



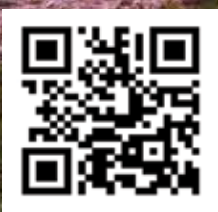
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[PAGE 24]

26th Annual JERRY DUFT
BASS TOURNAMENT

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[PAGE 28]

7 Members of
TCI's Sales Force
**HONORED WITH
LELAND JAMES
AWARDS**

[PAGE 34]



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I wanted to do something a little different for this issue of *Driven* focused on pictures which help tell the story so please indulge me.

For 52 years I have been a Blues fan/season ticket holder and, after having my heart broken so many times with the hope of the Stanley Cup, it was a special season to watch them go from "Worst to First" and share it with my middle-aged children, longtime customers and friends. As a family, we have been attending Blues games since my 5 children were very young and over the last 25-30 years it is more difficult to get together as they are busy with their own lives and live across the country. It was a great time to eat at Rigazzi's on the Hill before the game just like we used to do when they were younger.



The way that the Blues came together as a team led by a coach who was shelved by many others and a 25-year-old goalie that toiled in obscurity in the minor leagues waiting for his big break makes for quite a story. What a gift this was to St Louis. We now know how it must have felt when the Red Sox and Cubs both broke their very long droughts with World Series wins.

Over the past five months, I have had so many opportunities to present milestone service awards to TCI employees. It gives me such joy to have the chance to say thank you and express our sincere gratitude to each of them. In addition to Mike, Katie, and Justin joining me on many of the presentations, I also got take along my 17- and 7-year-old grandkids further introducing them to our team.

The world of dealerships and customers continue to be consolidated and we continue to plan and work hard at remaining a strong partner for our customers by providing world-class service and retaining a strong family culture in everything we do. We recently had a group of 72 TCI leaders participate in our quarterly leadership meeting in Chicago as another way of

advancing our team's leadership. These sessions are proving to be very important at further uniting our TCI team and moving forward together to better serve each other and our customers.

We also have had a few golf outings recently with customers and employees and it seems, as you will see in the pictures, that someone always breaks out his fishing pole while on the golf course. I guess if one can't get birdies or eagles, we may as well catch fish!

We celebrated our dear friend Jerry Swanson's 75th birthday in Jackson, Miss., recently. It was a wonderful opportunity to honor him and spend time with other longtime friends.

Mr. Swanson's 47th Indy 500 was extra special for my granddaughter, Annah, as her driver won after 5 lead changes over the last 13 laps and she pocketed some nice hundred dollar bills even after donating back ¼ of her winnings to charity. Annah is entering her senior year at Memorial Catholic High School and, as Captain of her soccer team, she hopes to lead them to another Indiana State Championship this season. While we are proud of Annah for her team sports leadership and great grades, we are most proud of how she continues to keep Christ at the center of everything she does.

We were able to be a part of our oldest grandson's graduation from the University of Missouri in a very proud moment for the entire family. Well done Devin! Never lose that Servant's heart that you use so well to help better our world one person at a time.



way
to go
BLUES



Michele and I had a wonderful 3+ hour dinner with granddaughter, Madeline, who is now starting her junior year at Tulane and will spend a semester abroad in Madrid, Spain, this coming year fully utilizing her Spanish skills. She hopes to pursue a career in law and will be excellent at whatever path she takes and bless those who know her.

We are having a blast with our youngest grandson, Justin, who is 7 as we explore so many things together every chance we get. He was so proud to show us a few weeks ago how he can now jump into the deep end of the pool and off the diving board. Gosh, they grow up very fast!

We celebrated Katie's husband Dave's 55th birthday in a surprise recently and as you'll see we even enjoyed the candy cigarettes that we used to love as young kids. They had many nostalgic candies that we enjoyed as children.

Michele and I are doing all that we can to prepare to walk the second half of the Camino this coming August in Spain with Father Dan and 25 others. We are really looking forward to this time and even more so now as our Pastor and dear friend, Father Dan, is being assigned to a large parish in Springfield, Ill., on July 1. (You may notice Michele behind me in a few of the bike pictures... don't be fooled, she was only there so I could take a picture of us while riding because she still leads us and I hang on for dear life.)

Katie, Justin, and I have been working with outside experts who help family businesses with generational transitions to help insure success and continuation in a very intentional way. We have looked at many other 3rd, 4th, and beyond generation family businesses to proudly borrow from them ideas and processes that have worked.

Katie and I attended a "Top 150" Dinner recently in St. Louis and got to hear John Tracy of DOT Foods talk about their family business that started out of the back of a station wagon with mom, dad, and their 8 children in the 1980's and how it has grown to be an \$8 Billion company with multiple generations in the family business. The founders wound up having 12 children and 11 of them are very active in the business today.

As a team with 740+ members and their families, we have had a lot of loss of dear, loved ones over the past 6 months and we continue to pray for each of them and their families.

John Hopkins

Thanks for allowing me to share the many recent experiences in photos this time as I recap about my own family and our greater TCI family.



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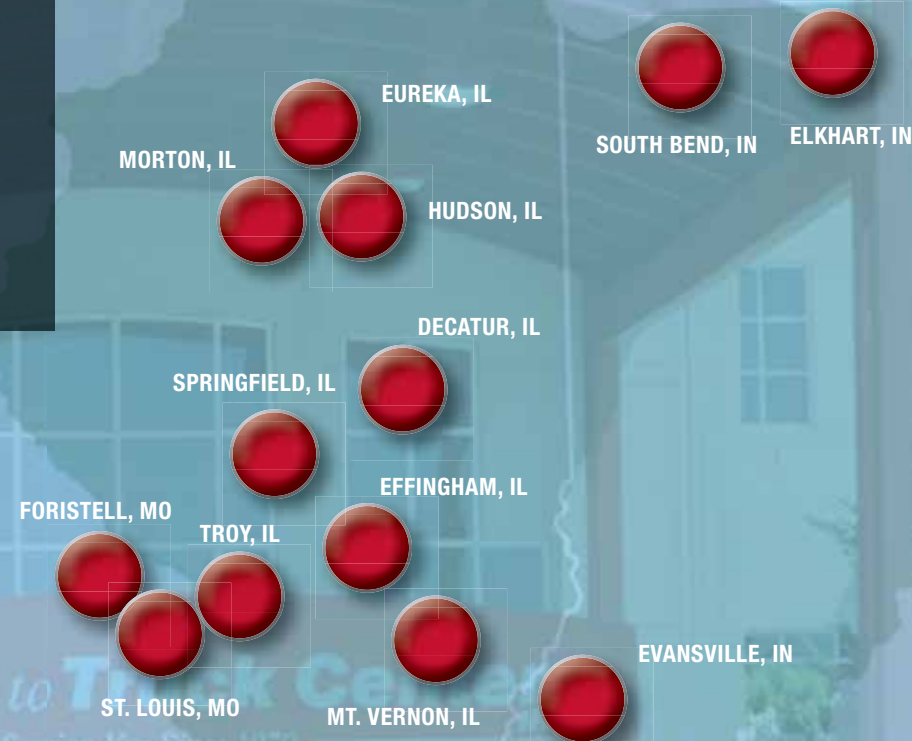
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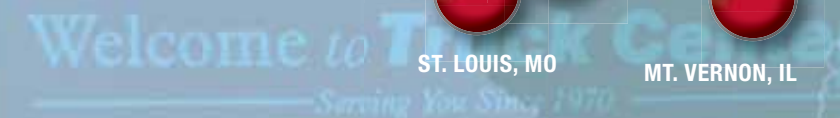
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JUST THE FACTS

This year has flown by at top speed. We have been dealing with the allocation program of our new heavy-duty units and the build/delivery dates seem to be changing weekly in many cases. Some new truck orders have been received by the manufacturer and some customers or dealers have postponed delivery so the order board continues to shift. Who really knows where this year will actually conclude on deliveries, but it has surely been a learning process dealing with allocation and learning how to make it work in the best interest of our customers. Truck orders have remained strong but there are several indicators showing signs of it slowing from a sprint to a jog.

We started 2019 on a positive note and have been fortunate that all of our departments have remained busy, as well as strong new and used truck sales activity. Since our manufacturer has announced that we will be on an abbreviated allocation program for CY2020, we will be contacting customers in the very near future in order to get the trucks on order that they anticipate needing. It is a learning process but we hope to have a solid understanding of how to get the necessary line slots as 2020 nears.

The excitement is starting to build with TCI since we will soon break ground on a new, state-of-the-art dealership in South Bend, Ind. The new facility is on the westside of South Bend directly on the I-80 tollroad for convenient access. Our teams in South Bend and Elkhart are excited about the new endeavor and have been a valuable resource in gaining input. Justin, Tyler and many others are just about done with the initial plan so let the work begin!

A few of our close friends in the industry have also chosen to retire in the upcoming months and we will truly miss them:

- Steve Goodale from Daimler Truck Finance has been a confidant over the years as the leader of the DTF North American team. Several years ago, he was the Credit Manager for DTF and we worked together on numerous customer collections including repossessions in a few cases. Steve always worked hard to put a deal together for our customers. He tried to find ways to make an approval work instead of ways to not to. He will be missed and we wish him well in his future endeavors.

- Bob Correll, Director of Sales for Freightliner, also advised us recently that he is also bidding farewell. Bob has played an instrumental role in the allocation program we are using this year as well as many Freightliner sales initiatives over the past several years. He was previously the Director of Service, which is where I grew to know and respect his care for taking of customer issues. He has adapted to the sales side well his commitment to customer relations has been a true asset. I (we) will miss Bob and his personality among the Freightliner/Daimler team and hope he enjoys his retirement.

In addition, I would like to mention several of our Truck Centers' team members who are choosing to retire and enjoy doing other things during the coming years:

- Steve Beckmeyer from our Mt. Vernon location retired in June. He has been a main stay in our Service department for 33 years. Steve has brought an expertise and great wisdom to our younger techs and our team members who relied on his experience and opinions. He will be spending time traveling to see his family and working around his homestead. Steve is a true team player and stellar person so we hope that he gets to enjoy his time with family.

- Joe Aud, also in Mt. Vernon, will be leaving us late this summer after 29+ years. Joe was one of our original team members who helped established this location and assisted in building it to what is today. Joe has been involved in sales over the past several years and is handing over his business to another salesman in Mt. Vernon to continue building on the legacy he is leaving us with. Enjoy your well earned retirement, Joe!

- Dave Deuser from our Troy location will also be retiring in the coming months. He has been involved in Outside Parts Sales for as long as I can remember and has handled several of our key accounts with a commitment to customer satisfaction. Dave created personal relationships to build true partnerships and he leaves big shoes to fill after 40 years of superior customer service. He is working with his replacements to continue this tradition and his dedicated work ethic. Dave is the epitome of a team player and we will miss his excitement and passion for what he does.

- Keith Krider is our Parts Manager in Morton and also retiring this summer after two decades with TCI. He has a unique leadership style, sometimes being abrupt, but getting the message across to everyone and working for the best interest of everyone including the customers that they serve. Keith has set a high standard of taking care of the customer. He has been mentoring his replacement to help plan for a smooth transition. We will miss Keith's dedication and loyalty but wish him well in his retirement.

- Jack Scott handles the rear parts counter (along with Dan Gebke) in Mt. Vernon and is well respected by our technicians that rely on his 24 years of experience. He has been involved in many areas of our parts department before finding his niche helping technicians at the back counter. We wish Jack well in his extra free-time to support the Pittsburgh Steelers and enjoy his hobbies.

I would feel remorse if I didn't also mention that my wife, Linda, is retiring from Nestle-Purina after 47+ years. She only has a few weeks left and will start making more frequent visits to see our 4 grandchildren. I am excited for her to start a new chapter in her life, whatever that may be, over the coming months.

And last but not least, I wanted share another exciting time the Yates family. We recently welcomed our 4th grandchild, a boy, Henry Scott Yates to the family. Tyler, Niki and big sister, Isabella, welcomed Henry home where Isabella is becoming a "real" big sister in taking care of him. He weighed 8lb1oz and was 19.5 inches long. He is a joy to be around and loves to nap in your arms.

With all these brief accolades and acknowledgments, I would be remiss if I didn't take a moment to thank all our customers, vendor partners and team members for your support Truck Centers. We are honored to be a part of your journey as we continue working toward the elite customer service everyone has come to expect from TCI.

Have a great summer!

Mike Yates



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TROY

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Notable Highlights

- Our team has celebrated employee appreciation lunches and the Cardinals' opening day with food trucks.
- Truck Centers once again sponsored the Children's Hospital Six Flags Day and our team members had exclusive access to the park.
- Matt Pace, Customer Service Rep, has led the charge to complete the conversion of the TCI Grill Van for customer on-site visits.
- Our managers and key leaders have continued ongoing, quarterly workshops.
- Another successful Elite Support validation is in the books!

Team News

- Our Parts department is stocked up with the common Spring and Summer parts needs. Give them a call to hear our current monthly specials!
- Did you know that we offer mobile service? Our certified mobile techs can perform roadside repairs or scheduled fleet DOT inspections and everything in between.

- Two other value-added services that we offer are vehicle pickup & delivery service to help ease the scheduling burdens for repairs and on-site estimates for collision repairs.
- We would like to wish you and your family a safe and blessed summer. Stay cool!

Customer/Vendor Events

- OPS Vendor Meeting
- Customer Facility Tours
- Freightliner Sales Town Hall Meeting

Facility Updates

- Our newly-expanded Parts Call Room is completed to help improve the customer experience when calling in with their parts needs
- Several offices are getting painted
- New lighting is going up throughout the facility

SPRINGFIELD/DECATUR

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



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Notable Highlights

- We are pleased that three employees from our store completed TCI ACCELERATE training for Service administrative and Parts personnel to expand their product understanding to help bolster customer support.
- Several of our team members worked with McLeod Express at the annual Teens, Trucks, and Traffic Safety Awareness event in Decatur. The program provides valuable information on motor safety including understanding the hazards of blind spots, stopping a tractor trailer, and safety.
- TCI has partnered with Dayco to provide alternate aftermarket options for belts, tensioners, hose products, and more.
- Warmer weather has finally arrived so we did a ribeye cookout for our team.

Team News

- We are proud that TCI-Springfield was recertified as an Elite Support dealer for the 8th year.

- Charlie Melvin and Merisha Mollet attended the Elite Support Summit with other dealers to share best practices. Merisha is also attending the Elite Support Continuous Improvement Coordinator Level 2 training in June.
- Congratulations to Ian Mundstock and his wife, Paige, on the arrival of their baby girl, Adley.
- Cody Ferrill is beginning training to move to the Parts counter as Garret Fanning will be transitioning into the warehouse. Best of luck in your new roles!

Customer/Vendor Events

- DTNA representatives visited to provide SpecPro Sales training
- Several team members attended the Midwest Truckers' Show in Peoria
- Air disc brake training has been scheduled for our team and customers

Facility Updates

- Our Service department recently installed a new Kaeser 160psi air compressor
- A Parts warehouse project is underway to increase our storage capabilities

ST. LOUIS

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M-F 24HRS,
SA 12A-6P, SU 6A-6P



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Notable Highlights

- After some delays for wintery weather, our team was able to celebrate Christmas and New Years with a party at Top Golf.
- We had a luncheon with food trucks and Ryan Lawrence grilling for the team to celebrate the Cardinals' Opening Day.
- Once again, TCI-St. Louis is proud to be Elite Support certified after our annual recertification inspection.
- Several members of our team helped coordinate TCI's 26th Annual Jerry Duft Memorial Bass Tournament. Thank you to all of the sponsors, team members, and

customers who make this event successful year after year!

Team News

- The team hosted a diaper party for two dads-to-be, Ryan and Devin. Both are now proud papas to healthy baby girls!
- We had a celebration cake wishing the best of luck to one of our own, Rob Long, on his new role.
- Congratulations to Jamie Keys on the promotion to the Troy Service department from the receptionist duties here in St. Louis. Best of luck!

FORISTELL

I-70 & HWY 79
(800) 985-0380

M-F 7A-12A, SA
7A-3:30P



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Notable Highlights

- We will now be hosting the Foristell Chamber of Commerce monthly meetings. We are proud to have our local business community visit us.
- Don Smith put together a spring Gilster-Mary Lee golf outing and had a large turnout with over 90 golfers. Well done!

Team News

- Congratulations to our very own Zach Wells on the 3rd place finish in TCI's 26th Annual Jerry Duft Memorial Bass Tournament!

Facility Updates

- The weather finally eased so we could finish striping our parking lot and install parking blocks.

EFFINGHAM

I-57/70 @ EXIT 159 • (217) 342-3300
M-F 7A-12A, SA 7A-3:30P



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Notable Highlights

- Our team now proudly possesses the largest American flag in the Effingham area. Thank you to everyone who joined us for the dedication ceremony.
- TCI-Effingham is once again Elite Support recertified.
- We are the proud sponsors of an Effingham County K9 unit.

Team News

- It was a great honor to recognize several of our team members on their 1-year anniversaries.
- We hosted a kids' fishing derby for our 2nd anniversary and it was great fun for everyone to get together and watch the little anglers.
- Congrats to two of our technicians, Brandon Dahnke and Jim Westjohn, on their completion of FCCC certification!
- And congratulations to Corey White on your marriage!

SOUTH BEND

1011 WEST SAMPLE ST
(800) 589-7364
M-F 6A-6P, SA 8A-12P



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



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Notable Highlights

- We are pleased to announce that we now offer our customers full-service Mobile Repair. Please contact us for any on-site or roadside repair needs that you may have!
- Sitework is nearly complete and we will soon be breaking ground at our new South Bend facility!



BRIAN BASHAM
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Team News

- Tom Coryell, Elkhart Parts Delivery Driver, is excited to now be a great-grandpa. Congrats!

Facility Improvements

- Our Elkhart facility received updates to the lobby, restrooms, and customer lounge. We also updated the cabling throughout the facility.

EVANSVILLE

I-64 & HWY 41 • (800) 680-5910
M-F 7:30A-12A, SA 7:30A-4P



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Notable Highlights

- We were proud to participate in the Career Day at North Posey High School and inform students about the various careers that are available at Truck Centers.
- Our team is adding a mobile technician to the ranks in order to better serve our customers on-site and for roadside repairs.
- Please make a note that we are now closed on Sundays but will continue to offer the same great service that you know and expect Monday-Saturday.

Team News

- Ronnie Burton volunteered at River Bend Association to help raise money for Autism with their annual Sock Hop. He also volunteered for Breakfast at the Bend to support Kiersten Singer, a local 23-year-old woman who had to have an amputation due to cancer, and her medical bills.

- Ryan Seibert was promoted from Service Manager to corporate Service Support Manager. Jason Powell has assumed the role of Service Manager. Congrats!
- Paige Wallace is our new Dealer Family Continuous Improvement Coordinator (DFCIC). Well done, Paige!
- Dakota Schaefer is now working two days a week in our IT department to help us with our IT needs. Thanks Dakota!

Facility Updates

- We have recently replaced the recliners in our Drivers' Lounge for added comfort
- Printers have been upgraded throughout the dealership as part of an efficiency upgrade
- All truck parking spots are now numbered to help expedite locating customer vehicles

MORTON

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



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Notable Highlights

- We celebrate monthly successes and employee birthdays with special luncheons.
- TCI-Morton proudly completed another successful Elite Support revalidation audit.

Team News

- We are stocked up and ready to go for the upcoming summer months. Contact us for any of your parts needs.
- One of our service techs, Nathan Thomas, recently moved into a mobile unit and he would love to help you out with your service needs.
- In the Bloomington area? Stop by our Hudson location for all of your parts' needs.
- If you are finding it difficult to schedule getting your vehicle into the shop for repairs, contact us about our pickup and delivery service.

Customer/Vendor Events

- Thank you to all of the customers & technicians who joined us for a New Cascadia class.
- Once again, we participated in the Mid-West Truckers Show.
- Several members of our Parts and Service office teams participated in training at the Troy Training Center.
- We were proud to partner for the Teens, Trucks and Traffic event in Decatur to help keep young people safe on the roads and understanding the difficulties maneuvering and stopping trucks.

Facility Improvements

- Our main building and Collision Center are getting new roofs
- Several areas of the parts area and service office are getting updated flooring
- Parking lot upgrades

MOUNT VERNON

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



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Notable Highlights

- Our managers and CIC are participating in quarterly leadership training with the rest of the TCI leadership team.
- Tony Buckley and Dee Sledge attended Fuso training for ongoing product support.
- We enjoyed a cookout for St. Louis Cardinals' opening day.
- Mt. Vernon is pleased to once again be Elite Support certified for another year.

Team News

- Cody Paradee has moved to the parts counter and Matt Rogers has joined our team as our new St. Louis/Troy parts driver.
- We have had some changes in the shop as well to help our efficiencies and team support. John Shields will now be our service writer on the 2nd shift as Kyle Huene will move to days allowing Fred Kachuba to assume the role of shop foreman.
- Another efficiency improvement is our new process of having a member of our parts team make rounds in the shop every 30 minutes for parts needs instead of having technicians waiting at the backcounter.

- Matt Cox, our TCI trailer specialist, visited us and trained our parts department on product lines and offerings.
- Cody Paradee and Scott England attended TCI ACCELERATE training for the Parts department as Monica Shelton participated for Service at the Training Center in Troy.
- We are preparing for three notable retirements later this year. Steve Beckmeyer will be retiring in June after 33 years of service, Joe Aud will join him in August after 29 years of service, and Jack Scott is also planning his TCI farewell in October after 24 years of service. Their experience and dedication has been a tremendous asset to our team.

Customer/Vendor Events

- We provided trucks for the Williamson County Safety Days

Facility Updates

- Exterior awnings received fresh paint
- We have some new signage throughout the facility
- A new air compressor is being installed in the shop

FROM THE DESK OF KATIE HOPKINS: PRESIDENT/COO

For this issue, I thought that I would share some thoughts about TCI that I recently shared with a reporter for the Better Business Bureau. They wanted to find out more information about Truck Centers and how our company values aligned with the BBB focus on ethically operated businesses. They had questions targeting our efforts on training and development and this is a key priority to the ownership of Truck Centers. We have begun to build programs and launched some but I know we are barely scratching the surface. Think progress not perfection since there will be more to come including even in the second half of 2019.



Below are the questions the reporter asked and my comments follow. Have a safe and enjoyable summer!

Katie

Can you tell me about the training program you run? Would you say that it invests in your community?

Ongoing training is one of the key ingredients to our ongoing success and part of our mission. With our products continually evolving, it is important for our entire team to be properly trained so we can provide our customers with the best possible service. We have one of the largest dealer-owned Training Centers within the Daimler Trucks of North America network. The Training Center opened in mid-2000 and we have trained over 6,000 diesel technicians from across the United States and Canada since that time.

We have four certified instructors that teach a variety of specialized courses in our 24,000 square foot, stand-alone Training Center. The facility includes state-of-the-art resources for hands-on instruction as well as classroom lectures. The shop space allows participants to have full trucks to work on as well as specialized training aids for specific modules.

We developed a unique recruitment and training program in 2014 to work around the challenges of a nationwide diesel technician shortage. The TCI Future in Repair Service Technology (TCI F.I.R.S.T.) program is geared towards informing high school students, vocational graduates, and military veterans about various technical careers that exist within the dealership and provide them with the necessary training to jumpstart those careers right here onsite without the added

financial burden of trade school. Since the program's inception, we have trained over 40 technicians and offered them employment at TCI. The program has evolved to now include service technicians, collision repair technicians, parts specialists and front-line service writers. We are excited that this summer, we will be welcoming 18 men and women selected for the program in our largest class ever.

The Bureau of Labor Statistics reported that there will be a 12% increase in employment needs for diesel technicians by 2024. During that time, there are also 77 million Baby Boomers set to retire and only 46 million workers poised to replace them so the deck is stacked against the transportation industry. The lack of vocational programs in many of the high schools has greatly hampered the development of our next generation of skilled tradespersons and that's where we had to step-up and create our own program. Similarly, one of our key initiatives for 2019 has been helping our team members reach their potential. We have started to offer ongoing internal training programs for specific job training, leadership development, and will continue to foster personal and professional development.

How do you feel your training program reflects your values? BBB's values?

I believe that our initial foresight of building our Training Center and staffing four, full-time instructors and the continued investment into it illustrates our passion for continually raising the standards. One of our core values is delivering exceptional customer service with a solution-focused attitude. By training our employees, we are empowering them with the best resources and tools available to continually improve and support our customers in the best way possible. Additionally, this benefits our team by giving them the opportunities for personal and professional development so they continue to grow and accept new challenges in their career.

Most of our courses are also open to technicians from other dealer groups or customer fleets. We have had participants join us from across North America and it has helped strengthen the broader reach of our support network.

I believe the values of TCI and the BBB strongly align in terms of trust and reputation. Honesty, integrity and responsibility are cornerstones of our operating principles and core values. Each of our team members is empowered to do the right thing. Similarly, we are both committed to enriching the communities that we serve and being a force for positive growth.

What do you see as BBB's mission and how do you feel your company fits into it? Tell me how your company's values dovetail with BBB's.

The BBB's vision to create an ethical marketplace where buyers and sellers can trust each other is a valiant goal. The BBB helps Truck Centers on both sides of the table - as a buyer and as a seller. We are able to validate vendors and non-profit organizations' reputations and performance records prior to entering into partnerships with them. And conversely, our customers or prospective customers can validate Truck Centers' integrity and performance record through the BBB. This transparency and added confidence is beneficial to the entire business community as well as consumers in our area.

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FROM THE DESK OF

JUSTIN HOPKINS: EXECUTIVE VICE PRESIDENT



Technology... What does that mean to us today here at Truck Centers? I think it means several things like how do we route parts to our customers quicker? Can we stop an accident before it happens? Can we stop a breakdown before it happens? Can

we help customers plan routes based on variable costs from larger data patterns? All of these answers are yes!

Parts shipping, tracking, and delivery has evolved significantly from the index cards and microfiche. I do have to admit though, I am still partial to microfiche. I felt like I was James Bond back in the day as I was unintentionally messing up the order of the film! Today, we have everything at our fingertips to help speed up the process from online diagrams to immediate cross-referencing part numbers to allow our customers quicker answers. We also have systems today that allow us to significantly improve our fill rates both over the front and rear counters. We still hear, "You didn't have the right part in stock when my truck went down" but much less often than it used to be and we continue to rely on technology to whittle that down every single day. Today, we are even piloting systems to allow for instant responses on parts location and delivery times for the customer. Once this pilot moves to general release, there will be no more wondering when parts will be here. It will be trackable just like UPS or FedEx. Now that is pretty cool considering I used to be a parts driver and fielded my share of calls asking when I will be there.

Enough on parts, how about technology and accident mitigation? This is as easy to talk about as it is long to type. We now offer Detroit Assurance 5.0 on new trucks. This suite of safety systems is amazing! The crash mitigation system links radar along with camera imaging systems for unprecedented safety. Not only do we handle forward collision situations, but now it can be joined with the side safety system that will alert a driver for the full length of the tractor and trailer if there is something in the blind spot. An audible alarm will sound if they ignore the lights and, in the future, we will get it to stop the truck below a certain speed prior to impact. You would think that would be enough in the works but it isn't. You can now also get lane keep assist on the New Cascadia as well. This technology is also a game changer. It will actually steer the truck laterally for the driver if they are in cruise control and say are distracted for a moment by any number of things that can happen in a blink of an eye. These three systems combined make the Freightliner product the safest commercial transportation option operating on the road today!

OK, now the last topic and the newest one, is our predictive maintenance solutions that will be coming sooner than later for Daimler products. Just think of the amount of time, money, and energy that could be saved if you knew an injector was going to fail in 5,000 miles instead of learning an injector just failed this morning and you now are waiting in line to be diagnosed at a shop 2,000 miles from home with a backlog of 3 days just to look at it? Daimler is working on just that. With the compilation of all the information that has been reported back from Virtual Tech we are building a database that will someday soon allow us to predict failures. Mind blowing!

In the end, technology has and will continue to evolve and, in the process, revolutionize our lives! I personally can't wait to see what solutions they will come out with next!

Justin Hopkins

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Industry NEWS



FREIGHTLINER NEW CASCADIA WITH LEVEL-2 AUTOMATED DRIVING NAMED BEST TRANSPORTATION TECHNOLOGY AT CES 2019

Daimler Trucks North America's Freightliner new Cascadia® was awarded the prestigious honor of "Best Transportation Technology" at the *engadget* annual "Best of CES" awards ceremony at the 2019 Consumer Electronics Show (CES). According to *engadget*, the Transportation Technology category is awarded to the best technology related to the "ever-advancing science of getting from here to there." The truck debuted at the Las Vegas Motor Speedway in January and is the first SAE Level 2 automated truck to enter series production in North America.

"With the new Cascadia, we aim to significantly reduce both accidents and fuel consumption with advancements in automation, helping the truck drivers do their job with more safety and with less fuel," said Roger Nielsen, President and CEO of Daimler Trucks North America. "We are facing more trucks on the road with increased hauling demands, regulatory pressures and ongoing global concerns over energy resource depletion. Now more than ever, it is imperative that we continue to innovate and push our engineering solutions striving, above all, for safety and helping our customers to run their business efficiently."

Detroit Assurance® 5.0 enables SAE Level 2 driving in the new Cascadia. The suite of camera- and radar-based safety systems assists the driver by accelerating, decelerating, and steering independently. The Detroit

Assurance 5.0 Adaptive Cruise Control and Active Lane Assist features make automated driving possible in all speed ranges for the first time in a series production truck.

In May 2015, Daimler Trucks North America initiated the industry conversation on automated driving with the introduction of the Freightliner Inspiration Truck at Hoover Dam. This was the first automated truck licensed to operate on U.S. public highways. Fast forward to CES 2019, the unveil of the new Cascadia with Detroit Assurance 5.0 brought the Inspiration Truck to fruition, delivering SAE Level 2 automated driving for the first time in North America.

FREIGHTLINER TO FEATURE ELECTRIC EM2 MODEL, VOCATIONAL SOLUTIONS AT WORK TRUCK SHOW

At the 2019 Work Truck Show, Freightliner exhibited its e-mobility initiative, the medium-duty eM2 is being designed for local distribution, pickup and delivery, and last-mile logistics applications. The first eM2 was recently delivered to Penske Truck Leasing for real-world testing as part of the Freightliner Electric Innovation Fleet, reflecting DTNA's co-creation approach with customers to co-develop technology that shapes the future of transportation. The Innovation Fleet is developed in partnership with Penske Truck Leasing and NFI, and is partially funded by a \$16M grant from the South Coast Air Quality Management District (SCAQMD). Series production of the eM2 begins in 2021.

This year, Freightliner is a Platinum sponsor of the Green Truck Summit, which focuses on clean energy trends and initiatives for commercial vehicles. Freightliner has been a sponsor of the Green Truck Summit since 2012.

"DTNA is investing heavily in the development of practical and sustainable electric vehicles to support our customers and the environment," said Kelly Gedert, director of product marketing for Freightliner and Detroit. "We are committed to providing value to our customers' businesses in a world of constantly evolving challenges, which is why we continue to develop our product portfolio to positively impact their business needs."



DETROIT CONNECT NOW INTEGRATES WITH THIRD-PARTY TELEMATICS SOFTWARE

Detroit Connect, Daimler Trucks North America's suite of connected vehicle services, announced that third party telematics service providers can now be integrated into the Detroit Connect platform.

The proprietary Detroit Connect platform, exclusive to the Freightliner new Cascadia, was designed to allow the services of third-party providers to be supported via the platform so that fleet customers have the flexibility to work with the partner of their choice as well as eliminating the need to install additional hardware.

"Ultimately, our goal is to drive new solutions that will help shape and evolve the way customers' interact with the vehicle while at the same time enhancing the customer experience," said Jason Krajewski, director of connectivity for Daimler Trucks North America.

DOT SUBMITS PROPOSED RULE CHANGE FOR HOS REGULATIONS

The Department of Transportation sent its Notice of Proposed Rulemaking to reform current hours-of-service regulations to the Office of Management and Budget. At the Mid-America Trucking Show on March 29, Transportation Secretary Elaine Chao announced that the NPRM had advanced. The exact contents of the notice are not yet public.

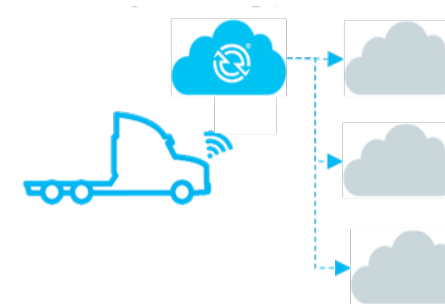
"I can't go into the details or the specifics for this proposal but let me note that the department understands the strong interest in increasing flexibility and is giving it serious consideration," Chao said. "We asked for your participation, and you participated."

FMCSA Chief Ray Martinez also appeared at MATS, marking the first anniversary of his time as administrator. "We've got to break down this feeling from the trucking community that

we're not listening," Martinez stated. "That's not what the President wants, that's not the Secretary wants and that's certainly not what I want."

FMCSA officials combed through thousands of comments and gathered input on potential rule changes for months before submitting the NPRM to the White House. The agency published an Advance Notice of Proposed Rulemaking on Aug. 23 concerning the short-haul HOS limit, the HOS exception for adverse driving conditions, the 30-minute rest-break provision and the split sleeper-berth rule to allow drivers to divide their required rest time in the sleeper berth.

Representatives for the American Trucking Association and the Owner-Operator Independent Drivers' Association were both pleased with the progress on much-needed reform to the hours-of-service regulations. Now everyone is closely monitoring the situations and awaiting more information.



The company says the integrated services will also be factory installed to help reduce the time it takes customers to in-service their vehicles.

Detroit Connect has collaborated with Zonar to deepen the connectivity services offered on the Detroit Connect platform. Zonar will be the first telematics service provider integrated onto the Detroit Connect platform. The partnership

between DTNA and Zonar began in 2011, when the companies collaborated to bring Detroit Connect Virtual Technician to market.

Beginning in April, Zonar offerings will be available on the Detroit Connect Platform to allow mutual customers to access Zonar's telematics technologies that include Zonar's web-based fleet management system without having to install additional hardware on the vehicle.

The Detroit Connect suite of connected vehicle services includes Detroit Connect Virtual Technician, Analytics and Remote Updates, which now includes firmware over-the-air updates.

Industry NEWS

47,000 BRIDGES NATIONWIDE ARE STRUCTURALLY DEFICIENT, ARTBA ANALYSIS FINDS

A recent study by the American Road & Transportation Builders Association (ARTBA) estimates that 47,052 out of the nation's 616,087 bridges are structurally deficient, with 38% in need of repair, replacement, or significant rehabilitation.

Iowa, Pennsylvania and Oklahoma have the dubious distinction of leading the country in states with the highest number of bridges deemed structurally deficient. In Iowa, there are 4,675 structurally deficient bridges, which amounts to nearly 20% of the state's bridges, ARTBA determined in their recent review of federal data. However, from a percentage standpoint, Rhode Island takes the top spot with 23.1% of its 780 bridges considered to be structurally deficient.

"America's bridge network is outdated, underfunded and in urgent need of modernization. State and local government just haven't been given the necessary resources to get the job done," said Alison Premo Black, ARTBA's chief economist who led the reporting team.

"This report makes clear that it's about time Congress and the Trump administration stop talking and start solving this national problem," added Dave Bauer, president of ARTBA.

The association estimates it will cost nearly \$171 billion to repair all the bridges currently identified as deficient. Despite pledging to act on infrastructure policy this year, Washington's transportation leaders have not introduced legislation that would address wide-ranging repairs to structurally deficient bridges.

DAIMLER ANNOUNCES PUSH TOWARDS HIGHLY AUTOMATED DRIVING WITH MAJORITY STAKE IN TORC ROBOTICS (cont.)

"Bringing Torc Robotics within the Daimler Trucks family creates a unique and powerful team of innovators to put highly automated trucks on the road," said Daum. "Daimler Trucks and Torc Robotics complement each other perfectly in terms of resources, expertise, and skill sets. We are forming the ideal combination between Torc's expertise on agile software development and our experience in delivering reliable and safe truck hardware."

"We believe the fastest and most efficient way to commercialize this revolutionary technology is to partner with OEMs," said Michael Fleming, CEO and co-founder of Torc Robotics. "By partnering with world's largest truck manufacturer, we are going to save even more lives with self-driving trucks."

SAE Level 4 autonomy still requires the need for a driver, but the system's ability to safely bring the truck to a stop in the event of an emergency without intervention can help redefine the role of the driver.

"Drivers do more than steer and drive, they are the customer service agents for the carriers," said Roger Nielsen, DTNA CEO, adding SAE Level 4 will "make their path between the shipping dock and receiving dock safer, more convenient and more productive."

Nielsen said the partnership is a natural extension of the SAE Level 2 and that the Level 4 technology DTNA and Torc develops will address business cases in North America, particularly with the growth of e-commerce.

Torc will work with DTNA to develop software and system technology at the company's Automated Truck Research & Development Center in Portland, Ore., while the OEM will continue vehicle hardware "perfectly suited for automated driving, particularly the redundancy of systems needed to provide the maximum level of reliability and safety."

Daimler's roadmap for autonomous development began in 2014 with the introduction of the Mercedes-Future Truck 2025 concept truck in Europe. In 2015, DTNA unveiled the Freightliner Cascadia Inspiration truck, the precursor to the 2020 Freightliner Cascadia that will be available with SAE Level 2 partially automated driving features later this year.

DAIMLER ANNOUNCES PUSH TOWARDS HIGHLY AUTOMATED DRIVING WITH MAJORITY STAKE IN TORC ROBOTICS

DTNA's Roger Nielsen and Torc Robotics' Michael Fleming announce the companies' partnership to develop SAE Level 4 self-driving technology within a decade.

Daimler Trucks and Buses, parent company of Daimler Trucks North America, has taken another step toward its goal of delivering commercially viable self-driving trucks by acquiring a majority stake in Torc Robotics, a Virginia-based autonomous driving solutions provider and developer of the Asimov self-driving software.

Daimler Trucks and Buses CEO Martin Daum said that the company will continue to leverage the automated technology from Daimler's passenger car division, but the vehicle physics and application demands in heavy-duty trucking require unique autonomous development to reach its 10-year goal of delivering SAE Level 4 trucks that initially will be deployed in hub-to-hub operations along U.S. highways.



[DTNA PHOTO] DTNA's Roger Nielsen and Torc Robotics' Michael Fleming announce the companies' partnership to develop SAE Level 4 self-driving technology within a decade.

INSPECTORS FOCUS ON STEERING & SUSPENSION DURING JUNE'S ROADCHECK INSPECTION BLITZ

The annual International Roadcheck 72-hour inspection blitz was held June 4-6 with a focus on steering and suspension systems.

The Commercial Vehicle Safety Alliance, which conducts the event each year, says steering and suspension are critical for all commercial vehicles.

Inspectors primarily conducted Level I inspections on most rigs checked during the three-day blitz. Level I inspections are the most thorough, including examination of both driver compliance and vehicle-related violations.

Inspections included checks of brakes, cargo securement, lights, steering, suspension, tires and more. Drivers will also be required to provide their CDLs, Medical Examiner's Certificates, logs and more. If no violations are found, inspectors will issue a CVSA decal that indicates the vehicle has passed an inspection.

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*Compared to previous Cascadia model with similar specifications.

5 STEPS TO DELIVERING WORLD-CLASS CUSTOMER SERVICE

In today's interconnected world, one of the key differentiators for dealerships is customer service. Equipment and services can often be obtained from another dealership, but customers often bring their business back because of the quality of care that they receive. One thing that the top dealers have in common with one another is a commitment to "World-Class Customer Service." This is no longer exception; it is the standard expectation of every customer who visits a dealership. In order to be competitive today, you must exceed, not just meet, the expectations of your customers.

There are many elements that can cause a business to succeed or fail but something that should be modeled from every successful business is the "customer experience." World-class customer service is the most dramatic element of your business that builds value for the customer without costing you anything other than time and commitment. And, as many of us know, most dealerships are lackluster at creating a fantastic customer experience.

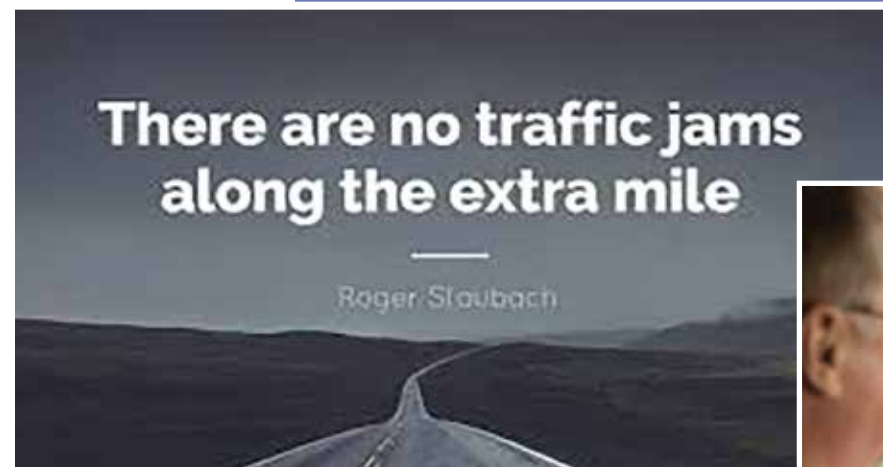
Granted, with the nature of the business we are in, customers are not often happy to be here because it is a disruption to their service with costs to their productivity and bottomline. However, we can make it the best experience possible with the given scenario. Extended hours of operations, a full-range of services, extensive parts availability to reduce unnecessary downtime, customer amenities to make use of their time from Wi-Fi to laundry facilities, all are features of a premier customer service experience. And then, the best asset that we all have are our people. Having a well-trained, attentive, proactive team who can understand the needs and perspectives of our customers and do their best to communicate and reduce stress and downtime are vital to continuing to being at the top of our industry.

FIVE SIMPLE POINTS TO CONTINUALLY EVALUATE TO BOLSTER CUSTOMER SERVICE ARE:

1 View your business from the customer's perspective.

Since leaders and team members have a bias, encourage and welcome customer's feedback. The glowing reviews are nice rewards for a job well done, but less than perfect reviews are valuable tools to learn from. Improve your flaws, fix them and discover what makes your dealership unique and sets you above the competition.

Don't only focus on the routine procedures like the meet and greets since everyone does the ordinary ordinarily well. Look for the exceptional opportunities that can make our business stand out. These exceptions and extraordinary problem-solving skills are what make us rise to the top. Anyone can train their staff to follow a procedure, but great companies train their staff to think and empower them with decision-making authority. A customer problem is like a fumble for a football team; it's everyone's job to get the ball back and regain momentum.



2 Actively listen to everything that can help you see what the customer sees.

Very few people will give you direct feedback so you have to investigate and look deeper for the clues. Active listening means taking and hearing all verbal and non-verbal cues given to you. Taking the opportunity to really listening to your customers' reactions to your sales processes, departmental experiences, staff and facility give you a wealth of feedback to fine-tune your efforts.

When you walk in the door, what is the first impression of your dealership? Then think of your first impression of other good businesses in your area. What is it that they do well? What makes them memorable? Is there music in the background? Is it offensive and loud? Are your customers greeted pleasantly or are they left unattended?

Note the feedback that you receive, ask questions while talking to customers to understand what they like/don't like, Welcome suggestions with gusto. Feedback and continued improvements drive innovation.



3 Measure everything from the customer's perspective.

How fast does your website load? Have you considered a responsive website for mobile users? What features do you offer at your dealership while customers are waiting? Are there any amenities for pets or children?

Is a customer's newly-purchased truck perfectly cleaned and prepared for delivery? Does your staff enthusiastically and sincerely say thank you to each customer?

Your number-one job is to exceed each and every one of your customer's expectations and do so with sincerity to make the customer feel welcome and valued. For 47 years, we pride ourselves on being a place where handshakes and our word still have value, that is part of our culture and tradition. It is our responsibility to make sure each of our customers feel a valued part of that legacy.



4 Be human – have fun.

Have you ever wondered if a fast food restaurants paid an extra buck an hour, could they get counter help with a little more pleasantness or attention to detail? A smile, enthusiasm, manners, and "can do" attitude go a long way with a customer

and you should expect every employee to offer that to every customer who visits your dealership. Chik-Fil-A is a prime example of small details to an enthusiastic greeting, pleasant interaction and prompt service making all of the difference in a customer experience.

The atmosphere of your dealership should be warm, professional, friendly, inviting and fun. Don't forget that last word - it makes a huge difference for your staff and, in turn, your customers. By relaxing the environment, productivity and customer satisfaction increase exponentially. A warm, energetic smile with a personality genuinely overflowing with enthusiasm is hard to leave with a negative opinion of.

5 Be dedicated to continual improvement.

If you haven't fixed something in the last 48 hours, you have fallen two days behind your best competitor. Focus on the smallest improvements that you can find and use them for stepping stone opportunities for continual improvement. If your office is dreary or dated, give it new life. If your staff treats customers like an interruption, fix it with retraining. If your branding is boring or dated, be willing to go outside of the box and change it.

There are a thousand ways to turn your mindset inside-out and start running your dealership the way your customers would like. What may have worked 5 years ago may not be relevant now – times and needs change. Free Wi-Fi was a luxury just a decade ago and is now an expected standard. Customer satisfaction leads to customer loyalty and that increases repeat business, referrals and creating customers for life. "World-Class Service" isn't just an action but a commitment and way of thinking and conducting business.



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TCI MOVES UP ST. LOUIS' TOP PRIVATELY HELD LIST

Data provided by Lea Konczal, *St. Louis Business Journal*

Once again, the St. Louis Business Journal released their list of the top privately held companies in the St. Louis region on May 2nd ranked by 2018 revenue. The region includes the city of St. Louis, 6 Missouri counties, and 8 neighboring Illinois counties. The top 28 companies all have companywide revenue in excess of \$1 Billion with Enterprise Holdings Inc. leading the list.



Truck Centers edged up the list from 66th in 2018 to 61st for the current ranking. Several other entities that we do business with are also on the list so it is a great honor to have our team recognized alongside of our peers.

NOTABLE AUTOMOTIVE AND TRANSPORTATION COMPANIES IN THE RANKING:

- 1. Enterprise Holdings Inc.
- 17. Bommarito Automotive Group
- 19. UniGroup
- 28. Gilster-Mary Lee Corp.
- 42. Lou Fusz Automotive Network
- 52. Cassens Corp.
- 54. Suntrup Automotive Family
- 55. Dent Wizard
- 61. Truck Centers, Inc.**
- 70. Jim Butler Automotive Group
- 75. Dave Sinclair Automotive Group
- 102. Jim Trenary Automotive Group
- 110. CarShield
- 127. Sunset Transportation Inc.
- 134. Schicker Automotive Group
- 141. Central States Bus Sales Inc.

THE LIST

61 **TRUCK CENTERS INC.**
 2018 REVENUE: \$427.83M GROWTH: +12.8%

Truck Centers Inc. owns and operates heavy-duty truck dealerships in Missouri, Illinois and Indiana. During 2018, Truck Centers expanded operations in Missouri, relocating from St. Peters to Foristell with more facility space. This additional capacity allowed increased revenue. The truck industry in 2018 had a robust year, and it positively impacted revenue numbers for the dealership.

Ownership: Hopkins family; Mike Yates has been minority owner since 1992
HQ location: Troy, Illinois
Jobs added in 2018: 34 companywide
Jobs expected to add in 2019:

15 locally and 75 companywide
Local employees: 281
Total employees: 595
Leadership: M. John Hopkins IV, chairman and CEO; Katie Hopkins, president



M. John Hopkins IV

E = estimate T = tied NA = information not available



DRIVING

PREPARING YOUR TRUCK FOR SUMMER

Even though it seems like winter is never going to end, the long, hot days of summer are just around the corner. During the winter of 2018, parts of the country have seen temperatures below -40 and those same areas likely will see summer temperatures above +100. That is a temperature swing of 140 degrees and while that doesn't happen in one day, we do expect our trucks to operate and be profitable through all these temperature changes.

With proper planning and maintenance, they will do just that and April and May are the perfect time to prepare your truck for hot weather. Below are the areas I pay particular attention to in preparing for summer driving in addition to my regular lube, oil and filter changes.

WINDSHIELD WIPERS AND WASHER FLUID

Sometimes these items can be overlooked or you may decide to put them off until fall because we are entering good weather driving. Windshield wipers in good condition and plenty of washer fluid are very important in summer for when you pass through the swarm of flying insects in your path. Not enough fluid or wipers that smear will cause decreased visibility, which is a safety hazard.

TIRE PRESSURES

It has been discussed on this site several times but it's always worth repeating: running the correct tire pressure is always extremely important but even more so in the summer months with the relentless heat of summer. Everyone knows your tires get hot in the summer but they can easily reach explosive temperatures if they are under inflated or over inflated; we are all familiar with the gators on the freeways. Excessive speed and weight also contribute to high tire temperatures. Assuming no injuries occur during a tire explosion, they almost always cause collateral damage, sometimes very expensive damage.

AIR CONDITIONER

Check your air conditioner for proper operation and, if necessary, have the system pressure tested to check for leaks. Fix any items that are leaking such as Schrader valves or cracked hoses and recharge your system as needed. You'll be happy you did when the thermometer hits the 90s and above.



BATTERIES

These very important items are often overlooked during the summer because cold weather starting problems typically don't exist. However, as I mentioned in a previous article titled "Truck and Automotive Batteries", hot weather is more damaging to your batteries than cold weather and weak batteries can fail during excessive heat. It is important to make sure the batteries are accepting a full charge and the electrolyte levels are full. Clean your battery terminals and wire ends while you are checking your batteries.

COOLANT AND COOLANT HOSES

As discussed in a recent article here on Team Run Smart titled "The Relationship Between Lube Oil, Coolants, and Biodiesel" by Tom Jackson, and to quote Bill McClusky's comment, "the coolant system is one of the most overlooked systems on a diesel engine," it is so important to ensure your antifreeze is in good condition and ready to handle the demands of summer driving. In addition to the actual antifreeze, it is important to inspect all coolant hoses. If you bought a used truck like I did, then you really don't know the age or condition of your coolant hoses. A couple years ago I replaced all my coolant hoses, which gave me peace of mind and now I know how old the hoses are as time progresses. It was relatively inexpensive and I flushed and replaced the coolant at the same time. It is far cheaper than a breakdown and tow bill, or worse yet, an overheated and blown engine.



ENGINE BELTS

Inspect all belts and replace any that show signs of wear such as cracks on the inside surface. You might not think about your belts very often, but without them your day is over. I find it interesting to think about how many miles the belts have traveled. In order to calculate this, measure the diameter of the main pulley connected to your crankshaft that drives your belt and pick an average engine RPM.

For this discussion let's assume your pulley is 8 inches in diameter and you choose 1200 RPM as your average engine speed.

First calculate the pulley circumference in feet - Circumference = (Pi x pulley diameter) / 12 inches per foot.

$$\text{PULLEY CIRCUMFERENCE} = 3.1416 \times 8 \text{ IN} / 12 \text{ IN/FT} = 2.09 \text{ FEET CIRCUMFERENCE}$$

Therefore every time your engine makes one revolution the pulley has traveled 2.09 feet in a circle and assuming a properly tensioned belt and profitable summer travels without any breakdown time. I would like with zero slip your belt has also traveled 2.09 feet.

Just for fun let's assume 10 hours per day, 5 days per week, 4 weeks per month and 11 months per year (everyone needs a little time off). Therefore (10 hours/day) x (5 days/week) x (4 weeks/month) x (11 months/year) = 2200 hours per year assuming zero downtime idling.

So if we take (28.5 miles/hour) x (2200 hours / year) we get 62,700 miles per year.

$$\frac{2,200 \text{ hr}}{2 \text{ yr}} \times \frac{28.5 \text{ mi}}{1 \text{ hr}} = \frac{62,700 \text{ miles/yr}}{1 \text{ yr}}$$

Now just think about how many times that belt flexes back and forth during its cycle. We replace our tires when they become worn at maybe 100,000 miles if we are lucky but people don't think about replacing belts on a timely basis. Based on the calculations above but using your own numbers and how many years between belt changes, you can get a good idea of how many miles you are getting from your engine belts. And, remember belts are cheap compared to a tow bill. Do your due diligence with maintenance and hopefully you will have safe and profitable summer travels without incident.

For more tips and articles, visit Freightliner's Team RunSmart website at www.teamrunsmart.com

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7 MEMBERS OF TCI'S SALES FORCE HONORED WITH LELAND JAMES HONORS

Seven members of the TCI sales team were recognized for their outstanding performance and honored with Freightliner's top honor, the Leland James Sales Achievement Award.

Created in 2003 and named after Freightliner Trucks' founder, Leland James, the program recognizes and rewards outstanding sales executives from dealerships across the United States and Canada. Achievement is based on successful sales in on-highway, medium-duty and severe-duty categories as well as other criteria including their total customer base, ongoing training and certifications. Each winner receives a custom plaque and the Top-32 brand experts were honored at a special ceremony in Boca Raton, Fla.

Two members of the Troy sales team, Ron Donze and Joe Switzer, were recognized as best-in-class Elite trip winners. Ron continues his impressive streak as the only Freightliner sales exec to receive this honor since the program's inception. This was also Joe's 8th time recognized for the program's top honor.

We truly believe that our sales team consists of the best in the business and continually display the expertise and professionalism that it takes to be at the top of the industry. They are directly invested in their customers' total experience and are actively involved after the sale in the name of superior customer service. However, these awards would not be possible without the ongoing commitment and hard work put forth by every TCI employee.

Job well done!



ELITE TRIP WINNERS

Ron Donze
Joe Switzer

SALES MANAGER TRIP WINNER

Mike Yates

ELITE WINNERS

Justin Hopkins
Dave Klockow
Jeff Osborne
Trevor Yates



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- Get amortization schedules

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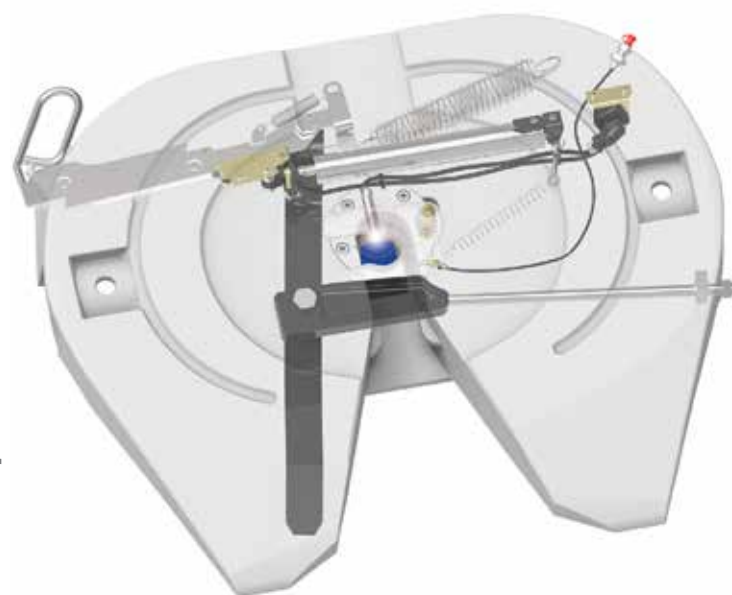
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TRUCKLOAD Authority

MAY/JUNE 2019

GIVING BACK

TCA CHAIRMAN JOSH KABURICK FOCUSING ON MAKING TRUCKING EVEN BETTER

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NFL Hall-of-Famer Steve Young shares life lessons from the gridiron | 24

TCA
TRUCKLOAD CARRIERS ASSOCIATION

At Truck Centers, we pride ourselves on being a family-owned and family-driven company. Not only are the relationships within our organization valuable, but so are those that we have cultivated over decades with customers and vendors. As they say, you are only as good as your word and those you surround yourself with.

The Kaburicks have been part of the Truck Centers' story for decades. The late John Kaburick sold trucks for TCI for 14 years and was a solid Top-5 sales performer for Freightliner. He then went on to buy out one of our customers, E.L. Henderson. John grew the company

along with his son, Josh, and relocated their headquarters from Salem, Illinois, to the St. Louis metro for sustainable growth.

After his father's passing, Josh has continued to be a strong leader to his team and the trucking industry. Like his father, he has been a strong voice in various industry organizations and recently succeeded Dan Doran as the Truckload Carriers Association Chairman. Josh is one of only three legacy chairmen that have led the organization.

Well done, Josh, we are proud to be a trusted partner and know that your dad is shining down on you.



Katie Hopkins (Corporate President)

Devin Cargill, son of Katie Hopkins, recently earned his B.S. in Information Technology with an emphasis on Cyber Security from the University of Missouri. Devin has accepted an offer to join the CrowdStrike team in St. Louis.



Brandon Anderson (Troy Service Technician)

Six year-old Abree, daughter of Brandon Anderson (Troy – Service Technician), won 1st place for the Young Authors' competition with her book Wish. She is a kindergartener at St. Jacob Elementary School and wrote the book by herself including illustrations. Congrats Abree! (*Abree is first on the left in the back row*)



Devin Bushrow (St. Louis Sales)

and wife, Jodi, welcomed their first child, Sylvie Lynn, on March 28th at 2:35pm. She weighed 6lb2oz and both mom and baby are doing well. Congrats on the new addition!



Dave Stolle (Forstell Customer Support Manager)

and his family have lots going on! Granddaughter, Sadie, celebrated her 1st birthday on April 10th and visited the zoo for the first time. Sadie's dad, Tyler Smith, recently completed basic training at Ft. Leonard Wood and is now attending IAT at Ft. Gordon, Ga. Dave will miss his daughter, Julie, and Sadie as they will be part of the Army family. Son, Jacob, recently graduated from AIT at Ft. Huachuca, Ariz., on May 5th and will be stationed at Ft. Campbell, Ky. (much to the delight of the family). And daughter, Isabelle, recently attended her prom and graduated from Silex High School on May 17th. Congrats to all and thank you for your service! *Family graduation photo: (L-R) Paula and Dave Stolle with sons Jacob, Justin, and Connor at Jacob's AIT graduation.*



Sheri Eveland (Corporate/Troy Finance)

Sheri Eveland is so proud of her step-daughter, Kristin (Eveland) Hoormann. Since graduating from SWIC in May 2017 and starting her career as a psych nurse at Mercy-South, Kristin was selected as a finalist for "Nurse of the Year" honors, was selected to take part in a behavior research committee, and recently promoted to Behavioral Health Nurse Clinician. She does all of this while working on her Master's degree and raising two sons (11 and 6) and two bonus daughters from her re-marriage. Congrats Kristin on your achievements!



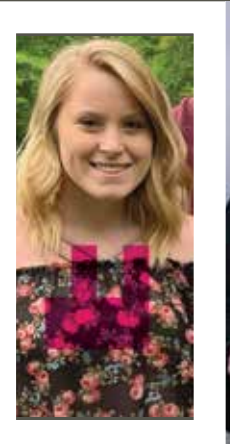
We wanted to give our team a chance to share what makes them proud. Here are some of those things...

TCI TEAM

NOTABLES!

Linda Landmann (Corporate Accounting)

has two recent grads in her family. Son, Logan, graduated from Chamberlain University College of Nursing in January 2019 and passed his NCLEX-RN exam so he is officially Logan Landmann, RN, BSN. In May, daughter, Hailey, completed her Associate's degree in Welding at Southwestern Illinois Community College. Congrats to both of them with such bright futures ahead!



Clint Schmollinger (Troy Service Foreman) and Katie Schmollinger (Corporate Accounting)

visited Kool Kids Daycare with their son, Troy, for Show & Tell. Clint showed the kids some of his tools and they got to check out a truck. Way to start early recruitment for future techs!



Travis Dunn (Troy General Manager)

and wife, Lorin, welcomed their first baby, a little girl, into the world on Sunday, April 14th, at 5:14am. Baby River weighed 8lb7oz and was 19.5in. Welcome to the world, River!



Kayla Beatty (South Bend Body Shop Writer)

and her husband, Ed, both race Micro 600 Sprints. Best of luck this season!

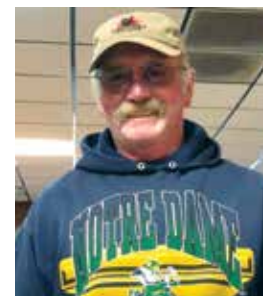


Justin Hopkins II, son of Justin (Corporate Exec. Vice President)

and Sarah Hopkins, recently scouted some morels. Check out the size of that mushroom!

John Milcherska (South Bend Parts Counterman)

At Bowlers Country Club, John Milcherska aced the 145-yard 4th hold with an 8-Iron for a hole-in-one. Way to go!



Corey Knebel (Troy Body Shop Technician)

completed his second marathon in April. The humidity and unseasonably warm temperature made for difficult running conditions but he completed the Go! St. Louis Marathon 44th out of 122 in his age group. The event also marked his 212th consecutive day of running. Way to go, Corey!



Ryan Lawrence (St. Louis Parts Manager)

and wife, Katie, welcomed their daughter, Parker Grace, on March 13th at 10:03am. Parker weighed 8lb. even and was 21in. long. Congratulations!





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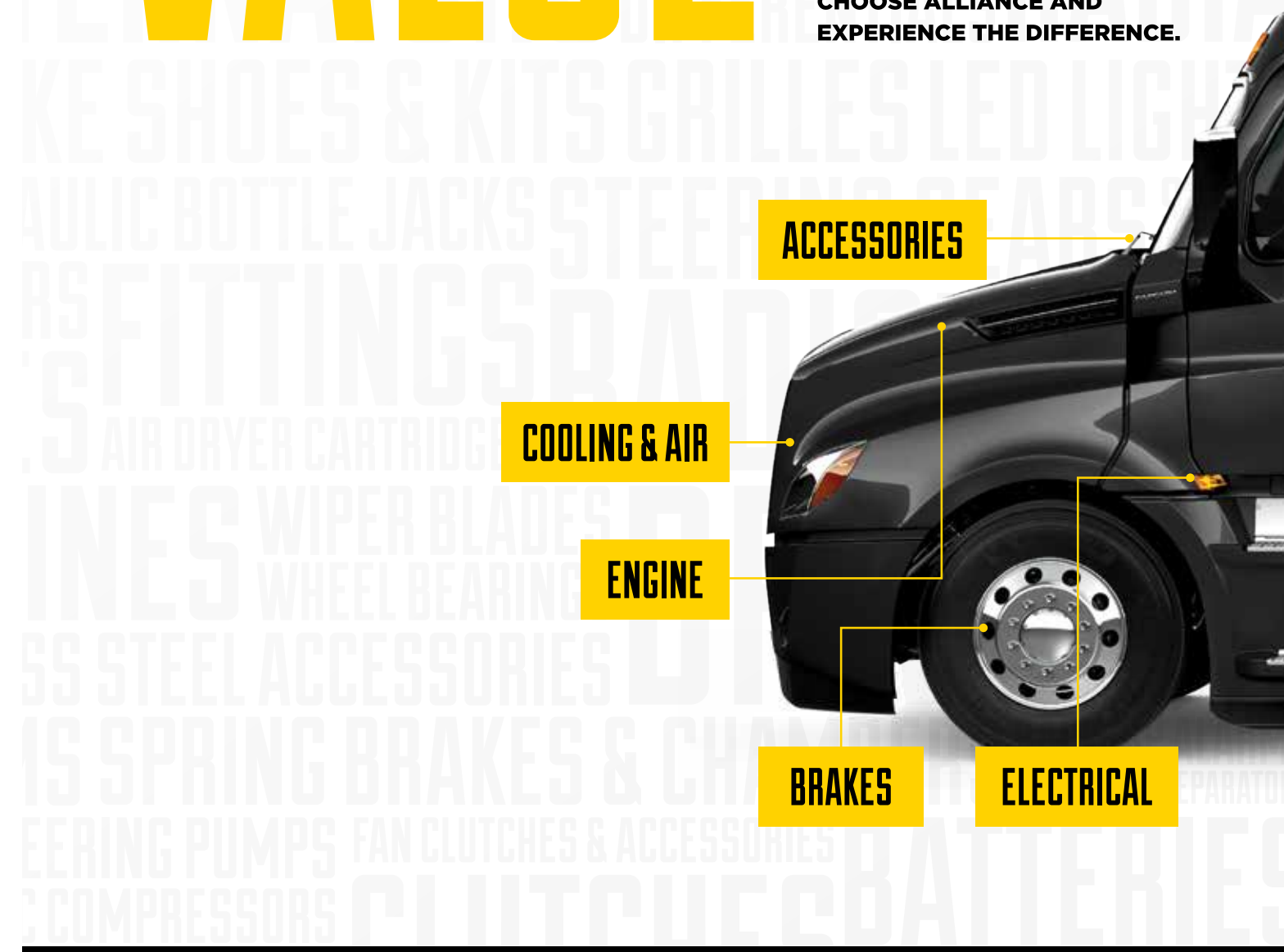
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INSIDE TCI



MID-WEST TRUCKERS SHOW

TRUCK CENTERS, INC. ONCE AGAIN PROUDLY PARTICIPATED IN THE MID-WEST TRUCKERS' SHOW IN PEORIA, ILL. THE SHOW IS A GREAT OPPORTUNITY TO SHARE THE LATEST PRODUCTS AND SERVICES THAT WE OFFER WITH OUR CUSTOMERS. THANKS TO ALL WHO CAME BY AND VISITED US!



TROY HOME OPENER



CARDINALS' HOME OPENER

TO CELEBRATE THE CARDINALS' OPENING DAY, PARTS MANAGER RYAN LAWRENCE TOOK TO THE GRILL AND WE ALSO HAD A VISIT FROM THE NACHO PIT FOOD TRUCK AND ICE CREAM TRUCK.



DONALDSON

THE TRUCK CENTERS' TEAM WAS ONCE AGAIN RECOGNIZED AS ONE OF THE NATION'S LARGEST DISTRIBUTORS FOR DONALDSON FILTRATION SYSTEMS. THE 2018 DONALDSON "EAGLE AWARD" WAS PRESENTED TO GARY MOORE AND TERRY MARKS IN TROY ON MAY 7, 2019.





DIAPER PARTY

THE ST. LOUIS TEAM HAD A DIAPER PARTY FOR RYAN LAWRENCE (PARTS MANAGER) AND DEVIN BUSHROW (TRUCK SALESMAN). BOTH BABIES HAVE ARRIVED PERFECT IN EVERY WAY. CONGRATS!



FORISTELL POLICE DEPT.

FORISTELL POLICE CHIEF DOUG JOHNSON PRESENTED TCI-FORISTELL GENERAL MANAGER GERALD MCCOMBS AND TCI-EFFINGHAM GENERAL MANAGER ANTHONY JOHNSON WITH A PLAQUE THANKING TRUCK CENTERS, INC. FOR THEIR COMMITMENT AND SUPPORT OF LAW ENFORCEMENT.



TOP GOLF

SCHEDULING AND BAD WEATHER POSTPONED THE ST. LOUIS TEAM'S HOLIDAY CELEBRATION BUT THEY MADE UP FOR IT IN STYLE WITH A VISIT TO TOP GOLF.



SAFETY DAYS

TCI-MT. VERNON PARTICIPATED IN THE WILLIAMSON COUNTY TRAFFIC SAFETY DAYS IN MARION, ILL. OVER 1,500 STUDENTS FROM 30 DIFFERENT SCHOOLS ATTENDED DURING THE WEEK-LONG EVENT. TCI SUPPLIED TWO TRUCKS FOR THE STUDENTS TO GET THE OPPORTUNITY TO SIT IN THE TRUCK AND SEE BLIND SPOTS. MOTORCYCLES AND CARS WERE PLACED IN THE BLIND SPOTS TO SEE WHAT TRUCKERS DO (OR DON'T) SEE. WE WERE GLAD TO HELP BE A PART OF EDUCATION THAT COULD SAVE LIVES.



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3-IN-1 ELECTRICAL & AIR ASSEMBLIES



- All**
- Spiral wrapped for a clean and organized look
 - Includes hanging clamp and stainless steel clip for easy installation (P/N: 5-5018)
 - Outstanding kink and abrasion resistance

Electrical ABS & NON ABS

- Spring-wrapped compression contact pins*
- Chemical and abrasion resistant
- The QCMS2™ has a tight STA-DRY® seal that locks out road contaminants, completely stopping the devastating effects of corrosion
- QCP™ cartridge is field replaceable in under two minutes
- WEATHER-TITE™ seal blocks all contaminants from entering the electrical system
- The M7, or Molded Z-way electrical assembly, features plugs that are unbreakable and completely molded to the electrical cable to combat against the devastating effects of corrosion!

Air Rubber Air Lines

- Large red and blue handle grips for easy coupling/uncoupling and hose support
- Tractor end includes swivel fitting for easy installation
- Provides excellent abrasion-resistance and resists cracking, kinking and weathering
- Rubber air lines are color coded red and blue to denote emergency and service*

*With exception to all M7 assemblies

PLUGS



QCMS2™ Connects to QCS2™



QCP™ (Quick-Change Plug)



WEATHER-TITE™ PERMAPLUG™



M7 (Molded Z-Way)



Zinc Die-Cast Plug

ABS LECTRAFLEX™ 1/8, 2/10 & 4/12 ga.

(1) QCMS2™ and (1) QCP™ (Quick-Change Plug)

30-2155	12', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines
30-2175	15', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines
30-2195	20', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines

QCP™ (Quick-Change Plug)

30-2154	12', ABS with QCP™, rubber air lines
30-2174	15', ABS with QCP™, rubber air lines
30-2194	20', ABS with QCP™, rubber air lines

WEATHER-TITE™ PERMAPLUGS™

30-2150	12', ABS with WEATHER-TITE™ PERMAPLUGS™, rubber air lines
30-2170	15', ABS with WEATHER-TITE™ PERMAPLUGS™, rubber air lines
30-2190	20', ABS with WEATHER-TITE™ PERMAPLUGS™, rubber air lines

Zinc Die-Cast Plugs

30-2151	12', ABS with zinc die-cast plugs, rubber air lines
30-2171	15', ABS with zinc die-cast plugs, rubber air lines
30-2191	20', ABS with zinc die-cast plugs, rubber air lines

ABS 1/8, 2/10 & 4/12 ga.

M7 (Molded 7-Way) Plugs

30-1157	12', ABS with M7 plugs, black rubber air lines	NEW
30-1177	15', ABS with M7 plugs, black rubber air lines	NEW

NON-ABS DURAFLEX™ 1/10 & 6/12 ga.

Zinc Die-Cast Plugs

22-2151	12', NON-ABS with zinc die-cast plugs, rubber air lines
22-2171	15', NON-ABS with zinc die-cast plugs, rubber air lines

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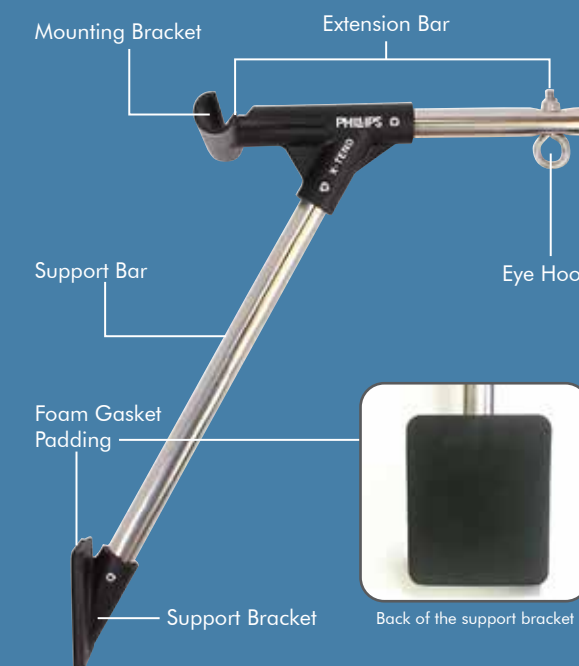


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- Non-corrosive nylon mounting bracket works with tracker bars with a 3/4" diameter
- Metal tubing and eye hook are made of stainless steel for durability and corrosion resistance
- Non-corrosive nylon support bracket rests up against the back of the cab, eliminating the need for installation hardware
- Soft cushion of foam gasket padding on the back of the nylon support bracket prevents damage to the back of the cab



17-3000 X-TEND™ tracker bar extension



Can be used on tractors with a solid metal back or windows with a metal frame down the center of the back of the cab. **NOT** for use with tractors that have solid, one-piece back windows.

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26TH ANNUAL JERRY DUFT BASS TOURNAMENT

WE NOTCHED ANOTHER YEAR OF FRIENDLY COMPETITION AT SOUTHERN ILLINOIS' KINKAID LAKE FOR THE 26TH ANNUAL JERRY DUFT MEMORIAL BASS TOURNAMENT. THIS EVENT IS A TCI TRADITION AND ALLOWS TEAM MEMBERS, CUSTOMERS AND GUESTS THE OPPORTUNITY FOR BRAGGING RIGHTS ON WHO IS THE BEST ANGLER. THIRTY BOATS ENTERED THIS ROUND WITH 27 FISHING AND 18 HAVING FISH TO WEIGH.

WE HAVE SEEN THE FATHER-SON DUO OF JOE AND JOEY SWITZER RETURN TO THE TOP OF THE LEADERBOARD WITH 1ST PLACE HONORS AND THE BIG FISH AWARD (5.1LB). CONGRATS TO THE SWITZERS ON THE WIN AND BEING THE ONLY TEAM TO REACH THE SIX FISH LIMIT. THANK YOU TO ALL WHO PARTICIPATED AND THE VENDORS WHO GENEROUSLY SPONSORED THE EVENT.



1ST PLACE: Joe Switzer & Joey Switzer

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- Pomp's Tire Service
- AdGraphics
- Gorilla Brakes
- JT's Automotive
- DTF
- Dayco
- Car Chem
- Color Master
- Reese Co.
- Old World Industries
- Gateway Volvo



2ND PLACE: Darrell Ferkel & Chris Ehlike



3RD PLACE: Zachery Wells & Jerry Wells



4TH PLACE: Aaron Anderson & Jamie Keys



5TH PLACE: Jim Bradbury & Dan Green



6TH PLACE: Keith Krider & Brian McGimty



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Easy to use — just put it down, let it work and pick it up

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Be ready for leaks and drips on the go — these spill kits are designed just for trucks.

- **Styles and sizes to fit any truck** — bags, buckets and boxes for easy storage in the cab, compartments, bed and more (see www.newpig.com/truckspillkits)
- **Packed with PIG Absorbents** and other spill response supplies for cleaning up oil, gasoline and other vehicle fluids (full contents listed below)
- **Super-durable fabric and rugged construction** won't rip or tear; tough enough to refill and reuse
- **Hi-viz yellow bags with reflective striping** are easy to find; increase driver visibility and safety during spill response
- **Carrying straps** make it easy to pull bags from storage and take to spill

Packed with PIG Absorbents — the world's #1 brand!



Absorbs up to **5** gallons

PIG® Truck Spill Kit in Stowaway Bag	
Item #	
KIT622 • Absorbs up to 6.5 gal.	
KIT622 & RFL622 Contents • 3 Socks • 40 Mat Pads • 2 Repair Paste • 1 Pair of Gloves • 1 Pair of Goggles • 1 Apron • 1 Collapsible Container • 1 Lightstick • 5 Disposal Bags and Ties • 1 Instructions	
PIG® Truck Spill Kit in Tote Bag	
Item #	
45300 • Absorbs up to 5 gal.	
Contents • 2 Socks • 20 Mat Pads • 2 Disposal Bags & Ties	
PIG® Truck Spill Kit in Duffel Bag	
Item #	
KIT626 • Small • Absorbs up to 3.8 gal.	
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Detroit DD15, 455 HP, 10 Spd, Dbl. Bunk, 464K Miles, Virgin Drives, Stk# 291578



2004 FREIGHTLINER M2 106

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Cummins ISB, 220 HP, Allison, Spring Susp., 20' Van Body, 14' Ramp, 26K# GVW, Stk# 142500



2015 FREIGHTLINER CASCADIA 125 EVOLUTION

Detroit DD15, 455 HP, 10 Spd., 72" Dbl. Bunk, Virgin Drive Tires, 454K Miles, Stk# 291538



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THANK YOU TO ALL OF OUR CUSTOMERS WHO TAKE THE TIME TO LEAVE US VALUABLE FEEDBACK AND JOB WELL DONE FOR OUR TEAM MEMBERS WHO DELIVER 5-STAR CUSTOMER SERVICE AND MAKE TCI SHINE!

- alexious cooper**
3 reviews · 1 photo
★★★★★ a month ago
I love this freightliner dealership!! 12/7/18 was my second time here to get my preventive maintenance done on my 2015 freightliner. They have an awesome organized crew, from the time I checked in at 2:30pm til the time I left at 9:30 pm. I knew I had a few things I wanted them to address so I made a list after my PM'S they replaced a hose and a few other things. While I waited I felt at home, nice spacious drivers area with reclines and free laundry, free hot dogs, the good ones, not that cheap meat. In addition, free clean showers, OMG the cleaning lady came upstairs three times to make sure we were okay and do her job. The service guys are so freaking polite and attentive. I mean, listen I'm an own of so I pay for my fuel but I drove past a freightliner dealership and two of my terminals to get this service, for the second time!! I could go on and on but I'm going to close with the night shift AWESOME SAUCE THE TECH THAT WORKED ON MY TRUCK AND THE LADY NAME MS. CAROL, AWESOME. SO IT WHAT IT IS, DO WHAT WANT BUT I CHOOSE Troy, Illinois
- Rachel Loveless**
Local Guide · 11 reviews · 5 photos
★★★★★ 3 days ago
- Throbbin Wood Like To Say**
Local Guide · 40 reviews · 8 photos
★★★★★ 6 days ago
This place is excellent. I needed a wash and they literally drove the van into a bay and got it done RIGHT AWAY. I was blown away by their professionalism, quality service and pricing. I suggest you use Truck Centers, Inc for all your truck needs.
- Ali Abdimalik**
Local Guide · 31 reviews · 1 photo
★★★★★ a week ago
I'm back for PM service again. Loving truck centers.
- Carmen Spagnola**
Local Guide · 78 reviews
★★★★★ 2 weeks ago
Awesome place
- Danny Nava**
Local Guide · 49 reviews · 358 photos
★★★★★ a month ago
I arrived and was checked in very fast, took care of a problem that I was told was not the problem. Thank you to the front service lady Nikki. She has been the best front person experience. Thank you from western idaho trucking
- Robert Rucker**
5 reviews · 18 photos
★★★★★ 12 hours ago
3 other locations tried to find a elect problem. These guys found it in 5 minutes. After 6 months.
- tonya275**
Local Guide · 123 reviews
★★★★★ a week ago
Best service I've had in a long time!
- june jtvancamp@aol.com**
9 reviews
★★★★★ 2 weeks ago
I met Kirk Brumley at MATS. Explained what my 2015 cascadia's problem was. He knew exactly how to fix it. Kirk worked with Truck Centers Foristel, mo. Got it taken care of. Thank you, Kirk.
- Steve Crump**
1 review
★★★★★ 2 weeks ago
I received fast courteous service that was done right the first time and kept in the loop while my truck was being repaired, checked on several times by Kirk and then called a few days later by Kirk to make sure things were going well, really good people to work with, couldn't be happier !

- Robert Applegate**
2 reviews
★★★★★ a month ago
Great place for trucking repairs they are highly professional and very knowledgeable on truck repairs. I take my hat off to them and highly recommend them.
- pupsik serg**
Local Guide · 25 reviews · 64 photos
★★★★★ a month ago
- Billie Tucker**
5 reviews
★★★★★ a month ago
They stand by their work. Great people and their word is good. They do what they say they are going to do. Everyone is very helpful. Best dealer in this area.
- James Little**
3 reviews
★★★★★ a month ago
Great staff was friendly and very helpful.
- Jay Dee 706**
Local Guide · 19 reviews · 29 photos
★★★★★ a month ago
Awesome experience. My truck was pulled into a bay 15 mins after I checked in. They were very thorough with diagnosis of my active fault code of SPMN 3228 FMI 2. Which is a NOx sensor. After replacing it after it failed 2 test checks. It was test drive 30 miles. All in all a very good experience. Kyle is very informative.
- sam szkutnik**
Local Guide · 26 reviews · 3 photos
★★★★★ a month ago
Good people here in parts...
- Shayna Harmony**
1 review · 3 photos
★★★★★ a week ago
Thank you guys so much!!!
What an amazing detail job!! Our Freightliner looks gorgeous! We appreciate your hard work! We are thankful that Truck Centers is offering this service we will continue to come back and refer others!
- David Rouse**
Local Guide · 76 reviews · 1,441 photos
★★★★★ 2 weeks ago
Great parts and service center these guys had a full shop but we're able to spare a guy for a few minutes to help me get an airline replaced... Very happy with everything in and out in no time!!!
- D W Hunt**
1 review
★★★★★ 3 days ago
Attention to detail...fast work, and very friendly. Newer facility that is very well thought out and executed... Far and away the cleanest truck repair facility I've ever been too.
- Ranjeet Singh**
Local Guide · 7 reviews · 13 photos
★★★★★ a week ago
- june jtvancamp@aol.com**
9 reviews
★★★★★ 2 weeks ago
This place is great! I was in and out in 12 hrs! With the help of Kirk Brumley @ Truck centers St Louis, fixed my issue that I've had for 300,000 miles. No one else could figure it out. Got to go under warranty, too. I'm completely satisfied with their service. Driver facilities are excellent too.
- id4bandit**
23 reviews
★★★★★ 3 weeks ago
Communication was impeccable and service was even better. Didn't even finish my 10 hour break and they were 100% finished fixing 3 issues I had.

- patrick mohrmann**
9 reviews
★★★★★ 3 days ago
After buying a truck from Freightliner in Dallas Texas and being totally screwed over by them. The manager at this shop is doing what he can to make things right the best he can I appreciate the hard work that him and his staff are doing. Hands down a stand up company in Edwardsville,In. I highly recommend them.
- Chris Macer**
Local Guide · 137 reviews · 22 photos
★★★★★ 2 weeks ago
Great parts inventory
- Missy Speer**
32 reviews
★★★★★ 3 weeks ago
Staff is very friendly and knowledgeable!
- Wilmer Goering II**
6 reviews
★★★★★ 3 weeks ago
My battery failed on a cross-country trip. Truck-Centers worked me in very quickly on a Saturday holiday weekend and got me back in the road. Truly first rate service.
- Bert T**
38 reviews · 25 photos
★★★★★ a month ago
Staff was very helpful in helping me find the right parts
- lyle schlabach**
Local Guide · 66 reviews · 22 photos
★★★★★ 3 weeks ago
Stopped by for parts. Tony was very helpful and friendly. Will stop again
- Tony Rulo**
Local Guide · 12 reviews
★★★★★ 3 weeks ago
A excellent place to take your truck to get it fixed I had my truck in there they were very fast courteous and knew what they were doing.
- lyle schlabach**
Local Guide · 66 reviews · 22 photos
★★★★★ 3 weeks ago
Stopped by for parts, Tony was very helpful and friendly. Will stop again
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Local Guide · 12 reviews
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A excellent place to take your truck to get it fixed I had my truck in there they were very fast courteous and knew what they were doing.
- marius dinu**
1 review · 5 photos
★★★★★ 2 weeks ago
Very helpfully fast service.
- Cindy Barta**
Local Guide · 17 reviews · 1 photo
★★★★★ a month ago
Very good
- Tom Giersch**
Local Guide · 67 reviews · 2 photos
★★★★★ a month ago
Excellent experience. From arriving until job diagnosed and completed 3 hours. You guys went above and beyond my expectations. I'll remember that and will get my repeat business.
- dew_man**
Local Guide · 23 reviews · 1 photo
★★★★★ 10 hours ago
Great people
- Gary Redfern**
Local Guide · 23 reviews
★★★★★ 2 days ago
Great friendly employees and fast in and out
- Gary Easley**
1 review
★★★★★ a week ago
I have been in the center twice and it is a very clean place. All the guys are always busy. Trucks in and out on a timely manner. I had a problem it was fixed very quickly. I had two Mechanics look at it. First was westJohn then after Nathan Cushman looked at it I had the part and gone in 20 minutes. Thanks for the fast work Nathan.....
- Bennie Schadrac**
Local Guide · 14 reviews · 5 photos
★★★★★ 2 weeks ago
Beautiful facility, clean, fast and efficient, excellent customer service with smiling faces. Make sure to ask for Mark as your shuttle driver because he'll make you feel welcomed.

- Journeys X**
Local Guide · 14 reviews · 9 photos
★★★★★ 2 months ago
Very nice people that are busy doing their job. My mirror was hit by another driver which put me out of service. They did their best to get me in and out as fast as possible but a winter storm blew in which held up my replacement mirror from making it their in a timely manner. Not their fault. They had amenities, in the Drivers Lounge, their for me to use as I needed. Shower, bathroom, laundry and a sink to wash my personal dishes. Its 1 block away from a "Love's" so if you do not mind walking they have a McDonalds and a Subway. I recommend if you need to restock of food do it before you arrive. Cause Uber was a \$50 round trip to a walmart 9 miles away from here. Needless to say I never made it to walmart.
- Robert Thomas**
4 reviews · 6 photos
★★★★★ a month ago
Showed up at 10am this morning without a appointment and they had me back on the road before 5pm there staff and facility where very nice and I will definitely take my business there again when I'm in this area.
- SURTIDORA ZC**
Local Guide · 27 reviews · 16 photos
★★★★★ 5 days ago
- Brian Bauman**
Local Guide · 14 reviews
★★★★★ a week ago
Awesome customer service little to no wait
- Darrel Russelburg**
24 reviews · 5 photos
★★★★★ 2 weeks ago
Need a quick check low oil pressure light got me right in . The nicest service people I have run into for years . Thank you for everything . Service writer Georgett was friendly and great the mechanic Nick was efficient and let me know every step. Great job all I be recommending you for some time.
- june jtvancamp@aol.com**
9 reviews
★★★★★ 2 weeks ago
I met Kirk Brumley at MATS. Explained what my 2015 cascadia's problem was. He knew exactly how to fix it. Kirk worked with Truck Centers Foristel, mo. Got it taken care of. Thank you, Kirk.
- Steve Crump**
1 review
★★★★★ 2 weeks ago
I received fast courteous service that was done right the first time and kept in the loop while my truck was being repaired, checked on several times by Kirk and then called a few days later by Kirk to make sure things were going well, really good people to work with, couldn't be happier !
- Missy Speer**
11 reviews
★★★★★ a month ago
I can't say enough about how amazing the service department staff are! They communicate and provide updates. They are accommodating and knowledgeable! The customer service skills are superb! The facility is clean, has free showers and laundry. The driver lounge has very comfy recliners as well as a quiet room. Definitely THE BEST shop we've ever been to!
- Oscar Kibe**
Local Guide · 12 reviews · 10 photos
★★★★★ 4 days ago
Excellent place and I mean all around; courteous skilled and efficient people. I loved their customers amenities, immaculate. Had brake job done and I appreciate Jason, parts dept and service. I was a pleasure
- James Player**
Local Guide · 18 reviews · 18 photos
★★★★★ a month ago
The people there treat you like family or in some cases better than family. They were some of the nicest group of people I've met. Very friendly, considerate, helpful, and most of all very very professional. From the service to the sales department all had a positive attitude.
- Jim Monroe**
Local Guide · 52 reviews
★★★★★ 2 weeks ago
This is by far the best Freightliner I have ever been to for service! I checked in Monday night an hour before they closed, understandably they couldn't get to me. They assured me they'd get my truck in first thing in the morning and took me to the hotel. I never once had to check in with them as they called me multiple times the next morning with updates, ETA and precise cost every step of the way. Every other Freightliner, I have to call and get very vague information. And as told, my truck was done Tuesday around 2pm for the cost I was quoted. I never want to break down on the road but if I do, I hope it's here!
- Mike Manley**
6 reviews
★★★★★ a month ago
Very nice to deal with. I recommend this place highly
- Clayton Leonard**
3 reviews
★★★★★ a month ago
My name is Wendell Clayton Leonard This is the best shop I have found across the United states I am 100 percent satisfied everytime I leave there when I have a problem I go to truck centers of foristel no matter where I am I try to get back there because they are trust worthy

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Springfield (217) 525-1280
Springfield (217) 899-4982
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Troy (618) 971-0009

IT IS THAT TIME OF YEAR WHEN WE START USING THE AIR CONDITIONING IN OUR VEHICLES AGAIN. IT CAN BE COSTLY TO KEEP YOUR A/C SYSTEM OPERATING AT PEAK PERFORMANCE. AS WITH OTHER TYPES OF REFRIGERATION SYSTEMS, ITS PERFORMANCE RELIES ON SEVERAL COMPONENTS - A COMPRESSOR TO PRODUCE ADEQUATE PRESSURE, A CONDENSER FOR HEAT TRANSFER, A RECEIVER DRYER THAT THE REFRIGERANT FLOWS INTO, AN EVAPORATOR THAT COOLS THE CAB AIR AND, OF COURSE, THE REFRIGERANT ITSELF THAT IS THE LIFEblood OF THE SYSTEM.

Understanding the components of the system and the continual flow of converting high pressure gas into high pressure liquid and low pressure liquid to low pressure gas is beneficial in understanding what can go wrong to cause the system to fail. The system relies on good airflow to operate correctly and needs unobstructed air flowing through the condenser and the evaporator cores to work efficiently. Bent fins or damage from dirt or debris will cause problems. Similarly, at low vehicle speeds where you have little ram air effect to cool the condenser, the engine cooling fan has to operate correctly to allow air to flow through the condenser.

Proper maintenance of the cab air filter system is critical in evaporator performance. Some vehicles have two filters - one for external air entering the cab and a separate filter for recirculation. These filters have to be cleaned or replaced on a regular basis. If you neglect proper maintenance and restrict the airflow, performance suffers and the system may freeze up.

During your inspections, make sure the ductwork is unobstructed and the blower motor is operating well. A key concern is often the compressor drive belts and electrical wiring to the compressor clutch. If the belt is loose or slipping, performance will suffer. Low voltage can cause the compressor clutch to slip, causing overheating of the clutch and eventual failure. The wiring to the compressor can often be a culprit with poor or corroded connections.



It is critical for your system to have the correct amount of refrigerant in the system to operate properly. Engineers carefully calculated the specific amount of refrigerant needed for optimum performance for that specific vehicle so it is important to follow those guidelines. The only way that you can be sure that your truck has the correct amount of refrigerant is by weight. If your system starts to lose performance, it could be from a refrigerant leak in the system. Look for oil stains around the fittings or hose connections since there is typically a sign of oil or dampness at a leak site. Most of our vehicles are also equipped with tracer dye from the factory and you could see a yellow or green tint at a leak site. These leaked dye illuminates brightly when ultraviolet light is used. In concealed areas or the cab area, electronic leak detectors may have to be used to sample air.

And lastly, the control system cannot be ignored. For the system to function properly, there are numerous controls that interact with the air conditioning system. There are typically switches that monitor the pressures in the system and regulate the component functions. There are switches to operate the compressor in order to prevent the evaporator from getting too cold and freezing and some vehicles use electronic modules with electronic transducers and thermistors to operate the compressors. If any of these switches fail, again your system may fail or not operate well.

And please remember other factors such as ambient temperature and humidity also play key roles in the system's performance. Additionally, solar load, cab condition, well-sealed doors and windows, and even the color of paint (with lighter colors reflecting more heat) all impact how well your vehicle cools. Freightliner's Team Run Smart has filter change videos and several other tips on their YouTube channel - <http://www.youtube.com/teamrunsmart>. And, when in need, the service technicians at TCI are always available to help you stay cool!

TRUCK CENTERS' Training Center



Truck Centers, Inc. proudly boasts the industry's premier dealer-owned Daimler Trucks of North America Training Center. Four award-winning, fully-certified instructors lead all classes and certification training for Truck Centers technicians as well as teams from other dealerships and customer fleets. The 24,000 sq. ft. facility was constructed in 2000 on the Troy campus and contains 4 state-of-the-art classrooms, high-tech computer lab, 4 hands-on classrooms, shop training facility, conference rooms and a dining hall. In addition to offering scheduled courses on key topics, we are also capable of handling private training sessions for your group or hosting conferences and events at our facility.



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NO MATTER HOW YOU GET FROM POINT A TO POINT B WE HAVE THE BATTERY TO GET YOU THERE