



**“We enjoy a great reputation. And we all strive to keep and build on. We tell people what we’ll do and then we stand behind that commitment.”**

**Glen McDonald**  
Director of Maintenance,  
Ozark Motor Lines, Inc.

## **Ozark trusts only Delo® 400 ZFA 10W-30 for its proven protection**

As the former General Chairman of the American Trucking Associations’ Technology & Maintenance Council (TMC), Glen McDonald is one of the most respected maintenance managers in the country. And since taking over maintenance for Ozark Motor Lines, Inc. 17 years ago, his ability to recognize talent and continuously evolve his team has been a key reason why the family-founded business has grown into one of the most respected for-hire fleets in the country. We sat down with Glen to hear why Ozark Motor Lines relies on Delo 400 ZFA 10W-30 heavy duty engine oil to help uphold the quality of their fleet.



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### **COMPANY**

Ozark Motor Lines, Inc.  
Headquarters in Memphis, TN  
Established 1961

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### **INDUSTRY**

For-Hire Transportation

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### **SPECIALTY**

Trucking/Carrier Services

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### **HEAVY DUTY ENGINE OIL**

Delo 400 ZFA 10W-30

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**Q: Can you start with describing the core of Ozark's business?**

We're an over-the-road drive van fleet, all 53-foot trailers. We have a small intermodal division right here in Memphis but core business spans over the road. And if you took a line from Dallas up to Chicago to New York to Florida, I mean that's our box. We get out of it but not much. My boss has been telling me for years, "We're a utility, we're a public necessity" and you know, we treat customers in the same manner that we would want to be treated. It's pretty simple stuff. We have always enjoyed a great reputation and that's what we all strive to keep and build on.

**Q: How do you transmit those values across the organization as it continues to grow bigger?**

We have a circle on the side of our trucks where drivers get to put the number of years they've been here. As soon as they trigger that next year, they're here in the shop, standing in line to get that number. During usual business operations, anybody in this company can walk in the admin building and up the owner's office and just tap on his door and walk in and see him. I think that's our success, it's the openness and it's truly an open door, go anywhere and we will work it out kind of attitude. I think that carries over to our customers.



**Q: What makes you good at what you do as a maintenance manager?**

One of Ozark's core values is constant improvement and consistently challenging people. How do we get better? I'm trying to empower people, teach other people. I look for somebody who you don't have to stand over that will just take the initiative and bring options and say, "Hey, we could do this, or this," and then we'll agree on a decision, and they take it and run with it. My success has always been being able to surround myself with good people.



**"One of Ozark's core values is constant improvement and consistently challenging people."**



**“We tend to be an early adopter of new technologies and that’s a big reason why we’ve partnered with Chevron.”**



and oil analysis showed us that we were protected. We’ve been on Delo 400 ZFA 10W-30 heavy duty engine oil for just over 2 years now.


**Q: Besides engine protection, what were the factors that led you to switch to Delo 400 ZFA 10W-30?**

When the new API FA-4 heavy duty engine oils came out, it just made sense for our fleet to go with the Delo 400 ZFA 10W-30. With Delo 400 ZFA 10W-30, our Freightliners’ (DD15 engines) recommended oil change interval is 75,000 miles\* and we were really comfortable with that. We do many services: every 25,000 miles we do grease jobs and check the trucks. But with Delo 400 ZFA 10W-30, after 75,000 miles\*, the oil samples come back in really good condition. When you run the numbers, the maintenance and fuel savings so far outweigh the cost of the oil you’re going to put in every 75,000 miles\*. There’s no comparison. The durability, the uptime and the cost savings from the miles per gallon were all important.

\*When extending oil drains, always follow OEM recommendations and utilize used oil analysis. Actual savings vary depending on load, temperature and variable operating conditions.

**Q: With that “continual improvement” philosophy, does your choice of lubricant factor in?**

Yes, I mean, you have to know the protection is there. We used to change the oil at 15,000 miles and every 400,000 miles we’d have to overhaul the engine and it was costing so much to do it. As it all evolved, we started to do oil analysis so we know what’s going on inside. We are doing business with Chevron to do this, and it’s become crucial. We thoroughly tested the different oils, weights and such,



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**Q:** **How does Chevron support your business?**

We tend to be an early adopter of new technologies and that's a big reason why we continue to choose Chevron Delo. Also, the service they give us is just second to none. We have such a strong relationship with Chevron. My guys here just know who to talk to and what we need—and when—and it all gets done.

**“The durability, the uptime and the cost savings from the miles per gallon were all important.”**

