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TRUCK PARTS**

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# DRIVEN

>> FALL 2013 VOL. 3, ISSUE 2

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# DID YOU KNOW



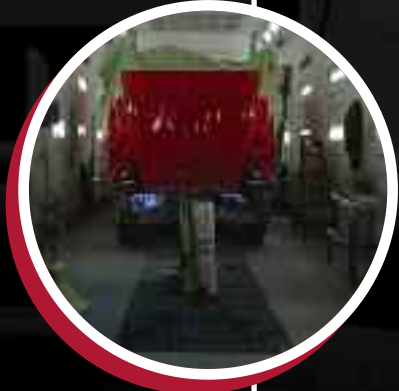
TRUCK CENTERS, INC. HAS... 8 CONVENIENT LOCATIONS IN ILLINOIS & MISSOURI



NEARLY \$10M IN STOCKED PARTS INVENTORY TO MINIMIZE YOUR DOWNTIME



EXTENSIVE NIGHT & WEEKEND HOURS



2 ON-SITE BODY SHOPS



A NATIONALLY-RENOWNED TRAINING CENTER



2 HR EXPRESS ASSESSMENT SERVICE

# GREETINGS

**A**s baseball season is into the playoffs and football, hockey and basketball are early into their seasons it is always a fun time of the year and especially when the Cardinals continue their winning ways with another Central Division crown and tied for the best record in baseball with the Red Sox.

The Cardinals are a great example of a mixture of seasoned, wily veterans and extremely productive rookies blended together to create a very competitive organization.

I like the parallel between sports and business and believe that we too must constantly evolve with a similar mixture of proven experience and youthful energy and new ideas in order for us to continue well beyond our 43+ years of serving our customers.

A group of our Troy leaders recently attended an intense two days of Change Management Leadership put on as a part of DTNA's Elite Support commitment to further improve our customers service experience when they pull in to any Freightliner dealership in the USA or Canada. Each of them came back truly excited about making our customer experiences at each of our stores the very best in the industry. We are all competing for the same limited number of customers, whether they be local or, just as important, transient operators just passing through our traffic lanes. In the end, the best team wins based upon service and providing what our customers need on a competitively priced, consistent basis.

Elite Support (ES) now has 120 Dealer locations "Certified" with 70 more working hard to become "Certified". I am extremely proud that each of our locations were amongst the first to be "Certified" and were just recently "Recertified" after an extensive audit by DTNA as we enter our second year.

We continue to lead the way with our Express Assessment commitment of diagnosing trucks within two hours for any customer who arrives at one of our locations with an unscheduled problem.

Another great tool we are using is Uptime Pro (UTP). We were among the first to use this system years ago and it is now in the next pilot testing phase with several national customers and dealers that will allow instant communication going both ways through the Customer Portal and it will allow our customers to see exactly what the repair status is online at any of the nearly 200 UTP locations. This will expedite customer repairs and communication in a large way. The system also monitors exact arrival time of the customer, first tech punch time on the job and the completion time so we can all measure our service performance to our customers.

We are really excited by the continuing great performance of our Detroit engines and now that the DT12 transmission is here, we are seeing further improvement in our industry-leading MPG performance that, of course, makes our customers more competitive themselves. As with sports, we have to continue to aggressively evolve with our products to remain at the forefront. We are hopeful that we will soon see the expansion of the Detroit engines into the medium duty products also to supplement the Cummins ISB/ISL offerings.



With all of the complexities of the new technologies in our products, it is even more critical today to have the very best trained technicians in the industry to help quickly and properly diagnose the problems. Today, over a quarter of all warranty time claimed is for the diagnostics alone.

We are proud that our on-site Training Center continues to offer the very latest in training for our techs as well as those of other dealers and our customers' fleets.

And I am most proud of our mixture of long-term employees and our newer members, many who are 2nd and 3rd generations of families with TCI, as we continue to pursue the very best service, parts, body shop, training and new and used product sales for our customers.

Thank you for allowing us to serve you. We consider it a privilege and honor to earn your trust and support every single day.

*John Hopkins*  
Chairman/CEO



**WORTH  
THE WEIGHT.**



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**MONROE**  
COMMERCIAL VEHICLE

# TCI TOC

## NEWS & FEATURES

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## ROADSIDE REPAIR



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Morton (309) 263-4240  
Mt. Vernon (618) 244-2545  
St. Peters (636) 978-3870

Springfield (217) 525-1280  
St. Louis (314) 381-3800  
Troy (618) 667-3454







# JUST THE FACTS

Hello again to everyone... 2013 is just flying by and fall is now upon us!

Truck Centers has been busy the past several months in all facets of our business. We, as well as our customers, are continually being faced with changing technology. Our Service/Parts training has been an ongoing process to attempt to stay current with the changes and frequent upgrades. It seems to be more like a discovery mission and then the correction process. With the evolution of new electronics and other vendor products, the learning curve is starting to become less but it is still an ongoing process.

We haven't left our sales team out of this learning process either. They are constantly bombarded with the most updated, most efficient, most reliable innovations offered to the industry. In many cases, this is a huge plus; but it can also be a challenging learning experience. Needless to say, our sales team is constantly completing webinars and training regarding new equipment, technology and offerings to identify what can be the best fit for different applications. Our offerings today seem to change by the time they go to print, so we face a constantly moving target.

The buzzword for quite some time has been fuel economy. With that being said, you have read in many publications that our Cascadia is earning the honor of the most fuel-efficient truck on the road. Our most aerodynamic cab and aero features combined with our Detroit Diesel GHG14 engine

has caught the attention of many customers, locally and nationally, as well as many industry experts. We have now introduced our own Detroit Transmission, which does nothing more than enhance the capability to improve fuel economy even more. Needless to say, fuel economy improvement comes at a cost. However, when evaluating the additional cost, one must calculate the additional MPG against the increase to arrive at a payback period for that cost. Just a slight improvement of 2-3/10s of mile per gallon (and greater in some cases) can save \$2,200 - \$3,200 per 100K miles ran annually and/or up to \$11,000-\$16,000 over a 500K mile period based on fuel at \$4.00 per gallon - a significant savings based on the cost of the efficiency options. Please note, applications and traffic lanes play a role in fuel economy expectations so these can make a difference in how you may compare.

Our Cascadia is being labeled as the leader in the industry for the over road segment but the Cascadia does not necessarily fit all markets. For that reason, DTNA has also introduced many fuel efficient improvements in our Western Star 4900 & 4700 models as well as Freightliner's 122SD, 114SD and 108SD units plus our Medium Duty lineup powered by the Cummins ISB & ISL engines. We have a lot of information in print but the real truth is in the actual operation of these units from a live testimonial. Our customers' testimonials are the best information for real time information and, in most cases, they will share with others what their success has been.

With the many new innovations available, one must ask, "what can be next?" As our trucks and products enter into another new year, we will see much more by way of electronics and real-time information being provided to owners - more reliability from the automated transmissions, engine performance, the after treatment/DEF systems, electronic updates and in driver acceptance. As I opened my message with, it will be a constantly evolving process to make all areas of the Total Cost of Ownership (TCO) a reliable equation when choosing a product. TCO is an important factor when calculating the expense of new equipment today. Equating the acquisition cost, fuel economy, maintenance/repair, interest charges and projected resale value can give you a good idea of what the TCO would be for your upcoming purchase.

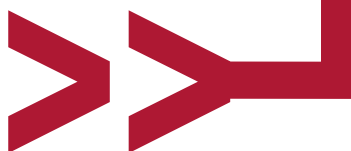
We believe our DTNA products give you the best value. Of course, you would not expect us to say anything different or you hear the same from all manufacturers/dealers. However, we do believe the Freightliner/Western Star are the leaders in the industry with the overall TCO. It is similar to the old fashioned phrase "the proof is in the pudding" but you will not know until you try our product and see it is the better pudding.

I hope each of you enjoy the fall season and the milder weather. In a short time, winter will be upon us and we will be experiencing the issues due to the cold weather. We appreciate your support of the Truck Centers in past and we hope to be your choice in the future.

Thank you for letting us play a role in your business and transportation needs. We wish you a prosperous fourth quarter and look forward to supporting you through the rest of the year and into 2014.

Best Regards,

*Mike Yates*  
President



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You get the calls that no one else can handle, so you need the trucks you can count on. Lucky for everyone, those are the trucks we build. Rugged, powerful, reliable, and best of all, put together just how you want them – always with the high-quality components that stand up to the challenge of hard work. Sure, it's not a truck for everyone. Which is exactly why it's the truck for you.

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**WESTERN STAR**

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

Some values are timeless. I was searching for ideas for this magazine and I came across a folder that was filled with old editions of *The Watercooler*. The *Watercooler* was TCI's old newsletter that included updates from the TCI owners, John and Mike, as well as the GMs of each location and updates and changes at each location. In this edition of *Driven*, you will see some of the additions to Truck Centers in the last several months such as a DPF machine and new location opening in Hudson, Illinois. The *Watercooler* included service awards, which have been a longstanding tradition at TCI, and you will see those in each edition of *Driven* to spotlight those employees as well as inclusion of all the new hires into our company. The *Watercooler* had updates on products and industry news as well as pictures and stories of the internal functions that were held. I hope that these are pieces that you are enjoying today in reading *Driven*. The one area that was always a highlight to me when I used to read *The Watercooler* was the section on TCI "Heroes". So I thought it would be a perfect time to rejuvenate this section in this edition of the magazine. I admit I was doing it initially to raffle off some Cardinals tickets to a deserving employee. But then, the responses started rolling in and I thought it would be a perfect inclusion and opportunity to bring this feature back to life in our new magazine. So I hope that you take the opportunity to read that section about those people at TCI who care so much about their customers and fellow employees that they will go above and beyond every day.

I am excited about some of the additions we have made at TCI since our last magazine; you will read

more about them in this issue. The start-up of our newest location in Hudson, Illinois, the purchase and start-up of our DPF cleaning machine, the signing on of the Mitsubishi Fuso franchise in St. Peters. We also continue to carry on with the continuous improvement projects at each location to keep moving our standards, operations and efficiencies upward. The Troy leadership team will be attending a level 2 "boot camp" on the subject of change management hosted by the Elite Support group. I am excited to participate with this education program and look forward to the ideas and plans we can create to innovate and improve this company!

I thought I would end with plagiarizing John Hopkins' article in the November 1995 edition of *The Watercooler*. He was sharing pieces of Dr. Ken Blanchard's book, *The One Minute Manager*.

Successful companies today and to reach the year 2000 and beyond will be:

1. Customer driven
2. Cost effective
3. Fast and flexible
4. Continuously improving

And successful businesses are a three-legged stool. Customers, gung-ho team members, strong finances and, at the seat of the stool... INTEGRITY

Again, all of these years later, it seems the same holds true. Timeless values.

All the best,  
Katie Hopkins



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## ST. LOUIS

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

Greetings from Team Truck Centers St. Louis, it has been sometime since our last magazine.

We had a fun-filled Midwest summer but it was a little milder than our previous summer. With the summer weather comes all of the issues we all expect to see as service providers. The typical heat-related failures start in April and run into the fall months. This is a time where we show our stuff and gear up to take care of our customers' needs with Express Assessment and having the parts on hand to fulfill your expectations.

We pride ourselves on ensuring your uptime and with Express Assessment, parts availability and the trained staff to meet your needs. These are all features of an Elite Support dealer and St. Louis, along with the rest of our branches, was recertified this year. We pride ourselves on being one of the 120 Elite Support certified dealers in the DTNA network. We are part of a community of dealers that believe standing above the norm is how we set ourselves apart. This is not just a few items we change at our facilities, it is a mindset change that starts at the top and rolls all the way through every employee.

It is my personal pledge and the pledge of every employee at TCI to you, as our customer, to live this every day and perform above your expectations every time we have a chance support your company. Through this pledge of "World Class Customer Service" we live these principles every day to be your service provider of choice. If we are not the first company you look to in a time of need, I would personally like the chance to change that!

Given the chance, we will exceed your expectations on every level. If we cannot exceed your expectations on every level, I would appreciate the chance to personally work with you to improve and deliver the quality and commitment that we hold in such high regard at TCI.

At Truck Centers, we are here for our customers and you are at the core of Truck Centers' success over the last four decades. Thank you for the opportunities!

Until next time,  
Jim Pennington



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## ST. PETERS

I-70 & Hwy 79  
(800) 985-0380  
M-F 7A-5P SA 8A-12P

As the old saying goes, "time flies but you're the pilot." Here at the St. Peters, Mo., Western Star / Freightliner store it's hard to believe that it's already been 16 months since our opening. Coming into our second year we couldn't be happier with the results and positive feedback from our customers. From the first week, there's been a good steady flow of business for Parts, Service and Sales coming through the doors. We know this location is where we need to be for our customers and we're confident that we will continue to grow from here.

Since our startup, we've added a Mobile Service Truck, a second parts counter-man, a dedicated parts delivery driver and, just this month, our second parts driver to help us continue to be more responsive to our customers.

Having parts and service available west of the city has been a huge advantage for us in building relationships with our sales and service customers outside of the metro area. Our vocational business has also shown a lot of growth from where we were a few years ago and our TCI mud flaps can be seen on several Western Star & Freightliner dump trucks rolling down the road.

As our business continues to increase, we are in the process of extending our hours during the week and adding some coverage on the service side for Saturdays. The next step we're pushing for is a fully staffed 2nd shift. To help get us to the next level, starting January 1st, we will be adding the Fuso line of medium-duty trucks to complement our Western Star and Freightliner products at the St. Peters' store.

We're lucky to have a team of some of the best parts, service and sales talent in the industry. Our people and their commitment to servicing our customers has, and always will be, the key.

Steve Lanier



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## SPRINGFIELD

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

## MORTON

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

We have a lot to report on here in central Illinois! By the time this article finds you, most of the corn will be out of the fields and we will be headlong into fall with winter fast approaching. I would like to take a moment to update everyone on the happenings at our stores in Decatur, Morton, Springfield and now Hudson, Ill.

First of all, Decatur is celebrating our 10th year! It is amazing we have already been there that long. Brad, Rick and Wayne are there 5 days a week to take care of customers! But the biggest news that I have to share is that we are now up and running in Hudson, Ill. This is our parts department located inside the new Nussbaum Transportation facility. We are open to the public and staffed there Monday through Friday from 7am to 3:30pm. We have a full line of parts located on-site and, in the instances where we do not have something, we have the ability to get it to the store that same day or, at the very least, the next morning for our customers. We also have a mobile repair truck based out of the Hudson location for on-site repairs in the area. This new expansion fits perfectly into our vision for assisting the local central Illinois transportation industry with additional points of service for parts and repair to take care of any issues that may arise.

With four facilities in central Illinois and seven full-time mobile repair trucks, we are more flexible in meeting your needs than ever before!

Sincerely,  
Justin Hopkins

## MT. VERNON

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

Hello from Mt. Vernon! It seems like I just wrote an article for our spring issue and here we are staring right into fall and winter. Our parts and service departments have had a busy summer taking care of our customers and keeping them on the road!

I would like to dedicate this article to an employee that will be retiring in November. Lyndel Hudgens, known to us all as Hutch, will be retiring after 34 years of service. TCI purchased the Mt. Vernon business in November of 1979 and Hutch was an employee of that company. So officially Hutch started working for TCI in 1979. Hutch has been one of our anchors at the parts counter and an integral person in Mt. Vernon's entire operation. Most of you have had the pleasure of speaking to and working with Hutch through the years. Hutch knows each of his customers as well as their families and often goes the extra mile to put a smile on a child's face that comes into our store. He has done balloons to small toys through the years for our customers' children. He has also kept us on our toes with jokes and having a lot of fun. We all have enjoyed pulling a prank or two on Hutch in retaliation!

Hutch has taken many new parts employees under his wing and trained them through the years. The knowledge he has is second to none but he willingly works to make the guy next to him better. Also, he has been in charge of our parts display area, keeping it stocked and in top-notch condition!

Fortunately, Hutch has agreed to continue to work some part-time hours for us after November. He said he really didn't want to lose touch with his customers that have become his friends. So please join me in congratulating Hutch for a job well done and wishing him the best in a lifestyle may be a bit slower paced!

And, if I may, I'd like to share something exciting in my life. I am going to be a grandma in February 2014! If you know me very well, you know I am thrilled!!!

Take care everyone and please stop in Mt. Vernon to see us!

Sincerely,  
Julie Klebba





[ PORTLAND MAYOR CHARLIE HALES (LEFT) AND OREGON GOV. JOHN KITZHABER (CENTER) HELPED SHARE THE NEWS ALONG WITH CEO MARTIN DAUM (RIGHT) THAT DAIMLER WOULD BUILD A 265,000-SQ.FT. FACILITY NEXT TO ITS EXISTING SWAN ISLAND LOCATION. ]

[ PHOTO BY CATHY CHENEY, THE PORTLAND BUSINESS JOURNAL ]

## DAIMLER, RENAULT-NISSAN COLLABORATION VENTURING INTO CV

The chief executives of the Renault-Nissan Alliance and Daimler AG say their companies' partnership is advancing quickly and the scope of the collaboration is increasingly global. The French-Japanese-German partnership began in April 2010 with three "pillar projects" primarily focused on Europe. Since then, the portfolio has increased to 10 significant projects, including major initiatives from North America to Japan.

Although it's mostly affecting passenger cars, there is some collaboration when it comes to commercial vehicles. Daimler Trucks Asia's Mitsubishi Fuso Truck and Bus Corp. unit will be supplied with Nissan's NV350 Urvan commercial vans to be

sold under Mitsubishi Fuso in selected export markets. This type of strategic supply also has been successfully implemented since early 2013 for light-duty trucks to expand their respective product portfolio into new segments. The Fuso Canter Guts light-duty truck is supplied to Nissan and the Nissan Atlas F24 light-duty truck is supplied to Mitsubishi Fuso. This cross-supply volume initially amounts to about 1,300 units for the Japanese market.

Joint development work is also proceeding on schedule for a new family of shared three- and four-cylinder gasoline engines with turbocharging and direct fuel injection. The engines will make use of the latest technology and will have significantly improved fuel consumption. The first vehicles resulting from the collaboration, including the Mercedes-Benz Citan van, are already on the road.

[ A RENDERING OF THE NEW DTNA HEADQUARTERS THAT IS EXPECTED TO BE COMPLETED IN 2016. ]



# INDUSTRY NEWS

## DAIMLER TRUCKS NORTH AMERICA PREPARES FOR GROWTH WITH PLANS FOR NEW HQ

Daimler Trucks North America announced that it will build a new headquarters and parking garage on its Swan Island campus in Portland, Ore. On top of that, a new Daimler Education in Motion program was unveiled to benefit Portland metro and Southwest Washington schools with more than \$330,000 in donations and mentoring programs geared toward career development in engineering and manufacturing.

The new 265,000-square-foot corporate headquarters building will serve two distinct functions: to merge DTNA employees currently located in offices separated by the Willamette River and to accommodate approximately 400 new positions in Portland that the company anticipates it will need in conjunction with future business growth.

The total project requires a \$150,000,000 investment by DTNA and is expected to be completed in 2016. DTNA's goal is for the new facility to achieve LEED Platinum Certification, the most prestigious environmentally friendly building certification available through the U.S. Green Building Council.

## DTNA'S HISTORY IN PORTLAND

The company's history in Portland goes back 70 years. In the 1940s, Leland James began manufacturing trucks in Portland as the Freightliner Corp. In 1981, Daimler-Benz AG (now Daimler AG) bought Freightliner Trucks from Consolidated Freightways and in the following decade, vehicle sales more than doubled.

Today, DTNA is North America's leading manufacturer of commercial vehicles, selling approximately 140,000 commercial vehicles annually, including significant export sales worldwide. It manufactures, sells, and services commercial vehicles under the Freightliner, Western Star, Detroit and Thomas Built Buses nameplates.

## DAIMLER EDUCATION IN MOTION CAMPAIGN

Daimler's Education in Motion will benefit programs in 34 Portland metro area and Southwest Washington schools. Two of the campaign's more significant initiatives are Pathways to Manufacturing and the Daimler Educational Outreach program. The company recently announced donations totaling close to \$330,000 to help support these two programs. Along with Vigor Industrial, DTNA is a founding sponsor of IMPACT NW's Pathways to Manufacturing program. The company's partnership will create, launch and implement training programs for high school students interested in a career path in manufacturing.

In 2013, Pathways to Manufacturing introduced a manufacturing career path to more than a dozen students from Centennial High School in Gresham, Ore., and Franklin High School in Portland, providing them with professional soft-skills training, informational site visits and mentored internships.

## ROADCHECK 2013: ONE IN FIVE VEHICLES INSPECTED PLACED OUT-OF-SERVICE

Commercial vehicle inspectors across North America completed 73,023 truck and bus inspections during 72 hours of Roadcheck 2013, the annual enforcement and safety outreach campaign carried out by the members of the Commercial Vehicle Safety Alliance.

Of those inspections, a total of 47,771 were North American Standard Level I inspections—the most comprehensive roadside inspection in which vehicles and drivers are assessed for violations of federal, state or Canadian provincial safety regulations. Of Level I inspections conducted in Canada and the U.S., 24.1% were found with Out-of-Service violations. There were a total of 71,630 driver inspections, including those conducted during Level I inspections, from which 4.3% were found with OOS violations. There were 899 seatbelt violations issued.

Cargo securement related violations represented 11.7% of all OOS violations issued during the event. Although this equates to only one out of every 50 vehicles inspected, loss of a load by a commercial truck is always a severe risk to safety. Brakes routinely stand out in the mix of OOS violations issued during Roadcheck. This year, 49.6% of vehicle OOS violations were related to brake adjustment and other brake system violations. Additionally, performance-based brake testers or PBBTs were used during Roadcheck 2013. Nine U.S. states and one Canadian province are equipped with PBBT systems for enforcement use and of the 287 enforcement inspections conducted with a PBBT, 36 vehicles or 12.5% were found with overall braking efficiency below the minimum required by U.S. regulation and the North American Standard OOS Criteria.

CVSA estimates that over 10,000 CVSA and FMCSA inspectors participated at approximately 2,500 locations across North America during this year's Roadcheck. On an annual basis, nearly 4 million inspections are conducted across the continent. Roadcheck 2013 took place June 4-6, with approximately 1,000 commercial vehicles inspected every hour during the 72-hour event.





# INDUSTRY NEWS

## LAWMAKERS, INDUSTRY PRESS FOR NO FET HIKES ON TRUCKS

Legislation has been introduced in the U.S. House to discourage any increase in the 12% Federal Excise Tax on the purchase of heavy-duty trucks and trailers.

The bipartisan measure from Reps. Reid Ribble, R-Wis., and Tim Walz, D-Minn., comes as there has been talk on Capitol Hill about increasing the tax while Congress is looking at new ways to raise additional money for the Highway Trust Fund, which is used to pay for federal road building projects. The resolution notes truck prices have increased dramatically in recent years due to various federal mandates and that future ones will increase prices even more, further increasing the FET on each vehicle. It claims any increase in the FET would add "uncertainty and volatility to the Highway Trust Fund."

Several trucking groups have issued statements supporting the resolution, including the American Truck Dealers.

"The existing 12% levy on heavy-duty trucks is already the highest excise tax imposed by Congress on a percentage basis," said Dick Witcher, chairman of the American Truck Dealers and a Massachusetts International and Ford truck dealer. "The FET adds thousands of dollars to a commercial truck that already costs well over \$100,000. With a highway bill and comprehensive tax reform on the agenda in Washington, House Concurrent Resolution 52 sends a clear message to Congress that hiking the FET on commercial trucks should not be on the table," he said. "Since all the heavy-duty trucks sold in the U.S. in 2012

were manufactured in North America, increasing the FET would hurt the 3.65 million Americans employed in the selling, servicing, manufacturing and operating of these vehicles."

Also supporting the resolution is the Truck Renting and Leasing Association.

In a statement it said, "While TRALA supports a robust, well-funded Highway Trust Fund, the FET on trucks and trailers is an ineffective and volatile means of funding the HTF. The availability of FET monies to fund the Highway Trust Fund is closely tied to the economy and cycles in truck and trailer purchasing."

The passage of House Concurrent Resolution 52 will not result in a statutory prohibition against raising the FET. However, supporters of it say its consideration and passage will send a strong message to Congress and the White House that raising the FET is not the right solution.

## ILLINOIS HAS 2nd HIGHEST DIESEL TAX IN THE COUNTRY (ILLINOIS TRUCKING ASSOCIATION)

The American Trucking Association has released the latest compilation of state and provincial motor fuel tax rates. Illinois posted the diesel tax rate of 44.1 cents per gallon, which was the second highest rate in the nation. California has the highest rate of diesel fuel tax at 45.3 cents per gallon. The rates for Illinois' border states are:

- Missouri - 17 cents/gal
- Iowa - 23.5 cents/gal
- Indiana - 27.0 cents/gal
- Wisconsin - 32.9 cents/gal
- Kentucky - 42.8 cents/gal



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- Technician Tool Insurance
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- 401k – Alerus Retirement Solutions



# TCI Service

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS AND THANK YOU FOR YOUR

## MARCH

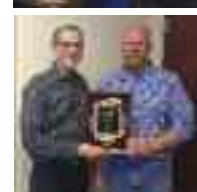
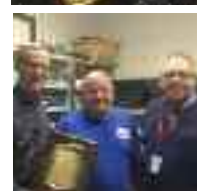
**John Sering** of the Morton TCI location received his **5 year** award. He works in shipping and receiving and also lives in Morton. John and his wife, Sharon, have 4 children - Teri, John, Jr., Sarah and Nicole. Keith describes John as a very "gung ho" guy who somehow keeps track of the entire warehouse. When John takes a vacation, it takes 2 people to fill his shoes so the department has voted to disallow future vacations! In his spare time, John enjoys fishing and spending time with his 10 grandkids but #11 is on its way!

**Dean Blevens** of TCI Mt. Vernon also received his **5 year** award. Dean and his wife, Jamie, live in Murphysboro, Ill. They have 12 children and are working on adopting 2 more. Dean came to TCI from California, where he worked at LA Freightliner. Understandably, Dean doesn't have a lot of time for hobbies with such a large family. Julie mentioned that he is always willing to come in and work extra on his days off and is a team player - that willingness is very much appreciated!

**Don Kinworthy** was the final **5 year** recipient for the month of March. Don works in our Troy Body Shop and specializes in school bus repairs. Before working at TCI, Don owned his own repair shop for 5 years and began his career work with busses when employed by Mayflower. Don and his wife, Barb, have one son, Nick, who also works part-time in the Body Shop. Don lives in Collinsville, Ill., and enjoys fishing in spare time as well as working on old vehicles.

**Angie Fickert** was recognized for her **20 years** of service at TCI Troy. Angie has worked in several different areas of TCI over her years. She started in the A/P department and moved to the TCAMS division. She became the TCI expert on phone systems and played a major role in their installation in new facilities. Angie has worked as payroll administrator for the last 12 years. In her free time, Angie enjoys camping and four wheeling. She also enjoys watching her son, Brendan, play college baseball. He received a full scholarship to Lindenwood University to play ball.

And last but not least, **Clarence Kachuba** of TCI St. Louis received his **25 year** award. Clarence is a technician and he commutes to St. Louis daily all of the way from Greenville, Ill. Clarence and his wife, Cindy, have been married 30 years and they have 2 daughters - Melissa and Ashley. Before his career at TCI, Clarence worked for his father-in-law for 8 years as a mechanic. Clarence is a leader in the St. Louis shop and has always been a "go to" guy for answers from the younger technicians for technical expertise and guidance. In his spare time, Clarence enjoys camping, hunting and fishing.



## APRIL

**Steve Lanier** received his **15 year** award this month. Steve is very active with his two daughters, Hailey and Kayla, along with his son Adam. Hailey currently attends college while Kayla is still in high school and a cheerleader. Adam has entered the workforce and has future plans for attending college. Steve enjoys the outdoors and fly-fishing. He actually came to Truck Centers as our manager of our SelecTruck location in Foristell, Mo. He managed this operation and also served as our used truck manager. Steve is currently an amazing asset to our entire sales team with his used truck experience as well as our St. Peters location, where he is general manager.

**Mike Holguin** also received his **15 year** award this month. Mike has been involved in many positions during his time at Truck Centers. He originally was hired as a service writer and also was the St. Louis Body Shop manager and service manager. Mike currently works as our facilities manager in Troy. He has four children and 3 grandchildren. His most recent grandbaby, Tinley, was born this past winter and is a source of great joy! Mike is also an avid Cardinals fan and enjoys attending games as often as he can. He and his son, Jimmy (St. Peters technician), spend some time fishing together every year on an annual camping trip. You would probably guess that Mike is very handy but you may not know that one of his specialties is woodworking and he has made countless decorative shelves, trucks and even porch swings for friends and family.

**Alan Carpenter** received his **30 year** award. Alan was a part of the St. Louis Freightliner team when Truck Centers bought the location in the 1990s. He is originally from Joplin but moved to St. Louis when his mom's job was transferred to the area. In Joplin, he worked for Joplin Freightliner as a parts counterman & OPS. While with St. Louis Freightliner he was a driver, OPS, shipping & receiving clerk, parts counterman and parts manager. Within TCI he also has worked as parts manager, in IT and is currently is our parts director. Alan is an avid Blues fan and also enjoys Cardinals baseball and golf. He loves his two cocker spaniels, Ali & Dasie, and is quite handy. He recently remodeled his entire kitchen himself as well as building his end tables, coffee table, kitchen table and fireplace mantle.

**Butch Riebeling** received his **35 year** service award this month. Butch is currently working in the St. Louis service department as a technician but has held many different positions including service foreman, assistant service manager and warranty assistant over the years. Prior to being a part of St. Louis Freightliner and then Truck Centers, Butch worked for the City of Columbia, Ill., and Affton Paving. Butch and his wife, Cheri, have been married since 1973. They have 2 children and 3 grandchildren. In his spare time, Butch enjoys deer and turkey hunting. One thing you may not know is that he is an avid coin collector. Butch has been riding motorcycles for the past 15 years and he currently has a 2001 Heritage Soft Tail Harley. Butch has always been a true leader in the St. Louis service department and a go to guy that everyone relies on.

# Awards

HARD WORK AND DEDICATION. WE APPRECIATE YOU!

## MAY

**Kelly Loyet** received her **25 year** service award in May. Kelly works in the Troy Body Shop as the receptionist and office manager. She originally started at TCI in the warranty department and worked in accounts payables and the service office before moving to the Body Shop in 1990. Kelly lives in Highland and is married to one of our body shop technicians, Steve, and has one son, Brandon, and a year-and-a-half year-old granddaughter named Elayna. When Kent was asked to describe the value Kelly brings to TCI, he said, "She does a very good job of keeping the men in line in the Body Shop! Kelly is involved in all aspects of the business and she makes sure everything is documented correctly and we, in turn, collect our money." You may not know that Kelly is an avid animal lover and has two dogs - Zoey and Odie. She also enjoys camping, gardening and spending time with Elayna.

## JUNE

**Wayne Duncan** received his **15 year** award this month. Wayne works in the Troy Body Shop as a technician. Before joining Truck Centers, Wayne worked at Mayflower Bus as well as Rhodes Truck and Body Shop. Wayne and his wife, Sue, have 2 children - Megan and Matthew - and reside in Troy, Ill. Kent describes Wayne as one of our lead body men who does mostly major repair work and he is also a very talented fabricator and welder. Wayne is also always willing to share his knowledge and show the next generation of body men his skills.

**Dave Bigham** also received his **25 year** award in June. Dave works in Troy in the parts telemarketing room. Dave worked at St. Louis Freightliner since 1988 and was a great addition to TCI when that dealership was acquired in May 1995. Dave moved to Troy in 2002 because it was closer to his home in nearby Marine, Ill. Dave and his wife, Angie, have been married for 33 years and Angie is a teacher at Triad Middle School. They have three children and 2 of them are getting married this year. Dave loves to fish, ride his motorcycle and travel.

## JULY

**Dave Ingram** from our Mt. Vernon location received his **25 year** award this month. Dave works as a technician and he started his early career with Truck Centers and has grown over the years to become one of our valued assets. Julie describes Dave as knowledgeable and dedicated. Dave lives in Centralia, Ill., and has 2 daughters.

**Dave Bradstreet**, a technician in our Troy location, received his **35 year** award this month. Dave and Ronda have been married for 35 years and have 3 children and 5 grandchildren. Dave enjoys boating and spending time with those 5 grandkids! Something you may not know is that Dave's father was an airplane mechanic and pilot so Dave enjoyed working with his dad on planes.

## AUGUST

For the month of August we are celebrating just one service award recipient, **Jeff Blane** from the Morton parts department. Jeff has worked for **15 years** as a counterman servicing the shop at the back counter. Jeff and his wife, Diana, live in San Jose, Ill., and they have two daughters - Brianne and Danielle. They also have a grandson, Paxton. Jeff is an active member of the San Jose Fire Department and has been for over 30 years. In his spare time, he enjoys camping and traveling with his wife and family. Jeff is also an animal lover and has recently become the owner of a black lab named Gracie. Keith Krider describes Jeff as a TCI employee who gives 150% on a daily basis.

## New Hires

You may notice some new faces around TCI. We are pleased to welcome 35 new faces to our corporate office and 5 TCI locations since our last issue. Welcome to the Truck Centers' team!

### Corporate

Devin Cargill (IT Intern)  
Carly Dillow (Warranty Clerk)

### Morton

Joshua Flately (Service Technician)  
Jesse Hartman (Service Technician)  
Jeff Heaton (Body Shop Technician)  
Nicolous Hougham (Service Technician)  
Brian Leason (Service Foreman)  
Nathen Little (Service Technician)  
Chase Van Meter (Service Technician)  
Joshua Williams (Service Technician)

### Mt. Vernon

Ethan Green (Service Technician)  
Cassie Hollenkamp (Receptionist)  
Craig Patterson (Parts Counterman)  
James Ramirez (Service Writer)  
Joshua Shields (Parts Driver)  
Jeff Stern (Service Technician)

### Springfield

Kyle Adkins (Detail Technician)  
Bradley Dobson (Service Writer)  
Russ Kuznia (Service Foreman)  
Randal Oakman (Service Technician)

### St. Louis

David Gross (Parts Driver)  
Joshua Penn (Parts Warehouse)  
Mark Russell (Parts Counterman)  
Dakota Sellars (Parts Warehouse)  
Michael Varble (Service Technician)  
Paul Watkins (Service Technician)

### Troy

Joseph Flynn (Dispatch Driver)  
Lisa Goodwin (Receptionist)  
Spencer Mueller (Housekeeper)  
Dillon Pratt (Housekeeper)  
Bradley Reller (Service Maintenance)  
Jerry Robins (Dispatch Driver)  
Jennifer Samuel (Housekeeper)  
William Snyder (Dispatch Driver)  
Nathan Weiss (Service Technician)

### Retirements

We would like to recognize a special retiree from our dispatch department. Walter Phillips was a valuable asset to the TCI Troy team and we appreciate all of his hardwork. Enjoy your retirement!

[ PHOTO: Manager Gary Bingaman (left) and Walter Phillips (right) ]





# TRUCKS THAT MEAN BUSINESS

## FREIGHTLINER'S SEVERE DUTY VOCATIONAL LINEUP

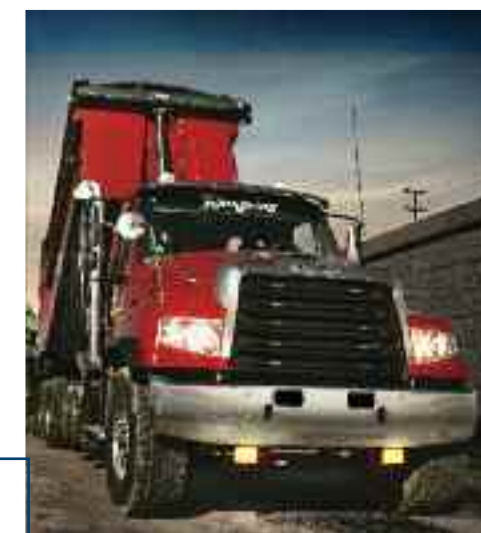
Your average trucks can't take the kind of abuse vocational jobs dole out. But Freightliner's Severe Duty (SD) lineup of trucks are anything but average. These tough-as-nails, rugged workhorses perform dependably every day, every job.

The versatile SD platform is suited for a wide array of upfits and vocational applications. Just as Freightliner Trucks optimizes specifications for its on-highway customers, the company carefully engineers productivity solutions for vocational customers and understands their need for reliable trucks that work as hard as they do.

The SD product line is the smart business solution for vocational customers who are looking for a combination of ruggedness and efficiency. Freightliner's Severe Duty lineup includes three models – the 108SD, 114SD and 122SD. The 108SD packs heavyweight power into a smaller package while the 114SD is a versatile platform that is engineered for upfitting for a wide variety of applications. And in August 2013, the new Freightliner Coronado 122SD became the refined powerhouse of the SD product line.

Freightliner SD trucks have featured options such as front frame extensions and radiator-mounted grilles for body attachment installations; front and rear engine power-take-offs; and body-specific chassis layouts that allow vocational customers to "Work Smart" in any application and help increase their bottom line. For the construction market, the SD family is designed for heavy applications such as dumps, cranes, roll-offs and mixers. The lightweight yet extremely durable SD cab maximizes payload and will live up to the extended service life required of vocational equipment. Municipal customers are impressed with the flexibility of the SD products that can accommodate an array of specialized applications from sewer vacs and refuse vehicles to snow plows. The Cummins ISL G natural gas engine is also available in the 114SD set-back axle truck, offering customers a factory-built, environmentally-friendly, lower-cost-of-operation vehicle that can be configured to handle many of the jobs necessary to support the community.

Contact the brand experts at Truck Centers, Inc. to help decide what truck will be your best partner on the job.



### DUMP TRUCKS

Freightliner builds the right trucks for haulin' mass. Pull larger payloads. Haul more aggregate. Maneuver tighter situations. No problem. With set-forward or set-back front axles, a full range of severe-duty vocational suspensions and the industry's widest selection of efficient engines, Freightliner trucks are designed to enhance your bottom line. Finally, a truck made of the same stuff you are.

#### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

#### 114SD

Our most versatile severe duty truck is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

#### 108SD

Packs heavyweight power into a smaller package. It takes toughness onto tight job sites and down narrow streets, so the job gets done right.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.

#### Medium Duty M2 106

When reliability, maneuverability and visibility are top priorities, the Freightliner M2 106 is the answer. Excellent efficiency, from fuel economy to cost of operation, makes this a top choice for your bottom line.

- 106" BBC
- 56,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.





## ROLL-OFF TRUCKS

With best-in-class visibility and up to 50-degrees of wheel cut, our trucks maneuver the toughest job sites and tightest urban collection routes. With up to 600 horsepower, a wide range of vocational rear suspensions, multiple PTO options and a low chassis height for roll-off bodies, our trucks are the all-day Work Smart solution.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

### 114SD

Our most versatile severe duty truck is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

## REFUSE TRUCKS

Freightliner refuse and recycling trucks are all about performance and maneuverability. And, with a roomy and comfortable cab, drivers will stay productive on the job, too.

### 114SD & 114SD Natural Gas

With legendary Freightliner quality and insightful, industry-specific innovations, the 114SD is tough enough to tackle the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

### 108SD

The mighty Freightliner 108SD is built to take on the heavy load, while still unloading materials with ease and comfort.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.

### Medium Duty M2 106

When reliability, maneuverability and visibility are top priorities, the Freightliner M2 106 is the answer. Excellent efficiency from fuel economy to cost of operation makes this a top choice for your bottom line.

- 106" BBC
- 56,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



## CRANE TRUCKS

45-ton mobile cranes require our high tensile strength frames to support the boom and outriggers while safely lifting heavy loads. With even weight distribution, various PTO options, and excellent visibility and control, Freightliner trucks optimized for crane applications are ready for the heavy lifting. We build crane trucks that are ready for heavy lifting with a wide range of efficient, high-torque engines, severe-duty vocational suspensions and tandem- or tridem-drive axles.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

### 114SD

Our most versatile severe duty truck is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.



## CONCRETE MIXERS

Mixing, hauling, navigating a jobsite with ease... bring it on. Concrete professionals appreciate the durability, efficiency and weight-optimized design of our concrete trucks. We offer a wide range of vocational rear suspensions and frame options up to 5 million RBM. Set-forward or set-back front axles offer the flexibility to meet bridge formulas and maximize payloads. Freightliner keeps pace with the toughest challenges.

### 122SD

Freightliner's flagship vocational truck, the Coronado® SD, is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

### 114SD

With legendary Freightliner quality and insightful, industry-specific innovations, the 114SD is tough enough to tackle the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.







## LOGGING

It takes a tough, reliable truck to safely maneuver big loads through rugged, steep—and often slippery—terrain. Hauling logs from clear cuts, using a chipper trailer from thinning operations or recycling slash, Freightliner logging trucks take command of the road from site to sawmill like no other. With suspensions and frames capable of up to 160,000lbs GCW, the 122SD is designed for this extremely tough job. Packing 600 brute horsepower makes the Coronado the king of the woods.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.



## OIL/GAS FIELD SERVICE

It's a tough, dirty job, and Freightliner loves doing it. Ready to haul heavy loads in tough environments, the 122SD moves from oil field to highway and back with ease. Inside, drivers stay cool, calm and ultra comfortable all the while.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

## SEWER VACUUM

When you're doing your job, you don't need to think downtime, especially during a cleanout. That's why features from front frame extensions and front and rear engine power take off options are all here. With important features such as front frame extensions, high capacity front and rear PTO options and a bodybuilder-friendly chassis, Freightliner trucks deliver heavy-duty strength and high capacity performance you can count on for any sewer vac application.

### 114SD

Our most versatile severe duty truck is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

### 108SD

Packs heavyweight power into a smaller package. It takes toughness onto tight residential or city streets, so the job gets done right.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



## FIRE & EMERGENCY

When the alarm sounds, Freightliner fire and emergency trucks are ready to respond. In this line of work, performance makes all the difference. That's why Freightliner emergency response trucks are engineered to support a wide variety of bodies and chassis-mounted equipment to get the job done reliably in a flash.

### 114SD

Our most versatile SD is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

### Medium Duty M2 112

Agile. Comfortable. Easy to drive. The Freightliner M2 112 is engineered with higher horsepower and suspension ratings to handle heavier loads and make a positive impact on your bottom line.

- 112" BBC
- 80,000 GVW
- 270 to 470 HP
- 520 to 1,350 lb/ft.

### Medium Duty M2 106

When reliability, maneuverability and visibility are top priorities, the Freightliner M2 106 is the answer. Excellent efficiency, from fuel economy to cost of operation, makes this a top choice for your bottom line.

- 106" BBC
- 56,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



## HEAVY HAUL

Power. Maneuverability. Visibility. Freightliner's heavy duty trucks pack the strength and efficiency you need to get the job done, whether you're hauling loads across the country or moving equipment to and from construction sites.

Whether you are hauling loads or moving equipment, strength, drivability, durability and flat-out bottom line efficiency are all yours. Built to muscle through some of the roughest places on earth, durable Freightliner heavy haul trucks are the ultimate workhorses.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.



## UTILITY

With unsurpassed visibility, outstanding maneuverability and more custom options and safety features than ever before, Freightliner utility trucks support your customers, drivers and bottom line with exceptional performance. Freightliner is engineered to be the reliable and economical solution to allow you to support your customers, drivers and bottom line.

### 114SD

Our most versatile SD is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

### 108SD

Packs heavyweight power into a smaller package. It takes toughness onto snow covered highways and down narrow streets, so the job gets done right.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.

### Medium Duty M2 112

Agile. Comfortable. Easy to drive. The Freightliner M2 112 is engineered with higher horsepower and suspension ratings to handle heavier loads and make a positive impact on your bottom line.

- 112" BBC
- 80,000 GVW
- 270 to 470 HP
- 520 to 1,350 lb/ft.

### Medium Duty M2 106

When reliability, maneuverability and visibility are top priorities, the Freightliner M2 106 is the answer. Excellent efficiency, from fuel economy to cost of operation, makes this a top choice for your bottom line.

- 106" BBC
- 56,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



## SNOW PLOW

For serious plowing performance, Freightliner snow plows meet the tough demands of winter snow removal with important features such as front frame extension and optional air intake snow shield and crossmember for wing plow support and extreme climate thermal cab insulation. Built on a severe duty platform with best-in-class visibility, enhanced maneuverability for tight situations, plus tons of other industry-specific innovations, this severe duty truck plows through the toughest weather.

### 114SD

Our most versatile SD is built with tough components and a chassis engineered for ease of body upfit. The 114SD severe duty platform is ready to perform the most demanding jobs with industry specific features such as standard front frame extensions and optional air intake snow shield and crossmember for wing plow support and extreme climate thermal cab insulation.

- 114" BBC
- 91,000 GVW
- 260 to 470 HP
- 1,250 to 1,650 lb/ft.

### 108SD

Packs heavyweight power into a smaller package. It takes toughness onto snow covered highways and down narrow streets, so the job gets done right.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



## TOWING & RECOVERY

Visibility. Maneuverability. Low cost of operation. Driver comfort and safety. It's all here. From wrecker to severe recovery efforts, Freightliner towing and recovery trucks are built to pull their own weight — and more. Freightliner towing and recovery trucks are built for power, maneuverability and visibility and are always ready to respond.

### 122SD

The flagship vocational model from Freightliner Trucks is tough on the outside, comfortable on the inside and always ready for a hard day's work, no matter how severe.

- 122" BBC
- 92,000 GVW
- 350 to 600 HP
- 1,250 to 2,050 lb/ft.

### 108SD

The mighty Freightliner 108SD is built to take on the heavy load, while still unloading materials with ease and comfort.

- 108" BBC
- 79,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.

### Medium Duty M2 106

When reliability, maneuverability and visibility are top priorities, the M2 106 is the answer. Made for business, it supports a wide variety of bodies and chassis-mounted equipment.

- 106" BBC
- 56,000 GVW
- 200 to 350 HP
- 520 to 1,000 lb/ft.



Visit

**FREIGHTLINERTRUCKS.COM**

or contact the

**TRUCK CENTERS, INC. Sales Team**

for more information on the right truck for your workforce.

[ Data, specifications and content provided courtesy of Freightliner Trucks. ]



IT'S JUST A MAN AND HIS TRUCK AGAINST THE ELEMENTS. ALMOST MAKES YOU FEEL SORRY FOR THE ELEMENTS.



# WESTERN STAR VOCATIONAL LINEUP

[PHOTOS AND CONTENT WESTERNSTARTRUCKS.COM]



The end of the road is no place for good enough. You need a truck that's as tough as it is reliable. That's why you need a Western Star. Our entire line of vocational trucks is built to work. Literally. So, you won't find any highway trucks pretending to be work trucks here. They just won't meet our standards. Or yours.

## Construction

BIG PERFORMANCE. BIG CHOICES.

We can relate. That's why you'll find an edge with a Western Star construction truck. Each one is handbuilt to your specs with a heritage of dura-

bility and reliability to get the job done. Whether you choose the 4700, 4800, 4900 or 6900, you'll find options to build the perfect dump, mixer, crane or just about anything else you need on the job. Western Stars work hard and never give in. Just like the people who drive them.

## Heavy Haul

YOU NEVER KNOW WHEN YOU'LL BE CALLED TO DO THE IMPOSSIBLE. BEST TO BE PREPARED.

There are big hauls. And then there are your hauls. No matter how heavy, extreme, wide or unusual, you can build a Western Star to take on massive loads. With two base models to choose from, the 4900 or 6900, you'll be able to handle the most extreme heavy hauls with ease. That's because we offer the most powerful, heavy-duty engine options from both Detroit Diesel® and

Cummins®. So no matter what you choose, it means no excuses and no compromises.

## Logging

OF ALL THE HAZARDS IN LOGGING, THE SCARIEST ONE IS COMPROMISE.

Logging operations run with demanding schedules and in even more demanding conditions. You need a truck that'll show up, ready to work, day in and day out. Handbuilt with thousands of customization options, a Western Star means you get to build the truck you need for the job. You can choose a severe-duty cab and from a variety of heavy-duty truck components including Allison® transmissions, planetary axles and the TufTrac® suspension. After all, you never compromise. Your truck shouldn't either.

## Oil & Gas

THERE ARE TIMES WHEN GOOD ENOUGH WILL DO. NOT IN OUR WORLD.

In this business, time is money. That's why we build Western Star oilfield trucks to deliver reliability and durability when you need it most - always. Great cooling packages, durable cabs, great off-highway performance and smart designs that make field repairs easier, so you can get up and going faster because we understand that time is money. From the maneuverable 4800 to the extreme duty 6900, Stars have become known as power players in the oil and gas industry.

## Municipal

IF YOU THINK IT LOOKS GOOD NOW, WAIT TIL YOU CHECK ITS ROI IN 10 YEARS.

## STAR FACTS

### ALL HAIL THE STEEL CAB.

No aluminum or rivets here. Our galvanealed steel cabs are built to keep you safe. Extra gussets and reinforcements, bonded instead of riveted, precision welded for strength, then dipped and protected with a 17-stage e-coat process for long-lasting corrosion resistance and a superior paint finish. Strength and longevity are the goals. We'd say they've been exceeded.

### EVEN OUR RADIATORS ARE TOUGH.

Heavy loads at slow speeds demand greater cooling capacity. Western Star radiators give you what you need -- maximum cooling and durability with the ability to repair in the field. That's why you'll find options like copper brass radiators with bolted steel tanks and rubber-isolated frame mounts to protect against twisting.

### START WITH THE RIGHT FOUNDATION.

To build a rugged truck, you need a tough frame. Western Star has the frame rail options to create the right RBM for your task. And since our trucks are all custom built, you won't have a weakened frame punched full of holes you'll never use. Exactly what you need - nothing more, nothing less.

### ENJOY THE VIEW.

The expansive windshield in a Western Star

means you'll have no problem seeing what's in front of you or around you. And Western Star's two-piece windshield makes repairs less expensive. Yes, there certainly is a lot to enjoy.

## Mining

SOME TRUCKS DABBLE IN THIS BUSINESS. OURS ARE BRED FOR IT.

Tough doesn't begin to describe a Western Star mining truck. But it's a good start. A full line solution for your mine, from the maneuverable 4800 up to the extreme duty 6900, Stars deliver where it really matters: the bottom line. Our trucks are hand-constructed using premium

materials and high-quality components. That means they're not just built to last — they're purpose-built for your kind of operation.

### GET BIG AIR.

Your haul is challenging and it demands air volume. That's why we offer two-cylinder, high-CFM air compressors with multiple air tank options to handle those demands. You might run out of challenges but you won't run out of air.

### BUILT TO HANDLE ANYTHING.

The TufTrac suspension was designed specifically for high articulation operations so you can tackle bumps, ridges and washboarding without bottoming out.

### HEAVY DUTY COMPONENTS.

When you're hauling massive loads, you can't afford a weak link. Your Star is built tough and you can make it even tougher with the most durable components available. Problem solved.

### POINT TO POINT WIRING.

In your job, dependability is mandatory. With point-to-point wiring, you'll eliminate a possible point of failure and, more importantly, a chance of losing income.

### BODY-BUILDER FRIENDLY.

We make trucks with the body builder specific options that are designed to reduce installation time and ensure years of trouble free operation. Plus, since we build each truck to your specifications,

## Towing & Recovery

YOU CAN LEND THEM A HAND. AND QUITE A NUMBER OF OTHER FEATURES.

For you, there are only two types of jobs: big and bigger. Make sure that your fleet is equipped to handle both. Western Star trucks for Tow & Recovery applications are handbuilt from the get-go with one purpose: getting people — and your bottom line — into better places. The 4700 is our newest addition but brings all the versatility and reliability you've come to expect from us. And if your work demands the most extreme truck available, take a look at the 6900 — the ultimate in towing and recovery vehicles. Or if you need something in between, we have that covered, too. That's just how we are.



anything is possible. Pre-punched frame rails, front frame extensions, point-to-point power distribution, ample room between the seats to install controls and the list goes on.

### TWIN STEER AND MORE. STRAIGHT FROM THE FACTORY.

With Western Star, you can add factory installed twin steer or all-wheel drive options as well as factory drop axles to create the right truck for your job. You get what you need at a lower cost, all backed by manufacturer support and a single factory warranty. And if you're looking for suggestions, our Customer Application Engineering Department is standing by to help you create the right truck for the job.

### A NICE PLACE TO WORK.

Yes, the cab and new interior of the Western Star is comfortable. It should be. It was built to give you more. More quiet. More leg room. More storage. More space between seats. Of course, you have to give up a few things. Like compromise. We think you'll adjust.

STILL ON THE FENCE? Contact the Western Star sales team at Truck Centers, Inc. for even more facts, figures and demo opportunities.



INTRODUCING THE FREIGHTLINER CORONADO® 122SD –

# NEWEST SD TRUCK ON THE BLOCK



Whether you are hauling loads, moving equipment or doing specialized work that needs a truck that delivers a powerful performance, the new Freightliner Coronado® 122SD is the truck for you. With its rugged good looks, tough exterior and refined interior, this truck is built to muscle through some of the roughest places on earth without sacrificing driver comfort. This flagship vocational model from Freightliner Trucks is always ready for a hard day's work, no matter how severe. Performance, strength, drivability, durability and flat-out bottom line efficiency are all yours. Who ever says, "something's gotta give" doesn't know your truck.

HARD WORK. SMART DECISION.

**S** Standard and optional enhancements for durability, dependability and lowest total cost of ownership on the new 122SD include:

- Durable, non-corrosive aluminum SD cab reinforced with e-coated steel
- Westcoast style mirrors
- Hood durability enhancements for the severe duty environment
- Severe duty front cab mounts
- Broad range of vocational rear suspensions featuring the Freightliner Airliner air-ride suspension and the Freightliner Tuftrac 2-Stage mechanical suspension
- Impact resistant back window
- Lower radiator rock guard and up to 1700 SQIN radiator
- New durable halogen headlights with serviceable glass lens reflector and bulb

- One-piece skid plate for SBA
- 80k lbs. rated logger bumper
- Disc brakes
- In-cab battery box for the day cab
- New sleeper interior options including cabinet nets, extreme climate insulation and much more

#### BIG PERFORMANCE. BIG CHOICES.

When it comes to power, let's take a look at the most powerful and efficient lineup of vocational truck diesel engines on the planet with up to 600 HP and 2050 lb/ft. of torque:

- DD13
- DD15 TC
- DD16
- ISX15

Couple this power with a wide variety of Eaton manual and automated manual transmissions

including the Eaton Cobra shifter and Allison automatic transmission options (with Gen 5 controls) and you have a truck that can take on the most grueling jobs.

#### TOUGH INSIDE AND OUT.

The 122SD recently joined the 108SD and the 114SD and is the cornerstone of the SD line of Freightliner Severe Duty Vocational Trucks.

Your average truck can't take the kind of abuse vocational jobs dole out. But the severe duty line of trucks isn't average. These tough-as-nails workhorse trucks perform dependably every day, every job.

Learn more about this new powerhouse from the eager team of brand experts at Truck Centers, Inc.

## DPFs NOW CLEANED HERE ALL DAY, EVERY DAY!



Truck Centers, Inc. is pleased to now offer DPF Cleaning Service utilizing FSX Technology as another value-added service to better serve our customers. Trained specialists utilize our new, in-house equipment that can swiftly clean your filter from ash and soot that accumulates and reduces filter life and performance.



#### DPF CLEANING HELPS:

- Reduce regenerations
- Lower maintenance costs
- Extend expensive filter life
- Reduce costly, unscheduled downtime
- Help maintain optimal performance

Please contact your OPS or our Parts Department at (800) 669-3454 for more information!

[www.truckcentersinc.com](http://www.truckcentersinc.com)



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Learn more about OFR  
by visiting their website  
at [www.OFRInc.net](http://www.OFRInc.net)

Location: Bluff City, Ill.  
Owners: Don Onken and James Potter  
Year Founded: 1990  
Number of Employees: 107, 46 drivers  
Fleet: 51 Trucks  
93% Freightliner  
Serving 48 states



# CUSTOMER SPOTLIGHT: OFR TRUCKING INC.

**B**y 1990, more than 400 Million oil filters were being produced annually in the United States. An estimated 90 percent of all used oil filters were being disposed of in landfills, consuming valuable landfill space and potentially leaching used oil into the environment.

Oil Filter Recyclers, Inc. (OFR) was founded in 1990 and their patented bulk used oil filter and absorbent collection and recycling system was developed to address this growing environmental concern. OFR's patented system recycles 100% of the used oil filter and absorbent components, aiding in the reduction of waste requiring landfill disposal. It also provides recoverable products that would reduce the dependency on the natural resources presently used for ductile iron and energy production.

Today, OFR is the largest used oil filter collector and recycler in the continental United States servicing over 15,000 customers nationwide from the automotive, industrial, agricultural and governmental sectors. OFR owns and operates its primary state-of-the-art recycling facility near the community of Astoria, Ill. Additionally, OFR operates their own transportation division, OFR Trucking, plus a manufacturing facility that produces the patented bulk filter trailers and containers.

OFR Trucking maintains a fleet of 51 tractors. With over 90 percent of their fleet being Freightliner, the OFR team values the dependability of their equipment and the successful partnership with Truck Centers, Inc. On behalf of everyone at Truck Centers, we are proud to be your partner in transportation and will continue to work diligently to help you keep your business moving forward.





# REINFORCE YOUR CONCRETE WITH OUR STEEL.



The Freightliner 114SD truck enables these guys to handle demanding paving jobs with greater efficiency. It offers a 114-inch BBC cab made of corrosion-resistant aluminum, reinforced with e-coated steel. It has a contoured hood slope for superior visibility and a 50-degree wheel cut for better maneuverability. Add key weight-saving components and our proprietary SmartPlex™ Electrical System, and you've definitely got the latest and greatest equipment for any construction job. To learn more, visit [FreightlinerTrucks.com/WorkSmart](http://FreightlinerTrucks.com/WorkSmart).



WORK SMART™

Competitive financing available through Dealer Truck Financial. For the Freightliner Trucks Dealer nearest you, call 1-800-FTL-HELP, [www.freightlinertrucks.com](http://www.freightlinertrucks.com), FFLMCA-1176. Specifications are subject to change without notice. Copyright © 2012, Daimler Trucks North America LLC. All rights reserved. Freightliner Trucks is a division of Daimler Trucks North America LLC, a Daimler company.



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



**JUSTIN HOPKINS: MORTON AND SPRINGFIELD**

Morton and Springfield GM, **Justin Hopkins**, is already introducing his son, Justin Paul Hopkins II, to golf. Here he is tipping his hat to the crowd in his first foray on the golf course. Watch out, dad!



**MICHELLE DIVERT: MORTON**

Morton Receptionist, **Michelle Divert**, has some impressive crocheting skills and shares her talents with others. She has made hats and toys for her daughter (and her dolls), nephew and other family and friends. Michelle has recently taken up sewing as well and hopes to share her skills with her daughter. Sew cute!



**STEVE BARTELS : TROY**

Troy Parts Manager **Steve Bartels** proudly became a grandfather for the first time when granddaughter, Ava May Grotefendt, was born on March 20, 2013.



# TCI TEAM

# NOTABLES!



**CONNIE PASCHEDAG: TROY**

**Connie Paschedag**, Troy Parts A&R, became a grandma when daughter **Megan Paschedag**, St. Peters Receptionist, gave birth to **Kyler Reed Paschedag** on August 5, 2013. **Kyler** was born at 10:53am and was a healthy 8lb13oz and 21 1/4". He is very loved and spoiled already!



**JOHN SERING: MORTON**

**John Sering**, Morton Shipping & Receiving, is proud of the service and sacrifice that his son, **John Sering, Jr.**, is making for our country. He recently returned home safely after a 9-month tour of Afghanistan and is currently stationed in Tacoma, Wash. SSgt. Sering has been in the Army since 2000 and reenlisted indefinitely while in Afghanistan. He has completed tours in Korea, Iraq and Afghanistan and has received the Bronze Star and Presidential Inaugural Award for his service. *Thank you to all of the men and women who defend our freedoms and those of others!*



[ PHOTOS: Brenden is catcher (left) and 2nd from left in the group shot]

**TIM STELLHORN: ST. LOUIS**

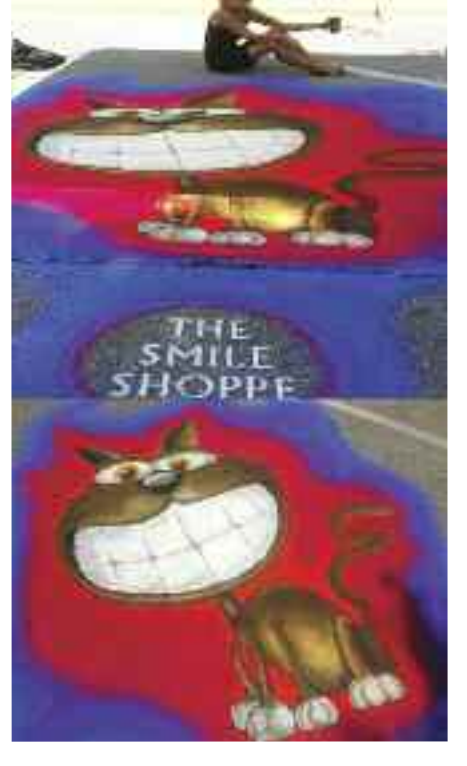
**Brenden Stellhorn**, son of **Tim Stellhorn**, OPS in St Louis, recently played in the 15U St. Louis Boys Baseball Association's International Games in Ballwin, Mo. The teams playing in the 10-day tournament were from the St Louis region, Europe, Australia and Japan. In addition to games, the teams toured Busch Stadium and watched a Cardinals game, went to the top of the Arch and enjoyed a float trip down the Meramec River. One of Brenden's games against a Japanese team was broadcast live back to Japan so the families back home could watch it on TV. Brenden's team, USA Pride, lost in the semi-finals to the European team by 1 run. This event shows great sportsmanship among the young baseball community and created long lasting friendships.



# TCI TEAM NOTABLES!

## GWEN MCKINNON: TROY

Gwen McKinnon, Troy Receptionist, is proud to be a grandma again when her 7th grandchild, Weston, was born on July 30, 2013. Grandbaby #8 is also due to arrive in January and that will make for 6 grandsons and 2 granddaughters!



## LYNN KOHLBRECHER : TROY

In early August, the Highland (Ill.) Arts Council and Highland Chamber of Commerce have announced award winners from the Highland Street Art Festival. During the festival, budding artists decorate the street around the Highland square with chalk artwork. Lynn Kohlbrecher, Troy Parts Payables, received 1st place in the amateur division for her work "Smiley Cat". Sidewalk chalk art continues with Sue and Sydney Wellen, the wife and daughter of Troy Parts Counterman Luke Wellen, worked together on a Koi Fish Pond that earned 2nd place in the college division.

## LUKE WELLEN : TROY

Sydney Wellen, daughter of Troy Parts Counterman Luke Wellen, recently received runner-up honors in the adult division of the 2013 "LD Superheroes and Superpowers" Art Competition sponsored by the National Center for Learning Disabilities. Sydney is a college student at SIUE and her work "Gears" shares a lesson about triumphs and failures.

### "Gears" By Sydney Wellen

*The mark of a hero isn't by how many battles they have won or fought. It's by the lessons they've learned from each and every battle. In my life, I've learned many lessons about growing up and learning to live with dyslexia, but the most important is the lesson of building on your triumphs and learning from your failures. In the piece that I have submitted, I tried to show how a person can build their own future and that every piece they use to build their future is a part of who they are. Hopefully, in the future more people can learn to be proud of who they are, and the amazing abilities given to them by their "disabilities."*



# YOU DON'T BRING A KNIFE TO A GUN FIGHT.

Having the right tool for the job is critical. And the right tool is a Western Star. Because you can build your Western Star® truck exactly how you need it. The right frame. The right options. And the right engines, with powerful and efficient choices from both Cummins and Detroit. So you get what you want, all with the high-quality components you can count on every single day. FIND OUT MORE AT WESTERNSTAR.COM



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# TCI WORKING ALONGSIDE CUSTOMERS

The entire Truck Centers' team works tirelessly to forge strong relationships with our customers to truly be partners in the sales, support and service of their fleets. Recently, our efforts were recognized by two fleets that we are proud to work with.

Schneider National chose the TCI-Troy team as the Maintenance Partner of the Quarter and we are quite proud of this commendation. TCI-Troy was selected because of the exceptional service provided each and every day, proactive communication skills, quality of work and turn time. Justin Dixon, Schneider Regional Purchasing Maintenance Manager, and Gary Brown, Shop Manager Maintenance Operations, presented a plaque to TCI representatives that included Mike Yates (President), Bryan Jubelt (Service Manager), Steve Bartels (Parts Manager), Kent Zobrist (Body Shop Manager), John Pryor (Customer Improvement Coordinator) and Darren Webb (Service Customer Service Rep).



Professional Driver Harold Wallace of Springfield, Mo., recently achieved an inspirational career milestone of 3 Million accident-free miles during his driving career. This accomplishment is the accumulative total of miles driven during his tenure as a Driver Associate at Wal-Mart Private Fleet. Harold was hired as a professional driver in 1988 and has not had a recordable incident or accident during his career. To celebrate this accomplishment he was presented a special Wal-Mart Freightliner Cascadia tractor. Members of local law enforcement including the Missouri Highway Patrol, Phelps County Sheriff Office and the St. James P.D. escorted the tractor to the St. James Wal-Mart Distribution Center. Truck Centers' employees present to celebrate the truck's presentation were Jim Pennington (St. Louis General Manager), Spencer Francik (Outside Parts Sales) and Gary Moore (Parts Marketing Manager).

Great job team!

# MAXIMIZING PERFORMANCE SPEC'ING THE RIGHT TRUCK FOR THE JOB

by Mike Yates

When spec'ing a vocational truck or tractor, many items must be taken into consideration because hundreds of options exist and each choice potentially affects other important decisions. While options are limitless, the Truck Centers' sales team has put together a brief list of some key factors that often coming up particularly when building a vocational truck where efficiency and performance are both critical.

One major item that has come into play recently and that is different from years past is the EPA requirements from our Federal Government. With the addition of Diesel Exhaust Filtration and Fluid, the room on the chassis is now somewhat more limited for retrofitting and body builders. Many times the new exhaust requires a person to spec the truck with a longer wheelbase or place batteries in the cab under the passenger seat in order make room for certain body applications.

Some of the critical factors a buyer must consider prior to spec'ing a unit would be:

- Knowing the **Application and Body Type** in order to spec the right chassis for the job. It is important to have your body builder involved in the process so they can assist in the spec'ing process for a seamless installation.
- **Wheel Base** is also critical when trying to build a unit meets federal standards and still get the body of your choice.
- **Frame Overhang** is in correlation to the body and/or additional equipment you place on the frame (special tailgate, lift gate, reels or other options).
- **Clear Frame Rail Space** for body requirements is very important in the vocational business. In order to get the body mounting, controls, PTO's, blowers or other options mounted where you may like, getting a clear frame rail space spec'ed is very important for installation and maintenance.
- **Gross Vehicle Weight (GVW)** is important for you to know to determine engine, transmission and chassis options to spec. One must know what they need to do with the truck as well as how they want it to perform as a final assembled unit.
- **Cab to Axle Distance (CA)** required from the body builder is very important to make sure that the final unit meets the weight distribution guidelines that they have in place for your specific application.
- **Engine Horsepower/Transmission/Axle** options are numerous and significant in how your truck will perform on the job.

**Horsepower** will depend heavily on the application expectations and the body specifics. Higher horsepower/torque is a necessity for heavier applications while lighter vocational applications require less horsepower.



**Transmissions** also are dependent upon what the expectations are for the truck's performance. LL Transmissions are known for starting capability, Allison Automatic or Auto Shifts offer guaranteed shifting results and Direct Drives are reliable options for less weight-driven applications.

**Axles** are greatly dictated by load expectations and whether you want a speed rear axle for more pulling power. Factors include weight requirements and ratios necessary to meet the requirements of the application and allow for starting capability and possibly generate less road speed.

• **PTO's** and where they must be positioned are determined by the application type towing, dumps, roll-offs, spreaders, etc.

• **Tire Size** is also a factor in meeting GVW requirements so the rating on the tires meets the expectations of load and any DOT requirements a customer may face.

These are just a handful of examples as there are several factors and work conditions that are critical to spec'ing the right truck for the job. Please contact your Truck Centers' sales team for more assistance understanding the numerous options available and helping you maximize both performance and savings.





[ Dave Wiegmann plays NCAA Division I basketball for U Albany (Cindy Schultz/Times Union photo) ]

# TCI 2013 SCHOLARSHIPS

For the third consecutive year, Truck Centers, Inc. has awarded academic scholarships to ease the financial burden on employees and their dependents. Competition was stiff but three young people were recognized for their exceptional achievements.

“ Once again, I would like to thank everyone for their submissions and congratulate all of the participants on their achievements. The decision was very difficult,” TCI executive vice president, Katie Hopkins, says. “We were faced with the tough task on selecting the recipients out of a very deserving pool and hope that everyone remains steadfast in working towards their goals. ”

## The 2013 TCI Scholarship Recipients were:

**1st PLACE (\$2,000) – David Wiegmann**, son of Troy technician Ron Wiegmann. Dave was once again selected because his impeccable and well-rounded profile that includes a 4.0 GPA, rigorous year-round courses, a polished essay explaining his desire to be a doctor, accolades on his coursework and dedication from a professor plus extensive volunteer and extracurricular activities. He is currently a senior at the University of Albany pursuing a degree in biology and minor in neuroscience. Additionally, he plays NCAA Division I basketball and made his debut in the March Madness playoffs earlier this year. He used his award to help pay for MCAT preparation and expenses.



[ Dave Wiegmann with father Ron, TCI Troy Technician. ]

**2nd/3rd PLACE TIE (\$1,000) – Chelsea Eilers**, daughter of Troy parts counterman Mark Eilers. She is a freshman at the University of Missouri-St. Louis. Chelsea had a 3.5 GPA with numerous honors courses in high school and a very strong ACT score. She is a member of the National Honor Society and participates in several extracurricular activities and volunteer efforts. Chelsea plans to study nursing and has goals of becoming an OB/GYN nurse. She used her award to assist with tuition costs.

**2nd/3rd PLACE TIE (\$1,000) – Jesse Williams**, son of Springfield parts manager Jeremy Williams. He is a freshman at Western Illinois University. Jesse had a 3.55 GPA in a dual credit accelerated track his senior year of high school and a solid ACT score. He was on the honor roll and participated in wrestling, football, golf and 4-H. He plans on studying biology and wildlife management and has goals of becoming a wildlife conservation officer. He also used his award to assist with tuition costs.



Congratulations to the recipients and best wishes to all applicants in reaching their dreams!

[ TCI Springfield GM Justin Hopkins, Parts Manager Jeremy Williams, Jesse Williams, TCI President Mike Yates. ]



# TRUCK REFURBISHMENT PROGRAM

# TRUCK REFURBISHMENT PROGRAM

PERFORMANCE WHERE IT COUNTS...SAVINGS WHERE IT MATTERS!



With the soaring costs of raw materials and emissions technology, new truck prices continue to climb. Truck Centers, Inc. has a proven refurbishment program that several national fleet customers have utilized to extend the life of their current fleet. Refurbished trucks offer new truck reliability and comfort with less cost and downtime.

Truck Centers, Inc. is a nationally recognized dealer network that proudly boasts seven locations with two state-of-the-art collision centers representing Freightliner, Western Star and Detroit. Our experienced refurbishment team will advise you on the best options for your company based on individual needs and budgets and customize a program based upon that information. The same dedicated team will directly manage and oversee the rejuvenation of your trucks.

Please contact us to learn more about the benefits of refurbishment and why national fleets choose our proven program. Ask about potential financing or truck lease options!

**JOHN PRYOR**  
**Truck Centers, Inc.**  
**2280 Formosa Road**  
**Troy, IL 62294**  
**(800) 669-3454**  
**jpryor@truckcentersinc.com**

[www.truckcentersinc.com](http://www.truckcentersinc.com)



- Refurbishment of existing fleet provides cost effective restoration for improved performance, appearance, uptime, and DOT compliance
- Reduced fleet investment and downtime compared to new equipment purchases
- Four different refurbishment levels of complexity to accommodate all budgets as well as customization options to each package to guarantee your specific needs are met
- Tax incentive of bonus depreciation of 50% for the current calendar year (total of 70% depreciation) and the remainder being depreciated over the taxable life of the refurb (please consult your tax professional)
- Refurbishment is a "green" process that utilizes the three pillars of recycling. Reduced landfill waste as associated with scrapping of equipment, reuse of 60-70% of the existing vehicle and all parts removed are sorted for proper recycling and remanufacturing where applicable
- Reduced ongoing maintenance costs by replacing worn parts with current technology and the latest version of each replacement part to offer a level of preventative maintenance comparable to new trucks complete with replacement parts warranties



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- Breathe new life into your trucks with Detroit Step-UP engine refurb options with up to 3 year/300,000 mile warranty and various reman drivetrains available
- Fleet mechanics continue working with known technology and equipment so no additional training or tooling costs
- Avoidance of FET taxes associated with new equipment purchases
- Avoidance of costly EPA up charges (up to \$15K per new truck) associated with new equipment. Refurbished equipment has reduced operating expenses throughout the lifecycle, no DPF's to clean or DEF fluid to purchase
- Refurbishment at TCI is performed by factory-certified technicians to ensure superior quality
- Cutting-edge body repairs and paint technology offers durable factory finish. Our body specialists can also finish each unit with new custom graphics and lettering
- Interior is restored to like new appearance and functionality with many options such as seat upgrades to bolster driver comfort and satisfaction
- For municipal customers, refurbished units can be upgraded with "no smoke particulate filters" to comply with local air quality programs
- Refurbishment stretches school transportation budgets by updating equipment appearance and functionality without new equipment expenditures
- Vocational customers benefit from refurbishing the power unit under expensive, retrofitted vocational equipment to restore reliability and improve appearance for a fraction of the cost and with minimal downtime





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Simplify the complicated task of removing water, 93mm and 100mm dual replacement filter  
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**OWN AD**

>> **CONTACT**  
Michelle Petroff

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



**EXPRESS Assessment** VEHICLE ROUTING



INCOMING VEHICLE

SERVICE ADVISOR WRITE-UP

DIAGNOSIS

Any vehicle that requires more than one hour of diagnosis or has multiple repair needs will be moved to the main shop.

Express Assessment is only offered during first shift weekdays unless otherwise posted.

DIAGNOSIS COMPLETE?

YES

SIMPLE REPAIR?

NO

YES

NO

NO

MAIN SHOP

EXPRESS REPAIR

HEAVY-DUTY PARTS FROM THE MANUFACTURER OF GOODYEAR ENGINEERED PRODUCTS

ALL DESIGNED TO REDUCE DOWNTIME

BELTS  
AIR SPRINGS  
TENSIONERS  
HYDRAULICS  
HOSES

For more information, visit  
goodyarep.com/heavyduty.





# TCI BEHIND THE SCENES

At Truck Centers, we understand that actions speak louder than words and our success is proving that we deliver. We take pride in the reputation and relationships that we have built over four decades and want you to know that we do not take what we do, your business or our civic responsibilities for granted and remain committed to evolving and growing. We strive to be a good partner in business and neighbor. For that reason, we would just like to share some of the things that continually are being evaluated or undertaken at TCI that you may never know or hear about.

## Did You Know?

- A "pallet" of copier paper (20-lb. sheet weight) contains 40 cartons and weighs 1 ton
- 1 carton (10 reams) of 100% virgin copier paper uses .6 trees
- 1 ton of uncoated virgin (non-recycled) printing and office paper uses 24 trees
- 1 ton of 100% virgin (non-recycled) newsprint uses 12 trees
- 1 ton of coated, higher-end virgin magazine paper (used for magazines like *National Geographic* and many others) uses a little more than 15 trees



## "GOING GREEN" EFFORTS

- 60% of our full-service facilities have been upgraded with energy-efficient T5 lighting replacing the HID lights. Ongoing efforts to enhance the remaining facilities are in place.
- Recyclable packaging materials in our warehouse including cardboard or pallets are reused or recycled.
- All TCI shops recycle scrap metal, oil and antifreeze. Tire vendors also reclaim used or damaged tires to recap or recycle those.
- As more customers are considering the benefits of CNG vehicles, we are also investigating converting shop workspace in one or more locations to adequately service these energy-efficient units.
- TCI recently invested in a state-of-the-art DPF cleaning machine that extends diesel particulate filter life and eliminates the waste of discarding used filters and offers significant savings to customers.
- Our parts delivery vehicles are equipped with a system that tracks idle time, routes and speeds. This can be used to reroute drivers to save fuel and recommend reduction in idle as well as speed to ensure maximum fuel efficiency.
- Currently 90% of TCI locations have paper recycling bins and administration also recycles a significant amount of office paper waste and efforts are being made to reach 100% paper recycling compliance.
- Since converting to the Procede system in November 2010, our dealerships all print one less copy of invoices further reducing waste.



- Procede also eliminated the need to print redundant daily reports because information can be pulled in real-time.
- IT upgrades to dual screens in key departments eliminated the wasteful printing of reports and information by allowing easier access, viewing and refreshing of data.
- Entire file cabinets of paper have been eliminated by now scanning supporting documents into our computer system and attaching information to customer's files.
- Daimler invoices via Pinnacle are automatically uploaded into the system daily, eliminating paper usage for over \$1M in sales each month!
- Customers are encouraged to pay via ACH instead of paper checks and utilize e-mail for remittance information. These e-mails are automatically archived and easily retrieved, reducing the printing and storage of paper files.
- Our monthly parts and service specials are distributed electronically to 750+ customers via e-mail and our company website to reduce traditional paper copies.
- Corporate policies, procedures and updates to our employee handbook are available on an intranet website rather than in paper form.
- Ongoing research is being done to even make our *Driven* magazine "greener". We currently use some post-consumer recycled materials and soy-based inks but continue to work with our printer for alternative materials. In fact, this "double issue" method you are currently reading saves packaging materials, energy for printing and distribution as well as 3 trees of paper.



## COMMUNITY INVOLVEMENT AND CIVIC RESPONSIBILITY

- The TCI leadership team is actively involved in various industry networks and associations including: Freightliner Dealer Council, key leadership roles on various Dealer Council committees, Daimler Truck Finance Dealer Advisory Council, Truckload Carriers Association, Illinois Trucking Association, Missouri Trucking Association, Midwest Truck Association, Midwest Dump Truck Association, National Truck & Heavy Equipment Claims Council, Fleet Maintenance Council, Illinois Automobile Dealers Association, Missouri Automobile Dealers Association, Technology and Maintenance Council, Used Truck Association, American Truck Dealers, Transportation Club of St. Louis, Better Business Bureau, Jefferson County Development Corporation, National Fleet Management Association and Transportation Marketing and Sales Association.
- We are active in our community and participate in municipal programs such as: St. Louis Regional Chamber, St. Louis Sixth District Business Association, Troy/Maryville/St. Jacob/Marine Chamber of Commerce, Jefferson County Chamber of Commerce and Morton Chamber of Commerce.
- TCI holds an annual scholarship competition that awards 3-5 academic scholarships to employees and their dependents.



- We are committed to helping others in our community and contribute to the following charities and causes: Gene Slay's Boys Club of Missouri, Operation Food Search, The United Way, Holy Childhood Grade School, Bradley R Smith Memorial Scholarship, Knights of Columbus, Epilepsy Foundation, Riverbend Head Start and Family Services, Cub Scouts, Girl Scouts, Kyle Deatherage Foundation, Dubois Center, Madison County Fair Association, Migratory Waterfowl Hunters, SSM Cardinal Glennon, St. Louis Children's Hospital, St. Louis Shriners Hospital, Missouri Military Memorial Foundation, Make a Wish Foundation, Juvenile Diabetes Research Foundation International, Journey for a Cure, St. Jude Bike Ride, Triad Athletic Association, Triad Education Association and the National MS Society.
- We plan and host company donation drive events with employee participation and company matching for local charities including programs with Operation Food Search and the Wounded Warriors Foundation.
- TCI offers mentorship programs and helps encourage students pursuing trades. Our team is on the Advisory Board of Linn State Technical College.





#### CUSTOMER EDUCATION

- TCI frequently hosts Ride & Drive events to highlight new Freightliner and Western Star products available to our customers. Currently, alternative fuel solutions and a CNG truck are being demo'ed by multiple customers.
- Company hosted factory visits to Freightliner, Western Star and Detroit factories for customers to showcase product improvements and innovation first hand as they watch the manufacturing process.
- TCI proudly staffs 28 sales professionals at 8 dealership locations to inform customers on the various products available and help identify the best truck for their needs.
- Amongst our sales team, 4 individuals have won Freightliner's prestigious Leland James Sales Achievement Award. And Ron Donze from TCI-Troy is the only person to receive this distinction every year since the award's inception!
- We host quarterly customer training nights and vendor product informational sessions. If there is enough interest on a particular topic, we will also hold an info session at a customer's location.
- TCI provides informational materials explaining new technologies and services available at TCI to extend product life, reducing cost and waste such as truck refurbishment programs, vehicle retrofiting, DPF cleaning services and much more.
- Truck Centers boasts a nationally-recognized, state-of-the-art Training Center on our Troy campus that customers can utilize for personalized courses for their mechanics led by our two, fully-certified trainers.
- Our company is actively involved in OEM direct mail campaigns and electronic notifications on new products, sales incentive programs, parts and service opportunities.

#### STAFF EDUCATION AND TRAINING

- Our technicians undergo continuous training and certification processes from our two full-time trainers at our on-site Training Center.
- Sales team members are required to participate in all manufacturer development training.
- Parts, Service, Body Shop and office personnel undergo appropriate on-going training through DTNA. Programs include: Parts Academy, paint training programs, Dealers Edge, and an array of monthly webinars on variety of topics for all departments.
- TCI is proud to be part of the premier Elite Support network. This means that our team met the rigorous requirements necessary to become certified as part of the 120-strong locations in the North American network of dealers and must annually be revalidated. Our team provide tracking reports on different metrics related to customer service enhancements and quarterly continuous improvement events that must be shared with the Elite Support "hub" to verify that we are always working to improve your experiences here at Truck Centers.

#### MARKETING

- Our company website, TruckCentersInc.com, is available with frequent updates, specials and relevant information.
- We maintain related portal sites for specific customer segments like our STLseriousTrucks.com site for area Western Star customers.
- We utilize various social media platforms to network and interact with OEMs, after-market suppliers, other dealers and customers.
- TCI offers electronic and direct mail marketing and specials.
- We brainstorm, write, create editorial content and produce our popular quarterly magazine, *Driven*, in-house. The magazine is then available to our customers at all TCI locations, select customer terminals and via our mailing list.
- TCI participates in various trade publications.
- We provide targeted e-mail marketing.
- Truck Centers actively sponsors numerous civic and industry events.
- We continually offer employee incentive programs including benchmark rewards for the entire team, scholarship competitions, family events and holiday celebrations.



## THREE TCI SALESMEN RECEIVE LELAND JAMES SALES ACHIEVEMENT HONORS

"Our Leland James Elite program recognizes sales professionals who sell to a variety of customers into many market segments," said David Hames, general manager, product marketing and strategy for Freightliner Trucks. "The winners are truly well-rounded and exemplify superior salesmanship. We are honored to award them Leland James Elite status."

Freightliner Trucks recently announced its top performing dealer sales professionals through its annual Leland James Sales Achievement program. Created in 2003 and named after Freightliner Trucks' founder Leland James, the program recognizes and rewards outstanding vocational and on-highway sales results from dealerships in both the United States and Canada. Achievement is based on successful sales but also takes into consideration other criteria including total number of customers, type of trucks sold, and training certification.



JOHN PATKUNAS



JOE SWITZER



RON DONZE

Truck Centers, Inc. is honored to have three exceptional salesmen recognized in this elite group of 56 individuals honored in the U.S. and Canada.

- JOHN PATKUNAS (TCI-Morton) – Recognized with a Top-50 Plaque**
- JOE SWITZER (TCI-Troy) – Recognized with a Top-20 Plaque and Sales Trip**
- RON DONZE (TCI-Troy) – Recognized with a Top-20 Plaque and Sales Trip**

During the award announcement, Ron Donze was also recognized as the only sales professional to win the Leland James Award every year since its inception – a well-deserved honor for his commitment to his customers, hard work and dedication. Congratulations to all three men on a remarkable job and Ron for blazing a trail for 10 solid years!







# TRUCK CENTERS' 2013 WINTER SPECIALS



HEAVY DUTY ANTIFREEZE/COOLANT

ANYWHERE. ANYTIME. ANY ENGINE.™



**PRESTONE COMMAND™ HEAVY DUTY EXTENDED LIFE ANTIFREEZE/COOLANT**

**600,000 Mile / 12,000 Hour Service Life\***

Intended for use and compatible with ANY heavy duty antifreeze/coolant in ANY diesel powered commercial vehicle engine or stationary engine with aluminum or other engine metals. Its patented technologically advanced formulation is based upon a concentrated blend of premium long-lasting inhibitors designed to provide up to 600,000 miles / 12,000 hours of protection against temperature extremes, rust, corrosion, scale and premature water pump failure.

**\*\*AFC11000/F** 1 Gallon **\$13.96** | **AFC11000-55/F** 55 Gallon Drum **\$13.71/GAL**

\*Requires addition of extenders at 300,000 miles or 6,000 hours

\*\*Current stocking numbers



**PRESTONE COMMAND™ HEAVY DUTY PREDILUTED 50/50 EXTENDED LIFE ANTIFREEZE/COOLANT**

**600,000 Mile / 12,000 Hour Service Life\***

Intended for use and compatible with ANY heavy duty antifreeze/coolant in ANY diesel powered commercial vehicle or stationary engine with aluminum or other engine metals. Its patented technologically advanced red formulation is based upon a concentrated blend of premium long-lasting inhibitors designed to guard against temperature extremes, rust, corrosion, scale and premature water pump failure.

**\*\*AFC11100/F** 1 Gallon **\$9.05** | **\*\*AFC11100-55/F** 55 Gallon Drum **\$8.79/GAL**

\*Requires addition of extenders at 300,000 miles or 6,000 hours

\*\*Current stocking numbers



**PRESTONE COMMAND™ HEAVY DUTY ANTIFREEZE/COOLANT**

**SCA Pre-Charged**

Designed for use with ANY antifreeze/coolant in ANY Heavy Duty Engines used in normal to severe duty cycles and extreme temperature conditions. This product will provide complete protection against freezing, overheating, cavitation erosion, corrosion, scale and foaming without the need of SCAs in the initial fill. Concentration levels should not fall below 40% or exceed 65% by volume.

**\*\*AFC10000/F** 1 Gallon **\$9.74** | **\*\*AFC10000-55/F** 55 Gallon Drum **\$9.49/GAL**

\*\*Current stocking numbers



**PRESTONE COMMAND™ HEAVY DUTY PREDILUTED 50/50 ANTIFREEZE/COOLANT**

**SCA Pre-Charged**

A blend of antifreeze/coolant and demineralized water designed for use in ANY Heavy Duty Engines used in normal to severe duty cycles and extreme temperature conditions. This product will provide complete protection against freezing, overheating, cavitation erosion, corrosion, scale and foaming with just an easy pour and does not require SCAs in the initial fill. For flush and fill use Prestone Command Heavy Duty concentrate.

**AFC10100/F** 1 Gallon **\$6.02** | **\*\*AFC10100-55/F** 55 Gallon Drum **\$5.77/GAL**

\*\*Current stocking numbers

Prices good through 2/28/2014

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# DEER SEASON IS HERE, ARE YOU READY?!



**ASK ABOUT  
OUR BUY 10,  
GET 1 FREE  
PROGRAM**



- Manufactured with schedule 40 T6063 polished aluminum
- Double wall construction available
- Personal customizing available
- Guards available for all makes

- Reduces costly front end damage
- Minimizes down time
- Easy installation and no drilling
- Light weight



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# TRUCK CENTERS' 2013 WINTER SPECIALS

## MAKE IT A DRYER SEASON

### GENUINE

#### BW AD-9 DRYERS & KITS:

|             |                             |          |
|-------------|-----------------------------|----------|
| BW 065225   | NEW AD-9                    | \$278.71 |
| BW R5009378 | REMAN W/ BRACKET & HARNESS  | \$158.62 |
| BW R109685  | REMAN W/O BRACKET & HARNESS | \$147.21 |
| BW R5004341 | REMAN PURGE VALVE ASY       | \$ 50.35 |
| BW R107794  | REMAN CARTRIDGE             | \$ 22.40 |
| BW 107794PG | REMAN PURAGUARD CARTRIDGE   | \$ 46.35 |
| BW 109578   | HEATER KIT                  | \$ 37.26 |
| BW 5005037  | PURGE KIT                   | \$ 25.15 |
| BW 107800N  | CHECK VALVE ASY             | \$ 25.04 |

#### BW AD-IP DRYERS AND KITS:

|             |                           |          |
|-------------|---------------------------|----------|
| BW 065612   | NEW AD-IP                 | \$414.89 |
| BW R109477  | REMAN AD-IP               | \$215.99 |
| BW R109493  | REMAN CARTRIDGE           | \$ 63.62 |
| BW 109493PG | REMAN PURAGUARD CARTRIDGE | \$ 93.87 |
| BW K022105  | PURGE VALVE ASY           | \$ 81.08 |
| BW 109495   | HEATER KIT                | \$ 63.62 |

#### BW AD-SP DRYERS AND KITS:

|              |                          |          |
|--------------|--------------------------|----------|
| BW 800887    | NEW AD-SP                | \$355.70 |
| BW 5008414   | CARTRIDGE                | \$ 48.58 |
| BW 5008414PG | PURAGUARD CARTRIDGE      | \$ 90.43 |
| BW 109995    | PURGE KIT                | \$ 66.79 |
| BW 109495    | HEATER KIT               | \$ 64.09 |
| BW 109993    | TURBO CUT-OFF MAINT. KIT | \$ 36.77 |
| BW 5005624   | CHECK VALVE KIT          | \$ 14.09 |

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

|              |                              |          |
|--------------|------------------------------|----------|
| BW R5004050  | AD-IS DTNA DRM VERSION       | \$278.35 |
| BW 5008414   | CARTRIDGE                    | \$ 48.58 |
| BW 5008414PG | PURAGUARD CARTRIDGE          | \$ 90.43 |
| BW K022105   | PURGE VALVE ASY              | \$ 81.05 |
| BW 5004049   | GOVERNOR AND CHECK VALVE KIT | \$ 66.79 |
| BW 109495    | HEATER AND THERMOSTAT KIT    | \$ 64.09 |
| BW 800361    | NEW GOVERNOR                 | \$ 41.20 |

#### MERITOR WABCO:

|             |                      |          |
|-------------|----------------------|----------|
| TDA R955205 | SS1200 DRYER         | \$259.00 |
| TDA R950015 | HEATER KIT           | \$ 62.01 |
| TDA R950068 | COALESCING CARTRIDGE | \$ 58.36 |
| TDA R950011 | CARTRIDGE            | \$ 52.88 |
| R950014     | PURGE KIT            | \$ 41.96 |

### 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 |

#### AD-IP DRYERS AND KITS:

|                 |                 |          |
|-----------------|-----------------|----------|
| TDA R955109477X | REMAN AD-IP     | \$161.85 |
| TDA R955109493X | REMAN CARTRIDGE | \$ 58.09 |

#### AD-SP DRYERS AND KITS:

|                 |             |          |
|-----------------|-------------|----------|
| TDA R955109991X | REMAN DRYER | \$161.85 |
| TDA R955109995N | PURGE KIT   | \$ 41.54 |
| TDA R109994     | CARTRIDGE   | \$ 20.52 |

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

|             |           |          |
|-------------|-----------|----------|
| TDA R109994 | CARTRIDGE | \$ 20.52 |
|-------------|-----------|----------|

#### MERITOR WABCO:

|             |           |          |
|-------------|-----------|----------|
| TDA R109994 | CARTRIDGE | \$ 20.52 |
|-------------|-----------|----------|



MERITOR WABCO



Prices good through 2/28/2014

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# COLD WEATHER PREP

## 15-POINT INSPECTION

TRUCK CENTERS, INC. - WHERE TRADITIONAL VALUES MEET INNOVATION.



PRICES  
GOOD THRU  
11/30/2013



\$9750

\*Includes up to one gallon of washer fluid for top-off. Does not include anti-freeze.

- 1) Pressure test cooling system and check all hoses and hose clamps.
- 2) Test and record coolant protection and SCA level.
- 3) Check that heater shut-off taps are open, if equipped.
- 4) Check heater and blower motor performance.
- 5) Check cab filters; report on condition.
- 6) Check operation of windshield wipers and washers.
- 7) Check block heater, if equipped.
- 8) Check air filter restriction and record; advise on condition of element(s).
- 9) Check all belts, pulleys and tensioners for wear and adjustment.
- 10) Visually check radiator/condensor condition; inspect for obstructions, dirt or debris.
- 11) Visually inspect engine compartment for fluid leaks (fuel, oil and water).
- 12) Check operation of clutch and clutch brake; advise on condition.
- 13) Check operation of all lamps and reflectors - high and low beam.
- 14) Visually inspect battery mounting and battery connections.
- 15) Check charging system voltage and record reading.

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>> DRIVEN FALL 2013 53





# TRAINING CENTER

JULY-DECEMBER 2013



# TRAINING

| DATE           | COURSE DESCRIPTION                                  |        |
|----------------|---|--------|
| July 22-26     | <b>CEP01</b> (5 Days) DD15 Major Repair             | \$1000 |
| July 29-Aug. 2 | <b>CVL01</b> (5 Days) Western Star                  | \$1000 |
| Aug. 12-16     | <b>CEP02</b> (5 Days) DD15 Engine Diagnostics       | \$1000 |
| Aug. 19-23     | <b>CVG01</b> (5 Days) Heavy Duty Truck Systems      | \$1000 |
| Aug. 26-30     | <b>CEU02</b> (5 Days) 2010 Update                   | \$1000 |
| Sept. 10-12    | <b>CEU14</b> (3 Days) GHG Engine Update             | \$600  |
| Sept. 17-20    | <b>CVL03</b> (4 Days) Cascadia                      | \$800  |
| Sept. 24-26    | <b>CEU14</b> (3 Days) GHG Engine Update             | \$600  |
| Oct. 1-4       | <b>CVE12</b> (4 Days) Electrical Troubleshooting    | \$800  |
| Oct. 7-11      | <b>CEU02</b> (5 Days) 2010 Update                   | \$1000 |
| Oct. 14-18     | <b>CVL01</b> (5 Days) Western Star                  | \$1000 |
| Oct. 22-24     | <b>CEU14</b> (3 Days) GHG Engine Update             | \$600  |
| Oct. 29-31     | <b>SPECIAL</b> (3 Days) Eaton Transmission Training |        |
| Oct. 29-Nov. 1 | <b>CVE05</b> (4 Days) Electronic Systems            | \$800  |
| Nov. 5-7       | <b>CEN03</b> (3 Days) MBE 900 Major Repair          | \$600  |
| Nov. 12-15     | <b>CVL02</b> (4 Days) Business Class M-2            | \$800  |
| Nov. 19-21     | <b>CEU14</b> (3 Days) GHG Engine Update             | \$600  |
| Nov. 26-27     | <b>TCI02</b> (2 Days) Truck Vibration               | \$400  |
| Dec. 3-6       | <b>CES08</b> (4 Days) S-60 Major Repair             | \$800  |
| Dec. 9-13      | <b>CVL01</b> (5 Days) Western Star                  | \$1000 |
| Dec. 17-19     | <b>CEU14</b> (3 Days) GHG Engine Update             | \$600  |



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Contact Len Thole or Steve Brachear with additional questions, to confirm pricing or to check availability on current courses.

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St. Louis



Troy



Morton



The team members of Truck Centers, Inc. were excited for the formal presentation of their Elite Support awards. The award presentation marked our 2nd year of being part of the Elite Support group of dealers representing DTNA.. We take great pride in being part of the premier 120 Freightliner dealers in the United States and Canada that comprise this network that is committed to serving our customers at the highest possible level.

Matt Smedley, Business Development Manager of DTNA, made the rounds to various TCI stores on October 2nd and 3rd, 2013, to present the awards and congratulate the teams on a job well done.

The key elements of an Elite Support dealership are the guarantee of Express Assessment service, exceptional turnaround and quality, consistent communication, robust parts availability and superb customer service. Elite Support is important to TCI and our future as we strive for continuous improvement in the way we serve our customers and how we operate as a team. Please know that we work diligently to exceed your expectations and always welcome your feedback.

Congrats team!



Mt. Vernon



Springfield



# TCI TEAM ACCOLADES

**Dave Bigham (Parts Telemarketing)** He is a TCI hero! (Dave Kromer)

**Gary Bingaman (Dispatch Manager)** I think he is one of the hardest working people at TCI and should be considered a hero who always gives a 100%. (Rich Kamm)

**Jim Bradbury (New and Used Truck Manager)** He is a TCI hero! (Joe Switzer)

**Paul Buerhle (Shop Foreman)** I would like to put in 100 nominations for Paul Buerhle for outstanding leadership and customer service. Paul will always take the time out of his busy day to help out with the customers, whether it is a customer at the store or on the phone to explain everything to where they will understand. One day when we were actually walking out the door going home, a guy stopped us and his truck broke down a couple blocks from us with a coolant leak. Paul actually walked with the guy to by-pass the coolant sensor to get him in here and ended up getting a water pump job out of it. Paul will always try to go out of his way to help out. (Bryan Pinson)

**Jeff Buffington (Dispatch Manager)** He is always willing to help me out when it comes to getting parts for McLeod and delivering parts to their terminals in Assumption and Lafayette. (Brad Blackley)

**Rufus Conner (Parts Driver)** There is never a bad word or complaint about him and all the customers think he is great. He has a great outlook on things and always in good spirits. (Joe Braunagel)

**Travis Dunn (Outside Service Sales)** He always goes above and beyond for all of his customer. No matter how small or big the company. It could be midnight and he will bend over backwards for his customer. I strive to be in contact with my customers as he is with his. He just drove to Springfield to get a part for RJ Distributing because they have to have the truck back tonight! (Brandy Rassi)

**Jacob Essenpreis (Technician)** Jacob Essenpreis was my hero today. He has been busting his butt working late or coming in early when needed. He replaced the clutch in a Holthaus (big 4-axle Western Star) and got it done on time. I can call Virgil now and tell him it is ready rather than delivering bad news! (Darren Webb)

**Dustin Frischkorn (Service Writer/Technician)** Dustin is my super-hero! Although he does not look good in tights or a cape (and the mask he wears, sometimes scares me), he has been a big relief up here at the front service counter during our busy season. I have noticed that he has stayed late several nights to help us bring in trucks that are getting piled up at the counter. So with that being said, I nominate Dustin as a Truck Centers' hero. We just need to work hard to keep him from trying to fly off the second floor balcony and keep him from trying to climb up the walls like Spider Man. (Ryan Zumwalt)

**Mike Holguin (Facilities Manager)** Mike is my hero today (and a lot of other days). We had a water line blow, dumping water into Dave Bradstreet's bay. Mike responded right away when I called, got the water stopped and had a line made and the wash bay back in service within the hour. Way to go, Mike! (Jim Bradbury)

**Hutch Hudgens (Parts Counter)** Hutch will be retiring in November but fortunately will continue to work part-time. Hutch has always been dedicated and nobody treats the customer better. He has been our trainer for all new counter guys. He truly cares about TCI and he takes pride in handling our display area. Please consider him a hero in Mt Vernon! (Webb Eastham)

**Mike Jacobs (Parts Counter)** He is always willing to help me out with crazy questions and situations and is very willing to take my orders and get them taken care of without complaint. My customers are always commenting on his willingness to help them out

of different situations and get them the parts they need. He also takes care of the front showroom in Springfield and it really looks good. (Lynn Knapp)

**Jenna Langendorf (Asst. Parts Manager)** She puts in her time every week and busts her butt in trying to keep the inventory correct. If I have any problem, she is always willing to help. (Stacey Marks)

**Mike McBain (Parts Counter)** He's a good guy to have around here. He's very helpful for me, especially with only having been on the counter for 2 years. He always has time for any questions I may have and never makes me feel bad for not knowing the answer. He's great with the customers, single-handedly keeps the display looking great and usually #2 in sales on the counter right behind me. :- (Devin Bushrow)

**Chuck McCutchen (Interbranch Driver)** Chuck drives the interbranch truck every night til who knows when... with no complaints. He always has the best attitude when he walks through the door. I'm always anticipating his arrival to the St. Louis store in the afternoon because I know he will always have a big smile on his face and will translate through us to help us get through the rest of our day. (Josh Penn)

**Randy McPheeters (Warehouse)** Randy does all that is asked of him and more every day. He drives trucks, works in the warehouse, delivers parts, unloads trucks. I'm not doing him justice for all he does for us. (Randy Dees)

**Adam McWilliams (Service Writer)** Service writer extraordinaire! He works all the overtime that is asked of him and always has a smile and fantastic attitude for the customers no matter what his day is throwing at him. (Deanne Lamczyk)

**Dave Meyer (Dispatch Driver)** Dave goes the extra mile every day that he comes into work. He is always busy and does whatever he can to help with "Customer Relations" during his travels to pick up and deliver trucks. When he isn't running trucks for our customers, he is at the facility working on some area of the complex that needs attention. Whether he is sweeping up rocks, emptying trash, power washing the parking lot or whatever else he can find that needs to be done, Dave is doing just that. (Jim Pennington)

**Mike Schneiderer (Technician)** A customer had a truck that was giving them issues in their shop. I called Mike at home on his day off and he went over and looked at the truck, figured out what was wrong with it, called me and ordered parts. The truck is now on the way up to St Louis for the repairs. (Tim Stellhorn)

**Jimmy Thwing, Jr. (Service Invoicer)** When I started here in 1996, Jimmy was able to handle all aspects of a foreman, service writer all at the same time. I watched him run a shop that put smiles on his techs and his customers faces. To this day some of us still talk about the days when JT ran the late night crew. He even took me aside to tell me personally that he was going to dayshift so I wouldn't get upset. He's a great leader and friend, I'm happy he is back with TCI. (Doug Burgess)

**Kim Trout (Inventory Control Manager)** Kim wears many hats here at St Louis and wears them well. She is always willing to help with any issue no matter how busy she may be. She is a very valuable person to have here when managers may not be available and I feel she is a very important part of Truck Centers! (Mike McBain)

**Darren Webb (Outside Service Sales)** He is a TCI hero! (Joe Switzer)

**Jeremy Williams (Parts Manager)** He is always going above and beyond to help customers and fellow employees. He has helped me out many times with customer and personal problems as well. I think he is very dedicated to TCI with his work ethic and is always giving extra to make things work better. (Lynn Knapp)

Many years ago, Truck Centers produced a newsletter called *The Watercooler*. One of my favorite sections each month was the one highlighting the "heroes" for the month. There are so many heroes that go above and beyond to help out a customer each and every day. I thought it would be neat to refresh this old tradition at TCI and give the employees a chance to share their "heroes" of Truck Centers, Inc. Truck Centers is lucky to have so many individuals dedicated to our customers and excellence!

BY KATIE HOPKINS

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## TCI'S JEREMY WILLIAMS GRADUATES FROM ATD TRUCK DEALER ACADEMY

The Truck Centers' team is pleased to announce that Jeremy Williams, Parts Manager at TCI-Springfield, successfully completed the coursework required for graduation from the ATD Truck Dealer Academy.

The Truck Dealer Academy is a unique program that is especially designed for managers and/or successor candidates and medium- and heavy-duty truck dealerships. The program consists of six one-week classroom sessions at NADA offices in McLean, Va., that are separated by eight weeks of in-dealership program assignments over a 16 month interval. Dealership operations are taught using these specialty areas:

- Financial Management
- Fixed Operations I – Parts
- Fixed Operations II – Service
- Variable Operations I – Used Trucks
- Variable Operations II – New Trucks
- Business Leadership

Congratulations Jeremy on your achievement!





## 20TH ANNUAL JERRY DUFT MEMORIAL

# BASS TOURNAMENT

This summer, Truck Centers celebrated 2 decades of the Jerry Duft Memorial Bass Tournament. The tournament was once again held at Lake Kincaid near Murphysboro, Ill.

Our annual tournament has seen its share of new winners over the years and this year was no exception. Tony Loepker and Cammeron Gilbreth beat out the proverbial favorites, Joe and Joey Switzer. Tony is the son of TCI-Troy Body Shop supervisor Kevin Loepker. Their team hauled in three fish for a total of 11.2lbs but had a 2lb deduction because of two dead fish. They also caught the biggest fish of the day at 5.0lbs.

The team of Joey Talbert and Richard Hoagland came in 2nd place with 2 fish that weighed 7.9lbs. Adam Cunningham and Kevin McGraw earned 3rd place honors with 3 fish weighing in at 7.45lbs. Perennial winners Joe and Joey Switzer were able to snag two fish that weighed 6.45lbs and eek out 4th place honors. And rounding out the top-5 were Steve Duft and Kirk Kimewerth with 2 fish and 5.35lbs of weight. Steve is one of Jerry's sons and typically fishes with the group each year.

Everyone had a great time and TCI is able to host this event each year with the help of our sponsors. Thank you to everyone for your support and participation!

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- RS Used Oil



1st PLACE



2nd PLACE



3rd PLACE



4th PLACE





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**2011 FREIGHTLINER CA12564SLP - CASCADIA**  
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**2009 FREIGHTLINER CA125 - CASCADIA**  
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**2013 FREIGHTLINER CA125 - CASCADIA**  
 Det. DD15, 455 HP, 10 Spd, Alum. Whls, 72" Condo, Park Smart, Stk #: 152283

**2013 WESTERN STAR 4900SF**  
 Cum. ISX, 450 HP, Eng Brake, 13 Spd, 3.55 Ratio, 235" WB, 11R22.5 Tires, All Alum. Whls, 54" Flat Top, all LED Lights, Full Gauges, Window in Back of Bunk, Nice Loaded Up Truck!, Stk #: 148004



**2006 FREIGHTLINER CL120 - COLUMBIA**  
 Det. 14.0 L, 515 HP, 10 Spd, 3.58 Ratio, 244" WB, 70" MRXT, Dual Exhaust, 6 Alum. 592K mi, Stk #: 144464



**2008 FREIGHTLINER CA12 - CASCADIA**  
 Det. 14.0L, 455 HP, Jake Brk, 10 Spd, 72" MR XT, New Virg. Drive Tires, A/Slide, Sharp! 520K mi, Stk #: 100362

**1997 FORD F800**  
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# ASK THE TECHNICIAN: Are maintenance-free batteries REALLY MAINTENANCE FREE?

The answer is  
actually no,  
NOT REALLY

The life of the batteries in your truck can be affected by several factors that require maintenance and inspection. As cold weather nears, the batteries in your truck really have to be in good condition to handle the added loads of winter driving. Just as the temperature goes down, so does the efficiency of your batteries but the load that is applied to them to crank and start your engine goes up.

One of the ratings on batteries is CCA (Cold Cranking Amps). The batteries cranking amperage at 0°F or -18°C determine this rating. The higher the CCA, the more amperage your batteries have available to supply the cranking motor for your engine. In turn, the engine turns over faster and should start quicker and easier. Going into the winter months, you should have the CCA of your batteries checked to determine if they meet specifications and are going to provide the necessary amperage to start your engine on cold days. This test is done utilizing electronic testing equipment while load testing the batteries and measuring the voltage drop at CCA amperage.

A lot of other maintenance checks should also be performed in preparation for winter. The life of your batteries is directly related to the condition of your charging system. You can start with new batteries and in no time have failures do to a faulty charging system. If your alternator is not charging enough to keep up with the demand of the vehicle or it is overcharging, it can overheat the batteries and also cause them to fail prematurely. The charging rate of the alternator is normally displayed on the dash via the volt or amp gauges. If you see that the gauge fluctuates more than normal or is falling to a lower than normal range, don't wait to long to get it tested because that instability is taking life away from your batteries. Good alternator maintenance practices, belt condition, contaminants to the alternator, oil leaks, coolant leaks and a dirty environment can cause the alternator to overheat, fail or perform poorly.

The other major component we need to address is the engine starter. A lot of battery replacements occur because of misdiagnosis of the starting system. If the starter itself is failing or if the cables are faulty, they should be inspected and tested along with the normal battery service and maintenance. We have to remember that bad batteries can also cause the alternator to fail prematurely and the starter to also fail prematurely. Poor batteries will overwork the alternator and low battery voltage will destroy a starter.

## BASICS FOR BATTERY MAINTENANCE:

Inspect the cable connections and clean them at least annually.

Inspect the battery mounting and battery box to make sure there aren't any rocks or debris around batteries that may vibrate and possibly cause a hole in the casing.

Make certain the battery box bottom is smooth and won't damage the battery case.

Check the cable insulation to the starter and that vehicle connections are good and secured in place to prevent the cables from shorting out or being damaged.

When you service the batteries, always remember to remove the ground cable first. Then make sure that there is no load on the batteries, (everything turned off) to prevent any sparks. **BATTERY GASSES ARE VERY EXPLOSIVE!**

If you do need to jump your vehicle, make sure that you hook up the positive + cable first and hook the negative - jumper cable to a good ground connection away from the batteries, at the frame connection, or directly to the engine block or starter ground post.

When charging the batteries, make sure the charger is off before making connections to the batteries. Make sure you are in a well-ventilated area and a charger with an auto charge output is best to prevent over charging and overheating the batteries. Some batteries require the use of specific chargers with voltage limiters as in the case of the AGM (Absorbed Glass Mat) batteries used on some of our Freightliner vehicles.

If you are going to let a vehicle set for extended lengths of time, especially in the winter months, you should disconnect the batteries to prevent any parasitic draw in the vehicle from draining the batteries too low and going dead. If you have a vehicle that you let it sit for several days in a row or over the weekend and have a problem with the batteries going low, you should investigate the possibility of an excessive parasitic draw on the batteries. Parasitic draws are normal on the vehicle and virtually all of the vehicle electronic modules are connected to the batteries and cause a very slight parasitic draw. Checking the parasitic draw is a simple test done by measuring the AMP draw on the system with everything shut off as if the vehicle where parked. A normal system should be about 1/3 amp .325A or less. If you see reading above this amount, look for something on that you are not aware of such as the refrigerator in the bunk, radio amp, voltage inverter, light under the bunk, etc.

We hope this information is helpful. There is nothing worse than a vehicle that you can't depend on when you are ready to go, especially in cold weather. Fortunately, many issues can be prevented with simple maintenance.

Steve Brachear  
Training Dept.  
Truck Centers, Inc.

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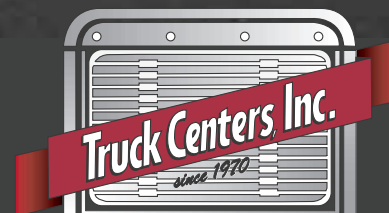


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