The Customer and You
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Booklet 8 Objectives

Completing all the activities in Booklet 8 will assist you in improving your professional driving abilities by:

- Inspecting your vehicle at the end of each drive shift, at the end of a trip and then reporting problems that could make it unsafe to drive.
- Practicing backing maneuvers.
- Explaining distribution of weight and recognizing poorly distributed loads.
- Properly handling and documenting cargo.
- Sending appropriate macros for loading and unloading.
- Describing ways to handle difficult situations and maintain a professional attitude when working with others.
## Plan Time for Learning

<table>
<thead>
<tr>
<th>Done</th>
<th>Plan to:</th>
<th>When</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>▪ Activity: Practice Backing</td>
<td>Driving</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Inspect Your Vehicle</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Accept Shipment for Transport</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Keeping a Legal Weight</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Sliding the Trailer Tandems</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Sliding the Fifth Wheel</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Sending the Correct Macros from the Dock</td>
<td>On-duty</td>
</tr>
<tr>
<td></td>
<td>▪ Activity: Take a Quiz Using the Qualcomm</td>
<td>On-duty</td>
</tr>
</tbody>
</table>

For some drivers, this booklet takes **3 hours and 30 minutes** to complete.

An effective learning approach for some apprentices is to first review the topic and then complete the activities.
Activity – Practice Backing

Note: For safety, your trainer will need to be with you at all times while practicing backing. There are no exceptions to this rule.

If you need to review steps in backing, refer to Module A, Booklets 1 and 2.

Remember to spend time talking about backing with your trainer. You should try to get at least 2 of the required 15 backing practice sessions to complete this booklet.

What you should do:

Step 1: Before starting this activity, make sure you have completed the activity in this booklet for sliding the trailer tandems. You will need to know how to slide tandems to complete this backing activity.

Step 2: Select a location with a lot of open space to complete one hour of backing practice. It may take more than one location to complete an hour of practice.

Step 3: Using the procedure in this booklet for sliding the trailer tandems, move the tandems all the way back to the last pin hole.

Step 4: Get back in the tractor and practice backing.
What did you notice about how the trailer responds to adjustments you make with the steering wheel?

What you should be noticing is that the trailer takes longer to react to changes you make in steering.

What did you notice about the over swing (tail swing) of the trailer?

With the tandems all the way back you will notice less over swing and you will need more space in front of your vehicle to make the turn. You will also need to pivot sooner than when you do an alley dock.

Next, repeat the procedure for sliding the trailer tandems, but this time move the tandems all the way forward. Again, get back in your vehicle and make a few turns.
How did the trailer respond to adjustments in steering with the tandems all the way to the front?

What you should be noticing is a quicker response by the trailer to changes you make in steering.

What did you notice about the over swing of the trailer with the tandems in this position?

With the tandems all the way forward you will notice more over swing and because of the over swing, you will need more space on the sides of your trailer (and less in front of your vehicle) to make the turn. You will also need to pivot sooner than when you do an alley dock.

Step 6

Keep track of your backing practice sessions in the table provided.
## Keep Track of Your Backing Practice

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Where did you get your backing practice?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Step 7** What do you feel you still need to work on in your backing? Set specific goals with your trainer.

________________________________________________________

________________________________________________________

________________________________________________________
Post-Trip Inspection

A post-trip inspection is a full inspection of the rig at the end of each driving shift. It checks the same systems and parts as the pretrip inspection procedures. As you do your post-trip inspection, complete the Vehicle Inspection Report on the bottom of the Driver’s Daily Log.

Post-Trip Inspection Policy

Completing and submitting the Vehicle Inspection Report is a federal regulation and
company policy. This is the bottom half of the Driver’s Daily Log. One copy is required (a Federal regulation) and is kept on file in Salt Lake City. Another copy stays with the vehicle until the Equipment Repair List is completed. The Equipment Repair List is a different form than the Vehicle Inspection Report. The Equipment Repair List is turned in when you come into the maintenance facility.

The Equipment Repair List serves as a record of the condition of the vehicle and any problems found during the trip. Read about the Equipment Repair List in Booklet 9. The focus in this booklet is on the Vehicle Inspection Report.

**The Vehicle Inspection Report and You**

The professional driver always reviews the copy left in the truck of the Vehicle Inspection Report from the previous shift, day, or driver. A review of this report tells you if the vehicle has any non-working parts or systems.

IF the former driver has reported non-working parts or systems, THEN the non-working parts or systems must be:
Checked and repaired before putting the vehicle back in operation.

— OR —

Certified that the repair is not necessary for the safe driving of the truck.

Activity – Inspect Your Vehicle

Post-trip inspections are a full inspection of the rig at the end of each shift and at the end of the trip. Since it checks the same systems and parts as the pre-trip inspection procedures, use the Pre-trip Quick Check List provided in Booklet 5 and the bottom of your daily log sheet for your reference.

What you should do:

Step 1  Your assignment is to conduct post-trip inspections from now until you are finished with your apprenticeship.

Step 2  As you do your post-trip inspection, complete the Vehicle Inspection Report on the bottom of your Daily Log sheet.

Step 3  Keep track of your effort in the table provided.
Keep Track of Post-Trip Inspections

<table>
<thead>
<tr>
<th>Date</th>
<th>Start Time</th>
<th>End Time</th>
<th>Location when you did the inspection</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Bill of Lading

As noted in Booklet 6, the bill of lading (BOL) is a document prepared and issued by the shipper. It represents a legal contract between the shipper and C.R. England.

As a contract, the BOL:

- Sets up the carrier’s responsibilities in transporting cargo from one point to another
- Defines the count and condition of the product
- Defines the weight of the product
- States the temperature that the product must be maintained at, in the case of refrigerated or frozen loads

The shipper will not release the load to us at pick-up unless the driver signs the BOL. When you sign the BOL, you legally bind C.R. England to do the work as written on the bill. Therefore, before you sign, be sure that the paperwork
shows the correct information about the product you are hauling, such as count, condition, weight, temperature, and intact seal number.

Another safeguard is to always review the loading instructions with the customer before loading.

**Paperwork Requirements**

When you receive the BOL, **immediately circle the temperature** that is required for the load. Remember, this contract binds us by law to maintain the load at the stated temperature on the BOL.

Along with noting the temperature, make sure the BOL has the case count, load condition, load weight, and the number of the intact seal listed on it. You will want to verify that the seal number on the BOL matches the number on the seal that is placed on the trailer doors.

Before you sign, always double check to make sure the following 5 items are noted on the BOL:

1. Condition
2. Count
3. Intact Seal Number
4. Temperature
5. Weight
Example of Required Information on BOL

Turn in a copy of the BOL in your trip pack. A copy of the BOL is required in order for you to receive your pay for the trip.

Activity – Accept Shipment for Transport

A professional driver knows what he or she is transporting. A good practice to get into is to circle on the bill of lading the important information about your load. This activity will help you get into that practice.
What you should do:

**Step 1**  Read the section on *Bill of Lading* to help you work this activity.

**Step 2**  On the following forms, place a circle around the information the shipper must fill in and you must verify before you can accept the load for transport.

---

**STRAIGHT BILL OF LADING - SHORT FORM - ORIGINAL - Not Negotiable**

<table>
<thead>
<tr>
<th>NO. PREA</th>
<th>KIND OF PACKING, DESCRIPTION OF ARTICLES, SPECIAL MARKS AND EXPECTATIONS</th>
<th>WEIGHT OUR OWN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>TRAILER#</th>
<th>TRAILER TEMP</th>
<th>TRAILER CLEANLINESS</th>
<th>TO BE PREPAID</th>
<th>RECEIVED PAYMENTS USING A COPY OF BILL OF LADING WITH YOUR WEIGHT BILL TO</th>
</tr>
</thead>
<tbody>
<tr>
<td>5/12/04</td>
<td></td>
<td></td>
<td>40</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>TOTAL PIECES</th>
<th>2.004</th>
</tr>
</thead>
<tbody>
<tr>
<td>GROSS WEIGHT</td>
<td>26.876</td>
</tr>
</tbody>
</table>

**COMPANY NAME**

**SHIPPER PER**

**AGENT PER**

---

**Job Opportunities**
**Step 3** Check your answers in the *Answers to Activities* section of this booklet.
Condition and Count

If we fail to deliver the number of items listed on the BOL, C.R. England (and possibly the driver) will be responsible to pay for whatever is missing.

*It is understood that you must make sure you are receiving the entire product that you sign for and that the product is not damaged.*

As well, drivers should always note any damaged or spoiled product on the bill of lading. If unacceptable product is allowed onto the trailer without noting its poor condition on the BOL, C.R. England will likely be responsible to pay a claim. Contact the **Claims Department** by dialing the Driver Service Line if you have any concerns or questions on count or condition of your load.

Temperature

A big percentage of the loads we transport require protective, temperature-controlled service. This means that you are responsible for the temperature of the load from the time you sign for it until it is delivered.

Here is an example of what you may run into with temperature at the shipper. A BOL says the product must be
maintained at zero degrees. When you check the pulp temperature of the product loaded onto the trailer, it is actually +20 degrees. If you accept this load as is, you are placing C.R. England, as well as yourself, at risk. What you need to do is note the actual temperature of the product on the BOL. Then have the customer initial your notation before you sign for the load.

Refer to Booklet 6 for procedures to pulp product, set the reefer temperature, and pre-cool the trailer.

Managing Vehicle Weight

When you first made the decision to become a long haul driver, you may not have thought about all the responsibilities that go along with that job title. Managing the weight of your vehicle at all times is an important part of your job. Being overweight or having poorly distributed weight can be dangerous and cause problems with how the vehicle handles and steers. But you are able to control and manage the weight of the vehicle by two means:

- Placement of the load in the trailer
- Re-positioning the trailer tandems and fifth wheel
Your challenge is make sure product is loaded into the trailer so the weight of the load is evenly placed over the axles and does not go over the weight allowed on each axle. You may need to adjust the axle positions after product is loaded. You can usually make adjustments by sliding the trailer tandems either forward or backward. At times to stay within allowable weight limits, you may need to make slight adjustments in the position of the fifth wheel if your vehicle is equipped with a sliding fifth wheel.

This section will cover the ways you can adjust your vehicle to stay within legal and safe weight limits. You may want to familiarize yourself with words that describe the weight of a vehicle by reading, “Words to Describe Vehicle Weight” in this booklet.

**Words to Describe Vehicle Weight**

You should become familiar with the following terms to help your understand vehicle weight and know how to make adjustments to stay within the legal weight limits.

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gross weight</strong></td>
<td>Total weight of the truck, trailer and load.</td>
</tr>
<tr>
<td><strong>Tare weight</strong></td>
<td>Total empty weight of the truck and trailer.</td>
</tr>
<tr>
<td><strong>Net weight</strong></td>
<td>Total weight of the load.</td>
</tr>
<tr>
<td><strong>Steering axle</strong></td>
<td>Front axle on the truck, which provides directional control of the vehicle.</td>
</tr>
<tr>
<td><strong>Tandem axles</strong></td>
<td>This means two axles together. These are found on the tractor as drives and on the trailer as fixed or sliding.</td>
</tr>
<tr>
<td>Sliding (trailer) tandem axles</td>
<td>Special moveable tandem axles located on the trailer. These are found on all C. E. England trailers.</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>-------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Sliding fifth wheel</td>
<td>A special moveable fifth wheel coupling assembly.</td>
</tr>
</tbody>
</table>

**Legal Weight Limits**

Before you begin to adjust the axles, first become familiar with the legal weight limits. Federal law requires that the gross allowable weight for the tractor, trailer, and load is 80,000 pounds (lbs.). Tandem axles may weigh no more than 34,000 lbs. each, or 68,000 lbs. for both axles. This leaves 12,000 lbs. for the steering axle. Do not forget about the weight of fuel. The 80,000 lbs. includes the weight of any fuel the vehicle is carrying.

![Legal Axle Weight Limits](image)

**Weight of Fuel and Empty Trailer**

In weighing and balancing your load, keep in mind that fuel weighs approximately 8 lbs. per gallon. For most vehicles, if the tank is full, it will have 200 gallons of fuel. This...
means with the tank full, the vehicle is carrying about 1,600 pounds of fuel. It is advisable to always reach the shipper with a full tank of fuel. If you plan to fuel after you load, do not forget to add this weight to your calculation for gross vehicle weight.

200* (gals.) X 8 (lbs.) = _____ pounds

* Peterbuilt has a 300-gallon fuel capacity.

The dry weight for a lease Freightliner Century and Classic is 17,750 and 17,950 in that order. A Peterbuilt dry weight is 17,960. An empty 53-foot reefer trailer weighs 14,500 pounds. The maximum load weight is around 46,000 pounds. These figures will help you estimate the gross weight of your vehicle. They will also come in handy deciding how to balance a load.

**What is the approximate weight of a tractor-trailer; full of fuel, but without a load? How much weight remains for a load?**

Here is how to arrive at the answers to these questions on a leased Freightliner Century:

**Tractor’s approximate weight:** 17,750
**Empty trailer weight:** 14,500
**Fuel, full tank:** 1,600
**Approximate weight:** 33,850
Legal gross weight limit: 80,000
Weight of vehicle: –33,850
Approximate maximum load weight: 46,150

This gives you a little extra for the weight of tire chains, your personal items, yourself, and other items you may be carrying in your vehicle, like a co-driver and all their gear. It adds up quickly.

**Distributing the Payload**

It is your responsibility to assure the weight in your vehicle is placed correctly. There are two reasons you should take this responsibility seriously: safety and legal limits.

**Safety Reasons**

The first reason is for safety. Poorly placed weight will cause your vehicle to be difficult to handle. Placing too much weight forward or if the payload shifts forward during driving, can cause you to lose traction on the rear axles and make steering difficult.

Placing too much weight in the rear will cause you to have less traction on the drive tires. Not having enough weight on the front of your vehicle could cause your vehicle to spin
out more easily. Having the proper weight over the drive tires creates traction on these axles.

Legal Reasons

The second reason to take this responsibility seriously is that improperly distributed weight can also result in a ticket. You can still get a ticket even if the total vehicle weight is less than 80,000 pounds (lbs.) if any one of the axles is over weight.

If the bill of lading shows that the load contains cases of varying sizes, shapes, and weights, place the heavier cases on the bottom. Even if the shipper loads the trailer, you are responsible to ensure that the load will weigh properly and ride well.

Scaling Your Load

Do you know the weight of the vehicle you are driving? How much the tractor weighs? How much a full fuel tank weighs? How much an empty trailer weighs? Many professional drivers would be able to answer “Yes” to these questions.
Knowing these facts will put you steps ahead when you want to estimate the gross weight of your vehicle with a new load. The bill of lading states the weight of the load. Adding this amount to what you think the weight of your vehicle is, should give you an indication if you will be under the 80,000-pound limit.

Even with this information, you must weigh your equipment as soon after loading as is practical to verify the weight over each axle. You want to know early so you can inform the customer of any possible weight overage. Weight overages will cause unwanted delays and fines at the DOT weigh stations once you are on the road.

**Finding a Scale Nearby**

There are number of options for getting your equipment weighed. Some shippers have a scale on site. If it is a certified scale, weigh before you leave. If a scale is not available on site, the shipper will often direct you to the closest scale. Most major truck stops have a scale. You will find a list of these in the National Truck Stop Directory. If you stop at a truck stop that does not have a scale, ask them where the nearest scale is located. They will usually know where one is if they do not have one. There are also books you can buy at truck stops that will tell you where certified scales can be located.

**At the Scale**

You will find two types of platform scales: weigh-masters and rolling scales. Each type has different processes for
weighing. State scales have weigh- or scale–masters that will signal the driver to stop or pull forward. Current technology exists for rolling scales. For this type of scale, proceed at the posted speed and stop if notified. Many truck stops have scales that require the driver to operate them.

The following procedures are for using a weigh-master scale. When weighing, you want an accurate weight of your vehicle on each axle.

**Procedure for Single Platform Scale (entire vehicle)**

These scales can range from the length of the vehicle, to a platform that will only handle only one set of tandems.

1. Pull entire vehicle onto the scale and stop. Take weight.
2. Drive forward until steering axle is off the scale and stop. Take weight.
3. Drive forward until the tractor’s drive axles are off the scale and stop. Take weight.
Example of Scale Ticket Weights

<table>
<thead>
<tr>
<th>Stop</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st stop, entire vehicle, gross weight:</td>
<td>80,000 lbs.</td>
</tr>
<tr>
<td>2nd stop, tractor drive and trailer tandems, combined weight:</td>
<td>68,000 lbs.</td>
</tr>
<tr>
<td>3rd stop, trailer tandems, trailer axles:</td>
<td>34,000 lbs.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total gross:</td>
<td>80,000 lbs.</td>
</tr>
<tr>
<td>Subtract combined weight:</td>
<td>- 68,000 lbs.</td>
</tr>
<tr>
<td>Front axle weighs:</td>
<td>12,000 lbs.</td>
</tr>
<tr>
<td>Combined weight:</td>
<td>68,000 lbs.</td>
</tr>
<tr>
<td>Subtract trailer tandems:</td>
<td>- 34,000 lbs.</td>
</tr>
<tr>
<td>Tractor drive tandems:</td>
<td>34,000 lbs.</td>
</tr>
</tbody>
</table>

Procedure for Single Platform (tandem style)
This type of scale only weighs one axle or tandem at a time.

① Pull front axle onto the scale and stop. Take weight.
② Pull drive axles onto scale and stop. Take weight.
③ Pull trailer axles onto scale and stop. Take weight.
Example of Scale Ticket Weights

| 1\textsuperscript{st} stop, front axle (steering): | 12,000 lbs. |
| 2\textsuperscript{nd} stop, drive axle: | 34,000 lbs. |
| 3\textsuperscript{rd} stop, trailer axle: | 34,000 lbs. |
| **Total Gross:** | **80,000 lbs.** |

Weight Problems

\textit{Over Weight on an Axle}

If you are over weight on an axle, you can slide the tandems to redistribute the weight and sometimes this will be enough to get each axle to an allowable weight. Details for sliding the axles are in the following section, “Re-Positioning the Axles.”

⚠️ **CAUTION:** When you scale your load, you need to take into account the required king pin settings for any state the load will pass through. For example, if you are picking up a load in Chicago that will eventually be delivered in California, make sure the axle weight is legal with the tandems set for California limits. It is ten times more difficult to get approval to break a seal and remove product to balance a load at a port of entry then doing it before you leave the shipper!
Over Gross Weight

What happens if you load a product, leave the shipper and weigh the load at a truck stop and it is overweight? Follow these steps:

If Your Vehicle is Overweight…

1. Immediately inform your DM or the Claims Department of the situation.
2. Return to the shipper.
3. The shipper will break the seal, so you will need to go back through all steps for unsealing and re-sealing the shipment.
4. The shipper is responsible for unloading enough to make your load a legal weight.
5. If the shipper removes product from the load, make sure the shipper notes the following on the BOL:
   - Adjusts the count
   - Puts his or her initials next to the new count
   - Notes the new seal number
6. You must scale again.

Cutting an Order

Cutting an order (removing product) to reduce the weight of your vehicle to acceptable limits should never be done without first getting approval from your Driver Manager or the Claims Department.
Scale Fees

C.R. England reimburses company drivers for all scale fees. Make sure you get a receipt and include it in your TripPak to get your reimbursement. Independent contractors are responsible for their own scale charges and overweight tickets. Independent contractors may also be charged back costs associated with removing product to correct the weight of a load in transit that resulted from their failure to weigh the load at the point of origin.

![Example of Scale Receipt]

Re-positioning the Axles

If the load causes the weight on certain axles to be over the allowable weight, you can make adjustments to fix this problem by re-positioning trailer tandems or the fifth wheel. Moving the tandems transfers about 200 to 400 pounds per hole on the trailer tandem slide rail. Remember these figures; it is better than guessing how far to move the tandems to correct weight issues.
Sliding the Trailer Tandems

Most of the time, you will only need to change the position of the trailer tandems to adjust weight distribution problems.

Other reasons to slide the trailer tandems are to alter the:

- Kingpin setting of the trailer to meet particular state requirements
- Turning radius of the vehicle
- Trailer over swing at the rear of the vehicle

Often shippers will request that you move the trailer tandems to the rear of the trailer before backing into the dock. There is a reason for their request. Just think about it. As the trailer is loaded or unloaded, product is removed from the back of the trailer first. This causes a shift in weight with the heaviest part of the freight now over the drive tandems. Because more weight is in the front of the trailer, the back of the trailer lifts up and away from the dock. This creates a gap between the dock and trailer floor. The shipper’s concern is that the forklift may get high-centered on the uplifted trailer. Moving the trailer tandems all the way back lessens the chances of the trailer moving above the level of the dock.
Memorize the following statement. It will help you remember which way to slide the trailer tandems. “Slide the tandems toward the problem.” For example, if the rear axles are too heavy, slide the tandems towards the back. If the drive axles are too heavy, slide the trailer tandems towards the front of the trailer.

**Activity – Keeping a Legal Weight**
To complete this activity, you will need to know how to account for the weight of fuel and how much weight is changed by moving a pin in the trailer tandem slide rail.

**What you should do:**

1. Draw an arrow under the wheels in the direction you need to move the trailer tandems to be within legal weight limits for each example.
Step 2  Using the illustrations above, figure about how many holes you would need to move the slide rail to correct the weight distribution. Use the estimate of 200 to 400 pounds being moved per hole.

A) ______________________________

B) ______________________________

C) ______________________________

Activity – Sliding the Trailer Tandems

Use the following method to slide the tandems. This method is designed to protect the vehicle’s parts by using the weight and momentum of the vehicle to assist with the tandem movement.
Think about this: which usually weighs more, the load or the tractor? ___________

The load will usually weigh more than the tractor, so use the weight of the trailer to help slide the trailer tandems.

**What you should do:**

*Step 1*  
Read the entire procedure for sliding the trailer tandems before trying to follow these steps. Look closely at the photo indicating the parts used in each procedure.
Step 2
Select a location that has enough room to perform this maneuver. Do not try sliding the tandems in an area that would limit your ability to do so safely.

Step 3
For this procedure, use “only” the tractor emergency brake (yellow knob). This will keep the pressure off the trailer pins because the trailer brakes are not activated while in motion.

Note: Do not use the foot (service) brake for this procedure. Doing so would engage both the tractor and trailer brakes and place unwanted pressure on the pins.

Step 4
Pull the release arm to retract the locking pins from the slide rail holes. These holes are
located in the slide rail about 4 to 6 inches apart.

If you are having problems with the pins or the release arm binding or refusing to move, see the procedures under the topic “Freeing the Pins and Release Arm.”

**Step 5** Once the pins are retracted, place the load stop bar in the location where you want the tandems to stop. Once the stop bar is in place, return to the tractor.
Step 6  
Start the vehicle. Put in gear, low (forward) or reverse depending on which direction you are attempting to move the tandems. Do not forget to **slide the tandems toward the problem** (the problem being the overweight axles).

Step 7  
Release the parking brakes. Let up on the clutch to get the vehicle moving.

⚠️ **CAUTION**  
**Do not** apply throttle or continue to push in the clutch. This might cause damage to the load, slider pin rails or stop bar by moving the vehicle too fast and too quickly.

Step 8  
Once you are moving, push in the clutch and allow the vehicle to roll. Doing this will cause the weight of the load to move the trailer tandems in the slide rail. If there is no bind on the slide rail, the tandems will slide easily.

Repeat this procedure until the trailer is in contact with the slide stop bar. If you are listening for it, you may hear the pin slip into place.
Step 9
Set the trailer brakes (red knob) and exit the vehicle.

Step 10
Inspect the position of the pins. If the pins are not inserting into the slider pinholes, slightly rock the vehicle back and forth and then check the pins again.

To rock the vehicle, put gear in low forward and then put it in reverse. Repeating these steps will rock the vehicle. Do not press on the brake as you are doing this.

Step 11
After the pins slip into the pin holes, return the tandem release arm to its locked position, which is pushed in.
Sliding Fifth Wheel to Adjust Weight

If the weight problem is not solved by sliding the trailer tandems, try moving the fifth wheel. Sliding the fifth wheel transfers weight from the steering axle to the drive tandems or from the drive tandems to the steering axle. Not all vehicles are equipped with a sliding fifth wheel. If your vehicle is equipped, sliding the fifth wheel should still be a last resort to fix weight problems.

Keep in mind that sliding the fifth wheel alters the:

- Overall length of the vehicle
- Turning radius of the vehicle
- Weight distribution between axles

Sliding the fifth wheel toward the rear shifts weight from the steering axle to the tractor drive tandems.
Sliding the fifth wheel forward shifts weight from the drive tandems to the steering axle.

Activity – Sliding the Fifth Wheel

Use the following method to slide the fifth wheel. Keep in mind that sliding the fifth wheel will alter the overall length of the vehicle.

When setting the length of your vehicle, never exceed the strictest setting of the states you will be traveling through. Be careful not to slide the fifth wheel up so much that the reefer crunches the tractor fairing when you turn.

What you should do:

Step 1 Read the entire procedure for sliding the fifth wheel before trying to follow these steps.

Step 2 Figure out if you have a manual or air operated slide release mechanism. Follow the appropriate steps depending on which mechanism is on your vehicle.
Step 3
Set the trailer and tractor parking brakes (red and yellow knobs).

Step 4
Lower the landing gear.

Step 5
Move the Fifth Wheel Slide Control (Valve) Switch to the UNLOCK position. To move the valve, the fifth wheel must be connected to a trailer with the landing gear lowered. This takes some of the weight (bind) off the fifth wheel and prevents dropping the trailer if the fifth wheel is damaged.

Air-operated: Look for the Fifth Wheel Slide Control Valve switch on the dash. This switch supplies air to the activation cylinder that performs the mechanical function of moving the lever.

Manual operation: The driver must push or pull the release lever to retract the locking pins from their locking holes in the side rail. This release lever is located at the front of the fifth wheel assembly or on the driver’s side.
**CAUTION**  **Do not** use the Fifth Wheel Slide Control (Valve) Switch when the vehicle is moving. This can damage the fifth wheel, king pin, tractor, trailer, or drive train.

**Step 6** Get out of the vehicle to make sure the pins on both sides of the vehicle have retracted.

**Step 7** Place the vehicle in gear, low (forward) or reverse depending on which direction the weight needs to be transferred.

**Step 8** Release the tractor brake (yellow knob).

**Step 9** Gently push in the clutch and let the tractor roll to move the rails under the fifth wheel plate. Set tractor brake.

**Step 10** Get out of vehicle and inspect the position of the pins. If the pins are not inserting into the slider pinholes, slightly rock the vehicle back.
and forth and make fine adjustments to get the holes to line up with the pin.

Find a mark on the side of the trailer that line up with where you want the pin to end up. As you move the trailer, look for the mark in your mirrors. This will eliminate some of the guess work.

Return the release arm to its locked position (pushed in).

Once the pin is in the correct hole, get back in the vehicle and move the Fifth Wheel Slide Control (Valve) Switch to the LOCK position.

Freeing the Pins and Release Arm

Why the Pins and Release Arm Bind

Obviously, a driver has to use the foot (service) brake to stop under all normal conditions. When a driver makes a normal stop by using the foot brake, the sliding tandem rail moves slightly and applies the pressure of the loaded vehicle onto the pins. Pushing the pins up against the wall of the slide rail holes makes it difficult to remove the pins easily. For the same reason, the release arm might bind. If the trailer has a spring-loaded release arm it will pull out, but the pins may not retract from the holes. If this occurs, the driver needs to release the pressure on the locking pins. Here are a couple suggestions to help release the parts that are binding.
Preferred Method of Rocking the Trailer

To remove pressure, slightly rock the trailer back and forth to center the pins or release the bind on the arm. When you do this procedure, it is great to have another person watching the action of the pins and slide rail.

⚠️ CAUTION  Never allow any person to pull on the release arm or move under the trailer while a driver is attempting to rock the vehicle.

An Alternative to Rocking the Trailer

If rocking the trailer is not working, try this:

Alternative to Rocking the Trailer

① Select the lowest gear to place the vehicle in forward motion.

② Make an “S” or serpentine maneuver, and then return the vehicle to a straight line.

③ Once you have performed the maneuver, with the vehicle still in motion, push the gear selector into neutral, or disengage the clutch by pushing it in. Do not engage the clutch brake by pushing too deep.

④ Now set “only” the tractor brake (yellow knob).
Alternative to Rocking the Trailer cont.

5. When the vehicle comes to a stop, push the gear selector into neutral, if you have not already done so. Set the trailer emergency brake (red knob).

6. Once the vehicle stops completely, exit the tractor and pull the release arm on the trailer tandems. The pins should retract. If the pins do not retract, perform the maneuver again.

If you are having problems with the arm releasing, you can purchase a fifth wheel puller for about $20 from most truck stops. If the trailer’s release arm or fifth wheel is just not working, take it in and have repairs made.

If your difficulty is in sliding the tandems, it may be due to a lack of lubrication, bent parts or simply a malfunction. If this is the case, seek service on the vehicle.

Overweight Citations

It is your responsibility to know your gross axle weight at all times. If the gross weight exceeds 80,000 pounds, you should contact your Driver Manager for instructions. If you are following DM instructions and you still receive an overweight citation, C.R. England will pay the citation. If you fail to follow instructions and receive a citation as a result, you will be responsible for paying the citation.
Dock Procedures

The importance of arriving on time at the customer’s facility cannot be overstated. C.R. England’s reputation as a reliable carrier and your reputation as a professional driver are greatly enhanced when you are on time, courteous, and well groomed. Drivers who conduct themselves in this manner are a very important sales tool. Remember that “arriving on time” usually means personally checking in with the shipping department or dock foreman, not just being in the dock area.

Arrival Time at Customer’s Site Policy

Company policy is that you check in at least 15 minutes before the scheduled appointment time.

Must Send Macros (MSMs) from the Dock

There are certain macros that must be sent about your load status. These macros are sent at specific times throughout the loading and unloading process. Sending the macros is
your means of communicating your loading and unloading status with your DM. Sending the correct macro at the correct time is part of the requirement to receive stop pay.

The *Daily Check Call, MACRO 04*, is used differently from the other MSMs to communicate about your load. Read about this macro in the *Getting Started* booklet.

**Which Macros are Sent When**

This illustration shows macros sent while at the shipper and those sent delivering to two different receivers. If you only
have one delivery on your load assignment, then you would send Macros 23, 44, and 05 from the receiver.

Checklist of MSMs
The following is an example of the order macros are sent when picking up a load, delivering a load or dropping a trailer at a specified location. The example is in the format of a checklist for your convenience.

**MACRO 23, Arrived at…**

- Have arrived at the shipper or receiver and checked in. This macro is sent each time you check into a facility to pick up or drop off a load.

*Reason for sending macro:* This is how customers track their loads and C.R. England customer service keeps track of your progress.

**MACRO 44, Bumped the dock…**

- Have sent Macro 23 and have backed up to the dock at the shipper or receiver with the doors open and ready to load or unload.
Reason for sending macro: This allows C.R. England to track the amount of time spent waiting for customers to get you up to the docks. Some customers have an agreement with C.R. England to pay detention for delaying a driver. Promptly sending the MSMs is necessary to know how much time you actually spent at a specific customer and to figure the correct amount of detention pay you will receive.

**MACRO 02, Billing Call**

- Have finished loading and have received final billing from the shipper.

*More details on using this macro: This will be the only time you need to send this macro. Do not send a MACRO 02 after you send the Empty Call.*

**MACRO 24, Departed from…**

- You are ready to leave the shipper or receiver’s dock and continue on to the next pick-up or delivery listed in the load assignment.
More details on using this macro: If it is your last drop or your only drop, send MACRO 05, Empty Call, instead of sending MACRO 24.

**MACRO 36, Spot Trailer**

- If you are dropping a trailer at a customer or a drop yard location, call your DM to get approval and then send MACRO 36, Spot Trailer. Make sure you use the correct trailer numbers and verify that all other information asked for in the macro is accurate.

**MACRO 05, Empty Call**

- When this is your only or last drop. You are now empty and want another load assignment. Send MACRO 05, Empty Call.

More details on using this macro: Sending this macro means that your trailer is empty, swept clean, and if it needs it, washed out. Never send the empty call until the bill of lading is signed. If you are dealing with a freight claims issue, you must wait
until the claims department releases you to leave before you send a *MACRO 05*.

You will find the directions for sending each macro using the Qualcomm system in the Qualcomm Driver Handbook.

**Activity – Sending the Correct Macros from the Dock**

You are required to send certain macros while at the customer’s dock while either loading or unloading. This activity will help you memorize which macros to send and when to send them.

*What you should do:*

**Step 1** Read the section on *Dock Procedures* to find the answers to this activity.

**Step 2** From the following list of macros, match the macro to the correct description.
Write the correct macro number for each description.

___ Send this macro at every pick-up or delivery location when you check in.

___ After arriving and checking in with the customer, send this macro when you have physically opened your doors and bump the dock for loading or unloading.

___ You have loaded at the last shipper and received your final billing.

___ Send this macro immediately before leaving any pick-up or delivery location.

___ You are leaving a trailer at a drop yard.

___ Send this macro when you are completely empty and ready for your next load assignment.

**Driver’s Checklist to Avoid Freight Claims**

It is important for you to remember the obligation the C.R. England team has as a common carrier to care for customer’s products. If the product is damaged, spoiled, or
lost while in our custody, we not only bear the expense of a freight claim, but we may also lose the customer. Use the following checklist to prevent losses and claims against you and the company for any overages, shortages, and damage.

**At the Shipper**
- Review loading instructions with the customer
- Circle the temperature of product listed on the BOL
- If there is a difference between the temperature listed in your load assignment and the BOL, use the temperature on the BOL and notify your DM or the Claims Department immediately
- Verify BOL and reefer temperature are the same
- Pulp load and document pulp temperature on BOL
- If pulp temperature is lower than temperature specified on BOL, inform customer, get signature, and notify DM or Claims department immediately
- Verify count and condition
- Have customer witness sealing of load and note seal number on BOL
- Obtain customer signature on BOL
- Scale the load at first opportunity
- Return to shipper for weight adjustments, if necessary

**In Transit**
- Monitor reefer temperature every 4 hours. Report all reefer problems to Emergency Road Service.
- Keep trailer “secure” using enforcer locks, seals, secured parking, etc.
- If you need to drop a trailer, you must get approval from DM before dropping it.
If any problems are noted with the seal or the load at any time (odor, leaking, damaged seal) notify your DM, Claims Department, or After Hours immediately.

**At the Receiver**
- Have receiver verify “seal intact” with seal number documented on BOL before breaking seal
- Have receiver witness breaking of the seal
- If you have to move from one dock to another after breaking the seal on the load, have customer witness you re-sealing the load and note new seal on BOL
- Monitor unloading of trailer
- Re-seal and note new seal number on BOL for multi-stop loads

**Before Leaving Receiver**
- Check BOL for any unmentioned, but noted problems with shipment, i.e., received in protest, etc.
- Call Claims with any problems
- Send “Empty Call” macro (05) only when all claims issues are resolved

**Customer Service**

You have become a member of one big team, the C.R. England team. Those around you associate the team with you. Whenever you are on the road, you are our representative and we ask that you put your
best self forward. Remember, your reputation follows you.

As a representative of C.R. England and your own business, you will deal with a number of different individuals: our customers, the public and your fellow drivers. We expect you to treat all with the greatest amount of respect. Take a moment now to look at our expectations of you in these types of relationships and tips on how to handle difficult meetings with individuals.

Relationship Strategies

Cooperation

Always try to do with a smile what you have to do anyhow.

- Accept and perform every task as if it is an opportunity.
- Respond positively to unusual or out of the ordinary customer and company requests. Be creative! Use your imagination to get the job done.
- See the big picture. Be aware of the customer’s and the company’s overall needs.
- Do your best to resolve potential conflicts in a tactful, reasonable manner.
- DO NOT LOSE YOUR COOL! It is never worth it. If you do feel yourself becoming frustrated or angry, tell
the customer you will be right back, walk away for a few minutes, returning only when you are in control and can interact with a positive attitude.

Communication
Most problems can be resolved to everyone’s advantage if there is communication in a correct and timely manner. Contacting your DM, the Claims Department, customers, or others as soon as you see you have a problem is very important. Do not wait until a small issue becomes a big problem before trying to get it resolved.

Here are some guidelines for keeping the lines of communication open.

- Communicate any problems or concerns. Chances are they could develop into bigger problems if not dealt with quickly.
- Share with your Driver Manager any personal feelings or things you may be dealing with that are troubling you. Your mental and physical health is of utmost importance. Your safety, and the safety of others, may be threatened if you are unable to concentrate on your work.
Appearance

How you look is a direct reflection of your attitude and professionalism. It also reflects on those around you and the reputation of C.R. England.

❖ **Hair.** Clean, well-groomed hair is essential to a professional appearance.

❖ **Beards and mustaches.** These must be kept trimmed or shaved regularly.

❖ **Dress standards:**
  o **Shirts.** Shirts should be clean and free from tears, and not display lewd or distasteful statements or pictures. Whenever possible, wear a shirt or jacket with the C.R. England logo when dealing with customers.
  o **Pants.** Wear long pants when dealing with customers. Wear shorts or sweats during travel time only. Repair any obvious tears in your clothing.
  o **Shoes.** To avoid injury to yourself, always wear hard-soled and topped safety shoes when loading and unloading. Athletic shoes are acceptable only when heavy labor is not required.
  o Excessive tattoos and facial piercing are not considered professional.

❖ **Personal hygiene.** A professional, clean appearance is expected at all times. C.R. England has one of the sharpest and best-maintained fleets in the nation. We want to have the same reputation when it comes to the appearance and personal cleanliness of our drivers.
Showers. Plan to shower at least every other day. This is especially important when interacting with customers.

Deodorant. Use a quality deodorant each day.

Customer Interactions
The key to customer service is to remember that the customer ultimately pays the bills. No matter how good we are at everything else, if we do not have customers, we are not in business. It is the human factor and the relationships built that keep us all in business.

Here are strategies for dealing with difficult customer situations:

- Always try to cooperate with the shipper or receiver. If they are less than cooperative with you, contact your DM or the Claims Department for assistance.
- Be smart. If you feel someone is trying to pull a fast one, contact your DM for assistance.
- To avoid misunderstandings, always review the loading instructions with the customer before loading. Inform the customer of any possible weight overage that may cause delay at the scales. If you cannot resolve the problem with the customer, contact your Driver Manager or the Claims Department.
- Make sure you clearly understand the specific day and time of pick-up and/or delivery. Remember, 0:00 is not a time. Make a habit of double-checking even if it seems like a waste of time.
- Send your daily check call (Qualcomm Macro 4). Call your Driver Manager if there is a potential delay or problem that would cause you to be unable to pick-up or deliver on time.

**Keep Equipment Clean**

- Always inspect the interior of the trailer for cleanliness. Make sure it is swept free of dirt and debris before customer contact is made.
- Communicate with your Driver Manager if you feel additional cleaning is required. Some customers require a thorough washout before picking up the load. Review the load assignment to find out the customer requirements.
When in Public

On the Road

You represent C.R. England when you have contact with a shipper, receiver, or the motoring public. Your actions also represent the trucking industry. Try to think of everything you do as if you were looking through the eyes of others.

Here are tips for putting on your best face in public by driving courteously.

- Avoid unnecessary use of the horn
- Do not block entrances and exits
- Never, never tailgate or speed
- Allow faster vehicles to pass

At Truck Stops

Your behavior in truck stops can communicate a lot about you and about the company as well.

- Loud and obnoxious behavior. Do not draw negative attention to yourself or to the company by acting improperly in public facilities. Loud and obnoxious behavior is not putting a best face forward and is not showing professionalism.
Pay careful attention to trucks that are parked or moving in truck stops. Be careful and courteous when maneuvering in parking lots.

Skipping out on a meal or fuel payment is unacceptable behavior. Honesty and fairness are the traits of a professional. Do not destroy your image, the company’s image, or the image of professional driving.

With Fellow Workers

Other C.R. England Drivers

While on the road…

- Be friendly. We tend to treat others as we are treated. If you see another C.R. England driver on the road, wave or flash your lights to say hello.

- Be especially courteous when passing a fellow C.R. England driver.

- Be a Good Samaritan. If you see another C.R. England driver in need, offer your assistance. This
extends to all other drivers and the motoring public generally.

While in truck stops…

✦ Do not get involved in rumors or conflicts with other drivers at truck stops. Rise above it. It will be better for the peace, security, and attitude of all involved.

While at customer locations…

✦ Respond positively to other C.R. England drivers when at a customer dock or other facilities. It is important that the customer see that we are one big team, actively serving the needs of each customer.

While at C.R. England terminals…

When in any C.R. England facility, please keep these common sense rules of good citizenship in mind:

✦ Respect others’ property. This includes taking good care of the furniture, bedding, and facilities. Go the extra mile by watching out for your fellow drivers. Keep an eye out for evidence of theft and report it to the facility manager or security guard.

✦ Be quiet and courteous when relaxing in and around the Employee Center, especially in the sleeping areas and TV rooms.
Non-Driver Employees

Training Coordinators and Driver Managers

Here are some suggestions for establishing and maintaining a good working relationship with your TC and Driver Manager.

✈ When you call or visit your TC or Driver Manager, please be respectful of his/her busy schedule by being prepared with whatever information is needed.
✈ Consider the difficult job he/she is doing. Strive to maintain a “work together” attitude.
✈ Respond courteously to his/her needs. If discussion is necessary, do it calmly and in a business-like manner.
✈ Treat your TC and Driver Manager in the same manner you would like to be treated. The “golden rule” really works.

Shop Personnel

Working with the shop to have your truck repaired in a timely and thorough way can create some challenges, especially if you are in a hurry to get back on the road. Keep in mind that you will usually be better off if you:

✈ Are patient.
Follow the proper channels.

Avoid arguing with the mechanics. Most of them are honestly trying to help.

Consult with their supervisor if necessary to make your point.

Always fill out your Vehicle Inspection Report completely and accurately.

**Other Employees**

Remember you are a professional. Always be calm and cooperative when communicating with others. People tend to treat us as we treat them.

**The Driving Profession**

Professional truck driving is not an easy job. It is not meant to be glamorous, as most jobs are not. If you are just getting into the business, or if you are a seasoned veteran, remember your attitude can make or break you. Those who do not expect challenges have little chance for success in this industry. If you tackle each day with enthusiasm, remembering that you alone are responsible for your attitude, you will have a stable and rewarding career. The formula for success is simple: Always try to be the best you can be, remain calm and courteous in difficult situations,
and be willing to work hard. You will enjoy a rewarding and prosperous career if you follow these success guidelines.

Answers to Activities

Activity – Accept Shipment for Transport
This previous BOL has the seal number, the temperature, the count and weight. The driver has not made any notes about the condition of the load, so it must have been okay.

To complete the activity correctly you should have circled the starred items. This load had two damaged crates. The driver made a note of this and initialed it. Because of the damaged crates, the driver would have called the Claims Department to report the condition of the load before leaving the shipper. Other items you must look for on all BOLs: the weight, count, seal number, and temperature.
Activity – Keeping a Legal Weight

Step 1 Answers

Weight is already within limits. It is not required by law to slide the tandems for this load.

Step 2 Answers

A) In this case, you may want to start by sliding it 4 holes. Then check to make sure you are still within the legal king pin requirements and weigh again before making further adjustments. To solve this weight problem, you may have to slide the tandems forward up to 8 holes; however, it is probably somewhere between 4 and 8 holes to correct this
problem. Remember to check and stay within the king pin setting for the ALL states in which you will be traveling. If adjustment does not solve the problem, you will need to call your DM and return to the shipper to resolve the issue.

B) To solve this problem you will need to slide the tandems 3 or maybe up to 5 holes.

C) Nothing needs to be moved to meet the legal requirements.

**Activity – Sending the Correct Macros**

*Write the correct macro number for each description.*

- **23** Send this macro at every pick-up or delivery location when you check in.
- **44** After arriving and checking in with the customer, send this macro when you have physically opened your doors and bump the dock for loading or unloading.
- **02** You have loaded at the last shipper and received your final billing.
- **24** Send this macro immediately before leaving any pick up or delivery location.
- **36** You are leaving a trailer at a drop yard.
- **05** Send this macro when you are completely empty and ready for your next load assignment.
Booklet Quiz

Activity – Take a Quiz Using the Qualcomm

*What you should do:*

Once you have completed the activities for this booklet, you are required to take a quiz using Qualcomm Macro 49. You will be answering about 15 questions on the quiz. Plan to spend about ½-hour logged on Line 4, On Duty, to take this quiz.

Comments and Suggestions

We welcome your suggestions for improvements and additions to this booklet. If you find any mistakes, such as typos or incorrect numbers or incorrect statements, in this booklet, please notify us. We want to get it right for everyone. Please forward suggestions or comments to:

Email: drivermanual@crengland.com

or

Qualcomm extension: 3556