

**Keeping you informed about progress at QFleet and in the motor industry**

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## Think Safe, Drive Safe

**QFleet launched a unique road safety initiative last month to encourage safer attitudes and practices for drivers of Queensland Government vehicles.**

*Think Safe, Drive Safe*, an interactive CD-ROM, was launched by Queensland Parliamentary Travelsafe Committee Chairman Jim Pearce MP at the “Developing Safer Drivers and Riders” conference.

As conference sponsor, QFleet's Group General Manager Les Clarence said *Think Safe, Drive Safe* aimed to promote a better understanding of driver attitudes, crash prevention countermeasures and car safety skills.

through teaching safe driving attitudes and practices,” he said.

Les said the *Think Safe, Drive Safe* package took a two part approach to maximise the effect of the driver training tool.

“The combination of theory on the CD-ROM and practical driving evaluation makes a valuable addition to our comprehensive road safety program,” he said.

“This tool now makes access to driver training easier for all our clients - the theory component is completed at their desk, and the practical component is delivered through our statewide network of private driver trainers.”

Les said while the program has been primarily developed for use by Queensland Government drivers, its application and benefits could extend to the wider community.

“It's part of our drive not only to cut the costs of accident claims for the Government fleet but also to lower the costs of injury and property damage in the community,” he said.

QFleet's road safety program was awarded the 2000 RACQ / Centre for Accident Research and Road Safety – Queensland (CARRS-Q) Road Safety Award in the Industry category.

*Think Safe, Drive Safe* is available from the Goprint Bookshop, 371 Vulture St, Woolloongabba. To order the program, phone Goprint's call centre on 07 3246 3399, or 1800 679 778 (callers outside Brisbane only).



*Think Safe, Drive Safe* guides users through a range of exercises to improve road safety knowledge and attitudes.

“This training tool was developed using the technical expertise of driver trainers and risk managers in Queensland and throughout Australia,” he said.

Les said the driver safety innovation is a further example of QFleet's commitment to ensure safety for drivers of the government fleet and the broader community.

“With almost 13,000 cars on the road throughout Queensland and many more drivers using our vehicles, QFleet has a responsibility to ensure accident prevention



**QFleet**  
Queensland Government  
Queensland Services Group  
Department of Public Works



# A message from the Group General Manager

The last twenty years has seen major road safety improvements by way of safer roads and safer vehicles. Multi-lane highways, smarter transport systems, vehicle seatbelts, airbags, crumple zones and intrusion panels, along with the development of better tyres, have all made a positive contribution to safer vehicles and safer journeys.

Despite government strategies to reduce road crashes, driving remains the most dangerous thing you'll ever do. In Queensland alone, this was evidenced by 19,632 reported car crashes in 2000 that injured 15,173 and killed 318 people.

The fact is, if we don't think safe and we don't drive safe, we will make mistakes, and sometimes become involved in other people's mistakes.

Vehicle manufacturers have responded positively to the government strategies to reduce road accidents, developing high standards of vehicle safety in modern vehicles. Vehicles are safer now than they have ever been.

Sadly, the responsibility we assume for our own safety and that of other road users, including passengers, requires continual reinforcement and new initiatives to get the message across.

The good news is that these strategies are winning the fight to save lives. The fatality rates relative to population and vehicle registrations have declined significantly since 1970.

Queensland Transport's *2000 Road Traffic Crash Report* states that "approximately 8.9 persons per 100,000 population died on Queensland roads in 2000 in contrast to 29.1 in 1970. Further, there were 1.3 road fatalities per 10,000 vehicles on register in 2000 in contrast to 7.7 in 1970."

The cover story in this month's edition of *Journey* highlights QFleet's commitment to reinforcing the driver safety message by offering innovative training methods that help us think safer and driver more safely. This program is made up of an interactive theory CD-ROM and a practical evaluation delivered by driver trainers throughout the state.

With a fleet the size of ours - almost 13,000 vehicles - and many more drivers, QFleet has a responsibility to continually develop accident prevention programs through teaching safe driving attitudes and practices.

In 1998, QFleet was awarded the Fleet Safety Award by the Australasian Fleet Managers Association for its road safety program. In 2000, QFleet was presented the CARRS-Q RACQ Road Safety Award and deemed to be an industry leader in its overall road safety strategies.

*Think Safe, Drive Safe* continues our commitment to road safety. I encourage you to participate in this program. Safe driving is the responsibility of all drivers. So please, think and drive safe, and I hope you find this month's edition of *Journey* informative reading.

## E10 made easy

Until now, if you wanted to use E10 you could only purchase it with your standard fuel card from QFleet's Colchester Street depot. If you wanted to fill up with E10 at a BP service station, you could only do so if you had your fuel card updated.

Now you can fill up and pay for E10 using your current BP fuel card at any BP outlet in Brisbane that sells E10.

E10 is BP's environmentally friendly 90:10 blend of petrol and ethanol, and is suitable for use in all of QFleet's passenger vehicles, except for Toyota vehicles and the Honda Insight.

### Contacting QFleet

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# Vehicle profile

## Mitsubishi Magna

The Mitsubishi Magna is a large sized passenger vehicle, available as a sedan or wagon. There are two models available to lease through QFleet – the Magna Executive and the Magna Advance.



Seats	5
Doors	4
Sound system	CD player and radio/cassette standard
Air conditioning	Yes
Power steering	Yes
Transmission	4 speed auto or 5 speed manual
Luggage capacity	sedan 460 litres, wagon 1072 litres (seat down) and 2110 litres (seat up)
Airbags	driver's airbag standard on Executive model, dual airbags standard on Advance model
Cruise control	optional on Executive model, standard on Advance model
Maximum power	155kw @ 5250 rpm
Brakes	power assisted 4 wheel discs, ABS (Anti-lock Braking System) standard
Engine size	3.5 litre
Average fuel use	
City Cycle (per 100km)	auto sedan 10.5 litres auto wagon 10.5 litres
Highway Cycle (per 100km)	auto sedan 6.6 litres auto wagon 7.2 litres

## News from Fleet Services

### Big business

**Many of you will be familiar with the process of ordering passenger vehicles, but when it comes to ordering trucks, it's a different story.**

Unlike passenger vehicles, ordering trucks is a lengthy, time consuming process. QFleet is able to quickly supply lease rates for passenger vehicles because we have standing contracts with manufacturers. The same does not apply for trucks. Ordering a truck is a more involved process, so you should give QFleet as much lead time as possible to ensure your truck is delivered when you need it.

When ordering a truck you will need to supply QFleet with specific details of what you require and what the truck will be used for. For example, if you require a tray mounted crane, you would need to advise the lifting capacity and over what distance you need, as well as the positioning of the crane on the tray.

By providing us with as much information as possible, you ensure that we supply you with accurate lease rates for the right truck and accessories for your needs.

QFleet has a Technical Support Group which will assist you with listing specific details for

your truck. The Technical Support Group will consult with you through the stages of ordering and delivery to ensure you get the right truck for your needs.

Like all government departments, QFleet is governed by the State Purchasing Policy. Given the high cost of trucks, we seek quotes for several trucks that will meet your needs to ensure you get the best value for your dollar.

**For further information about ordering trucks, please contact your Fleet Consultant.**

## Have you got your Glovebox Wallet?

QFleet recently revised the *Glovebox Wallet* to incorporate the all new *QFleet Driver's Companion*. Some vehicles have not yet been

supplied with a *Glovebox Wallet*. If your vehicle does not contain a *Glovebox Wallet*, please contact your Fleet Consultant to order a copy.

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# The service centre

## Vehicle recalls

Since February 1998 there have been around 262 motor vehicle recalls in Australia. These include vehicles ranging from motorcycles to large prime movers, and some spare parts and accessories for those vehicles.

Vehicles can be recalled for two reasons: safety related defects or non-safety related defects.

A safety-related defect is generally one that is common to a group of vehicles of the same design or manufacturer. These defects are likely to affect the safe operation of a vehicle without providing any prior warning to the vehicle operator or user. These types of defects pose a risk to the vehicle operator, occupants and others. Examples of safety related defects include:

- steering components that may break suddenly, causing loss of vehicle control
- problems with fuel system components that may cause fuel leaks and possibly vehicle fires
- improperly designed or constructed tyres that may blow out unexpectedly.

Non-safety related defects include problems with vehicles and their components which are found to be defective, but do not effect the safe operation of the vehicle. Examples include faulty fuel gauges, faulty interior trim and paint defects.

The majority of recalls are voluntarily initiated by the manufacturer or supplier after they become aware that their vehicle has a defect which could make it unsafe.

## Examples of vehicle recalls

Land Cruiser 100 –105 and Hilux 4WD	Spare wheel winch wire defect
Some Falcon AU2 and AU3 vehicles with ABS	Front brake failure
Daihatsu Delta VDS V118	Rear axle U bolts
Nissan Pulsar N16 5 Door Hatch	Park brake failure
Land Rover Defender	Front brake hose positioning
VH Ford Transit	Suspension ball joint failure and wiring harness defect
Mitsubishi NM Pajero	Brake booster defect
Holden VX Commodore	Fuel sender defect

A voluntary recall aims to:

- minimise the risk of injury or death to consumers by removing the unsafe vehicle from use
- retrieve or repair as many of the defective vehicles as possible
- minimise the cost and inconvenience to consumers and to the manufacturer
- minimise government involvement by voluntarily complying with consumer law.

Consumers are usually notified about vehicle recalls through media releases and advertisements in local newspapers. Some manufacturers also mail recall notices to owners. When QFleet receives a recall notice, we forward it to affected clients.

If you receive a recall notice you should comply with the requirements of the notice. Failure to do so may seriously jeopardise the safety of your vehicle. A notice will usually require you to present the vehicle to the nearest dealership so that it may be inspected, repaired or modified.

QFleet's Maintenance Controllers also assist in the process by reminding dealerships about vehicles they believe are subject to recall action when those vehicles are undergoing routine servicing.

Many of the QFleet vehicles subject to recall have been inspected and rectified. This has occurred as a result of a client responding to a recall notice from the vehicle manufacture, or as a result of the servicing dealership having performed the recall during a routine service.

**If clients wish to find out more about vehicles affected by recalls they should visit the [Product Recalls website at www.recalls.gov.au](http://www.recalls.gov.au) and proceed to the motor vehicle recall site, or contact QFleet's Maintenance Controllers on 1800 061 819 or QFleet's Maintenance Manager on 07 3225 8783.**

### Senior Account Managers

1800 668 283

### Maintenance Controllers

1800 061 819

### QFleet Workshop

72 Pineapple Street  
Zillmere  
Telephone 07 3406 6900  
Facsimile 07 3406 6946

### Vehicle Hire Service

80 George Street  
Brisbane  
Telephone 07 3224 4180  
Facsimile 07 3224 4012

### South Brisbane Service Centre

131 Colchester Street  
South Brisbane  
Telephone 07 3405 6857  
Facsimile 07 3405 6858

## CAS tips

### Active+ reports

A new feature of CAS means you can now tailor your own reports for your active vehicles. Using **Active+** reports you can select only the information you require, meaning you won't have to wade through data surplus to your requirements.

To create your own reports, go to the left hand side of the Vehicle Reports screen, click on the field titled **Active+** and press **submit**. This will take you to the Active Vehicles screen. From here you can then select the desired column headings for your report by holding down the **control** key to add or remove columns.

Once you have chosen the columns you want, click on **proceed** and CAS will create your custom made report. CAS will even remember the headings you chose for the next time you run an **Active+** report.



## Regional roundup

QFleet's Senior Account Managers have started visiting regional centres to offer fleet management consultancy services to clients. Senior Account Managers will follow up the 2001-2002 Fleet Performance Scorecard (FPS) which will be sent electronically to clients before the visit from their Senior Account Manager.

The visits will allow you to discuss strategic and tactical fleet management issues with Senior Account Managers. Issues you may wish to discuss include cost reduction strategies, fleet budgetary planning, fleet policy development and people and systems issues. All of these issues directly contribute to the correct alignment of fleet resources to business objectives.

Graeme Raymond has already visited Cairns, Townsville and the Gold Coast during August. Peter Robertson will visit Mackay, Rockhampton and Gladstone in early September.

Tim Richardson will visit Toowoomba, Roma, Charleville, Ipswich, Warwick and Goondiwindi during the first two

weeks of September. Peter Cox will visit the Sunshine Coast, Gympie, Maryborough and Bundaberg in the first week of September.

To arrange an appointment with your Senior Account Manager, please contact Customer Relations Branch on 1800 668 283 or email [crb@qfleet.qld.gov.au](mailto:crb@qfleet.qld.gov.au).



QFleet's Senior Account Managers left to right: (back row) Peter Cox, Peter Robertson, Tim Richardson and Graeme Raymond (front).

## Vehicle market forces

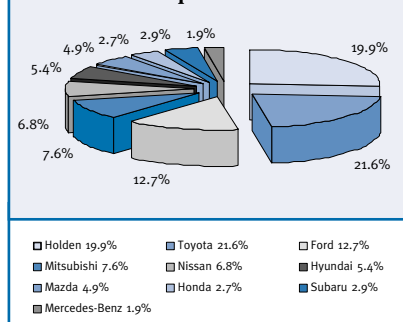
### June 2002 overall market

The June 2002 market was up 7.1% on June 2001. June 2002 had one less selling day than June 2001. This equates to an increase of 340.3 vehicles per day.

### June 2002 market segments

- passenger vehicle sales increased by 3.2% compared with June 2001
- light truck sales increased by 19.3% compared with June 2001
- heavy commercial vehicle sales increased by 30.1% compared with June 2001

### June 2002 Top Ten Market Share



This information is sourced from VFacts – the vehicle industry summary report released monthly by the Federal Chamber of Automotive Industries

# QFleet auction schedule

September 2002

With RACQ offering pre-inspection (on some vehicles), pre-approved finance, insurance and membership services on site at our Zillmere auctions, there's never been a better time to buy a QFleet ex-lease vehicle. Many RACQ services are also available at our regional auctions.

QFleet vehicles offer peace of mind and quality at value-for-money prices. We offer a wide range of popular makes and models to choose from and all vehicles come with the balance of new car warranty and a statutory warranty. An optional extended warranty is also available at competitive prices.

For added convenience, check out QFleet Vehicles Online at [www.qfleet.qld.gov.au](http://www.qfleet.qld.gov.au). Our online auctions offer you the opportunity to bid for top quality vehicles in your own time.

QFleet auctions are held throughout Queensland. Check the list below for the auction site nearest you.

## Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

**Inspection** 10am to 4pm on the Wednesday and Thursday prior to auction and 8am to 10am on auction day

**Auction** 8.30am and 10am

**Dates** Friday 6, 13, 20, 27 September

## Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

**Inspection** 12noon to 4pm on day prior to auction and 9am to 11am on auction day

**Auction** 11am

**Date** Wednesday 11 September

## Sunshine Coast

Nambour Showgrounds

Coronation Avenue, Nambour

**Inspection** 12noon to 4pm on day prior to auction and 9am to 11am on auction day

**Auction** 11am

**Date** Tuesday 24 September

## Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Dates** Thursday 12 and 26 September

## Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Wednesday 25 September

## Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Tuesday 17 September

## Townsville

Plant Hire Services Workshops

Jurekey Street, Cluden

**Inspection** 2pm to 4pm on day prior to auction and 8am to 11am on auction day

**Auction** 11am

**Date** Wednesday 18 September

## Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets, Manunda

**Inspection** 8am to 11am on auction day

**Auction** 11am

**Date** Thursday 19 September

For further information about QFleet auctions contact Rodney Clough on 07 3224 6149 or Selina Walmsley on 07 3225 8998. For an auction catalogue fax the Public Trustee on 1902 241 027 (dial from fax handset) or visit our web site at [www.qfleet.qld.gov.au](http://www.qfleet.qld.gov.au).

## QFleet working in partnership with you

As your partner, QFleet provides fleet and asset services to ensure enduring value for you and for Queensland. We help you achieve your outcomes through our comprehensive range of services including:

- Vehicle leasing and strategic fleet management.
- Short-term and special purpose vehicle rentals through our Vehicle Hire Service.
- Vehicle maintenance, servicing and repairs through the Zillmere Workshop and the South Brisbane Service Centre.
- The closest fuel and detailing to the Brisbane CBD at the South Brisbane Service Centre.
- Insurance claims management and driver safety programs.

### ■ Fleet advisory services.

QFleet clients are welcome to reprint articles from *Journey*, provided the article is used in full and QFleet is acknowledged as the author.

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Last name: .....

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