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ONE TOUGH TRUCK

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THE TCI TECH CHALLENGE

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Ask the TECHNICIAN: WINTERIZATION

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TCI SCHOLARSHIP Winners Announced

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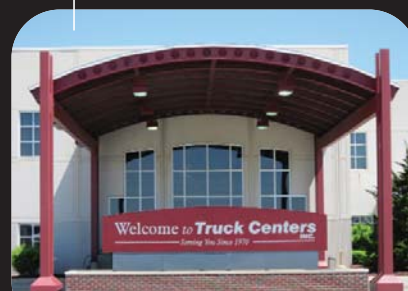
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Our used truck business has also held its own throughout this year. It is a very difficult time to find low mileage used units in the market but we are diligently looking every day for these type units. We have been able to find buyers for our higher mileage trades throughout the year and we hope this success continues into next year. We anticipate our used activity to be much tougher for CY 2012 because the availability of good used trucks becoming more of a challenge as low mileage units are becoming harder to find or source. We will most likely concentrate on the higher mileage units to carry us through the year or until the trade cycle for new trucks reaches a more accommodating level on mileage turn in.

The vocational and agricultural markets have remained very strong this year. The market for dump trucks, day cabs and specialty trucks has been very consistent. The farming community has been purchasing many units this year all based on the outcome of their crop yield. Once again, finding trucks for these markets has been a chore but we have been fortunate in finding them at other dealers, purchasing directly from our customers or trades we have taken from customers.

The Owner Operator market has been somewhat weak. These individuals have found themselves with too many miles on their current unit, while the money they owe is much greater than the value as a trade. Plus, financing for this segment has been very tough because of the guidelines placed on these customers. We will continue to source for this market but will be particular on the type of units that we stock.

I am honored to communicate with our customers, team members and others in the 1st edition of our new Truck Centers, Inc. DRIVEN magazine. I hope this edition finds everyone doing well in both business and personally.

Even though we are all still unclear on where the economy is going, calendar year 2011 has blessed us with several new truck deliveries in both our Heavy-Duty and Medium-Duty customer base. Compared to our 2010 success, we have been fortunate to deliver many new EPA '10 units and are seeing a much greater improvement from the '07 EPA products. The order board for Heavy-Duty at both Freightliner and Western Star is sold out for 2012 Model Year units. However, at this writing, there are remaining 2012 model year build slots for Medium-Duty products from the end of December through the model year change the week of February 20th, 2012. Our Heavy-Duty model year change will be the week of March 5th, 2012, for both brands.

DTNA is bringing several new products and enhancements to market in CY 2012. We have introduced the 108SD & 114SD under our Freightliner banner. They will be replacing our 106V and 112V respectively in their rightful markets. Our Western Star line has brought us the 4700 series, which was introduced to compete in markets that we were not previously priced competitively in. These products are aimed toward the vocational markets and bring an array of application options to the table for special market needs. We will also be seeing the likes of the Cummins ISL in both the diesel and CNG options in these products.

DTNA is also introducing a complete new aerodynamic package for the raised roof market that could improve fuel economy up to 3%. It will involve 20" cab extensions, new frame fairings and more aerodynamic bumper configurations along with drivetrain components to boost efficiency and fuel economy. We are excited about these new options and will be offering these items with new orders and quotes going forward.

As we head into the holiday season, we are being led to believe that 2012 will be a good year for the transportation industry. We are in the process of quoting many customers for their anticipated CY 2012 purchases and look forward to getting units on order for delivery. We have been hit, as all manufacturers have, with surcharges on tires, metal and other commodities that go into the build process.

EVERYONE

"To Be the Best that We Can Be"

Truck Centers would like to thank each of our customers, team members and close suppliers for all of the support that you have given us through this economic roller-coaster. Our goal is "To Be the Best that We Can Be" for those associated with us. We will continue to work toward that goal on a daily basis. Happy Holidays to all through the Thanksgiving and Christmas Seasons! We will be in touch again in 2012 and hope that we share a prosperous New Year! <<

- Mike Yates, President

SUBMIT YOUR OWN AD

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Michelle Petroff

>> **CALL**
(618) 667-3454

>> **EMAIL**
mpetroff@truckcentersinc.com

TCI TOC

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INDUSTRY News

CLASS 8 SALES REBOUND

Class 8 truck sales are on the rise in 2011 after a tough year in 2010. August orders alone for new Class 8 trucks rose 68% this year while numbers were up 44.5% in September. American fleets were still recovering from the harsh downscaling that happened during the recession but new truck orders demonstrate fleets have started a replacement phase in their equipment lifecycle. A good sign for improvement is small and large fleets have increased their number of vehicles within the first six months of 2011. Truck manufacturers have received over 100% increase in new Class 8 orders in North America since 2010 and this upward trend is projected to remain strong. According to analysts, 261,000 Class 8 trucks are anticipated to be built for 2012 and 276,000 for 2013.

CHANGING FACE OF LOGISTICS

While research has predicted a bright future for the transportation industry, there are still some challenges that could make the next ten years interesting for the sector.

The 2012 elections are sure to have a significant impact on the industry due to policy changes and regulations. The intensely debated infrastructure bill will have policymakers' attention and it is almost certain that no matter the outcome of the election, stricter regulations on safety and fuel efficiency will be a challenge.

Fuel prices have been sporadic over the last few years and are a large concern for fleets. Oil prices are projected to rise and the fluctuation can still be anticipated for coming years, making it difficult for fossil fuel dependent industries to budget for unexpected costs.

Changes in the supply chain will become increasingly challenging. Since the Japanese tsunami, companies are looking to shorten supply lines and expand source countries. Shippers are also making products easier to ship by redesigning packaging to maximize cargo space.

While carriers should expect for things to continue to improve, these factors will contribute to a changing landscape in our industry.

CELL PHONE USE BANNED FOR TRUCKERS?

The National Transportation Safety Board recently recommended banning mobile phone use by commercial drivers even if drivers are using approved hands-free devices following its investigation of a 2010 cross-median truck crash that claimed 11 lives.

On March 26, 2010, near Munfordville, Ky., a tractor-trailer driven by 45-year-old Kenneth Laymon of Jasper, Ky., departed the left lane of southbound Interstate 65, crossed a 60-foot-wide median, overrode a cable barrier system and collided head-on with a 15 passenger van carrying nine adults, two small children and an infant. Only the two children who were in safety seats survived the crash. The group was traveling to a wedding in Iowa.

Investigators determined that the driver used his mobile phone for calls and text messages a total of 69 times while driving in the 24-hour period prior to the accident. The driver made four calls in the minutes leading up to the crash, making the last call at 5:14, coinciding with the time that the truck departed the highway.

"Distracted driving is becoming increasingly prevalent, exacerbating the danger we encounter daily on our roadways," Deborah Hersman, NTSB chairman, said in a recent statement announcing the board's vote to recommend the regulations to the Federal Motor Carrier Safety Administration and state governments. "It can be especially lethal when the distracted driver is at the wheel of a vehicle that weighs 40 tons and travels at highway speeds."

The NTSB also determined that the median barrier system, which had recently been installed following another cross-median fatal accident on the same section of I-65, contributed to the severity of the accident because it was not designed to redirect or contain a vehicle of the accident truck's size. Because median crossover accidents involving large vehicles are so deadly, the NTSB also made recommendations regarding the use of appropriately designed median barriers on roadways with high volumes of commercial vehicles.

ILLINOIS BILL REQUIRES GPS DEVICES TO POST TRUCK ROUTES

Illinois Governor Pat Quinn signed legislation on September 8, 2011, that aimed to enhance truck safety in the state by making truck routing and restrictions more accessible to the commercial trucking industry. The new law also provides a program to educate professional truck drivers about the differences between truck and car GPS devices.

House Bill 1377, now signed into law and will take effect January 1st, was the result of recommendations made by a State of Illinois Task Force charged with investigating the use of GPS technology and the compliance of the Designated Truck Route System. The law requires local jurisdictions to provide the most up-to-date truck information to the Illinois Department of Transportation. The recommendations from the task force were to: merge together databases containing key truck routing data including overpasses and legal restrictions; require local jurisdictions to report their designated truck routes via a simplified process; and educate truck drivers on the differences between using an approved GPS device specifically designed for truckers and a standard car GPS unit.

"The difference between a truck-specific GPS and a device designed for car routing is significant," said Rep. Michael Zalewski, Task Force Chairman and state representative for the 21st Illinois Congressional District. "Using the appropriate 'tool' for the job will benefit the citizens of Illinois by reducing accidents, congestion and the costs of repairing infrastructure damaged by accidents involving commercial vehicles."

John McAvoy, Director of Engineering for Rand McNally, was one of nine members of the Task Force appointed to make recommendations to the Illinois State Assembly. He stated, "There is a significant gap between what is readily available and what should be reported and made available to manufacturers to utilize in providing accurate truck-specific routing. Providing vital height and weight information in an easily accessible format will benefit all who share the road."

Do you need a Trucker GPS unit or know someone who would benefit from one? Truck Centers, Inc. is currently offering two models for the holidays that are advertised in this issue!

STRUCTURAL DEFECTS PROMPT CLOSURE OF I-64 BRIDGE BETWEEN INDIANA AND KENTUCKY

A close to 50-year-old bridge taking I-64 across the Ohio River between New Albany, Ind., and Louisville, Ky., has been closed after 2.5 inch crack was found in a support beam. This will make a significant impact across the Midwest since traffic delays from bridge closures and traffic jams could be costly for transportation companies. It has been estimated the closure of the bridge will cost companies nearly \$4,400 a day.

Indiana Gov. Mitch Daniels ordered the Sherman Minton Bridge closed for an indefinite period after the crack was discovered on September 2, 2011. Indiana Department of Transportation said the bridge will not require full replacement but IDOT engineers have determined it will take about six months and cost about \$20 million for repairs. The repairs involve installation of new steel plating on both sides of the bridge tie that runs horizontally along the entire 1,600-foot structure and will give the bridge at least 20 more years of useful life.

The bridge normally carries 80,000 vehicles each day and is a primary link for interstate commuters. Its closure leaves just two Ohio River crossings between Louisville and Southern Indiana - the Clark Memorial and Kennedy bridges. Officials expect the closure to result in "extraordinary traffic congestion" that will affect traffic throughout the Louisville and Southern Indiana region. I-64 is a major highway for east and westbound freight connecting St. Louis with points east. The closure of the bridge poses a significant challenge for truckers transporting goods because the move leaves the Kennedy Bridge as the only route through Louisville along the widely traveled north-south I-65 corridor. <<





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2011 TCI

Service Awards

Truck Centers, Inc. and the Hopkins and Yates families take great pride in recognizing the outstanding contributions and service of our team members at all locations. In 2011, 46 employees were recognized for their dedication and outstanding service with a cash value of \$31,600. Thank you to everyone for your hard work and commitment to excellence.

35 years (\$2,000)

Randy Gall - Troy
Terry Marks - Global

30 years (\$2,000)

Brad Bendtsen - Morton

25 years (\$2,000)

Steve Beckmeyer - Mt. Vernon
Webb Eastham - Mt. Vernon
Chuck Hubert - Troy

30 years (\$1,500)

Randy McPheeters - Mt. Vernon
Scott Reller - Troy

15 years (\$1,000)

Joe Braunagel - St. Louis
Doug Burgess - St. Louis
Katie Hopkins - Troy
John Patkunas - Springfield
Christine Schaller - Global
Darren Stephens - St. Louis
Dave Stolle - St. Louis
Greg Wiles - Springfield

10 years (\$500)

Tom Bryson - Troy
Jack Draper - Morton
Brenda Guppy - Morton
Ken Jones - Mt. Vernon
Todd Jones - Troy
Keith Krider - Morton
Jan Krieger - Morton
Gwen McKinnon - Global
Irene Molinar - Troy
Tim Nolan - St. Louis
John Pacotti - Morton
John Pryor - Troy
Brian Tester - Troy
Clinton Tompkins - Troy

5 years (\$100)

Steve Anderson - Morton
Adam Cunningham - Troy
Tom Elmore - Troy
Phillip Fahs - Springfield
Danny Games - Morton
Marc Lindsey - Springfield
Mike Lindsey - St. Louis
Robert Long - St. Louis
Scott Spencer - Troy
Delvin Sylvester - Global
Brian Turner - Springfield
Trevor Yates - Troy

New Hires

You may notice some new faces around TCI. We are pleased to welcome fifty-six new faces in the past year. Welcome to the Truck Centers' team!

Global/Corporate

Amanda Berg (Marketing)
Tricia Gall (Accounting)
Harley Kohlbrecher (Clerical)
Megan Paschedag (Clerical)
Jennifer Price (Human Resources)

Morton

Bernard Barkley (Driver)
Richard Bertelsen (Driver)
Erin Davis (Parts Driver)
Ryan Krider (Facility Maintenance)
Joshua McCendon (Tech)
Travis Newton (Tech)
Danielle Lehnhausen (Service Writer)
Richard Oglesby (Trailer Tech)
Corey Stenstrom (Body Shop Tech)
Corey Wood (Tech Apprentice)

Mt. Vernon

Craig Byars (Service Writer)
Nicholas Dillow (Tech)
Alex Jones (Shop Maintenance)
Christopher Kuhner (Driver)
Chris LaMacchia (Parts Driver)
Deanne Lamczyk (A/R)
Ulices Martinez (Tech Apprentice)
Anthony Stich (Tech)
Wayne Suchomski (Tech)
Joey Talbert (Parts Driver)
Denny Whaley (Tech)

Springfield/Decatur

Stephen Adcock (Service Foreman)
Beth Adkins (Invoicer)
Loren Curtis (Driver)
Wayne Peters (Tech)
William Stewart (Tech)
Michael Vose (Tech)

St. Louis/St. Peters

Jeffrey Grillo (Service Writer)
Charles McCutchen (Parts Driver)
Zackary Randolph (Tech Apprentice)
Sabahudin Smailhodzic (Sales)

Troy

Craig Beach (Warehouse)
Dylan Boeckman (Tech)
Shawn Brase (Body Shop Tech)
William Brinkman (Tech)
Matthew Bruhn (Parts Driver)
Robert French (Driver)
James Garrison (Body Shop Tech)
Joshua Goodlin (Parts Driver)
Jeffrey Hommert (Parts Driver)
Emily Leveling (Receptionist)
Steven Loepker (Parts Driver)
Michael Moran (Warehouse)
Terry Nipper (Housekeeping)
Adam Petrich (Parts Driver)
Robert Rayborn (Service Writer)
Joseph Rieken (Body Shop Tech)
Robert Santel (Driver)
Scott Thole (Warehouse)
Nathan Weiss (Detail Tech/PDI)

WESTERN STAR



SEEKS TO INCREASE MARKET SHARE

It is no coincidence that there has been a lot of activity from Western Star this past year. Daimler Trucks North America LLC is insisting to revitalize Western Star's market position. Numbers show efforts have paid off thus far. Sales in the US and Canada went up 45% between 2009 and 2010 with over 2,000 units sold last year. Western Star anticipates an increase in its market share in the Heavy-Duty truck market by 2014. It currently possesses 1.9% market share but general manager, Michael Jackson, noted that the brand plans to capture at least 4% of truck sales in the United States and Canada in the coming years.

The vision of Western Star is to continue to build premium quality trucks in North America with a high level of craftsmanship and customization. Western Star has survived over 40 years and, since Daimler's decision to maintain and grow the brand, it looks like Western Star will remain the last truly custom-made truck in North America and be around for another 40 years.

NEW WESTERN STAR WEBSITE

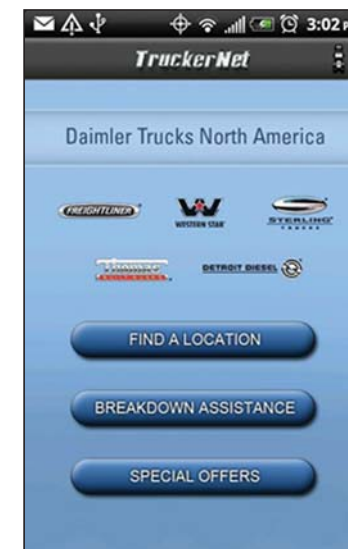
Western Star, which is a specialty subsidiary of Daimler Trucks North America LLC, has introduced a new website to revitalize the upscale brand at www.WesternStar.com.

With a detailed overview of their full line of trucks and related components, the new website creates an interactive source for customers and aficionados. From under the hood to the mudflaps, visitors to the new website will find every element they are looking for. From new product releases to a complete list of parts and service locations, the information they want will be there and easily accessible. Trucks are searchable by application and model allowing customers to view specs and characteristics of various models, making it easier to decide on the truck that is best suited for their needs.

The website features fresh graphics and exciting images that show off the unique look and feel that is decidedly Western Star. Users also have the ability follow Western Star Trucks on social media networks such as Twitter and Facebook and interact with new technologies including customer photo galleries, Flickr and the video-sharing service YouTube.

Check it out at WesternStar.com

DTNA'S TRUCKERNET MOBILE APP NOW AVAILABLE FOR BLACKBERRY



Daimler Trucks North America LLC announced the availability of its TruckerNet commercial driver support application for RIM Blackberry devices in addition to Apple iPhone and Google Android products. The smartphone app surpassed 6,000 downloads since its March introduction at the 2011 Mid-America Trucking Show.

The app is meant to make life easier for not only drivers but managers as well. The response to the app has been huge and the producers are continuing to look for ways to improve and streamline it. The mobile application allows drivers with a GPS-enabled smartphone to have 24/7 access to service locations and parts information including current product specials. Drivers also have the ability to access immediate breakdown service support with connections to the Exceleator breakdown assistance service through the app's one-touch interface.

TruckerNet provides connectivity to a network of more than 1,000 parts and service locations throughout the U.S. and Canada. Soon the app will feature even more complex mapping functions and added search filters to enable drivers to rapidly find the kind of parts and services that they are searching for.

Coinciding with the release of the Blackberry version of the application, Daimler Trucks North America has launched a promotional YouTube video to build awareness with a humorous look at life on the highway. To download the application, drivers can visit truckernet.com from their mobile device or computer.

PRODUCT ENHANCEMENTS FROM WESTERN STAR

Western Star has announced several product enhancements for the 4900 series trucks. The enhancements include a new fuel efficiency package, auto hauler package and body builder friendly options.

The fuel efficiency package includes a more aerodynamic high visibility hood, wrap-around bumper in chrome, under hood air cleaners and back-of-sleeper or horizontal exhaust.

The auto hauler package in the EPA '10 trim offers a low 101.4 inch cab-to-ground height without needing third-party alterations to the cab roof. Now it is offered to order in both 123- and 132-inch-BBC in day-cab or sleeper structures without compromising full-height headroom and useful sleeper access that Western Star customers have come to expect.

Body builder friendly options are intended to make life more efficient for body builder and upfitters. New options will increase operational productivity between the chassis and body. One new option includes a 13-gallon diesel exhaust fluid tank that will increase back of cab clearance and take up less frame space. The other new offering allows for better protection against harsh conditions and stress loads experienced on outboard batteries with new configurations designed for durability.

For more information on the determining the right Freightliner or Western Star product for your business, contact your Truck Centers, Inc. Brand Expert.

NEW PRODUCTS FROM ALLIANCE

Alliance Truck Parts, a leading aftermarket parts provider for the commercial transport industry, is offering two new products of all new construction for customers. New parts include a charge air cooler product line for most makes and models of Class 6-8 commercial trucks and buses and an EZ-Assist clutches specifically designed to meet demands of work truck applications that require torque transfer for extremely heavy loads.

The charge air cooler line features bar and plate construction for greater durability and efficient heat transfer and are all new construction. Quality air coolers can make a huge impact to fuel efficiency and overall performance areas and is vital to maintain fuel economy, horsepower and emissions. Alliance Truck Parts charge air coolers have a one-year, unlimited mileage warranty and a simple pressure test can be done at Truck Centers, Inc. to ensure proper performance.

The EZ-Assist clutch is designed especially for meeting demands of work truck applications that require severe torque transfer for extremely heavy loads including gravel and heavy construction hauling. The clutches are made from all new components for the best performance to ease driver fatigue. EZ-Assist clutches are now available in torque ratings of 1400, 1650, 1850 and now 2050 for any trucking application. All Alliance Truck Parts clutches are supported by a one-year, unlimited mileage warranty and are available at Truck Centers, Inc. >>

WESTERN STAR

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Serious trucks.

>> DAIMLER TRUCKS NORTH AMERICA ADDS SECOND SHIFT AND 350 NEW POSITIONS AT PORTLAND TRUCK MANUFACTURING PLANT

Daimler Trucks North America LLC (DTNA) announced on October 20th, plans to add a second shift and ramp up production at its Portland Truck Manufacturing Plant creating approximately 350 new jobs at the facility by the end of 2012. The additional workers represent a nearly 50% increase in personnel at the plant and will include approximately 330 shop employees and an additional 20 engineering and support positions to facilitate increased production. The current hiring activity is the first time since 2006 that DTNA has had open-market hiring for shop positions at this plant.

The Swan Island facility exclusively produces heavy-duty Western Star brand Class 8 trucks for use in mining, logging, oil fields and construction, as well as on-highway trucks and other specialized vehicles representing about 2% of North American truck sales this year. Western Star launched its newest vehicle, the 4700, earlier this year to enthusiastic customer reviews. The increase in production capacity and hiring comes in response to a strong and steady rise in Western Star orders throughout 2011 and company expectations for continued growth in 2012.

"We are delighted to be able to make this announcement today here in Portland and proud of the achievements of our Western Star workforce. The growing demand for our Western Star products is testimony to our brand focus on premium customer specifications combined with our leading powertrain technology," said Martin Daum, president and CEO of Daimler Trucks North America LLC. <<



[Workers building a new Western Star in Portland, Oregon / RICHARD READ, THE OREGONIAN]



3 TCI SALES PROFESSIONALS RECEIVE FREIGHTLINER'S LELAND JAMES AWARDS

Freightliner annually recognizes the top sales professionals for medium- and heavy-duty trucks from their North American dealer group for the Leland James Sales Awards. The recognition is the premier distinction for Freightliner brand experts and is named after the founding father of Freightliner. Mr. James was unable to find someone to build a truck suitable for the rigors of his business, so he decided to build it himself and thus Freightliner was born.

The Leland James Sales Award program is based upon Freightliner truck sales performance based on dealership market categories (potential market size) and product categories (Business Class or Premium Class 8) between July 1, 2010, through June 30, 2011. Freightliner recognizes the Top 25 sales professionals in each of the product categories with a custom plaque and recognition for the "Leland James Elite Award". The Top 10 in the two categories also receive a special trip to Marco Island, Fla., for the awards banquet. Truck Centers, Inc. is fortunate enough to have three sales professionals make the Top 50 ranking with two of the finalists making the "Top 20 Freightliner Sales Professionals" list.

Ron Donze, TCI-Troy, has received the distinction of a Top 10 sales professional in the Business Class category for the Leland James Elite Award. Ron has been with TCI for 21 years and his area of expertise is primarily in the medium-duty market with additional specialization in unique markets including municipalities/governmental agencies, electric coops, gas

agencies and other specialized applications. He is known as the "go to person" with customers even having him verify competitors' specifications. Ron is a valuable team member and willing mentor to newer sales specialists. His personal attention and professionalism cultivate loyal customer relationships and numerous recognitions for the Leland James Sales Award.

Joe Switzer, TCI-Troy, is a veteran brand expert with over 24 years of dedicated service to TCI and our customers. Joe has been recognized as a Top 10 sales professional and Leland James Elite Award recipient in the Premium Class 8 category. His primary focus is serving the needs of our larger Class 8 fleets but he is also actively involved with special application customers that include material hauling, construction and heavy haul fleets. Joe is also a key member in the TCI team in mentoring rising sales talent. He is continually seeking ways to make his customers more successful and challenges Freightliner to do the same. He is a true professional and takes great pride in his work and dedication to his customers.

John Patkunas, TCI-Springfield, was also recognized as a Top 25 sales professional in the Premium Class 8 category. John has been a valuable member of the TCI team for 15 years and is dedicated to serving a diverse customer base including Class 8 fleet customers as well as those with specialized applications.

Congratulations to all three men on the recognition that you deserve for a job well done!



Protection for the Unexpected - Insurance Options

Did you know if your vehicle is stolen or declared a total loss, you may still be responsible for paying off a portion of the vehicle finance contract?

Daimler Truck Financial has partnered with EPG Insurance, Inc., (EPG) to provide coverage options for your commercial vehicle. Coverage is underwritten by "A+" rated Lloyd's of London, the oldest and most acclaimed insurance market in the world. Additionally, EPG has over 23 years experience in providing insurance products for commercial vehicles. Through this collaboration Daimler Truck Financial customers can also receive the best truck protection programs available, in addition to superior financing options.

For more information about insurance options from Daimler Truck Financial please contact Truck Centers at 800-669-3454 or truckcentersinc.com.

*Policies and claims are administered by EPG Insurance, Inc. and are underwritten by carriers with an AM Best of rating of "A" or better. Savings vary by customer and are not guaranteed. Stated coverage not available in all states. Please contact EPG Insurance for a full description of all applicable terms, conditions and benefits provided. ©2011 Daimler Truck Financial, is a business unit of Mercedes-Benz Financial Services USA LLC. All rights reserved.



Daimler Truck Financial

NEWS FROM TCI

Each of our General Managers have prepared a small introduction and update on the activities at their location to familiarize our current and potential customers with their management team. At Truck Centers, we feel that it is important for you to know that we are not only dedicated to superior service, facilities and resources to ensure a positive experience; but also, to provide an opportunity to get to know some of the team members who are working diligently for you.



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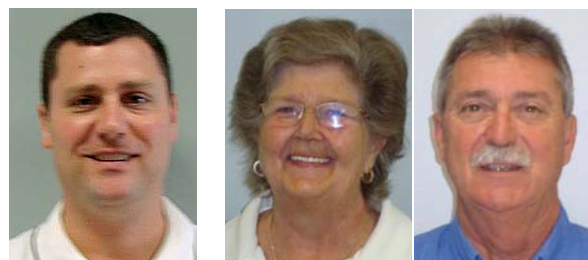
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JEREMY WILLIAMS
Parts Manager
jwilliams@truckcentersinc.com

TROY

**I-55/I-70 & Hwy. 162
(800) 669-3454
24/7 PARTS & SERVICE**

Hello from Truck Centers in Troy, Illinois. I thought I would share some updates and highlights about our location along with the introduction of our parts, service and body shop department managers. This location also houses our corporate offices and we have just over 150 full-time employees working in Troy.

One of the major projects we have been focusing on in all three departments - parts, service and body shop - is a refurbishment program for a national fleet customer. We are targeting 100 complete refurbishes by the end of 2011. The refurbishment process includes replacing all of the major components as well as complete exterior paint job and interior replacement. The refurb trucks look like new when completed and so far have been very well received by the drivers and the company we are doing the project for. We look forward to working with more customers on these types of projects as an economical way to update trucks.

We have been working on some internal position shifts to offer better customer service to our patrons and improve our efficiencies as a company. Donnie Langendorf recently accepted the position of warehouse supervisor. John Pryor recently moved in a customer service training position, also. I am excited about the opportunities that both of these positions will provide to help put TCI on a path to exceed the expectations of our customers. We believe our facility is very driver-friendly now but we are always looking for ways that we can improve the customer experience while waiting. We are in the process of updating the lounge area in Troy with a new HD flat screen TV. Also we will continue the little freebies for our customers/drivers of donuts, hotdogs and popcorn while they are waiting. We offer clean showers, washer/dryers and WiFi service as well for our customers' convenience.

We are looking forward to 2012 and the opportunity to serve you.

Til next time,
Katie Hopkins

ST. LOUIS

**I-70 & Broadway - Downtown St. Louis
(800) 325-8809
M-F 6A-11P SA-SU 6A-6P**

On behalf of the management team of Truck Centers, I would like to take a moment and introduce myself. I am Jim Pennington, the General Manager of Truck Centers - St. Louis and our auxiliary store in St. Peters, Mo. At Truck Centers, our goal is to provide your company with "World Class Service" every time you visit or call our facility. Our St. Louis facility currently employs 60 team members and is conveniently located in downtown St. Louis with easy access from I-70. Here, employees are treated like family and customers as friends so we all work to ensure that we deliver a job well done each and every time.

We are currently mid-way through an extensive remodeling effort at our location that will improve the operations for our team and also offer an improved customer experience. A new lounge area includes a vending room, laundry and shower facilities, restrooms, kitchenette, a work center and plenty of comfortable seating (including stadium recliners) around a large flatscreen TV. We also offer free WiFi for our customers. Upgrades are currently underway in our service and parts departments to continue to make TCI a great place not only to visit but to work at as well.

With upgrades to our facility, extensive hours of operation, a can do attitude and dedicated employees, we are committed to making your experience a "World Class Experience". Please feel free to contact me should you receive anything less.

Sincerely,
Jim Pennington



CATHIE JENKINS
Service Manager
cjenkins@truckcentersinc.com



CHERYL WILLIAMS
Body Shop Manager
cwilliams@truckcentersinc.com

MORTON

**I-74 & Exit 102B
(800) 397-4292
M-F 7A-12A SA-SU 7A-3:30P**

Truck Centers, Inc. started its history of serving the greater Peoria area in 1994 when we purchased the former Drum White Dealership located in East Peoria. After five years of service, a new state-of-the-art \$10 million facility was built on 15 acres in nearby Morton. The new facility opened in October of 1999 and continues to serve the Central Illinois area through our convenient location and extensive hours of operation that includes weekend hours. We continue to operate with 55 full-time employees dedicated to making our customer's experience with the brands that we serve and their visit to our dealership the best it can possibly be. Our management team here has been together for several years so we are able to provide a level of continuity that our customers need and deserve! Our facility has many amenities to offer when your truck is down from our 60 inch HDTV to our pool table in the customer lounge. We strive to make your stay here in Morton as enjoyable as possible while we get your truck going again.

Please do not hesitate to contact me or any of the departmental managers if we can ever be of any service.

Sincerely,
Justin Hopkins

MT. VERNON

**I-57/I-64 & Rt. 15
(800) 786-2545
M-F 6A-12A SA-SU 7A-7P**

Truck Centers, Inc. opened its first satellite location in Mt. Vernon in 1979. Since that initial venture, we have continued to grow and build a loyal customer base. Our convenient location at the crossroads of Interstate 57 and Interstate 64 serves local and over the road customers well.

In 2001, our store underwent an extensive expansion and remodeling effort and we now have 30 service bays available with hours of operation that are 18 hours on weekdays and 12 hour shifts on both Saturday and Sunday to minimize your downtime. We have 18 skilled technicians, including this year's TCI Tech Challenge Champion and Rookie of the Year winners, and offer a 2 Hour Express Assessment service to promptly and correctly repair your truck. Webb Eastham, who is our parts manager with over 25 years of experience, is here to answer any of your parts questions and our service manager, Kenny Jones, is eager to help you with any repair question.

Come see us and we will greet you with a smile!

Thank you,
Julie Klebba

SPRINGFIELD

**I-55 & Hwy 29
(800) 786-1280
M-F 7A-12A SA 7A-5P**

Our Springfield location has been serving the farmers of Central Illinois since 1988. All 39 full-time employees take pride in the fact that we get to work with the people that feed the world! Every day you can count on Jeremy Williams to handle your parts needs or Randy Melvin to get the job done in service. Both of our department managers have the experience and expertise that only exists with coming up through the ranks in the department.

Our store was hit by two tornados within 15 minutes of each other a few years back. This allowed us to update our dealership with extensive remodeling efforts. We now have a state-of-the-art parts display area as well as laundry room, showers and a very nice customer lounge for drivers to wait in while we complete the repairs on their trucks.

As an auxiliary of the Springfield store, we also have operations located in the McLeod Express building in Decatur. We have a team of 3 full-time folks there dedicated to the Decatur area. Brad and Rick make sure we have the right parts on the shelf while Wayne takes care of the trucks as they roll in.

If any of our team can be of assistance or you have any questions for me, please do not hesitate to contact us. Thank you for allowing us to serve you!

Sincerely,
Justin Hopkins



BIGGEST LOSER

Several Truck Centers, Inc. team members recently concluded a 12-week "Biggest Loser" program that jumpstarted a health and wellness program in the workplace with an outlet to encourage each other in a friendly competition format. Employees volunteered to participate and contributed a \$35 entry fee so the winners' wallets would at least leave a bit heavier. TCI Chairman and CEO, M. John Hopkins, IV, matched the money raised by participants so over \$3,010 was up for grabs as contestants had access to the company gym, nutrition expert and fitness expert for the three month program to coincide with weekly weigh-ins.

THE TOP-4 MALE AND FEMALE FINALISTS WERE:

- 1ST PLACE-** Daniel Lawrence & Katie Hiller - \$500 each
- 2ND PLACE-** Dustin Frischkorn & Jenna Langendorf - \$300 each
- 3RD PLACE-** Phil Conreaux & Lynn Kohlbrecher - \$100 each
- 4TH PLACE-** Brian Jubelt & Linda Landmann - \$50 each

The recipients for the most amount of weight loss were:
DON LANGENDORF - \$100 AND CANDY KINWORTHY - \$100

Participants were grouped into three teams as well as ranked as individual participants. All members of the team with the most weight loss received their \$35 entry fee back and the 4 men and 4 women with the highest percentage of weight loss received cash prizes. Cash bonuses were also given to the man and woman with the most actual pounds lost. In all, employees lost over 590 pounds with over 62 pounds lost in just the final week!



[Daniel Lawrence]

[Katie Hiller]

The winning team (Team 1) consisted of 14 members and lost a total of 287.8 pounds with 9.2% of total weight loss. The team members included: Tom Bryson, Phil Conreaux, Dustin Frischkorn, Nancy Highlander, Todd Jones, Lynn Kohlbrecher, Don Langendorf, Jenna Langendorf, Daniel Lawrence, Stacey Marks, Terry Marks, Irene Molinar and Adam Petrich.

Congratulations to all who participated! The TCI team hasn't stopped their weight loss journey yet; an 8-week continuation is already slotted to begin before the holidays.



YOU'RE MONEY AHEAD WITH US



- >> DIAGNOSTIC ASSESSMENT
- >> CHECK PARTS AVAILABILITY
- >> REPAIR TIME ESTIMATION
- >> DRIVER LOUNGES WITH WORK AREAS, WI-FI & LAUNDRY

**Within two hours from arrival*

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Present this coupon for 10% off on labor for jobs \$1,000 or more!

Valid through 1/1/12





[A CAST MODEL OF THE WINNING NIKE MELO M8 SHOE]

Nick Daiber, son of long-time TCI-Troy employee Mary Daiber, was one of more than 1,000 individuals who submitted a shoe design for the 2011 Nike Future Sole Design Contest; however, he was the sole survivor to earn top honors for his Nike Jordan shoe design.

This was the second year that 17-year-old Daiber made it as a finalist in the national design competition. In 2010, he was announced as the high school program's runner-up winner and had the opportunity to visit Nike headquarters in Portland, Oregon. As luck would have it, those few points that he was shy of last year made all the difference in his eligibility for the 2011 competition. This year's prize package was expanded to include not only a MacBook Pro computer with a Wacom design tablet and design software valued at over \$15,000; but also, the opportunity to participate in a 3 1/2 week intensive shoe design course in Portland and a strong possibility to see his shoe on the court during an actual NBA game in the near future.

"Last year, I was kind of upset when I lost," admitted Daiber. "At the time, I felt like I should have won but I had to move on and accept it and believe that everything happens for a reason. Losing really drove me to get better and I now had resources to help me along."

Once he was nominated as a competition finalist for the Jordan design, Daiber was flown out to Nike's Beaverton, Ore., headquarters that he describes as being like a college campus with each building being focused on a particular type of shoe. Nick and his competition spent over three

weeks in Oregon taking a design class, for which he received college credit, to help the nominees perfect their sketches and renderings. The group also was able to meet with vendors to select specific materials for their shoe and learn more about the entire manufacturing process from the drawing board to the time the shoes are laced up.

This year's design was to be created for New York Knicks player and Brooklyn native, Carmelo Anthony. Daiber's design included stylized details to resemble the Brooklyn Bridge and other elements inspired by New York City. Nick and another finalist, Jacob Rochester, in the Jordan category actually tied on preliminary voting and Carmelo Anthony's personal vote for his shoe was the deciding factor that put the ball in Daiber's court.

“ It feels so good to win this year after all the work I put in to come back stronger,” Daiber declared when asked about his winning Melo M8 design. “And it felt great knowing Melo picked my shoe! They will most likely make the shoe and Melo will actually play a NBA game in them. I hope there isn't a lockout.”

“I ended up with a pretty great design that I felt met Melo's performance needs and it told his story. I guess Melo felt so, too.”

Son of TCI Employee WINS NATIONAL DESIGN CONTEST



[NICK DAIBER presenting his design before a Nike panel]



[JACOB ROCHESTER AND NICK DAIBER tied in initial voting and Carmelo Anthony's vote for Nick's design was the deciding factor]

The future looks bright for Nick Daiber. He is a native of Highland, Ill., the town where TCI was founded 41 years ago, and is currently a senior at Highland High School. His plans are to go to college for industrial design, which is a field dedicated to designing anything that exists in 3D. While the University of Cincinnati has sparked his initial interest because of their strong industrial design program, internship opportunities and campus, he is still undecided on where he will attend next year.

Chris Durbin, an engineering teacher at Highland High School, stated, "I think Nick is the perfect example of the kind of exciting things high school students can do if we just give them the resources and get out of their way." His art teacher, Laura Wander, was not surprised by Nick's success and added, "He has wanted this so bad. He's got such a great work ethic and this is all he's been working on since last year."

As for Nick, he is still committed to pursuing his passion for shoe design. He declared, "I most definitely still want to be a designer. I don't know if it is still a dream. The road is paved; I just have to continue to work hard and follow it. I have come a long way. If I did not love it, I do not believe I could do it. I have a deep passion for it though and that's what drives me. It is a lot of work but for me it is all worth it."

We also have no doubt that Nick will continue his success in the future and have a bright career ahead of him. On behalf of the entire Truck Centers, Inc. team, congratulations to Nick Daiber on his well-deserved achievement!



FAVORITES

- COLOR - RED
- SHOE DESIGN - JORDAN XI AND NIKE HUARACHE
- FOOTBALL TEAM - ST. LOUIS RAMS
- BASKETBALL TEAM - L.A. LAKERS
- BASKETBALL PLAYER - MICHAEL JORDAN
- MUSIC STATION - Z107.7
- SOCIAL MEDIA NETWORK - FACEBOOK
- SHOE - NIKE SUPER FLY II
- DESIGN PROGRAMS USED - ILLUSTRATOR AND PHOTOSHOP

LOOKING AHEAD >>

- 5 YEARS - COMPLETING COLLEGE & STARTING CAREER IN SHOE DESIGN
- 10 YEARS - BE AN ESTABLISHED SHOE DESIGNER

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ALL DESIGNED TO REDUCE DOWNTIME

BELTS
AIR SPRINGS
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GOODYEAR
ENGINEERED PRODUCTS

VEYANCE
TECHNOLOGIES

TRUCK CENTERS, INC. ANNOUNCES

INAUGURAL SCHOLARSHIP WINNERS

In June 2011, Truck Centers, Inc. acknowledged three recipients with their inaugural scholarship program. All Truck Centers, Inc. team members and their dependents were eligible for the awards. Although three individuals really shined, the dedication and commitment to academics, personal growth and community service were evident in all of the submissions. In fact, the committee was so impressed with all of applicants that the Hopkins and Yates families made the decision to generously reward this inaugural crop of applicants for their support, ambition and leadership by providing everyone who completed the application packet with \$500 to use

towards their academic or community service aspirations.

"On behalf of the TCI management team, I would like to thank all of the applicants for their submissions. It was a difficult task to only select three recipients because we had such a fantastic pool of individuals who applied. Everyone showed great dedication to their personal goals as well as community involvement and for that reason, along with the fact that they took the time to apply during this trial of a scholarship program, is why we are making an exception only for this year to acknowledge each of them with \$500. We believe in the goals that each individual articulated in their personal statements and want to encourage them to pursue their dreams and help enrich the lives of others," stated executive vice president, Katie Hopkins.

After careful review of the application packets including complete academic records, standardized test scores and personal statements along with awards and accomplishments and a letter of recommendation, we are proud to present the three recipients for our top scholarship honors.

\$2000

KATHERINE MUELLER



[Katherine Mueller received her award from TCI-Troy General Manager Katie Hopkins.]

Katherine is the daughter of Kelly Mueller, Housekeeping Supervisor at TCI-Troy, and a honors graduate of Highland High School. While in high school, Katherine excelled with a college preparatory curriculum that included Advanced Placement courses and four years of French. While she received stellar standardized test scores and her French teacher wrote a glowing recommendation noting the various extra-curricular activities that she is actively involved in and dedication to her part-time job, it was Katherine's engaging personal statement that was really compelling. She is attending Eastern Illinois University in Charleston, Ill., this fall and is undecided on a major but leaning towards journalism or English. Katherine, congratulations and we are confident that your command of the English language and captivating writing style will take you far!

\$1500

ANTHONY LOEPKER



[Anthony Loepker received his award from TCI-Troy General Manager Katie Hopkins.]

Anthony is the son of Kevin Loepker, Body Shop Foreman at TCI-Troy, and graduated summa cum laude from Central Community High School. As a National Honor Society member and Illinois State Scholar, Anthony's academic record is excellent and his commitment to education shines through in all disciplines. He was also involved in various extra-curricular activities including FFA and has maintained a part-time job. Anthony is currently attending the prestigious Saint Louis College of Pharmacy with the assistance of a Dean's List Scholarship. Anthony, congratulations and we know that you will continue excel during the six-year program and be a wonderful pharmacist!

\$1000

BRANDI MALICK



[Brandi Malick received her award from Julie Klebba, General Manager of TCI-Mt. Vernon.]

Brandi is the daughter of Charla Malick, Receptionist at TCI-Mt. Vernon, and was valedictorian of Nashville High School. Brandi's academic record is impressive and includes various distinctions including a Presidential Award for Educational Excellence and recognition as an Illinois State Scholar. She was also actively involved in athletics including an impressive set of honors as a Cross Country runner. Her social studies teacher noted Brandi's dedication helped make "positive contributions to the world around her." In her essay, Brandi's desire to positively impact the people and world around her was evident. She recently began her studies at Southeast Missouri State University in Cape Girardeau, Mo., and has plans to major in Nutrition & Dietetics. In addition to this scholarship from TCI, she has also received a SEMO Regional Achievement Award and SEMO University Scholarship. Brandi, congratulations and we are confident that your positivity, work ethic and passion will take you very far so you can continue to make a difference!



Western Star recently launched a new series of heavy-duty trucks that offer the rugged durability synonymous with the Western Star brand but with unique specifications that allow versatility and economical options for vocational applications. The new Western Star 4700 was created under the code name "Zodiac" until its unveiling at the Work Truck Show and is specifically geared towards vocational and municipal customers who want a reliable workhorse with a midrange-size powertrain and somewhat lower cost. These trucks that look similar to their beefier big brothers, such as the Western Star 4900 and 6900 series, but don't require the hearty power plants are frequently called Baby 8s in the industry. There is nothing "baby" about the new 4700! It is one tough truck that is descended from a long line of workaholics.

The quality and value of a Western Star are now within reach, no matter what your application, because the all-new Western Star 4700 was built specifically to meet the demanding needs of vocational applications and today's tightening budgets. The galvanized-steel cab from the heavier Western Stars is rugged and roomy with luxury appointments that customers expect from the brand. Western Star engineers involved dealers and body builders in the design of the new truck soliciting advice to make the truck versatile and performance-driven. The 4700 has a clear back-of-cab area, uncluttered frames, DEF and air tanks that can be mounted under the cab to free up frame rail space, Daimler's tightly packaged one-box exhaust after-treatment system, in-cab raceway wiring with a pass-through plate in the cab floor to allow seamless integration of body wiring, and electrical lines that are suspended from the frame rails to help protect them from road debris and contaminants.

The truck was also built with extensive input from customers to incorporate the feedback from the people that actually use the trucks in the field. After all, no one knows what you need better than you do. Drivers should like the 4700 because the truck comes with a premium interior that includes a wide-range of customizable features. The truck's sloped hood allows for improved visibility and a 55-degree wheel cut that provides good maneuverability in tight spaces. Available in either a set-forward or set-back configuration, the 4700 boasts a short 110-inch BBC, which Western Star officials claim to be the tightest in its class.

"We understand the unique needs of the vocational job sites, so we designed this truck to shine in tight urban spaces or busy construction sites," stated Mike Jackson, general manager of Western Star. "Drivers will feel at ease operating the 4700."

The 4700 is Western Star's first new truck in more than a decade and is poised to replace Daimler Trucks North America's Sterling line that was discontinued last year. The truck is aimed at six core vocational segments including: dump, mixer, crane, roll-off, snow plow and sewer vac applications. The trucks will be offered with Detroit Diesel's popular 12.8-liter DD13 engine that offers 350-450hp and 1250-1650lb-ft torque or Cummins ISC and ISL options. A full range of transmissions are available in the 4700, including all of the usual manual options as well as Allison automatics and the Eaton UltraShift Plus automated transmission. >>

WHO ARE YOU CALLING BABY?

— By Michelle Petroff

New Western Star is ONE TOUGH TRUCK



>> A broad spectrum of frame and drivetrain options allow customization of your Western Star and the trucks can be built with gross vehicle weight ratings of 33,000 to 64,000 pounds. The 4700 is priced to compete with other premium trucks in the Baby 8 class including the Kenworth T440 and Mack Granite.

“The new 4700 model is aimed at ‘value-minded’ construction and municipal customers,” added Jackson. “While we kept our customers’ wallets in mind, make no mistake, this is every bit a Western Star, hand-built in Portland with every attention to detail. Durable, rugged, stylish and with one of the widest ranges of power ratings in its class.”

The panache of Western Star is clearly identifying with customers and the brand seems to have reclaimed its swagger. The overall Class 8 truck market’s order intake grew 16% last year while Western Star outpaced the overall market and saw its own order board surge 45%. Western Star anticipates continued increase in its heavy-truck market share from current numbers at 1.9% to a planned increase of 4% of American and Canadian truck sales in coming years. The vision of Western Star is to continue building premium quality trucks in North America with a high level of craftsmanship and customization. Clearly, this vision is already coming to fruition with the introduction of the 4700 series and increased production at Daimler’s Portland Truck Manufacturing Plant to keep up with order demands. The 4700, like other Western Stars, is built to work, built to last and built to stay.

Contact your Western Star Brand Expert at Truck Centers, Inc. for more information on the 4700 or any other Western Star truck. <<



**THIS IS
THE TRUCK
THAT WILL
CHANGE
EVERYTHING:**

- Corrosion-resistant cab for rugged durability
- Quiet cab with barium insulation and double sealed doors
- Largest door openings in the market for easy entry/exit
- Innovative “racetrack” & suspended wiring for convenience & durability
- Robust chassis exclusively designed for the vocational market
- Designed with input from customers and body builders
- Customizable powertrain options & chassis configurations
- Designed for maneuverability in tight spaces
- Efficient. Reliable. Rugged. Plain Ol’ Bad-ass.





Truck Centers, Inc. Announces
National Truck Driver Appreciation Week

WINNER



[NTDAW RAFFLE WINNER Bill Stewart with TCI-St. Louis General Manager Jim Pennington.]

Truck Centers, Inc. locations celebrated the professionals behind the wheel during National Truck Driver Appreciation Week in September. As part of the recognition to professional truck drivers, Truck Centers hosted a drawing for one winner to receive an upgraded Rand McNally TND710 7" GPS unit.

With nearly 150 drawing entries from participating locations, Bill Stewart from St. Louis was the lucky 2011 winner. He is employed by BMS Trucking and has been a professional truck driver for 40 years. We want to extend our appreciation to all professional truck drivers that help keep America moving. Congrats Bill and thanks to everyone who participated in this year's raffle.



OUR DESTINATION IS YOU.

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The same fast, friendly service that you expect from Truck Centers, Inc. but **MOBILE!**

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On-Site Laser Alignments: 3 Axle \$175.00

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Warranty Repairs



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MT. VERNON (618) 316-2718

SPRINGFIELD (217) 519-5217

QUINCY (217) 304-1975

ST. LOUIS (314) 703-8452

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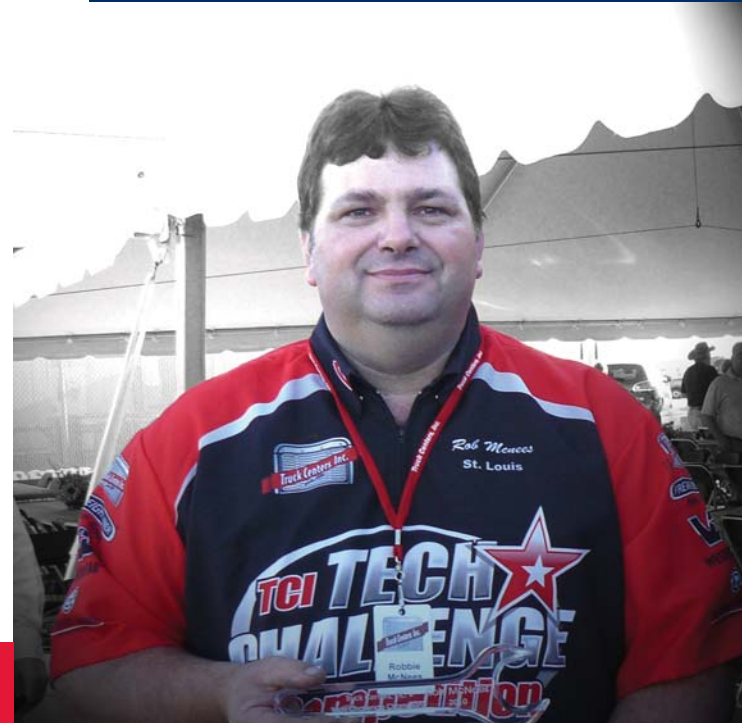


>> ROB MCNEES:

Super Tech or Master Tech, HE HAS SKILLS



In any shop environment, there are different personalities and work styles. Some people are the epitome of consistency and others are clock-busters. Some are the eager novices and others, the subdued answer men. However, it is the knowledge gained through years of hard work and dedication that all service technicians benefit from the most. At Truck Centers, we are fortunate to have a great balance of "rookie" technicians from trade schools and programs such as the Finish First program as well as seasoned veterans with decades of experience. **Rob McNees of TCI-St. Louis represents the very best of the best.**



inclusive trip to North Carolina for the American Trucking Association's Technology & Maintenance Council's SuperTech Competition, where McNees would have the opportunity to compete against 111 premier technicians from across the nation. As a first-time competitor in an event that many organizations fiercely train for, the expectations were not for any specific titles but just for Rob and the TCI service team to learn specific skills or techniques that may help us operate more efficiently and successfully deliver superior service to our customers. However, Rob's thorough approach and keen skill earned top honors in the Repair Order Work Station.

gift card and a wheel stud cleaning tool. Both Rob and the overall champion, Jeffrey Schlecht, were finalists proudly representing Freightliner dealerships.

In addition to Rob's outstanding performances in the TCI Tech Challenge and the TMC SuperTech Competition, he was also recently recognized by Freightliner for his skills. Just prior to the SuperTech finals, we received notice that Rob was selected as the Freightliner ASE Master M/H Truck Technician of the Year because of his outstanding performance compared to other Freightliner-affiliated technicians on the ASE tests that he took in the past year. The parameters that Freightliner set for this distinction are that the winner must be an ASE Master Certified Technician, have taken 1 or more tests in the truck test series in the preceding 12 months and must have the highest average passing score across all truck series exams in the last 5 years, and must work for a Freightliner shop. Freightliner is honoring Rob by inviting him and a guest to the awards ceremony that will be held on November 16, 2011, in Charlotte, N.C., in conjunction with the ASE Board of Directors meeting.

On behalf of the entire Truck Centers' team, we would like to extend our congratulations to Rob and thank him for his professionalism, talents, teamwork and dedication. He is a great mentor for other technicians and is the epitome of class and professionalism. **CONGRATS ON YOUR ACCOMPLISHMENTS!** <<

McNees has worked at TCI-St. Louis for 24 years and started his career as a porter, working his way through an apprenticeship and is now a journeyman technician. Rob's passion for his work is evident as he makes a 186-mile roundtrip commute from his home in Belleview, Mo. His quiet, helpful demeanor has made him a great mentor to other technicians and a reliable workhorse that his managers know can solve any problem. In last year's inaugural TCI Tech Challenge, Rob earned top honors and bragging rights for the St. Louis team. In this year's expanded edition, he once again qualified through high marks on the written examination and recently finished 10th in the hands-on finale.

Part of the 2010 Tech Challenge Championship prize package was an all-

The Repair Order Work Station was one of 16 unique technical or diagnostic challenges that competitors were tested in to determine the highest performers in each section and for a cumulative grand total. In this station, North Carolina State Troopers scored competitors on their ability to follow FMCSA regulations on a DOT write up, determine and verify the problem before identifying the repair solution. Many contestants noted the difficulty of this station because of the knowledge required of the law and ability to translate the inspection notes. For his achievement, McNees was recognized in the awards ceremony, received a one year subscription to diagnostic software for Norgon, a \$1,000 American Express

“ Achievement is largely the product of steadily raising one's levels of aspiration and expectation. ” — JACK NIKLAUS



[ROB getting a plaque for the St. Louis store commemorating his 2010 Tech Challenge win.]

TCI CROWNS NEW TECH CHALLENGE CHAMPION

“ We are what we repeatedly do. Excellence, therefore, is not an act but a habit. ” — JACK NIKLAUS

STATION WINNERS:

Chassis Wiring presented by Accuride:
DON BLANEY, TCI-SPRINGFIELD

Wheel End/Brakes presented by Meritor:
RICK HAMM, TCI-MORTON

Literature/AccessFreightliner Resources presented by Daimler Truck Financial:
ZACH BROWN, TCI-SPRINGFIELD

Engine Wiring/Fault Codes presented by Freightliner:
JAMES KRIKIE, TCI-MT. VERNON

Engine Mechanics presented by Shell Lubricants:
DON BLANEY, TCI-SPRINGFIELD

2011 TCI TECH CHALLENGE RECOGNITIONS



1ST PLACE CHAMPION: JAMES KRIKIE – TCI-MT. VERNON

James Krikie at the station that sealed his win – Engine Wiring/Fault Codes presented by Freightliner

James received his technical training while serving in the U.S. Army for 5 years including service as a Sergeant in Desert Storm and previously worked for a dealership in Texas. He has been at TCI for 11 years and maintains a consistent productivity level that exceeds 100% with less than a tenth of a percent in comeback work. James has shown his commitment to his trade and TCI's customers with his willingness to help when needed and his exceptional daily performance. He always goes the extra mile to ensure that technical questions are answered when someone needs help. James finished 3rd in the inaugural Tech Challenge competition before claiming this year's championship title and one station win. Not only was he one of only three to get the correct answer in the Engine Electronics station, he did so in half of the time of the 2nd place finisher. James currently resides in Mt. Vernon, Ill.



2ND PLACE: DON BLANEY – TCI-SPRINGFIELD

Don Blaney of TCI-Springfield took top honors in the Chassis Wiring Station (shown here) presented by Accuride.

Don started with TCI Springfield in 1989 as an apprentice from Lincoln Tech and now is a Journeyman Technician. He has built a reputation as a “go to” answer man for other technicians and has finished in the runner-up position in 2010 and 2011 for the Tech Challenge title and this year was top performer in two stations – Chassis Wiring and Engine Mechanics. Don resides in Pana, Ill., with his wife and two daughters.



3RD PLACE: ZACH BROWN – TCI-SPRINGFIELD

Third place finisher Zach Brown of TCI-Springfield (not the band) dominated the Literature/Access Freightliner Resources station presented by Daimler Truck Financial.

Zach has been with TCI Springfield for 2 1/2 years. He graduated from UTI of Chicago and then went to Phoenix, Ariz., for the Finish First training program. He was last year's highest finishing rookie who took the written Tech Challenge examination but missed qualifying for the hands-on finale. This year, Zach has been a great example of the opportunities for and potential of our younger technicians as he not only qualified for the finale, but also finished 3rd with one station win. Zach is from Sherman, Ill.



4TH PLACE: GABE KLINE – TCI-MORTON

Fourth place finisher for the second year in a row was Gabe Kline of TCI-Morton who is shown here at the Engine Mechanics station presented by Shell Lubricants.

Gabe worked at other dealerships for 7 years before joining the Truck Centers' team in 1998. This is his second appearance in the Tech Challenge as he also finished fourth last year. Gabe lives in Chillicothe, Ill., and spends his extra time operating the township's plow truck in the winter and with his three children.

After two rounds of fierce competition, the “2nd Annual TCI Tech Challenge” competition yielded a new champion. Truck Centers, Inc. launched the competition in 2010 to highlight the knowledge and professional skills of the service technicians that consistently deliver premier service to our customers throughout Illinois and Missouri.

James Krikie, an 11-year veteran of TCI-Mt. Vernon, secured top honors and a \$3,500 cash prize during the hands-on finale at the company's state-of-the-art Training Center in Troy, Ill., on October 24, 2011. Krikie's consistent performance at all workstations and a lightning speed diagnosis at the Engine Wiring/Fault Code Station presented by Freightliner that stumped many competitors solidified his first place ranking. James cultivated his technical skills while serving our country in the U.S. Army and worked at another dealership in Texas before joining Truck Centers. He is praised for his diagnostic ability, advanced skills and superior productivity with minimal comebacks. This year's Tech Challenge competition was exceptionally beneficial to our Mt. Vernon store as they were able to clench the championship and rookie titles.

In all, 60 technicians from five Truck Centers, Inc. service departments vied for top honors in the competition that tested the participants' abilities in common diagnostic problems and basic Class 7-8 truck repairs as well as advanced topics relating to Daimler Trucks North America products including

Freightliner and Western Star trucks and Detroit Diesel engines with a 150-question written examination. The ten technicians with the highest cumulative written scores then gathered at Truck Centers' Training Center for the final round of hands-on skills competition in five modules that included Engine Wiring/Fault Codes, Literature/AccessFreightliner Resources, Chassis Wiring, Wheel End/Brake Systems, and Engine Mechanics. The finalists were graded on procedures, diagnostic processes and thorough repair of the issue in timed exercises for a composite score at each station. In addition to the recognition of their abilities, participants were competing for nearly \$8,000 in cash prizes.

“The Tech Challenge Competition was created to highlight the skills and professional training that our technicians bring to the Truck Centers' network of dealerships,” says Katie Hopkins, executive vice president. “Their talents are what help us consistently deliver superior customer service and minimal downtime to our customers. The fact that all of our full-service dealerships were represented in the final round indicates the consistency and quality that we strive to deliver with every visit. I would like to congratulate James Krikie and the other finalists as well as all of the participants for their involvement, support and suggestions that will help us prepare for another exciting competition next year.”

Truck Centers, Inc. would like to thank all of the generous vendors who supported this year's Tech Challenge competition: Accuride, Daimler Truck Financial, Freightliner, Meritor, Shell Lubricants, Detroit Diesel, Donaldson Filtration Systems, Eaton/Road Ranger and Goodyear Engineered Products.

TCI CROWNS NEW TECH CHALLENGE CHAMPION



5TH PLACE: TOM GUPPY – TCI-MORTON

Fifth place finisher Tom Guppy of TCI-Morton working at the Shell Lubricants' Engine Mechanics station.

Tom worked at a Ford dealership for a decade before joining the TCI team in 1999. He has worked as a technician and a foreman but opted to return to the shop floor working alongside his peers. This year was Tom's first year in the Tech Challenge finale and he finished a solid 5th place. He currently resides in Banner, Ill.



6TH PLACE: MIKE GRAWE – TCI-TROY

Second year finalist Mike Grawe of TCI-Troy working at the Wheel End/Brakes station presented by Meritor.

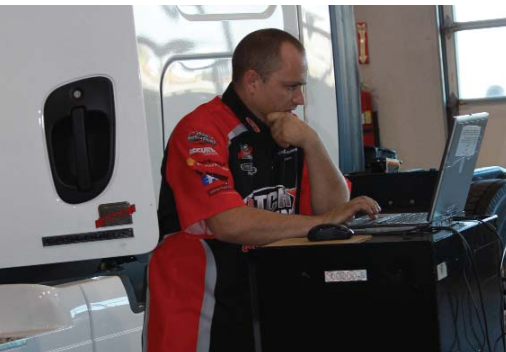
Mike has been a member of the Truck Centers' team for 16 years and previously worked as an independent service provider and technician in the U.S. Army. He was one of the Top-5 finalists in last year's Tech Challenge. Mike is married to his wife, Cheryl, and they have four children.



7TH PLACE: JOHN "BUSTER" LAMKE – TCI-TROY

Buster on the clock at the Shell Lubricants' Engine Mechanics station.

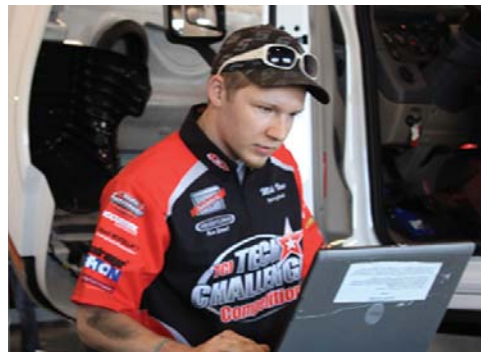
Buster has been raised around trucks in his family's independent repair shop and he joined the Truck Centers' team 11 years ago and is now joined on the shop floor by his two sons. He is an ASE Master Technician with multiple certifications and currently makes the long commute from Union, Mo.



8TH PLACE: RICK HAMM – TCI-MORTON

Rick Hamm of TCI-Morton was winner of the Wheel End/Brakes station presented by Meritor.

Rick worked at a local Ford dealership for 8 years before joining the TCI team in 2000. He has worked as a technician and foreman but enjoys the hands-on nature of his technician role. In his debut performance in the Tech Challenge, Rick was top performer in the Wheel End/Brakes station. He resides in Delavan, Ill., with his wife and son.



9TH PLACE: MIKE VOSE – TCI-SPRINGFIELD

First year participant Mike Vose of TCI-Springfield working on the Engine Wiring/Fault Codes station presented by Freightliner.

Mike, like Zach Brown, represents the next generation of skilled technicians that Truck Centers is proud to have as part of our dedicated team. Mike joined TCI 7 months ago and qualified for the Tech Challenge finals in his first attempt. He is from Springfield, Ill.



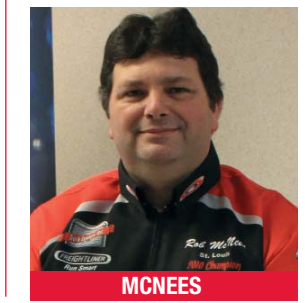
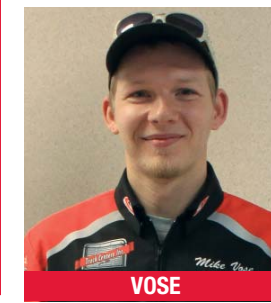
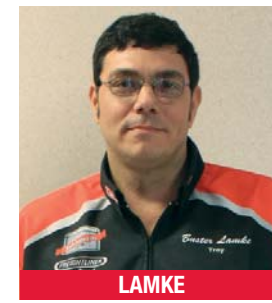
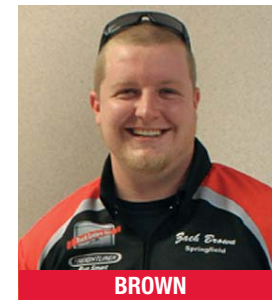
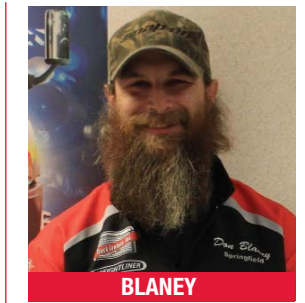
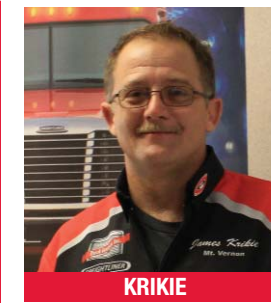
10TH PLACE: ROB MCNEES – TCI-ST. LOUIS

2010 Champion Rob McNeese preparing to start the Chassis Wiring station presented by Accuride.

Rob has been with TCI St. Louis for 24 years. He started his career as a porter, worked his way through an apprenticeship, and now is a Journeyman Technician. He was the inaugural TCI Tech Challenge champion in 2010 and has recently been recognized as Freightliner's ASE Master M/H Truck Technician of the Year. Rob is married, has two children and currently resides in Bellevue, Mo.

ROOKIE OF THE YEAR: ADAM JOLLIFF – TCI-MT. VERNON

Adam is our second Rookie of the Year recipient and has been with TCI for 10 months. He is currently finishing his degree in diesel mechanics and will graduate from Rend Lake College this semester. Adam currently resides in Centralia, Ill.



[(L-R) Justin Hopkins, Katie Hopkins, 2011 TCI Tech Challenge Champion James Krikie, and Mike Yates.]



[Don Blaney of TCI-Springfield was runner-up for the second consecutive year.]



[Judges discussing the performances from the previous round.]

Special Thanks to the generous sponsors of the 2nd Annual TCI Tech Challenge!



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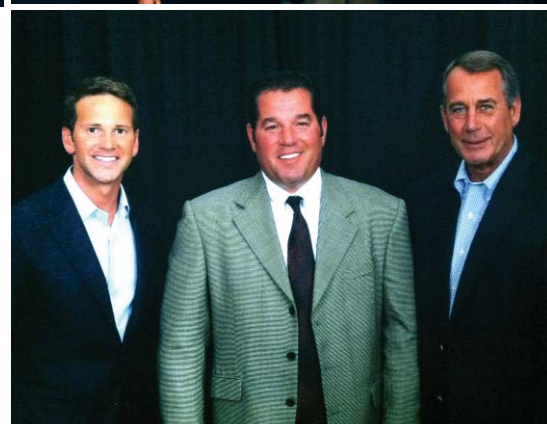
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SCHOCK & SHIMKUS

The Truck Centers, Inc. team was proud to host the current Speaker of the United States' House of Representatives and two of our U.S. Congressmen. It was a distinct honor for the TCI executive team to meet our current Speaker John Boehner (R-OH), who is second in line to the presidency in accordance with the Presidential Succession Act, and share a dinner gathering with some of our customers on August 31st to discuss the current economic situation and impact on American small businesses.

[Rep. Schock (L) and Speaker Boehner (R) with (TOP) Joe Scharf (MIDDLE) Jimmy & Cydney Ayers (BOTTOM) Brent & Cheryl Nussbaum]



[Rep. Schock (L) and Speaker Boehner (R) with (TOP) Robin & Mark Honeg (BOTTOM) Eric Kiefer]



[(L-R) Troy Ward III Alderman Allen Adomite; TCI Chairman/CEO M. John Hopkins, IV; U.S. Rep. John Shimkus; TCI Executive Vice President Katie Hopkins; TCI-Morton General Manager Justin Hopkins; IADA President Peter Sander. Not Pictured: TCI President Michael F. Yates]

U.S. Rep. John Shimkus, Representative of the 19th congressional district of Illinois, visited our Troy headquarters on June 30, 2011, for a tour of our campus that consists of corporate offices, sales center, extensive parts warehouse, service facilities, body shop and our premier training center. On September 16th, U.S. Rep. Aaron Schock, who represents the 18th congressional district of Illinois, visited our northern location at Morton. There, he met with General Manager Justin Hopkins for a guided tour of the facility and met with employees and manufacturing representatives. The TCI executive team was able to discuss key issues including the "greening" of our Daimler Trucks North America products, limited inventories of new and pre-owned trucks, concerns with the Right to Repair initiative and legislative implications for small businesses in the state of Illinois.



[(L-R) TCI Executive Vice President Katie Hopkins, Congressman Aaron Schock, TCI-Morton General Manager Justin Hopkins, and TCI President Michael F. Yates]



[Congressman Schock greets a technician at TCI-Morton with a fist bump]



[General Manager Justin Hopkins, Congressman Schock and DTNA Customer Service Rep. Travis Dunn]



[Congressman John Shimkus viewing highly-specialized engine training at TCI's nationally-renowned Training Center in Troy]



[TCI Chairman/CEO M. John Hopkins, IV, leading Congressman Shimkus on a tour through our \$8.1m in stocked parts inventory during his Troy visit]

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C15, 500 HP, 13 Spd, 3.58 Ratio, 260" WB, Polished Tanks and Wheels, Air Slide 5th, 70" Dbl Brk, Loaded!
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VT265, 200 HP, Eng Brake, Automatic, 185" WB, 19.5 Tires, 20,500 GWW, 20' Box, Curb S. Door, 2000 Lb. Lift Gate, E-Trac, Transl. Roof, Pwr Windows, 160K Miles. Stk #: 134206.....\$19,900



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Det. 14.0L, 455 HP, Jake Brake, 10 Spd, Ultrashift, 3.73 Ratio, 70" Condo, Air Slide 5th Whl, 511K Miles, Inspected, Serviced, Detailed, Stk #:134899.....\$42,000



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MBE 12.8 L, 450 HP, Eng. Brake, 10 Spd, Air Ride Susp, 3.58 Ratio, 200" WB, 11R22.5 Tires, All Aluminum Wheels, Only 274K Miles, Excellent condition, Stk #: 107776.....\$46,500

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In 1965, the company moved its operations from Fairbury, Ill., to Normal, Ill., and expanded to include coverage of the entire state of Illinois plus bordering areas of Missouri, Iowa, Wisconsin and Indiana. What had started out as a small company serving just the LTL market in Central Illinois has grown into thriving business with a fleet of 250 trucks, 300 employees and additional full truckload division that was added in 1970.

Alden's son, Brent, assumed the role of President in 2000 and has continue to transform Nussbaum Transportation Services with the same commitment to customized solutions and personal service that were the cornerstones of his father's success. Sensing a shift in the way that retailers were buying product, Nussbaum exited the LTL business and transferred its resources to regional truckload service, later adding dedicated carriage and third-party services. Industry insight, innovation and perseverance have streamlined Nussbaum for success and been instrumental in their successful positioning as an organization poised for growth and ability to meet any challenge. Nussbaum continues to invest in great people and cutting edge technology to offer the best team possible to service its customers with some of the industry's most effective transportation solutions.

In early 2010, Brent Nussbaum once again continued his family's lineage of innovation as he began working with Freightliner and Truck Centers, Inc. to customize a truck that offered exceptional fuel economy. The product of their efforts was the Freightliner Cascadia - a truck that was designed in the wind tunnel for maximum fuel efficiency. Now with 60 Cascadias currently integrated into their fleet, Nussbaum Transportation Services has benefited from the performance of the innovative truck and is awaiting 60 additional units. In addition to the truck of choice, Nussbaum began adding trailer skirts and tails in late 2011 to further enhance the on-road performance and efficiency of their fleet. Continually striving to redefine excellence is why Nussbaum was recognized by the Pella Corporation as its “2010 Carrier of the Year” and the Transportation Marketing & Sales Association with a “2011 Compass Award” for their innovative marketing efforts and trendsetting approach to innovation.

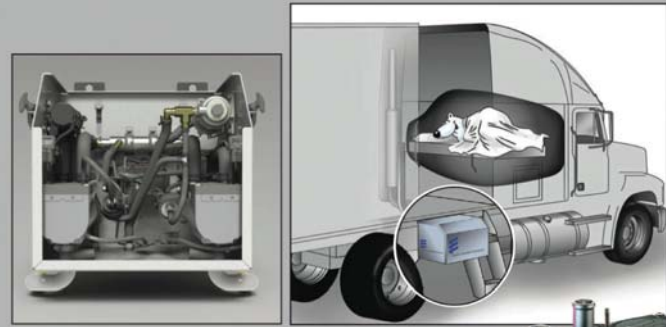
Truck Centers, Inc. is proud to be a part of the continued growth and success of Nussbaum Transportation Services by providing quality trucks that allow them to service their customers smarter, greener and faster. For more information, call (800)-322-7305 or log on to www.nussbaum.com. <<



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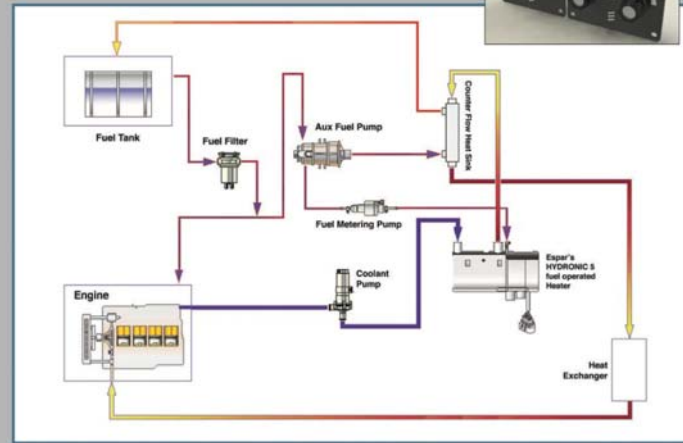
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Electrical Consumption - Amps	1.9-4.2/95-2.1
Fuel Consumption - gal/h	0.08 - 0.16
Weight - lbs	6.4
Dimensions - inches (l x w x h)	8.6 x 3.5 x 6.2
Hybernator compact specs.	
Weight - lbs	43
Dimensions - inches (l x w x h)	12.5 x 13.75 x 13



ASK THE TECHNICIAN: WINTERIZATION TIPS

With the change of the seasons and days becoming shorter, it seems apparent that you would start thinking of how to keep your truck strong throughout the harsh winter months. The winterization process is not difficult and starts with basic, routine maintenance. We have provided some tips to help get you started and to keep your truck running strong during frigid temperatures.

FUEL ADDITIVES

Diesel fuel contains paraffin that causes fuel to gel as it cools and that leads to engine malfunctions. Check the fuel's cetane rating at the pump - the higher the number, the easier your truck will start in the cold winter months. Also, anti-gel additives during each fill up will boost engine performance.

FUEL FILTER & WATER SEPARATOR

Fuel contaminants including condensation shorten the life of your engine and lead to costly repairs. To minimize risk, check your water separator daily and invest in a new fuel filter. Make sure you are using proper winter fuel and check the fuel heater. New systems including Bergstrom's Nite System or Espar's new Hybernator are available at TCI and efficiently warm the bunk, engine and fuel systems.

COOLING SYSTEMS

Visit your local Truck Centers' store for a comprehensive winterization check including inspection of the cooling system - radiator, hoses & belts - to check for issues that may get worse in cold temperatures and lead to engine damage. Additionally, coolant tests will make sure your coolant is at the optimum freeze point.

ENGINE

Diesel engines are harder to start in cold weather than gasoline-powered vehicles because of their need for higher-cylinder temperatures. Consider investing in electric-powered block heaters such as those offered at TCI to keep your engine warm overnight and minimize large fluctuations in engine temperature.

AIR DRYER

The air dryer collects and removes air contaminants before they enter the brake system to prevent water freezing in the lines and causing brakes to become inoperable. Speak with a TCI Parts Specialist about Bendix's PuraGuard Oil Coalescing Air Treatment Solutions.



BATTERY

Cold temperatures drain batteries faster so it is important to check the age and life-cycle of your battery before winter. TCI Parts Departments maintain a large inventory of batteries for heavy-duty applications with superior cold-cranking ability.

VISIT THE PROS AT TCI

Preventative maintenance maximizes performance and minimizes costly downtime. If you will be heading into colder climates during winter months, prevent problems from arising and schedule a comprehensive winterization service at any of our dealerships. <<

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- **More!** Truck tools and truck services information

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Wilke Truck Service Inc. is a privately owned, family business located in St. Rose, Illinois. The business was started in 1927 by William Wilke. His main service was hauling livestock, feed and farm supplies to local farmers. In 1971, upon the death of William, his son Felix and daughter-in-law Betty took the business over.



[**THREE GENERATIONS OF THE WILKE FAMILY** are actively involved in the operations of Wilke Truck Service Inc.]



As the agriculture business expanded, Felix and Betty increased the size and scope of the company. Their son, Ken, joined them in 1982 and the company grew from agricultural commodities to include construction hauling and stocking a material yard. They presently run 15 day-cab tractors, 9 dump trucks and 2 spreader trucks. The tractor fleet includes 12 Western Star 4900s and 3 Freightliners while the dump trucks are Ford or Freightliner products.



The Wilke family is heavily involved with local agriculture and construction markets in Southern Illinois. They have built their company on strong personal relationships with their customers by providing timely service and quality products.



"The business has changed considerably since my father and mother first started it," stated Ken Wilke. "We originally started hauling feed and farm products to farmers but have expanded over the years for our capabilities to include construction hauling as well. We have loyal, dedicated employees who have helped us continue to grow and we appreciate their service to us and our customers."

Wilke Truck Service has been doing business with Truck Centers for over 30 years and is appreciative of the one-on-one relationship and personal commitment that they receive from the Truck Centers' family. <<

WILKE TRUCK SERVICE INC.



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or Nice?

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Truck Centers, Inc. proudly represents Daimler Trucks of North America brands including Freightliner, Western Star and Detroit Diesel at our seven dealer locations across Illinois and Missouri but we also offer two premier on-site Collision Centers that service all manufacturers. Our skilled team of certified body shop technicians can handle everything from alignments, driveshaft and radiator repairs to custom paint service and intensive accident repairs. With over 40 years of superior customer service, industry-best equipment and a rating as a preferred shop for most insurance companies, Truck Centers, Inc. is a proven provider for all of your truck repair needs because customers are our first priority!



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cwilliams@truckcentersinc.com

TCI-TROY COLLISION CENTER
St. Louis Metro (I-55/70 exit 18)
Kent Zobrist, Manager
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Michelle Petroff

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