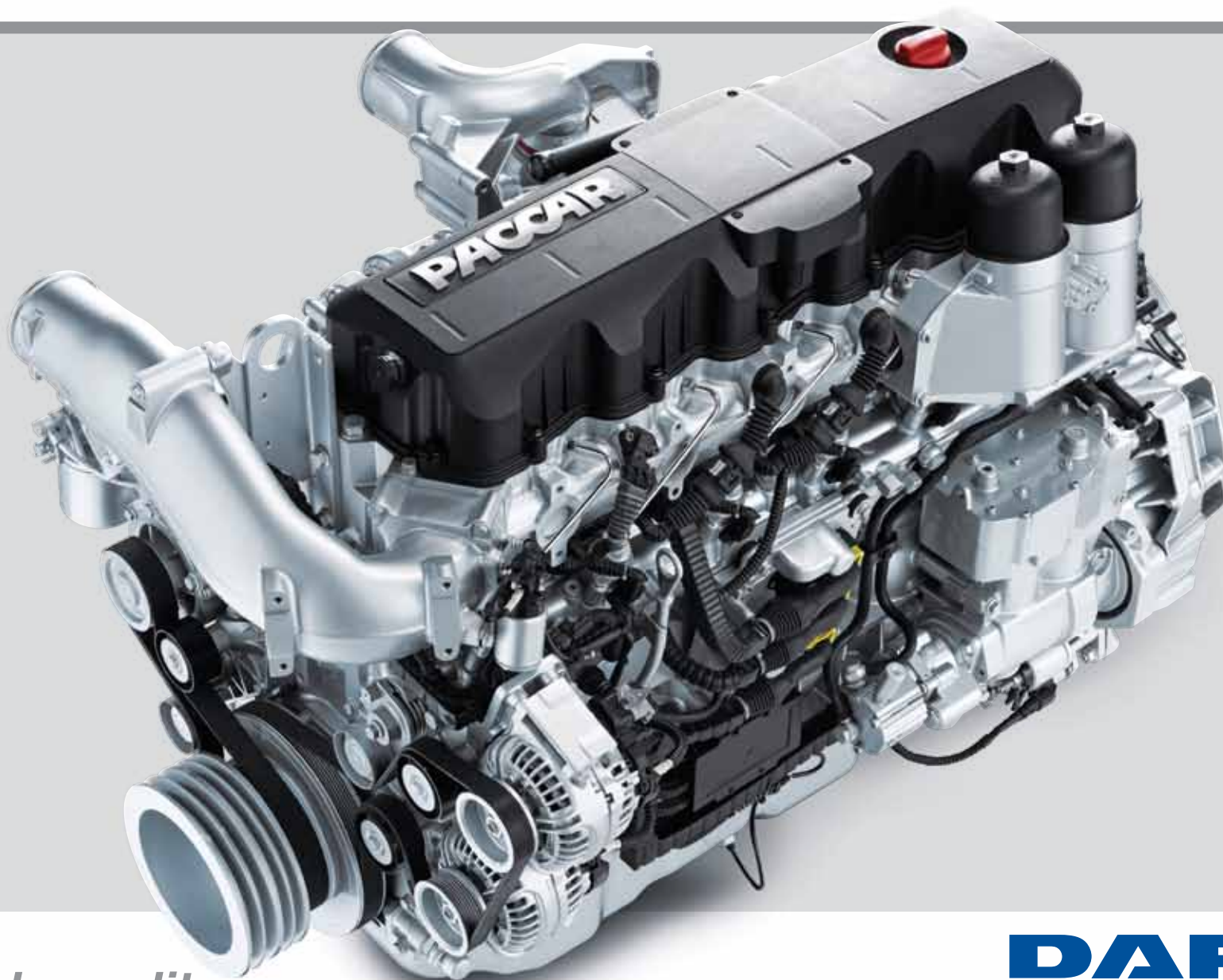


# ***DAF Coach & Bus News***

***Even greater  
efficiency  
for PACCAR  
MX engine***

***DAF  
is growing  
worldwide***

***“Customer  
satisfaction  
is the key  
to success”***



***driven by quality***

**DAF**

A PACCAR COMPANY

# DAF is growing worldwide



## DAF factory in Brazil

Over the past 40 years, PACCAR has attained a significant market share for its Kenworth vehicles in the South American countries west of the Andes. "We are progressing with the planning for the introduction of DAF vehicles in South America. The results of rigorous testing of DAF trucks in South America have been excellent and we are now evaluating potential sites for a DAF factory in Brazil," says Bob Christensen, PACCAR executive vice president. Brazil is a major truck market with industry sales above 10-tonnes of 125,000 units in 2010. "The DAF and Kenworth product ranges, powered by the industry leading PACCAR MX engine, offer low operating costs, excellent driveability and maneuverability. The introduction of DAF's product range in Brazil is an exciting development which is expected to deliver good sales in the region beginning in 2013".

## DAF opens subsidiary in Moscow

DAF Trucks N.V. has opened its own marketing and sales office in Moscow with a view to furthering DAF's growth in the Russian market. The new subsidiary not only focuses on developing marketing and sales activities, but in particular also on the further expansion of the DAF dealer network. In order to guarantee first-class parts availability, a PACCAR Parts Distribution Centre will also be established near Moscow.

The main task of DAF Trucks Russia is to further expand DAF's presence in the Russian market. An essential part of this is to enlarge the network, which currently consists of DAF Truck Sales & Service Dealers in Moscow and St Petersburg and DAF Service dealers in Yekaterinburg and Smolensk. The aim is to expand this network to around 20 locations in the coming years.

### Rapid growth in Russian truck market

Russia is one of the fastest growing truck markets in the world. Around 120,000 heavy-duty vehicles are expected to be registered in 2015 (compared to approx.

42,000 in 2010), and there is increasing interest in Western European trucks in particular. Whereas 500 Western European trucks were registered in the over 15 tons category in Russia in 2000, this figure had increased to almost 5,000 last year. In 2010, DAF registered 350 heavy-duty vehicles in Russia, corresponding to a 7% market share of the Western European brands. The objective for this year is to sell at least 1,000 vehicles and to further expand the market share in the next few years.

### PACCAR Parts

"DAF is one of Europe's most successful truck manufacturers and is in an excellent position to significantly strengthen its



success in Russia", says Ron Bonsen, member of the Board of Management for DAF Trucks N.V. and responsible for Marketing & Sales. "This starts with our range of ultra-modern trucks, which are also well-known in Russia for their reliability, efficiency and high standard of driver comfort. In addition, we are also working hard to further expand our dealer network and set up a PACCAR Parts Distribution Centre. After all, it is also the services behind the product which provide the key to future success."

## DAF and TATRA sign agreement



DAF Trucks and TATRA have signed an agreement for DAF to acquire 19% ownership in TATRA a.s. DAF Components will also supply engines and cabs to the Czech truck manufacturer. TATRA's 'Phoenix' range of new off road vehicles (4x4, 6x6, 8x8, 10x10 and 12x12) will be sold by DAF dealers throughout Europe and complement DAF's premium range of construction vehicles. Delivery of DAF cabs and PACCAR engines to TATRA will begin later this year.

TATRA a.s., founded in 1850, is among the oldest automotive companies in the world.



TATRA's new 'Phoenix' range of off-road vehicles will feature the PACCAR MX 12.9 litre engine and DAF CF cab.

# Welcome to Busworld 2011



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**Once again we are happy to welcome you to Busworld Kortrijk, a major platform for visitors from all over the world to discover what's new in the world of buses and coaches. This year promises to be bigger and better than ever with over 50,000 m<sup>2</sup> of exhibition space and no less than 356 exhibitors, 71 coachbuilders and 285 suppliers from over 32 countries worldwide.**

**On the DAF stand we will be exhibiting a PACCAR PR engine (for public transport and light coach sector) and two PACCAR MX engines (coach sector), one of which is an EPA10 version built in the PACCAR plant in Mississippi and meeting the stringent Californian emission standard.**

**There will be a display of Paccar Parts and a live ITS demonstration of the 24-hours a day 365 days a year support provided by more than 1,000 DAF service points in 40 countries. This includes 180 dedicated DAF Coach & Bus Service dealers in or around all major European cities and along the main holiday routes.**

**The number of visitors to Busworld 2011 from home and abroad is expected to break all records. We look forward to welcoming them along with our many colleagues and contacts from both the manufacturing and operational sides of the industry.**

**Marcel de Vries**  
Director  
DAF Components



## Another accolade at Busworld Asia

DAF has once again received recognition at 'Busworld Asia' for the market-leading reliability, durability and fuel efficiency of its 9.2-litre PACCAR PR and 12.9-litre PACCAR MX engines. The jury also commended the fact that these engines, used in buses and coaches, are also available in ultra-clean EEV models. This is the fifth year in a row that DAF has received an award during 'Busworld Asia'.

'Busworld Asia' is held once a year in Shanghai and is one of the world's leading bus and coach shows. DAF has been crowned 'Best Engine Producer of the Year' at the show for the last four years, an award which has now been followed by the 'Jury Special Award'.

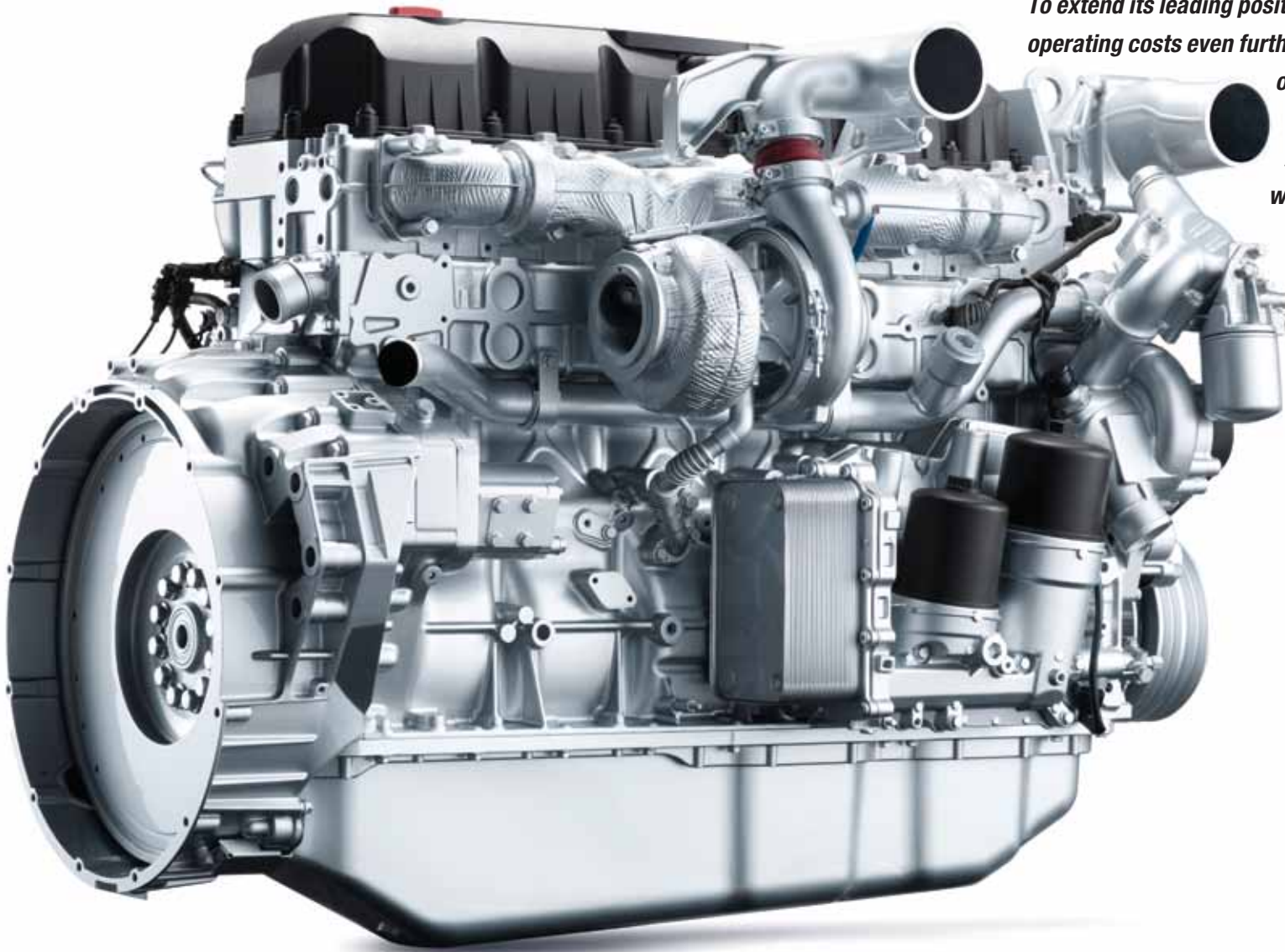
"DAF won this important award thanks to the market-leading reliability, durability and efficient fuel economy of its PACCAR engines", says jury chairman Martial Benoot. "This results in low operational costs, an essential factor in passenger transport. Environmental factors were also important in deciding on the award. DAF also supplies ultra-clean EEV model PACCAR engines for use in buses and coaches, and these engines produce at least 33% lower soot particle emissions than the current Euro 5 standard."

DAF has been supplying renowned Chinese bus manufacturers such as Zhongtong, Youngman, Higer and Yutong for more than 10 years. Around 90,000 buses and coaches are registered in China every year — while registrations are only around 24,000 a year in Europe.



*Innovations to the PACCAR MX engine*

# *Even greater efficiency with even lower o*



*To extend its leading position in the field of fuel efficiency and low operating costs even further, DAF is introducing a significant number of innovations to the successful 12.9 litre PACCAR MX engine, which currently includes 265 and 300 kW outputs to EEV standard without a soot filter.*

New pistons, optimised fuel injection and a unique, fully encapsulated exhaust manifold unit ensure substantially lower fuel consumption and therefore lower CO<sub>2</sub>-emissions.

### ***Even greater efficiency with even lower operating costs***

The enhancements fit well within DAF Advanced Transport Efficiency (ATE), a full range of solutions with the aim of increasing performance while reducing environmental impact and costs. The 12.9 litre PACCAR MX engine is well-known for its high reliability and performance. The engine also has an excellent reputation for fuel efficiency.

### ***A first: encapsulated exhaust manifold unit***

The versions of the PACCAR MX engine delivering 265 kW/360 hp, 300 kW/410 hp

***DAF is the first in the truck industry to use thermal encapsulation not only for the turbo-charger but also for the exhaust manifold unit. This results in further air management improvements due to the greater efficiency of the turbo.***

# operating costs



*The state-of-the-art 12.9 litre PACCAR MX engine is well-known for its great reliability and performance and its – excellent fuel efficiency.*

Engine	MX-265	MX-300	MX-340	MX-375
Maximum Power (kW)	265	300	340	375
Rpm at Pmax	1900	1900	1900	1900
Maximum torque (Nm)	1775	2000	2300	2500
Rpm at Tmax (from - till)	1410	1410	1410	1410

and 340 kW/460 hp all have new pistons that have better thermal qualities and need less cooling. This means a smaller oil pump is sufficient for maximum efficiency and less friction loss. At the same time, the injection angles and engine management system have been optimised. DAF is the first engine manufacturer to use thermal encapsulation not only for the turbocharger but also for the exhaust manifold unit. This results in even better air management by providing higher turbo efficiency and therefore better combustion. The enhancements to the PACCAR MX engine result in fuel consumption improving by up to 3% and a reduction in CO<sub>2</sub> emissions, depending on the application.

### **MX EEV without soot filter**

Further optimization of the engine management system means that several versions of the 12.9-litre PACCAR MX engine can now also comply with the EEV standard without a soot filter. This applies to versions with a maximum power output of 265 kW/360 hp, 300 kW/410 hp and, from the start of 2011, also the 340 kW/ 460 hp version. The fact that the EEV emission values can be achieved without a soot filter means a weight advantage of around 30 kilograms, whilst extra space for other applications can be created.



**Ron Bensen, Director Marketing & Sales:**

**“Customer satisfaction is the key to success”**



**DAF is one of the most successful and fastest growing truck manufacturers in Europe. While DAF was the smallest of all the manufacturers ten years ago, the company is now fighting for an impressive second position in the heavy trucks segment. Last year DAF achieved a record market share of 15.2% in the over 15 ton class and the company sets itself ambitious targets. “Our objective for the medium term is a market share of 20% in Europe”, says Ron Bensen, member of the Board of Management and responsible for Marketing & Sales. “Excellent products and services are the key to our success; customer satisfaction is what counts!”**

The figures prove that DAF can count itself among the leading truck manufacturers in Europe – a higher market share was achieved in almost all European Union countries last year. DAF is market leader in the Netherlands, Belgium, Great Britain, the Czech Republic, Portugal, Poland and Hungary, while in major markets such as Germany, France and Italy, the Dutch truck manufacturer is the largest imported brand. “Of course it’s very significant if your growth is not based on just a couple of countries but is happening throughout Europe and even outside of Europe, for that matter”, Ron Bensen emphasises. “It says something about your products, the

broad range of services behind them, and the professionalism of your dealer network. In the past year alone, a total of more than fifty new dealer companies opened, both in Western and Eastern Europe. This is just one example of how we continually push the level of service higher.”

***Tomorrow we have to perform even better than today***

Continuous improvement is the common theme running through all DAF’s activities. “There is always room for further improvement”, continues Ron Bensen. “Tomorrow we have to perform even better than today if we want to maintain our lead and get

**Ron Bensen, member of the Board of Management and responsible for Marketing & Sales: “I don’t have to explain that the degree to which customers are satisfied with the performance of a company determines its future. We realise that better than anyone.”**

ess”



*DAF produces bus & coach engines and also offers an excellent service network.*

even further ahead. And it is simple: to achieve our objective of 20% of the market share in Europe, we will have to sell even more trucks. Of course this is about customer satisfaction – I don't have to explain that the degree to which customers are satisfied with the performance of a business determines the future of that business. We realise that better than anyone.”

Customer satisfaction at DAF is not only an issue for Marketing & Sales. “Not in the least,” assures Bensen. “It starts with developing the best products for every application, based on the valuable input we receive from transport operators. PACCAR Parts has four parts distribution centres in Europe, which send more than 8,500 shipments to dealers every week. The delivery reliability figure rose to 99.98% last year, setting a new standard to the benefit of optimum customer satisfaction. I can give many similar examples of how there is a focus within the entire

organisation on the importance of customer satisfaction.

A part of that is responding effectively if something goes wrong, and in that respect I can give no better example than ITS, our International Truck Service. It is still the benchmark in international assistance services!”

**‘Best partner in business’**

For DAF's director of Marketing & Sales, customer satisfaction means meeting or, better yet, exceeding the customer's expectations. “To emphasise its importance, a special team was established a few years ago at DAF to focus entirely on raising customer satisfaction to an even higher level. It goes without saying that this is a multi-discipline team. Customers get in touch with many different departments and people. Everyone in our organisation must be aware of how important quality and vehicle availability are to our customers and how essen-

tial it is to think with them about ways of reducing their operating costs even further. That is what they can expect from the best partner in business! The same certainly applies at dealership level as well. DAF has made a conscious decision to work with independent dealers; independent entrepreneurs who go a step further and are in very close contact with their customers. I personally believe that is one of the great strengths of DAF.”

**Continuous research**

DAF continuously investigates what its customers think of the products and services and especially what they think of the organisation behind them. “Because we are so close to our customers to start with, we get a great deal of direct feedback,” explains Ron Bensen. “We also put a lot of energy into interviewing operators and drivers too, who we talk to at parking areas all over Europe. Alongside international market research, it is mainly the dealer surveys carried out via the Internet that are of great value to us on our path to achieving even greater customer satisfaction. I appeal to all our customers to participate in them, as it's only through their feedback that we can achieve further improvements that are to our joint benefit. Because a higher level of satisfaction among our customers in turn will in improved satisfaction from their customers too.”



*DAF has made a conscious decision to work with independent dealers; entrepreneurs who go a step further and are in very close contact with their customers.*



# ITS – the best roadside assistance in the business

# 40 countries, 24/7, 365 days a year

**For over 30 years, DAF's International Truck Service (ITS), which now provides support from more than 1,000 service points in 40 countries, 24 hours a day, 365 days a year, has been the market leader for breakdown assistance, also for bus and coach.**

Since the introduction that level of support has been enhanced by around 180 dealers from the ITS network that have also become authorised DAF Coach and Bus dealers. This specialist group of service points across Europe has demonstrated knowledge, experience and commitment to coach and bus maintenance and repair. As well as providing ongoing services to local operators these Coach and Bus dealers will also be on call to provide ITS assistance to touring coaches in the area.

However, in case of emergency all 1,000 plus DAF service dealers are on standby to provide fast response.

Touring coach drivers who call to ITS immediately receive support from an operator who has technical, product and organisational knowledge. Importantly, between them ITS operators are also able to speak 10 languages. Therefore drivers are assisted in their own (or familiar) language.

A comprehensive computer database enables the operator to quickly determine which is the nearest DAF service outlet to the stranded vehicle. The home dealer (who normally looks after the vehicle) is also contacted and informed about the work to be carried out. The specific details of the vehicle in question are quickly known and a payment guarantee is arranged – removing the additional worry for the driver of financial settlement in an unfamiliar country.

Speed of action has always been one of the greatest strengths of ITS. This is only logical, of course, since the sooner a coach or bus is back on the road, the better. Coach assistance from ITS usually involves

many different makes each year. An impressive feature of the service is that help is provided in every case, despite the fact that as many as 75 per cent of the problems are not related to DAF products.

“We never refuse a call for assistance,” says Wim Hulshof, Manager of DAF ITS. “Of course all DAF mechanics are fully trained and capable with any aspects of the driveline but they also help in any way they can. This year, for example, we have had calls to send out a mechanic to: unplug a blocked toilet; fix a microphone lead; pull out a coach that was stuck in the mud; replace a broken windscreen; and supply a new ignition key. We have even paid fines by the police on drivers to get the coach back on the road.”

Furthermore, coach assistance from ITS also extends to the driver and his/her passengers. Accordingly, arrangements can be made to carry out repairs when the coach is not in use (eg at a hotel or restaurant). Similarly, in the event of a major breakdown, accommodation or a replacement coach can be organised. When time or distance is not a problem the call to ITS will be relayed to the nearest Coach and Bus dealer because it is better equipped and trained to deal with all aspects of the vehicle and onboard facilities.

***A comprehensive computer database enables the ITS operator to identify the nearest service point at lightning speed.***





# Watch out this winter!

A 'catastrophic' winter last year in Europe resulted in a record-breaking number of calls for assistance from DAF ITS.

*"Normally we average 5,000 cases a month in winter but we had 8663 just in December, a 75% increase that involved a significant number of coaches travelling to and from various Christmas markets and events" says Wim Hulshof, Manager of ITS.*

*"The temperatures were exceptional but still most of the breakdowns could have been avoided by driver checks and preventative maintenance.*

*"When temperatures fall the first wave of breakdowns are usually due to icing in the filters, air reservoirs, brake systems and wherever water collects through condensation. When temperatures fall further the second wave of breakdowns are usually caused by diesel fuel flocculation and clogged filters.*

*"The most winter sensitive systems are therefore fuel, electrical system, cooling, compressed air and the doors. The message is simple: check them out before each journey!*

*"Windscreen washer fluid is normally ok to minus 20 C but you can get it with tolerance to minus 50. It could well be worth paying a little bit extra.*

*"Similarly, it can be false economy to keep alternators and batteries – which have a particularly heavy workload on coaches – until their full life expectancy. It is much better to change them in advance rather than face the costs of a breakdown, especially if that happens in such as a remote winter sport area.*

*"In short, contact your local DAF dealer and ask about a full 'Winter Check'. It could save you a lot of time, trouble and money in the months ahead."*



TRP, the unique parts programme developed by DAF to provide a 'one-stop shop' facility for a current array of 31,000 maintenance products, is also available to the coach and bus sector.

Working alongside the DAF genuine parts programme, TRP includes a comprehensive range of 'All Makes' items and 'Workshop consumables'. Although developed primarily for fleet truck owners, the current programme includes fast moving items such as filters, batteries and wiper blades applicable to all makes of coaches and buses. Additional products for the sector, for example lighting and V' belts are also available..

Working with leading suppliers such as Wabco (air braking), Fleetguard (filters) and Sachs (clutches) means that the highest quality is assured. Secondly, sophisticated logistics ensures that parts and consumables are delivered to dealers and customers speedily throughout Europe. Thirdly, purchasing policies have been developed to enable DAF dealers to offer competitive prices.



# Coach operations

Photos by courtesy of Bertie Willemsen and colleagues.

## DAF Components: expanding worldwide

DAF Components is the fastest growing independent supplier of bus and coach engines and supplies to leading European manufacturers such as Van Hool, Solaris, Temsa, Irizar and VDL Bus & Coach. A variety of these 'Powered by DAF' vehicles can be seen on these pages.

Outside Europe, DAF Components supplies engines to the renowned Chinese coach manufacturers Zhongtong, Youngman, Higer and Yutong. At Busworld Asia in Shanghai earlier this year DAF received its fifth major award in five years for the market leading reliability, durability and fuel efficiency of its 9.2-litre PACCAR PR engines and 12.9-litre PACCAR MX engines.



# City Transport



# Specialist support from a special network

**Since the first DAF Coach and Bus Service dealer was appointed the dedicated network has steadily grown and there are now 180 service points established for buses and coaches along the major routes of Europe.**

“All of these Coach and Bus Service dealers have proved their willingness and capabilities within this sector,” says DAF Components Director Marcel de Vries. “In fact, the majority are existing DAF dealers that have provided maintenance and repair

services for coaches and buses for many years. Additionally, some of them are also service dealers for one or more coach and bus brands (and are coach and bus specialists not involved in truck service).

“Together, this specialist dealership represents a vast database of knowledge and experience that can now be shared to mutual benefit. This includes not just the engine and driveline but every component from wiring to upholstery.

“By providing further training and support materials and awarding full DAF authorisa-

tion we aim to stimulate their activities and opportunities even further. The expectation is an expanding and variable customer base for the dealers and an enhanced support package from DAF. Together with the comprehensive ITS cover in case of breakdown or emergency it provides coach and bus operators with the best back-up in the business.”

Dealer Development Manager Alfred Beuwer is tasked with the ‘qualitative and quantitative’ growth of the DAF network.

“There are strict criteria in place before

someone can become a DAF dealer and, once appointed, they are audited every two years to ensure the customer continues to get the best service,” he says.

“For the DAF Coach and Bus Service dealers there are even more criteria. Of course, the building has to be right in terms of accessibility but so too has the knowledge, tooling and parts capacity to carry out repairs over and above the driveline. They also have to show an ability to work with the OEMs in terms of product knowledge and training.

“Since the network began it has become more and more focussed and has now reached the standard of support we set out to achieve. They have participated in all the training available, they have gained experience and are now truly specialised and professional.

“Location is key and we now have Coach and Bus Service dealers in or around all major European cities and along the main holiday routes to the Costas, Italy and France. In fact, we have expanded the network considerably in Spain following the availability of DAF powered Irizar coaches. Similarly, collaboration with Van Hool, VDL, Temsa and Solaris has led to developments across mainland Europe and in Scandinavia, the Balkans, Turkey and the Middle East.”



# Ron Borsboom, Director Product Development: “Euro 6 on schedule”

**From December 2013, the Euro 6 emissions legislation will apply to all newly registered trucks in the European Community. “DAF has the necessary technology, but is taking the time to fill in the new emissions legislation in the best possible way,” says Ron Borsboom, member of the DAF Board of Management and responsible for product development. “We have good reasons for doing so.”**



The new emissions legislation makes it compulsory that the emission of nitrogen oxides is reduced from 2.0 to 0.46 gram/kWh and that of particulate matter from 0.02 to just 0.01 gram/kWh, a value that is barely measurable. Compared with today's Euro 5 norm, this means a reduction of 77% in the emission of nitrogen oxides (Nox) and a reduction by half of particulate matter. “It is good to realize that the performances achieved by the industry in this area are impressive”, says Borsboom. “Euro 6 diesel engines produce around 97% less particulate matter and 95% less NO<sub>x</sub> than the trucks of fifteen years ago. Our diesel engines are approaching the level of ‘zero emissions’, which is really impressive.”

### ***‘In use compliance’***

Borsboom underlines that the steps that can still be taken in the area of emissions are very small in absolute terms and that disproportionately large investments for the industry and therefore the customer are involved.

***Ron Borsboom: “The development of the Euro 6 vehicle programme is nicely on schedule.”***

“Every step that we have taken from Euro 1 to Euro 5 has brought a hefty increase in costs with it; with the last steps it even meant a factor 10 increase. The step to Euro 6 is by far the most expensive. That isn't just the cost of reducing the emissions, but also of applying ‘On Board Diagnostics’ and what is called ‘in use compliance’. Euro 6 engines have to comply with the strict standards even at low engine temperatures, for example during a cold start. In addition, Euro 6 engines must remain within the emissions limits in day-to-day use for at least 7 years or until they reach 700,000 kilometres. Authorities will carry out random checks on Euro 6 trucks with hundreds of thousands of kilometres on the clock to test their emission levels. These are all things that bring extraordinarily high research and development costs with them.”

### ***No discussion***

A quarter of the Kenworth and Peterbilt trucks delivered in the USA since summer 2010 are equipped with the 12.9-litre PACCAR MX engine with EPA10 specification, an engine that was developed and is manufactured by DAF.

“EPA10 is the current North American emissions legislation, closely related to Euro 6”, explains Borsboom. “PACCAR MX engines for North America are equipped with SCR technology, exhaust gas recirculation and a soot filter, and experiences with these technologies have been evaluated for Euro 6. It isn't the case that we can copy the strategy we follow in North America one to one for Europe. The fact is that the differences in the area of climate, fuel specifica-

tions and vehicle use are too large for this, while differences also exist in the test protocols of both emissions legislations. Fact is that based on the comprehensive experience we have with EPA10, we are able to make the best choice for Euro 6 to ensure maximum reliability, low fuel consumption and exceptional performance. Our Euro 6 engines are being thoroughly tested in our Eindhoven engine testing centre and in day-to-day use in customer vehicles. DAF's Euro 6 development program is progressing as planned.”

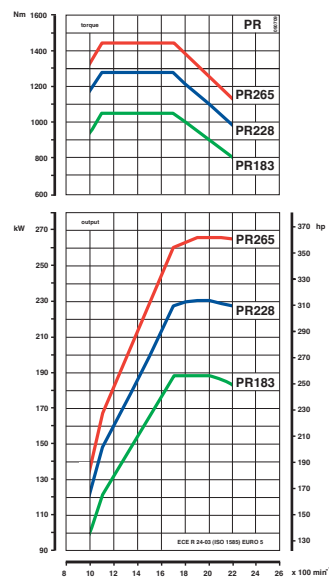
For DAF it is never an objective in itself to be first on the market with new technologies. “Right,” answers Borsboom. “DAF is taking its time to ensure that the Euro 6 requirements are met in the best way possible. And why hurry? The complete Euro 6 legislation has not yet been finalised at European level, and it is anticipated that it will not be possible to register Euro 6 vehicles as such until the end of the first quarter of next year. Even more important: as yet, there is no significant market demand for Euro 6. The technology is becoming increasingly complex and therefore also much more expensive. This is not compensated by financial incentives, such as a particularly favorable rate within the German Maut truck road tax system. And the way things are looking, no such Maut incentives are expected before the legislation comes into force. For our customers there is currently no business case for Euro 6.”

# Powered by choice

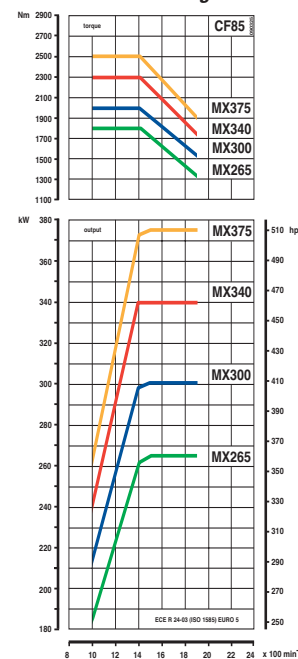
Engine	PR-183	PR-228	PR-265	MX-265	MX-300	MX-340	MX-375
Maximum Power (kW)	183	228	265	265	300	340	375
Rpm at Pmax	2200	2200	2200	1900	1900	1900	1900
Maximum torque (Nm)	1050	1275	1450	1775	2000	2300	2500
Rpm at Tmax (from - till)	1700	1700	1700	1410	1410	1410	1410

General Information	PR engines	MX engines
No. of cylinders and cylinder arrangement	6 in line, vertical	6 in line, vertical
Cycle	4 - stroke	4 - stroke
Bore (mm)	118	130
Stroke (mm)	140	162
Piston displacement (dm <sup>3</sup> )	9,2	12,9
Aspiration	Turbocharged and Intercooled	Turbocharged and Intercooled
Idle speed (rpm)	600 +/- 25	550 +/- 25
Max. no load governed speed (rpm)	2200 +/- 25	1900 +/- 25
Dry weight engine only (kg)	860	1085

PACCAR PR engines



PACCAR MX engines



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