

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

## This month's issue

A message from the Deputy Group General Manager .....	2	News from Fleet Services .....	5
E10 trial drives to the regions .....	3	Hybrid to hydrogen .....	6
How does it work? .....	3	Save your skin with "smart sleeves" .....	7
The service centre .....	4	Road safety review.....	7
Vehicle market forces .....	4	Auction schedule.....	8
Vehicle profile .....	5		

## Fair wear and tear guide hits the web

**Cost-effectiveness and convenience were the two driving factors behind the development of a new online guide to understanding fair wear and tear.**



QFleet Maintenance Manager Allan Smith said QFleet released *Your guide to fair wear and tear* this month in response to client requests.

"This guide will clarify many of the common queries from our clients regarding the condition of their vehicles," he said.

"The guide is a valuable online tool that is easy to understand and will be periodically updated to keep pace with the automotive industry."

To produce *Your guide to fair wear and tear* QFleet conducted client forums to gain an understanding of client information needs, and how these needs could be best met.

"The client forums were extremely successful and integral to this guide's success as they helped us to develop a guide that is relevant and user-friendly," Allan said.

"I would like to thank those clients for providing their input."

*Your guide to fair wear and tear* includes:

- descriptions of what QFleet deems as acceptable and unacceptable standards for vehicles
- pictorial examples of common damage queries
- lists of helpful hints to assist clients with avoiding vehicle damage
- important information on the processes involved in returning vehicles.

*Your guide to fair wear and tear* can be visited at QFleet's website in the client access section. For ease of navigation, the guide contains a hyperlinked directory and hyperlinked menus on the top of each page.

Allan said the images shown in the guide are not exhaustive portrayals of acceptable and unacceptable conditions of a vehicle.

"The images are a collection of common examples and should be used as a guide only," he said.

"I urge all clients to read and use *Your guide to fair wear and tear* in conjunction with the QFleet Drivers Companion to ensure vehicle end of life costs are kept to an absolute minimum."

For further information on *Your guide to fair wear and tear* contact your Fleet Consultant or Fleet Administrator. For information regarding vehicle repairs contact QFleet's Maintenance Controllers on 1800 061 819.



# A message from the Deputy Group General Manager

It's hard to believe we are already a couple of months into the new year. I trust you had an enjoyable time over the Christmas period. With the start of a new year, it is time to set new goals and QFleet is once again striving for excellence in the services we deliver to clients.

Last year we conducted a client satisfaction survey to evaluate our effectiveness in service delivery.

The survey sought your views on a range of topics including value for money, progressiveness, personalised service, vehicles, timeframes, communication, staff and awareness of QFleet services and initiatives.

I am pleased that you assessed us highly in many areas of client satisfaction. However, a few important aspects were identified as needing improvement and these will be considered when developing plans and strategies for the future. I will keep you posted with new initiatives in response to this in the coming months.

On behalf of the staff at QFleet, I'd like to thank all clients who participated in the survey. The information collated is essential for helping us to further improve our service to you.

On the topic of QFleet's services, we are aware that administering your fleet can be time consuming. Issues of increasing complexity including environmental concerns, safety, performance and budget are demanding your attention.

To assist you with these issues, QFleet offers clients the free services of our Senior Account Managers. They provide a range of fleet management consultancy services including whole-of-fleet reviews, fleet analysis, fleet management advice, fleet budget planning assistance, training and development and client advocacy.

This service is supported by the Fleet Performance Scorecard (FPS). This is a valuable management reporting tool available to clients responsible for the deployment, administration or budget planning of their vehicle fleet. Senior Account Managers can work with you to analyse and develop strategies.

QFleet also provides advisory services to assist you with specifying and selecting highly specialised vehicles. We can project manage the design, purchase and building of special purpose vehicles and vehicle accessories, as well as advise on optimum funding arrangements.

I urge all clients to take advantage of these services to help you manage your fleet more efficiently and effectively.

## Contacting QFleet

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# E10 trial drives to the regions

**With nearly 13,000 vehicles on the road, QFleet is committed to contributing to the reduction of greenhouse gas emissions.**

As part of this commitment, QFleet supports the use of ethanol-blended petrol (E10), now available through BP and Caltex service stations in regional Queensland.

In May 2003 Caltex launched a trial E10 program involving five outlets in Cairns, subsequently extending to Mareeba and Ayr.

Education Queensland Corporate Services Officer Ian Hood said the introduction of E10 in Cairns had proved to be a positive initiative.

"I choose to fill up on E10 to support the development of a local ethanol industry. The sales of E10 will assist our cane farmers and also contribute to the reduction of greenhouse gas emissions," Mr Hood said.

"Additionally, the use of E10 is in line with the Queensland Government's priority of valuing the environment."

In December 2003, BP began trialling E10 in Sarina, Mackay, Proserpine, Cannonvale, Nambour, Bundaberg and Ayr.

QFleet has welcomed the introduction of E10 in regional Queensland and has commended BP and Caltex for undergoing the trial.

Following discussions with Queensland Purchasing, the Queensland Government's fuel contract manager, BP has reintroduced E10 availability at the South Brisbane depot. The first delivery of 25,000 litres was received in December 2003.

**For further information, including accessing E10 using fuel cards, contact your Fleet Consultant. Alternatively, clients can visit the BP website at [www.bp.com.au](http://www.bp.com.au) or the Caltex website at [www.caltex.com.au](http://www.caltex.com.au).**

# How does it work?

## Traction control

**Traction control is a safety feature which is becoming more readily available in motor vehicles. It uses complex electronic systems to automatically maintain and improve a vehicle's traction without any input from the driver.**

Traction is a vehicle's ability to maintain a grip between the vehicle's tyres and the road surface. To operate safely, a vehicle needs to maintain good traction under acceleration, braking and cornering. If a vehicle's traction decreases, there is an increased risk the driver will lose control of the vehicle.

Tyres are most likely to lose their grip on wet, icy, gravel or muddy roads, or when the vehicle is being driven irresponsibly. Traction control uses a computer and a system of electronic sensors to monitor the vehicle's behaviour and to adjust power delivery

to suit conditions. When the computer detects an increase in the speed of any driven wheel (indicating wheel spin) it will activate mechanical controls to stop the wheel spin.

Traction control systems employ a variety of means to reduce engine power and stop wheel spin. They may:

- physically reduce the amount of throttle opening or retard the ignition timing
- deactivate some fuel injectors
- shift the automatic transmission into a higher gear, or
- selectively apply the brake to the wheel which is spinning.

Traction control systems which use brake applications to stop wheel spin use the Anti-Brake System (ABS) in reverse. The ABS module is programmed to apply brake pressure to the wheel which has lost traction (has wheel spin). When it regains traction

(wheel spinning stopped) the ABS module releases the brake pressure allowing normal drive through that wheel.

When fitted, traction control will enable a driver to maintain better vehicle control when driving in difficult conditions. However, there is no substitute for safe driving practices. QFleet recommends that drivers operate vehicles at a speed to suit the prevailing conditions without relying on mechanical aids such as traction control.



*Traction control systems employ a variety of means to reduce engine power and stop wheel spin.*

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# The service centre

## Stay in tune with your CD player

CD players are either standard equipment or a popular accessory in most new motor vehicles. Their increasing popularity has led to some reliability problems with both the CD players and the CDs being used in them. It is important for drivers who use CD players to have a basic understanding of both the CD and the CD player.

A CD is basically a piece of clear polycarbonate plastic impressed with a continuous and extremely long spiralling track of data. The data is in the form of microscopic bumps called data bumps. The plastic data disk is covered by a thin layer of aluminium and lacquer to protect it.

The CD player uses a small laser and a lens to focus on and read the data bumps. A small drive motor is used to turn the CD and a tracking device ensures the laser follows the data track. The drive and tracking mechanisms must be accurate to remain focussed on the narrow data track.

Because CD equipment works to very fine tolerances, it is important that it is well maintained. The following tips should ensure efficient operation of the CD player:

- Use only the standard sized CDs (120 mm or 4.7 inch).
- Do not place foreign objects into the CD player.
- Do not operate the CD when vehicle temperatures are very high. Use the air conditioner to cool the vehicle first.
- Do not use the CD if there is moisture in the CD player or on the CD itself.
- Use the correct shaped CDs (do not use irregular shaped, octagonal, heart shaped or rectangular discs).
- Use high quality discs.
- Do not use copies or burned CDs.
- Do not use CDs with tape, labels or handwriting on them.
- Do not expose CDs to direct sunlight or heat sources. Store them in their original cases away from heat, moisture and direct sunlight.
- Handle CDs carefully and avoid getting fingerprints on them.
- Keep CDs clean. Wipe them with a lint free cloth and do not use solvents to clean them.
- Read the CD operator instructions in the vehicle's hand book.

For further information on the operation and maintenance of CD players contact QFleet's Maintenance Manager Allan Smith on 07 3225 8783.

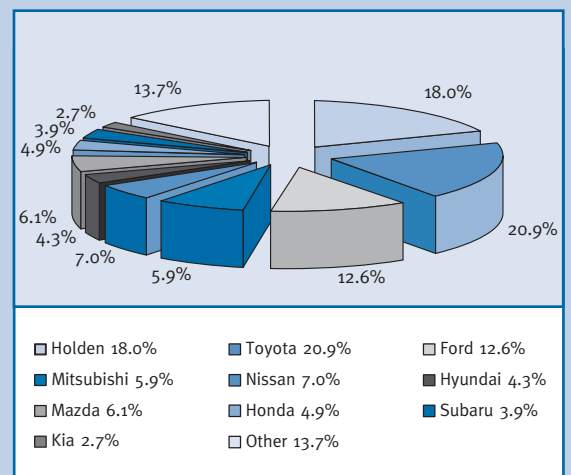
# Vehicle market forces

## January 2004 overall market

The January 2004 market is up 5.9% compared with January 2003.

## January 2004 overall market segments:

- The passenger vehicle market improved 1.7% over the same month last year. The light truck market increased by 14.1% and the heavy commercial vehicle market increased by 14.7% over January 2003.
- Toyota was the market leader in January, followed by Holden and Ford. Toyota lead Holden with a margin of 1,846 vehicle sales or 2.9 market share points.



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

## Contacting QFleet

### Fleet Teams

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# Vehicle profile

## Mitsubishi Lancer sedan

The Mitsubishi Lancer sedan is a small, four-cylinder passenger vehicle available for lease through QFleet.



Mitsubishi Lancer sedan

Seats	5
Doors	4
Remote central locking	standard
Sound system	AM/FM radio single CD player
Air conditioning	standard on all QFleet vehicles
Transmission	automatic or manual
Airbags	driver and passenger airbags are standard
Power steering	standard
Brakes	power assisted from disc, rear drum ABS optional
Engine	2.0 litre 4 cylinder SOHC
Power	92kW @ 5500rpm
Torque	173nM @ 4250rpm
Average fuel use city cycle (per 100km)	8.0 litres
Average fuel use highway cycle (per 100km)	5.8 litres

# News from Fleet Services

## Additional fleet team to boost client service

On 1 February, QFleet increased its Fleet Services portfolio teams from three to four to ensure a more personalised service to clients.

As a result of these changes, your organisation may have a different team.

The newest member of Fleet Services, Tim Cody, recently joined QFleet after seven years with Motorama.

Full contact details of the new fleet teams can be found on pages two and three of this edition.

For further information contact A/Senior Fleet Consultant Patrick Tyler on 07 3225 2693 or email [patrick.tyler@qfleet.qld.gov.au](mailto:patrick.tyler@qfleet.qld.gov.au).

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#### Senior Account Managers

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#### Maintenance Controllers

1800 061 819

#### QFleet Workshop

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Zillmere

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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

# Hybrid to hydrogen

## Vehicle manufacturers look to the future

**Sixty-three QFleet clients are currently leasing some of the world's most environmentally friendly and technologically advanced vehicles.**

Integrating a petrol engine with an electric motor, the "hybrid" vehicle has evolved from an experimental prototype to full commercial production in the past couple of years.

Right now, Toyota and Honda are the only global car manufacturers mass producing petrol/electric hybrid passenger vehicles.

Internationally, both manufacturers are committed to hybrid technology. Toyota has released its next generation Prius and a hybrid Lexus RX 330 SUV is scheduled for release by the end of the year. Meanwhile, Honda has expanded its hybrid range to include the Civic.

Other manufacturers are also gearing up to enter the market. Chrysler, General Motors, Mitsubishi and Nissan have announced plans to introduce hybrid models between 2004 and 2006. Their development programs include sedans, pickups, SUVs, buses and trucks.

With increased production and further advancements in technology, the comparatively higher retail price of hybrid vehicles is predicted to become much more competitive.

Another futuristic automotive power source moving closer to commercial viability is the hydrogen fuel cell. Honda and Toyota have again taken the initiative, with an increasing number of hydrogen fuel cell vehicles (HFCVs) already operating in institutes and government agencies in the US and Japan. Although still very expensive to manufacture and lacking refuelling infrastructure, fuel cell technology is widely considered to be a viable, long-term, environmentally friendly transportation solution.

Most of the world's motor vehicle manufacturers have invested heavily in development, and the European Commission is already talking about "hydrogen economy".

In fact, hydrogen technology will soon be part of the daily lives of many Australians. Later this year, the Western Australian state government will take delivery of three DaimlerChrysler hydrogen fuel cell buses for a two-year trial.

This project is closely linked with similar trials in the European Union and the US.

Realising the full environmental potential of HFCVs will also require advancements in hydrogen production technology. The present method of deriving hydrogen from petrol or natural gas consumes significant amounts of energy, produces its own greenhouse emissions and sustains reliance on fossil fuel.

Options such as the conversion of water to hydrogen, using solar power or other renewable energy, while commercially unviable at the moment, offer real hope for vehicles that are affordable, practical and truly green.

For the present though, petrol/electric or diesel/electric hybrid vehicles offer the best available option. QFleet supports the introduction of safe, proven, environmentally friendly vehicles. With more than 60 Prius sedans in the fleet and more on order, QFleet's hybrid vehicle fleet is Australia's largest. We look forward to more makes and models becoming available in the near future.

# Save your skin with ‘smart sleeves’

**Safe driving practices to avoid collisions are often enforced, however other areas of driver safety are sometimes overlooked. The motor vehicle is now classed as a workplace and, as such, occupational health and safety is a key consideration.**

Recently, workers compensation claims have been made in relation to skin damage as a result of sun exposure whilst behind the wheel. Queensland doctors now refer to a condition known as “driver’s hands”. This condition is identified through the number of sun spots and skin cancers on the back of the driver’s hands and forearms.

Window tinting may help prevent “driver’s hand” but the main source of damaging ultra violet rays is through the windscreen - which cannot be legally tinted.

To combat “driver’s hands”, the Queensland Cancer Council has developed a number of products which offer protection for the hands and forearms.

Products such as the Micromesh driver’s sleeve and Solarsuit driver’s sleeve protect the forearms and assist in reducing sun induced skin damage. The Goso reversible micromesh gloves are designed to protect the hands.

QFleet Purchasing Officer John Cridland said the products were essential to protect all drivers from skin damage.

“I used to be a professional driver and now have “driver’s hands”. A product of this type may have protected my skin, significantly reducing the damage I have incurred,” he said.

The above products, along with many more, can be viewed on the Queensland Cancer Council web site at [www.qldcancer.com.au](http://www.qldcancer.com.au). All products included in the range offer high levels of UV protection and meet the guidelines set out in Queensland Cancer Fund publications.

As a bonus, QFleet clients who mention the Journey newsletter will receive 10% off all purchases. The Queensland Cancer Council is also open to negotiation on bulk purchases.

“I strongly recommend these products to all drivers, particularly those who are on the road a lot,” John said.

**For further information contact the Sunsmart shop toll free on 1300 363 433.**

# Road safety review

## Tough new penalties for drivers using hand-held mobiles

Motorists caught driving while using a hand-held mobile phone face stiff new penalties.

From January 1 motorists caught using hand-held mobile phones while driving will be fined \$225 – up from \$75 – and lose three demerit points.

A Queensland Transport spokesperson said the government was determined to crack down on this dangerous practice.

“Using a mobile phone while driving is not only illegal, it is a danger to pedestrians and other road users. It doesn’t matter whether drivers are sending text messages or talking on a hand-held mobile phone, their attention and eyes are on the phone instead of on the road ahead,” the spokesperson said.

“None of us should accept that a certain number of road deaths are inevitable, and we need to continue the push that has seen road deaths in Queensland drop from 12.7 for every 100,000 people in 1992 to 8.06 in 2003.”

A recent survey showed 72 per cent of motorists were in favour of harsher penalties and nearly all motorists (94 percent) agreed that driving while talking on a mobile phone was dangerous.

The penalty will also apply to drivers who have stopped at traffic lights.

The new penalties stem from the Queensland Government’s current review of road use penalties and sanctions.

The review, which will continue in 2004 with a review of Queensland’s drink driving legislation, is the most significant in Queensland history.

New speeding penalties introduced in April last year, including automatic loss of licence for speeds of more than 40 kilometres per hour over the speed limit, also resulted from the review.

Road trauma ranks as one of Queensland’s most significant public health problems. During the last decade over 3,500 Queenslanders died and 46,000 were seriously injured in road crashes. This cost Queenslanders in excess of \$1 billion and caused incalculable pain and sorrow for the victims, families and friends involved.

Road safety is everyone’s responsibility including those who provide and manage the road environment. In order to reduce the number of deaths and injuries on the road it is essential to look at how to prevent crashes from occurring and how to minimise crash severity. One of these steps involves the banning of unsafe mobile phone practices on the road.

**Source: Queensland Transport**

# QFleet auction schedule

February/March 2004

**Don't be fooled into buying a used vehicle without a safety certificate. All QFleet ex-lease vehicles are sold with a current safety certificate.**

The safety certificate covers checks on tyres, brakes, steering, body rust and other basic safety functions.

For added protection, QFleet vehicles also come with the balance of new car warranty and a statutory warranty. An optional extended warranty is also available at competitive prices.

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.

## 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 February 27

Friday March 5, 12, 19, 26

## Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

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

**Auction** 11am

**Date** Wednesday March 3, 31

## Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

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

**Auction** 11am

**Date** Thursday February 19

Thursday March 4, 18

## Maryborough

Department of Primary Industries Forestry Workshops

Walker Street, Maryborough

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

**Auction** 11am

**Date** Wednesday March 17

## Rockhampton

Plant Hire Services Workshop

214 Richardson Road, Kawana

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

**Auction** 11am

**Date** Tuesday March 9

## Townsville

Plant Hire Services Workshop

Jurekey Street, Cluden

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

**Auction** 11am

**Date** Wednesday March 10

## Cairns

Plant Hire Services Workshop

Cnr Adelaide and Donaldson Streets, Manunda

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

**Auction** 11am

**Date** Thursday March 11

*NB. The Nambour auctions are no longer being conducted.*

For further information about QFleet auctions contact Rodney Clough or Selina Walmsley on 1800 735 338.

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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