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DRIVER DRIVEN

>> FALL/WINTER 2012 VOL. 1, ISSUE 4

CASCADIA EVOLUTION

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FALL CHANGE OF FOCUS

Fall has always been a special time of the year for me. I am not sure exactly why. I remember as an 8-12 year old, raking leaves for several neighbors and earning a few dollars for each yard and always thinking that was fun and easy money - assuming the rakes did not break or the wind was not too strong. Back then, of course, we could burn the piles of leaves and that was also fun.

This fall was extra special as my lovely wife, Michele, and I had the honor of being invited to attend the Daimler World Forum hosted by Daimler Financial in Rome, Italy, with approximately 40 other Daimler/Mercedes Dealers from around the world... another reason to love this time of year!

We spent five days with the group hearing world-class speakers, seeing the sites of Rome and the Vatican and getting to know the dealers from China, Thailand, Brazil, England, Australia, Russia, Poland, Sweden, England, Denmark, South Africa, Austria, Germany, Turkey, Japan, India and other countries including Mexico and the USA. The ability to hear firsthand from the dealers, speakers and senior leaders of Daimler and Daimler Finance, including Dieter Zetsche and Klaus Entenmann, was a great honor.

Overall, it certainly would appear that for "right now" the USA is performing very well as compared to much of the rest of the world. I heard the USA described as an oasis over and over in terms of car sales and low delinquencies. Europe continues to really struggle under the weight of decades of deficit spending, high taxes and no growth. Germany and other Northern European countries are holding up well as compared to their counterparts. They have been able to make themselves competitive worldwide while many of their Euro counterparts have not been willing to make the tough choices necessary with labor costs, productivity and investments.

Europe's economic and political challenges are impacting most of the rest of the world, just as America's did in late 2007 and 2008. There is no doubt that no one country now stands alone. We are all impacted in some way by what goes on throughout the world. Even China, which has enjoyed incredible growth, is now slowing and the only question is can they (under their new leadership) make the so-called soft landing while still being so dependent upon exports to Europe and the USA?

What I heard was that while the USA is still seen as a safe haven, it will only be a matter of time, and perhaps very quickly, where we will be facing similar consequences like those of Spain, Italy, Greece, Portugal, Ireland and others of unsustainable debt, deficits and drastically soaring interest rates that cannot be paid back. I think that all of us who run our own households and businesses understand we cannot spend money we do not have for long without major negative consequences. The USA, with its \$16 Trillion of debt and spending deficits of approximately 35% of our income, is at a major economic crossroads right now. Our time to be seen as leaders and a safe place for investment is extremely short unless we act immediately to lower our deficits and get our economy and consumer confidence growing once again.

I can remember when I visited Europe several years ago where the VAT (tax rates) on goods purchased was under 10%. Today in Italy, they are over 20% and, even with these extremely high tax rates, they cannot sustain their spending. I believe that Europe has proven you cannot tax your way to economic stability!



Being in Italy and Sicily after the Daimler World Forum, we got to experience how villages, cities and countries constantly evolve and reinvent themselves over the past 2000+ years, but not always done so without a severe decline first before recognizing the needed changes. One such example is Rome, which at the height of the Roman Empire had 1 Million inhabitants, shrunk all the way down to 9,000-12,000 total people over a few centuries and, of course, is now back to well over 1 Million people once again.

We had the pleasure of visiting with Michele's family in Mellilli, Sicily, and got to hear firsthand stories of the impact of war and economy on their family and the town itself. In the late 1800's and early 1900's, many families fled to Middletown, Conn., for a new life and opportunities that were no longer available in Mellilli. And life changed even more after the town was almost completely rebuilt after heavy bombings during World War II. Even in a quaint place like Mellilli, nothing stays completely the same.

The simple lesson for me was that as a country, city, state, business or individual, we must constantly reinvent ourselves and be competitive or we too will go into a constant state of decline and become extinct or irrelevant. Like the Ottoman Empire, one can go from a powerhouse to non-existent in a flash.

Our home state of Illinois is a perfect example of not facing this harsh reality. For decades, we are over-ridden with huge budget deficits, pension and healthcare shortfalls well over \$100 Billion and the lowest bond rating of any state in the nation despite our very high personal and corporate tax rates. I believe that history is a great predictor of what happens to those who spend beyond their means and are not able to compete globally and I sure hope that our elected leaders finally see this or are replaced so we get our country back on solid economic standing with balanced budgets, competitive worldwide tax rates to attract investment and growth opportunities that are the solutions to the current situation we are in while there is still time to do so.

But things never really change much in the end either... people and businesses go where there are opportunities. Let's all do whatever we can to force economic reality upon our elected leaders and make them live within their means, just as we all must do. Remember - they work for all of us!

Have a great fall!

John Hopkins
Chairman/CEO

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TCI TOC

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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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Hard to believe summer is over and the 4th quarter and holidays are fast approaching. Where does the time go? (Side note, why am I sounding more and more like my parents the older I get?) The last time I wrote an update was just before summer began so I will try to share an overview and update on some of the things that have happened since then.

This edition of the *Driven* magazine shares some personal highlights from our team and I was lucky enough to read them as they were submitted. One highlight from me that I didn't mention in the feature, (it does seem to go with the "time flying" theme mentioned above), I have a 16 year old who is now driving. Scary times for mom, but he is so happy to be driving and getting that independence, it is kind of infectious. Reading the stories that came across from the team, it was fun to see the pride in your families come across loud and clear. And as trite as this may sound, I feel that same pride in our TCI team. Like a family, sometimes we agree, sometimes disagree, but we have a very strong group of people working at TCI that together is a team I think can deliver!

A key endeavor that we have been working on is expanding our refurbishment offerings for customers by offering different levels of refurb to fit our customers' needs and budgets. We will have completed 165 full refurb units for a major fleet by the end of 2012 and have worked on several other customers trucks as well as a customized refurbishment program. We are excited about being able to offer this service to our customers as an alternative to new or used truck purchases.

You may have noticed construction going on at Troy. We are adding on to our Troy Body Shop with a state-of-the-art paint booth. This has been a dream of ours for years and will increase our painting capabilities with a second booth and

with a booth that is better suited for an array of vehicle types and body sizes. We will celebrate the opening of our paint booth with an open house on October 24th from 11am-1pm with a fall cookout complete with chili and hotdogs. We would love for you to stop by!

TCI once again proudly hosted the Antique Truck Show on behalf of the American Truck Historical Society. John Lamke, Sr., has put together these shows for several years and members, visitors and TCI customers can enjoy these classic trucks of yesteryear. You will see TCI at several upcoming industry conferences. We will once again be sponsoring and participating in the Missouri Trucking Association convention in St. Louis as well as the Illinois Trucking Association convention in Springfield. We will also return to the Missouri Dump Truck Annual BBQ and Show.

As highlighted in our New Hires section, we have several new faces on our team. In Troy we have a new team member working in the Troy warehouse, Dakota Sellars. You will also hear a new voice on our phones, Jamie Hults, and see new dispatch drivers Billy Baker and Bradley Halford. And Kristi Schmidt has joined our housekeeping team to help keep TCI glistening. Welcome aboard!

In closing, I would like to thank you for reading our magazine whether you are an employee, customer or vendor. Our relationships / partnerships with all of you are what makes TCI strong. Thank you for your continued support!

Sincerely,
Katie Hopkins



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LARRY KING
Service Manager
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ST. LOUIS

I-70 & Broadway - Downtown St. Louis
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Here we are and a very hot, dry summer is behind us! It has been a very tough year for our friends in the farming community with one of the worst droughts that we have had in the Midwest. I think most would agree, bring on the autumn weather and cooler temperatures.

We are gearing up for the cooler weather that is coming and the vehicle issues that come along with it. With the addition of our St. Peters location, we now have two facilities in Missouri that are poised to take care of our customers' needs with added convenience. We have approximately 30 certified technicians between the two locations and offer Express Assessment. Express Assessment is part of our Elite Support services where we provide customers an initial diagnostic assessment and check of parts availability plus pricing for a repair within two hours of their arrival to minimize their downtime. With the expenses of downtime on fleets and changes to drivers' hours, we know that every minute counts!

Having troubles on the road, job site, at your facility or just can't get into the shop? Please ask about our mobile repair services. We understand that our customers have special needs and we continue to adapt to meet those needs. Most TCI locations offer mobile service as just another value-added incentive for our customers.

I am confident that given the opportunity, we will exceed your expectations and earn your business time and time again. Whether Parts, Service or Sales, we are prepared to give our customers the world-class service that you deserve.

Best regards,
Jim Pennington



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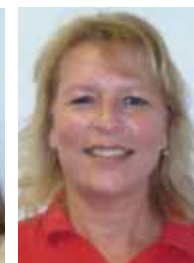
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Well summer is now over and we are moving back towards the snow and cold! So please enjoy the outdoors while you can because up here in the Frozen Tundra, very soon it will be downright frigid! The last several months in Morton, Springfield and Decatur have been very busy! With the introduction of Fuso into our product line up, we have been able to answer the call from many customers for a smaller commercial vehicle that gets the job done at the lowest total cost of ownership. This now gives us the ability to cover class 3 thru 8 vehicles. Our Elite Support CICs, Cassie and Josh, force us each and every day to introduce new processes that help us take care of the customer better. Stop by and see us, anytime!

Sincerely,
Justin Hopkins



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MT. VERNON

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M-F 6A-12A SA-SU 7A-7P

Whew! What a summer!

You never know what kind of weather you are going to get in Southern Illinois but this summer all we got was hot and dry. I want to give a huge thanks to all the Mt. Vernon TCI employees who plugged along everyday in the triple digit temperatures for days and weeks at a time. Their hard work and perseverance got many trucks back on the road in record time. This summer won't soon be forgotten!!!

I'd like to introduce Jeff Boshers who came to TCI - Mt. Vernon in February 2010. Jeff worked himself up through the ranks and is now our Outside Parts Salesman since August of 2011. Jeff had a lot to learn as we put him on the road but he has risen to the challenge. Jeff has put his motto "work hard at whatever you do" to task as he strives to go the extra mile to service our customers.

We have a very important customer featured in this month's magazine - Warehouse Services located in Mt. Vernon, Ind. I want to personally thank Barry Cox and his team for their continued business and the trust they put in us servicing their truck needs. The strong relationship of our two companies is very evident and we hope to continue to grow even stronger.

And as always, to our customers, we wish you much continued success. Stop in to see us soon!

Sincerely,
Julie Klebba



KEEP ON TRUCKIN'

Hello again everyone!

I hope this writing finds each of you doing well and business is steady, even in this tough environment we are all competing in.

Truck Centers has been a busy place the last few months. We are very fortunate to have remained busy in our shops (service and body) as well as in our parts departments. We have also been working with several customers on new truck orders and deliveries.

The days since our last magazine have been passing by at a fast pace. Summer (and the drought) has passed and we are gearing ourselves up for another fall and year-end. We have been involved in many different meetings, webinars and presentations over the past few months with the recurring "What's Next for Our Industry" theme. I am sure that you have already heard much of this, but I would like to share a few of our understandings on what is forthcoming...

>> On Board Diagnostics – Beginning with engines/trucks built January 1, 2013, the government has mandated another addition to our EPA emissions compliant engines. The EPA 2013 emissions regulations call for all on-highway engines to be equipped with additional On-Board Diagnostics (OBD). OBD originally monitored emissions-related engine systems and components that alerted the operator of any malfunctions. The additional OBD is designed to further enhance the engine and operating system by providing early detection of emissions-related faults. Engines built after January 1 will have several additional sensing units and an ability to read whether the engine is meeting the EPA standards that the engine was built to meet and maintain. Six additional after-treatment detection sensors will be added to meet these new requirements. The sensors will be located within the SCR Canister. There will also be a DEF Quality Sensor installed, which will hopefully ensure against operators using water or alternative fluids.

>> Freightliner Evolution Truck (FE) – The new Evolution is a more efficiently designed Cascadia. It involves several minor but important changes to our existing Cascadia. Those items are:

1. Bumper Air Dam
2. Hood to Bumper Fill – Headlamp
3. Bumper Closure
4. Cooling Enhancements (smaller radiator requirement)
5. Windshield Seal
6. Main Mirror
7. Next Gen Chassis Side Fairings
8. 20" Side Extenders
9. Side Extender Filler Piece
10. FTL Quarter Fender Upper Flap
11. Wheel Covers
12. Integrated Antenna

These options should provide for the best fuel economy opportunity in the industry. The Evolution Option will be available on the Cascadia Raised Roofs, Mid Roofs and Day Cab.

>> Green House Gas (GHG) Engines – Detroit will produce an engine as early as January 2013 that will meet the EPA requirements for 2014 MPG requirement. This engine will be made available prior to the requirement and will offer improvements to MPG based on application, model of the unit and/or engine. In cases of the GHG engines, these engines will bring about minor changes to the basic engine of today. Those changes are:

1. Proprietary Asymmetric Turbo Charger – reduces weight and complexity while contributing to improved performance
2. Next Generation ACRS Fuel System – 2nd generation system improves both performance and fuel economy
3. Fuel Filter Module – Simplifies serviceability (1 less filter)
4. Electronically Controlled Water Pump – greater efficiency compared to gear-driven design
5. Friction/Oil Consumption Optimized Piston – improved design contributes to fuel economy improvements that will feature a carbon scraper ring as part of the design
6. Updated Engine Electronics – contributes to improved engine control and helps meet compliance standards
7. Optimize Oil Pump – Improved design contributes to bolstering fuel economy
8. Weight Savings – approximately 100lb. weight reduction compared to EPA 10

We will still offer the engine as it is configured today; however, it will not have the efficiency of the newest offering available in trucks early next year.

>> 2014 Model Year Change – Those of you that have been around many years have watched the model year change get earlier and earlier each year. Calendar Year 2013 will be no different. Freightliner/Western Stars' model year change will occur with units coming off of the line beginning January 7, 2013. It is our understanding that other manufacturers will be following suit with model year announcements similar or the same as Freightliner/Western Star. We are nearing the day where the model year could prelude into being two years ahead of the calendar year. I hope not!

The political conventions are now over and as we trudge along to Election Day – the temperament of the debates is getting a little stronger and the mud slinging is starting to take precedence over all the other rhetoric. I don't know where it is all going to conclude, but the race is on and I only hope we can make the best of whatever the conclusion may be. Whatever the outcome, I would hope we can work together for the betterment of the country instead of the betterment of the party... this puts a scare into us all!

With all of this said, I wish each of you have a positive and profitable 3rd quarter. It has not been easy and there are no indications that it will get easier. However, we are most fortunate that the bottom has not completely dropped out and there are still some opportunities for each of us.

Best Regards!

Mike Yates

President



TCI LEGACY TIMELINE

Truck Centers, Inc. recently celebrated our 42nd year of proudly serving the customers of Central and Southern Illinois as well as the St. Louis metro area. Thank you to all of our customers, business associates and team members for their support over the past four decades!

1970

White Motor Truck franchise is purchased from the Gruenenfelder family in Highland, Ill., by Milton John Hopkins III, Ralph Masters and Rich Hartbeck. Fifteen team members sold \$1 million in sales.

1975

- Name change incorporated to Central Illinois White Truck.
- Freightliner announces plans to distribute its own vehicles.

1976

- Milton John Hopkins IV takes over management of the company and becomes a shareholder as Masters and Hartbeck leave the company to pursue other opportunities.
- Wins "Regional Dealer of the Year".

1980

Business Week Magazine/American Truck Dealers recognition as the "Midwestern Regional Dealer of the Year".

1982

- Name change is incorporated to Central Illinois Truck Centers for Highland, Ill., location and Southern Illinois Truck Center for Mt. Vernon, Ill., location.
- Freightliner "Central Regional Dealer of the Year" in 1983.

1985 15TH ANNIVERSARY

- Three locations
- Selling Freightliner, Mercedes-Benz, and Volvo White Trucks
- \$1.25 million in parts inventory
- 93 team members
- \$36 million in sales
- Franchise agreement with International is terminated at the Mt. Vernon location to focus on Freightliner and Volvo White product lines.

1990

Business Week Magazine/American Truck Dealers mentions Truck Centers, Inc. as "Grand National Dealer of the Year". This is the most prestigious award a dealer team can receive in the industry out of 2000 plus dealers from all brands.

1991

Truck Centers, Inc. expands the Troy, Ill., location to a 45,000 sq. ft. facility and moves the Highland Body Shop to Troy.

1994

Truck Centers, Inc. terminates the Volvo White franchise for Troy, Springfield and Mt. Vernon locations to focus on the Freightliner product line.

2000

- Troy dealership expands to new separate facility of 161,000 sq. ft. The Body Shop remains in existing 45,000 sq. ft. Troy facility.
- Training Center opens in Troy, Ill., (24,000 sq. ft.) making Troy's total square footage 230,000 sq. ft.
- Mt. Vernon dealership 33,000 sq. ft. expansion completed making Mt. Vernon's total square footage 54,000 sq. ft.

2003

Satellite store opens in Decatur, Ill., offering Parts, Service and Used Truck Sales.

2005 35TH ANNIVERSARY

- Five dealerships and two divisions of TCI throughout Illinois and Missouri
- \$6 million in parts inventory
- 450 team members
- \$180 million in annual sales
- 500,000+ square footage in facilities

2007

- New location opens in St. Peters, Mo., with interim focus new and used truck sales.
- Springfield dealership undergoes an extensive renovation in the main building and reopens in that building.

2009

Freightliner Aspire Awards: Springfield and St. Louis are awarded recognition as two of the top twenty dealers for Freightliner.

2011

- St. Louis facility undergoes a major facility upgrade and renovation. This location now proudly offers the latest in heavy vehicle technology.
- Springfield adds Fuso to product line offerings.

2012

- St. Peters facility opens and is one of the nation's few Western Star-branded dealerships.
- New state-of-the-art paint booth added at Troy Body Shop.

TCI Service

Truck Centers, Inc. and the Hopkins and Yates families take great pride in recognizing the outstanding contributions and service of our team members. For the third quarter of 2012, we have 29 notable recognitions.

35 YEARS

Tom Dascotte works in the Troy parts department on the front counter. Tom originally began in the Highland location and when the move was made to Troy, Tom remained behind to handle parts for the Troy Body Shop. Tom and his wife, Ann, live in Highland and have 4 sons. He enjoys hunting and fishing in his spare time.



25 YEARS

Rob McNees works in the St. Louis shop as a technician. Rob started his career as a porter and worked his way through the ranks to become a journeyman technician. He won the first ever TCI Tech Challenge and recently was awarded the ASE Freightliner Master Technician. Rob and his wife, Belva, live in Bellevue, Mo., (186 miles southwest of the dealership) and an interesting trivia point, during his career he has driven over 900,000 miles to work.

Kenny Blank works in St. Louis as a technician and he started his career there as a porter originally. Before he came to the truck dealerships, Kenny worked as an auto technician for 13 years. Kenny has been married for 31 years to Joyce and they have 3 children and 4 grandchildren. They live in Arnold, Mo. Something you may not know about Kenny is he is an avid poker player and has competed in some very large tournaments. On a cruise ship, Kenny played in a \$100,000 tournament and competed against World Series of Poker champion Chris MoneyMaker.

20 YEARS

Joe Voyles is our invoicer in the Troy service department. Joe and his wife, Cathleen, live in south county of St. Louis with their children Megan and Jacob. Joe majored in political science and history at SIUE and is quite the history buff.

Mike Gehner is a Troy technician and also is considered to be an electrical genius! Mike started out in the detail bay at TCI, then worked his way up over the years to be the journeyman technician he is today. Mike and his wife, Sheila, have one son, Silas, who is 6 years old. Mike is great with computers and has been very helpful to the TCI IT team in testing new programs on the shop floor. In his free time Mike enjoys hunting, especially water fowl and spending time outdoors. Many can vouch that he also loves a good debate!

15 YEARS

Bill Shepler is our Morton sales executive and handles some of our larger fleets in the northern area. Bill recently was married in Florida and on the personal side, he admits to being a "die hard" Republican.

Jim Crosier works in Springfield as a technician, primarily handling the Ameren account out of his mobile truck. Jim is known for always being willing to help out, including traveling to other locations to help cover some of the backlog of work.

Bill Bryant works in our Troy dispatch department. Bill drove over 5 million miles in his career before beginning at Truck Centers. Bill and his wife, Betty, live in Pocahontas, Ill., and have 2 sons, 2 daughters and 6 grandchildren. Bill enjoys reading and traveling in his spare time.

Doug and Cathie Jenkins We have a husband and wife team that started on the same day at TCI - Morton. Mike Yates hired them as a package deal. Doug is a great technician in the Morton shop and is Cummins and Detroit certified and is known as an electrical wizard. Cathie is our service manager in Morton and she is always there to make sure things are done right! They have a close family, which is good because they are surrounded by family at work. Their daughters, Cassie and Mick, both work in Morton as well as their sons-in-law, Derrick and Chris.

Jeff Buffington runs the dispatch team in Springfield. He started out at TCI detailing trucks. Jeff is also the "go to" guy in Springfield for building maintenance and taking care of the landscaping. He's described by Justin as a guy who is quick to raise his hand and jump in a van himself to run to customers if he can't find someone to do it. In his free time, Jeff loves spending time at Lake Springfield.

Denny Weber works in the Troy dispatch department and started driving trucks at age 15 for his family farm. He worked on his farm just north of Marine, Ill., for 46 years and semi retired from that in 2011. In Denny's spare time, he likes to take out his horse and buggy and visits Amish friends in Indiana. Denny and his girlfriend, Lou, live on the farm where he grew up.

Clint Gordon is a technician in our Mt. Vernon location and was a graduate of the Nashville Auto Diesel College program. Clint and his wife, Sarah, have a 5 year old daughter Claire. She is a beautiful girl and I'm not just saying that to be nice! She actually won a recent competition as Marion County Little Miss. Clint lives in Salem, Ill., and is our go to electrical guy in Mt. Vernon. Clint is a fan of going to auctions and looking for a "deal"!

10 YEARS

Barto Edwards is a member of the TCI St. Louis parts delivery team. He and his wife, Mary, reside in Collinsville, Ill., and are the proud grandparents of 3. Barto is a member of a volunteer fire department and is an avid washers player.

Neal Mareschal works in St. Louis at the parts counter. He is a passionate sportsman in his free time and is an avid fisherman on the lakes and streams of Missouri. Neal and his wife, Shari, live in Crestwood, Mo. He has two sons, Steven and Neal.

Mike McBain also works on the parts counter in St. Louis. Mike and his wife, Valerie, live in Florissant, Mo., and have four children, Michael, Ashley, Randall and Marshall. Mike is very involved with his church and spends a lot of his free time participating with his kids in their sports and school activities.

Randy Melvin, our Springfield service manager, is one of those "idea" guys always looking for opportunities to improve. Randy has been very instrumental in leading the charge at TCI for the mobile service truck business. Randy and his girlfriend, Beth, enjoy spending time at Lake Taylorville in their free time.

John Winterrowd works in Mt. Vernon as a technician. John also started out his career with TCI and has continued to progress to being a journeyman technician by training and hands on experience.

Paul Lawrence works at our parts counter in the St. Louis location. Before he came to TCI, he was the manager of several auto parts stores. Paul has 3 children and 5 grandchildren and lives in St. Mary, Mo., on a farm. In Paul's spare time he enjoys fishing, boating and repairing cars.

Rufus Conner is a parts driver for St. Louis and has a large family! He and his wife, Elaine, have 7 kids, 14 grandkids and 5 great grandkids. Imagine their house at holidays! Something you may not know about Rufus is that he is a Pastor at his church.

Awards

5 YEARS

Mike Heath works in our Troy service department as a technician on the second shift. Mike is a long time resident of Granite City, Ill. In his free time, he enjoys going to races and hanging out with his friends.

Dave Gross is also a member of the St. Louis parts delivery team and he averages over 300 miles a day making deliveries across the St. Louis area. Dave volunteers for his church and lives in Belleville, Ill. Dave has 3 children: Allison, Darien and Joel.

Philip Conreux works in the Troy parts department at the counter over the 3rd shift. Phil enjoys bike riding and is an avid sports fan. He lives in Edwardsville, Ill., and in his spare time participates in a sand volleyball league.

Travis Dunn works in our Morton location as a customer service representative handling several of our important fleets to ensure that they get in and out of shops timely across the country and at TCI. Travis claim to fame is he is the fishing partner of Justin Hopkins each year in the Jerry Duft tournament and they have yet to bring home the winner!

Bill Rinaldo works in our Morton location and is our night foreman. Bill is known for his expertise and patience in working with our younger technicians and coaching them.

Tyson Schultz also works in our Morton location as a technician and came to TCI directly after training at trade school. Tyson has been progressing rapidly on the night shift and recently was trained on the Fuso products as well.

Mike Jacobs works in our Springfield location at the parts counter. He and his wife, Jessica, have 2 children, Jaiden and Kian, and live in Pawnee, Ill. One very interesting thing you may not know about Mike is that he is an amateur tattoo artist and has done a couple even on himself. Ouch! Mike lost a ton of weight in the biggest loser contest and helped to bring the Biggest Loser Dealership trophy to Springfield!

Andrew Ross works in St. Louis as a technician and is from Troy, Ill. Drew is an avid Mustang fan and is searching for his next one at the moment, as well as searching for a house in Troy or Collinsville. Before coming to TCI, Drew worked for his father's excavating company.

Stacey Marks works in Troy as what I would consider a "jack of all trades"! She handles some parts A/P as well as responsibilities in A/R, payroll and warranty. Stacey started at TCI as a part time receptionist and is currently working on an accounting degree at SIUE. She is from Highland, Ill., and is a huge Cardinals fan. She enjoys playing sand volleyball in her free time and spending time with her family, especially her niece Eleanor.

New Hires

You may notice some new faces around TCI. We are pleased to welcome twenty-five new faces to our corporate office and 5 TCI locations since our last issue. Welcome to the Truck Centers' team!

Morton

Richard Wirth (Dispatch Driver)
Derrick Zick (Parts Driver)
Brandy Rassi (Service Writer)
George Cornwell (Dispatch Driver)

Mt. Vernon

Lucas Warden (Service Technician)
Chris Haley (Parts Driver)

Springfield

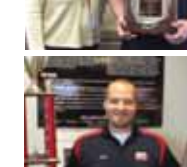
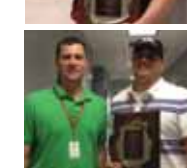
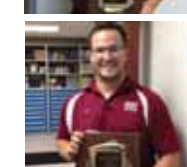
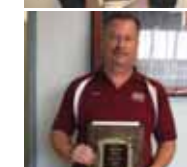
Jerry McCreary (Mobile Technician)
Donald Schoonover (Service Technician)
Kelen Trelz (Service Technician)

St. Louis/St. Peters

Mirza Rahmanovic (Service Technician)
Kurt Westerfield (Warehouse)
Thomas Graves (Service Writer)
Steve Busse (Service Technician)
Kylie Pennington (Service Clerical)
Sharri Raymer (Receptionist)
Adam Lanier (Parts Driver)

Troy

Dakota Sellars (Parts Warehouse)
Jamie Hults (Receptionist)
Billy Baker (Dispatch Driver)
Tenell Cothrine (Service Technician)
Bradley Halford (Dispatch Driver)
Kristi Schmidt (Housekeeping)





[DUKE ENERGY RECEIVES THE KEYS TO THEIR NEW FREIGHTLINER M2 WHICH WAS THE 500,000TH VEHICLE PRODUCED AT THE MT. HOLLY, N.C., PLANT]

INDUSTRY News

FREIGHTLINER MARKS PRODUCTION OF 500,000TH VEHICLE AT MT. HOLLY PLANT

Freightliner Trucks recently celebrated the production of the 500,000th vehicle at its Mount Holly, N.C., plant. The keys to the 500,000th truck – a Freightliner Business Class® M2 106 with a utility body – were turned over to Duke Energy officials at a Town Hall meeting at the plant. The truck will join Duke Energy's fleet of field service vehicles.

With more than 630,000 square feet of floor space and approximately 1,550 employees, the Mount Holly plant has produced the M2 line since its introduction in 2002, including Freightliner's hybrid and natural gas products. The plant also manufactures the Freightliner Severe Duty product line including the 114SD and 108SD.

"Reaching the 500,000-truck mark is a significant milestone that couldn't have been reached without the employees' diligent efforts to meet and exceed customer expectations," said Mark Hernandez, plant manager for the Mount Holly Truck Manufacturing Plant. "The team at the Mount Holly Truck Plant shares Freightliner's long-term pledge to building quality products that reflect our commitment to customer satisfaction."

Opened in 1979, the Mount Holly Truck Plant originally produced long-haul heavy-duty Freightliner trucks for customers in the eastern United States and Canada. The plant underwent a major renovation and expansion in 2002 to ready the plant for the M2 introduction.

NEW DETROIT DT12 TRANSMISSION CONTRIBUTES TO ENHANCED FUEL EFFICIENCY AND PERFORMANCE

Detroit Diesel Corporation recently showcased the Detroit™ DT12™ automated manual transmission. Part of the Detroit complete powertrain offering, the DT12 combines the operational ease of an automatic with the efficiency of a manual transmission, resulting in enhanced fuel economy, vehicle performance and safety. Available in the Freightliner Cascadia®, the DT12 maximizes fuel efficiency for line-haul/long haul operations. Adding to the transmission's overall economy is its lightweight design, which offers additional payload because of its aluminum housing and single counter shaft.

The DT12 improves slow-speed maneuvering capabilities without compromising high road speed efficiency. The 12-speed, direct- or over-drive automated manual transmission combines a traditional manual gearbox with high-speed, computer-controlled shift and clutch actuators that automatically and seamlessly select the right shift pattern and perfect clutch engagement for fuel economy and engine power. Advanced technologies include Skip Shift, which automatically skips gears, enabling the transmission to run through lower gears faster to achieve cruising speed sooner; and eCoast, which allows the vehicle to 'coast' down grades with the engine operating at idle speeds while preserving vehicle momentum, maximizing fuel efficiency.

For more information, visit www.DemandDetroit.com.



U.S. 71 TO BECOME INTERSTATE 49 FROM KANSAS CITY TO JOPLIN, MO

By December, a section of U.S. 71 in Missouri measuring approximately 180 miles will be converted to Interstate 49, according to an article in the *Kansas City Star*.

The interstate will run from Kansas City to Joplin and has a projected completion date of Dec. 12.

According to the Missouri Department of Transportation's website, this project is part of a larger plan by Louisiana, Arkansas and Missouri to complete I-49 from New Orleans to Kansas City. MoDOT was required to upgrade 20 at-grade crossings in four different counties (Barton, Bates, Cass and Vernon) to have U.S. 71 meet Interstate standards.

DTNA EXPECTS 2012 GROWTH IN VOCATIONAL, NATURAL GAS, EXPORTS

While 2012 may look a little sluggish compared to 2011, Mark Lampert, senior vice president-sales and marketing for Daimler Trucks North America, sees plenty of growth opportunity ahead this year. Lampert said the fundamentals are all in place and they look decent.

In 2011, combined orders for all Freightliner models in Class 5-7 for NAFTA and export orders were 33,700 units.



[MERITOR HAS MADE SIGNIFICANT INVESTMENTS AND TECHNOLOGICAL ADVANCEMENTS IN THE REFURBISHMENT OF BRAKE SHOES]

NATURAL GAS

Lampert says a common topic in recent customer interviews was natural gas. "Everyone wants to know what's going on with natural gas, what our plans are for natural gas, how do we see natural gas developing," Lampert told reporters.

Lower fuel prices, less market volatility, and a 1.4-year pay-back mean that natural gas is ready to become a mainstream fuel for trucking. Everything is lining up, Lampert says, from expanding fuel networks, to the availability of larger engines such as the 400-horsepower Cummins Westport ISX12 G engine. That is what over-the-road fleets are seeking.

Going forward, Freightliner plans to begin full production of the Cascadia with an IXS12 G engine and newer engine platforms are in development. With the possibility of passage of the NAT GAS Act still ahead to provide financial help for purchase of natural gas vehicles, Lampert sees continued growth in demand for natural-gas-powered trucks in many sectors in Class 6-8 markets.

INTERNATIONAL SALES

Lampert said much of Freightliner's growth plans for export market revolve around the Argosy COE product and, to a lesser extent, on Western Star. The company plans to bolster export sales to 15,000 units from 4,000 units sold mostly into Latin America, South Africa, Russia, Australia and New Zealand. The largest volumes are in Costa Rica and Guatemala with potential for 5,000 to 6,000 trucks. South Africa and the Middle East remain a cornerstone, and the Russian market remains the largest growth opportunity.

MERITOR RECEIVES PRESTIGIOUS 2012 GLOBAL REMANUFACTURER OF THE YEAR AWARD

ReMaTecNews, an international news magazine focused on remanufacturing, has named Meritor the 2012 Remanufacturer of the Year. The award recognizes Meritor's remanufacturing advances in innovation, technical excellence, customer service and commitment to the promotion of the qualities of remanufacturing.

Meritor's remanufacturing operations encompass eight sites in five countries producing a substantial portfolio of drivetrain and wheel-end components. More than 30,000 tons of metal are recycled annually in Meritor's remanufacturing operations worldwide and the company recycles 90 percent of all waste from its operations. More than 40,000 tons of cores, or original components, are processed at Meritor remanufacturing facilities annually.

"This award is a direct reflection of our companywide commitment to sustainability and, more important, our employees who drive for excellence in remanufacturing operations," said Doug Wolma, general manager, Global Aftermarket Operations. "Meritor firmly believes in the value remanufacturing brings to our company and our industry."

The honor is Meritor's second remanufacturing-focused award. The company won the 2010 HDRG Heavy Duty Remanufacturer of the Year. Meritor has invested more than \$8 million in process upgrades to its global operations in the last five years, including \$2.7 million earlier this year in new equipment for its Plainfield, Ind., facility that remanufactures commercial truck components while preserving raw materials.



"For the first half of 2011, we had 17,100 orders. In the first half of 2012 we're up about 200 orders at 17,300," said Lampert. "We see continued improvement on the Class 5, 6 and 7 side from a low in 2009. We're cautiously optimistic that the trend line for growth is going to continue."

[NEW DETROIT D12 TRANSMISSION]

[CONT.]

INDUSTRY News

NEWS FROM THE ROAD

[BY KATIE HOPKINS]

As with any election year, the political arena heats up and several hot-button topics are discussed from emissions, fuel economy and alternative fuels to safety regulations and increased accountability. I have attended several meetings and functions and the 2012 election has stirred the climate. There are numerous pieces of legislation circulating that could impact our industry and economy for years to come.

Early this summer, I attended the Missouri Automobile Dealers Association annual board meeting. The meeting's focus was on the various legislative issues facing the truck and car industries and what this means for dealers. A key piece of legislation discussed was regarding the Missouri sales and use tax. Missouri is one of a handful of states that has split these two taxes and a potential legislative change impacts tax due on vehicle purchases and is a key debate in Missouri.

In July, I attended the American Truck Dealers' board meeting in Washington, D.C. We hosted Representative Bobby Schilling (R-IL) as a special speaker. Rep. Schilling is the state representative for our Springfield and Decatur locations. ATD reviewed the current bills on Capitol Hill and what they mean for the trucking industry. We also heard from officials from the EPA on tampering issues with after-market devices since this is something that is increasingly being seen in the market.

Ironically enough, I ran into Rep. Schilling again in Peoria at the annual clam bake of the Midwest Transportation Club. My brother, Justin, and I spent a few minutes discussing his reelection bid and the challenges he has been having in his redistricted territory. We hope that we are able to keep individuals in office that understand the needs of our industry and can help give the trucking industry a voice with all of this increased governmental legislation.

And in September, I returned to the ATD's Washington Conference on Legislative Affairs. While in D.C., we reviewed the legislative initiatives for our industry and met with various state representatives from Missouri and Illinois. With November quickly approaching, I would encourage each of you to review the stances that your elected officials have on key areas of your business and reach out to their offices if there are any questions to have your concerns heard.



2012 TECH CHALLENGE TOP 10 FINALISTS



<< **Rob McNees**
DOH: 5/5/1987
ST. LOUIS



Mike Gehner
DOH: 8/31/1992
TROY >>



<< **Dirk Abeln**
DOH: 12/5/1994
SPRINGFIELD



Ray Shaw
DOH: 9/15/1995
TROY >>



<< **Mike Hedrick**
DOH: 1/5/1999
ST. LOUIS



Tom Guppy
DOH: 5/17/1999
MORTON >>



<< **Rick Hamm**
DOH: 1/17/2000
MORTON



John Winterrowd
DOH: 7/23/2002
MT. VERNON >>



<< **Don Blaney**
DOH: 10/3/2005
SPRINGFIELD



Joe Howard
DOH: 4/21/2010
MT. VERNON >>



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Dock Equipment & Expertise in Load Work



Achievements in Aerodynamics

With new, standard features that seamlessly combine the Cascadia's already sleek profile with enhanced aerodynamics, the Cascadia Evolution incorporates several frontal area updates designed to improve airflow and aerodynamics including a new air dam, bumper closure and a hood-to-bumper fill.

The Cascadia Evolution also includes an improved windshield seal, elliptical-shaped aerodynamic mirrors and an integrated antenna. New wheel covers on the rear tandem axles, chassis side fairings and 20-inch side extenders further contribute to the truck's efficiency. Cooling enhancements include a 1,400 square-inch radiator, which features a revised baffling system and new radiator mounting design that contribute to improved cooling capacity and increased durability.

Also standard with the Cascadia Evolution is Freightliner's proprietary Run Smart Predictive Cruise™ system. This innovative technology evaluates the road profile more than one mile in advance, determines the most efficient vehicle speed and then adjusts the actual speed of the truck for maximum fuel efficiency.

CASCADIA EVOLUTION

A MODEL OF EFFICIENCY

Freightliner Trucks recently introduced the 2014 Cascadia® Evolution Class 8 truck. Powered by Detroit™ and featuring some of the most advanced aerodynamic enhancements in the industry, the Cascadia Evolution delivers up to an additional 7 percent improvement in fuel economy over an EPA 2010-compliant Cascadia equipped with a first generation aerodynamic package and up to a 5 percent improvement compared to a current model year 2013 Cascadia equipped with the latest aerodynamic upgrades.

"With the introduction of the Cascadia and Detroit DD15® in 2007, our priority was to help customers lower their total cost of ownership through improved fuel efficiency and performance," said David Hames, general manager, marketing and strategy for Daimler Trucks North America. "The Cascadia and the DD15 have since made a powerful impression on businesses. Now, with the Cascadia Evolution, we are building upon our commitment to maximizing our customers' bottom lines with new product advancements that will deliver unprecedented fuel efficiency.

The optimized aerodynamic features on the new Cascadia Evolution were developed using Daimler Trucks North America's proprietary, state-of-the-art wind tunnel – the only full-scale, OEM owned and operated wind tunnel for big rigs in North America. Additionally, the truck was extensively tested on highways throughout the United States and underwent almost three million miles in combined reliability and fuel economy testing.

In the trucking industry, a few extra cents per gallon quickly adds up and can cost an individual owner-operator thousands of dollars while larger fleets see the numbers soar into the millions. Freightliner's Cascadia Evolution answered the call to bolstering fuel economy. In fact, the forthcoming 2014 Cascadia Evolution truck achieved a significant 10.67 mpg consumption in controlled testing and a stout 9.31 mpg in on-road observation. To replicate real-world operating conditions, the truck was loaded to a GCW of 76,000 pounds and fitted with a Daimler-designed aerodynamically-optimized trailer. The controlled test was conducted in Texas for 1,000 non-stop miles at an average speed of 60 mph while the over-the-road results were gathered from a 2,400-mile trek from San Diego, Calif., to Gastonia, N.C., at an average speed of 62 mph.

“We examined every detail to ensure that no stone was left unturned when developing the Cascadia Evolution,” said TJ Reed, director of product marketing for Freightliner Trucks. “The result is a truck that will immediately benefit fuel economy performance and overall cost of ownership.”



The Detroit Difference

Available only in the Cascadia Evolution, the newly designed DD15 engine features a proprietary asymmetric turbocharger with a next-generation amplified common rail system (ACRS). The asymmetric turbocharger is less complex than variable geometry turbos and, because it is proprietary, is optimally matched to the DD15's EGR system for best real world fuel consumption, resulting in excellent performance. The next-generation ACRS also delivers higher injection pressure for better combustion control and a simplified design for optimal regenerations.

The enhanced DD15 is more than 100 lbs. lighter than its predecessor and includes an improved fuel filter module with two filters that deliver lower maintenance costs with an industry-leading 100,000 mile filter change interval. The engine also features a variable speed water pump that allows for lower impeller speeds, resulting in less parasitic load, improved DDEC electronics for better engine and aftertreatment system management and an optimized piston design for less friction and oil consumption. Further adding to the overall performance of the Cascadia Evolution, the DD15's BlueTec emissions technology 1-Box package has been optimized to decrease size, weight and complexity.



The Detroit Difference [cont]

“Detroit is once again challenging the norm by exceeding expectations and optimizing performance,” said Brad Williamson, manager, engine and component marketing, Daimler Trucks North America. “We’re changing the way the industry looks at diesel engines.”

The Detroit Virtual Technician system – standard on the Cascadia Evolution – helps reduce downtime and decrease maintenance costs by providing real-time engine diagnostics, enabling drivers and fleet managers to quickly and accurately evaluate events, and in many cases allowing them to remain driving when others would have to stop to evaluate the event. It also minimizes time in the shop by almost eliminating the diagnostic time since it is completed when the truck arrives by the Detroit customer support center.

“Powered by a Detroit engine and advanced technology, the

Cascadia Evolution is a formidable business tool that doesn’t sacrifice power for efficiency,” said Reed.

Leading the Green Evolution

The Cascadia Evolution is Freightliner’s most recent addition to its line-up of fully compliant GHG14 vehicles.

In February 2012, the Environmental Protection Agency (EPA) certified DTNA’s complete portfolio of model year 2013 on-highway, vocational and medium-duty vehicles as fully compliant with the new GHG14 regulations. DTNA is the first and only North American commercial vehicle manufacturer to be certified as GHG14 compliant. DTNA’s commitment to green technologies is part of parent company Daimler AG’s global “Shaping Future Transportation” initiative. The initiative is focused on reducing criteria pollutants, carbon dioxide and fuel consumption through the utilization of clean, efficient drive systems and alternative fuels.

Freightliner Trucks will start production on the Cascadia Evolution in the first quarter of 2013.

For more information about Freightliner Trucks, go to www.FreightlinerTrucks.com or log on to www.DemandDetroit.com to learn more about Detroit’s innovative new product offerings.

**JASON
KEMPFER
STARTED WITH
O’FALLON,
ILL., BASED
HOLTGRAVE
DISTRIBUTING
FIVE YEARS
AGO.**

After a year and a half on the job, Jason was in a serious motorcycle accident that left him without his right leg. Even though he was off work for over two years recovering from his injuries, Rich Holtgrave valued Jason’s contributions to his company so much so that he purchased a truck to be retrofitted for him.

The company worked to learn the DOT and compliance issues required for Jason to return to work and faced many obstacles along the way. For example, even the details of being able to get the mandated DOT physical required prior to the driving test was a challenge. Laws prevented Jason from using his left leg to engage the throttle pedal in a standard truck so the customized unit was necessary for the on-road exam.

While Aaron at Holgrave worked on the compliance issues, Don and their shop team called on TCI’s Mark Eilers to discuss this unique project. Troy technician Pete VanKleef took the lead on the project and installed a left throttle pedal in the unit and made necessary modifications so the truck was not only comfortable for Jason to use but also DOT-compliant.

Today, thanks to the support of Holgrave Distributing and ingenuity of the Holtgrave/TCI partnership, Jason is happily back at work making a daily, dedicated drop-and-hook run to Kansas City.

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- Medium-to high-friction asbestos-free brake block
- Smooth, noise-free, stable stopping power over a wide range of temperature, pressure and speed variations
- Cost-effective due to extended lining life
- Ideally suited for demanding stop-and-go service
- Low thermal expansion provides excellent compatibility with automatic brake adjusters
- Vista HP designed for 23,000 lb. axle rating
- Vista HP-1 designed for 25,000 lb. axle rating
- Brake performance and lining exceeds the competition in the same category

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WK4707QVHPBL	\$71.66
WK4709E2VHPBL	\$86.75

★ B-LOCK 'LOCKS' lining securely over the entire friction area, not just at the rivet points. This combination riveting/bonding system provides total and complete lining security and ensures that the integrity of the friction is maintained in practically all circumstances. (Friction material responds to stress in a variety of ways but mostly as cracks in the surface. Because B-LOCK secures the entire friction area, such cracks will not impair the performance or durability of the linings.)

★ B-LOCK works best in situations where corrosion factors are worst.

★ B-LOCK works best in situations where braking demands are severe.

★ B-LOCK reduces brake noise and vibration.

★ B-LOCK is the COMPLETE system for securing and sealing heavy-duty brake linings.

★ B-LOCK 'BLOCKS' the formation of rust on the shoe table. Without rust, the danger of 'rust swell' forming on the shoe table and lifting the linings and breaking the seal is practically eliminated.



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SPECIALS



MOBIL DELVAC



Mobil Delvac Synthetic Transmission Fluid 50

Mobil Delvac Synthetic Transmission Fluid 50 is a fully synthetic, manual transmission lubricant engineered to meet the most demanding extended drain and original equipment manufacturer warranty requirements. It is recommended for year-round lubrication of manual transmissions in light to severe duty on- and off-highway equipment operating in a wide range of environments.

The outstanding performance of this product is confirmed by its approval for heavy-duty transmissions covered by Eaton Roadranger and Extended Warranties of 750,000 miles with oil drains at 500,000 miles.

MBL 98HM00 38# PAIL **\$153.90 (\$4.05 PER LB)**
 MBL 98KH09 1 GALLON JUG **\$ 33.85**



Mobil Delvac Synthetic Gear Oil 75W-90

Mobil Delvac Synthetic Gear Oil 75W-90 is a synthetic drivetrain lubricant engineered to meet the most demanding extended drain and warranty requirements. This product is designed for use in heavy-duty drivetrains that require gear lubricants with relatively high viscosity and excellent load-carrying capability and where extreme pressures and shock loading are expected. Mobil Delvac Synthetic Gear Oil 75W-90 incorporates the latest technology in synthetic basestocks and advanced additives providing significant advantages over mineral gear oils.

MBL 98HL93 35# PAIL **\$155.75 (\$4.45 PER LB)**
 MBL 98KH10 1 GALLON JUG **\$ 38.06**

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WINTERIZATION 2012 SPECIALS

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BW AD-9 DRYERS & KITS:

BW 065225	NEW AD-9	\$265.65
BW R5009378	REMAN W/ BRACKET & HARNESS	\$157.09
BW R109685	REMAN W/O BRACKET & HARNESS	\$149.95
BW R5004341	REMAN PURGE VALVE ASY	\$ 49.95
BW 107794PG	REMAN PURAGUARD CARTRIDGE	\$ 47.95
BW 109578	HEATER KIT	\$ 34.60
BW 5005037	PURGE KIT	\$ 24.89
BW 107800N	CHECK VALVE ASY	\$ 23.37
BW R107794	REMAN CARTRIDGE	\$ 21.95

BW AD-IP DRYERS AND KITS:

BW 065612	NEW AD-IP	\$394.68
BW R109477	REMAN AD-IP	\$211.74
BW 109493PG	REMAN PurGuard CARTRIDGE	\$ 92.03
BW K022105	PURGE VALVE ASY	\$ 79.48
BW R109493	REMAN CARTRIDGE	\$ 64.93
BW 109495	HEATER KIT	\$ 59.52

BW AD-SP DRYERS AND KITS:

BW 800887	NEW AD-SP	\$342.23
BW 5008414PG	PURAGUARD CARTRIDGE	\$ 90.65
BW 109995	PURGE KIT	\$ 62.02
BW 109495	HEATER KIT	\$ 59.22
BW 5008414	CARTRIDGE	\$ 47.98
BW 109993	TURBO CUT-OFF MAINT. KIT	\$ 34.14
BW 5005624	CHECK VALVE KIT	\$ 13.71

BW AD-IS or DRM (DRYER RESERVOIR MODULE):

BW 5008414PG	PURAGUARD CARTRIDGE	\$ 90.65
BW K022105	PURGE VALVE ASY	\$ 79.48
BW 5004049	GOVERNOR AND CHECK VALVE KIT	\$ 62.37
BW 109495	HEATER AND THERMOSTAT KIT	\$ 59.52
BW 5008414	CARTRIDGE	\$ 47.90
BW 800361	NEW GOVERNOR	\$ 37.91

MERITOR WABCO:

TDA R955205	SS1200 DRYER	\$246.42
TDA R950015	HEATER KIT	\$ 53.27
TDA R950011	CARTRIDGE	\$ 50.85
R950014	PURGE KIT	\$ 38.47

AFTERMARKET

AD-9 DRYERS & KITS:

TDA R955065225NP	NEW AD-9	\$137.06
TDA R955109685NP	REMAN AD-9	\$121.33
TDA R9555004341X	REMAN PURGE VALVE ASY	\$ 43.72

TDA R955107794X	REMAN AD-9 CARTRIDGE	\$ 18.37
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AD-IP DRYERS AND KITS:

TDA R955109477X	REMAN AD-IP	\$174.12
TDA R955800404	PURGE VALVE ASY	\$ 58.18
TDA R955109493X	REMAN CARTRIDGE	\$ 59.04

AD-SP DRYERS AND KITS:

TDA R955109991X	REMAN DRYER	\$165.04
TDA R955109995N	PURGE KIT	\$ 37.47
TDA R109994	CARTRIDGE	\$ 18.65

AD-IS or DRM (DRYER RESERVOIR MODULE):

TDA R955800404N	PURGE VALVE ASY	\$ 58.18
TDA R109994	CARTRIDGE	\$ 18.65

MERITOR WABCO:

TDA R109994	CARTRIDGE	\$ 18.65
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MERITOR WABCO

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WINTERIZATION 2012 SPECIALS



WINTER POW-R-PLUS DIESEL FUEL TREATMENT

PIC 202012	12oz	Treats 50 Gallons	\$ 2.36
PIC 202032	32oz	Treats 250 Gallons	\$ 4.95
PIC 202005	5gal	Treats 7,500 Gallons	\$113.45

WINTER POW-R-PLUS BIO-DIESEL FUEL TREATMENT

PIC 202612	12oz	Treats 50 Gallons	\$ 2.65
PIC 202632	32oz	Treats 250 Gallons	\$ 6.41
PIC 202605	5gal	Treats 7,500 Gallons	\$168.05



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ALA003	P/C	1gal	\$ 11.23
ALAW51	50/50	55gal	\$376.29
ALAWS3	50/50	1gal	\$ 6.94



GOODYEAR WIPER BLADES

GOOD

GYB 670-15	15"	\$ 1.75	GYB 670-16	16"	\$ 1.95
GYB 670-18	18"	\$ 1.95	GYB 670-20	20"	\$ 2.25
GYB 670-22	22"	\$ 2.25	GYB 670-24	24"	\$ 2.25

BETTER

GYB 728-16	16"	\$ 4.15	GYB 728-18	18"	\$ 4.15
GYB 728-20	20"	\$ 4.95	GYB 728-22	22"	\$ 4.95
GYB 728-24	24"	\$ 4.95			

BEST

GYB 765-16	16"	\$10.75	GYB 765-18	18"	\$10.75
GYB 765-20	20"	\$11.75	GYB 765-22	22"	\$11.75
GYB 765-24	24"	\$11.75			

WINTER BLADES

GYB 758-16	16"	\$7.95	GYB 758-18	18"	\$7.95
GYB 758-20	20"	\$8.75	GYB 758-22	22"	\$8.75
GYB 758-24	24"	\$8.75			



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UNDERSTANDING NATURAL GAS POWER

Soaring diesel fuel costs, new emissions technologies and alternative fuel options have encouraged several trucking customers to explore natural gas power. In fact, federal reports indicate that the use of natural gas vehicle fuel increased 7.1% between 2011 and the previous year and 38% since 2006. Research analysts Frost & Sullivan predict 8% of all new North American Class 6-8 commercial vehicles to be natural gas powered by 2017. This change has some industry insiders comparing the future of natural-gas fuels to the move from gasoline to diesel.

The Dollars and Sense of Natural Gas

The initial interest in natural gas was its clean burn and emissions benefits, especially in smog-laden metropolitan areas with air quality issues. Increased regulations and some incentives sparked the initial foray into natural gas power. Some fleets also viewed natural gas as a key component in "going green".

With a tense international political climate, reducing America's dependence on foreign oil has become a hot-button topic, especially with the upcoming presidential election. The exploration and utilization of domestic fuel sources has encouraged the support for natural gas. And lest we forget, the enticing price at the pump is what motivates fleets to invest in alternative-powered trucks. Currently, natural gas tends to run about \$1.50-\$1.80 per gallon compared to diesel that averages \$3.99-\$4.20 per gallon.

Rich Kolodziej, President of NGV America, a national trade association, states that some fleets use their investment in natural gas equipment as a competitive marketing advantage from franchise opportunities to winning contracts that give preference to fleets utilizing alternative fuels. An added benefit of doing business with natural gas is that some fleets have been able to reduce fuel surcharges and pass savings along to their customers because of lower prices at the pump and lower volatility, as Kolodziej summarizes consumers' interests in natural gas powered vehicles,

“For some people, it's greenhouse gases, and for some it's dependence on foreign oil, and for some it's emissions. For the other 99%, it's money.”

Fuel for Thought

In spite of the growth in natural gas and the evolution of alternative fuel technology, there is still a limited market in the industry. Forecasters anticipate a slow adoption of natural gas just as it took thirty to forty years for the trucking industry to adopt diesel fuel. Several factors impact a customer's decision when researching if natural gas is a good fit for them. The initial investment in equipment is one of the key prohibitors in some fleets adopting new technology. Even with incentives and projected savings, the upfront costs make the conversion unattainable. And another common complaint is the confusion on options available and the logistics of fueling.

LNG vs. CNG

There are two options of natural gas fuels available for trucks – Liquefied Natural Gas (LNG) and Compressed Natural Gas (CNG). Liquefied Natural Gas is refrigerated down to 260 degrees below zero to turn the gas vapors into a liquid state. A key advantage of LNG is its density and the fact it saves 70% of the space necessary to store the same energy load of CNG. Compressed Natural Gas is pressurized to compress it to 3,600 psi and is stored in high-pressure cylinder tanks mounted to the frame or stacked behind the cab of a truck.

One of the primary differences between the two fuel options is the fleet's operating range and needs. The downside of natural gas is the limited operating range by volume when compared to diesel. A

potential problem of LNG is heat built up in the truck's fuel tank may allow the gas to change back to a gaseous state and evaporate. This is especially important for vehicles that have a tendency to sit longer than a few hours or overnight.

In spite of its limited range, LNG is an essential milestone in the potential for the long-haul use of natural gas because of increased operating range and capacity compared to CNG. With CNG, it is often viewed as a viable option for regional operating fleets or return-to-base transporters, such as refuse or local delivery businesses. Companies such as Waste Management currently operate more than 1,400 CNG vehicles and anticipate 80% of their new truck purchases over the next five years to be natural gas powered.

Natural Gas Fueling Infrastructure

Upon assessing the costs of natural gas powered equipment, fleets must also inventory fueling options in their area and along their operating routes to determine feasibility. Fleets can partner with a fuel supplier to install natural-gas fueling facilities at their terminal, opt for mobile refuelers or utilize equipped public stations. Currently, however, there are limited options for public refueling of LNG units, but companies such as Shell are making advancements in expanding natural gas offerings to commercial consumers. While CNG filling stations are more plentiful, many are accessible only to light-duty vehicles and not suitable for heavy trucks.



There have been numerous recent announcements this year regarding the expansion of the natural-gas infrastructure for Class 6-8 vehicles.

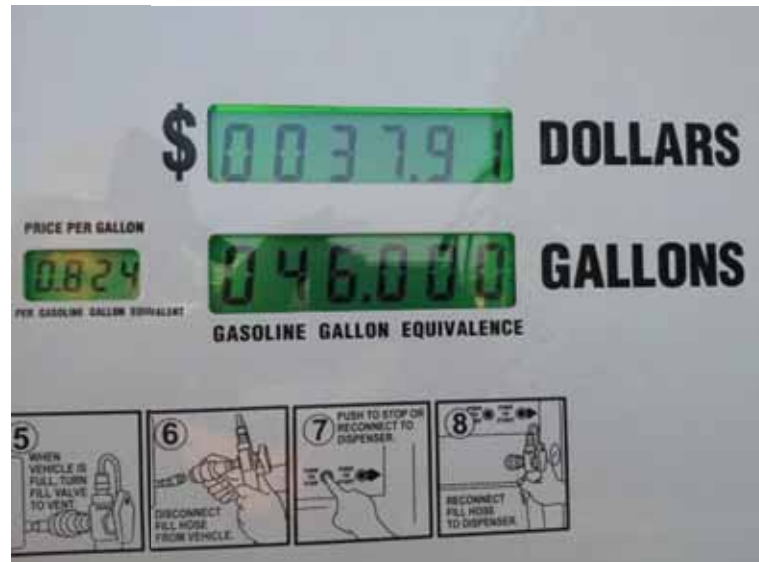
- NGV America, in conjunction with the Department of Energy, is preparing online maps to indicate truck-friendly fueling depots.
- Clean Energy Fuels dedicated to putting in 150 LNG stations by the year end of 2013 along major travel corridors to create its self-professed "America's Natural Gas Highway".
- Shell and TravelCenters of America (TA) announced a deal to build a LNG fueling network of at least 100 travel centers starting in 2013.
- Trillium CNG and AMP Americas released a joint venture for fast-fill NG stations starting in Texas and expanding along I-65 and I-75.



Looking Ahead

The mainstream adoption of natural gas and its future in the trucking industry remains ambiguous. While return-to-base fleets are more willing to invest in natural gas, its overall industry acceptance is anticipated to be a slower conversion. Continued technological advances in fuel economy and storage by manufacturers, including Freightliner, incentives to lower initial equipment investments and expansion of the nation's public refueling infrastructure will help decide the fate of the natural gas movement. One thing is for certain, alternative power sources from electric and hybrid technologies to LNG/CNG are pushing consumers to be more prudent with their purchasing decisions and investigate emerging technologies that they may have previously dismissed.

Excerpts from Heavy Duty Trucking's "Natural Gas" feature (Denise Rodini, Aug. 2012) were consulted in the preparation of this feature. For additional information on natural gas, visit www.truckinginfo.com/hdt/naturalgas2012



Besides the new 11.9-liter, 400-horsepower/1,450-foot-lb torque ISX12 G engine, the Cascadia tour tractor features an Allison 4000HS transmission and CNG tank installations from Agility Fuel Systems – 155 diesel gallon equivalent total with right and left 40-DGE rail-mounted and single 75-DGE back-of-cab assemblies. The vehicle already had over 70,000 miles on it during the tour because customers, including C.R. England, tested it.

After the initial success of the first LA to DC tour, Freightliner did another coast-to-coast tour powered by CNG fuel. This time, the Cascadia pulled 32,000 lb. of cardboard bales from Richmond, Va., to Los Angeles, Calif., on a completely different route.

The second voyage traveled up I-95 to D.C. before convoying I-70 west to Kansas City, up to Omaha and along the I-80 corridor to Salt Lake City and then down I-15 to Los Angeles. During the second trip, the average cost per DGE was \$1.73 with an estimated fuel savings of comparable diesel of \$745.

Freightliner is proud to demonstrate its foresight and leadership in the natural gas market by becoming the only conventional heavy-duty truck OEM to drive coast-to-coast strictly on natural gas and utilizing public fueling stations. The Freightliner Cascadia 113 with the ISX12 G has proven itself a reliable and efficient workhorse for customers who want to lead the pack with innovation, performance and sustainability. Freightliner's CNG tour website, freightlinergreen.com, allows individuals to travel the truck's travels in real time across the country along with photos and videos, drivers' blog entries, fuel cost savings information, a trip cost calculator and greenhouse gas reduction estimates.

About the Cascadia 113 Natural Gas
The Freightliner Cascadia® day cab will be available with the cleanest engine technology in the market today: natural gas. Designed for regional haul and LTL applications, this truck offers unparalleled benefits that help businesses increase productivity, performance and profitability. The Cummins® Westport ISX12 G engine is factory-installed and warranty-covered.

Tour Truck Specs:

- 113" BBC Freightliner Cascadia® day cab
- Engine: Cummins Westport ISX12 G, 400 hp, 1450 lb-ft torque
- Transmission: Allison 4000HS
- Front Axle/Suspension: 12,000 lb. Front Axle/12,000 lb. Taperleaf Suspension
- Rear Axle/Suspension: 40,000 lb. R-series Aluminum Carrier Tandem/40,000 lb. Airliner
- 192" Wheelbase
- 155 Diesel Gallon Equivalent (DGE) CNG Fuel Tanks 40 DGE LH CNG tank; 40 DGE RH CNG tank; 75 DGE back-of-cab CNG tank

FREIGHTLINER:

UPPING THE ANTE LA TO DC ON CNG

With the industry abuzz with alternative fuel technologies, fuel prices and emissions requirements, Freightliner harnessed the opportunity this summer to showcase their innovative product offerings in a real world test drive. The manufacturer let their Freightliner Cascadia 113-inch BBC day cab tractor powered by the new Cummins Westport ISX12 G natural gas engine speak for itself with a cross-country tour strictly on natural gas. Nothing speaks better about the power, fueling options and performance concerns than real world applications, and Freightliner and Westport delivered.

The natural gas powered Freightliner Cascadia left the ACT Expo in Long Beach, Calif., pulling a 30,000 lb. trailer loaded with waste paper en route for a recycling facility in Washington, D.C. This was the manufacturer's first continental crossing fueled solely by public-access CNG refueling stations. The tour was the brainchild of Gregory Treinen, product marketing manager for Freightliner, who said a major goal is to demonstrate just how far the CNG infrastructure has come in the U.S. over the past few years.

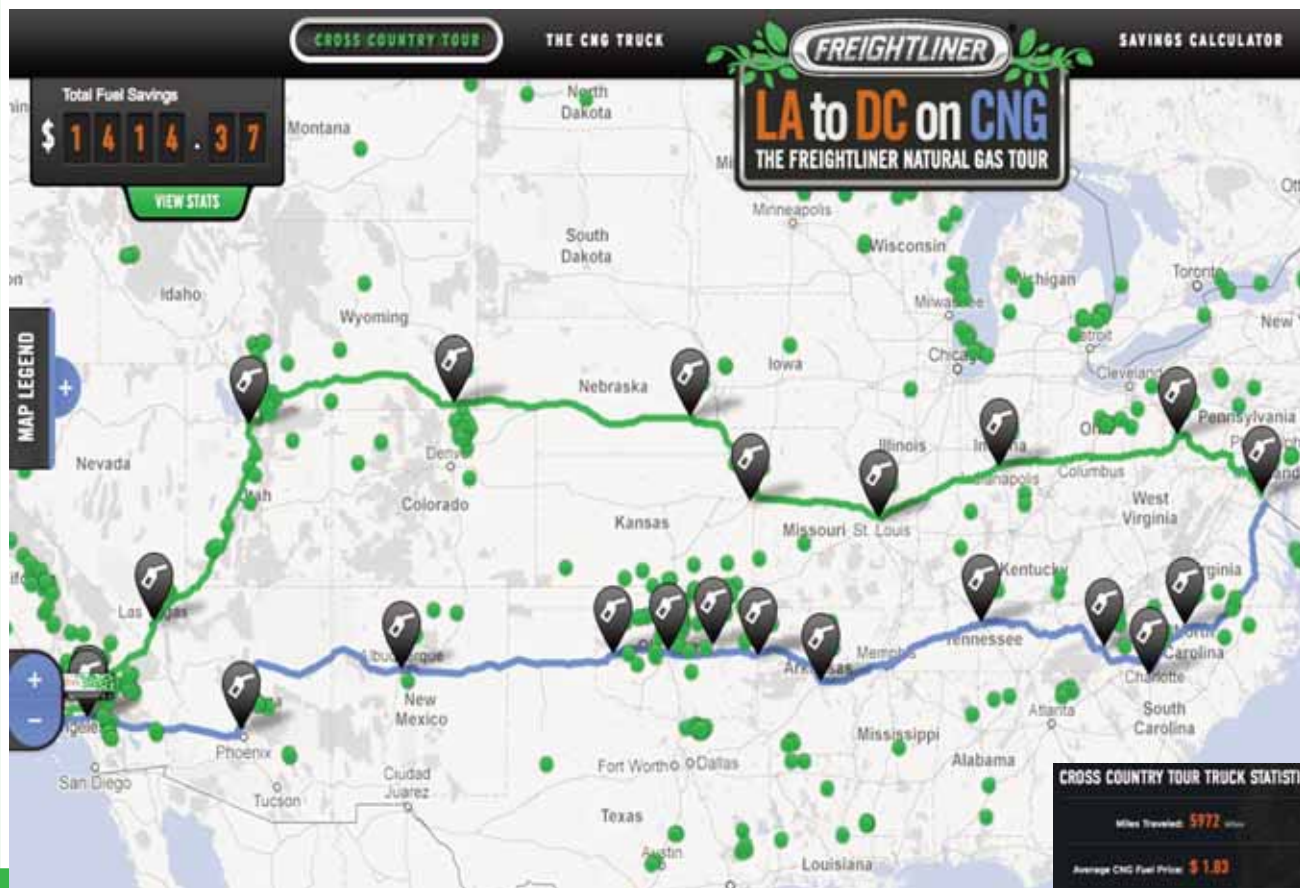
"We're making this trip using only public refueling facilities," Treinen explains. "There is a lot of talk out there today about how the LNG infrastructure is lagging as natural gas comes online as a trucking fuel. And people tend to overlook the fact that the CNG infrastructure has already made great strides to the point that we can easily take this Cascadia coast-to-coast with no fear of being unable to find fueling options."

"We wanted to show the status of natural gas infrastructure," Daimler Trucks marketing strategy general manager David Hames declared. "The truck will stop at roughly 700- to 750-mile intervals to fuel – entirely on public fueling stations."

The LA to DC on CNG route consisted of travel via I-10 from Long Beach to Phoenix and then north on I-40 and Albuquerque across the Texas panhandle and southern heartland to North Carolina. From there, it veered along I-85 and I-95 into Washington.



FREIGHTLINER [CONT.]



Why Natural Gas?

Improving operating economics vs. diesel fuel. With the rising cost of diesel, the comparatively inexpensive price of natural gas reduces operating costs. Over the past five years, natural gas fuel prices have remained well below that of diesel fuel and have been more consistent, avoiding the fluctuations in prices caused by speculation and the current geopolitical climate.

Cleanest Burning Engine Technology:

Greenhouse gas (GHG) emissions are reduced by up to 20% vs. comparable diesel engines.



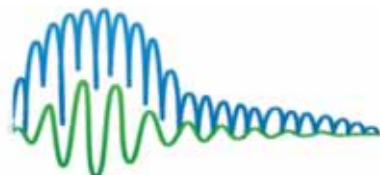
Reduced Aftertreatment Complexities:

Cummins Westport's natural gas engine products—the ISL G and the all new ISX12G—feature spark-ignited cooled EGR combustion technology with a maintenance-free aftertreatment system and a three way passive catalyst. No worries about particulate filters, regenerations or SCR equipment.



Noise Reduction:

The deployment of natural gas vehicles is not only cleaning the air through reduced GHG levels, but also helping their productivity through the reduction of truck noise, which helps keep local neighborhoods and delivery locations quieter and helps with driver comfort. On average, natural gas engines run 10 decibels quieter than a comparable diesel engine.



Domestic Fuel Source:

In terms of future resource security, North America has an abundance of natural gas reserves, which helps reduce dependence on foreign oil.



The graphs and visual data above is provided by Freightliner and serve as purely a visual representation and do not display actual data.

SHELL AND TA PARTNER TO SELL NATURAL GAS

Shell and its affiliates have signed a memorandum of understanding with TravelCenters of America (TA) to sell liquefied natural gas to the heavy-duty transport market in the US through TA's existing nationwide network of full-service fueling centers.

Pending final agreements, the proposed plans include constructing more than 200 LNG fuel lanes at roughly 100 TA sites and Petro Shopping Centers throughout the US interstate highway system. If a final agreement is reached, the first of the LNG fuel lanes are expected to become operational in 2013.

"Shell sees great potential for LNG as a fuel option among our range of quality fuels due to the sheer abundance and affordability of domestic natural gas in North America. Where it makes sense and where there is customer demand, we will innovate to deliver LNG as an additional fuel offer to our customers across America," says Shell VP Elen Phillips.

The agreement with TA represents the next phase for Shell in its plan to provide trucking fleet customers in North America with a robust fueling infrastructure. Last year, the company announced it would sell LNG to its heavy-duty fleet customers at select Flying J truck stops in Alberta, Canada, beginning in 2012. The first LNG retail plaza in Calgary is expected to open this year.

Source: Company Press Release



[CLEAN ENERGY]

CLEAN ENERGY LAUNCHES "THE ROAD TO NATURAL GAS" REPORT

Clean Energy Fuels now provides a listing of trucking companies, refuse haulers, fleet operators, airports, municipalities and other organizations that have signed new or expanded existing fuel agreements. The report also contains information on recently completed stations on Clean Energy's America's Natural Gas Highway with Pilot, Flying J and other interstate locations.

"The Road to Natural Gas' report includes new customers that we expect to ultimately use hundreds of thousands of gallons of natural gas fuel every month," said Andrew J. Littlefair, Clean Energy's CEO and president. "I'm happy to report that Clean Energy is exceeding our own internal plans for 2012 in our core refuse, airport and transit markets."

Recently Completed Stations on Clean Energy's "America's Natural Gas Highway"

- Amarillo, TX - Pilot
- Birmingham, AL - Flying J
- Brookshire, TX - Flying J
- Dallas, TX - Clean Energy
- El Paso, TX - Flying J
- Fort Worth, TX - Pilot
- Hope Hull, AL - Flying J
- Knoxville TN - Flying J
- LaSalle, IL - Flying J
- Latta, SC - Flying J
- Oklahoma City, OK - Flying J
- Pearl, MI - Flying J
- Phoenix, AZ - Flying J
- Tifton, GA - Pilot
- Tulare, CA - Clean Energy
- Salina, KS - Flying J
- San Antonio, TX - Flying J
- Theodore, AL - Pilot
- Weatherford, TX - Pilot

Source: Company Press Release



[FLEET & FUEL]

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ALL DESIGNED TO REDUCE DOWNTIME

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Daimler Truck Financial is working with EPG Insurance to offer industry-specific coverage for both Owner-Operators and Fleets.*

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GAPPlus – Provides GAP coverage plus additional financial resources to help defray the costs related to replacing the totaled vehicle.	Physical Damage – Provides insurance for physical damage to the covered truck or trailer.
Physical Damage – Provides insurance for physical damage to the covered truck or trailer.	Primary Liability – Provides protection against legal liability arising out of the ownership, maintenance or use of any insured truck.
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30-Day Drive-Away – Provides temporary coverage for customers leasing with a carrier who plan to purchase insurance through the carrier.	Business Owners Policy (BOP) – A money-saving insurance package combining both property insurance and business liability insurance.

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WESTERN STAR

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Name: Kent Zobrist

Dealership: Troy (Body Shop)

Hometown: Highland, Ill.

Family: Married to Deb and have three children – Jason (25), Whitney (20) and Cody (14)

Education: St. Paul High School in Highland, Ill., and Truck Centers, Inc. University!

Past Jobs: Truck Centers has been about it

Current Job Title: Body Shop Manager

First Car? A 1971 Ford Gran Torino fastback

Favorite Food? Hot wings

TCI TEAM SPOTLIGHT

KENT ZOBRIST

Progression at TCI: Started in 1979 at TCI's original location in Highland when it was Central Illinois White Trucks. Worked co-op while in high school sweeping floors and sanding trucks. After high school, I started full-time and learned all areas of heavy-duty body repair. In the late 1980s, I started writing estimates for repairs and from 1989-1994, I worked as an estimator and working foreman. Starting in 1995, I moved back on to the shop floor for two years installing decals, painting and installing deflectors on new trucks and then became manager in 1997 and started overseeing all of the body shop operations.

Tell us a little about your family: My wife Deb is a sales representative for Riegel Linens, a division of Mt. Vernon Mills based in Mauldin, S.C. My oldest son, Jason, works at Basler Electric in Highland as a Mechanical Designer and is attending night classes to complete his mechanical engineering degree. Whitney is attending SIUC and plans on going into early childhood education. Our youngest son, Cody, is a freshman at Highland High School and plays football.

Looking back, is there something that you would do differently? If so, what is it and what did you learn from it? Not really, I have been very blessed. I come from a large family with many brothers and sisters, have a great wife and kids. I work for a family-owned company that has given me many opportunities. If there is one thing, I think I would have taken business classes early on to help speed up the learning curve of business that I have acquired over the last 30 years.

Words of wisdom for those who follow: Be yourself and treat everyone fairly. Life and business are all about "relationships". Never get too comfortable because this industry is always in a state of change.



[Kent Zobrist (far right), TCI-Troy Body Shop Manager, with his team in Sept.2012.]



DO YOU:
Text: Yes, because it is the new way to communicate but I prefer talking on the phone
Tweet? No, I don't see much benefit from it.
Facebook? Yes, it is a good way to find and stay in touch with people but I don't do a lot of posting
MOBILE DEVICE: iPhone

Who influenced/es you in your professional life and why? Wow, starting in this business at an early age, I couldn't even begin to list all of the people that showed me the ropes or influenced me. It started with my fellow techs that showed me how to sling body filler and paint. Department managers taught me the business side of running a shop and writing estimates. Upper management taught me the value of a customer. Insurance adjustors and companies showed me how to look at business from their side of the fence. And customers let us know their expectations. With so many trials, errors and changes over the years, I can honestly say that I am very fortunate to have the best techs, foremen and parts specialists in the industry.

What is your most meaningful and important community contribution or achievement? I have been part of the Highland Quarterback Club for twenty years, either as President, on the board of directors or coaching. When I first got involved with the organization, it was in debt and on the verge of dissolving. Today the club has 150+ kids playing pee wee football and their own fields. We have also built two buildings for equipment, announcing and concessions.

Favorite Vacation? Any of them that we took to Dauphin Island, Ala.

Are you currently reading a book? I am not a book guy but enjoy a lot of magazines (mostly sports related).

Who would you invite to a dinner party (living or dead) and why? My dad, Maynard (Bud) Edward Zobrist. He was sick with cancer for three years while I was in high school and passed away at 54. Back then I thought I knew everything and never did get to know him as I became an adult. I would have him teach me how to tell a joke. He was always telling jokes and the life of the party and if it wasn't joking, he was talking about trucks. I think we would find a lot to talk about now.

What is your first choice for an alternate career? Not sure of an alternate career but I think my retirement job will be a Wal-Mart greeter. I love watching and observing people. What better place than Wal-Mart!

TCI TEAM SPOTLIGHT

JULIE KLEBBA



Name: Julie Klebba

Dealership: Mt. Vernon

Hometown: Woodlawn, Ill.

Family: Married to Bennie for 28 years and two children – daughter Jessie (23) and son Ben (18) plus my son-in-law, Jarred.

Education: Woodlawn High School, Rend Lake College and Eastern Illinois University

Past Jobs: Prior to coming to TCI, I worked 7 years as a loan officer and 7 years in commercial insurance.

Current Job Title: General Manager

Progression at TCI: Hired in December 1997 as F & I Manager and became General Manager in April 2001

Why are you in the industry? The job opening in F & I fit my job history perfectly and allowed me to get into a company where I could grow professionally.

Tell us a little about your family: We live on a farm about seven miles from the store. We raise cattle, grain farm, are part owners in a livestock consignment barn, and operate a few trucks. The kids are very active with us on the farm and in a recent expansion of our cattle operation. Ben just started college and Jess just graduated last year.

Looking back, is there something that you would do differently? If so, what is it and what did you learn from it? In reality no.....I am who I am because of my experiences. Some have been more of a challenge than others.

Words of wisdom for those who follow: Slow down and enjoy the moment.

Who influenced/es you in your professional life and why? There are many, but I'd have to say the biggest influence in my life was my dad. He was a hard worker and taught me pride in achieving something. He was a quiet man that made things happen. If he set a goal, he worked until he achieved it. My dad was always a very positive person and he always used to say "if you don't have something good to say, don't say anything at all."



DO YOU:
Text: Yes...best way to reach my kids!
Tweet? Nope.....
Facebook? I look at it some but never talk on it.

MOBILE DEVICE:
iPhone

What is your most meaningful and important community contribution or achievement? I served on the Woodlawn Grade School Board of Education for eight years. I'm presently a board member of the Jefferson County Development Corporation.

First Car? It was a 1974 Oldsmobile Cutlass. It was an ugly PEA GREEN!!!! My middle brother had it and when he left for the University of Illinois, I traded him my new 10 speed bike for that car!

Favorite Food? I better say steak here or I'll get in trouble! Live on a beef farm!!!!

Favorite Vacation? With the farm, our vacations have been limited but I'd have to say about 5 years ago we spent Christmas in Florida right on the beach in a nice condo. We relaxed with the kids and did basically nothing!

Are you currently reading a book? I love to read but I'm not reading anything at the moment. I like to get lost in a good romance novel.

Who would you invite to a dinner party (living or dead) and why? I'd choose to go back in time to some of our family reunions as a kid and we didn't have a care in the world. All of my grandparents and aunts and uncles were such a blast. My grandpa was a big jokester and we had the time of our lives running and hiding and playing around the barns and outhouses! Yes outhouses!!!! Messing with the chickens and drinking the coldest water from an outdoor pump. Grandpa and Grandma's house didn't have running water so it made things pretty interesting!!!!

Miscellaneous info: Looking forward to becoming a grandma (no big news yet but I can always wish) and continue my days here at TCI.



TROY: BIGGER & BETTER!

OUR TROY BODY SHOP TEAM is excited about renovations and much needed expansion at their Formosa Road location. The original paint booth was built in 1991 when the Body Shop moved from TCI's founding location in Highland to Troy. It is a 70ft. x 20ft. downdraft booth. Some of our jobs could get bottlenecked because we were limited to one booth in the past.

After extensive research and planning, the TCI team concluded that the demand for paint via general workflow and more components on trucks requiring paint (roof air deflectors, tank fairings, cab extensions, etc.) plus today's multi-step paint technology that requires more booth time, we have demonstrated need for expansion. The diversification in the work we do on a larger scale, such specialized emergency and construction equipment, has also influenced the new paint booth construction.

The new paint booth at Troy is a 70ft. x 20ft. downdraft manufactured by Garmat USA and is housed in a climate-controlled 110ft. x 42ft. Morton Building. It offers dual control panels, dual exhaust and intake, a heat recirculation cure system and an attached 10ft. x 15ft. mixing room. We are excited about our new investment and the positive impact that it will have on our workflow to shorten delays and downtime for customers. We will have a Body Shop Open House on October 24th from 11am-1pm with a chili cookout for customers to stop by and view the new setup.



[TCI Customer Morton Buildings delivered the building with one of their new Western Stars.]

[TCI customers including Wilke Truck Service hauled in several loads of material for the construction.]

FOR IMMEDIATE RELEASE

Phillips Industries Adds New WEATHER-TITE™ Seal to PERMAPLUG™ 7-Way Electrical Connector

Santa Fe Springs, CA (August 16, 2012) Phillips Industries is making an exciting patented change to improve the performance and extend the life of their PERMAPLUG™. The revision is simple, yet ingenious, and the first of its kind.

Phillips has added a sealing component to their PERMAPLUG™ to create the WEATHER-TITE™ PERMAPLUG™! It's the same PERMAPLUG™ that the industry has grown to trust for superior performance, only now with a thick rubberized protective seal! The WEATHER-TITE™ seal, first introduced earlier at this year's TMC, has a 3-blade Nitrile wiper seal to lock out the elements and corrosion causing chemicals!

Phillips Industries leads the industry in testing and development of products to stop magnesium chloride from entering truck and trailer electrical systems and causing damage. "Damage can be costly from unscheduled downtime, interruption in electrical power and even potential electrical arcing caused by moisture and contaminants in the socket. We felt a real need to improve this connection for safety as well as the longevity of the product. Connectors with the new WEATHER-TITE™ seal keep contaminants from damaging the electrical system", comments Bob Phillips, CEO and President.

Adding the WEATHER-TITE™ seal to the PERMAPLUG™ will come as a running change, starting August 16, 2012 and will become standard on Phillips electrical assemblies currently outfitted with PERMAPLUG™ connectors.

Features of the WEATHER-TITE™ PERMAPLUG™ Connectors include:

- Blue nitrile sealing rings that stop magnesium chloride and other debris from entering socket
- Mates with any SAE approved 7-way conductor socket
- Wiper seals are field replaceable
- Connector rear is sealed with compression clamp and TPR sleeve for further corrosion protection
- Cable guard is ratchet locked preventing vibration from loosening guard
- Connector has ABS bumper
- 26 gauge brass insert pins have stainless steel compression springs
- Standard with dielectric grease

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About Philips Industries

Based in Santa Fe Springs, CA, USA Phillips Industries is a leading innovator and manufacturer of advanced electrical and air brake interface equipment for the commercial vehicle industry. Phillips is a major supplier and partner to many top OEMs around the world and is a first choice for top fleets. They have manufacturing and distribution facilities throughout the U.S. and Canada as well as in Mexico, China and The Netherlands. Phillips maintains active membership in key industry associations including TMC, SAE, Heavy Duty Manufacturers Association and state trucking associations. Their manufacturing facilities have received the top quality accreditations including ISO 9001, TS 16949 and ISO 14001.

To download an image of the new Phillips PERMAPLUG™ with WEATHER-TITE™ seal, please go to www.ckkemmercomm.com/permaplug2012.jpg If you have any difficulty accessing this image, please send an email to chris@ckkemmercomm.com and I will send a .jpg file directly to you.

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We wanted to give our team a chance to share what makes them proud. Here are some of those things...



LARRY KING: TCI ST. LOUIS
(Picture attached left to right of his daughters Ashley (8) Lizzy (8) Kassie (11) and Sydney (8))

What makes me most proud of my daughters is their level of commitment to becoming Ki-Do karate black belts. They have each earned four belts so far, with many more to go. The girls train 2-4 times per week at Ki-Do in Troy, Ill., where they practice self discipline while learning karate, jujitsu and effective weapons control. They will soon test for their next level belts where they will each be required to break a board with a perfectly executed side kick and demonstrate their mastery of the nunchuka. I have no doubts that they will each reach their goals of earning their black belts.



TIM ROBERTSON: TCI ST. LOUIS
(Picture attached of Lynzi)

My granddaughter (Lynzi) had her 1st birthday last month and we have been having a ball since she now lives literally about 6 houses down from us. We have another grandchild due in Jan 2013 from my daughter. I am also proud to share that my youngest son, Tyler, just graduated high school and enlisted in the Army. He recently left for Ft. Benning, Ga., and is currently in infantry training.



JOE HOWARD: TCI MT VERNON

(Pictures attached of Lexxi Howard)
 Lexxi is my only child and "helps" me do all my chores in the morning. She loves being a princess and dressing up. Her 3rd birthday is September 4 and at her request we are going to have a tea party for her.



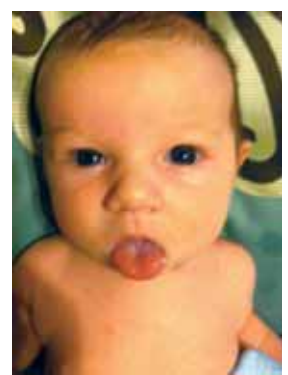
TCI TEAM

NOTABLES!



KATIE HOPKINS: TCI TROY
(Picture attached of Maddie Cargill)

My daughter, Maddie was a part of a program through Duke University to identify gifted/talented students and take the ACT test as a 7th grader. The students in 7th grade who scored at or better than 90 percent of recent high school graduates on the ACT received a special recognition at Duke University and were invited to a ceremony at the campus. Only about 3 percent of all the participants in the talent search qualified so I am super proud of my smart baby girl!



DEANN LAMCYZK: TCI MT. VERNON

(Pictures attached of Talan, newborn, 1 month, and his silly face when he wants to eat.)

I became a grandmother for the first time on July 24th, 2012. Talan Michael Bevil was born at 4:30 am July 24th, at 8 lbs .07 oz and 22 inches long. He is the first grandchild on both sides and is already getting properly spoiled! Talan and his parents all live in Carlyle and Grandma D is putting lots of miles on her Jeep to run over and just watch him sleep.



DON SMITH: TCI ST. PETERS

I grew up on a farm so I have a passion for old farm tractors. My father had a stroke and had to quit farming and we sold all the farm equipment but one tractor. This was the first new tractor that he had ever purchased. It was 1966 ALLIS-CHALMERS D17 SERIES IV. I was almost 12 that summer and I can still remember the dealer bringing it to our farm because I was the first one to get to drive it.

As time went on, I decided I wanted to restore this tractor, but I really didn't have a place to do it or the time. The tractor was in really bad shape so I knew it would be a big job. So that's where Chuck Hubert and Kevin Loepker from TCI's Body Shop came into the picture. They had a place that they were doing some tractor repair for other people they knew. So I worked out a deal with Chuck to restore it for me.

It took them about a year to restore it, and I tried not to be a pest, but it was like waiting for Christmas. I couldn't wait for that day to come when Chuck would deliver it back to my house. As you can tell by the pictures, it turned out great. If you could have seen the look on my father's face the first time I took it back home for him to see it.

The best part is that my son, Kendall, likes it too, so we had to get him a tractor. Turns out his other grandfather had a 1952 John Deere 60, so now we have 2 old tractors. They have been a lot of fun. We have done tractor rides, parades, shows, and hay rides. My neighbors especially like the hay rides.

Chuck and boys did a great job on the old tractor and I can't begin to tell you how much it means to me. I hope to pass it on to my son and my grandchildren some day.

TCI TEAM NOTABLES!

GWEN MCKINNON: TCI TROY

My oldest son Brent, 27, is a Crane Operator for Local 520 Operating Engineers. He started with the Local at the age of 19 in the apprenticeship program. He first started operating heavy equipment before specializing in cranes. His first crane job was at the new Prairie State Energy Campus in Lively Grove. He operated the crane there for 3 years on the night shift, 7 days a week, 10 to 12 hours a day. Of course the cranes were nicknamed Big Bird and Elmo. After his job was complete at the Power Plant, the crane he operated was moved to an Ohio Power Plant and he was asked to go there to help put it together and operate it for a couple weeks until they were able to get a local operator to run it. He worked there for about 1 1/2 weeks. He is currently operating a crane that is attached to the leg structure on the new Mississippi River Bridge.

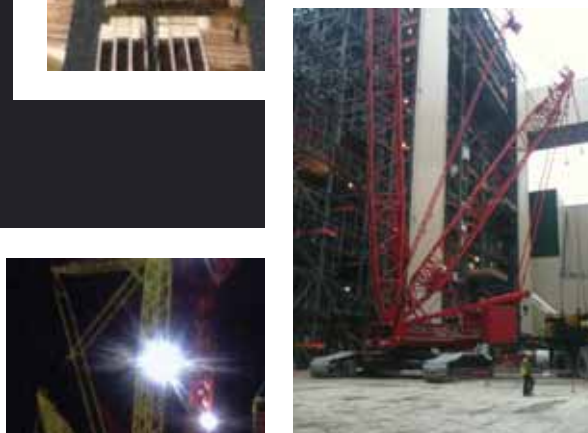
As you can see by the pictures, it scares mom to death. You can see the height that he has to climb to get to the cab of the crane. He has given some information on the crane and how high he sits. Once he gets up there, he is up there all day.



"My crane is 300 ft. tall to the cab. I climb about 350 ft. every day to the cab. With the tower and boom it combines to about 435 ft. to the tip of the boom." It's 400 ft. to the water (with the Mississippi water levels dropping, he says he seems like he is getting higher off the ground daily)

It's kind of ironic, but when he first went into the Local, we had attended the open house and they had a crane contest, and I told him he should go try it and his response was "I am never going to operate cranes and have no interest in doing so." 6 years into working as an Operating Engineer, he is now operating cranes.

It is great that his 9 yr old son can say that "my dad helped build that Power Plant and helped build that Bridge". And of course, the rest of his family is proud of his accomplishments.



RANDY GALL: TCI TROY

I really enjoy small woodworking projects and built this little treasure chest.



A HEARTY CONGRATULATIONS TO BRYAN JUBELT, CANDY KINWORTHY AND MICHELLE PETROFF on their recent weddings!

BRYAN acts as Troy's Service Manager while **CANDY** handles Accounts Receivable in St. Louis and **MICHELLE** is TCI's Marketing Manager.

<< TCI team members are known to be resourceful! Looking for something to pin her veil to for it to lay flat, Michelle pulled out a Freightliner hat. No worries... the hat never saw the wedding!



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TCI RIDES



TCI TEAM BIKES, CARS & OTHER CUSTOM PROJECTS

We asked for the team to share any bikes that they own and then expanded the piece to highlight other special projects that our team works on in their free time. Enjoy!

COREY KNEBEL: TCI TROY

This is a 1948 Chevy that my wife and I restored from ground up over the past 5 years. It has a 400 small block Chevy engine, overdrive trans, Camaro subframe and an all cedar floor in the bed that came from my grandpa's farm. My father-in-law bought it for her when she was 13 so they have had it quite awhile. It has been a long fun process and my daughter loves going for rides and going fast.



JOE HOWARD: TCI MT VERNON

This Jeep is a project that my girlfriend, Candy, and I are working together on in our very small amounts of free time. It is a 1977 CJ 5 with a AMC 360 engine. There is a lot yet to be done but should be a lot of fun when it gets finished, if that ever happens.



JOE MILLER: TCI TROY

Joe Miller's 2001 Honda Gold Wing with 120,000 miles on it. Joe and his wife have ridden it in 43 states and the bike has earned over 20 awards. However, he's no longer entering it in shows because he says too much road rash to enter.



LYNN KOHLBRECHER: TCI TROY

Here is a picture of a bike I bought for \$5 from a guy that was going to scrap it. Unfortunately I do not have a before pic (was spray painted blue/white & rust- not the color.RUSTED!). I just wanted a quick paint job but Doug Switzer in the body shop does not do just quick paint jobs! Kudos to Doug!

TIM ROBERTSON: TCI ST LOUIS



SHANE MISSEL: TCI MORTON

I rebuilt the car (1969 Chevy Camaro) about 8 years ago. My wife got tired (jealous?) of riding with me in my car so I built her a truck (1979 Chevy K 10) and now she is very happy! It only took me 2.5 years to build from the ground up. The car took about 8 years but I'm always changing something so it will probably never be done! And since I am a new dad, it will have to take a break for awhile!



TOM ELMORE: TCI TROY

I got my license on 08/09/2011 after attending the 3 day Motorcycle course at SIUE. This was my first motorcycle. I purchased in used from Collinsville Yamaha. The previous owner had wrecked it and Collinsville Yamaha rebuilt it. Being my first motorcycle, I did not want to invest a lot of money in it. The base price was \$1200.00 - after new tires, tax, title, license it was around \$2000.00 a 1999 Suzuki Savage 650LS. I have since purchased another used motorcycle. 9965 MILES - 2008 KAWASAKI 900 CUSTOM



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Troy
THANKSGIVING
11/22: Close at 6am
11/23: Reopen at 6am

CHRISTMAS
12/24: Close at 3pm
12/26: Reopen at 6am
NEW YEARS
12/31: Close at 6pm
1/2: Reopen at 6am

St. Louis
THANKSGIVING
11/21: Close at 11pm
11/23: Reopen at 6am

CHRISTMAS
12/24: Close at 3pm
12/26: Reopen at 6am
NEW YEARS
12/31: Close at 3pm
1/2: Reopen at 6am

St. Peters
THANKSGIVING
11/21 - Close at 5pm
11/23: Reopen at 7am

CHRISTMAS
Closed 12/24 and 12/25
NEW YEARS
12/31: Close at 3pm
1/2: Reopen at 7am

Mt Vernon
THANKSGIVING
11/21: Close at midnight
11/23: Reopen at 6am
CHRISTMAS
12/24: Close at 2pm
12/26: Reopen at 6am

NEW YEARS
12/31: Close at 3pm
1/2: Reopen at 6am

Springfield
THANKSGIVING
11/21: Close at midnight
11/23: Reopen at 7am

CHRISTMAS
Closed Christmas Eve & Christmas Day
12/26: reopen at 7am

NEW YEARS
12/31: Close at 3:30pm
1/2: Reopen at 7am

Morton
THANKSGIVING
11/21: Close at midnight
11/23: Reopen at 7am

CHRISTMAS
12/24: Close at 3:30pm
12/26: Reopen at 7am
NEW YEARS
12/31: Close at 3:30pm
1/2: Reopen at 7am



TRAINING CENTER

JULY-DECEMBER 2012

DATE	COURSE DESCRIPTION
July 9-13	CVH02 (5 Days) HVAC Service & Diagnostics
July 16-20	CEP01 (5 Days) DD15 Major Repair
July 24-25	TCI02 (2 Days) Truck Vibration Diagnostics (TCI Techs Only)
July 26-27	TCI02 (2 Days) Truck Vibration Diagnostics (TCI Techs Only)
July 30-Aug. 3	CEP02 (5 Days) DD15 Diagnostics
Aug. 7-10	CVL03 (4 Days) Cascadia (Hogan Leasing)
Aug. 14-17	CVL03 (4 Days) Cascadia
Aug. 20-24	CVG01 (5 Days) Heavy Duty Truck Systems
Aug. 27-31	CEU02 (5 Days) 2010 Update
Sept. 5-6	TCI02 (2 Days) Truck Vibration Diagnostics (TCI Techs Only)
Sept. 10-14	CVL01 (5 Days) Western Star
Sept. 18-21	CES08 (4 Days) S-60 Major Repair
Sept. 25-28	CVE12 (4 Days) Electrical Troubleshooting
Oct. 2-5	CEU01 (4 Days) '07 Product Update
Oct. 9-10	TCI03 (2 Days) Ameren Nexig. Diagnostics (TCI Techs Only)
Oct. 16-18	CVE05 (3 Days) Electronic Systems
Oct. 22-26	CVH02 (5 Days) HVAC Service & Diagnostics
Oct. 29-Nov. 2	CEP02 (5 Days) DD15 Diagnostics
Nov. 6-9	CVL02 (4 Days) Business Class M-2
Nov. 13-15	CEF01 (3 Days) MBE 4000 Major Repair
Nov. 19-23	Thanksgiving Holiday
Nov. 26-30	CVL01 (5 Days) Western Star
Dec. 4-7	CVL03 (4 Days) Cascadia
Dec. 10-14	CEU02 (5 Days) 2010 Update
Dec. 17-21	Detroit Train the Trainer
Dec. 24-28	Christmas Holiday
Dec. 31-Jan. 4	New Years Holiday



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Truck Centers, Inc. is proud to showcase another of our valuable customers who has a commitment to excellence, innovation and sustainability. Warehouse Services, Inc. (WSI) is a leading provider in integrated end-to-end supply chain solutions that are customer driven, responsive, cost effective and flexible. The privately held company was created in 1986 and has averaged 16% growth since its inception. In addition to corporate headquarters in Piedmont, S.C., WSI boasts a vast operating headquarters in Mt. Vernon, Ind.

WSI and its 2,000 employees currently manage more than 15 million square feet of warehousing facilities throughout North America and provide services to a diverse array of clientele. A sister business, Industrial Transport Services (ITS), handles the transportation. This business is a leading third-party logistics provider that offers customers of all sizes value-added transportation solutions. WSI/ITS provides reliable, on-time deliveries to manufacturers, mass merchants, first and second tier automotive providers, as well as the retail market place. The transportation team supports Full Truckload, Full Truckload Multi-Stop, LTL, Ocean Dray, Dedicated, Local, Home Delivery, Flatbed and Bulk Transport segments via operating terminals conveniently located throughout the U.S. to support their investment of \$110M in transportation assets that includes 250 power units and 1,500 trailers.

With a reliable fleet, highly trained drivers and advanced global positioning system solutions, WSI/ITS offers the experience, capability and expertise to handle even the most challenging transportation requirements. WSI strives to continually exceed customers' expectations and has implemented numerous programs to demonstrate their commitment to our environment and maximize sustainability initiatives. Some of their recognized successes include paperless drivers' records, predictive maintenance programs, energy-efficient fluorescent lighting, continuous loops to reduce empty miles, pallet repair programs, a waste-to-energy program to recycle scrap wood to fuel boiler systems, vendor stocking programs and the use of water coolers to reduce the use of foam cups and plastic bottles in their facilities.

The company has proudly done business with Truck Centers since 1990. Interestingly, our Mt. Vernon, Ill., store services the WSI/ITS account and makes routine 90-minute trips each way to deliver parts or equipment to their Mt. Vernon, Ind., terminal. WSI recently invested in a 2013 Freightliner Business Class M2 112 tractor powered by a Cummins ISL engine that operates on clean-burning, energy-efficient compressed natural gas. WSI President and COO Barry Cox explained that the firm was completing a six sigma project to determine the viability of CNG trucks vs. diesel powered units. A team including Larry Gasser, the company's new Greenbelt Amber Cuellar, and blackbelt Mike Daniel, will review the CNG tractor's performance against that of conventional diesel units by utilizing a detailed six-sigma analysis. Initial projections forecast that the use of natural gas should reduce fuel costs and the emission of greenhouse gases.

On behalf of everyone at Truck Centers, Inc., we would like to applaud Warehouse Services, Inc. on their passion and commitment to integrate innovative business solutions and technology. We hope that the CNG tractor continues to prove a valuable asset to your fleet! To learn more about Warehouse Services, Inc. log on to www.wsionline.com.

USED TRUCKS DONE RIGHT!

2006 FREIGHTLINER CC132 - CORONADO
 Det. 14.0L, 470 HP, 10 Spd, 3.58 Ratio, 260" WB, 6 Alum. Wheels, 70" Condo Sleeper, Dual 150 Gal. Fuel Tanks, 644,351 Miles, Stk #: 101952



2009 PETERBILT 389
 Cat. C15, 475 HP, Eng Brake, 18 Spd, 63" Unibilt, Only 440K Miles, Fridge, Air Slide 5th Whl., Loaded, One Owner! Stk #: 152316

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(3) 2012 FREIGHTLINER 114SD
 Det. DD13, 450 HP, 8LL Trans, 4.11 Ratio, 20 # FA, 40 # RA, 46K Tuftrac susp., full lockers, trailer pkg, dbl frame, 385 steer tires, p/windows, tilt/tele, 16' Bbeau BFL Body, electric tarp, Stk #: 138934

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(8) 2012 FREIGHTLINER CORONADO SD
 Det. DD13, 450 HP, 10 Spd, Air Ride, 3:42 Ratio, 199" WB, 22.5 Tires, Alum Wheels, 13,300 # FA, 40# RA, 15,400 # Wt, p/wndws, htd mirrors, 3yr towing warranty, Stk #: 139632



2009 FREIGHTLINER CA125 64SLP - CASCADIA
 Det DD15, 455/475 HP, Eng Brake, 10 Spd, 3:42 Ratio, 72" MR XT Slp, APUs, 444K Miles, Bal. of OEM (1 L) Warranty! Call Now! STK # 113093



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 Cat. C13, 470 HP, Eng Brk, 10 Spd, 3.36 Ratio, Alum Wls, 70" Aerocab Aerodyne, APU, Frigd, Pwr R/S Window/locks, Air Slide 5th Wheel, 515K Miles. Excellent Condition! Stk #: 148770

(5) 2007 FREIGHTLINER CL120-COLUMBIA
 Det.14.0L, 455 HP, 10 Spd, 3.58 Ratio, 160" WB, Air Slide 5th Whl. Matched Group of Lease Maintained Day Cabs. 499K miles., Stk #: 147037



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ASK THE TECHNICIAN: WHAT IS MULTIPLEXING?

mul.ti.plex.ing: the ability to send and receive messages across a data-link between modules (smart devices-Electronic Control Modules-ECM's)

Multiplexing in trucks has been around for a number of years. Since the introduction of the electronic engine controls, we have had a form of multiplexing. The first electronic engines from back in the 1980's used the 1587/1708 data-link for diagnostics and was the first communication data link to send messages to the instrument clusters on our trucks. This was an early form of multiplexing.

Multiplexing, by definition, is the ability to send and receive messages across a data-link between modules (smart devices-Electronic Control Modules-ECM's).

These messages can be in the form of information or commands. As our trucks have become more advanced, the amount of components that use a form of multiplexing has increased substantially. With this increase in multiplexing, new and improved data-links have been developed to perform with these technologies.

One of the biggest advances is in the speed of the communication between modules. We now have multiple data-links on our vehicles, some communicating at tremendous speed, or in computer lingo (baud rate or bits of information per second). Our vehicles now have data-links, such as the 1939 data link with a speed at 250,000 bits per second (baud-rate) verses the old original 1587/1708 with a speed of 9,600 bits per second. As you can see, that is a tremendous change in communication speed.

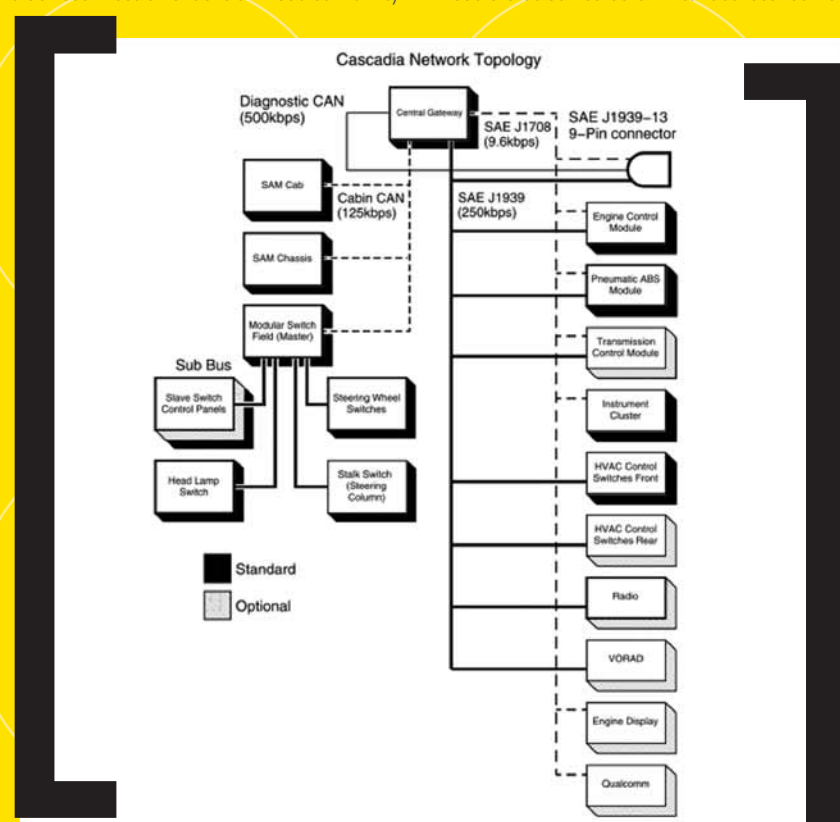
We can also have some data-links that are called a proprietary data link, or sometime referred to as a CAN link (Controlled Area Network). These CAN links only communicate between a dedicated group of modules and have their own protocol and speed between modules. On our current vehicles, such as the Cascadia and the M2 medium duty trucks, these data-links play a crucial role in their operation. Our M2 vehicle uses the 1939 data-link for the primary data link between the bulkhead module and the chassis module on that truck to perform most all

of the body controls and connects to the engine, ABS (Antilock Brake System), electronic transmission, controls (if equipped) and the instrument cluster. This vehicle may also have the 1587/1708 with limited use installed. However, the Cascadia has a cabin CAN data link between the cab module, chassis module and the switch module, with the addition of the sub-bus data link from the switches to the switch module. The Cascadia can have 6 different data links in use, including the engine proprietary CAN and the diagnostic CAN, in addition to a gateway module that serves as an interface between these different data-links to share information and commands.

This is just the beginning of the information related to multiplexing. When you have the ability to send and receive information between electronic modules on a vehicle via a simple pair of twisted wires, or in some cases a single wire, we can eliminate bundles of wiring from components. With just a change in module software or a parameter change, we can add an option or a function, in some cases, without adding extra wiring or components.

Look for more information about multiplexing and the versatility of this type of technology in future "Ask The Technician" articles.

Thanks,
Steve Brachear
TCI Training Dept.



[Cascadia Data Link Topology]

HAVE A QUESTION? Submit it online at truckcentersinc.com for "ASK THE TECHNICIAN"



THE SUN DOESN'T SET HERE UNTIL WE'RE IN YOUR REARVIEW MIRROR

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