

UPDATE

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TOM MECKEL SAND & GRAVEL

Quality and service distinguish
this Idaho material producer

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Tom Meckel,
president

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NORTHWEST CONSTRUCTION, INC.

Partnering with customers pays off
for this Bellevue site-development firm

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KOMATSU



Gregg Ferullo,
president



Brett Ferullo,
vice president



Brian Sheridan

**Now's the time
to plan ahead
for your
equipment
needs**

MODERN
MACHINERY

Dear Equipment User:

As you're probably aware, 2004 was a good year for the construction, logging and mining industries — and for those of us who sell equipment to those markets. According to economic forecasters, 2005 should be a very good year as well.

That's the good news. The bad news is, if you need new equipment to handle your increased workload, it might be difficult to get it as soon as you want it. Demand for equipment has definitely surpassed manufacturers' ability to supply it, and for some machine models, there's already a wait list of well over a year.

Because of the supply situation, we're urging all Modern Machinery customers to plan ahead as much as possible. If you have projects coming up for which you think you might need equipment, start talking to your salesman now, and place your order as soon as possible. We're certainly doing everything we can to increase inventory — but advance planning on your part will help ensure that we have what you need, when you need it. Keep in mind that the rental market will be extremely tight, so contractors who purchase equipment for upcoming jobs, rather than rely on the availability of rental units, will be in a better position to control their own destinies.

Whether you're buying a piece of Komatsu equipment, or purchasing parts or service from Modern, we have a new free financial product we want to tell you about. It's the Komatsu Card. Basically, it will simplify the purchasing process and provide you with flexible payment options and streamlined expense management. It also will offer periodic promotional financing that won't be available anywhere else. We think the Komatsu Card provides equipment users with significant benefits, and we recommend you consider getting one for yourself.

If you have any questions about the Komatsu Card, or if there's anything else we can do to help you improve your business, please don't hesitate to stop in or give us a call. We enjoy hearing from you and learning what's on your mind.

Sincerely,
MODERN MACHINERY

Brian Sheridan
President



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PRODUCT IMPROVEMENT

Looking for a mid-size dozer with big tractor features? Look no further. Komatsu's upgraded D61-15 dozer combines small-dozor versatility with big-machine productivity.

PRODUCT UPDATE

Have you ever faced hauling conditions too tough for even an articulated truck? If so, you'll want to read about Komatsu's new CD110R crawler carrier.

NEW PRODUCTS

When it comes to big machines, Komatsu is a big player. Take a closer look at the huge mining machines Komatsu recently showcased at MINExpo.

KOMATSU & YOU

Mamoru Yoshimuta, Komatsu America Corp. executive vice president of product support, explains his goal of meeting customers' expectations in this exclusive interview.

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NORTHWEST CONSTRUCTION, INC.

Partnering with customers pays off for this Bellevue site-development firm



Gregg Ferullo,
president



Brett Ferullo,
vice president

Northwest Construction crews use the company's PC400LC-7 for a parking garage excavation at the new Bellevue City Hall.

Northwest Construction has been a player on the Seattle-area construction scene for many years. For a long time, the company, which can trace its beginnings back to 1926, was known for doing large public work, like Interstate highways. But when Gregg and Brett Ferullo started running the firm in the late 1990s, they decided to go a different direction.

"The most significant change we made was pursuing work in both the private and public sectors, and we also started performing underground utility work," said Gregg, who serves as president of Northwest Construction. "It was a fairly easy decision for us to make because there were not enough quality public-sector opportunities available that would allow us to accomplish our goals."

Broadening their markets and diversifying their capabilities has proven to be advantageous for the Bellevue-based firm, which has enjoyed increasing growth for the past five years.

"The last few years have been successful for our company and we are optimistic for the coming years," noted Brett, who serves as vice

president and handles office and financial issues for the company. "By adding the underground utilities to our previous grading and excavation experience, we've become a more full-service site-development contractor."

Big jobs

One of Northwest Construction's signature projects is also one of Seattle's most recognizable venues — Safeco Field, home to major league baseball's Seattle Mariners.

"We're really proud of that job, not only because it's a beautiful ballpark, but also because of the way we proved our worth there," Gregg observed. "Originally, we only had a couple of months' worth of work, basically excavation for the piling. But they liked the work that we did, so they kept adding scope to our contract. In the end, we also did all the grading, including for the field itself, and we were there pretty much until they opened the doors for the first game."

A similar situation occurred recently, when Northwest Construction was hired to build a large pond as part of a complete rehab of the Alderwood Mall in Lynnwood.

"Once we got on the job, we were able to demonstrate to the general contractor our knowledge and expertise in all aspects of site development," related Brett. "As a result, we ended up doing all the earthwork and utilities through all three phases of the project, and a three-month project became a nearly two-year project."

The brothers credit the company's professionalism for generating the additional business at jobs like Safeco and Alderwood. "We partner with our client, whether it's a project owner or a general contractor,"





This Northwest Construction operator uses a Komatsu WA320-5 to move dirt at a retail development in Tacoma.

explained Brett. "We don't lowball a bid and then set the project up for change orders. We work with them to find ways to be more efficient on the job. By helping them avoid problems, we save them money."

To provide that kind of service, the company relies on a team of dedicated field crews who are both highly experienced and professional. "We have very good field people," acknowledged Gregg. "Our operators and laborers produce for us and we treat them with respect. As a result, turnover is virtually nonexistent."

Equipment

Another key to employee satisfaction is good equipment. Northwest Construction turns primarily to Komatsu machines from Modern Machinery for its late-model fleet. "Good operators like good equipment, and Komatsu is good equipment," stated Gregg. "It's productive and very reliable, so our downtime is minimal. That's critical for us in meeting deadlines."

Northwest's fleet includes Komatsu excavators ranging from PC120s to a PC400, including a PC400LC-7 and a PC200LC-7. The company has Komatsu wheel loaders, ranging from WA250s to a WA450, including a new WA320-5. Northwest also has a WB140 backhoe loader.

"The Komatsus just run and run for us, and we think they're an excellent value," asserted Brett. "We also appreciate Modern and our salesman Will Wintermute. Price-wise, they're very competitive and don't play games with us. Service-wise, they respond really well and their PSSR Andy Fong delivers parts to us. It's been an excellent relationship."

"From our end, it's a pleasure to deal with Gregg and Brett Ferullo," said Modern president Brian Sheridan. "By doing excellent work, they've been able to reshape Northwest Construction and we're certainly happy to assist them in their equipment and support needs."



This Northwest operator uses the company's Komatsu PC200LC-7 at the Tacoma job. "Our Komatsu machines are productive and reliable and downtime is minimal," said Gregg Ferullo.



(L-R) Brett and Gregg Ferullo visit with Modern Machinery sales representative Will Wintermute.

Hands-on approach

"We always want to have a feel for each job we're doing and for all the people who work here," Gregg emphasized. "We like to be very involved in the day-to-day activities of the company and we never want to lose that."

As a result, the brothers work hard to ensure that their growth proceeds at a manageable level and to avoid some of the pitfalls that other contractors, who have grown too fast, have fallen into. "Our plan is not to grow for the sake of growing," said Brett. "Rather, we are working toward a sustainable level where we have an excellent management team in place but where we still have a very hands-on feel over our operations."

"If people want you to work for them, it's hard to say no," admitted Gregg. "One of the things we learned from our father Ernie, who spent a lifetime in this business, was the importance of giving your customer whatever he wants, and that's something we'll always try to do around here." ■

TOM MECKEL SAND & GRAVEL

Quality and service distinguish this Idaho material producer



Tom Meckel,
president



Clint Meckel,
pit foreman

About 100 miles north of Boise sits McCall, Idaho. Once a sleepy logging region, the McCall area is now being transformed into a resort destination with skiing in the winter, and fishing, boating and golf in the summer.

For Tom Meckel Sand & Gravel, a material producer based in McCall since 1975, the development activity has caused a boom in business. "Things are really hopping here right now," said owner and president Tom Meckel. "There's a ski resort going in, golf courses being built and of course, residential development."

As the most diversified material producer in the region, Tom Meckel Sand & Gravel has supplied much of the rock, sand and topsoil that contractors need to build roads and develop sites throughout Valley County.

"We lease four pits and we can make more, different products than anybody else around here," claimed Clint Meckel, Tom's son and the

pit foreman for Tom Meckel Sand & Gravel. "We have three different plants — a portable rock crusher, a portable plant for topsoil, and a stationary wash plant. Just about whatever anybody needs — whether it's any size of road or base material, washed aggregates for concrete, high-quality sand (for masonry work or golf course bunkers) or topsoil — we can make it for them."

Quality, price and service

Most of Tom Meckel Sand & Gravel's customers are excavators, landscapers and do-it-yourself homeowners. With 12 trucks, the company delivers product within about a 30-mile radius of McCall, roughly from Riggins to Cascade.

"We believe we bring three main things to the table for our customers," said Tom Meckel. "First, our material is the highest quality. Second, we're competitively priced. And third is topnotch service. We know our customers are counting on delivery on a certain day or certain time. If it doesn't arrive, they're often in a bind. We take a lot of pride in getting our processed material where it's supposed to be when it's supposed to be there — no excuses."

Tom and Clint count on a reliable, experienced work force to help deliver the quality and service customers expect. "We have a solid bunch of guys," acknowledged Clint. "They work hard and they can all do many different things, which is necessary in our operation."

Key people include brothers Keith and Luke Nelson, Lenard Crogh, Buck Herrick, Boyd Gilbert, Mike Terry and Bill Nelson.

Productive equipment

Tom Meckel Sand & Gravel relies primarily on Komatsu equipment from Modern

This operator uses a Komatsu WA380-3 to load a truck at a jobsite near McCall, Idaho. "In terms of speed, hydraulic lifting power and fuel efficiency, Komatsu wheel loaders pretty much blow away any other loaders we've had," said Clint Meckel.





Machinery in Boise to maintain the production it needs at its plants. The company has three Komatsu wheel loaders (two WA380s and a WA450) and a PC220LC-6 hydraulic excavator.

"We've always bought used equipment because it's more affordable and we've found a lot of value in Komatsu's used machines," explained Tom. "We've been really pleased with the productivity and reliability of the units."

"Compared to some other brands we've had or tried, the Komatsu wheel loaders give us much better performance," Clint pointed out. "In terms of speed, hydraulic lifting power and fuel efficiency, they pretty much blow away the competition."

"The help Modern machinery and our sales representative Bob Brasch have given us is also a big plus for Komatsu," added Tom. "We call on Modern often and they've been able to service us really well."

Boom time

With all the development in and around McCall, Tom Meckel Sand & Gravel continues to grow.

"It's really just a matter of trying to keep up with all the activity," observed Tom Meckel. "You keep thinking next year is maybe going to slow down, but it's just the opposite. It seems like there's more and more every year. It's kind of crazy."



Operators of this Komatsu WA450-3 (left) and PC220LC-6 (above) are at work crushing used asphalt in a yard owned by the Valley County Road Department.



Tom Meckel (left) calls on Modern sales representative Bob Brasch when he needs productive, affordable used equipment.

"Tom Meckel Sand & Gravel is a good example of how important the construction industry is to a region's development," commented Modern Machinery president Brian Sheridan. "The material they supply to contractors is vital to the growth that's occurring in the McCall area, and we're very pleased to be able to help them in any way we can." ■

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Roadside construction without crossing the white line? Komatsu's tight-tail swing excavators offer efficient roadside operation — without disrupting the regular flow of traffic. Capable of swinging within minimal spaces, these models feature the same power and performance of Komatsu's conventional excavators, making them the strongest performers in the industry. Add in a comfortable cab, quiet operation and a wide variety of attachments, and you'll have a proven performer in any application — highway, road, demolition and general construction.

To learn more, contact your local Komatsu distributor, visit us online at KomatsuAmerica.com or call **1-800-Komatsu**.



PC308USLC-3

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MID-SIZE DOZER IMPROVED

Komatsu's D61-15 is a mid-size tractor with big tractor features

Small dozers are often valued for their versatility while large dozers are more often prized for their productivity. Sometimes however, you need one machine that combines both versatility and productivity. For those jobs, many contractors are finding the Komatsu D61-15 to be the perfect fit.

The D61-15 is a 155-horsepower dozer available as a standard track (EX) or wide-track/low-ground-pressure (PX) model. Operating weights range from 35,080 lbs. to 41,010 lbs., depending on model and configuration.

"The D61-15 is the largest machine in its class," said Komatsu dozer product manager Ed Warner. "With the greatest weight, the largest horsepower and the biggest blade, it's 5 percent larger than competitive dozers. In other words, it's basically a mid-size tractor with big tractor features and capabilities."

The unit features a unique six-way blade for maximum versatility, and a large multishank ripper that improves dozing productivity, even in hard-pack and rocky conditions.

New and improved

The original D61, introduced in 2000, featured Komatsu's Hydrostatic Steering System (HSS), which was retained in the new Dash-15 version. But the new model also has many new features including a reversible hydraulic drive fan motor that's quieter and uses less horsepower, and Komatsu's Electronic Controlled Modulation Valve (ECMV) to reduce transmission shift shock. Another improvement is a new pin and bushing seal (the F-5 seal) which helps retain oil in the pin, thereby lengthening undercarriage life.

"Many of the other improvements over the original D61 center around the operator's compartment," noted Warner. "We've added

Komatsu's Palm Command Control System (PCCS) for joystick travel control — the same system that's on every Komatsu dozer from the D31 to the D475. We've added an on-board diagnostic monitor that alerts the operator to any abnormality. And we've included new cab damper mounts that reduce vibration and noise to a low 77 decibels, which is almost like driving a pickup truck."

Operators and mechanics will also like the simplified service and maintenance as a result of longer oil-change intervals and the grouping together of key service points in a central and convenient location. ■

For more information on the Komatsu D61-15 dozer, contact your sales representative or call our nearest branch location.



Ed Warner,
Komatsu dozer
product manager

Quick specs: Komatsu D61-15

Model	Output	Operating weight	Blade capacity
D61EX-15	155 hp	35,080 lbs.	4.4 cu. yd.
D61PX-15	155 hp	41,010 lbs.	5.0 cu. yd.

The Komatsu D61-15 is the largest, most productive dozer in its class. The new Dash-15 version is quieter and smoother than its predecessor and has a longer undercarriage life, thanks to a new pin and bushing seal.



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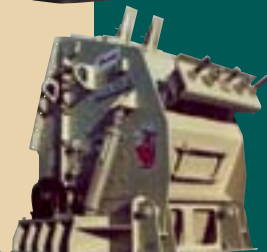
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NEW CRAWLER CARRIER

Are conditions too tough for a traditional hauler? Try the Komatsu CD110R

When most people think of hauling in adverse conditions, they think of articulated dump trucks. But sometimes, conditions can be too wet and sloppy, too congested or too environmentally sensitive, even for articulated haulers. That's when you may need the Komatsu CD110R-2 crawler carrier.

The CD110R-2 is basically a dump truck on tracks, so it can go through almost anything. A major benefit is the fact that the cab and bed can rotate a full 360 degrees, which eliminates the need for U-turns on a jobsite. Because no space is required for directional changes, the CD110R-2 is able to get into and out of tight spaces easily, and can dump a payload at any angle.

"The crawler carrier is designed to work in adverse conditions where articulated trucks cannot, yet provide a high level of productivity," said Bob Lessner, utility product marketing manager for Komatsu. "The machine's low ground pressure allows it to work in environmentally sensitive areas such as forest management operations, or in deep mud situations that are inaccessible or counterproductive to traditional machines. It's ideal for operating in HAZMAT applications because its low ground pressure reduces airborne particles."

Smooth hydraulics and cab comfort

A 255-hp Komatsu engine powers the 34,390-pound crawler carrier. It can carry a payload of 11 tons. Minimum ground clearance is 27 inches. The CD110R-2 incorporates field-proven, industry-leading Komatsu hydraulic technology.

Travel control levers use Proportional Pressure Control (PPC) technology, the same as

Komatsu dozers, for smooth, "light-touch" power to the tracks in direct proportion to control-lever movement. A foot pedal controls dumping, allowing for effective, well-balanced use of both hands and feet. A joystick lever controls upper structure rotation.

The CD110R-2 is an upgraded version of Komatsu's original crawler carrier. In addition to increased drawbar pull, many of the improvements were to the cab, where operators will find air conditioning, superior ventilation, and a soundproof cab. Safety features include a parking brake that automatically engages when machine operations start, and a safety-lock lever that blocks the functions of the upper structure rotation, dumping and traveling operations levers. ■



Bob Lessner,
Komatsu utility product
marketing manager

For more information on the CD110R-2 and how it may benefit your operation, contact your sales representative or our nearest branch location today.

Quick specs: CD110R-2 Crawler Carrier

Output	Operating weight	Payload Capacity
255 hp	34,390 lbs.	24,250 lbs.

The Komatsu CD110R is a crawler carrier with excellent flotation that can deliver an 11-ton payload through almost any ground conditions.





The golden opportunity.

Introducing the extraordinary D475A-5 mining dozer, the latest gem in our mining dozer line. Unrivaled, passenger car interior noise levels, easy-to-use Palm Command Control System levers and a spacious, comfortable cab ensures your operators strike gold every time. Plus, optimized machine balance, improved sight lines and an advanced blade design further enhance productivity and profitability. It's everything you and your operator want from a dozer.

To learn more, contact your local Komatsu distributor, visit us online at **KomatsuAmerica.com** or call **1-800-Komatsu**.

KOMATSU®

MINING MACHINES

Komatsu unveils new and updated large models at MINExpo

When it comes to BIG equipment, Komatsu takes a backseat to no manufacturer. Its mining product line includes the biggest bulldozer in the world — and its excavators/shovels, wheel loaders and haul trucks are also among the industry's largest machines.

Several of these new or recently upgraded mega-machines were on display at MINExpo, held last fall in Las Vegas. Here's a look at some of the improvements Komatsu has made to its mining product line.

D475A-5 mining dozer

The new D475A-5 replaces the Dash-3 model with technological enhancements that make the dozer more productive, more efficient and more comfortable. Powered by a Komatsu engine that delivers 860 horsepower, the D475A-5 is 5 percent more fuel efficient than its competition. Depending on attachments and options, the unit weighs between 226,000 pounds and 243,000 pounds.

The dozer's 45-cubic-yard, full-U, dual-tilt blade was redesigned to be more than two tons lighter than its predecessor to improve balance, productivity and durability. "In addition to the redesign of the blade, we also moved the cab forward to give the operator better visibility to the corner edge of the blade," said Rich Smith, Komatsu product manager for mining crawler dozers.

The D475A-5 has Komatsu's ergonomically designed Palm Command Control System (PCCS) for easy travel operation and blade control. The dozer is equipped with Komatsu's Vehicle Health Monitoring System (VHMS), which enables remote analysis of machine components by your own shop or your Komatsu distributor, as well as an on-board diagnostic monitor that alerts an operator to any abnormalities.

"One of the main reasons this new unit is going to be more productive than its predecessor is because the operator is going to be much more comfortable on it," observed Smith. "The machine features a low-noise design, with a 70-dBa noise level inside the cab, which is comparable to a four-door sedan at highway speeds. Komatsu also significantly reduced outside noise levels."

Other cab improvements include a spacious hexagonal design; a heavy-duty air suspension seat with tilt; improved viscous cab-damper mounting to better absorb shock and vibration; and a pressurized cab with a high-capacity air conditioner that prevents dust from entering.

830E-AC mining haul truck

The Komatsu 830E-AC is a new product designed specifically for deep-pit mining operations.

"We've had an 830E-DC truck for many years and it's been very successful," noted product marketing manager Josh Wagner. "We have more than 750 of them operating in mines

Continued . . .



Rich Smith, Komatsu product manager, mining dozers

Komatsu's display area was one of the largest at MINExpo, which was held at the Las Vegas Convention Center last fall.



Improvements boost productivity, increase comfort

... continued



Josh Wagner,
Komatsu product
manager, mining trucks



Carl Heggen, Komatsu
product manager,
mining excavators



Joe Shoemaker, Komatsu
product manager,
mining wheel loaders

worldwide. But as many of these large mines evolve, the hauls are getting steeper and longer, and frankly, the DC truck has some limitations in the deepest and steepest mines. This new AC truck overcomes that problem and provides more speed, both on grade and at high end."

The 830E-AC is a 250-ton hauler. At 2,500 horsepower, it's capable of speeds up to 40 miles per hour, and has enough torque and speed to get up and off ramps more effectively than mechanically driven trucks.

"The beauty of the 830E-AC is that it's a new truck, but because it has the same braking system, suspension systems, frame and cab as its brother, the DC model, it's also a proven unit,"



(Photos top to bottom) New or updated products introduced at MINExpo included the 830E-AC haul truck, the WA900-3 wheel loader, the PC3000 hydraulic excavator/shovel and the D475A-5 dozer.

said Wagner. "The only major change was in the drive system. We'll continue to make the DC truck because many customers don't need the extra AC boost, so we feel like we're offering them the best of both worlds."

PC3000 and WA900-3

While not considered new models, the PC3000 excavator/shovel and the WA900-3 wheel loader have both undergone extensive improvements recently.

"One of the big differences in the PC3000 is that we replaced three large single pumps with three pairs of pumps to provide better oil flow," said Carl Heggen, product manager for hydraulic excavators. "These new pumps are Komatsu designed and manufactured, which gives us better control of quality and reliability."

The other primary change for the 570,000-pound, 1,260-horsepower, 19.5-cubic-yard machine involves the cab, which is all new. "We improved visibility by sloping and lowering the front window," explained Heggen. "We significantly reduced noise and vibration by mounting the cab on 15 oil-filled viscous mounting pads to produce a 73-decibel rating, one of the quietest in the industry. And we installed a comprehensive climate-control system with pressurized, filtered air ventilation to keep an operator comfortable throughout a long shift."

For the 226,000-pound, 853-horsepower, 17-cubic-yard WA900-3 wheel loader, the most significant update involves joystick steering. "Previously, we had a steering wheel, which we've replaced with Komatsu's Advanced Joystick Steering System," pointed out Joe Shoemaker, product manager for mining wheel loaders. "We did it because the joystick is more reliable and provides more room in the cab for the operator. We're convinced it will make the machine more productive in V-cycle loading."

Komatsu also improved the machine's hydraulics by installing an iron-shoe piston pump, which Shoemaker says has more than doubled the life of the pump. "The beauty of the WA900-3 is that it's not just a loader — it's also a digger. It can really get into a pile, get a nice bucket and get out quick." ■

For more information on these machines, or any Komatsu mining products, call your sales representative or our nearest branch location.





**OUR COMMITMENT TO
BRING YOU THE BEST
EQUIPMENT GOES BEYOND
THE SURFACE.**



Modern Machinery is now a distributor for Atlas Copco drilling equipment in Oregon and Washington as well as Montana and northern Idaho.

Atlas Copco Construction and Mining is the world's leading supplier of crawler drills and rock-drilling tools. Their recent acquisition of Ingersoll-Rand Drilling Solutions consolidates Modern Machinery as the dealer for these lines in a four-state area.

Already known for outstanding parts and service support of their Ingersoll-Rand line, Modern Machinery provides the same full support for Atlas Copco ROC series crawler drills, ECM series crawler drills, as well as Secoroc and Quantum DTH hammers and bits.

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MEETING CUSTOMERS' EXPECTATIONS

That's the goal of executive vice president of product support

QUESTION: You've been involved in the equipment industry, primarily the product support end of it, for 40 years. What's different today compared to when you first joined Komatsu in the 1960s?

ANSWER: The biggest change is that customers are much more demanding today in regard to availability of equipment. In other words, they want downtime kept to an absolute minimum. Of course, this has always been important, but today — with the high cost of doing business, tight schedules and margins, and keen competition — it's absolutely critical to their ability to complete jobs on time and under budget, and thereby make money. At Komatsu, we fully understand the pressure they're under and we've tried to respond accordingly.

QUESTION: Respond in what way?

ANSWER: First of all, customers want equipment that's reliable — that doesn't break down. At Komatsu, we've significantly improved our equipment through the years to make it last longer with fewer problems. Having said that, we all know that a machine is still a machine and, no matter how well it's made, over time, problems are inevitable.

So secondly, when problems occur, Komatsu and its distributors have learned to share the customer's sense of urgency in getting the machine back up and running. We've made parts more readily available and have lessened our emergency response and repair time. It's an on-going, never-ending challenge to always do better, but improvements have been and are being made.

QUESTION: In regard to parts and service, what specific programs or other improvements have been put in place to improve the level of support Komatsu provides its customers?



This is one of a series of articles based on interviews with key people at Komatsu discussing the company's commitment to its customers in the construction and mining industries — and their visions for the future.

Mamoru (Yoshi) Yoshimuta,
executive vice president-
product support,
Komatsu America Corp.

Mamoru Yoshimuta, better known throughout the Komatsu organization as Yoshi, grew up on the southern Japanese island of Kyushu. He joined Komatsu as a proving ground operator in 1964.

From that humble beginning, Yoshi began a career that would eventually lead him to the presidency of Komatsu's domestic operations in Japan, and senior advisor to the president of Komatsu Ltd. regarding worldwide product support operations. Along the way, he had overseas postings in the Philippines twice for a total of eight years, in India for five years and in the United States from 1992-1999. During that U.S. stint, Yoshi served as vice president of service for Komatsu-Dresser, and later, as vice president of product support for Komatsu Mining Systems.

A little more than two years ago, Yoshi started a second tour of duty in the United States. As executive vice president of product support, it's his job to re-organize the product support efforts of Komatsu America, now that the three divisions — utility, construction and mining — are no longer separate entities, but are all under the same umbrella. He was given three years to complete the job, which ends at the end of this year.

"It's a very challenging job because it's a first for Komatsu," Yoshi explained. "We want our distributors to be able to take care of all aspects of a customer's support needs, regardless of what those needs might be. As a manufacturer, we provide the training and help they need. So that's what I'm doing — reorganizing our system and operation. I'd say we're making progress, and every day, the support we're able to provide Komatsu equipment users gets a little better."

Continued . . .

Improvements raise level of customer support

... continued

ANSWER: Replacement parts are a critical aspect of product support. Through the years, we've helped our distributors improve their stocked (off-the-shelf) parts inventory so they're carrying basically all the fast-moving, usable wear parts that a customer is apt to need. The next step, which we've already begun establishing, is a system of regional parts depots to house many of the less common, slower-moving parts that a customer might need only once in a while. It will basically ensure that a customer will have any part he needs by 7:00 the following morning.

In regard to field service, equipment today has become so sophisticated and updates are so frequent, that we are continually sending out information to our distributors to help their technicians make repairs in the shortest possible amount of time. We also provide frequent, hands-on training for our distributors' trainers and technicians at their facilities, as well as at our new training center in Cartersville, Georgia.

Beyond parts and service, our equipment itself has industry-leading on-board diagnostic tools to

alert an operator to potential problems and assist the distributor's technician in troubleshooting. Most of our large machines already have the Vehicle Health Monitoring System (VHMS). In the next year or two, we intend to install Komtrax, a similar monitoring device, on all our small and medium-size Komatsu machines.

QUESTION: Is there one tip you could give to equipment users that would help them improve their equipment owning and operating costs?

ANSWER: I think everyone today understands the importance of preventive maintenance. While historically, customers have done their own PM, many forward-thinking equipment users are now turning to their Komatsu distributor for everything from oil changes to major repairs.

There are several benefits to this approach. One, you don't need a staff of mechanics. Two, the PM gets done regularly, on-time/every-time, and you're assured that not only are the proper fluids and filters used, but also that fluids and filters are properly disposed. And three, it's a professional set of eyes looking at your machine regularly, letting you know what issues are indicated, and what your options are for dealing with them. Over the long term, we're convinced that this distributor-based PM service will make money for an equipment user through increased uptime, greater productivity, longer machine life and higher resale or trade-in value.

QUESTION: With on-board diagnostics, repair and maintenance contracts, even GPS-transferred equipment information — it sounds like Komatsu is trying to do more and more of the service-related activities that equipment users previously did for themselves.

ANSWER: I call what we offer, "Proactive Product Support" because it's aimed at heading off issues before they become problems. A few years ago, we were a leader in the "Repair Before Failure" concept. This is similar, but with an even stronger emphasis on problem prevention.

Basically, we're offering services that allow the equipment owner to concentrate on his primary business — whether that's moving dirt, laying pipe, cutting trees, quarrying rock, handling material or anything else. That's what he does best and it's what makes him money. Taking care of equipment is not his specialty — it's ours. ■

In addition to the national Parts Distribution Center in Ripley, Tenn. (shown here), Komatsu has begun establishing regional parts depots to more quickly get replacement parts in the hands of customers.

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REMANUFACTURED PRODUCTS

Komatsu institutes new quality-control initiative to improve reman process

For years, remanufactured (reman) products have been one of the best bargains in the equipment industry. Here's how the process works at Komatsu Remanufactured Products, based in Lexington, Ky.

The plant receives a used core component (typically from a Komatsu distributor), tears it down to its individual parts, cleans and examines those parts, reuses what's still good, replaces the worn with new, and reassembles the component to OEM standards. A reman component comes with the same warranty as a new component straight from the factory, yet costs only about 60 percent to 70 percent of what a new component costs. Komatsu Reman products include engines, transmissions, torque converters, final drives, turbochargers, hydraulic cylinders, hydraulic pumps, alternators and more — for construction equipment through the largest mining machines.

"Two things separate a remanufactured product from a product that's been rebuilt by a mechanic," said Rob Shear, general manager, Komatsu Remanufactured Products. "One, we have components in stock so there's no waiting for one to be rebuilt. All you have to do is take out the old one, drop in the reman, and you're back in business.

"The other thing, which is the most important aspect of a remanufactured product compared to a shop rebuild, is the precision, specificity and consistency of the work," he added. "Reman implies that you're able to produce an exact match for a new component not once or twice, but every time. At Komatsu, we want our customers to have that kind of total confidence in our reman products."

To achieve that type of customer confidence, Komatsu is in the process of significantly improving its reman products through a

stringent new quality-control initiative. The centerpiece of the initiative is to earn ISO 9001 certification from the International Standards Organization. Komatsu Reman hopes to achieve that designation this summer.

"ISO 9001 is a manufacturing performance standard," said Shear. "Getting certified would mean we've met a minimum standard and are serious about quality improvement. After certification, auditors return periodically to make sure improvement is actually occurring and that it's a continual, ongoing process. We hope achieving and maintaining certification as an ISO 9001 plant will signal to our distributors and customers that Komatsu Reman is very serious about improving the quality of its products and is an assurance that what comes out of here is built to an exacting standard, time after time."

Employee support

As part of Komatsu Reman's quality control/ISO certification process, staff engineer Adam Trebolo was appointed quality manager and Brian Kendig was brought onboard to lead process improvement efforts. Equally important, assemblers and machinists in the plant have also become much more involved in improving product quality and processes.

Continued . . .



Rob Shear, general manager, Komatsu Remanufactured Products

Officials at Komatsu Reman are working to achieve ISO 9001 certification (the highest quality manufacturing standard) for their Lexington, Ky., plant.



Quality initiative at Komatsu Reman

... continued

"That's a pretty crucial aspect of what we're trying to do here," said Shear. "We have excellent employees (130 people work at Komatsu Reman) and a very low turnover rate. The average technician on the floor here has 20 years in the industry. Many have previous experience as field mechanics. They have a lot of talent and a lot of good ideas, which we're now tapping into more than we have in the past."

Technicians have been brought into the quality improvement effort through what Komatsu calls "quality circles." A quality circle consists of two or three people from an assembly team.

"The purpose of quality circles is to get input from the floor on how to produce the highest-

quality reman product," Shear explained. "They may help us investigate a product failure to determine what happened and why, and more important, to come up with counter-measures to prevent similar failures in the future. They're also involved with the quality manager and his staff in the writing of check sheets, which serve as blueprints for the specs and order of assembly of the products we make here."

Such check sheets have now been written for many products Komatsu Reman makes. "We've put them into an electronic format so every time we assemble a product, we print out the check sheet and the assembly team uses it as a guide," said Shear. "That's how we get product consistency. We think the fact that the assemblers and machinists themselves helped develop the check sheet means they'll be much more apt to use it because it has information they recognize is important."

In addition to the check sheets, the employees have also come up with installation guidelines. These recommendations to the distributor show how to best install the product on a customer's machine to ensure it performs the way it's supposed to perform.

Tracking performance

To get a better handle on where it is and where it's going in regard to product quality, Komatsu Reman has begun to collect hard data on how its products are performing in the field.

"About a year ago, we started registering all reman components, detailing what type of machine it's going in, meter readings, application, that kind of thing," said Shear. "Our intention is to track the performance so we have specific information, rather than anecdotal reports, on how our products are doing."

Because some reman components might last 10,000, 15,000 or even 20,000 hours, it will be several years before results are available. But Shear says it's information worth waiting for.

"It's something we need to make sure we're doing the job for our distributors and their customers. Komatsu's reputation for making quality equipment is certainly among the best in the industry. We want to be able to assure equipment users that they can feel the same way about Komatsu Remanufactured Products." ■

Staff engineer Adam Trebolo (right) and his assistant Brian Kendig oversee quality improvement efforts throughout the Reman plant.



Many of the technicians at Komatsu Reman are former field service mechanics. Here, a technician installs cylinder heads on an engine for a WA600 wheel loader.



Testing is an important aspect of remanufacturing. Komatsu Reman has two engine dynamometers and numerous test stands for transmissions, hydraulic pumps and travel motors.



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KALISPELL BRANCH

New facility to help Modern better meet the needs of loggers and contractors in northwest Montana

Last November, Modern Machinery acquired Townsend Repair, a heavy equipment repair and fabrication firm in Kalispell, Mont., and turned it into the company's 11th branch location. The purpose, according to Modern president Brian Sheridan, is to provide better service to customers in the fast-growing region north of Flathead Lake.

"We cover a huge territory and this was an area where, frankly, we were a little light in terms of our ability to quickly and efficiently meet the needs of our customers. With this new branch, we're starting with a staff of eight people, most of them field service technicians. We're also currently redesigning the building to better accommodate parts storage as well as shop work."

Ed Townsend, who started, owned and ran Townsend Repair for 20 years before selling the business, says Modern's entry in the market is welcomed by loggers. "In this region, there's a big population of Timbco feller bunchers, which I've always considered the industry standard. For those Timbco customers as well as Komatsu users, I'd definitely say this is a big plus. It's going to mean faster response and less downtime, which is crucial to loggers."

The Modern branch is located at 3155 Highway 93 South, the main north-south route through Kalispell. Townsend, who agreed to stay on with Modern for two years as service manager, says Kalispell personnel will likely cover a territory north to Canada, west to Idaho, south about halfway to Missoula and east, as far as necessary.

"All-makes" repairs and fabrication

While Modern products will be emphasized, the Kalispell branch will do "all-makes"

repairs. "We'll work on virtually any machine from any manufacturer, from manlifts to bulldozers and everything in between," said Townsend. "We also do custom fabrication. We build specialized brush rakes, all kinds of guarding packages, and mount any type of forestry attachment. There's not much that we can't or won't do for a customer in need."

Townsend says most of the mechanics on staff have been with him 15 years or more. "They're good, talented guys who've learned by experience. Most, if not all, have some factory training. I'm sure they'll get more now that they're Modern Machinery employees and that will certainly further improve their troubleshooting, diagnostic and repair skills."

"We're very pleased to now have a full-time presence in the Kalispell area," said Sheridan. "Ed did a great job and had an excellent reputation in the logging community. We hope to build upon, and even enhance that. While our immediate goal is to just do a better job of supplying parts and service, eventually, we intend for the Kalispell facility to be a full-service Modern Machinery branch with an equipment salesman and a PSSR, as well as parts and service." ■

Modern Machinery's Kalispell branch, located on Highway 93 South, was acquired late last year to help Modern better serve customers in the region.



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This new financing tool enables customers to streamline purchases of parts, service, rentals and equipment

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The Komatsu Card is being offered through Komatsu Financial in conjunction with HSBC, one of the largest banking and financial services organizations in the world. This new financing tool enables cardholders to streamline their purchases of all parts, service, rentals, merchandise and equipment sold at Komatsu distributor locations. Komatsu cardholders will benefit from increased purchasing power, periodic promotional financing offers, flexible payment options and consolidated expense management.

The Komatsu Card is honored at all participating Komatsu distributorships throughout the United States. Two valuable product structures are offered — a revolving card for those who require the flexibility to extend payments over time; and an open account structure for those customers who prefer to track and pay by invoice or purchase order number.

"For the smaller contractor, the Komatsu Card's revolving line of credit will increase purchasing power and provide flexible payment options, including delaying major payments during a slow period," said Wally Savage, director of marketing and administration for Komatsu Financial. "For the larger equipment user, authorized user control capabilities give management the flexibility to provide employees with a corporate card or issue cards in individual employee names. This allows easy identification and tracking of business expenses. Both cards provide the customer with a consolidated monthly statement to quickly review account

activity. The benefits of streamlined expense management are extremely valuable at tax time."

Promotional incentives

One of the key benefits for Komatsu Card accountholders is the ability to take advantage of periodic promotional incentives that will not be available anywhere else.

"The promotional incentives will be designed to help the accountholder's dollar work harder for his business," said Savage. "We might offer financial terms that are below market rate, or we might have special deals for specific products or parts purchases. We'll be offering promotions throughout the year."

Unlock the power of Komatsu wherever your work takes you. The Komatsu Card allows hassle-free financing whether your work takes you across state lines, or across town. See your distributor to apply for the Komatsu Card today! ■



Wally Savage,
director of marketing
and administration,
Komatsu Financial



For more information on the Komatsu Card program and how it can benefit your business, contact your sales representative or your finance office today.

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KOMATSU AT CONEXPO

New and Distributor Certified used equipment to be featured at triennial exposition

As always, Komatsu will have one of the largest displays (30,000 square feet) at CONEXPO-CON/AGG 2005. Held once every three years, the giant equipment exposition features machinery, accessories and services for all aspects of the construction and construction-related industries. The 2005 event will be held in Las Vegas, March 15-19.

Heavy earthmoving equipment, including the Komatsu display, will be housed primarily in the North Hall of the Convention Center. Komatsu's display will feature more than two dozen machines ranging from the very small PC09 compact hydraulic excavator to the 908-hp PC1800. Other products include Komatsu skid steer loaders, the PC308USLC-3, which is the industry's largest tight-tail-swing excavator, D31 and D39 Komstat II series dozers, the WA380-5 hydrostatic wheel loader, the HM400 articulated dump truck, and much more.

Komatsu's theme for CONEXPO is "Insight," which is the ability of Komatsu and its distributors to help you make your business more profitable.

Quality used equipment

Something new at this year's Komatsu CONEXPO display is actually something used. For the first time, Komatsu will have a "used" machine at the equipment expo — a Distributor Certified PC128US-2.

"For some businesses, buying new may not be an option. But regardless of the situation, contractors need a machine that's cost-effective, reliable and highly productive," said Lauri McNulty of Komatsu ReMarketing, which oversees the Distributor Certified used equipment program. "That's who Komatsu Distributor Certified used equipment is for. It is high-quality, used equipment that's been rigorously inspected by trained Komatsu Certified Evaluators and it

must meet Komatsu's high performance standards before it is given a Distributor Certified stamp of approval. As a result, the customer knows he's buying a machine that will get the job done and there will be no surprises."

Komatsu ReMarketing personnel will be on hand at CONEXPO to explain the inspection process a used piece of equipment goes through to become certified as a Komatsu Distributor Certified used machine.

"We want people to see for themselves why they can buy a Komatsu Distributor Certified used machine with confidence," McNulty said. "This isn't about selling paint jobs — these are machines that meet factory specifications, qualify for financing and are backed up by a warranty and your local Komatsu distributor. We invite everybody attending CONEXPO to stop over and see us about what we think is one of the best values you'll ever find in the equipment industry." ■

The Komatsu display drew large crowds at CONEXPO 2002 (below). For the first time, Komatsu ReMarketing will be part of the Komatsu display at CONEXPO 2005, where visitors can examine the machine evaluation process and take a look at a Distributor Certified PC128US-2 that will be featured.



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USED EQUIPMENT PRICED TO SELL

Manufacturer/Model	Description	Serial No.	Year	Hours	Price
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CRAWLER DOZERS



KOMATSU D135A-2	SU BLADE, MS RIPPER, AC	10553	1993	11,203	\$95,000
KOMATSU D21A-7	PAT BLADE, OROPS, 12" RBR	78983		662	\$25,000
KOMATSU D375A-3	SEMI-U BLADE, A/C, GIANT RIPPER	17300	1998	14,648	POR
KOMATSU D475A-3A	59-YD SUPER DOZER, RIPPER	10601	1999	4,080	\$550,000
KOMATSU D61PX-12	PAT BLADE, OROPS,	1093	2000	4,525	\$92,500
KOMATSU D65EX-12	SU BLADE, A/C, MS RIPPER	60246	1994	10,502	\$80,000
KOMATSU D65EX-15	SU BLADE, A/C, MS RIPPER	67259	2004	1,121	\$155,000
CAT D8R	U BLADE, MS RIPPER, A/C	7MX00926	1996	8,700	\$250,000
CAT D8R	U BLADE, MS RIPPER, A/C	7XM00911	1996	8,267	\$295,000
DEERE 450GLT	JOHN DEERE	810687	1995	3,813	\$36,900

WHEEL LOADERS



KOMATSU WA320-3	RDLS, QC, 3.25 YD	A30033	1996	10,421	\$55,000
KOMATSU WA600-3L	8.0 YD. SPD NOSE, RADIALS, ECSS, STK	A52061	1999	5,573	\$275,000
CAT 928G	CAT LOADER	6XR21223	2000	12,515	\$55,000
CAT 950G	CAT LOADER	X2JS0495	1998	7,251	\$107,900

HYDRAULIC EXCAVATORS



KOBELCO ED180	KOBELCO, QC, BLADE, AUX HYDS	YLU0068	2000	3,866	\$69,000
HITACHI EX550	HITACHI EXCAVATOR	17HP007219	1999	9,360	\$165,000
KOMATSU PC120-6	8'2"A, 15'1"B, A/C,	63433	2000	2,223	\$69,000
KOMATSU PC120-6E	8'2"A, AUX HYDS, RBR PADS	62314	1999	2,674	POR
KOMATSU PC128US-2	9'10"A, QC	5617	1999	2,159	\$79,000
KOMATSU PC128US-2	QC, THUMB, COMBO HYDS, 71482	5642	1999	2,747	POR
KOMATSU PC128UU-2	AC, RD LNRS, BLADE, 32" BKT	5301	2000	2,318	\$87,500
KOMATSU PC228USLC-3N	9'6"A, QC, 24", 30", 36", 48" BKTS	30690	2004	652	POR
KOMATSU PC270LC-6L	11'6"A, 19'2"B, 36" BKT, FD'D	A85126	2001	2,701	\$187,000
KOMATSU PC300LC-3	EXCAVATOR, 48" B&C	15464	1990	8,832	\$59,000
KOMATSU PC300LC-6LC	13'2"A, 21'3"B, A/C, 42" B&C 2.2 YD	A81050	1998	6,978	\$129,000
KOMATSU PC400LC-6LC	11'1"A, 23'2"B, A/C, 48" B&C	A80578	1998	7,439	\$180,000
KOMATSU PC400LC-7	11'1"A, QC, 30", 48" BKTS	50057	2004	1,187	POR
KOMATSU PC750LC-7	15'1"A, SERV. VLV	20028	2004	14	POR
HITACHI UHO63	HITACHI W/BKT, THUMB	1547266	1985		\$15,000
DEERE 200LC	DEERE EXC. BKT & THUMB	FF0200X50035	1998	4,318	\$89,000

MOTOR GRADERS

CAT 140H	LOPRO EROPS, A/C, 17.5-25 RDLS	2ZK2885		3,130	POR
CAT 140H	RIPPER, PUSH BLOCK	2ZK5895	2001	936	POR

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Manufacturer/Model	Description	Serial No.	Year	Hours	Price
FORESTRY EQUIPMENT 					
TIMBCO T425B	TIMBCO W/PROMAC BUSH CUTTER	AT4C35502169	1993	8,000	\$80,000
TIMBCO T430	TIMBCO HARVESTER w/63043 HEAD	DT4C27808209	1993	3,412	POR
TIMBCO T445D	TIMBCO	FT4C17490411	2000		\$175,000
TIMBERJACK 1270A	HARVESTER	1270843	1997	8,323	POR
VALMET 500T	VALMET w/965 HEAD MM OWNS	500T0148	1997	7,176	POR
VALMET 911C	VALMET HARVESTER W/965 HEAD	911C	1998	6,700	\$200,000
TIMBCO T425C	W/ 22" QUADCO HEAD	AT4C12600215	1998	5,547	POR
TIMBCO T425C	TIMBCO w/BAR SAW	AT4C11670917	1999	7,483	\$120,000
TIMBCO T435	TIMBCO	CT4C17511189	1992		POR
TIMBCO T445B	TIMBCO w/BAR SAW	FT4C66307149	1995	8,455	\$120,000
VALMET 890	VALMET FORWARDER	8907026	2000	4,992	\$230,000
VALMET 890.2	VALMET FORWARDER	210886	2004	11	POR
HITACHI EX220	HITACHI LOG LOADER	15D10564		8,315	\$130,000

HAUL TRUCKS 					
KOMATSU HD325-6A	KOMATSU 31-YD HAUL TRK				POR
KOMATSU HD325-6A	KOMATSU 31-YD HAUL TRK				POR
KOMATSU HD325-6A	KOMATSU 31-YD HAUL TRK				POR
KOMATSU HM400-1	ARTIC. TRUCK	1168	2004	364	POR
KOMATSU HM400-1	ARTIC. TRUCK, TGATE	1110	2004	600	POR
CAT 785	CAT 150T HAUL TRK	8GB00244	1988	40,000	\$475,000
CAT 785	CAT 150T HAUL TRK	8GB00245	1988	40,000	\$475,000
CAT 785	CAT 150T HAUL TRK	8GB00247	1988	40,000	\$475,000
KOMATSU CD110R-2	KOMATSU CRAWLER CARRIER		2005		POR
KOMATSU CD60R-1A	KOMATSU CRAWLER CARRIER		2005		POR
MOXY MT31X	A/C, GATE SLEETMUTE	710117	2002	4,244	\$220,000
MOXY MT31X	A/C, GATE SELDOVWIA	710146	2002	2,140	\$225,000

AGGREGATE					
PIONEER FT2650	PIONEER TRACK-MOUNT JAW	405237	2005		POR
PIONEER FT4250	PIONEER TRACK-MOUNT IMPACTOR	405234	2005		POR
JCI K300	JCI KODIAK CONE PLANT	PC323803	2003	1,782	POR
MODERN 36X60	STACKABLE CONVEYOR	6013	2004		\$25,000
KOLBERG-PIONEER 36X150	SUPER STACKING CONVEYOR		2005		POR
KOLBERG-PIONEER 36X100	SIDE-FOLD RADIAL STACKER		2005		\$70,000

PAVING AND BROOMS 					
BLAW-KNOX PF5510	BLAW KNOX PAVER/OMNI 3	55102601	1999	771	\$145,000
LEEBOY 8500	LEE BOY LOW DECK	1358	1998	3,600	\$49,500
LEEBOY 8500	LEE BOY HIGH DECK PAVER	2229HD	2000	1,100	\$49,500
ROSCO RB48	BROOM, A/C	35212	1997	1,460	\$29,50

MISCELLANEOUS					
KLEIN KPT120	12,000-GALLON WATER TOWER	1K9TC40S64T1	2004		POR
NAVISTAR 4900	4,000-GAL WATER TRUCK	244414	1999	57,997	POR
INGERSOLL-RAND VR90B	IR FORKLIFT	153019	1998	3,189	\$40,000
INGERSOLL-RAND ECM490	DRILL W/REV. PERC. PKG.	R14130IC	1996	24,643	\$105,000
INGERSOLL-RAND ECM580	IR DRILL	4130AA	2004	891	\$257,000
INGERSOLL-RAND ECM590	IR DRILL	11155	1999	2,340	\$110,000
ATLAS COPCO ROC748	ATLAS COPCO DRILL	961189	1996	12,634	\$125,000

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