

CUSTOMER AND USAGE CLASSIFICATION

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Volvo Trucks

Department name | Document name/ Issuer | Classification

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GTA - The right vehicle for the mission



Operating Environment

- Road Type
- Road Condition
- Road Articulation
- Topography
- Altitude
- Ambient Temperature
- Curve Density
- Rolling Resistance
- Coefficient of Traction
- Load-bearing Capacity of the ground
- Dirt, Dust & Bug Conc.

Transport Mission

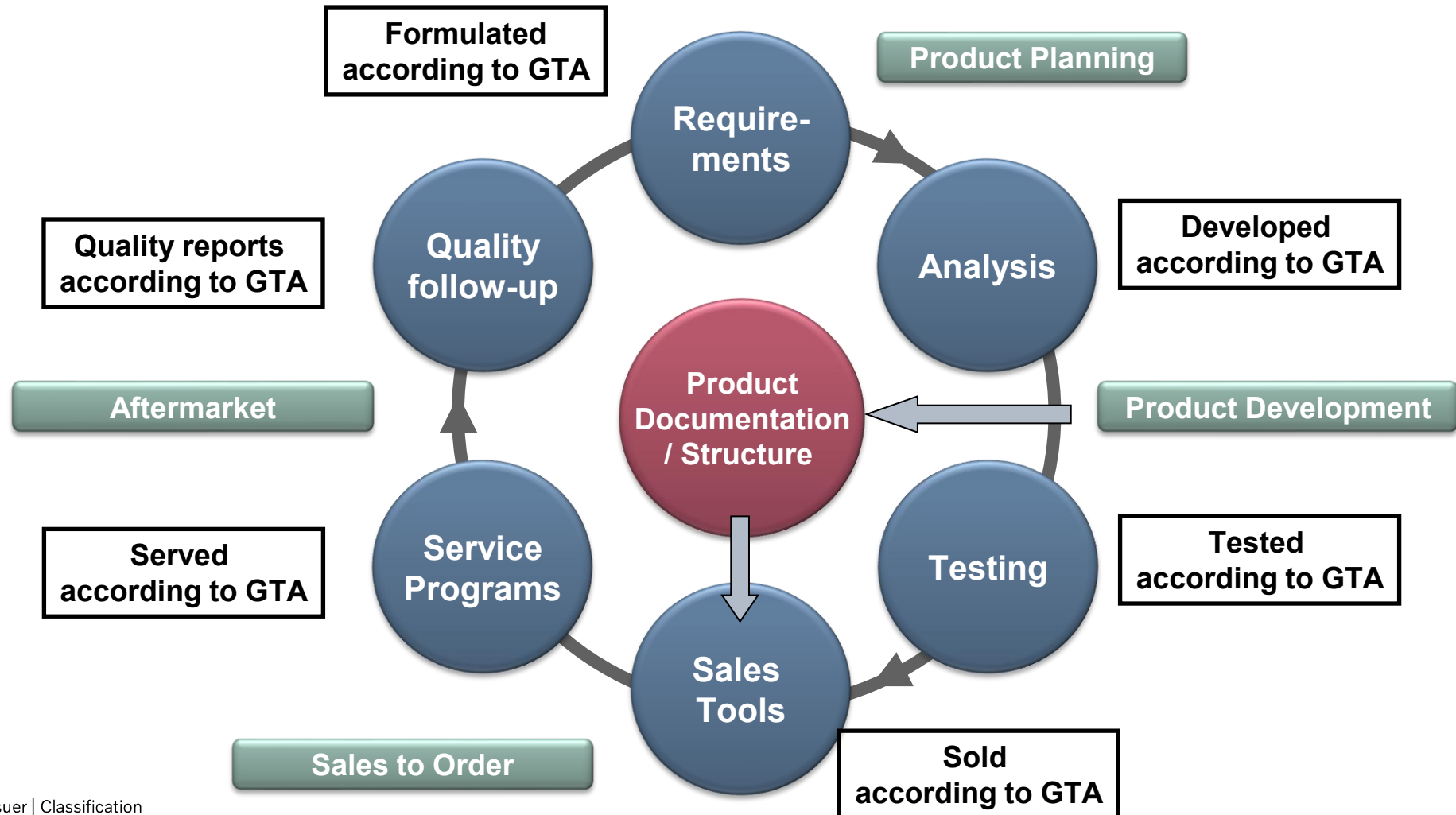
- Vehicle Type
- Body & Equipment
- GCW

Vehicle Utilization

- Operating Cycle
- Speed changes
- Manoeuvring
- Yearly usage
- Diesel Fuel Sulphur Level
- Center of Gravity



GTA – "Speaking the same language"



Data sources for customer environment/usage

Field measurements



Service agreements



Customer Interviews



On-Board Logging



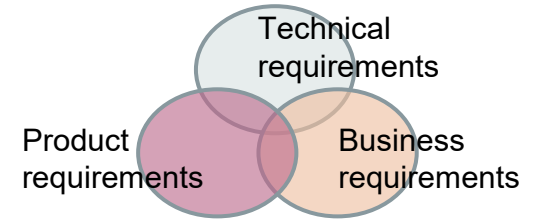
Road data



Map database

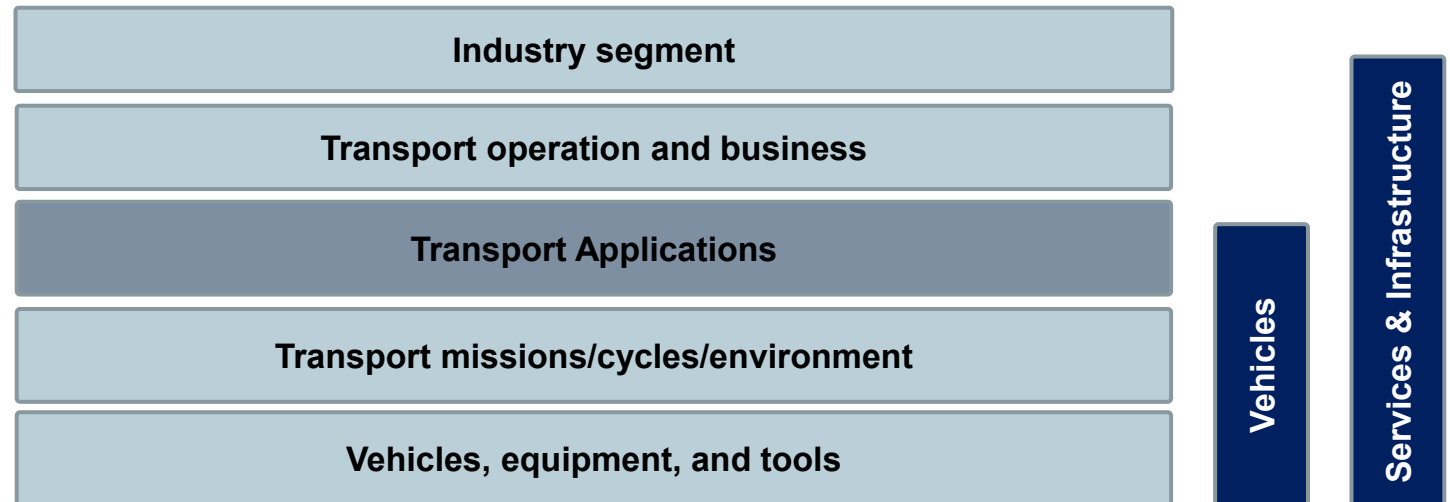


Customer Transport Applications



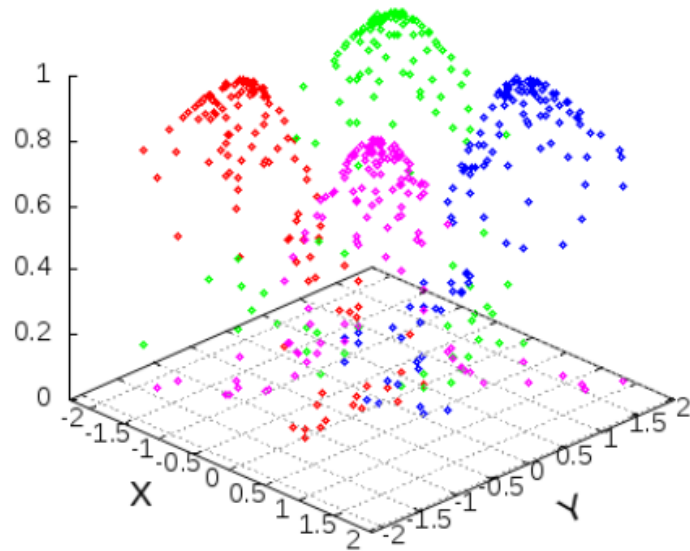
How do we define the customer?

- Understand the business model
- Company type, priorities and values
- Document operation environment
- Identify Transport cycle
- Vehicle fleet and specifications
- Issues and development

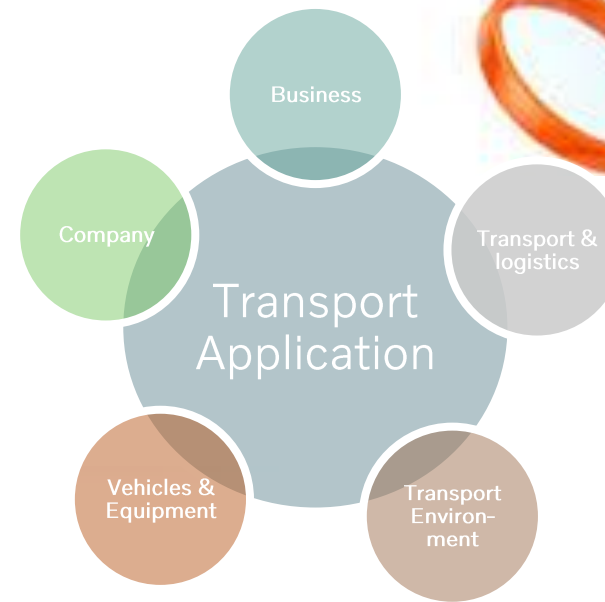


Input to Transport Applications

Logged Data Analysis and Clustering

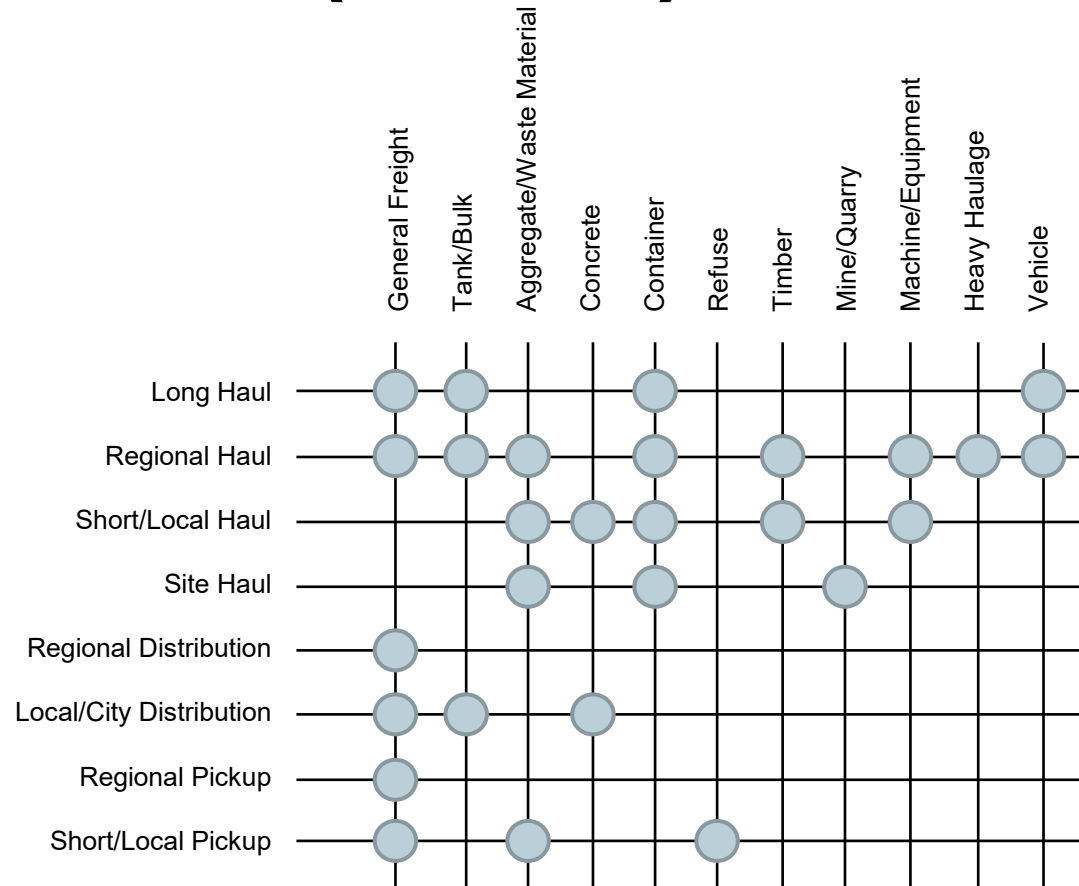


Vehicle knowledge & Customer Studies



Identified Transport Applications

What (Mission) and How (Utilization)



Transport Application Descriptions

| | | General Freight Long Haul | General Freight Regional Haul | Timber Regional Haul | Refuse Pickup | Concrete Distribution |
|-----|---|------------------------------|----------------------------------|-------------------------|------------------|--------------------------|
| GTA | Utilization - Operating Cycle - Yearly Usage - Speed Changes Transport Mission - GCW - Body type Operating Environment - Road Condition - Topography | | | | | |
| | Performance Durability Payload capacity Reliability Maintainability Fuel economy Handling Ride Comfort: Interior Noise Collision Safety Sustainability ... | | | | | |

Logged Road Condition for Heavy Regional Haul (Europe)

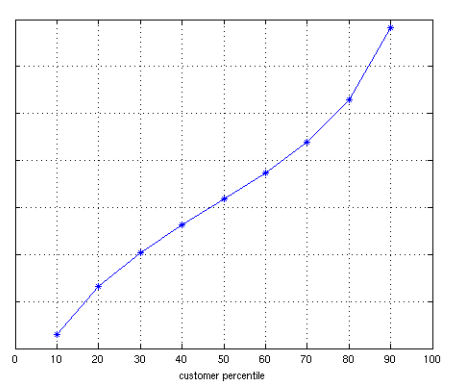
Timber

General Freight

GCW



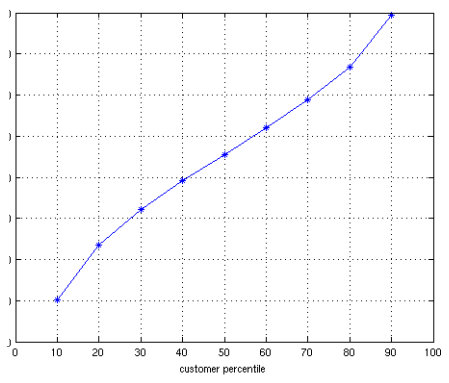
Daily distance



GCW



Daily distance



Timber

General Freight

RC-SMOOT

x

x

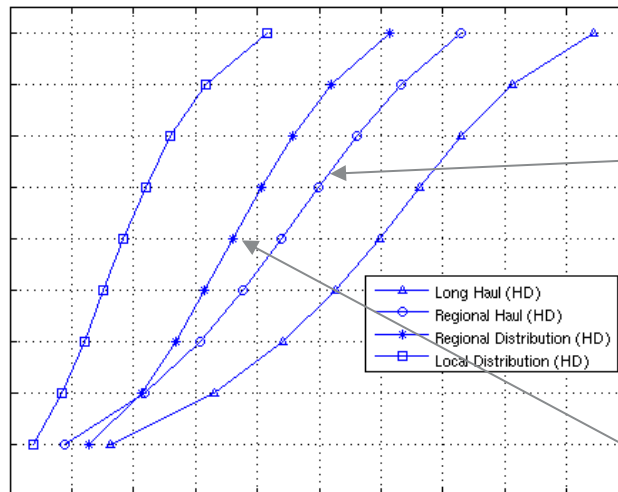
RC-ROUGH

x

RC-VROUG

General Freight Heavy Duty

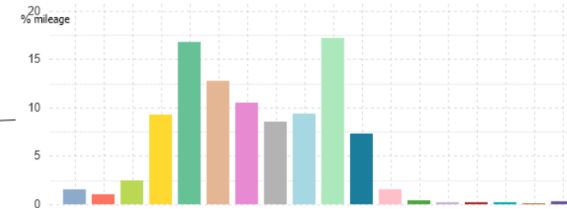
Daily distance



GCW

General Freight Regional Haul

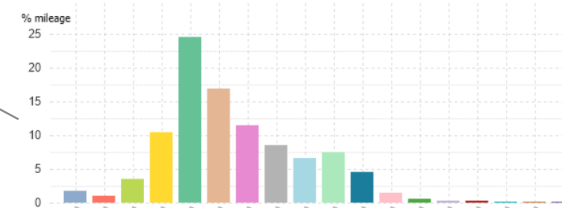
Distribution of % mileage in different GCW (t) intervals- Average life time



increasing GCW ->

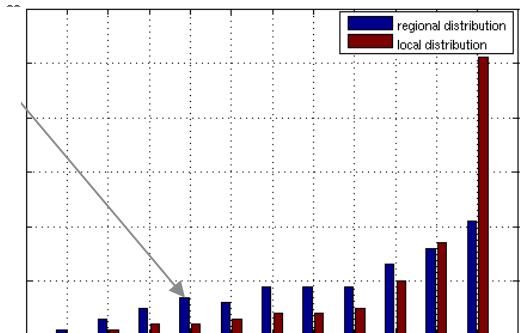
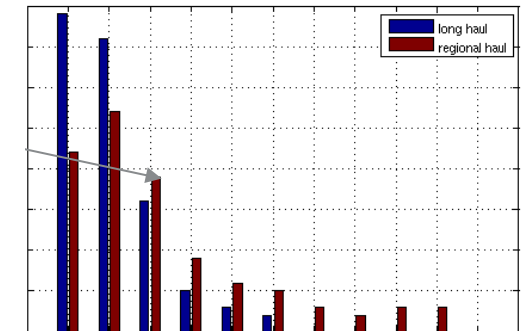
General Freight Regional Distribution

Distribution of % mileage in different GCW (t) intervals- Average life time



increasing GCW ->

Return rate



Current Market Coverage

Market

Europe HD

Europe BEV

Europe MD

Brazil HD

Brazil MD

North America HD

Australia HD

South America (excl. Bra)

(China HD)

(South Africa HD)

