. Bowman, Inc.  
Williamsport, MD**

- ➔ **Truckload Carrier**
- ➔ **350 Class 8 tractors, including 241 Volvo VN 670s, 630s and daycabs**
- ➔ **1,350 trailers**
- ➔ **Average annual miles per year per truck: 125,000**
- ➔ **Set road speed & cruise: 63 mph**
- ➔ **Volvo dealer: Truck Enterprises, Hagerstown, MD**
- ➔ **Volvo customer since 2005**

for outside customers and sell our own used equipment as well. But in every other way, our local dealer, Truck Enterprises, bends over backwards to take care of us," he said. "With them, the customer comes first, and they demonstrate that to us every day."

Not only is Boarman pleased with the service he gets from his local dealer, he is satisfied with the on-road service provided by Volvo's dealer network. "We've seen it improve over time," he said, "and 'issues' are now rare."

"We Carry Through" is the company motto displayed on the side of every D.M. Bowman truck. To follow through on that promise, they need reliable equipment and first class service support. We're proud they've chosen Volvo to help them meet that commitment. ■