





Dick Terpening displays a photo of his grandfather, the founder of Terpening Trucking, in the company's office lobby.

didn't think we could get parts if we needed them like we could from the Brockway plant 30 miles away.

"Well, the truck turned out to be so much better in quality that we barely needed parts. But the few times we needed them, we actually got them quicker."

The first Kenworth was quickly followed by another in the fleet and by the mid-1980s, Kenworth trucks were a mainstay at the company. The trucks' durability has proved to be a key factor in Terpening Trucking's success.

"We're not a high mileage fleet, but we're high wear and tear," says George Terpening, noting that his last group of trade-ins averaged 100,000 miles annually in six to seven years of service. "And these trucks are running day and night."

Twenty years ago, fuel delivery was primarily a 9-to-5, Monday-Friday operation, but the business

of selling gas has become a just-in-time proposition for the convenience stores and retail distributorships that make up Terpening Trucking's customer base. As a result, the firm's T800s work double duty — when one driver calls it a day, another is waiting to take the wheel.

Such duty is tough on trucks, but the Terpenings know they run a truck that can take such a workload.

"The thing we've noticed over the years is the Kenworth cab quality," Dick says. "With other trucks, it's door hinges, window cranks, fuel gauges — silly little things, really, but things that Kenworth has paid attention to."

"George showed me a hood hinge on another make of truck recently and this company used a half-inch pin. Kenworth's was seven-eighths of an inch. And it went all the way across."

"Other trucks we looked at, the mirrors are mounted to the door and they vibrated so badly you could barely see the trailer," adds Mike Chellis, the firm's safety director. "They get knocked loose after a while. But Kenworth mounts their mirrors to the cowl of the truck and they're anchored there."

Adds Terpening, "They're little things, but they make a big difference."

New Terpening T800s are spec'd with a 38-inch Aero-Cab® sleeper that has proved a perfect compartment for the various protective gear and logbooks necessary to haul hazardous materials.

"Even with the additional weight of the sleeper, we still end up with a very weight-efficient tractor," notes Chellis.

### Image conscious

Dick Terpening notes that with T800 tractors and aluminum tankers, he also ends up with a good-looking delivery package.

"Buying Kenworths is consistent with the image we project," he notes. "I think in this business, people form an impression of the product you haul based on their impression of your equipment."

"And our slogan has always been that we provide 'that little better service.' With their durability, reliability and the image they project, Kenworths have helped us do so."

In the lobby, there's a photo of a row of new T800s that help prove his point. 🚛

