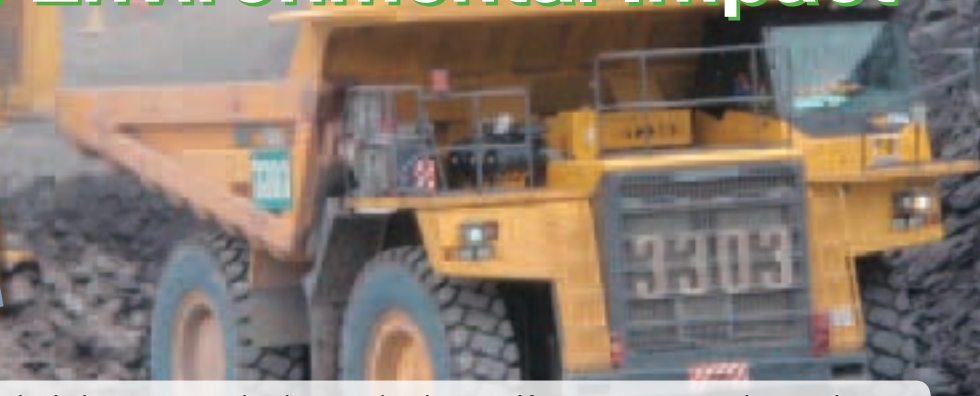


Special Story 1

KOMTRAX for Accurate Servicing and Reduced Environmental Impact



KOMTRAX adds a GPS antenna and wireless communications technology to Komatsu construction equipment operating anywhere in the world.

KOMTRAX is a remote management system that monitors the “health” and operational status of vehicles. KOMTRAX Plus, designed for use in mining equipment, can collect detailed status information on vehicles and use the data to control mining equipment under severe operating conditions. Using these ICT-assisted systems, Komatsu is improving the quality of service it is providing to its customers and reducing environmental impact.

Supporting our Customers with Remote-controlled Equipment using KOMTRAX

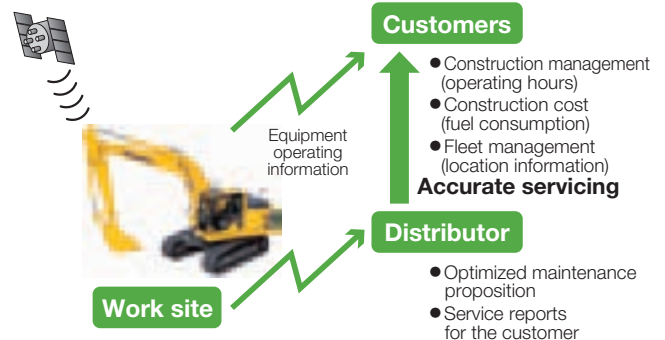
Just as automobiles require regular replacement of the engine oil and oil filter, construction equipment also requires periodic maintenance. However, because construction equipment operates under much harsher conditions, maintenance work must be extremely efficient, to ensure that equipment productivity is stable. Ideally, inspections and part replacement should occur based on the number of operating hours that are logged on the equipment. However, with conventional equipment servicing done by distributors, service personnel must travel to the customer’s site to determine the number of operating hours. This results in parts often being replaced too early, or sometimes too late, ultimately causing maintenance costs to rise.

KOMTRAX offers real-time access to equipment information, such as the number of operating hours, the last date a part was replaced, and the next replacement period. This lets service personnel plan timely inspections and part replacement, and allows preventive maintenance measures to be implemented. The result is a steady reduction in maintenance-related waste for the customer, together with reduced maintenance costs associated with this waste.

KOMTRAX information can also be used to devise more efficient ways of operating the equipment, based on the characteristics of the customer’s worksite. Selecting more appropriate models and using the equipment more efficiently leads to lower fuel consumption and less environmental impact. Recently, our Fuel-efficient Operation Report, which uses KOMTRAX information to reduce operating costs, has been highly rated.

KOMTRAX became standard equipment on models built for the Japanese market in 2001. As of March 2011, 200,000 vehicles have been equipped with the system world wide.

Machine Management System (KOMTRAX)



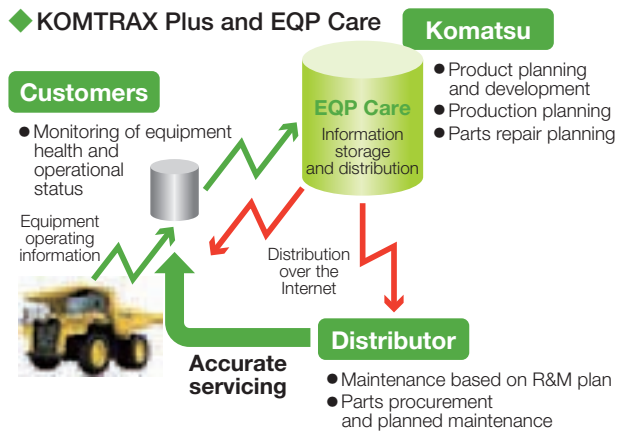
KOMTRAX Plus for Mining Equipment Used in Harsh Operating Environments

While the KOMTRAX system described above is installed on general construction equipment working in urban environments, KOMTRAX Plus is used on heavy-duty mining equipment operating in large-scale mines and similar sites.

Heavy-duty mining equipment operates at sites where natural resources that support our daily lives, such as coal and iron ore, are extracted. Typically, general construction equipment is moved in relatively short cycles from one operating site to another. However, mining equipment, once is at the mining site, will remain there in full operation, day and night. And this equipment is expected to provide stable operation at all times.

Minimizing idle time due to breakdowns requires planned maintenance and part replacement.

KOMTRAX Plus helps meet the challenges posed by harsh operating conditions.



The company began installing KOMTRAX Plus, a system for monitoring the health and operational status of mining equipment, in 2002. Now, approximately 10,000 mining machines have been equipped with the system. KOMTRAX

Plus collects data from numerous sensors installed on the mining equipment and provides real-time information (equipment health and operating information) that is used in the operation of this large-size equipment. The information is transmitted via satellite and consolidated in the EQP Care equipment allocation system.

Using the EQP Care system, customers, distributors, local subsidiaries, and Komatsu can access a variety of information about the equipment via the Internet.

In addition to making KOMTRAX Plus data available, EQP Care also consolidates various service and support information for each vehicle. It then makes comprehensive use of this data to propose accurate preventive maintenance measures to the customer. These measures are designed to improve operation rates and optimize overhaul times, to reduce repair costs.

In addition, the system can analyze the way vehicles are used and, based on this data, suggest more efficient operating methods, thus reducing environmental impact by making operation more fuel-efficient.

Voice KOMTRAX Plus Helps Customers Reduce their Fuel Consumption



Mohamad Sholahudin
PT Komatsu Marketing and Support Indonesia [KMSI]



Devi Ari Suryadi
PT Komatsu Marketing and Support Indonesia [KMSI]

Indonesia is rich in mineral resources and plays an important role in supplying the world with coal. A large number of mining machines manufactured by Komatsu are in operation in Indonesian mines, and the role KMSI plays in these developments is growing day by day.

Although Indonesia is a coal-producing country, the cost of fuel for running mining equipment has roughly quadrupled over the past five years. This increase in fuel prices has caused the costs of operating a mining business to swell by nearly 20%, eating into customer profits. Dump trucks, in particular, use a large amount of fuel as they drive up the slopes of a mine, making the high fuel cost for dump trucks one of our customers' biggest headaches.

Even PAMA, our largest customer in Indonesia, has asked us to help them reduce the fuel cost for dump trucks.

To meet this request, we decided to make extensive use of KOMTRAX Plus. After analyzing the data of a dump truck with a payload of 90 tons (our flagship product), Komatsu worked together with its distributors, KMSI, and PAMA to successfully reduce the fuel consumption. The activities that led to this success are described below.

In line with The KOMATSU Way and the importance it assigns to the worksite, we started the process with a field study. We investigated the course taken by dump trucks at the worksite and conducted detailed analyses of the driving methods of operators. After careful analysis of the collected data, we found that we could decrease fuel

consumption by using "economy mode" in combination with certain course patterns.

After the field study, we began training activities. Distributors trained operators in driving methods that decreased fuel consumption. PAMA revised its standard operating procedure for mining operations to emphasize to their operators the need for energy conservation.

A strength of KOMTRAX Plus is its capability for visualizing the results of these efforts. A comparison of the fuel consumption before and after the countermeasures clearly shows their effect. PAMA acknowledged that the measures had brought about a reduction in fuel consumption in this particular case, but they also expressed the hope that Komatsu will be able to generally improve the fuel efficiency of its equipment.

In response to this request, Komatsu developed a fuel economy kit for dump trucks. This kit is currently being installed on dump trucks of the same type in Indonesia and is producing good results.

Our goal is to continue approaching our customers with various proposals for improvement using KOMTRAX Plus, including measures to reduce fuel consumption, and thereby contribute to increasing the satisfaction of our customers.



Discussion with PAMA operators about the fuel-saving operation based on KOMTRAX Plus data