

# GREAT LAKES CENTRAL RAILROAD

CUSTOMER TESTIMONIAL

## CUSTOMER:

GREAT LAKES  
CENTRAL RAILROAD



## RESULTS:

SERVICE EXCELLENCE, INCREASED UPTIME



AN HF SINCLAIR BRAND

**“WORKING WITH COYNE OIL AND THEIR EXPERT TEAM HAS TAKEN A LOT OF CONCERN AND STRESS AWAY FROM THE OIL PURCHASING PROCESS. IT’S BEEN AN AWESOME CHANGE. IF YOU’RE DOING THE SAME THING EVERY DAY, THAT’S WHEN YOU’RE DOING GOOD AS A RAILROAD.”**

**Judd Brown**, Locomotive Mechanic, Great Lakes Central Railroad

**Great Lakes Central Railroad (GLC)**, headquartered in Owosso, Michigan, is a prominent short-line railroad company that serves the state of Michigan. Established to provide efficient and reliable freight transportation services, GLC plays a crucial role in supporting the local economy by connecting businesses to national rail networks and facilitating the movement of goods.

GLC was formed in 2006 and is continually upgrading its infrastructure and equipment to meet the growing demands of its customers.

GLC operates over 400 miles of track and these routes serve a diverse range of industries, including agriculture, automotive, chemicals and manufacturing. GLC is known for its flexibility and ability to handle various types of freight, from bulk commodities to intermodal containers.



## THE CHALLENGE

With a fleet of more than 10 locomotives, operating 24 hours a day, seven days a week, GLC's operations are focused on delivering best in class services, with a real focus on its customer and partner needs in Michigan.

Prior to 2022, GLC had been using a locomotive engine oil from a different vendor and up until that point had been experiencing issues with zinc contamination that occurred during delivery of the zinc-free railroad engine oil.

With this previous vendor, the oil was delivered in totes needing to use electric pumps, which also led to pumping issues during colder months. This meant GLC staff had to take time out of their daily operations to help with delivery of the product. The maintenance team also detected the product degrading in the engines prematurely, which meant that more oil was required. Due to the vendor's various supply issues, GLC was often left running out of oil with a significant impact on business operations.

## THE SOLUTION

GLC decided to review their options and proactively sought out a new vendor. GLC contacted Coyne Oil & Propane, a long-standing Michigan-based Authorized Distributor of Petro-Canada Lubricants, an HF Sinclair brand. Coyne presented a compelling offer, featuring fellow HF Sinclair brand Red Giant Oil's (RGO) Generation 7 locomotive engine oil 20W-40, a multi-grade engine oil designed especially for heavy-duty locomotive engines, which GLC agreed to trial.

After the very first delivery, GLC selected Coyne Oil and the RGO 20W-40 product and vendor change was completed. The change came primarily because RGO offers dedicated delivery trucks for railroad engine oils, which is pumped directly into GLC's bulk tank. This eliminated their contamination issues and the additional step of moving product from totes to bulk. Red Giant Oil delivered earlier than expected and the RGO product also hasn't had any issues with colder temperatures.

Offering versatility, excellent wear protection, performance and thermal stability, the RGO 20W-40 G7 was the best option for GLC across their locomotives and operating conditions.

# THE RESULTS

After a little over two years of using RGO 20W-40 G7 oils, GLC has seen a major change in its operations:



## Superior delivery and supply

Dedicated delivery trucks deliver direct from RGO's blending plant to GLC's bulk tanks, thereby removing concerns over contamination and time that was previously hampering GLC's operations.



## Reduced frequency for servicing

With their previous vendor, GLC was needing to bring in its locomotives almost daily to top off oil. Since switching to the RGO fluid, this servicing has reduced to once or twice a week. Additionally, older locomotives in the GLC fleet have been put back into service as concerns over contamination and frequent oil changes have been eliminated.



## Increased technical expertise

Service response time and a personable technical support team has been a noticeable shift change for GLC since switching their oil provider. Support with monitoring, service and equipment needs has formed a partnership between GLC, RGO and Coyne Oil.



## Longer oil life

GLC has seen first-hand the excellent performance of RGO 20W-40 G7 oils by pulling monthly oil samples and seeing for themselves the excellent condition of the oil, which has supported continued oil use. Previously, GLC was experiencing oil changes earlier than the OEM recommended oil drain interval. This has now been extended to the recommended OEM drain interval without any issues.



## Cost savings

GLC has witnessed a reduction in time, money and equipment maintenance as a direct result of maintenance crew members being relieved from additional labor hours that were previously needed to support the delivery issues and oil top-ups. They have time to do extra maintenance and restore older equipment to get them back on the tracks.

Based on the fantastic service response and proven performance, the partnership between Coyne Oil, RGO and GLC continues to be successful and deliver results. **This partnership has helped us to strengthen our transportation pathways to help support our customers.** With a growing capacity and tank space for more oil, GLC is committed to continue driving the local economy and working with Coyne Oil, RGO and the wider HF Sinclair team for years to come.

## AUTHORIZED DISTRIBUTORS

“ It really has been a team effort with GLC and their maintenance team to get to this point. We take service excellence seriously and that means visiting our customers so we can talk through any roadblocks in person. The numbers tell us one thing but hearing it first-hand from maintenance teams is so much better. ”

### Barry Playford,

Director of Sales, Marketing and Special Projects, Coyne Oil & Propane

HF Sinclair has an extensive network of trusted and authorized distributors that support the delivery of best practices, innovative solutions and outstanding value for customers. Driven by a collective ambition to help grow our customers' businesses, distributors play a key role in matching fundamental lubricant knowledge and the suite of services to the needs of a business.





**HF Sinclair's Lubricants & Specialties segment is one of the largest North American white oil and group III base oil producers, manufacturing products across the U.S., Canada and the Netherlands, and exporting to more than 80 countries under the brands Sonneborn, Petro-Canada Lubricants, Red Giant Oil and HollyFrontier Specialty Products.**

Our goal is to exceed customer expectations through world-class solutions. Backed by industry-leading technical services and research & development, we bring a deep understanding of the operational challenges our customers face, with a commitment to proactive improvement and an eye for groundbreaking solutions.

Under **Petro-Canada Lubricants**, we produce engine oils, gear oils, greases and specialty fluids for equipment in heavy-duty fleet, construction, mining, forestry and more, with a track record of engineering that makes our customers' operations more efficient and more profitable. Learn more at [www.petrocanadalubricants.com](http://www.petrocanadalubricants.com).

Under **Red Giant Oil**, we produce the engine oils of choice for U.S. Class I railroads. For more than 100 years, we have continually evolved to meet the needs of increasingly powerful equipment, improving uptime and decreasing costs and maintenance intervals. Learn more at [www.redgiantoil.com](http://www.redgiantoil.com).



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