



“We push hard for reliability. Every truck and bus needs to run every day, on time. No exceptions.”



Jerry Schaff
General Manager,
Harlow's Bus and Trucking



Harlow's relies on Delo® 400 XSP 5W-40 to keep its fleet on the road whether it's -30°F or 100°F

Harlow's Bus and Trucking General Manager, Jerry Schaff, practices the tried-and-true motto, “treat your customers the way you want to be treated.” He values honesty, ambition and hard work above all else. At Harlow's, a full-service bus dealership and transportation service operation in the northwestern US, Jerry and his team keep customer experience and quality service front and center every day. We sat down with Jerry to learn about his experience using Chevron Delo 400 XSP 5W-40 synthetic heavy-duty engine oil.

COMPANY

Harlow's Bus and Trucking
Headquarters in Bismarck, ND
Locations in MT, ND, SD
Established 1973

INDUSTRY

Transportation Service

SPECIALTY

Bus Sales and Operations
Fleet Maintenance and Service

HEAVY DUTY ENGINE OIL

Delo 400 XSP 5W-40

Q: Harlow's is an interesting operation with a number of different business units. What kinds of customers do you serve?

We are very multi-faceted. We are a bus dealership in the Northwestern part of the country and also a contractor for school bus fleets in the same region that we have sales territories. We have the Trailways motorcoach division that conducts high-end tours across the country. We're also a commercial dealer for virtually all of the commercial chassis that run around to transit agencies. And, several years ago, we landed the International® truck franchise in the state of Montana. So I always say, "If it hauls, I'll sell it to you and I'll work on it."

Q: What makes Harlow's unique from others in the transportation service industry?

We're one of the few companies that are both a dealership and a supplier. So we experience the same things that our customers experience in running our fleets. When our customers have a problem, it's easier for us to say, "We understand. We have to deal with the same thing." I've always tried to lead by example. I'm a true proponent of the saying, "treat your customer like you want to be treated."



Q: What qualities do you and your team value most, and what do your customers expect of you?

As dealers responsible for maintenance, we are focused on making sure our customers are able to operate reliably. Our end customers on the trucking side—whether they're the grocery store at the end getting the produce or the truck that's hauling it—need vehicles they can depend on. If you don't deliver your product with quality and on time—say if something deteriorated in freight because we did not have a good truck that was hauling it or good maintenance—then you could lose a customer. Same thing as a school district: if you didn't run two buses today, you won't have a contract. Everyone runs every day all the time. No exceptions.



"I've never questioned the quality of Delo engine oils, nor the quality of the people that stand behind them. I have total faith and trust in them."

“Things are tough at -35°F (-37°C). Engine oil needs to not just meet, but exceed our needs in this industry.”



Q: How does engine oil help you manage costs when it comes to vehicle maintenance?

My trucks have to be able to drive the miles it takes to make it back to the home base, where I change my own oils. I don't want to have to change them on the other side of the country.

We all know synthetics cost more than conventional oils, but for most of your fleets, by the time you pay for the labor and the downtime to have the oil changed more often, it's often more cost effective to go with a longer oil change interval and still maintain the oil viscosity and wear limits.

Q: What role does engine oil play in helping Harlow's deliver on those promises?

We had a winter several years ago here in Bismarck, before we started using Delo, where we had a fleet of about 45 units to go out that morning. Seven of them did not start. Why? Because the oil was too thick to the point that the fuel injectors wouldn't operate properly. I don't want to tell you how big of a headache that was. Things are tough at -35°F (-37°C). Engine oil needs to not just meet, but exceed our needs in this industry.

Q: How did you know Chevron Delo was right for Harlow's?

I met with a Chevron Lubricants Sales Manager and he enlightened me on Chevron Delo 400 XSP 5W-40. We did some research—I like analytics—and I was very impressed. Delo 400 XSP 5W-40 is one of the few oils that is good for extreme cold and extreme heat. We operate in the Northern Tier, where we deal with both.

I used our own fleet as a test ground and was pleased. Like I do anything before I roll it out to my customers, I wanted to be sure I'm giving them a product that I truly support. Delo 400 XSP 5W-40 has become my oil of choice. It's what I use on my own fleet, and what I recommend to my customers both as a dealer and in our maintenance shops.

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Q: Do you follow a regular oil analysis program?

Absolutely. My goal is to watch for breakdowns, because once you're letting oil break down, you went too far. I monitor and keep every result in a binder for each unit. If I see an irregularity, I take it to my service manager and we address it immediately.

Q: How does Chevron align with your business?

Chevron has values that are very similar to mine. I have total trust in Chevron's products. I have stayed with them for the last eight years because I trust them. I have not questioned the quality of the product, nor the quality of the people that stand behind it. I have total faith and trust in them and the technology behind the products.

