

24/7 ON CALL™

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Plant Expansions

pages 6 and 18

Using Leverage

page 24

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It is easy for each of us to get caught up in our daily work and finding time in our busy schedules can sometimes be difficult. Late last year and more recently in the past few months, I spent time at several seminars including a fire/towing company cross-training, a WreckMaster program, and one of our very own seminars led by Tom Luciano and John Hawkins. Having grown up in a towing business and being involved in the industry my entire life, it still amazes me that I walk away from each seminar, training session or demonstration with a greater knowledge of towing and recovery. There are so many times during the classes that I flashback to a recovery that I worked on with my dad or brother some thirty years ago in northern Minnesota and think how much easier, safer or quicker we could have accomplished the task if we had known some of the techniques that are being taught today. Sure we got the job done but as my good friend Tom Luciano always says, "Work smarter not harder." I am proud of Miller Industries for reaching beyond our business of manufacturing equipment and giving back to the industry in many ways, including our support of training classes through different associations, our affiliation with WreckMaster and our own employees hosting seminars and demonstrations.



More importantly, training doesn't just include towing and recovery techniques; it also includes safety and I am proud of our employees assisting TRAA in their next safety video to be released in March. We are blessed with many talented individuals who are willing to share their knowledge and experience. I encourage each of you to take advantage of these opportunities.

Be safe! I look forward to seeing and visiting with many of you in the coming months at one of the upcoming tow shows... or maybe even during a training program.

Randy Olson

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ON THE COVER

In a simulated recovery, a municipal transit bus lies overturned on its side with a tractor-trailer parked next to it to create an obstacle such as a ditch, guardrail, or other obstruction that a tower might encounter at an incident. Two Century rotators are positioned back-to-back to create minimal lane blockage. The operators skillfully lift the bus, barrel-roll it in the air, and then by precisely rotating the booms to pivot the bus and pass it in between the two recovery units, set it down on the opposite side. This was just one of several scenarios completed at the Miller Rotator Seminar held last fall prior to the Lone Star Wrecker Round-Up in Arlington, Texas. Miller Industries believes seminars that include maintenance, service, construction and recovery techniques are important to ensure operators understand equipment capabilities, allowing them to achieve maximum safe operation and use.



Table of Contents

4 Inside View

Investing in You.

6 Ooltewah Plant Expansion on Track

Miller Industries' heavy-duty manufacturing plant gets upgrades and a more streamlined process.

9 The Importance of Rating Charts

Chain and endless loop rating decals take the guesswork out of your decision.

11 TRAA Safety Committee Complete Their Second DVD

Dress for Success DVD addresses safety and customer courtesy.

12 Teamwork Can Save Lives

Work better with your local fire and rescue departments through cross training.



14 Florida Tow Show Happenings

See you April 3 – 6 in Orlando, Florida.

15 Japan's Long and Winding Roads

U.S.-manufactured equipment at work in Japan.

18 A Strong Partnership in Pennsylvania

Working closely with Hickey Metal Fabricators to produce the world's best car carriers.

20 The Return of the Dollies

This once mainstay piece of towing equipment is enjoying a comeback.

23 Fundraisers Benefit Survivor Fund

Several companies raise money for the Survivor Fund.

24 What Type of Lever Shall I Use?

Using your rotator as a modified second-class lever.



28 Miller Industries New Conventional Towing and Recovery Units

Meet our new units in the 8- to 12-ton boom rating range.

INVESTING IN YOU

A new year has begun and we are extremely excited about our future prospects based on the investments we have made over the past year. In 2007, we completed our new light-duty wrecker facility to enhance product quality. We also completed our carrier plant modernization in Pennsylvania. Currently we are near completion of our new heavy-duty facility, which will incorporate new processes for metal finish and primer along with robotic weld stations. These investments have been made not to increase our production capacity but to provide you with the highest quality towing and recovery equipment available today.

Along with facility investments, last year our team, including our distributors and towers from around the world, made significant product enhancements and design changes. In 2007, we introduced our optional winch package to our rotator line. We re-engineered our 10 series carriers to provide additional features and benefits to enhance functionality. We added a 12,000-lb. side puller to fill the gap between our 8,000- and 20,000-lb. models. We also updated and redesigned our light-duty conventional line to enhance both functionality and appearance (see Joe Brown's article on pages 28-30).

Our plans in 2008 are to continue to invest in the industry's future. As the industry's leading manufacturer worldwide, we will actively support training, education and safety, again investing in the industry and you. And we'll



*By Jeff Badgley
President and Co-CEO*

continue soliciting input about product enhancements from our experts – the distributors who sell our products and the towers who use our products daily. Our goal is to make your daily challenges easier to overcome. We also plan to dedicate more resources to our customer service group to facilitate solutions in the field, providing additional assistance to our distribution network to further help you.

As always, thank you for your business. Our passion is serving you to the best of our ability – no matter what the circumstances. Our hope is that we continue to earn your business in the future by providing you with the strongest, most knowledgeable distribution network and the world's finest towing and recovery equipment.

Best wishes for a successful 2008.

24/7

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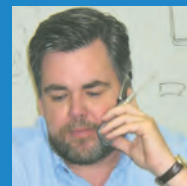
John Hawkins III
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*Ooltewah Plant
Expansion on Track*
Pages 6 - 7



Angela Roper
*TRAA Safety Committee
Completes Second DVD*
Page 11



Tom Luciano
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*What Type of Lever
Shall I Use?*
Pages 24 - 27



Joe Brown
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*Miller's New Conventional
Towing and Recovery Units*
Pages 28 - 30



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The new warehouse is centralized in the main plant to service both the light- and heavy-duty product lines. Stacks of rotator ring gears, along with shelves filled with winches, cylinders, valves and other components that are used in the production of the world's finest towing and recovery equipment are housed in this 40,000-square-foot section of the plant.



John Hawkins III explains the procedures in the plant weld area to a group of towers from Minnesota. The group included Steve Sollie of Midtown Auto Clinic; Kelly Neal of Kelly's Towing; Todd Siewert of Siewert's Garage; Don Bothman of Dan's Towing; Laurie Jaspersen of Kustom Karrier; and Troy Gilles and Mike Slobodnick of Twin Cities Wrecker Sales.

Ooltewah Plant Expansion On Track

By John Hawkins III
Vice President of Sales Heavy-Duty Products

After completing a new 60,000-square foot plant in Ooltewah, Tennessee, for light-duty towing and recovery unit production, renovation of the original 225,000-square-foot facility has begun. The makeover is designed to streamline the flow of Miller's Vulcan and Century heavy-duty units, increasing quality and consistency and providing more flexibility and innovative changes in the number one choice of heavy-duty recovery equipment in the world.

The warehouse section has been centralized to better service both the light- and heavy-duty plants. A new shot blast and paint booth similar to the system used in the light-duty plant – only much larger and utilizing an overhead trolley system rather than rolling carts – is now operational. Like its light-duty counterpart, two state-of-the-art robotic welders have been added to increase speed, efficiency and consistency to the welding of large parts such as fabricated booms.

In the main assembly area, six five-ton bridge cranes will move components through the fabrication and welding process. The metal will then be prepared and an acid etching primer will be applied, then heat flashed to speed the drying

and to supply a better base coat for finish painting. The parts will then flow through one of two assembly lines where two five-ton and four 15-ton bridge cranes will move the unit through each step of the process. Kidney machines will test hydraulic components and assembled sub-sections throughout the process to ensure smooth operation of the completed product. The units will then be matched with a pair of modular tool compartments and be ready to ship to one of Miller's distributors around the world or be installed on a chassis in one of the 14 installation bays.

I am pleased with the renovation project and hope to have the entire project completed by the end of the first quarter of this year.

In December, three groups of towers from the Midwest traveled to Ooltewah for a tour of our new facility and to discuss new products and innovations in the towing industry.

We are always appreciative of our customers who take time from their businesses to provide us with valuable input on the equipment and allow us to show off both our factory and products.

If you are ever traveling through Chattanooga, we are always happy for you to stop by for a plant tour, a visit or a cup of coffee.

24/7



An overhead trolley system moves weldments for the heavy-duty line to the metal preparation area and then into a blast booth.



After the blast treatment, heavy-duty components enter a large paint booth where they receive a coat of an acid etching primer prior to assembly.



After postponing their trip for one day, a group of towers left the snowy and icy conditions in Nebraska and Iowa to visit our new facilities. First Row: Jeff Mogul of Mogul Transmission Inc.; Gary Herbst of Herbst Towing & Repair; Dave Lyons of Dave Lyons' Truck Repair; Leroy Gossling of Zip Truck Equipment Inc. Second Row: JoAnn Hitz of Hitz Towing Inc.; Tim Bartz of Kramer Wrecker Service; Kipp Felice of Miller Industries; Doug Cain of Jay-B Garage & Towing; Larry Miller of Neff Towing Service; and Fred Grueber of Miller Industries.

One of the two new robotic welders in the heavy-duty department provides a smooth consistent weld on an underlift boom.



A Miller Industries technician programs the new large robotic welder to weld an outer boom for a Century 1075S rotator.



After a plant tour, the group from Illinois examines a new 75-ton Century rotator before heading back to frigid conditions at home. From left: John Hawkins of Miller Industries; Larry McKay of Suburban Towing & Recovery; Fred Grueber of Miller Industries; Frank Senica of Senica Interstate Towing; JR Bramlett of Airline Towing; Michael Hill of E & R Towing; Bill Howard of Naperville Towing Service; Al Green of Lynch Chicago; Dan Redmon of Redmon's Village Towing; and Tom Luciano of Miller Industries.

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The Importance of Rating Charts

Years ago recovery equipment choices weren't that diversified. An average tower may have carried several different sets of chains and maybe a set of

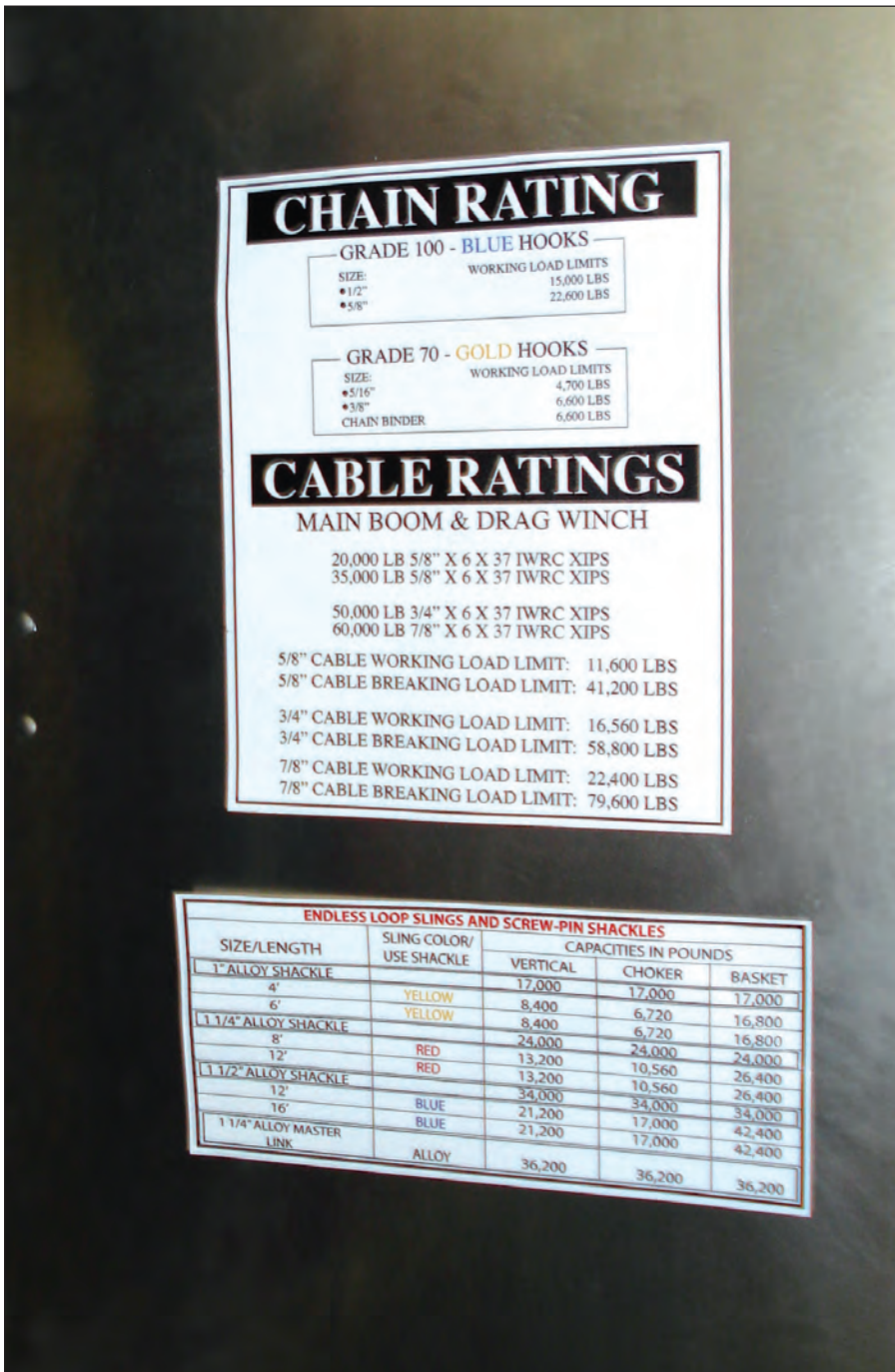
rollover straps. Today it seems like the options are almost limitless. We not only have a selection of sizes and grades of chains to contend with, but straps have

become more widely used and now there is the addition of the very versatile endless loop slings. There are great training programs and educational materials available in the industry to teach you correct selection and usage, but there is a lot to remember when you are on the side of the road during a recovery at night. Miller Industries offers chain, endless loop, and screw pin shackle kits that include many commonly used lengths and sizes for most recovery and lifting applications.

Most straps and slings have rating tags sewn on, but the tags may get ripped off or become worn and hard to read. Capacities will vary depending on the usage such as a basket or vertical lift. Chains may have metal tags or can be identified by markings in the links that are sometimes difficult to identify or read on a dark night. When you grab a chain, size doesn't matter; in many situations a smaller chain of a higher grade will have more capacity than a bigger heavier chain, so bigger isn't always better.

All the chains in the Miller chain packages are grade 70, 80 or 100. Color-coding your chains by grade is a trick many towers use, which makes them easier to identify. It can also help you more easily identify your equipment when working a recovery with a fellow tower, and some companies even use different colors or markings between their own trucks for this same reason.

To provide you with a quick reference to chain and sling capacities, Miller chain kits include a rating and capacity decal that can be attached to your tool compartment door to provide quick, legible and permanent rating information where your equipment is located. The charts also provide information for a variety of different rigging applications such as the difference on vertical, choker or basket lifts using endless loops. The decals may also be purchased separately from your local Miller distributor to add to your existing units. **24/7**



The decals can be stuck to your tool compartment door for a quick reference to chain, cable, endless loop and shackle ratings.



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Seeing is believing and you can see for yourself at the Florida Tow Show in Orlando and the Western States Tow Show in Reno.

Miller equipment in action draws a crowd, no matter which side of the Mississippi River it's on. You have two great opportunities to catch our equipment doing what it does best - working.

Join us **April 3 - 6** in Orlando, Florida, for the Florida Tow Show. Regular demonstrations are featured throughout the day. Well-known educator Tom Luciano will host two Brainstorming with the Pros sessions, Thursday and Friday evenings from 5 - 7 p.m., followed by Customer Appreciation events co-sponsored by GM Fleet and Commercial.

For more information about the Florida Tow Show, visit www.floridatowshow.com.

The streets of Reno are never the same after our annual Recovery Round-Up and Customer Appreciation Barbeque. And this year's show, **May 28 - 31**, will be better yet. Miller Industries and the California Tow Truck Association will once again close part of downtown Reno to demonstrate the abilities of the world's best towing and recovery equipment.

For more information about the Western States Tow Show, visit www.ctta.com.



Miller
INDUSTRIES



The TRAA video cast and crewmembers: Front from left: Frank Henley of Miller Industries; Marci Gratziana of O'Hare Towing Service; and Angela Roper of TipTow. Back from left: Benji Branum and Kipp Felice of Miller Industries, Ruth Landau of Fryer's Towing; and Larry Curry of Miller Industries.



Miller District Manager Larry Curry demonstrates a few do's and don'ts in the new TRAA video.



The use of reflective striping on the uniform and truck demonstrates what a dramatic difference it makes to be visible at night.

TRAA Safety Committee Completes Their Second DVD

By Angela Roper, Chairman
TRAA Safety DVD Committee

The New Year brings new things - new tow shows, new equipment, new friends and the new Towing and Recovery Association of America's Safety DVD, *Dress for Success*. The same committee that last year brought TRAA's first safety training DVD *Everyone Goes Home* produced *Dress for Success*.

Dress for Success not only discusses safety vests and visibility, it also addresses material such as professional etiquette and customer courtesy.

Many times we lose drivers' attention in safety meetings or orientation due to the lack of interesting material. The committee's goal was to bring you a series of fresh, professional, interesting, usable training tools for all of your staff.

This series of training material would not be possible without the support of many. The committee is responsible for producing

these DVDs, but we would like to once again give a big thanks to Miller Industries for providing equipment, filming and cast members to make this and the first DVD a reality. Miller Industries Assistant Director of Marketing Kipp Felice spent endless hours from his schedule filming and editing, along with Miller District Manager Larry Curry, who performed in both videos. Frank Henley and Benji Branum of the Miller Chassis and Completed Unit Inspection Department also lent their time and talent to help make the project a success. The ongoing, generous financial support from towing companies and manufacturers is overwhelming and without it our work would not be possible.

The training DVD will be released at the 2008 TRAA Leadership & Legislative Conference in Washington, D.C. in March. I invite each of you to attend the conference and view the release of the second TRAA Safety DVD. For more information on the conference, please visit the Web site at www.towserver.net.

24/7



After the extrication is complete, the final lift of the tanker is completed as the catch line gently lowers the casualty back on its wheels.



Members of the Nashville Fire Department's Rescue Squad, along with recovery specialists from West Nashville Wrecker Service, prepare for one of six training sessions that consisted of an extrication from a crushed auto from under a loaded tanker.

The 60-ton Century Rotator is rigged to do a reverse roll of the tanker using the main winch lines for the lift while the deck winch serves as a catch line.

Teamwork Can Save Lives

By Randy Olson
Vice President of Marketing

As the industry progresses in receiving the recognition it rightfully deserves as an emergency first responder, training with police, fire and rescue professionals becomes even more critical. Many towers have worked with their local fire and rescue departments for years supplying vehicles and in some cases, participating in the training. Other companies and trainers also invite fire and rescue personnel to attend recovery classes to better understand their equipment's capabilities. Based on discussions with a few fire and rescue departments, I can safely say that most do not fully realize the capabilities of today's towing equipment. They do not realize the degree to which a towing company's equipment could assist them in emergency situations.

Late last year, West Nashville Wrecker Service (a division of United Towing Service) conducted some driver training classes and invited the Tennessee DOT and the local fire department. Larry Boggs,

West Nashville General Manager, said that the attendees were impressed with the equipment capabilities and professional training that their drivers possessed. This led to discussions on how to better train both teams to work together and understand each other's capabilities. Nashville Fire Department encompasses the entire Nashville metro area and from a standpoint of geography covered, is the third largest department in the U.S.

As a result of this initial training, it was decided that all six of Nashville's Hazardous Material and Special Operations Rescue Squads would attend training. Six classes, two each day for three days, were held with each class using a fresh car with a loaded tanker tipped over onto it. West Nashville's 60-ton Century rotator and air bags were both used to demonstrate how easily the load could be safely lifted and stabilized. A thirty-five-year veteran Battalion Chief said the training was extremely valuable, and he was impressed with the equipment's capabilities during the simulated extrication.

Erik Stewart, of the ExTeam in Florida, specializes in training fire departments. Stewart said that towers who have cross-trained with local fire and rescue personnel have found many times when there is an extrication situation they have received the call, even when it was outside of their area. Ken Cruse of WreckMaster said they encourage towing companies hosting one of their classes to invite the local police and fire-training officer to sit in. Cruse also said that many of the fire departments have excellent training facilities and are willing to make them available for seminars. Miller Industries has used these types of facilities for several of their rotator seminars with fire personnel attending.

I would encourage you to get to know your local fire and rescue department, participate with them in training and invite them to your facilities to help educate them on the capabilities of your equipment and operators. It could help you increase revenue but more importantly, it could help save lives. **24/7**

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Thursday, April 3, at the Mystic Dunes Golf Resort in Orlando, Florida, you could win a new Vulcan Intruder by making a hole-in-one on the 17th hole. The USAC/MD Golf Classic is a four-person, 18-hole scramble and is just one of the many popular events held by PWOFF at the Florida Tow Show, April 3 – 6, at Disney's Coronado Springs Resort. The golf tournament is limited to 144 players with all proceeds benefiting the International Towing and Recovery Museum's Survivor Fund.

For your chance to drive home a new Vulcan Intruder, or to win one of many other valuable prizes, visit www.floridatowshow.com and select the "I WANT TO PLAY GOLF" button to download the registration form. All forms and payments must be received by March 15, 2008. We hope to see you on the greens and not in the sand traps!



MILLER EQUIPMENT DEMONSTRATIONS EXPANDED

Learn valuable tips and techniques from WreckMaster's experienced training instructors at the 2008 Florida Tow Show. WreckMaster instructors will hold several demonstrations throughout the show using the industry-proven SP8000 and SP12,000 Sidepullers. For information on their complete schedule of training classes, visit www.wreckmaster.com.

"THE BOYZ ARE BACK"

The Boyz from Chrome Shop Mafia are back and tricking out a couple of heavy-duty Century recovery units for the Florida Tow Show. Stop by the Miller booth during the PWOFF show in Orlando and check out their latest creations. You may even find the Chrome Shop Mafia hangin' around in the Miller booth for some pictures and autographs. For information on chrome accessories or customizing your new or existing truck, check out www.chromeshopmafia.com.



Scott St. Germain (left) of the Chrome Shop Mafia discusses plans and layouts for the "tricked out" heavy-duty units for the Florida Tow Show with Miller Vice President of Marketing Randy Olson (center) and Heavy-Duty Installation Manager Brad Harmon.

24/7



Japan's Long and Winding Roads

About one hundred miles west of Tokyo, in Japan's Mt. Fuji region, is some of the world's most beautiful countryside, reachable via some of the narrowest, winding roads. On call to service this lovely yet challenging area is JYONAN Road Service, a 26-year-old towing and auto repair service located in Kofu, Yamanashi.


Owner and President Mr. Sadaaki Nakamura knows the importance of having reliable equipment for his skilled operators to handle tough recoveries in his homeland's challenging landscape, so he chooses Century, Holmes and Challenger towing and recovery units for his 48-unit fleet. One of their recent recoveries involved a heavy-duty dump truck that went off a bridge in a curvy mountain pass and landed on its side over 100 feet down. Using their Challenger 9908 and Century 1060S rotators, they recovered the unit and hooked it up for towing in just over two hours. The recovery method used by JYONAN Road Service operators is very similar to the procedure shown on the cover of this issue – as demonstrated at several rotator seminars. Congratulations to the operators of JYONAN Road Service for another well-executed recovery. **24/7**





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With the recent addition of 22,500 square feet, the carrier plant in Sharon, Penn., has grown to 125,000 square feet to keep up with demand for Century, Vulcan and Champion carriers.

After being painted in one of two new paint booths, carrier decks are ready to be assembled with the subframes.

A Strong Partnership in Pennsylvania

Just off I-80 in Sharon, Pennsylvania, Miller Industries recently completed an expansion and modernization at one of their three carrier plants that produce Century, Vulcan, Chevron and Champion carriers. Over 22,000 square feet was added to bring the total plant size to 125,000 square feet, which included the addition of three five-ton overhead bridge cranes to improve efficiency and flow of carrier beds through the manufacturing process. Two new state-of-the-art paint booths were also added to improve the quality of paint and finish. A new posi-turn system allows the suspended bed to easily be rotated, allowing a good finish to be applied to both the top and the bottom of the deck.

Miller Industries believes in working closely with strategic business partners to supply parts and components such as winches, valves and fabricated components necessary for building the world's finest towing equipment.

One of Miller's closest partners in the manufacturing and fabrication of carriers is Hickey Metal Fabricators, located about 30 miles from two of Miller's carrier facilities. To keep up

with the increasing demand to feed fabricated components to the Miller carrier plants, Hickey Metal Fabricators added a third plant with over 32,000 square feet to house a new two-head plasma with a 40-foot water table, a 24-foot-long press brake with a 1,250-ton capacity and additional robotic welders. With the recent additions, several robotic welders, five plasmas, three lasers all with automated tables, and nine press brakes are kept busy producing wrecker and carrier assemblies.

Dan Sebastian, President of the Miller Industries carrier facilities, states that the close partnership has flourished for close to 20 years.

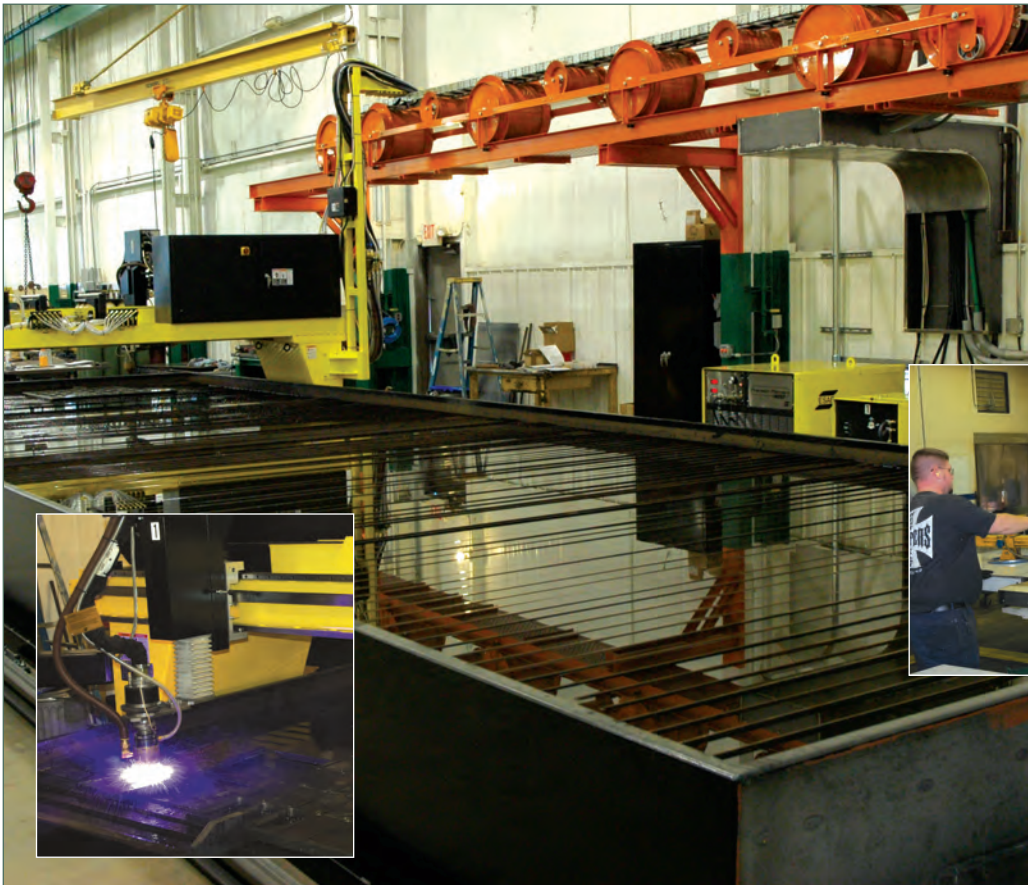
"Hickey's commitment to constantly updating their state-of-the-art equipment has ensured a stream of quality parts that are produced locally at competitive costs rather than buying parts built overseas where it is difficult to maintain control on the quality and integrity of the pieces or material used," Sebastian says. "It's nice to commit to American-made products." **24/7**



Carrier decks are assembled in jigs with air cylinders that lock the components securely in place prior to welding to insure proper tolerances. Overhead bridge cranes move the completed decks to the next step in the manufacturing process.



A robotic welder provides fast, efficient and consistent quality welds to the carrier's components.



To consistently improve both quality and efficiency, large capital investments were made in new equipment such as this two head plasma. Keeping manufacturing of components close to the factories, and forging long-term relationships with top quality suppliers, has led to the success in producing the number one selling carriers.



While it is important to have the latest technology, well-trained operators who take pride in their work and the finished product is the other part of the equation to Miller Industries success.



The Return of the Dollies

The self-loading dolly has been built the same way and has performed the same function for over 30 years with little concern for ease of use, improved safety or ergonomics. We as towers simply accepted the dolly as being awkward, heavy, off-balance and dangerous. But the dolly has been a very necessary part of our tools and sometimes a good source of additional revenue. It seems dollies took a back seat in development as car carriers gained in popularity. However, with the invention of faster, auto-load tow trucks and more all-wheel and four-wheel drive vehicles requiring dollies, the dolly has made a comeback.

The rising cost of Worker's Compensation and liability insurance created a need for a lighter dolly, designed for ergonomics and increased operator safety. One of the most innovative changes in recent dolly design came with the introduction of In The Ditch Towing Products' Speed Dolly. In The Ditch Towing Products wanted to

address the common complaint about dolly weight versus sacrificing weight for strength — while maintaining the capacity to haul most vehicles. After intensive testing, the manufacturer set the Speed Dolly's weight rating at 3,040 lbs.

Another feature that has found its way into the new generation of dolly design is ergonomics, which is defined as factors or qualities in equipment design that contribute to comfort, efficiency, safety and ease of use. The old-style dolly had wheels that could flop over when the operator picked them up, resulting in the user becoming off balance or receiving a pinch to a hand or finger. The Speed Dolly's design allows the operator to pick it up like a suitcase, and the dolly sits perfectly balanced in the operator's hand.

The older-style dolly had a safety latch that was useful when picking up a vehicle, but useless when unloading. The trip mechanisms required the operator to bend down and release the trip assembly

with one hand while clutching the breakover bar with the other. This put the operator's head in the strike path of the bar in the event the operator lost grip of the bar. The Speed Dolly design includes a lightweight breakover bar with a foam safety grip and a cam-over safety design which allows the operator to keep both hands on the breakover bar at all times while loading and unloading. As an added benefit, rather than lifting and carrying the dollies to the casualty, you can simply place the breakover bar in the dolly and roll the dolly to the casualty.

Another improvement has been the switch to an aluminum dolly axle. The Speed Dolly's axle telescopes to a greater width yet has the same rating as their steel axles. There simply aren't any reasons to be picking up heavy steel dolly axles. In addition, older dollies run the heavy and bulky 5:70 x 8 tire to get the same axle lift height as the Speed Dolly does with a smaller, lighter and more popular 4:80 x 8 tire.

When you add up all the changes the dolly has gone through in the last 24 months, you can't help but get excited about the future of towing. To see these innovative changes for yourself, visit your local Miller Industries distributor.

Dolly Maintenance Checklist

With older dollies having so many moving parts that required grease and springs to function properly, many drivers found that if they neglected maintenance, many of the parts would freeze up and not function properly.

- Be sure to check tire pressure (located on side wall) and inspect tire condition.
- Lubricate cam or ratchet components.
- Pack wheel bearings as needed.
- Make sure tie-down straps are not damaged and are in working order.

Dolly Safety Tips

- Lift properly to avoid back strain, especially when using older, heavier dollies.
- Block wheels or otherwise secure the vehicle when installing dollies to prevent the vehicle from rolling.
- Always maintain a firm grip on breakover bars when loading or unloading.
- Be sure to maintain firm footing when operating the breakover bar.
- Beware of finger pinch points and wear proper work gloves.
- Keep feet clear and out from underneath dolly axles and end frames.
- Wear safety steel-toed boots or shoes.
- Always use safety straps to secure the vehicle to the dollies.
- Make sure parts of the casualty vehicle do not rub on dolly tires.
- Do not exceed manufacturer's weight ratings or highway speed ratings.
- Make sure the dolly operation manual is in the tow truck and has been reviewed by operators. **24/7**



When loading or unloading, the operator should have firm footing — keeping feet out from under any dolly components — and maintain a good grip on the breakover bar with both hands.

Speed Dollies are balanced and the wheels lock in place to make them easier and safer to carry and load on or off your tow truck.

Many people believe that by increasing a dolly's tire capacity you increase the dolly's rating. This is simply not true. Other components factor in calculating ratings with the tire being only one of the limiting factors.





Rush Truck Center of Nashville is the proud supplier of Peterbilt trucks to Miller Industries, "The World's Largest Manufacturer of Towing & Recovery Equipment." Contact your local Miller

Industries Distributor to find out why Peterbilt is the number one choice of professional towers for their heavy duty chassis needs.



CLASS PAYS



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Wes rattles off the bid prices as the bidding war heats up to own one of the rare Miller Industries collectible die-cast models.

Fundraisers Benefit Survivor Fund

MILLER COLLECTIBLES HOT AT AUCTION

Since its inception just over two years ago, the Survivor Fund has grown to over \$370,000 through the generous support of many individuals and companies in the industry. The Survivor Fund began its first payouts this year to families of towing professionals who lost their lives in the line of service.

One individual who has been instrumental in raising money for the fund is Wes Wilburn of Wes Wilburn Consulting and automemories.net. Wes has conducted over eighteen auctions of towing collectibles and memorabilia in the last two years, hosting auctions at tow shows, training classes and online at tow411.net. He has raised to date over \$20,000 for the fund.

The hottest auction items have been two extremely limited Miller die-cast carriers: The first is a bronzed Race Recovery unit with only thirty-six produced and the second unit is an N.Y.S.E. edition with only one hundred produced. About seventy-five of these were given away on the New York Stock Exchange floor. Miller Industries has donated ten of the available twenty-five to Wes for the auctions, and to date according to Wilburn, the carriers have raised over \$10,000.

“It is a fact that without companies such as Miller Industries that have generously donated items every time I asked, these auctions would not be a success,” Wilburn says.

The next Survivor Fund Auction will take place during the Myrtle Beach Retreat, April 15 – 18. The retreat will include both light-duty and tanker recovery classes taught by Wes Wilburn and Tom Luciano. The auction will include another of the limited Miller die-cast carriers and since only a few remain, your chances of owning one of these rare models are going fast. Miller Industries would like to thank all of the auction winners for their generous support, along with Wes for his hard work and enthusiasm in conducting the auctions.

For information on the next auction or seminar schedules, contact Wes Wilburn at 910-486-8928, www.towcoop.com or E-mail weswilburn@aol.com.



Number 18 (of a total thirty-six produced) of these beautiful 2006 limited edition bronze Miller Race Recovery Carriers will be in the next auction to benefit the Survivor Fund.

Rotator Seminar Raises \$7,000 for Survivor Fund

Miller Industries recently held a two-day rotator seminar in California that drew towers from not only the West Coast but as far away as Florida and Maryland. The seminar was conducted at the Los Angeles County Fire Training Center and included rescue and firefighters from Los Angeles County and City, Torrance and Washington, D.C. fire departments. John Hawkins and Tom Luciano of Miller Industries led the class, and Robert and Rob Van

Lingen of Van Lingen Towing in Torrance, California, handled all the preparation, planning and registration. The Van Lingen's collected registration fees and donated checks totaling \$7,000 to the International Towing and Recovery Hall of Fame and Museum's Survivor Fund. The Survivor Fund was started in conjunction with the Wall of the Fallen to provide assistance to families who have lost loved ones in the line of service in the towing industry.



From left: Randy Olson, Miller Industries Vice President of Marketing, accepts checks on behalf of the International Towing and Recovery Hall of Fame and Museum from Robert and Rob Van Lingen of Van Lingen Towing. The Van Lingen's donated all registration fees to the museum's Survivor Fund.

For information or to make a donation to the Wall of the Fallen Survivor Fund, visit www.thesurvivorfund.com or call the International Towing and Recovery Hall of Fame and Museum at 423-267-3132.



What Type of Lever Shall I Use?

*By Tom Luciano,
District Sales Manager
and Training Specialist*

During a recent distributor open house, I had the pleasure of visiting with many old friends, one of whom was John Reasor of Cardinal Towing. Shortly after leaving, he e-mailed me shots of a roll over that they had handled and asked what they could have done differently to more efficiently handle the recovery.

A 68,000-lb. loaded mixer overturned on a two-lane road. There is limited maneuvering room. Their rotator is positioned to pick and pull off the side, so why did it raise the opposite side outriggers? At a recent rotator class held prior to the Texas Tow Show in Arlington last fall, we decided to duplicate this actual wreck and offer some alternatives, explaining levers and overhang.

The picture will hopefully help you understand the use of a rotator and the concept of leveraging off the side. To successfully pull this off, you must know the actual weight of your rotator, your outrigger's footprint, how much weight your rotator will lift and the overhang. With these items you can quickly calculate the most efficient positioning and rigging for the recovery.

To duplicate the above scenario, we overturned a loaded mixer weighing 68,000 lbs. If we could not pick it up from the side, what are our other options? The most common response from towers is to spin the mixer, but if you have ever done that on a blacktop road, you quickly find out that the front or rear discharge chute, side ladder, cab of truck, fuel-tank or rear wishbone frame may quickly dig in. So stop and think: where is your truck the strongest? It's off the back tailgate area, so let's utilize that.

Position your rotator so that it is backed up to the rear of the mixer. You will eventually be offsetting the boom so it is going to pick off one corner of your rotator. This is where your rigging is so important: We are going to position two 20-foot chain bridles with eliminator style master links. This will allow us to route one bridle under the barrel and fasten to the upper frame rails. The second bridle will be positioned over the top of the drum and attached to the lower frame rails. The shorteners on the eliminators will allow us to make the legs that are routed to the front side of the drum longer than the back ones. Before we position our boom, we are going to set all of our outriggers and drop the chassis' air ride suspension. Next, each winch line needs to be two-parted, so install snatch blocks to decrease line tension and also slow things down.

Swing the boom into position so the main pick line is vertical over the outside upper edge of the drum. Boom height is critical: DO NOT raise or extend your boom while doing this type of

recovery. The second line is attached to the upper bridle. We have now formed a modified second-class lever instead of a first-class lever. This means we are lifting off the rear of our recovery unit instead of pulling, eliminating much of the overhang.



As the left winch is engaged and starting to pick, the right winch line that was snug is slowly being released, reducing any slack. Now when the lifting winch has raised the unit to the 43 to 45 degree position, slowly swing the boom. This will allow you to transfer the weight from the left winch to the upper catch bridle and right winch. You may need to continue to raise the left winch as you're swinging the boom – but keep the motion gentle, not jerky. Be careful not to have the catch line loose because it will shock load the swing motor. However, if the catch line is too tight, it will lift the pivot point [the lower tires] off the ground and cause a skip.

See Lever on Page 26



It is critical that the passover be a smooth transition. This is accomplished by the swing function of your boom. Start lowering your right winch to lower the loaded mixer to the ground. Notice how this allows you to work directly off your tailgate, the strongest position of your recovery truck.

Some of you may think this can be done with any wrecker off the back, but trying this with an improper unit will side load your wrecker, pulling it sideways and possibly rolling it. The rotator's superior rear stability, along with the ability to rotate the boom, is what allows for this type of recovery.

As the photos illustrate, the transition is smooth and in narrow road situations this may be your best option. As in all recoveries, this is not the only method that can be used to accomplish the job. Remember, a piece of equipment is only as good as the person operating it.

I hope this will assist you in future recoveries you may encounter and in understanding the use of levers. I personally thank John Reasor for sharing with all of you a difficult recovery and allowing us to demonstrate some alternatives on how to do a better recovery next time. We all learn from each other, so please send in any tough recovery jobs you have had so others can learn from you. **24/7**



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Miller Industries New Conventional Towing and Recovery Units

Miller Industries has introduced a new series of conventional style towing and recovery units in the 8- to 12-ton boom rating range. All will be manufactured at Miller's new light-duty plant in Ooltewah, Tennessee.

*By Joe Brown,
Vice President of Engineering and
Quality Assurance*

The Next Generation

This next generation of units will have their major structural components welded by high-precision robots, cleaned by steel grit blasting, and coated with a base coat of corrosion-resistant epoxy primer and a top coat of high gloss two-component urethane paint. The recovery booms are constructed from high strength steel welded in a four-plate design, providing greater strength and lower weight than a structural tube design. This high-strength steel is used throughout the design of major structural components. The booms are designed for a lower profile and greater operator visibility. The winches, with standard cable tensioners and winch clutch

releases, are mounted to the recovery boom allowing the operator to raise or lower the recovery boom without the concern of pulling the cable into the cable guide. The assembly process incorporates a number of quality control steps including electronic torque control on critical fasteners and hydraulic connections.

The newly-designed units have modular body pods available in carbon steel, aluminum, stainless steel, and composite material. This modular assembly allows for simple body repair and easy removal for service, and access to the center frame. A slotted rack has been installed in the top of both side tool compartments to provide more convenient storage and accessibility to chains and straps. Toolbox lights are also standard in both side compartments. An optional fork holder bracket to store three sets of forks and fork adapters is also available. The composite bodies

are available in sandable gray or gel coat in several different colors. These composite bodies also have an extra large door and additional storage space for dollies. Each unit has a fully-removable center cover for easy access to service hydraulics. This cover creates uninterrupted structural deck space for storage and operator access. Another convenience feature is the L-Arm storage in the tailgate, which frees up additional deck space and provides easy access for the operator.

All of the hydraulic hoses in high wear areas have been upgraded to MegaTuff® hydraulic hose material. This material is made of a special hybrid compound offering an exceptional resistance to abrasion, oil, ozone, chemicals, and weathering. It offers up to 300 times better abrasion resistance than standard rubber-covered hose. The remainder of the hoses have been upgraded to

XtraTuff® hydraulic hoses material which has up to 25 times better abrasion resistance than standard rubber-covered hose.

Century 411/412

Century 411/412 models have a single lift cylinder on an eight-ton rated boom with 8,000-lb. worm gear winch(es). The boom elevation angle has been increased from 45 to 48 degrees to provide increased working boom height. The controls are standard for operation on both sides of the body and are positioned for better operator ergonomics. The underlift is the same 4,000-lb. rated Century Parallelogram design our customers have learned to trust and depend on and includes the Century three-way pivoting L-Arm system as a standard feature.

Century 612/602

The Century 602 has dual lift cylinders on a 10-ton rated boom with dual 8,000-lb. worm gear winches. The Century 612 has dual lift cylinders on a 12-ton rated boom with dual 12,000-lb. worm gear winches. In both models, the twin boom cylinders are angled outward slightly for more stability and strength against a side pull. The controls are standard for operation on both sides of the body and are positioned for better operator ergonomics. The underlift is the same 6,000-lb. rated Century Parallelogram



The Vulcan 892 and 894 designs provide for increased lifting height with the new fabricated recovery boom. A new modular carbon steel body with optional front tunnel boxes is available as shown on this Vulcan model 892.

design and includes the Century three-way pivoting L-Arm system and a set of 3-inch short-lift forks and fork adapters as standard equipment.

Vulcan 881/882

Vulcan 881/882 models have a single lift cylinder on an eight-ton rated

boom with 8,000-lb. worm gear winch(es). The boom elevation angle has been increased from 37 to 48 degrees. The controls are standard for operation on both sides of the body and are positioned for better operator ergonomics. The underlift controls are located conveniently on the tailgate. The underlift is the



The composite body on the new conventional units has a large tool compartment to accommodate your equipment. A set of dollies can be stored in each side, out of the elements, along with making it easier to stow instead of lifting onto the deck. An optional shelf is available to provide increased storage space.



On the new four-plate fabricated recovery boom, the winches are mounted at the base of the boom above the pivot. This allows the boom to be raised and lowered without affecting the cable moving in relation to the cable guides, the same as on most integrated units. Cable tensioners and winch clutch releases are standard equipment.

See Towing and Recovery Units on Page 30

same great 4,000-lb. rated Vulcan Slide design that has proven to be versatile and reliable, and includes the Vulcan strapless wheel-lift system. The underlift valve has been reoriented to face upwards and is accessible through an easily removable cover in the tailgate.

Vulcan 892/894

The Vulcan 892 has dual lift cylinders on a 10-ton rated boom with 8,000-lb. worm gear winches. The Vulcan 894 has dual lift cylinders on a 10-ton rated boom with dual 12,000-lb. worm gear winches. In all of these models, the boom elevation angle has been increased from 37 to 45 degrees. The twin boom cylinders are

angled outward slightly for more stability and strength against a side pull. The controls are standard for operation on both sides of the body and are positioned for better operator ergonomics. The underlift controls are located conveniently on the tailgate. The underlift is the 6,000-lb. Vulcan Slide design and includes the Vulcan strapless wheel-lift system, forks and fork adapters. The underlift valve has been reoriented to face upwards and is

accessible through an easily removable cover in the tailgate.

These new designs continue to contribute to the company's goals of increased strength, reduced weight, improved reliability, quality that exceeds our customers' expectations, ease of installation and serviceability.

Please see your Century or Vulcan distributor for more information or to see a demonstration of these new products. **24/7**



To provide better equipment organization, slotted racks to hang your chains and straps are standard in both side tool compartments. Lights are also standard to eliminate the need for a flashlight to find your equipment at night.



An optional fork holder and fork adapter storage system is available for 6,000-lb. underlifts. A set of 3-inch short lift forks and adapters are standard with these units. The rack is designed to hold two additional sets of forks that can include a set of front spring lift forks.



The new Century or Vulcan recovery booms are low profile for better rear visibility. Both units are available with the new 94-inch wide composite body with large spacious tool compartments and sleek styling. Composite 24-inch tunnel compartments are available for 84- and 108-inch CA applications.



The new light-duty Century or Vulcan conventional towing and recovery unit is available with your choice of carbon steel, aluminum, or composite body sides and compartments that match up to a newly designed recovery boom and center section. This Century 602, headed to the track for the 2008 race season, features the aluminum body that is popular in areas where road salt creates a problem with rust and corrosion



MILLER ROCKS..... BALTIMORE

Once again the year drew to a close with the final tow show of the season, The American Towman Exposition in Baltimore, Maryland. A fleet of thirty of the world's finest towing and recovery units mounted on many chassis rolled into Baltimore from Miller factories in Tennessee and Pennsylvania to fill Miller and many chassis manufacturers' booths. But Miller Industries units weren't limited to these booths. Many Miller equipment owners proudly displayed their beautiful, polished units in the American Wrecker Pageant Hall, where they competed for honors. Though the weather outside was frightful, the action heated up Friday night as over 1,200 towers took over the Hard Rock Café for the annual Miller Rocks Bull & Pig Roast. Lively music, food and lots of fellowship kept the heat up as attendees enjoyed the hospitality.

On Saturday and Sunday, the action and crowd moved to the exhibit floor where Century and Vulcan unveiled their new modular light-duty units, featuring the most dramatic redesigns in over 20 years. And of course no tow show would be complete without presentations from Miller Industries' Tom Luciano and John Hawkins, both respected experts on heavy-duty equipment and recovery methods and tips. District Managers Fred Grueber and Paul Craze also presented recent product innovations in the carrier line and the auto load units on the Miller big screen. If you missed the new products in Baltimore, visit your local Miller distributor or www.millerind.com to see for yourself.

24/7



Attendees pack the Hard Rock Café for food, fun and a chance to visit with Miller representatives and fellow towers.



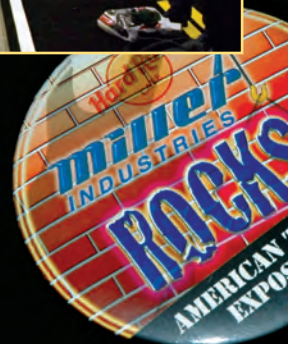
"MAGIC BOY" (center), a crowd favorite at the Miller booth at both Baltimore and the Florida Tow Show, always entertains with his magic and antics.



Towers pack the show floor for presentations in the Miller booth that provide valuable towing and recovery tips while learning more about the number one brands of towing equipment in the world.



At the end of the night, towers line up as Miller staff passes out the hottest show souvenirs of the season, MILLER ROCKS AT THE HARD ROCK T-SHIRTS.



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BE SURE TO CONSULT WITH YOUR TAX ADVISOR



STIMULUS PACKAGE MAY MEAN HUGE SAVINGS FOR FLEET UPGRADES

The Economic Stimulus Package Act of 2008 (the "Stimulus")* has received a lot of media attention recently because of the tax rebates to individuals. However, the Stimulus has benefits for businesses as well which haven't gotten a lot of attention. Therefore, we thought it would be important for you to have this information so that you would be able to consult with your advisors regarding the provisions, which could be quite valuable for you in 2008.

The Stimulus significantly increases the amount of deductions allowed in 2008 for the purchases of new equipment that are purchased and placed in service during 2008. These are temporary provisions designed to stimulate investment. This means if your company is considering purchasing towing equipment, those purchases, in most cases, should be made in 2008 to get the benefit of the maximum tax savings under the Stimulus. To qualify for the increased deductions, the equipment must be placed in service by the end of calendar 2008 for calendar year taxpayers.

The following examples illustrate the possible Federal tax savings from equipment purchases under the Stimulus.

Continued on Back

Continued From Front

| | Example #1 | Example #2 |
|------------------------------|-------------------|-------------------|
| Purchase Price | \$300,000 | \$80,000 |
| Potential Tax Deduction | 300,000 | 80,000 |
| TAX SAVINGS (34%) | 102,000 | 27,200 |
| NET COST OF NEW EQUIP | \$198,000 | \$52,800 |

In addition to the Federal tax savings, you may have additional savings from state tax benefits as well.

You can see from the above illustrations, the potential benefits the Stimulus provides towing and transportation companies are significant. The critical factor to keep in mind is timing, as the Stimulus provisions are temporary, which means the maximum tax benefit can only be achieved in 2008. Since all tax regulations contain various complexities which have to be considered in individual situations, we urge you to consult with your tax advisors now regarding the benefits of the Stimulus for your company specifically and for any other tax planning opportunities for 2008.

*Internal Revenue Service References for Tax Advisors:
The Economic Stimulus Package Act of 2008
Section 179 Expense
50% Bonus Depreciation

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