

# 24/7 ON CALL™

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## Our Roots Run Deep

I was extremely proud of the recent story that American Towman ran on my father, who started in the towing business in the early 1950s. Thank you to everyone who sent kind emails or called about the article. I owe a lot to both my dad and my late mother, who instilled in me a strong work ethic and the desire to assist people in their time of need, both of which are characteristics that are so prevalent in the towing industry. I know that my situation is similar to so many of you who have also grown up in a family towing business. I believe that having these deep roots in the industry allows me to understand the problems and situations that towers face, and helps me to do a better job here.

My story is not unique at Miller Industries. Many members of our team have spent part of their lives with hands-on experience in the business. Both John Hawkins, vice president/general manager of the large wrecker division, and District Manager Tom Luciano started out by owning their own towing companies. Luciano started a truck stop and towing service in upstate New York right out of school. He has been deeply involved in the industry ever since, conducting training classes worldwide and also with both state and national associations. Likewise, Hawkins started right out of college, purchasing a towing company in Florida and working with his late father, John "The Hawk" Hawkins, becoming active on a state and national level.

Our regional vice presidents of sales, Barney Cooke and Clay Traylor, both began their careers operating tow trucks before getting involved in the manufacturing and sales sides of the business. This list goes on and on, right up to Sales Associate Johnny Grant, who has more than 50 years in the industry as both an operator and a former employee of the Ernest Holmes Company.

I feel this life-long passion and deep roots in the industry are what help us to understand our customers' needs and give us that burning desire to build the world's finest towing and recovery equipment. Our end goal is to help make your jobs easier and to assist you in your daily operations.

Randy Olson, Editor, On Call 24/7  
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## On the Cover

Twenty Miller Industries' employees recently completed a two day WreckMaster training program that was held at the International Towing & Recovery Hall of Fame & Museum in Chattanooga, Tennessee. The hands-on training portion included both towing and recovery scenarios.



### COVER PHOTO:

(Left to right) WreckMaster trainer David Bouvia, Light-Duty Plant Manager Jamison Linden, Chassis Sales Rep Devin Munczenski and Export Sales Manager Brandon Glass (far right) look on as Design Engineer Herb Spaulding operates the controls during a simulated recovery operation. All the participating employees received their WreckMaster certification.

## Training Day

### Miller Industries employees go back to school

Recently, Miller Industries hosted a WreckMaster 2/3 training class for some of our employees at the International Towing & Recovery Hall of Fame & Museum in Chattanooga, Tennessee. In attendance on that particularly snowy and cold day were engineers, customer service personnel and newly appointed sales and marketing personnel. The training had been suggested by our Human Resources department as a way to provide our employees with a better understanding of the correct and safe operations in recovery, towing, and in up-righting vehicles.



by Jeff Badgley  
President and Co-CEO

The course was taught superbly and at its end, we reviewed with each employee the benefits he or she received from the training. Our engineers gained valuable hands-on experience, customer service personnel gained knowledge to assist customers in diagnosing field services issues, and our sales people acquired knowledge to better assist our distributors in communicating with their customers.

We certainly expected training to yield those kinds of results; however, in my estimation, unintended results from the training were those most beneficial for our organization. Training enhanced our personnel's view of themselves and our organization. With the knowledge they received, they are better able to address problems in their areas from a different perspective and each of them thanked us for investing in them.

Finally, although I am certain that the cold weather played a part, each of our employees left the training with a high regard for the end users of Miller Industries' equipment. As one of our customer service personnel stated, "I learned a great deal about the every-day occurrences an operator faces. It taught me what kind of character our customers must possess to keep a cool head in the difficult situations they face."

After returning to the Miller Industries offices, each and every one of our WreckMaster 2/3-certified employees asked for additional training. And at the end of the day, what can be better than people craving knowledge that will improve their understanding of what our customers go through on a day-to-day basis?

*"...what can be better than people craving knowledge that will improve their understanding of what our customers go through on a day-to-day basis?"*

# 24/7 ON CALL



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# Holmes

## Tradition with Modern Technology



### Holmes 220

by Johnny Grant, Miller Inside Sales



*In the early years of towing, pickup truck-mounted booms were common. Today with heavier vehicles on the road such as SUVs along with the use of wheel lifts that have increased overhang as compared to the old slings and tow bars, the industry moved to trucks with higher GVWs. The pickup-mounted towing units, although not as popular as the early days of the Holmes 330 which was available with a hand crank or PTO-driven winch or later Holmes 220 that featured an electric winch, pickup-mounted towing units such as the Holmes 220 Snatcher still find a niche in the market today.*



*The Holmes 220 Snatcher, a rugged yet lightweight unit that mounts in a 3/4 or 1 ton pickup truck, provides a fast acting auto load wheel lift system that can be operated from the cab of the truck. The unit is powered by a twelve volt Electric/hydraulic pump and has a 3,500 lb lift capacity but actual towing limitations will vary depending on your truck. The 220 Snatcher is ideal for repossession work or operating in garages or parking ramps where height clearances may be critical. The 220 Snatcher's 180° pivoting crossbar allows you to even hook up to parallel parked vehicles at a ninety° angle.*

### Holmes Rotators



*In 2006, Holmes introduced a medium-duty rotator, the 600R. This is the first rotator offered by Holmes, but the research and technology span back to the mid-50s when Holmes built and tested a medium-duty rotator. The idea at that time was abandoned. Although Holmes did build large rotating railroad cranes from the mid-60s and 70s, the idea of a rotator for the towing and recovery industry was ahead of its time.*



*The Holmes 600R with 220° of boom rotation opens up a whole new dimension for medium-duty recovery. The Holmes 600R with a retracted boom rating of 16 tons and an extended rating of 6 tons allows the operator to easily recover light and medium vehicles over the side of a bridge or guard rail. Besides the recovery capabilities, the Holmes 600R's underlift provides 12,000 lbs of lift capacity retracted and 6,000 lbs extended, making it the most versatile in medium-duty units.*



**Old Holmes photos courtesy of the International Towing and Recovery Hall of Fame and Museum. To learn more about the history of the towing industry, visit [www.internationaltowingmuseum.org](http://www.internationaltowingmuseum.org).**



In the early 1900s, Ernest Holmes, who owned an auto repair shop in Chattanooga, Tennessee, saw a need for a more practical way to recover the growing amount of automobiles on the road after spending an entire day with a crew of men to remove one of his customer's cars out of the nearby Chickamauga Creek. Holmes went back to his shop and built his first twin-boom wrecker in the back of a 1913 Cadillac touring car. The Holmes company grew from its start in 1917 with a reputation to build highly functional equipment that was dependable yet affordable. The Holmes product line today consists of several light-duty units, a medium-duty rotator and a detachable 5th wheel underlift all of which have evolved over the years with Ernest Holmes' original vision to produce a quality towing and recovery unit that met those standards.

## Holmes 440



The Holmes 440 set the industry standard for economy and dependability in light-duty towing since its first production in 1966. The original mechanical 440 was replaced by a hydraulic model with a wheel lift in the early 90s and most recently by the Holmes 440-SL, which features an auto load wheel lift system and modular body construction.



For an economical yet dependable light-duty towing unit, the Holmes 440-SL picks up where the original 440 left off. The 440-SL features an 8,000 lb hydraulic planetary winch and a proven auto load wheel lift system with 4,000 lb lift capacity. The wheel lift has an impressive 73 inches of reach and superior rear body visibility to allow the operator to easily hook up from inside the cab using the in-cab controller. The self-centering crossbar pivots 180° allowing you to hook up to a parallel parked vehicle at a 90° angle. For the best value in a quick and reliable light-duty tow truck, check out the Holmes 440-SL.

## Holmes 5th Wheel Attachment



In the early 70s, Holmes introduced a hydraulic 5th wheel towing attachment, the FW-20, later replaced by the FW-25 that was built up to the early 90s. The FW-25 could be easily installed on a tractor making an ideal backup unit for many towers who had a tractor they used for pulling a trailer. As the towing industry has changed from the use of conventional tow bars to under lifts, the FW-25 was replaced by the Holmes D.T.U. which provides the operator damage-free towing.



The Holmes D.T.U. (detachable towing unit) provides the economical solution for an additional heavy-duty tow truck in your fleet. Designed to slide into the fifth wheel plate and front lock down bracket, the Holmes D.T.U. allows you to utilize a tractor in your fleet into an additional underlift with 113 inches of reach. The D.T.U. is powered by an optional wet line kit and is available with several winch options. The front drop down legs allow the unit to be removed in a matter of minutes, making it an ideal backup unit or to send out on those long hauls.



# how me the

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

It seems like just yesterday that I was heading north on I-81 with Kipp Felice from our marketing department to do our first article for On Call 24/7. We were driving a 2002 W 900 road tractor to Roanoke, Virginia, from Chattanooga, Tennessee. Our plan was to drive the more than 300 miles and place that road tractor in tow behind a customer's 30-ton tow truck that had a competitor's unit mounted on it. Then, we would return to Chattanooga and compare the same road tractor placed behind a W900L KW with a fully equipped Century 5230. Both units were spec'd as everyday, working tow trucks and we took pains to measure and match the towing applications as closely as possible. The end goal was to publish the results from the certified "Cat Scale Tickets".

Boy, did we upset a lot of people. It wasn't even close. Not only did the Century product weigh less on the drive axles by some 4,200 lbs, it scaled legally with the W 900 nose-up (i.e., under 34,000 lbs). Additionally, it did this

with a higher percentage of front axle weight on the Miller product. That was five years ago! To this day, the Century 5130 and 5230 are still the best-selling integrated models we offer, and still dominate all of the other manufacturers' towing and recovery units in this class, hands down.

Now, it's some five years later and we have not sat by idly. Standard product enhancements to these two models include: LED lighting on all exteriors and in tool boxes (reduced amperage draw); redesigned aluminum tail light section; reconfigured and lowered tool boxes for increased storage capacity and to allow access without compromising boom and winch visibility; enhanced safety chains that also act as 14-foot Grade 10 recovery chains; and redesigned door openings above the wheel wells that provide easy access to control stations. Optional product enhancements include: the 7035 underlift and downtower, which increase reach from 113 inches to 128; alloy snatch blocks; eliminator alloy chain bridles; endless loop recovery



▲ We wanted to update what we had done in our original article five years ago on the scale ability of our Century 5130 and 5230 integrated towing and recovery units, so we called upon two local towing companies that operate them. The blue Kenworth T-800 belonging to Guy Yates of Ringgold, GA hit the CAT certified scale first, weighing in at 13,500 lbs on the front axle and 20,840 lbs on the rear. The black Kenworth W-900 belonging to Doug Yates of Chattanooga, TN was next, weighing in at 13,120 lbs on the front and 22,040 lbs on the rear.

Our goal as a manufacturer is to design our units to provide more weight forward while maintaining the least amount of weight on the rear drives, and both of these fully equipped rigs did just that, providing you a heavy duty recovery unit that is still light enough to pick up the front of most road tractors and legally tow them down the road.



▲ The proof is in the CAT weight ticket or as in the case most towers face everyday, at the scale house. Lifting a Kenworth W-900 road tractor at the front spring hangers with a front axle weight of 9,400 lbs, Guy's Kenworth T-800 can breeze legally through most any state in the country with axle weight of 9,980 lbs on the front and a rear axle weight of 32,860 lbs.



▲ To put Doug's W-900 through the scale test, we hooked up to the front of a new Western Star road tractor with a front axle weight of 9,600 lbs. As we pulled the loaded combination on to the CAT certified scale we came in at 9,900 lbs on the front axle of our tow truck and just under 34,000 on the rear drives, once again keeping it under the legal load limit on most roadways and providing good front end weight for safety and control.



# Money!

straps; LED strip lighting; LED strobe box with alternating flash pattern on all exterior lighting; and back-lit LED control stations.

Currently, Miller Industries has 5130s and 5230s in nearly every state in the US, Canada, and Central and South America. These units are also working on the streets throughout Europe, South Africa, Australia, the Middle East and Asia. Their dependability, features and benefits are recognized worldwide by private towers, military operations and government agencies who utilize these popular units in their fleets.

Where is our competition? They are still cranking out the same old units with few, if any, changes. Yes, they are still lighter on the front axle, they still offer counterweight toolbox options and they still offer the towing attachment pioneered by the Miller product line. And yet, all the while, they remain heavier on the drive axles whether they're under load or not.

▼ For those difficult-to-tow vehicles with long overhangs or set-back axles, the Century 5130/5230 is available with an optional underlift that increases reach by 15 inches. This option also includes a new down-tower that incorporates the 7035 underlift, providing up to 128 inches of reach.



To this day, the Century 5130 and 5230 models are still the bread-winners for towing fleets around the world – year after year after year. There are fleets operating with two, three and even four units, in both single- and tandem-axle combinations. The 5130 single-axle remains the number one vehicle of choice in crowded inner city areas, where capacity and maneuverability are critical. And the tandem-axle units constantly cross the United States with the ability to tow most loads legally from state to state. Oh, did I mention resale value? If you can find one on the market, the 5130 and 5230 carry some of the best resale values in the industry today.

So, whether you are already a Century 5130 or 5230 owner or are looking at acquiring one for the first time, you have the chance to “Show Me The Money” by including the number one money maker in your fleet.



▲ For tight, crowded urban areas, many operators find the single-axle Century 5130 provides the ideal balance of excellent maneuverability and superior towing-and-recovery capabilities necessary for most heavy-duty, inner-city work.

▼ Lightweight, modular tool compartments are available in three different lengths for both the Century 5130 and 5230 to accommodate various chassis applications. Redesigned in 2008 to maximize storage space, the toolboxes are six inches lower than earlier versions. The spacious compartments provide ample storage for all your equipment, including lifting straps, tire lift, forks, hoses and other attachments as shown in this 180-inch CA body.



# Life in the Fast Lane . .



The Miller Industries Race Recovery Team started the 2010 season with the Rolex 24 at Daytona and capped it off several weeks later with the running of the Daytona 500. The race recovery team is made up of towing owners and operators from across the country who volunteer their time and talents working the events. From the Daytona International Speedway the action moved west to the Auto Club Speedway in California. In addition to these two premier racing venues, Miller Industries is the "Official Race Recovery Vehicles" of Talladega Superspeedway, Michigan International Speedway, Chicagoland Speedway, Kansas Speedway, Homestead

Miami Speedway, Richmond International Speedway and Darlington Raceway. For those race fans who like a more relaxing weekend, many towers and their guests enjoy watching the race from one of the Race Recovery compounds that often include a barbecue, tours of the garage area, driving a truck in the pre-race parade lap or just hanging out with fellow towers and Miller Industries representatives.



You never know who may show up at the Miller Industries Race Recovery compound. This year, popular NASCAR driver Robby Gordon was on hand to thank the drivers for moving one of his show cars. Gordon was very gracious and posed for pictures and signed autographs for many of the recovery drivers and guests.

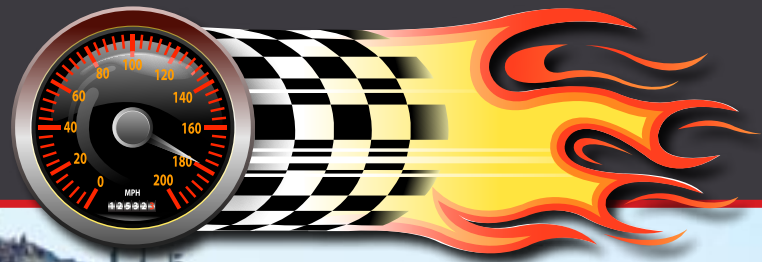


The NASCAR Camping World Truck Series race was postponed Friday evening due to rain and was rescheduled for Saturday evening following the NASCAR Nationwide Series. These events provided a full day of action for the Miller Industries Race Recovery teams.

NASCAR President Mike Helton (left) presents the annual Track Services Mission Award to Miller Industries Race Recovery Team Director Ken Burdine. Each year, NASCAR presents the award to an organization that goes above and beyond in support of the Track Services Team's mission to improve safety through advanced continuing education, qualified training and support for all track services personnel. Miller Industries was presented with the award for not only providing recovery equipment for training, but for also actively assisting in many training programs at tracks around the country. Miller Industries believes that well-trained uniformed operators in clean modern towing and recovery equipment help portray a positive and professional image of the towing industry to the millions of race spectators.



# . Daytona Style



A dozen Miller Industries Race Recovery units line up on the track as towers and their guests take part in the opening festivities for the Daytona 500 by driving the units in the parade lap.



This year's fleet of Miller Industries Race Recovery vehicles included five new CENTURY® 12 Series LCG carriers. The new lower deck height and low load angle were beneficial for loading race cars providing the same advantages many towing companies have already discovered in the LCG carriers in their fleets.



Safety at the tracks as on the roadways is important to the recovery operators. The recovery members wear fire-retardant, high-visibility jackets as well as protective headgear, gloves and sturdy footwear with slip-resistant soles. Operators communicate through headsets and two-way radios, as well as using hand signals.



Race Recovery team members unload another casualty off one of the CENTURY® LCG carriers as the pit crew prepares to go to work to try and get the car back in the race.



Another NASCAR Nationwide Series driver's day comes to an end as the Miller Industries Race Recovery team tows their battered race car into the garage area. **24/7**

# New Products

## Some Extra Lift & A Lot of Pull

Some of the new products and innovations that Miller Industries has introduced in the North American Market actually originated with their overseas operations, Boniface Engineering in England and Jige International in France.

The new RXP front stabilizer legs on the Century 1140 Rotator are a recent result of this type of collaboration. In Europe, for example, Miller Industries has supplied heavier versions of pivoting front stabilizer legs with the Century 1060S and 1075S rotators for more than a decade. This configuration is ideally suited for the tandem-steer, short-wheel-base chassis that are common in Europe's tight narrow roads, but did not match up on our American chassis due to front-axle weight.



▶ A downsized version of this European design, the new RXP is very similar to our SP-850 pivoting stiff legs and accommodates the Century 1130 and 1140 rotators. The RXP also offers increased towing and recovery capabilities.



Overall, the RXP option is ideal for the Century 1130 and 1140 rotators, providing additional front-axle weight to increase towing capacity. For stability during lifting, the RXP's 212-inch spread is equal to that of the over-frame front outriggers. And the dual 35,000-pound, two-speed planetary winches in the RXP provide superior performance in those difficult side recoveries.

With the drag winch option, your Century 1130 or 1140 provides up to five winches for unlimited rigging possibilities and up to 175,000 pounds of winching capacity. The new RXP is just one more example of why Miller Industries is the leader in rotator production worldwide.



## Collapsible Ladder

Trying to hook up your straps or chains on an overturned casualty can be difficult as well as dangerous. Spilled fluids can create slippery conditions as you try and find something to step on to get footing. In these situations, a ladder is ideal but presents a problem of where you can store it on your recovery unit. Miller Industries has the solution for your problem in the form of a lightweight, collapsible ladder. The ladder fits easily in your tool compartment and its compact size allows it to be tucked away until needed. Order yours today from your local Miller Industries distributor.





## Front Stabilizer

One of the many advantages that Century heavy-duty rotators offers is the ability to rotate the boom 180 degrees over the cab in a number of chassis configurations. This provides additional clearance when towing loads such as snorkel, bucket, or fire trucks, and allows the operator to draw the apparatus in over the rear deck of the rotator. In addition, with the boom forward, increased front-axle weight is provided to the tow truck. Many towers have also found this feature useful for lifting or recovering off the front of the unit when pulling up to the rear of a casualty on the highway. To assist in supporting the front suspension in these applications, Miller Industries has introduced a hydraulic front stabilizer that is available on Miller heavy-spec'd Kenworth T800 chassis.

# LONE STAR

## A New Star Enters The Towing Industry



Not since the introduction of the International 4300 in 2001 has a new chassis created so much interest and excitement in the towing industry as the new LoneStar. The International LoneStar was originally designed primarily for tractor applications, but with its classic styling, superior aerodynamic design and comfortable interior with advanced driver ergonomics, it was quickly realized that given the proper frame and chassis specifications the LoneStar would be a perfect match for towing and recovery applications. Several LoneStars were outfitted early in the year but required extensive frame modifications which also added substantially to the vehicle cost. Based on the initial response to the new LoneStar, Miller Industries and Navistar engineers began to work together as to the proper frame, suspension and power train specifications to match up with the Miller Industries top selling towing and recovery equipment. Vince Tiano, Miller Industries VP and Director of Chassis, said, "With International's solid reputation and strong market share in the class 6 chassis due to their years of

providing reliability and value in the towing industry, we were confident that the LoneStar given the proper specifications would be a natural fit in our class 8 market." The first day cab LoneStar with the Miller Industries towing and recovery specs rolled off the line about a month before the American Towman Exposition in Baltimore. The crew at Miller Industries then went to work installing a heavy-duty 25-ton CENTURY® towing and recovery unit on the new chassis. The new LoneStar did not even make it to the show before being purchased within hours of being pictured on the Miller Industries website. Jesse Averhart, Vocational Marketing Manager for Navistar, was impressed with the traffic through the booth as towers buzzed around the new truck asking questions and taking pictures. Based on the strong response, Miller Industries placed additional orders for the LoneStar that are available with new CENTURY® or VULCAN® heavy-duty units through Miller Industries' distributor network.



*The Miller spec'd LoneStar is ideally suited for a Century or Vulcan 25 through 35 ton integrated towing and recovery unit. This LoneStar equipped with a Century 5230 picked the front of a tandem road tractor using lifting forks on the front axle rather than lifting at the spring hangers. This created a worst case scenario by increasing the amount of overhang, causing increased rear axle weight on the tow unit. The loaded LoneStar weighed just over 31,000 lbs on the rear drive axles, making it legal on most roadways in this tow application. Having the versatility for both recovery and towing capabilities was one of the important criteria in developing the right combination with both the chassis and equipment specifications.*

## **MILLER TOWING AND RECOVERY LONESTAR SPECIFICATIONS**

### **Model:**

LoneStar 6x4 Day Cab

### **Engine:**

Cummins ISX 500 HP, 1650 lbs ft-torque

### **Transmission:**

Fuller 18-Speed Manual

### **Axles Front:**

Meritor – 14,600 lbs

### **Suspension, Front:**

14,600 lb Spring Parabolic Taper Leaf

### **Axles, Rear Tandem:**

Meritor 40,000 lb. with lube oil pump, DCLD and aluminum carriers, driver controlled main locking differential

### **Suspension, Rear Air Tandem:**

Hendrickson single reduction, 46,000 lb capacity

### **ABS:**

Bendix ABS-4 channel system

### **Wheels:**

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### **Tires:**

Front – 11R24.5 G287

Rear – 11R24.5 G164



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Damaged or disabled vehicles and machinery quickly unload off the LCG with its steep 20-degree dump angle.



The side-mounted winch option allows you to easily adjust the cable pulley to maintain a straight-line pull on the tow eyes that have become popular on many automobiles.



The optional SP 8000 Sidepuller provides you a multitude of recovery options that you can perform from either side of your carrier with minimal lane blockage.



The low deck height makes it easy for the operator to reach when attaching the front tie-down chains or straps with the bed slid back and tilted compared to conventional carriers.



With 5 to 6 inches of lower deck height compared to a conventional carrier, the LCG provides better stability when driving down the road loaded as well as improved height clearance when hauling taller loads or operating under many lower awnings or in garages.



The extremely low load angle makes it ideal for loading vehicles with low spoilers, bumpers or exhaust pipes without the use of ramps or wood.

# Members of the **Rotation Nation** Converge in Chattanooga



▲ A pair of Century 1140 rotators lift an overturned trailer and barrel-roll it in the air before setting it back down on its wheels. Well-suited for recoveries occurring in heavy traffic situations, this method keeps lane closures to a minimum by positioning the recovery units directly fore and aft of the casualty. It also demonstrates the Century's ability to work over the front of the cab in a number of situations, eliminating the need to turn your truck around on a busy highway.

▼ A representative from Ashley Sling demonstrates the importance that the angle of your wire rope plays when exerting force. Here, he had two students each hold the ends of a rope while he pulled on it, showing the differences in how much force was necessary when the students stood at several different angles.



▲ Approximately 80 towing professionals from all over the country recently completed Miller Industries' 11h Rotator School, which was held in Chattanooga, Tennessee. The two-day class was conducted by Miller Industries' North East District Manager Tom Luciano and Vice President/General Manager of the Large Wrecker Division John Hawkins, and included classroom instruction as well as hands-on experience. Additionally, because the training school was held in Miller Industries' home town, the students were afforded the opportunity to take a tour of the factory and see for themselves how the large wrecker components are manufactured and assembled right there on-site



◀ The classroom sessions of the Miller Industries Rotator School were held in the learning center of the International Towing & Recovery Hall of Fame & Museum. Most of the 80 students were operators who'd recently purchased Miller Industries rotators. During the two-day training sessions, they learned about rotator construction, maintenance and trouble-shooting, as well as about rigging and recovery techniques.



◀ A Century 1140 rotator with the new RXP pivoting front stabilizer legs lifted a 20,000-lb test weight and then rotated it from one side of the truck to the other. Meanwhile, in preparation for the next demonstration, a Century 1060S rotator was already positioned behind the 1140 and hooked up to a loaded mixer drum weighing 44,000 lbs.



▶ The tanker was rigged using one winch line running from the boom sheave head down to a snatch block connected to a traveling snatch block and then back up to another block at the boom. Finally, the line was routed back down to yet another traveling block and then back up to the recovery boom, where it terminated at one of the D-rings. This set-up provides a four-part line for the lift. The drag winch line was then run up through a snatch block connected at the recovery boom and then to a continuous loop which was connected to the trailer, to serve as the catch line.



▲ A Century 1140 rotator performed a reverse roll on a loaded tanker. As the tanker comes over, you can see how it's controlled with the catch line on the high side. You can also see how the traveling snatch blocks hooked to the continuous loop straps help spread out lift points on the loaded trailer. We've found that the slings that work best with traveling blocks are 3/4-inch wire rope, 12-foot long with a wire rope eye on each end.



◀ Amidst cold temperatures and some snow flurries, the towing professionals attending this particular Miller Industries Rotator School gathered outside to see first-hand the importance of proper rigging and its influence on good recovery techniques. Earlier in the day, while the students were inside the classroom, Miller's Tom Luciano and several fellow employees set up a scenario in the parking lot where a tractor pulling a 40-foot container loaded with tires was overturned and had to be uprighted. After the students convened outside, Luciano explained in detail the necessary rigging and then used two Century 1140 rotators to get the job done cleanly, quickly and efficiently.



▲ In this scenario, the forward rotator was rigged with one of the lines from the boom running down to a snatch block connected to the front outrigger and then to an endless loop on the front tire of the casualty to help "stick" the unit when the lift first started. The second line of the recovery boom ran through a snatch block that was connected to the top side of the trailer using a foundry hook, while the belly drag winch line was routed through a block at the rear drives on the tractor and then terminated back at the front stabilizer.



▲ On the second rotator, the winch line was connected to a block via a foundry hook on the top side of the container at the rear to assist in the lift, and then hooked back to the second boom recovery line. The line on the belly drag winch ran through a snatch block at the rear tandems of the trailer and then terminated at the front outrigger of the rotator. When pulling on the axles or wheels, you should always chain the axle to the frame of the casualty. The rotator's front stabilizers should also be pinned or secured when using a shackle and winching against them.

# Towing's Version of a "Supermodel"

by Wendy Black  
Assistant Director of Marketing

They say that even the most professional boys never get too old for new toys. This is particularly true in the case of Nick Roscoe, co-owner with his wife Julie, of Dr. Hook Towing in Winnipeg, Manitoba, Canada. The Roscoes were recently presented with a 1/25th scale model of their prized Century 1075S rotator on a tandem-steer, tri-drive Kenworth T-800 chassis.

"We picked up the rotator at the end of 2008," recalled Roscoe. "Every option that Miller put out at the time was put into that wrecker. It's got five winches, and all the Miller-recommended rigging hardware, chains and accessories. I am extremely happy with it. You couldn't pry it out of my hands -- or my son Eric's hands -- with anything."

Although the actual Century has been in the Dr. Hook fleet for more than a year, the Roscoes only recently received the diecast. The 19-inch model was a gift from the chassis dealer and was meticulously hand-crafted by local model builder Pat Rogoski.

"We just got the diecast within the last 30 days," said Roscoe. "It's not a normal model, but then, it's not a normal tow truck that we bought... When I saw it, I was blown away. Rogoski has duplicated everything on

the real tow truck, exactly. Everything is custom-made and he has more 500 man hours in it. The wheels, the cab, the suspension, the chrome fenderette -- he made everything by hand. There is no 'kit' for this truck."

Just like the Roscoes' real-live 1075S rotator, the small-scale version is designed to be a working towing and recovery unit. The boom extends, the winches are operable, as are the outriggers and, well, everything else. To best preserve the model, however, the Roscoes keep the diecast under lock and key.

"I have a huge showcase in my office with a bunch of diecasts," said Roscoe. "Some were originally from Holmes and some came from Miller, and others I've picked up at shows. I probably have about 150 diecasts in the case, but this is the centerpiece."

No doubt, Roscoe is definitely a boy who loves his toys.



▲ Established back in 1983 by Nick and Julie Roscoe, Dr. Hook Towing now responds to more than 110,000 service requests annually. Their state-of-the-art Century 1075S rotator and tandem-steer, tri-drive Kenworth T-800 chassis is equipped with every option Miller Industries offered when the Roscoes purchased it in 2008.

◀ The Roscoes' diecast model of their Century 1075S rotator on a KW chassis is as close to an identical replica as any model can be. Completely hand-made from scratch, the diminutive tow truck shares all of its working stock parts and options with the actual heavy-duty recovery unit.

## Stay Informed

A new tandem-steer Peterbilt with a Century 1075S rotator rolls into the Miller Industries delivery building for the whole world to view via two live webcams. This is just one way that Miller Industries makes it easy to stay connected to the world's leader in towing and recovery equipment. You can also:

- Log onto <http://twitter.com/MillerInd> to follow Miller Industries on Twitter and get up-to-the-minute info
- Join 1000 other towers and become a fan of Miller Industries' Facebook page at [www.facebook.com](http://www.facebook.com) and see images of the latest Miller equipment
- Visit [www.millerind.com](http://www.millerind.com) for breaking news, product information and photos from recent events, or to view the live webcams in the delivery building
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## FLORIDA TOW SHOW – ORLANDO, FLORIDA

Join us **APRIL 15-18** 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 demonstrations and refreshments.

For more information about the Florida Tow Show, visit [www.floridatowshow.com](http://www.floridatowshow.com)

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## TOW EXPO INT'L – HOUSTON, TEXAS

Seeing is believing and you can see for yourself as Tom Luciano performs live demonstrations with the world's leading towing and recovery equipment from Miller Industries on the exhibit floor during **TOW EXPO INT'L, April 29-May 1** in Houston, Texas. You can also catch Luciano as he conducts one of his popular Vehicle Recovery Techniques seminars on Thursday from 2-4 p.m.

For more information about the Tow Expo Int'l, visit [www.towshow.com](http://www.towshow.com)

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## WESTERN STATES TOW SHOW – RENO, NEVADA

The streets of Reno are never the same after our annual Recovery Round-Up and Customer Appreciation Barbecue. And this year's show **June 2-5**, 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](http://www.ctta.com)



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# Thinking Green

Towers Utilize Alternative Fuels in Their Fleets

## Electric Power Sparks Interest

A new zero emission tow truck will soon be zipping around the streets of Paris. The chassis was manufactured by Modec, a British company that has been producing commercial electric vehicles since 2007 for the European market. The vehicles are designed for urban use with a top speed of 50 MPH and a range of up to 100 miles on an 8-hour charge. Jige International, a Miller Industries wholly owned French subsidiary, just recently completed installation of a Mid City Towing unit on a Modec chassis for a towing company located in Paris. The Mid City unit that is designed to be installed on a Toyota Land Cruiser or Land Rover Defender proved to be a good fit for the class 2-3 Modec chassis. Although Navistar recently teamed up with Modec to produce the electric vehicles for the North American market, its light GVW probably means it won't be utilized as a tow truck in the United States and Canada where most vehicles are larger and heavier than in Europe. Miller Industries will continue to work with chassis suppliers and keep you informed on the latest technology and innovations for the towing business.



## Going Natural With Gas



As companies look for alternative fuels, some companies such as Go Natural Towing out of Woods Cross, Utah, have turned to natural gas. Go Natural Towing has a fleet composed of 7 trucks that include 3 VULCAN® EXTREME ANGLE® carriers on GMC chassis. Brice Marshall from Go Natural Towing explained that besides being more environmentally friendly, the trucks are more economical to operate with benefits that include extended engine life, longer engine service intervals and lower fuel costs. Marshall said filling the trucks

is not a problem as Utah has some of the best infrastructure in place for natural gas even though many fleets opt for their own on-site source. And as for the 3 VULCAN® EXTREME ANGLE® carriers, Go Natural Towing does a large volume of newer car towing and has found the hinged rear section with a 6° load angle is ideal for loading low-clearance automobiles.



## Rolled Over Down Under

When a driver of a road train hauling gasoline got too close to the edge of the road, the second trailer flipped on its side and caught fire before the driver could get the truck stopped. The driver managed to get the fire extinguished and then initially two 50-ton cranes were called along with a 1075S rotator from Truckworks to clear the scene that was about 100 miles north of Adelaide, Australia on the main north bound highway. The crew from Truckworks, confident in both their CENTURY® 1075S and their own experience assured authorities at the scene

that they were capable of handling the trailer weighing 57,000 lbs alone. To prevent sparks, plastic shovels were used to dig under the trailer to position the recovery straps on each end. The trailer was then gently lifted and came over nicely onto catch bags for a soft landing. Due to high winds, the unit was supported as crews pumped off the gas. With the trailer empty, due to heavy suspension damage, it was lifted and loaded on a lowboy trailer for transport back to town. Although the highway was closed for a much longer period of time, Truckworks recovery time was only 2½ hours. Another job well done by Truckworks and their CENTURY® 1075S.

# All In A D

## Difficult Tows? No Problem!



▲ Thirty-five years ago, Vilian Krajcovic, a welder by trade, started a recovery business in Ludwigshafen, Germany. Over the years, the company has grown and is currently under the leadership of his son, Marcel. Today, the Krajcovic's fleet includes six carriers as well as two heavy-duty units – a Jige Eurotow and a Century 9055. The Century 9055, with its custom-made body, is mounted on a four-axle MAN chassis and is the largest recovery unit in the region.

From recovering and towing buses to tankers, Krajcovic's and their Century 9055 get the job done with ease.

## Talking Trash



▲ When a tractor and trailer hauling trash overturned on I-80, John's Mobile Repair Service, Inc., out of Carlisle, Pennsylvania, received the call. With the casualty located between two barrier walls and blocking the interstate, John's V100 SP850XP slid the complete unit into a position where it could be off-loaded and stood back up without blocking additional traffic lanes. Another mess promptly cleared by John's trained operators via their Vulcan V100 and V70 units.



## Bus...ted in Belgium

Karel Lauwers purchased his first light-duty towing unit in 1984 to transport customer vehicles to his repair shop. His son Marc took an immediate love of the towing industry and soon began expanding the business, towing automobiles across Europe for insurance companies and auto clubs. In 2000, the Lauwers Group wanted to further expand the business and purchased KDS, a vibrant towing company out of Turnhout, Belgium. Marc



A DAF chassis equipped with a CENTURY® 9055 proves to be a rugged workhorse for serious truck wrecks and recoveries. The low profile and long reach of the 9055's underlift make it ideal for towing buses and coaches that are very common in Europe.

took a progressive approach and updated the KDS fleet with the latest technology to handle a wide range of light- and heavy-duty transport and recovery. The KDS fleet now consists of 14 vehicles and includes one medium- and two heavy-duty CENTURY® units. Marc said being proactive in networking with customers, the importance of both technical and business training along with quality equipment like his CENTURY® units, has helped lead to his company's success. As KDS celebrates their tenth anniversary under Marc's leadership, he knows there will be additional CENTURY® units added to the fleet as his two sons, Wout and Tuur, are following in his footsteps.



KDS chose a Freightliner equipped with a CENTURY® 3212 to provide versatility for both towing and recovering in a wide range of medium-duty vehicles.

# ay's Work

## AAA To The Rescue!



► After Joey Logano flipped his car 7.5 times during a crash at the AAA 400 NASCAR Sprint Race last year at the Dover International Speedway, once again AAA was there. George's Customs, a AAA contractor from Whiteford, MD who was assisting in providing on-track recovery service, was called into action to clear the track.

◀ After winning the 2009 NASCAR Sprint Cup race at Dover International Speedway, called the AAA 400, Jimmie Johnson attempted to do a burn out but his car was stuck in gear. So who'd he call... that's right, AAA helped him celebrate his win the AAA way with a little help from a AAA Fleet Driver. The AAA tow truck equipped with a Century recovery unit escorted him down the track for the fans to pay tribute to Jimmie for winning the Inaugural AAA 400. AAA not only provided roadside assistance to the members outside the track, but to the drivers on the track. As you can see...everyone needs AAA along the way.



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# Practicing for the Big Game

by Randy Olson, Vice President of Marketing

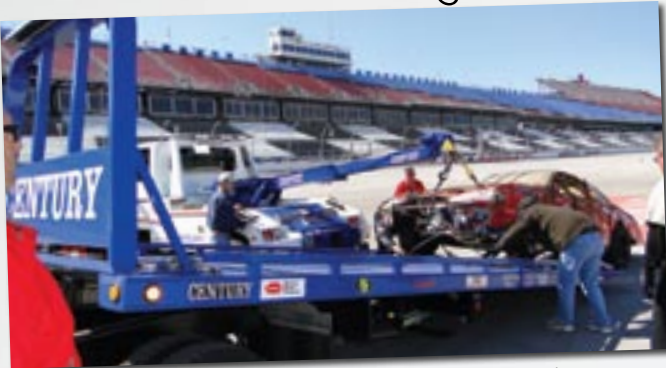
Growing up and going to school is all about the learning process. Whether you were in theater, the band or played a sport, you were first taught the methods and techniques you would need to excel and then you probably spent countless hours practicing for your big moment in the spotlight.

Recently, I had the opportunity to attend several training classes. One was a WreckMaster 2/3 Certification and the other was NASCAR Advanced Training. Both reminded me of my school days with class room instruction followed by

countless hours of hands-on training, all to get us ready for that big moment -- catching the game-winning pass, hitting that all-important home run or taking the final bow at the end of the play.

I encourage each one of you to attend a training class. I know we're all busy, but take a class and then make some time to practice some of the techniques you learn with other operators at your yard. This way, you're ready for that big moment in the spotlight. So when you're called to clear a major incident, you'll be prepared to perform flawlessly.

## NASCAR Advanced Training



Race Recovery teams practice working in combination with both the recovery unit and a carrier to quickly and safely load damaged race cars onto the bed. Using standard operating procedures from track to track ensures continuity between different Race Recovery team members who may not have worked together in the past.



Training at Talladega Superspeedway included simulated events on the race track in which the units were dispatched to respond to multi-car accidents. Fire & Rescue, Medical, Race Recovery and Track Clean-Up team members all took part in the day-long training sessions. Pictured here is a scenario that required the Race Recovery team to roll over a car resting on its roof. Ongoing cross-training with Fire & Rescue is as important at the race tracks as it is on the roadways.

Television crews were on hand to film the Race Recovery team in action and Miller Industries Race Recovery Director Ken Burdine was interviewed after the procedure. He explained that the training stressed the importance of quickly and safely rolling over a race car, particularly when the driver cannot be extracted until it's been up-righted first, which was a situation that happened at Talladega last year.



## WreckMaster 2/3 Certification



The foundation of any good training begins with learning the fundamentals that you need to put into practice. WreckMaster instructor Scott Aey conducts the classroom session before everyone heads outside for the hands-on experience.



Practice makes perfect, or in the words of the late Donnie Cruse, "Never do in public what you haven't practiced in private." After learning new procedures, it's always advisable to practice

them during a class and back at your yard to sharpen your skills. This way you're prepared to perform when law enforcement is waiting for you to clear a wreck, the local TV camera crew is filming and it feels as if all eyes are on you.



Seeing is believing and we all like to see and experience things for ourselves. Training schools for both roadways and the race track allow us to have the experience ourselves and see the results rather than taking someone else's word for it.



# Tricks of the Trade

By Tom Luciano, District Sales Manager and Training Specialist

Whenever possible, I always try to “work smarter, not harder”. This article gives a good example of how to do just that. It’s not so much about heavy lift as it is about “incident management” and how to best utilize your equipment. At the Maryland Rotator School last year, we did a demo with the help of Ron Pullen and Howard Eagan of Big Red

Towing. We set up a scenario in which a large straight truck or bus had run off the road at a 90-degree angle. We wanted to demonstrate how to best utilize your rigging and really think the job through, as opposed to just moving your truck multiple times.



◀ Operating under the assumption that traffic would be present throughout the entire recovery, the first order of business was to position two recovery straps around the bus. The first strap ran out through the left wheel opening and was attached by a small 3/8-inch grade-100 chain with one hook. We positioned the chain through the wheel spokes and between the drum. This can only be accomplished with a chain with a hook only on one end. The strap was then routed over the roof of the bus and attached to the right winch line. Remember, never position your body under a load – always use a pike pole or a boat hook to pull the strap out from under the casualty. The second strap was placed at the high right-hand wheel of the bus and was secured through the hub and wheel well opening just like the first strap was. The second strap was then routed to the left winch line.



◀ The plan was for one winch line to lift the bus and one winch line to catch the bus. To make this work, however, it’s important to remember that both lines must be vertical to keep the unit from rolling.

▶ For convenience sake, it’s a good idea to remove the driveline before up-righting any unit because you will need to tow it eventually. After removing the driveline, however, remember to take precautions to prevent the unit from rolling. Also, be sure to chock the tires to eliminate the vehicle from rolling once it is up-righted.





◀ Pullen then rotated the boom forward in order to get the rear of the bus started up the embankment and toward the front of the wrecker. Next, we used the drag winch and ran the wire rope out to a deadman behind the rear of the rotator where we attached a snatch block for a directional change. The wire rope was then routed down the embankment to the front of the bus where it's attached to the frame with a 1/2-inch grade-100 chain.



◀ The drag winch was engaged and the front of the bus turned as a second class lever. The rear of the bus was then rotated toward the rear of the wrecker as it was guided up the embankment.



◀ Looking at the photos, the only issue was the steering wheel. We never secured it, so the bus wanted to track down the hill instead of turning, so even I can forget the obvious. But after making that adjustment, we continued to engage the drag winch as we rotated the boom and set the bus on the road behind the rotator.

Sometime little tricks like this help hone your abilities to think outside the box and assist in the ongoing needs of the DOT or police for "incident management".

24/7

As always, your photos and comments are welcome to us at Miller Industries.

# TIME IS RUNNING OUT



With the new stringent emission standards taking effect in 2010, most chassis manufacturers will be converting to a SCR (selective catalytic reduction) system that will require the use of an operating chemical called urea along with additional after-treatment equipment that will add weight. Navistar will take a different approach using an advanced EGR system to meet the new standards. There are still many unanswered questions on all these systems, but one thing is for sure, **the cost of the chassis with the new 2010 emissions will increase.**



Miller Industries has ordered a selection of pre-2010 emission chassis that are available through your Miller Industries distributor installed with a new Century, Holmes, Vulcan, Chevron or Champion towing and recovery unit or carrier.



Avoid paying higher prices for your next unit and visit your Miller Industries distributor today for the best selection of the most popular brands of chassis in the towing industry.



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# Miller Rocks... BALTIMORE

Before the curtain dropped on the final tow show of 2009, Miller Industries rocked The American Towman Exposition in Baltimore, MD, with non stop action, excitement and a collection of the "World's Finest Towing and Recovery Equipment". To view additional photos from the events, go to [www.millerind.com](http://www.millerind.com) and click on **2009 A T Expo** under **galleries** on top of our home page. We look forward to seeing you there this November 19th through the 21st for a taste of Miller Industries' legendary hospitality.



Activities in the Miller Industries booth included appearances by members of the O'Hare Towing team. The team stars in SPEED Channel's reality show, "WRECKED", which has completed its second successful season. Pictured are younger brother Joey (left) who drives "The Mistress" (a Century 1060 rotator), owners Marci and Bill Gratziana standing on each side of Miller Industries' Randy Olson, Vince Tiano from Miller Industries and O'Hare heavy-duty driver Matt Bartlett (far right).



The Donnie Cruse Memorial Awards are the highest honor bestowed upon tow operators and their companies for performance and professionalism in light, medium and heavy-duty categories. The 2009 heavy-duty honors were won by Ewing Brothers of Las Vegas, Nevada. Surrounded by WreckMaster's instructors, Patrick Zozaya of Ewing Brothers proudly displays their new award. Miller Industries, the proud sponsor of this year's awards, congratulates all the winners and participants. To compete, go to [www.wreckmaster.com](http://www.wreckmaster.com) and download the application for your difficult recovery. Maybe we'll see you in November receiving your own Donnie Cruse Memorial Award!



Tom Luciano, Miller Industries N.E. District Manager and well respected industry trainer, captivates the audience with one of his virtual demonstrations on the big screen. He demonstrates different recovery scenarios and explains the procedures and techniques used to successfully complete them.



Towers pack the outside sidewalk area waiting to enter the Hard Rock Cafe while others line up to receive their Miller Rocks shirts. With over 1,500 towers in attendance, this marks the 7th year that Miller Industries has sponsored the popular event.



The crew from Matarese Towing Inc. in Providence, R.I. hold up their Miller Rocks t-shirts following an evening of fun, food and camaraderie with fellow towers and Miller Industries factory representatives at the Hard Rock. The shirts have become one of the most coveted souvenirs of the tow show season.



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