

RENAULT BUSINESS

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NEW KANGOO MAXI CREW

VAN OWNERS TELL ALL

CONVERTER NEWS



TRAFIC KING

Fewer emissions, better economy & more power
All-new Trafic makes it easy to be green

SPRING 2014

DRIVE THE CHANGE



WELCOME

The Renault commercial range continues its rapid sales growth, with the Kangoo, Trafic and Master ranges all increasingly successful within their respective market segments. Like 2011, 2012 and 2013 before it, 2014 is shaping up to be another great year for the local Renault LCV arm, with some significant milestones for the brand. This tells us a few things. It tells us that our vehicles have the features and specs to do the job you need them to do. It tells us that our purchase pricing, and our low operating and ownership costs, are providing you with value for money. And it tells us that our warranty, aftersales programs and growing dealer network are giving you the reassurance you need to choose Renault for your commercial vehicle needs. Thanks for putting your faith in us.

However, no resting on our laurels here at Renault! We continue to expand the range, and have just launched the Kangoo Maxi Crew dual-purpose compact van. Maxi Crew has some very clever features, and could just be the perfect choice for small business owners looking for a truly dual purpose vehicle. Check it out inside. You'll also find a preview of the new Trafic, due to replace the existing model around the middle of next year. It takes over from a van that's been one of the best performing (and longest lived, introduced to Australia way back in 2004) models in the Renault line-up, and it'll be sorely missed. The new model has a tough act to follow! We also have an updated Master just round the corner, and several new Master variants.

At Renault, we value every opportunity to talk directly with commercial vehicle buyers. The insights, thoughts and opinions you provide are a valuable source of feedback that directly influences our product and pricing decisions. If you have any thoughts you'd like to share, we'd love to hear from you. Give us a call on 1800 009 008. We hope you enjoy reading this third edition of the Renault Business Magazine, and look forward to bringing you more Renault LCV news and stories in Edition 4, Summer 2015.

Lyndon Healey
Model Line Manager
Renault LCV



MASTER CROWNED LIGHT TRUCK OF THE YEAR



Delivery Magazine crowned the Renault Master Single Cab the Light Truck of the Year thanks to its driver friendly cabin, creature comforts and standard safety equipment that the magazine says puts it ahead of the pack.

Delivery Magazine praised the Master for helping to raise the level of active and passive safety systems in light trucks, through the inclusion of electronic stability and traction control programmes, as standard along with ABS and front airbags, as well as providing a more spacious cabin with a higher level of sophistication in design.

"The Master Cab Chassis gives us the opportunity to talk to new customers, especially in the 4x4 ute market, as we can offer at least twice the payload of typical 4x4 utes, with



SALES RECORDS KEEP ON ROLLING



Chris Mullett, Publisher of Delivery Magazine, (left) hands the Light Truck of the Year Award to Justin Hocevar, Managing Director, Renault Australia.



reduced purchase and running costs and giving plenty of unsealed road traction with rear-wheel drive and the availability of an Eaton electronic diff lock,” Lyndon says.

“The Delivery Magazine award adds grunt to this message.”



More new Renault light commercial vehicles were delivered in the first half of 2014 than at any time in the brand’s history in Australia.

The boost in sales is due to increased awareness of the Renault LCV model range, new models appealing to a wider audience, sharp pricing, exceptional features and a suite of customer-friendly aftersales benefits that give Renault the edge over its rivals. In June alone 490 Renault vans and light trucks were delivered, itself a record, comparable to the total deliveries of 2010. The 63% growth in first half sales compared with 2013, pushed the 1491 vehicles into the top three in each of their sales categories.

“It is the first time we have had three-figure deliveries for each of our model lines in one month, and it was enough to position Renault as the second largest supplier of vans to the Australian market in June,” said Lyndon Healey.

PEACE-OF-MIND FOR UP TO 5 YEARS



LCV customers can now opt to extend their 3-year Renault Manufacturer Warranty by an additional 1 or 2 years.

The Renault LCV Extended Manufacturer Warranty applies across all models and provides additional peace-of-mind for customers who could use the additional time within the 200,000km distance limit. The EMW includes Roadside Assistance, and is available to all Renault LCVs purchased from August 1, 2014.

The EMW extends the period during which the vehicle can be onsold with factory warranty, adding to its residual value. It is fully transferable to second and subsequent owners.

“The new Renault EMW provides customers with more certainty around the total cost of ownership for up to 5 years, and can make the vehicle a more attractive used buy,” says Lyndon Healey, Model Line Manager for Renault Australia. “We have retained all the terms and conditions of the standard 3-year/200,000km warranty into the 4th and 5th years, a major advantage over many aftermarket warranties that often include many exclusions and limitations,” he says.

The EMW pricing is model-dependent and starts from \$1090 inc. GST. More details from dealers or the website.



RURAL REACH GROWS

Renault has appointed new dealers in three rural and regional Victorian centres: Ballarat, Sale and Warrigal. The dealer expansion brings even more people into close proximity of Renault product and service and will stimulate even greater growth for the brand. The rural settings are excellent news for customers who are looking for an answer to their light truck needs as the Master Cab/Chassis models will fit the bill perfectly.



PUTTING THE BOOT IN



When Nike wanted to create a mobile experiential display for its range of soccer boots at the start of the season, their marketing gurus acquired a brace of Renault Master vans for the task. The interiors were kitted out as a boot room, with 56-pairs across the Tiempo, Mercurial, CTR and Hypervenom ranges inside.

The vans toured teenage soccer clubs in Melbourne

in March, offering loan pairs of boots for the young stars of tomorrow to try out during the pre-season training matches. Response was strong and positive, according to Nike Marketing's Ben Spooner.

"We tried this activity in the UK to great effect. It's a grassroots delivery of the Nike experience. After the kids try the boots we point them towards retail outlets," Ben said.

"The vans give us plenty of opportunity to show off our 2014 range and encourage the players to have a kick in them."

The Renault Master was fully vinyl wrapped on the outside, while the interior was equipped with racks and promotional posters.

Nike repeated the concept in New South Wales in April, while in August it re-wrapped the vans to focus on running shoes and the health and fitness market.

GETTING TO KNOW A TOWN LIKE ALICE

When truck journalist Matt Wood from Bauer Trader needed a set of wheels to get him from Melbourne to Alice Springs, to attend the annual National Road Transport Museum Hall of Fame weekend, and deliver a few thousand copies of his publication, "Owner/Driver" to roadhouses along the way, Renault LCV stepped forward with a brand new shiny black Master Dual Cab light truck.

Matt's route took him from Melbourne to Port Augusta, Coober Pedy and on to Alice, with a few diversionary stops along the way to check out some of the more interesting locations, such as the Woomera Missile Test Range.

Matt was banking on attracting a fair degree of attention on the route, as well as in Alice Springs, where he reckoned the Renault would have been one of the more unusual vehicles to have made the trek by road for the



weekend's activities.

The 4,600km round trip also provided plenty of opportunity to get a full understanding of the comfort of the Master Cab/Chassis, as well as its cruising abilities on the open road, and to judge its performance as a somewhat unusual magazine delivery vehicle.

Expect a full report on his adventures in the next edition.



RENAULT ON DISPLAY

Renault is having a field day. Literally. Renault LCV has been turning up at a variety of field days across Australia to show off its range of versatile and adaptable vans and light trucks.

Having been to Farm Fantastic in Caboolture, QLD, AgFest in Tasmania and Farm World in Victoria, Renault LCV will be appearing at the Henty Field Days in late September and the Elmore Field Day Victoria in October.

“So far this year, Renault has been to around a dozen rural shows meeting face-to-face with Aussies who have expressed keen interest in knowing more about the Renault LCV line-up. We have been getting a good hearing,” Lyndon Healey, Model Line Manager for Renault LCV says. “If you’re going to Henty or Elmore, make a point to come by the Renault display to say G’Day.”



Sally Morris





HOME SWEET HOME

Renault's latest Master variant has arrived in the form of a Motor Home Cab/Chassis.

➔ **Sunliner, one of** Australia's largest motor home builders has taken delivery of a batch for conversion, and will use them as the basis of its 40th anniversary model.

In addition to rear-wheel drive and dual rear wheels, the Renault Master Motor Home chassis offers an Eaton electronic differential lock as well as ABS, EBD and ESP and traction control.

The engine is the familiar 150hp (110kW) 2.3-litre turbo diesel 4-cylinder unit developing 350Nm of torque, installed north-south under the bonnet, and driving through either a ZF 6-speed automated gearbox or a traditional 6-speed manual.

The cabin boasts multi-

adjustable and swivelling front seats that can face into the motor home body. The 4.5-tonne GVM means the vehicle can be driven with a regular car licence.

The standard Master Motor Home cab/chassis is 6749mm long, using a 4332 wheelbase and a 768mm deck height for mounting the body.

The Master Motor Home platform benefits from Renault's many years of European expertise in providing an easy to integrate solution for body builders.

The Master works hard to reduce long-term running costs thanks to its fitted-for-life engine timing chain, long-lasting brake pads and rotors and a maintenance-free Diesel Particulate

Filter. The 16-inch wheels are shod with standard size tyres for affordable and easily accessible replacement.

Like all Renault LCVs, the Master Motor Home Cab/Chassis has a 3-year/200,000km factory warranty, with extension to 5 years possible.

"We have been keen to enter this market for


some time and have taken care to ensure that we can offer a vehicle that meets the needs of both the motor home builders and customers," says Lyndon Healey, Model Line Manager for Renault LCV.

Under the Skin: Master Motor Home Cab/Chassis offers a strong box frame, rear-wheel drive, and swivelling front seats, all adding up to a good package for motor home builders and customers.



SELLING THE PRO+ ADVANTAGE

Brighton Renault is one of the more recent additions to the ever-growing network of 37 Renault outlets nationwide. It aims to be the first of the new breed of LCV Pro+ dealerships.

 **Brighton Renault** is located in the heart of the popular Nepean Highway golden mile motor dealer strip. Renault Manager Gordon Rose runs a motivated team catering to the needs of both passenger and light commercial vehicle customers. A very comprehensive range of passenger and LCVs is on display on the forecourt and in the showroom.

Gordon is honoured that Brighton Renault will be one of the very first dealerships to adopt the LCV Pro+ dealer concept, and in anticipation of greater LCV focus, the dealership has promoted Ben Lenton to the role of Renault Pro+ Manager.

“Small and medium businesses have been expressing high degrees of interest in the Renault LCV range; everyone from tradies to florists and couriers,” Gordon says.

According to Ben Lenton, “The Australia Post contract has had a positive effect, too, bringing Renault vans to the attention of a wide group of commercial vehicle buyers who may

not have considered Renault previously for their commercial needs.”

“We are in a very convenient location here because many people walk the strip looking at cars and they too may never have considered a Renault until they visit our dealership. As ever, position is crucial,” Gordon says.

“Pricing is often a surprise, too, especially among LCV buyers. They have a perception that we are premium-priced because we are European, even though our price points are ultra competitive.

“We pride ourselves on providing friendly service and building rapport with our customers,” Gordon says.

“We see the Pro+ concept as giving us an advantage over the other LCV brands in our area, particularly with regard to extended servicing hours, the availability of loan vehicles during servicing, as well as ‘pre-booked appointment-time’ servicing. This system will allow us to pre-order in parts, which means a faster turn-

Photos: Stuart Grant

DEALER PROFILE



around,” Ben says.

“As a Pro+ dealer we will also have a stock of converted vehicles available for demonstration, from tray-backs to refrigeration units, and we have a specialist salesman on the floor too, who will be able to help with very detailed customer enquiries.”

“The bottom line is that as a Pro+ dealer we will be able to deliver extra value through a higher standard of expert service and customer support, both in the ordering process and throughout the working life of the vehicle,” Gordon says.

Renault has been No.1 for LCV sales in Europe for 16 years, a result driven by Pro+.



The Brighton Renault Team, top, from left, Keith Giles, Rachael Redlich, Gordon Rose and Ben Lenton, pose proudly in front of the LCV display. Gordon, above, is very excited the dealership will be the first Pro+ LCV dealer. Ben, below, is the dealership LCV expert, with many years of experience of commercial vehicles as a customer and retailer.



NEW MODEL

Photos: Peter Watkins



KANGOO MAXI CREW HITS THE STREETS





The new Renault Kangoo Maxi Crew is a full 5-seater van that offers a split personality that business users can really appreciate.

It quickly and easily converts from being a large load-lugger into a crew van that can transport 5 adults in comfort, a boon for many small businesses that need a multi-role workhorse.

The long-wheelbase Kangoo Maxi Crew is powered by an advanced, new ultra-frugal 1.5-litre turbocharged diesel engine that produces 81kW of power and 240 Nm of torque, giving the van swift and punchy performance.

The 4-cylinder delivers exceptionally low consumption of just 4.7L/100km over the combined cycle, ensuring a very low total cost of ownership for the operator.

Exhaust emissions are similarly impressive, at just 123g of CO₂ per km. The light and smooth clutch and responsive steering make for a very relaxing driving experience, all the more important given this van's typical duties crawling through congested urban environments.

With the second row of seats folded flat, the Kangoo Maxi Crew can swallow 4m³ of gear or carry up to 740kg of payload.

With the second row of seats in place there is still plenty of space in the back for carrying equipment or stock, and on models that do without the ingenious folding safety screen, the split-fold rear seat back allows long objects to be carried, as well as one or two rear passengers. If the front passenger seat is also folded, objects up to 2.88m long can be carried inside.

The Renault Kangoo Maxi Crew is very well equipped with attractive alloy wheels, front fog lamps, silver front bumper insert, flip-opening side door windows on each of the sliding side doors, climate control air conditioning, automatic headlights and windscreen wipers, interior side wall protection, high feature audio system as well as exceptionally comfortable seats that make any journey a pleasure.

Two option packs are available: The Premium Pack provides rear park sensors, R-Link Satellite Navigation and Enhanced Multi-Media for \$1390, while a modular cargo barrier is \$1500.

“We see the new Renault Kangoo Maxi Crew providing the ideal solution for customers seeking a dual purpose vehicle,” says Lyndon Healey, Model Line Manager for Renault LCV.

“The Maxi Crew can be used in a multiplicity of roles for small businesses. It is ideal for moving stock or making deliveries, but also handy as a way to move staff around through the week or provide transport at the weekend for up to 5 occupants, while still providing 100% tax deductibility as a commercial vehicle” he says.

“With its alloy wheels, trim upgrades and higher equipment levels, the Renault Kangoo Maxi Crew provides true passenger car-like driving experiences. This is partly due to the Kangoo being based on the platform of the Scenic people mover, which provides its wide track and stable road stance, ensuring capable handling and a cushy ride, even when empty,” Lyndon says.

Like all Renault LCVs, the Kangoo Maxi Crew benefits from the Renault Capped Price Service program, which limits servicing costs to one low, flat fixed amount (\$349) for each of the first three annual services, or every 15,000km, whichever comes first. Annual service intervals mean less cost and less downtime.

All Renault LCVs enjoy a standard factory 3-year/200,000km warranty and 3 years' Roadside Assistance, all of which serve to ensure the Renault Kangoo is a valuable, reliable and trustworthy member of any small business team.

The Kangoo Maxi Crew is available now from all Renault dealers nationwide. It is priced from \$27,990 (Manufacturers' non ABN List Price) plus on road costs which are state dependent. Find out more about the Renault Kangoo Maxi Crew at www.renault.com.au



RENAULT KANGOO

FITS ANYWHERE. DOES EVERYTHING.



SHORT WHEELBASE MANUAL

- > EXTENDED 5 YEARS WARRANTY†
- > 3.0M³ LOAD SPACE
- > ESC WITH ASR TRACTION CONTROL

RENAULT KANGOO FROM

\$19,990 DRIVE AWAY*

Europe's number one selling van, the Renault Kangoo, is a small van with a big work ethic. Its compact dimensions, low roof height and extensive visibility make it easy to park, manoeuvre and load. It's packed with smarts too including Bluetooth®, dual airbags, ABS and Electronic Stability Control. Right now, all Renault Kangoo models come with an extended warranty of 5 years/200,000km[†] (whichever comes first) and \$349 Capped Price Servicing for 3 years.[^]

ENDS OCTOBER 31. VISIT YOUR RENAULT DEALER OR RENAULT.COM.AU

5
YEARS
200,000 KM
WARRANTY†

5
YEARS
ROADSIDE
ASSIST

3
SERVICES
CAPPED
PRICE



*Recommended drive away price for the Kangoo SWB Petrol manual with non-metallic paint. Valid for vehicles ordered between 01/09/2014 & 31/10/2014 while stocks last. Renault reserves the right to vary, extend or withdraw this offer. Offer not available for Govt. buyers. ABN holders only. †5 years/200,000km warranty applies to all new or demonstrator Kangoo models ordered between 01/09/2014 & 31/10/2014. Renault reserves the right to vary or extend this offer. Warranty valid for 5 years or 200,000km (whichever comes first) from new. Demonstrator vehicles receive balance of new vehicle warranty. Roadside Assistance terms and conditions apply. Call our Customer Service Team on 1800 009 008 or view the Terms and Conditions statement at www.renault.com.au/drivingpeaceofmind for details. ^Scheduled services capped at \$349 per service for 3 years or 45,000km (whichever comes first) on new or demonstrator Kangoo models only. Offers based on standard scheduled servicing from new and normal operating conditions. If the vehicle is not presented within three (3) months of the due date for the scheduled service, the vehicle forfeits the right to that capped-price service under the program.

The first Renault Kangoo Z.E. vans are already at work in Melbourne delivering parcels efficiently in South Melbourne. Two further examples will go into service in Sydney, with the trial to last a year.



Renault Australia and Australia Post

are conducting a 12 month trial with Renault's Electric Kangoo Z.E. (Zero Emissions) van.

Four Kangoo Z.E. Maxi (long wheelbase) fully electric vans are involved, 2 in Melbourne and 2 in Sydney. They are the very first to land in Australia. The Victorian Government's Department of Transport, Planning and Local Infrastructure is funding the charging station at Australia Post's Port Melbourne Business Hub.

Renault Australia currently supplies Australia Post's mail delivery vans (Master and Trafic) and the Kangoo ZE vans will be used in the Australia Post parcel business.

As a global leader in electric vehicles and light commercial vehicles, the Kangoo Z.E. has been on sale in Europe since late 2011 and has already sold in excess of 14,000 vehicles worldwide.

The 12-month trial gives Renault the opportunity to demonstrate its global

HERE COMES Z E-MAIL

leadership in electric vehicles to the Australian market. The Australia Post trial is an important step along the path to the possible local introduction of the Kangoo Z.E. and Renault's wider electric vehicle range.

"We are excited to broaden our existing relationship with Australia Post in rolling out this trial of the Kangoo Z.E. in Australia," Renault Australia's Managing Director, Justin Hocevar, said.

"Renault is a global leader in electric vehicle

technology with four models currently on the market worldwide and Kangoo Z.E. has already been a strong sales success globally. Renault is the number one seller in Europe for both fully electric vehicles and light commercial vehicles.

"Through our partnership with Australia Post we can comprehensively investigate the business case for introducing the fully electric, Kangoo Z.E. van in Australia in the future," he said.

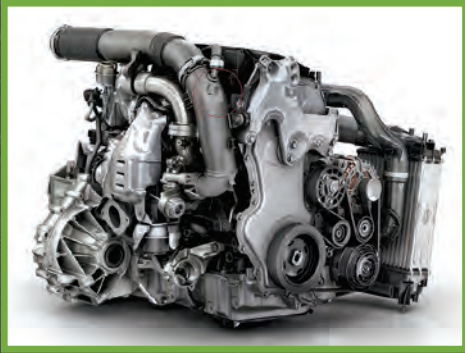
"The vehicles will be powered by accredited GreenPower from renewable

energy sources to ensure we are maximising the potential to reduce our environmental impact," said Andrew Sellick, Australia Post's Head of Environmental Sustainability.

"While at this stage we are working with Renault to prove this concept, if the vans perform well across the range of metrics we'll be measuring them on, the future potential is very exciting. We hope this initiative will ultimately help drive the commercialisation and acceptance of electric vehicles in this country," said Sellick.



COVER STORY



NEW TRAFIC REVEALED

Renault has taken the wraps off the all-new mid-size Trafic van, and plans to introduce it into Australia mid-way through 2015



The Renault Trafic is one of the most popular vans ever with more than 1.6 million examples built since 1980.

The Trafic is very popular with business customers across Australia, thanks to its excellent capacity and payload, and its comfortable and elevated driving position.

The all-new Trafic will raise the mid-size van benchmark, for the benefit of all types of van drivers, from fleet drivers to owner drivers, couriers and everyone else in between.

The new Renault Trafic adds a bold new look inside and out and a host of imaginative, ingenious new features that make life on the road more comfortable, safer and more enjoyable.

A range of new, responsive and economical engines is, of course, part of the recipe for success. As with passenger cars, reduced cylinder capacity engines have been introduced. These are boosted by turbocharging to ensure power and performance improve along with fuel economy, while exhaust emissions are reduced.

The new Renault Trafic will be available with all-new Renault-developed 1.6 dCi powerplants, including a twin-turbocharged version that boasts 20% more power and almost 25% lower fuel consumption than the engine it replaces.

There is also a single variable geometry turbo version,

which also yields a significant economy gain compared with the current 2.0-litre engine. Both these engines offer brisk pick-up and improved low-end torque for responsive acceleration, even when the vehicle is fully loaded.

The exterior design is completely new. The front incorporates the bigger, more upright diamond logo that is a core part of Renault's new brand identity. New wide, slender headlights give it an expressive look, and there is a more steeply raked windscreen.

Unlike in Europe where an eye-watering 270 different models are on offer, in Australia the range will continue to be carefully structured to meet the needs of the local market. Renault Australia will eventually offer the new Trafic in several body styles, including commercial, crew and passenger carrying versions.

The new Renault Trafic is built in France at a plant previously dedicated to building Renault's top-of-the-range passenger cars, so quality will be enhanced even further.

The all-new Renault Trafic will go on sale in Australia next year. More details of the range and pricing will be available from your local Renault dealer closer to the launch date, in mid-2015.

In the meantime, supplies of the current generation Trafic continue to be freely available, competitively priced from \$32,990 drive-away.





A QUANTUM LEAP FORWARD

A well-established South Melbourne pest control business has switched its fleet from locally-produced utes to Renault vehicles.



Adam’s Pest Control and Peter the Possum Man are two businesses owned by John Adams

in South Melbourne. Along with General Manager Peter Taylor, John has begun replacing the fleet of 78 vehicles, comprising 66 utes, 4 crew cab 4x4 utes, and 8 sedans with diesel Renault Kangoo LWB vans for pest control workers and diesel Mégane wagons for sales executives.

“In the past year we have acquired 28 new Renaults, and they are delivering exceptional fuel economy,” Peter says.

“With our previous brand vehicle we were getting only 550km on a tank and now we get close to 1000km. We are ISO 14001 compliant and dedicated to reducing our CO₂ emissions. We have traded LPG-powered sedans and utes and some diesel 4x4 utes for Kangoo Maxi vans and Méganes. We will probably add some Kangoo Maxi Crew vehicles to replace the 4x4 Utes for our supervisors and trainers who sometimes need the extra seats. I expect that this year we will replace 22 more utes with Kangoo vans.

“We came to Renault because we have had a close relationship with Mark Avis at Brighton Renault for a while and we had discussed finding a replacement for the existing vehicle supplier, as they had announced the end of local manufacturing.

“Coincidentally, Renault had just announced the availability of the diesel Kangoo Maxi and we saw immediately that the vehicles would perfectly meet our need, in terms of a 4m³ capacity, good payload, and powertrain economy and emissions,” Peter says.

“Switching to Renault has delivered a quantum leap forward in technology for the fleet,” says John Adams.

“The Kangoo was exactly the right size whereas

PEST TO POSSUM

Adam’s Pest Control celebrates its 70th

anniversary this year. The founder, John Adams’ first job was to eradicate bed bugs from Cell No.1 at the South Melbourne Police Station in 1944. It has grown organically over the past decades and is now



the largest commercial pest control company in Victoria and South Australia, with the third generation of the Adams family now in control. Staff turnover is very low with one 40-year veteran retiring recently, aged 75, but then almost immediately being invited back to help with specific projects. And the company has had an unbroken contract with the Coopers brewery since 1959.

Peter Taylor joined the company 10 years ago, after several decades in banking and funds management. His task of late has been to rationalise the fleet and find one manufacturer with products to meet the needs of the entire organisation.

The company has been a leader in adopting ISO compliance certification, public liability insurance for its operative, as well as pioneering the use of new chemicals or tools to provide a more efficient service to customers. The company favours non-toxic pest control solutions where possible.

“Our greatest marketing tool is word-of-mouth from satisfied customers,” Peter says.



previously, other vehicles we had looked at had been too big or too expensive. We needed a city-friendly vehicle that would have the ability to cover longer distances when required. The Kangoo turned out to be quiet, smart and has been very reliable.”

“Gordon Rose at Brighton Renault looked after us very well and helped with the fit-out for the vans to hold our equipment; the tools, the traps and the chemicals etc., that our guys use everyday,” Peter says.

“We also have inverters installed to run invoicing or job reporting electronically, as well as providing power for iPads for complying with regulatory reporting.

“Our drivers love the torque, the comfort and how easy the van is to drive.

“Our man in Renmark covers around 50,000km a year and he couldn’t believe how good the Kangoo diesel is on the open road.

“Servicing too has been looked after very well by Gordon at Brighton Renault and other Renault agents in the two states.

“And when we had a small incident that required some panel beating on one of the vans, the parts were delivered in half the time the previous vehicle supplier managed,” Peter says.

DRIVERS’ VIEW

Frans Hauwert-Swistak has been working for Peter the Possum Man for around 3 years, and was previously driving a Falcon Ute. Frans says the Renault allows a more practical layout for his gear inside the van, while up front, the cabin is comfy and roomy.

A variety of ladders are attached to the roof rack, while there is space inside for the possum traps and his roof fixing tools and equipment.

“I need space to carry roof repair materials such as tiles or steel sheet as well as hand and power tools,” he says. “There’s plenty of space inside the van for all this.”

Guido Zurzolo has been working for Adam’s Pest Control for 6 years, also driving a Falcon Ute. His job is mainly preventative, installing pest traps around commercial premises, while Franz, as the Possum Man, is more reactive, removing a possum from inside a roof cavity or wall cavity and then sealing up the entry or exit hole in the wall or roof after the animal has been lured out or physically extracted.

Guido’s current vehicle is a brand new Renault Kangoo Maxi. It is actually his second, as he was one of the first drivers to try a Renault when the company introduced them more than a year ago.

As he covered eastern areas of Melbourne and country areas, Guido soon

racked up plenty of Kangoo km, so much so his van was passed to a colleague who works around town and he was given a new van.

“I love them. They are easier to work out of, they look more professional and they are easy to drive,” he says. “The van is very smooth on the freeway and the cruise control is great.

“There is a lot of torque and they are fantastic on fuel. We can get around twice the distance from a tank of fuel, around 920km is typical,” he says. “We’re in the van 8 hours a day sometimes 6 days a week, so the kms soon add up.

“When the company said they were introducing them and I drove one for the first time I was very surprised at how good it was. I was blown away by the way it drove and how comfortable it was inside, and the storage is amazing compared to the previous vehicles we had. In the ute, we had to crawl across the load bed to access our gear whereas in the van we can just slide the side door open and reach in for what we need,” Guido says.

“There is more space inside to carry our gear which means we have to come back to the depot less, which means we can visit more clients in a day, which makes us more efficient,” he says.

“Give a Kangoo a go, you will be surprised,” Guido says.





MASTERING EASY ACCESS

 **Norden Group** is an ISO 9001 certified Victorian conversion company dedicated to providing wheelchair accessible transport for a wide variety of customers, including private buyers, state government, council and community bodies, hospitals, aged-care facilities, and philanthropic and disability organisations.

Dandenong-based Norden has delivered 17 converted Renault Master vans this year, configured to securely load and carry up to 3 wheelchair occupants.

The Master is well suited to this role. Its front-wheel drive powertrain provides low load-deck height with plenty of standing room and access to many car parks rival vans cannot enter.

The Norden conversion adds interior trim panels,

rear side windows, rear air conditioning, a wheelchair lift, restraint system and safety barriers.

Norden General Manager Robert Anson says the company has focused on wheelchair access and aged transport since 1979.

“We can turn out a converted Master in about 3 weeks,” Robert says.

“We have a standard conversion, but we are flexible enough to deliver a tailor-made solution.

“Once a customer has decided on a particular conversion, they don’t want to wait.

“Many authorities and bodies concerned with patient or wheelchair transport come to us direct, but we also have private buyer enquiries and calls from Renault dealers.

“Our conversions have

an average working life of about 12 years, but most authorities turn vans over after 3 years or 60,000km, so 1 conversion kit could be fitted to 3 or 4 vans. When the kit is removed the van can be sold in its original state.

“While our main focus has been on the Master, we have converted two Trafic vans, one of which was for the Starlight Foundation,” Robert says.

“We have also presented plans for a wheelchair access kit for the Master to the Victorian Taxi Directorate (Taxi Services Commission). The Master can take 3 wheelchairs compared to the current vehicle’s 2,” Robert says.

“We’re also working on Master conversions for a motor home and a bus,” he says.

Norden’s Robert Anson tries the wheelchair loading and securing process in the back of the spacious Master van. Renault Master and Trafic vans have been converted to wheelchair access by Nordens. Above main picture, three generations of Nordens: Robert, his father, Ron and son Ryan.

THE OBVIOUS CHOICE

Small move and delivery service The Van that Can has adopted the Renault Master to drive the business forward.



cope with personal effects that will fit into a two-bed flat, and our vans can access tight city lanes for loading and unloading far easier than a small truck.

“We have been growing organically ever since we started and we aim to have about 10 vans on the road in the next couple of years.

In addition to servicing Brisbane we also cover runs as far north as Noosa and go south to the Gold Coast. On those longer runs the drivers really appreciate the cab comfort and quietness when they are driving the Masters.

“We know that moving people’s belongings is a serious business, but we don’t take ourselves too seriously. There is a good vibe among the team and we all enjoy what we do.”

Cory Clark, Manager of Mount Gravatt’s Bryan Byrt Renault supplied the Renault Masters to The Van that Can.

“Lee and his team have had a lot of success with the Renault Masters and we look forward to supplying them with many more as their business grows,” he says.



Lee Hovey and Tara-Jay Rimmer,

above right, started a boutique furniture moving business in Brisbane 2 years ago. They have already acquired 3 new long-wheelbase, front-wheel drive mid-roof Renault Master vans to cope with the continuing demand for their services.

The Van that Can delivery business is split between servicing the needs of inner-city dwellers, who tend to move frequently between apartments, and delivering high end furniture from retailer to customer.

“The Masters have been tremendous,” Lee says.

“They have been a great success. The oldest has

been with us for around 2 years and we have clocked up around 100,000km. We do at least 1000km per week. We got the two newer ones midway through 2013 and we expect to add one more soon.

“There are two manual and one Quickshift auto and they have the Premium pack with satellite navigation, which is very handy when you are running around Brisbane all day,” Lee says.

“One of the benefits of the front-drive Master is that you have a low loading height, so it is easy to get the big stuff in. And it is good to drive as well, the comfort is fantastic.

“A key benefit to our business is that the Renault

Masters are really good on fuel, much better than the other brand of van we started off with, which was not a Renault.

“Before we purchased the Masters we did a lot of research and Renault came out better on price and specification. It was the obvious choice,” he says.

The business employs 12 staff, who float between vehicles as and when shifts and deliveries require.

“Our drivers are carefully chosen because they are ambassadors for our company and they help sell the business. The Masters are too. We use them as mobile billboards.


“We offer a convenience service,” Lee says. “We can

Photos: Mark Bean



RENAULT GIVES SCHINDLER A LIFT

Global experience with Renault led Schindler Lifts Australia to switch to Renault's Kangoo and Trafic vans.

 **Every day, more** than one billion people around the world use Schindler lifts, escalators and moving walkways. The company employs 40,000 staff globally and many of them use a Renault to go about their business, which may be installing and maintaining the company's hardware in offices and apartments, hotels and hospitals.

In Australia, Schindler runs a fleet of approximately 300 vehicles, many of which are compact and medium-sized vans. Presently, these are in the process of being converted to Renault.

Reflecting their inner-city operating environment, it is no surprise the preferred models are the short-wheelbase Kangoo automatic and medium and long wheelbase Trafic with the Quickshift transmission.

For executive transport, the Renault Latitude and Fluence sedans have been selected to join the range.

"We have acquired 62 Renaults so far," says George Lekkas, Strategic Procurement Manager for Schindler Lifts Australia.

"One of the key drivers for us was that the company has Renault on the fleet in other markets, so we took a closer look at the local offering.

"We have already seen costs benefits in the purchase of Renault vans.

"There are also some savings in terms of fuel consumption and CO₂ emissions. As we use the Renault product in other markets we knew the vehicles could do the job," George says.

"Another benefit has been that the Renault cargo area has enabled us to



re configure the fit-outs required thus offering better utilisation along with efficiency gains with the new Caddy designs. We can easily get the ladders on and off the roof of the Kangoo, adding an OH&S benefit as well," he says.

"The compact exterior also allows the Kangoo better access to some buildings meaning we can park underground rather than on the street.

"When we do park on the street in loading bays, we have fewer issues because the vehicle is obviously performing a commercial activity. When we used light city cars, this was not always apparent.

"Automatic transmission has been selected because

a technician may be in the vehicle up to 10 hours a day, and we did have some concerns with manual transmissions," he says.

"The implementation of the new vehicle fleet has been positive, with good driver feedback to date. Renault was quick to rectify some teething problems. Renault has been very responsive to our queries and our needs along with our leasing provider TFM, who has been able to manage the acquisition and transition smoothly, enabling us to continue receiving just one bill a month for all our fleet expenses.

"We have found the Renault vans fit for purpose. They do suit our vehicular requirements," George says.



TUMBI MASTERS MOBILE TYRE SERVICE



Let the sunshine in: Solar panels on the roof power the gear for changing tyres inside, including Nitrogen generator, middle. Rack in the back allows the van to make more than one call.

Tumbi Tyres provides a Renault-based mobile tyre fitting service with a difference. We spoke to Tumbi's Steve Corney who explained how Renault was driving his mobile service business forward.

What services does the mobile tyre van provide?

We bring the tyre shop to your door. We can fit tyres from ultra-high performance tyres to truck tyres, and we also provide a break-down (puncture repair) service.

Why did you start offering mobile service?

I believe this is the future of the tyre industry. Time poor people are my target audience. No one wants to sit in waiting rooms at tyre shops.

What equipment have you installed in the back of the Master?

We have the latest lever-

less tyre fitting machine, computer wheel balancer, a compressor of course with 140-litre storage tank, and a nitrogen generator. We even have a tyre rack to carry the stock for the day's work. I also lined the inside with checker plate below and powder coated aluminium on the top half of the rear interior, into which we have made recessed pockets to hold the many wheel weights we need to carry and access easily.

You have a nitrogen generator on board. How does that work?

This generates nitrogen from compressed air.

Nitrogen is air with the oxygen removed. I believe we are the first in Australia at least to have Nitrogen available on demand that doesn't come from a bottle.

Why did you choose a Renault Master?

I wanted to be different from others. I shopped all the brands and the price certainly got my attention. My Renault dealer, Brian Hilton, went out of their way to give me not only what I needed but what I wanted as well. I chose the Master 150 LWB manual. Its size was important to fit the gear in that I needed. Most brands failed at that point.



Stephen Wong at work in the back of his Renault Master mobile tyre fitting van. Steve Corney, right, plans a rapid expansion of the 'you-ring, we bring' mobile tyre fitting concept.



In my world looks are very important, too. You would not be disappointed if this van turned up at your house to fit tyres to your Ferrari.

What did you add to the vehicle?

Apart from computers and GPS tracking I didn't need to add much. It came with GPS, which was important, and a reversing camera. Air con was on the must-have list as it is gold after working in the hot sun. The cargo barrier helps here and keeps the dirt in the back.

Why do you have a solar panel on the roof?

Ah you noticed. In the list of equipment I mentioned previously, you may notice there is no generator. So to run an electric compressor and 240 Volt power for the fitting machine I needed to get the power from somewhere. Hello solar! I have 2 x 200 Watt solar

panels on the roof charging a 600-a/h battery pack. It takes charge from the solar and the engine alternator. This keeps the supply topped up and it also has provision for 240 V charging and inverts power to 240 V. The experts told me I would not get a full day out of it. However, it was 3 months before I needed to plug it in to the 240 V to charge (and that was with the van out working every day).

What are important features for you?

GVM was first priority and it would be fair to say it is fully loaded at all times. Fuel economy was next and with up to 900km from a tank it doesn't get much better than that. Power was also important. The Renault turbo doesn't lose power when it sees a hill, in fact you don't even go back a gear most times. Seats were more of a surprise than a requirement.

After playing with tyres for 30 years, my back can't stand a lot of seats. In the van, you get out as good as you get in, even after a long trip. It is also reliable and spacious.

What features do the drivers like?

The speed limiter has been one of the favourite features. In school zones this is especially handy. There are also some places we service that have speed limits as low as 10km/h.

The latest driver to get in the second van commented after his first trip that it was more comfortable to drive than his car. As for handling, it handles as well as most cars on the road.

How far will the vans travel in a working year?

They will travel around 40,000km per year, per van. They operate 7 days per week.

How many Masters do you have, and how do you expect the mobile service van concept to expand?

We now have 2 Masters and will continue to add to the fleet as each van reaches capacity. With plenty of irons in the fire I see this developing into a national business. Watch this space.

What has surprised you most about the Master?

I guess the best way to put it is: I went to Brian Hilton to purchase a van and it felt like I drove out in a car. Even after it was fitted out and weighted down, that feeling did not change.

I am very proud of my 'Renault-vation' as I call it, and I am also proud of the starting point that Renault has supplied. It did make life easier to achieve the finished result and to a point makes me look good, and in my business, looks are very important.

EXPRESS DELIVERY

When one of Australia's oldest transport and logistics brand names needed to switch to a new supplier for its delivery service operators, the medium wheelbase Renault Master stood out as the ideal choice.

Yellow Express, based in Sydney, has been around since the 1920s in a variety of guises, but the modern firm has been trading since 1970. It runs a fleet of around 70 vans, but now follows a model where

individual sub-contractors buy their own van as part of the joining package, which includes livery, uniform, tools and in-vehicle communications technology.

"We have drivers on regular runs and others doing ad hoc deliveries," says Yellow Express CEO, William Bulloch.

"The Renault Masters have been absolutely outstanding. They are good quality, great to drive, and the service we have had from the supplying dealer,



Peter Warren has been outstanding too," he says.

"For our drivers, reliability is paramount. If they aren't driving, they aren't earning so they can't afford to be off the road. We had some poor experiences before we switched to Renault, so the difference is noticeable. Now we have reliability, back-up, great service and fast access to spare parts if we need them.

"We have vans liveried as Yellow Express, but some vehicles are branded by the customer we have them attached to, for instance we do parts delivery for a number of automotive dealerships, and their vans carry the dealership livery, even though we operate

them. We also deliver everything from wine to furniture, as well as one-off jobs for people who buy bulky items on line, for example on e-Bay.

"We have around 15 Renault Masters in service now and we are using the Master as part of our marketing campaign in Sydney. Most of the early vehicles were manual transmission but the automatic is becoming quite popular," William says.

"One of our drivers has acquired a Master Dual Cab with 7 seats and a large flat top tray which is giving him the best of both worlds.

"Switching to Renault was the best thing we ever did," William says.



DEALER LISTING

Rolfe Renault	152 Melrose Dr	Phillip	ACT	2606	02 6282 8000
Rolfe Renault	15 Josephson St	Belconnen	ACT	2617	02 6213 1250
AMR Renault	1 Hawthorne Parade	Haberfield	NSW	2045	02 8757 0777
Andrew Miedecke Renault	100 Hastings River Dr	Port Macquarie	NSW	2444	02 6583 8855
Brian Hilton Renault	600 Pacific Hwy	Gosford	NSW	2250	02 4328 2888
Col Crawford Renault	497 Pitwater Rd	Brookvale	NSW	2100	02 9941 1200
Corban Renault	40-42 Flinders St	Wollongong	NSW	2500	02 4229 9111
McCarrolls Renault	10 Dangar Street	Wickham	NSW	2293	02 4963 9188
Northshore Renault	60 Pacific Hwy	Waitara	NSW	2077	02 9473 7122
Peter Warren Renault	13 Hume Hwy	Warwick Farm	NSW	2170	02 9828 8844
Sydney City Renault	93 O'Riordan St	Alexandria	NSW	2015	02 9398 7666
Castle Hill Renault	17 Victoria Ave	Castle Hill	NSW	2154	02 8853 3888
John Davis Renault	34 Bathurst Rd	Orange	NSW	2800	02 6362 0966
Dominelli Renault	579 Princess Highway	Kirrawee	NSW	2232	02 9545 9000
Alessi Renault	609 Hume St	Albury	NSW	2640	02 6041 0840
McCarrolls Renault	395 Pacific Hwy	Artarmon	NSW	2064	02 8424 6888
Bryan Byrt Renault	9 Tryon St	Upper Mt Gravatt	QLD	4122	07 3347 9900
Cricks Renault	12 Wisers Rd	Maroochydore	QLD	4558	07 5409 4100
Metro Renault	150 Lutwyche Rd	Windsor	QLD	4030	07 3866 9701
Parry Euro	515-593 Sturt St	Townsville	QLD	4810	07 4726 2626

RENAULT BUSINESS LCV FLEET MODEL RANGE



RENAULT KANGOO



SWB van, 1.6-litre petrol: 7.7L/100km
5-spd Manual, 8.3L/100km 4-spd Auto,
front-wheel drive, 2-seats, 3.0m³ load
space, 615kg payload
LWB van/Crew, 1.5-litre turbo diesel:
4.7L/100km, 6-spd Manual, front-wheel
drive, 2-seats, 4.0m³ load space, 829kg
payload, towing capacity 1050kg (all)

RENAULT TRAFIC



SWB, LWB Van, 2.0-litre turbo diesel, 85kW,
290Nm, 8.3L/100km Manual, 8.0L/100km,
Quickshift transmission (SWB), front-wheel
drive, 2-seats, 5.0m³ SWB, 5.9m³ LWB load
space, 1244kg payload (SWB manual),
1222kg (LWB auto) 200kg roof load, towing
capacity 2000kg

RENAULT MASTER



SWB, MWB, LWB Van, 2.3-litre Turbo Diesel,
110kW, 350Nm, 8.3L/100km Manual,
8.7L/100km, Quickshift transmission, front-
wheel drive, 3-seats, 8m³ SWB, 10.8m³
MWB, 13m³ LWB load space, 1630kg
payload (MWB Manual), 2500kg towing
capacity, 3510kg GVM

RENAULT MASTER



High Roof ELWB van, 2.3-litre turbo diesel,
110kW, 350Nm, Manual/Quickshift trans-
mission, rear-wheel drive, 3-seats, 17m³
load space, 2134 kg payload (manual),
3000kg towing capacity, 4500kg GVM

RENAULT MASTER



Overseas model shown

MWB, LWB Single Cab, 2.3-litre turbo
diesel, 110kW, 350Nm, Manual/Quickshift
transmission, rear-wheel drive, 3-seats,
2525kg payload MWB, 2489kg payload LWB,
3000kg towing capacity, 4500kg GVM

RENAULT MASTER



Overseas model shown

LWB Dual Cab, 2.3-litre turbo diesel,
110kW, 350Nm, Manual/Quickshift
transmission, rear-wheel drive, 7-seats,
2277kg payload, 3000kg towing capacity,
4500kg GVM, Eaton differential lock

Renault LCV Factory Warranty: 3-years/200,000km, plus 3-years of Roadside Assistance

Sunshine Renault	187 Nerang Street	Southport	QLD	4215	07 5555 7400
Southern Cross Renault	332 James St	Toowoomba	QLD	4350	07 4690 2374
Main North Renault	75 Main North Rd	Nailsworth	SA	5083	08 8309 5055
Unley European	284 Unley Rd	Hyde Park	SA	5061	08 8306 7755
Hobart Renault	25 Barrack St	Hobart	TAS	7000	03 6231 0503
Barry Bourke Renault	755 Princes Hwy	Berwick	VIC	3806	03 9707 2222
Bendigo Renault	21 Midland Hwy	Epsom	VIC	3551	03 5430 4000
Brighton Renault	797 Nepean Hwy	Brighton East	VIC	3157	03 9599 2100
City Automobiles	539 Church St	Richmond	VIC	3121	03 9429 7045
Essendon Renault	600 Mt Alexander Rd	Moonee Ponds	VIC	3039	03 8325 9339
Eastern Renault	25 Hewish Rd	Croydon	VIC	3136	03 9723 5555
Rex Gorell Prestige	481 LaTrobe Trc	Geelong	VIC	3220	03 5227 4777
Sale Renault	124-138 York Street	Sale	VIC	3850	03 5144 2133
Waverley Renault	350 Springvale Rd	Glen Waverley	VIC	3150	03 9560 4711
Warragul Renault	167 Queen Street	Warragul	VIC	3820	03 5622 0000
Ballarat Renault	1051 Howitt St	Wendouree	VIC	3355	03 5339 5744
Melville Renault	164 Leach Hwy	Melville	WA	6156	08 9330 6666
Regents Renault	304-308 Scarborough Beach Road	Osborne Park	WA	6017	08 9273 2000
Southwest Renault	Cnr Robertson Dr & Bovell St	Davenport	WA	6230	08 9724 7700

DEALER LISTING

RENAULT VANS EUROPE'S NO.1 RANGE



TRAFIC SWB FROM **\$32,990** DRIVE AWAY*

MASTER SWB FROM **\$39,990** DRIVE AWAY*

3
YEARS
200,000 KM
WARRANTY

3
YEARS
ROADSIDE
ASSIST

3
SERVICES
CAPPED
PRICE

ENDS OCTOBER 31
TEST DRIVE TODAY



*Drive away prices for the Trafic L1H1 SWB manual and Master L1H1 SWB manual, each with non-metallic paint. Valid for vehicles ordered between 01/09/2014 & 31/10/2014 while stocks last. Renault reserves the right to vary, extend or withdraw this offer. Offer not available for Govt. buyers. ABN holders only. Warranty valid for 3 years or 200,000km (whichever comes first) from new. Demonstrator vehicles receive balance of new vehicle warranty. Roadside Assistance terms and conditions apply. Call our Customer Service Team on 1800 009 008 or view the Terms and Conditions statement at www.renault.com.au/drivingpeaceofmind for details. Scheduled services capped at \$349 per service for 3 years or 45,000km (whichever comes first) on new or demonstrator Trafic models only and 3 years or 90,000km (whichever comes first) on new or demonstrator Master models. Offers based on standard scheduled servicing from new and normal operating conditions. If the vehicle is not presented within three (3) months of the due date for the scheduled service, the vehicle forfeits the right to that capped-price service under the program. Europe's No.1 based on LCV range sales in Europe, 2013.