

# 24/7 ON CALL™

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SUMMER 2008  
COVER PRICE \$5 each

**Rotator Outriggers**

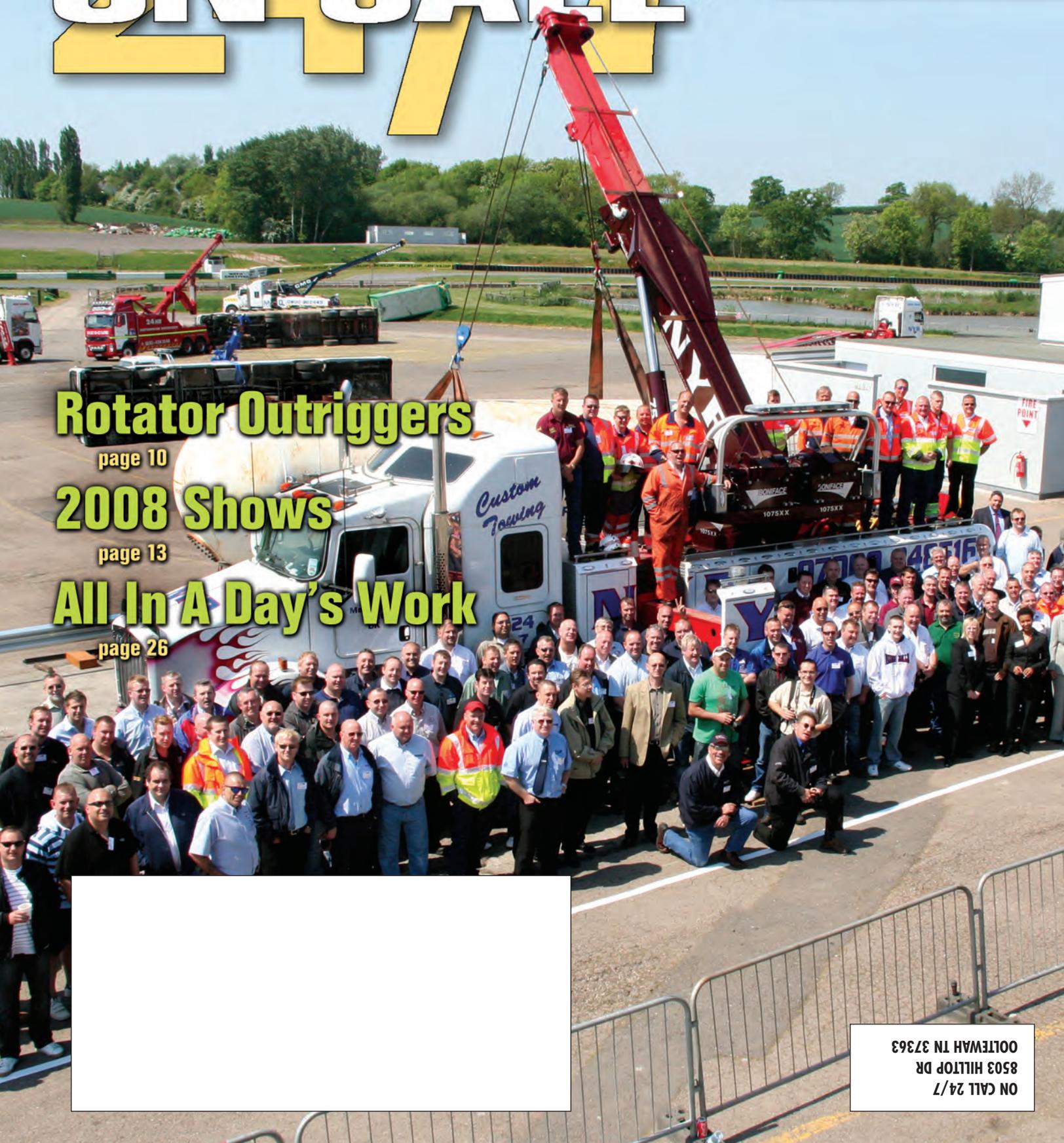
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This fall, towers from around the world will once again gather during the third weekend of September in Chattanooga, Tennessee, to honor industry leaders and fallen towers. The International Towing and Recovery Hall of Fame and Museum will induct eight individuals into the Hall of Fame as the Class of 2008 for their contributions to the industry. In a separate ceremony, the industry will remember our fallen brothers and sisters during the unveiling of another group of names on "The Wall of the Fallen."



Although this year has brought economic challenges for the towing and recovery industry, towers are a resilient group who often work long, hard hours in adverse conditions assisting the motoring public. We as an industry have overcome challenges before, and this ride will be no different. More importantly, the industry has made great strides over the past years in areas of safety, training, professionalism and positive recognition as it has come together as a family to achieve these common goals.

I encourage you all to stay involved in your local, state and national associations to keep the momentum moving as we build a better industry for future generations. But remember this September, take a break and come celebrate with the industry. You've earned a break and it's a great time to share camaraderie. I look forward to visiting with each of you.

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## ON THE COVER

Incident management and performing in-lane accident removal is not unique to North American towers. In many areas of the world, narrow roads with lots of traffic and congestion have dictated they use similar methods. Recently over three hundred towing and recovery operators from the U.K. and other parts of Western Europe gathered at Boniface Engineering in Thetford, Norfolk, England, for a training session conducted by John Hawkins III and Tom Luciano. Eight heavy-duty Century rotators, two Holmes 600R rotators and a Century 9055 were utilized to perform sixteen different recovery scenarios. Watch future issues of *ON CALL* for photos and explanations of some of the techniques used.



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# Inside View

## IT'S A SMALL WORLD

Is the world getting smaller? Physically, no, but in a business sense, absolutely.

Nowhere is that more apparent than here at Miller Industries.

Prior to and following this year's Florida Tow Show, we were honored by plant visits from towers around the world. Approximately fifty of those towers from Norway and France assisted our staff in driving vehicles from Chattanooga to Orlando for display at the Florida Tow Show. We not only enjoyed their company but also appreciated their enthusiasm for our products made here in the United States and those made in Europe by Jige International and Boniface Engineering LTD.

Many of you stop by at tow shows to share your achievements and challenges. You know that fellow towers from the U.S.

deal with very similar circumstances. What you may not know is that towers worldwide face comparable day-to-day occurrences. It's reassuring to know that towing and recovery is in all ways a global industry.

We take great pride in our worldwide presence. As a manufacturing company located in both the United States and Europe, our competitiveness is derived from product innovation, quality, service and distribution - the same attitudes that have contributed to our success here in the United States.

We welcome our international customers to the ever-growing Miller family. You, along with our customers here in the United States, are our driving force. **24/7**



*By Jeff Badgley  
President and Co-CEO*

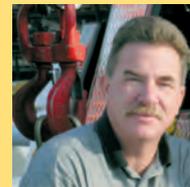


# 24/7 ON CALL™



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# New Products

## INTRODUCING A MORE VERSATILE ROTATOR

The new challenges for quick clearance on the roadways and towers needing extreme versatility in a variety of applications have created an increased demand for rotators. The Century 1060S and 1075S have become the number one choice of towers around the world. But some of you have requested a lighter model that provides many of the same features as the 60- and 75-ton units. The 1140 40-ton rotator was designed to fill the void with dual 35,000-lb., two-speed planetary winches and your choice of a two- or three-stage recovery boom.

The 1140 includes a standard front top beam or optional two- or three-stage H beam underslung outriggers and standard three-stage or optional four-stage rear outriggers. To get the casualty back to the shop after that tough recovery, the 1140's LDU under-reach provides 130 inches of reach at a fully extended rating of 15,000 lbs. and operates totally independent of the recovery boom.

## NEW MEDIUM-DUTY BODY OPTIONS

Miller Industries has introduced a new body design for the popular Century 3212 CX2 or Vulcan V-30 VX2 16-ton medium-duty towing and recovery units. The new aluminum modular body design is patterned after Century heavy-duty models and constructed using aluminum extrusions and shiny aluminum tread plate on top of the boxes. The body is available in a 120- or 138-inch CA and features the new push-to-open tool compartment doors and keyless lock system introduced on the complete line of Century heavy-duty models.



*Yesterday, Today and Tomorrow, Miller Industries is*

## REMOVABLE SIDE RAIL ON CENTURY RIGHT APPROACH

Due to reduced clearance on newer automobiles and the increased number of exotic vehicles on the road, today's carriers need to offer lower load angles.

The Century Right Approach design enables the rear-hinged section of the carrier deck to lower to a 6-degree load angle. To further increase the versatility of the carrier, Century has introduced a removable aluminum blade rail option. This allows the two rails on the forward section of the deck to be removed to allow loading with a forklift from the side or to accommodate wider loads with only the rear tail section side rails permanently fixed. The narrow profile of the side rail also provides over 3 inches of additional usable deck width between the rails to accommodate wide loads or vehicles with oversized tires.



## NEW ALUMINUM SOLID SIDE RAIL OPTION

Century has introduced a new narrow profile, fixed solid side rail to its popular 10 series carrier line. The new polished aluminum extrusion provides over 3 inches of additional usable deck width as compared to tubular side rails, allowing for the transport of wider vehicles.



## 7035 LOW RIDER UNDERLIFT

After gaining so much popularity over the years in both the Century 9055 and the SDU heavy-duty underlifts, Century has now introduced a Low Rider Stinger option to the Century 7035, 35-ton integrated towing and recovery unit. The Low Rider provides increased clearance under low hanging bumpers and oil pans. Another advantage is an additional 7 inches of reach over the standard stinger for a total of 136 inches without interfering with the recovery boom when in the stowed position.



## SP850 XP SIDE COVERS

Century has introduced a side cover option to the popular SP850 XP. The panel attaches to the side of the pivoting stiff leg and matches up to the body tool compartments to provide a more sleek appearance when in the stowed position. The panel does not interfere in most recovery situations.



See New Products on Page 8

**Leading the Way in Towing and Recovery Equipment.**



## 6 X WINCH PACKAGE

A new 6 X winch package is now available on Century's popular heavy-duty rotators. In addition to the standard main two-speed planetary winches, there is the option to add dual 20,000-lb. mast-mounted planetary winches, and dual 35,000-lb. planetary deck-mounted drag winches for a total of six winches (or in the case of the 1075S, 230,000 lbs. of winch capacity). With six winches, the rigging capabilities for difficult recoveries or lifting situations are almost endless.

## NEW HEAVY-DUTY TOOLBOX DESIGN

Century has unveiled a new design of modular tool compartments for its heavy-duty towing and recovery units. The new compartments have been lowered 6 inches for increased storage space and have no external latches on the compartment doors. The push-to-open/push-to-close design allows the operator to simply push on the door with their hand - or even their shoulder when they are carrying equipment - eliminating the

need to set down the items to open the compartment door. The system also uses a keyless remote similar to an automobile to lock the compartment doors with a push of a button. A manual system is included in case the unit has a complete power loss. The new boxes are standard on all Century heavy-duty units, from the 4024 integrated towing and recovery unit to the Century 1075S rotators.



## OUTRIGGER SYSTEM

Century is offering several new optional outriggers to its 1060S, 1075S and the new 1140 rotators. All three popular models come standard with front top beam outriggers and three-stage outriggers at the rear.

The standard three-stage rear outriggers with a 176-inch maximum spread are available with an optional manual extension that can add another 22 inches per side or our fully hydraulic, four-stage design with a 220-inch spread has become the popular choice for most new rotators being built today.

There are two options that replace the standard top beam outriggers on the front: a two- or three-stage underframe H beam system that has been designed with a 3.5-degree departure angle on the inner jack to provide ground clearance under the truck, creating the needed space for the crowning placed on most roadways. The two-stage system provides a 212-inch span while the three-stage provides an additional 50 inches for a total of 262 inches. The underframe H beam design, while adding some additional weight, provides increased toolbox space, wider stance for better stability and the ability to reduce overhang between the casualty and your recovery vehicle at a lower lift height. Miller Industries doesn't take a cookie cutter approach to building heavy-duty recovery equipment; we offer numerous options and choices to build a unit that meets your needs. **24/7**

Contact your local Century distributor to learn more about the complete line of heavy-duty Century rotators from "The World Leader in Towing and Recovery Equipment."



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# Rotator Outriggers - Getting it Right

**Tom Luciano and I recently visited England where we worked with the team at Boniface Engineering Ltd. on a program to demonstrate the advantages of “In Lane Accident Removal,” and the use of rotators for these recoveries. The event was attended by nearly three hundred people from the United Kingdom’s Emergency Service Team, law enforcement, and towing and recovery operators throughout the United Kingdom and Europe. During this event, we had a strong conviction to provide information that would help these operators maximize the potential of their equipment.**

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

Other than the performance of the recovery boom, no other feature of a rotator is more important than the front and rear “outriggers.” In the crane industry, the term is “stabilizers.” Regarding heavy-duty tow trucks, the term “spades” is often used. But referring to rotators, we call them outriggers.

Outriggers have two critical functions:

1. They must level and support the platform of the unit while lifting and rotating a load.
2. They must stabilize the recovery unit during a pull from any 360-degree angle.

These two points may seem simple, but I continue to hear from operators who do not understand how to make this happen.

## **The Importance of Hardwood**

The number one reason we’ve seen for rotator under-performance is improper size and amount of hardwood on

these units. We suggest hardwood such as rough cut oak or comparable.

Remember it is important to use hardwood due to its compression capacity. Soft wood such as pine can easily split under heavy loads. Even if the soft wood has been pressure treated, it is not suitable for cribbing. All of your hardwood should be inspected and replaced if it dries out and becomes cracked.

Size and amount are important too. Having too much wood can be as bad as having too little (or in some cases, none) and hardwood that is too big (and too heavy) means you won’t want to use it.

The following are three must-have hardwood items to use for stabilizing outriggers:

- 4 x 6s, 42 to 50 inches long (approximately 12 pieces)
- 1 x 4s, 24 to 36 inches (approximately 12 pieces)
- Three-quarter-inch plywood, 14- to 16-inch squares (approximately 12 pieces.)

## Placing the Hardwood

Set the front outriggers first. Extend the legs: Both are best, but if clearance is needed, or keeping a lane open requires one leg to remain closed, that's OK. Place two 4 x 6 pieces under the leg pad, perpendicular to the chassis frame. I place about two-thirds of the board outward of the pad, and then place a 1 x 4 at the outside end - giving the boards a ramp-like effect. Lower the front legs as evenly as possible, elevating the front tires off the ground a full hand's height.

The rear outriggers are next. Extend the legs (again, the above clearance procedure applies). This time, place your 4 x 6s parallel with the chassis frame directly under the outside pivot pads and intermediate pads. Again, place about two-thirds of the lumber visible to the rear. The rear legs are at a 15-degree angle and will "walk" rearward and push the truck forward.

Here is where the plywood comes in. All four points at the rear outriggers must be level and firm. The slopes and dips of parking lots and roads will require special attention at the rear. I use the plywood to balance all four points. On very heavy lifts, I place one (sometimes two) extra pieces of plywood at the swivel pads. Now, elevate the rear legs together and level the vehicle out. Check your bubble indicators and walk around the vehicle to view the machine.

If you're happy with the set-up, you have one more thing to do before starting the job. Take a 3- to 5-lb. hammer and hit each piece of wood. Make sure it sounds solid and none of the wood shifts. If the wood does shift, add more pieces of plywood. You must have all six of the unit's contact points firmly and properly supported. Once this is done, you're ready to swing the boom and start your rigging.

Always remember, front outriggers are stabilized first and rear outriggers last. When finished with the recovery and you are ready to break down the rotator, you start as you finished: rear outriggers first then front outriggers. If you have air-ride suspension, as you

bring the rear outriggers down allow time for the suspension bags to inflate before lifting the legs totally off the ground. This keeps the bag from getting damaged if it is pinched, and it also allows the bag to fill with air quicker. With air now in the suspension bags, lower the front legs — again as evenly as possible.



As in every application, you will find different methods may work better than others and it is never a one-size-fits-all situation. But I believe this procedure will work well in most lifting situations. In the next issue we'll discuss different procedures to follow during winching applications.

If you follow these procedures for outrigger stabilization, you will find it improves performance, better supports the load, maintains your machine's chassis with less stress, and with the proper support at the contact points, you successfully complete the job every time. **24/7**

## TIP:

Drill holes through your hardwood pieces and use rope to make handles. This makes pulling them out of the storage box or lifting them from the deck much easier. This will also allow you to drag more on the ground.

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# NEITHER RAIN nor WIND nor FLORIDA SPRING WEATHER

**dampened the enthusiasm of the crowd that packed the Miller booth for non-stop action and excitement at this year's Florida Tow Show.**

But excitement was this year's theme with many new products and the latest in towing and recovery technology filling our booth. If you missed the show, check out our New Products on pages 6 – 8. Of course we featured the popular tricks of Magic Boy, demonstrations from the training experts at WreckMaster and a new tricked-out Century 9055 from the Boyz at the Chrome Shop Mafia. Visit our Web site at [www.millerind.com](http://www.millerind.com) and click on galleries to view more photos of the events and equipment at the 2008 Florida Tow Show.

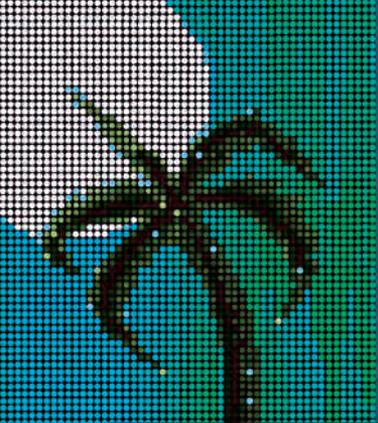


*Another round of golfers get ready to tee off on the 17th hole of the USAC/MD Golf Classic at the Florida Tow Show. Although no one hit a hole-in-one to win the new Vulcan Intruder (pictured), The Survivor Fund was the big winner with \$10,000 raised through the tournament to benefit the loved ones of towing professionals who have lost their lives in the line of service.*



*Despite the rainy evening weather, the crowd packed our booth for some food and refreshments and a demonstration of a Century 9055 with a SP850 XP doing a side recovery of a tractor-trailer.*

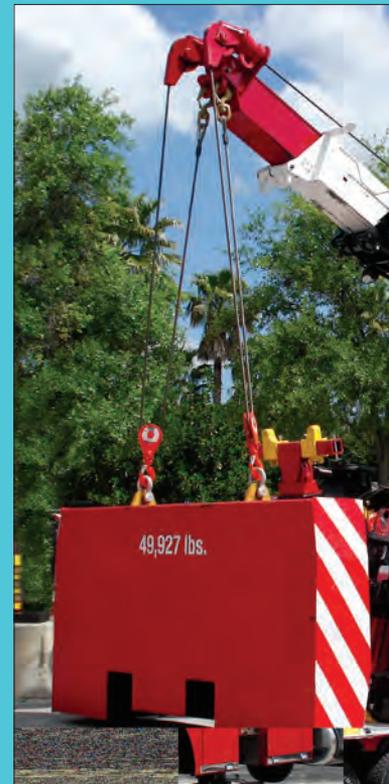
See Florida Show on Page 14



# FLORIDA SHOW FROM PAGE 13



The demonstrations ended Saturday with a reverse raffle when James Dreff of Val's Service Station in Whitmore Lake, Michigan, won a new scooter donated from Miller Industries Dodge chassis supplier, Prebul Dodge.



Saturday's demonstrations included two rotators lifting a loaded tractor-trailer, rolling it in the air and passing it between the two rotators to the other side of the trucks.



It wasn't all just heavy-duty demonstrations. A new Porsche is shown being loaded onto a new Century Right Approach Carrier with the side mount winch package and removable side rails.



The Boyz of the Chrome Shop Mafia fame posed for pictures and signed autographs in front of a tricked-out Century 9055 that was fresh out of their paint and "tricking" booth.



As a little rain shower passed overhead, the crowd enjoyed a demonstration of the Century 1075 rotator with the new six-winch option lifting a loaded tractor-trailer off a crushed car.

The selection of rotators in action also included the 16-ton Holmes lifting and rotating a car and the new 40-ton Century 1140 rotator that was unveiled for the first time at the show.



At Miller Industries, we are confident in the ratings and capacities of our equipment and are not afraid to demonstrate them under heavy loads. A counterweight weighing just under 50,000 lbs. is being positioned for several demonstrations.



Hot cars along with hot equipment like this Vulcan 21-foot carrier transporting a street rod were on display. **24/7**

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*\* Always remember to use safety straps, safety chains and tow lights prior to towing.*



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# WINNING EQUIPMENT AT WORK

## During the Western States Tow Show

The streets of Reno came alive for the Fourth Annual Miller Industries Recovery Round Up and Customer Appreciation Barbecue held during the Western States Tow Show. A record crowd filled the streets to enjoy food and refreshments prior to watching the world's finest towing and recovery equipment tackle several different scenarios.

Miller Industries thanks the towers who provided equipment, casualties, their time and assistance. We also thank the California Tow Truck Association show staff for their help and assistance - along with show attendees - for making this another successful event.



*A record crowd of towers lined the streets to enjoy a delicious barbecue prior to the start of the recovery demonstrations.*



*Brian Haas, a familiar face in the industry and recent addition to the Miller Industries team, demonstrates a carrier mounted on an International chassis with the latest Eaton Hybrid technology. The carrier was being delivered to Shamrock Towing (United Road Towing) in Phoenix, Arizona. Watch future issues of ON CALL 24/7 for reports on how the Hybrid performs in actual towing conditions.*



Rob Van Lingen of Van Lingen Towing in Torrence, California, demonstrates the versatility of his carrier as he recovers and rights an automobile using the SP8000 SidePuller.



Tom John Jr. of Tom John Towing in Sun Valley, California, lifts a gas tanker, rotates it to the opposite side and barrel rolls it in the air with a new Century 1060S rotator during one of the evening's demonstrations.



An overturned truck is righted by using the underlift to do a reverse roll while the recovery winch was used as a catch line to gently lower the casualty back down on its tires. Several recovery specialists from Panorama Towing Service in Newhall, California, used their new Vulcan V-70 to execute this recovery.

**24/7**

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# A Steep Challenge

*By Tom Luciano  
District Sales Manager and  
Training Specialist*

Recoveries are always a challenge. Some make you think out of the box differently than in past jobs, and some allow us to learn something new because the job is totally different. That is the case with the challenge proposed to a training class I conducted in Australia. The availability of a quarry that was no longer used allowed the class the opportunity to push a tandem tractor complete with engine, transmission and driveline weighing about 16,000 lbs. over a 100-foot drop and recover it from the upper level.

As the tractor went over the edge, it made a lot of noise and all you could see was dust. The end result was the truck at the bottom of the quarry on its side in the reverse direction. Now the questions should start to arise in planning the recovery.

Beginning with **recovery unit positioning**, is the ground stable enough for

the rear legs to hold the recovery unit? And, if on a solid rock surface, will the wrecker slide backward toward the edge? If it slides backward and the casualty is three-quarters of the way up, will it pull the unit over the edge?

The next concern is **boom length**. Is there enough reach to get over the edge of the quarry? While we lift the casualty, the wire ropes from each winch line should not encounter abrasion on the rock edge, and we need to be aware of the wire rope Working Load Limit. This unit had 3/4-inch wire rope and two 50,000-lb. winches so we were well within the working limit of the Challenger 8807 XLT. The Challenger Traveler allowed us to slide the boom to the back position, giving us the clearance we needed while also maintaining a higher boom rating, which was perfect for this application. This gave us additional overhang, which was needed to lift the casualty completely vertical to clear the quarry wall, then bring it toward us.

Next is **casualty positioning**. Which end of the casualty should be brought up

first? The nose was definitely heavier because of the engine, but when we winch the tractor to the top, do we want the heaviest end lifted above the recovery unit? This is a decision that needed careful consideration. I personally like to keep the heavier end of a casualty as low to the ground as possible, and later it will become more obvious as to why.

You also should consider if the brakes are on or released. Having the brakes on will greatly increase the chances of the chassis hanging up on rocks as it is lifted. Remember: a rolling tire will assist you during the recovery.

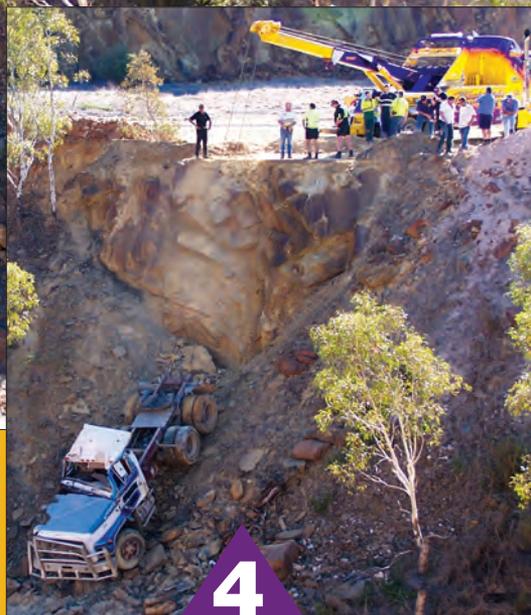
One last difficulty to overcome is **voice communication** between the operator of the recovery unit and the operators below. Your voice does not carry in these conditions, so this is where the use of hand signals is very important. (No, Nextel did not work down there.) Also, when working a job like this where visibility is limited, it was great to have a wireless remote for the wrecker.

*See Steep Challenge on Page 22*



2

The two winch cables were attached to the tractor's front frame with 5/8-inch Grade 8 chains. We wanted to winch the tractor as close to the wall as we could. As we engaged the winches, because of the height of the wrecker above the casualty, the front of the tractor lifted off the ground and the casualty slid toward the cliff on the sidewall of the rear tire.



4

Large rocks and boulders added additional resistance and stopped the tires from rolling, but as we neared the wall the wrecker lifted the tractor over restrictions.



3

Once closer to the wall, the chains were repositioned to the rear frame rails of the tractor. The winch lines were attached but reversed because when the unit pivoted around they would end up vertically in line.

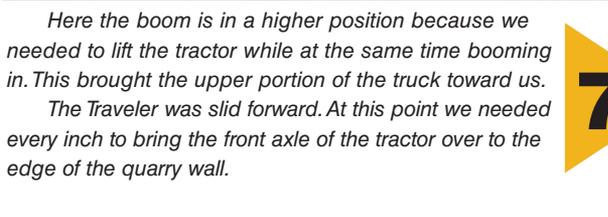


5

As we lifted the tractor, loose rocks began to fall between the tractor and the rock wall, causing dirt and dust to fly. This pushed the tractor away from the wall. Eventually the rocks did not fall between the tractor and the wall, but kept building up, so I had to slightly lower the tractor to allow the rocks to fall through.



6  
As we lifted the rear of the tractor clear of the upper edge, the wrecker's boom was in the lower position to give us maximum length.



7  
Here the boom is in a higher position because we needed to lift the tractor while at the same time booming in. This brought the upper portion of the truck toward us. The Traveler was slid forward. At this point we needed every inch to bring the front axle of the tractor over to the edge of the quarry wall.



8  
If we had not planned ahead, we would be trapped at this point. Why? If we boom down, the truck will go back over the edge. If we drive ahead without securing the front of the tractor to the rear of the recovery unit, the truck could pendulum backwards. Also this is why I wanted the heavier side down and not high in the air above our recovery unit. Notice the chains from the underlift end caps to the front of the tractor to eliminate the swing.



9  
The rear jacks were lifted about 2 inches off the ground so the driver could slowly creep ahead as I lowered the boom. This allowed the tractor to be lowered on the underlift. 24/7

Special thanks to all the Australian towers who helped work this unusual demonstration and Truckworks for letting us use their equipment. I hope this will assist you in preplanning on any future recoveries you may encounter.

# Conserve Fuel and Save Money



It seems that prices at the pump go up just about every week these days. Figuring out when things will level off is anyone's guess, but there are some things that AAA recommends all drivers do in order to find some relief.

-  **Whenever possible** use the most fuel efficient vehicle or piece of equipment for the required trip or job.
-  **Brake early** and slowly decelerate to maximize fuel economy.
-  **Avoid sudden stops** and starts as much as possible.
-  **Accelerate slowly.** Imagine an egg between your foot and the accelerator pedal.
-  **Driving** faster than posted speed limits is dangerous and increases stress.
-  **Allow time** to reach your destination by driving at a proper speed. The faster a vehicle travels the more fuel it burns.
-  **Anticipate traffic conditions,** signals

and slowdowns. Driving at a consistent speed will provide improved fuel economy.

-  **Cruise control** may be a fuel-saving option on open roads.
-  **Use air conditioning sparingly** in stop-and-go traffic. At steady freeway speeds, however, it may be better to use the air conditioner than to drive with your windows down, which increases wind resistance.
-  **Routinely maintain** your vehicles. Keeping tires inflated, moving components properly lubricated, and ignition and emission systems operating properly will help maximize fuel economy and extend the life of your vehicle.
  - Under-inflated tires are a safety hazard and can cut fuel economy as much as two percent for each pound of pressure below the recommended level.
-  **Avoid extended idling** and warm-up periods. Idling consumes up to one gallon of fuel per hour.

-  **Planning your route** so as to avoid making left-hand turns can save time and fuel.

Paying attention to the basics will pay off with savings opportunities in the long run, and may even help your insurance rates at the same time by reducing claims. If you practice these efforts now, you will be rewarded that much more should fuel prices begin to drop again. **24/7**

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# COME MINGLE AT MILLER THIS FALL

September 19 – 21, the International Towing and Recovery Hall of Fame and Museum will host its annual events in Chattanooga, Tennessee. The Miller Industries family invites those of you who are attending to join us for several additional activities while in the area. Call Cheryl Mish at the Museum for more information, 423.267.3132.



Friday, September 19, we will host tours of our Ooltewah plant. We're proudly showing off our new heavy-duty weld facility and assembly area, where you can watch the world's finest towing and recovery units in various stages of production. As always, if you can't attend that day, we welcome valued friends and visitors who are in the area to visit anytime.



This year's annual motorcycle run continues to grow as it winds through the scenic mountains around Chattanooga. Last year's run drew towers from as far away as the Northeast and West Coast for a leisurely afternoon ride. This year, we'll depart from the Miller Industries plant Sunday afternoon, September 21, concluding back at the plant for a barbecue and a chance to relax and swap stories about the ride. Stay tuned to [www.millerind.com](http://www.millerind.com) for registration and additional information.



Join us at the Wall of the Fallen unveiling on Saturday, September 20, at 10 a.m. at the International Towing Museum. The Wall's Survivor Fund is supported internationally. At their recent conference in Indianapolis, Indiana, the Canadian Automobile Association (CAA) clubs presented a check for \$2,250 to the ITRHFM Fund. CAA is a federation of nine automobile clubs serving over five million members through 148 offices across Canada. Pictured from left: Benoit Robillard (CAA Quebec), Brian Holmes (CAA South Central Ontario), Carl Wilson (CAA Maritimes), Randy Olson (Miller Industries), Steven Chan (Alberta Motor Association), Kevin Lane (CAA Saskatchewan), Dave Steventon (CAA National Office), Tom Mark (CAA Manitoba), Bill Willard (CAA Niagara), and Sue Miller (CAA North and East Ontario). Missing from photo is Ken Cousin (British Columbia Automobile Association).



Wednesday and Thursday, September 17 and 18, Miller Industries will host another of its popular rotator seminars that covers construction, service, and hands-on training on the most popular rotators in the industry. Visit our Web site at [www.millerind.com](http://www.millerind.com) for registration information. **24/7**

# All in a Day's Work



## BUILT TO HANDLE ICELAND'S HARSH WEATHER

In Reykjavik, Iceland, a local transport company, Bilaf lutningar (which in English translates to automobile transport), wanted to update their equipment. They needed a versatile and dependable unit that could perform in severe winter conditions. The owner, Runar Sigurjonsson, a mechanic by trade, began his search for his dream unit. After much research, Runar decided on a new Mercedes-Benz Vario 815 equipped with a Palfinger Crane and a Century 10 Series aluminum carrier. Both the carrier and the crane are operated by a Datek radio remote control. Runar, also known for restoration of classic cars, says the unit has operated flawlessly and is kept busy transporting both new and classic cars as well as a large variety of freight, machinery and cargo containers.



## 25 YEARS STRONG

Alfred Meyer, owner of Wrecker Service Meyer in Frankfurt, Germany, knows what it takes to be successful: experienced manpower and the right equipment. In business for twenty-five years, his company operates a fleet of thirteen trucks including a tandem steer Mercedes-Benz equipped with a Jije Eurotow 45L and a Boniface LoRider underlift. Whether busy handling a tough recovery or towing a disabled truck, bus or packer down the road, this heavy-duty unit with its silver grey metallic paint job and custom lettering looks as good as it performs.



## MEXICO CITY BUSES ARE NEVER LEFT BUSTED

When you have 250,000 passengers a day relying on you for their transportation, you need a fleet of 1,300 buses you can depend on. The RTP Transit Authority of Mexico City also understands the need to have towing equipment that can get those buses back to the shop quickly and safely in case of a breakdown or accident. That's why for their most recent purchase of three units, they chose Century 1040s with SDU underlifts. They needed reliable performance and versatility to get the job done.



## ABLE TO HANDLE JETS AND A WHOLE LOT MORE

John Stiloski, owner of Stiloski's in Tarrytown, New York, is no stranger to handling difficult and unusual recoveries. He has over twenty years experience and a fleet of twenty-eight trucks that includes both a Century 1060S and 1075S rotator. John said he was impressed with the capabilities of his 1060S, which led him to purchase a new 1075S two years ago. With the exceptional reach of the three-stage boom and the powerful 60,000-lb. main winches and 50,000-lb. drag winch, there isn't any job John is afraid to tackle.

Recently Stiloski's was called to clear the runway at a local airport. A jet's landing gear had collapsed, the wing of the plane had been compromised and the plane was leaking fuel. To further the difficulty, there were high winds so it was decided to lift the plane with the Century 1075S rather than use air bags. After some careful rigging, the plane was quickly and safely lifted with no additional damage. Another satisfied customer and successful recovery by the crew at Stiloski's with their Century 1075S. **24/7**



# Caution's Out!

David Ragan



***When I see flashing caution lights on the racetrack, I slow down and move over to avoid the incident ahead. I do the same thing when I'm driving on the highway and see the flashing lights of a tow truck parked along the roadside.***

When I was growing up, my father ran a towing operation for AAA, so I know the dangers faced by roadside responders. I'm pleased to represent AAA as they spread the word about move over laws to help increase the margin of safety these workers need to do their jobs.

Whenever you see the flashing lights of a tow truck on the roadside, you should move over a lane to safely pass them. And if you can't safely move over, slow down to well below the posted speed limit.

On the racetrack or on the highway, smart moves help save lives.

[AAA.biz/auto](http://AAA.biz/auto)



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## Hybrid Technology – Driving Toward Green

*By Vince Tiano  
Director of Chassis and Finance*

Fuel prices are skyrocketing. Every tower is feeling the impact. Think how great it would be to get 20 to 30 percent better fuel mileage out of your carriers. Eaton Corporation for years has been testing hybrid technology that places an electric motor, batteries and a generator alongside conventionally powered counterparts such as the vehicle's diesel engine. Their goal is to provide a unit that complies with emission regulations while reducing fuel consumption and improving drivability in a medium-duty truck. Many large corporations such as UPS, FedEx, Coca-Cola Enterprises and a number of utility companies are presently using some hybrid trucks in their fleets.

The big question is whether or not this technology is right for the towing industry. I think most of us would agree we would like to go green and protect

the environment, but it has to be economically feasible.

In an average Class 6 chassis, a hybrid will cost about double that of a conventional unit. Federal tax incentives for qualified vehicles can be as much as \$12,000 for a chassis over 26,000-lb. GVW. In addition, some states are offering their own incentives. There is also the fuel savings to consider. While higher in many applications, it is estimated that the fuel reduction in a normal carrier operation could run 20 to 30 percent. This could be substantial savings in high mileage applications such as companies that run their trucks multiple shifts.

An added benefit in the towing industry is that the system is designed to provide power to operate the PTO (Power Take Off) in an engine "off" operation. Imagine pulling into a garage or dealership and unloading the vehicle without the noise or odor of diesel exhaust being emitted.

Miller Industries recently installed a 21-foot carrier on a new International

equipped with the Eaton Hybrid System that was available for test drives during the Western States Tow Show and is now being demonstrated at different locations before being placed into full service.

There are many reasons to be thinking "green" in today's environment. And we believe it's our job to work closely with major chassis and component manufacturers to ensure that they are considering the special needs and applications of the towing and recovery industry in their designs. Although not a match for many towing companies at this time due to initial cost, we will monitor and report on the success of this technology to provide improved fuel economy, lower life cycle costs on many components, quieter operations and functionality with the engine "off" hydraulic capabilities – all while providing for a cleaner environment.

If you think a new hybrid would be right for your company, please stop by one of our distributors or feel free to send me an e-mail or give me a call. **24/7**

# LIFE IN THE **FAST** LANE

By Randy Olson, OnCall 24/7 Editor

## Zoom. Whoosh. Crash. Bang.

Racetrack sounds may read like a comic book but towers working a track will tell you it's far from comical. Technology and traffic conditions have led the towing industry to seek additional training to help us do our jobs more quickly, efficiently and safely on the nation's roadways. These same needs have mandated the same outcome on racetracks across the country.

After completing a Train the Trainer Program at NASCAR's facility in Concord, N.C., Ken Burdine, Miller Industries Race Recovery Program Director, has been busy holding classes prior to NASCAR races at I.S.C. tracks from Florida to California and has already trained close to two hundred operators. Although the recovery teams staffing the Miller trucks at some of the most prestigious tracks in the country are comprised of seasoned tow operators and owners, NASCAR has requested that each tower working a track attend one of the programs that includes both classroom and hands-on methods to help ensure the speedy and proper removal of these expensive race cars while maintaining the safety of the clean-up and recovery crews.



Operators practice different hands-on recoveries with a race car during a recent class in Michigan. Recovery operators and fire safety crews participate in joint training exercises for better on-track coordination.



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Photo property of Indianapolis Motor Speedway and used with permission. IMS photo by Bret Kelly

As the 92nd Indianapolis 500 drew to a close, pole sitter Scott Dixon, driving for Target Chip Ganassi Racing, ended his day in Victory Circle after the race for 115 of the 200 laps. Not all of the other drivers' days ended so well. The action-packed race had six crashes involving seven drivers, but thankfully, no one was injured.

Miller Industries, as The Official Race Recovery Vehicles of the Indianapolis Motor Speedway, was proud of its part in providing a fleet of Century, Chevron and Vulcan units that kept "The Greatest Spectacle in Racing" moving smoothly. **24/7**

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