24/7 ON CALL™

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Chevron Evolution
page 10

Tom's Top Rigging Tips
page 20

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INSIDE VIEW

When Mother Nature Calls

By Jeff Badgley
President and Co-CEO

Weather-related incidents that cause peak demand over extended periods of time tend to create a great deal of stress for towing and recovery firms. This winter has exhibited characteristics that would create these conditions in a majority of our country.

In attempts to resolve these situations, towing and recovery personnel often become over-burdened due to both the physical conditions and the scheduling demands. Not only do the personnel feel the stress, the equipment use is also accelerated in order to ensure customer demands are met. Interestingly enough, as I traveled or simply watched the news broadcasts, I saw Miller Industries products put to the test in very challenging conditions. Seeing that reminded me of our pledge to you to continue to innovate our products and to work to provide the best customer service possible.

I feel confident in our abilities on the first pledge, in that I know that we build the best possible products and we are constantly pushing the envelope on how to improve them. What I've realized about keeping the second pledge is that the best way to provide superior customer service is to make sure that there are qualified representatives of Miller Industries out there in the field with you, every day. And that's where our distributor network comes in. We have approximately 90 distributors located across the country whose sole function is to be your conduit to Miller Industries. We employ top-level engineers to build you the best possible products possible – why wouldn't we also employ top-level distributors to take care of you?

The recent snowstorms blanketing most of the United States at the same time confirmed that strategy of working with qualified distributors nationally to ensure proper service, parts and qualified technicians be available in the field to service your operation. Without that, our pledge to you may have failed miserably. Simply put, the hero of providing a high level of customer service when needed is your local distributor. He works the front lines just like you.

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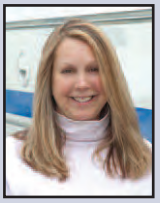

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How It All Comes Together

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

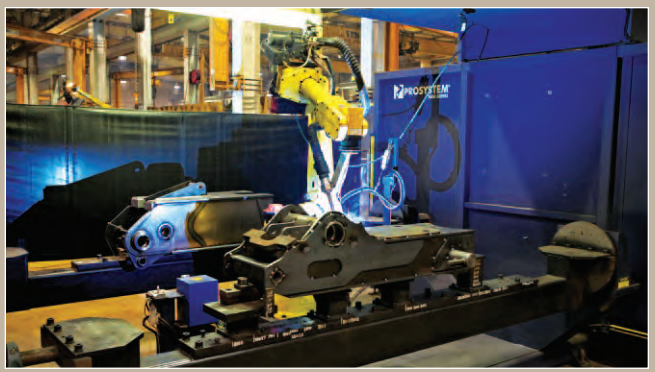
Miller Industries devotes 40,000 square feet to our parts warehouse, where purchased components such as winches, valves, cylinders and more are housed.

It's hard to believe that we're already rolling into 2011, and that another Florida Tow Show® is just around the corner. Though we've been heavily involved with several large heavy-duty orders that are helping to support the military efforts in the Middle East, our top priority is still manufacturing for the commercial domestic and export markets.

For those of you who have visited us in the past two years, you've seen our recent renovation of the large wrecker facility. In this article, I want to lead you through our revamped manufacturing process here at the Chattanooga plant or, what I like to call: "How it all comes together."

The Large Business Unit (LBU) is made up of eight divisions and each one plays a critical role in Miller Industries' production. The unsung heroes are those in **Purchasing** who work with our suppliers of components such as valves, winches, cylinders and electrical parts. Their goal is to make sure your unit is equipped with the best quality components at the best price.

Approximately 60 weld stations make up the weld department, which marks the start of the manufacturing process in Miller's large wrecker plant.



Robots help streamline the weld process by operating non-stop and providing higher-quality welds with consistent heat penetration throughout.

Production Control makes sure that everything from welded components to purchased parts flows through the plant at the proper time, implementing the critical administrative steps that get the ball rolling in a coordinated manner.

Weld marks the beginning of the manufacturing process. This is where weld kits comprised of all the metal components that go into each individual assembly — such as a boom or underlift part — head off to 60 different weld stations.

These parts are placed in fixtures to ensure a uniform fit and then, after being tacked up, are removed for finish welding by one of our certified welders or sent to one of our robotic welders. Each welder is not only responsible for the weldment, but also for properly prepping his or her piece for metal finish. As the final act, the welders weld stamp their work. This is a procedure we have done for some time and gives the welder a sense of responsibility. No part leaves the station unless the stamp is present.

From here, we move to **Metal Finish**. The team members hang each and every welded component

The media blast process removes any rust, oils or imperfections in the metal before the parts are transferred to the paint booth.

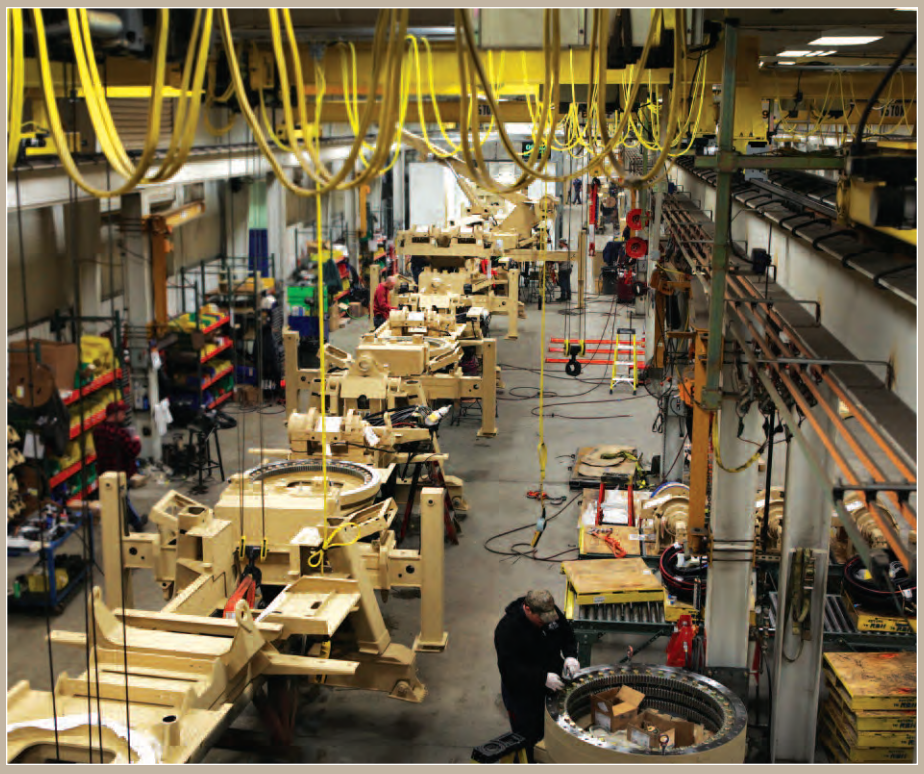
Every LBU welded component receives a thorough coating of epoxy primer before being sent to assembly.

on an overhead monorail that can accommodate up to a 6,000-lb. subframe. The first step is in the large blast booth, which takes the piece down to bare metal. From there, it rolls out of the booth and into the prep station where another team inspects those pieces before heading directly into the paint booth.

We currently use an epoxy primer that's applied to the inside and outside of each welded component. We feel these procedures of metal prep and priming are the very backbone to the beginning of the final paint process, which is designed to withstand years and years of use in a rugged outdoor environment.

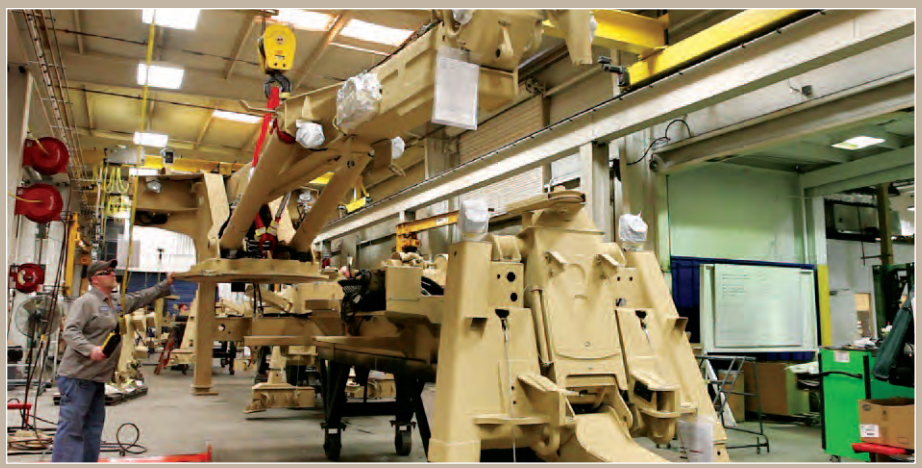
In **Assembly**, we take the painted, welded components and place them with purchased components, winches, cylinders, valves, control levers, etc. This process is critical because it is here that the unit starts to come to life. Each subassembly is put together and then tested to make sure the

See How It All Comes Together on Page 8



After all the welded components have been blasted and painted, they're united with the purchased components on the LBU assembly line.

As each recovery unit is put together, it's subjected to ongoing testing throughout the assembly process to ensure that fit and operation are correct at every stage.



The Miller Industries assembly process is where your recovery unit begins to take on a life and personality of its own.

Once the assembly process is near completion, Miller puts the components through one final quality check to make sure everything functions properly.

While the center section is being assembled, experienced Miller technicians mount one-piece wiring harnesses in the unit's aluminum modular toolboxes.

fit and operation are correct before moving on to the next stage of assembly.

As all subassemblies come together, they are connected to a hydraulic kidney machine and once again checked for smooth operation as a completed unit. All of this is done as the unit moves down the line.

Tool Box Wiring and **Pack Out** are the next order of business. This is where the completed center section takes its first real step toward becoming the recovery unit you've ordered.

The aluminum modular toolboxes are matched to the order from the distributor and a one-piece modular wire harness with a five-year warranty is installed. Any additional light packages are installed at this point, fenderettes are cut to size, axle spacing is completed and door gaskets are sized and fitted.

Pack Out takes that same work order from the distributor and includes all the standard components that come with that model as well as all of the additional options the customer has chosen. This is to ensure the unit ships complete. Now the unit is ready to be shipped to one of our domestic or export distributors or head to one of our install bays.

If the unit is shipped, the boxes are installed to the center section, the Pack Out items are placed in the toolboxes and each compartment's information is documented in writing and with digital images.

Approximately 75 percent of the heavy-duty units that we manufacture are **Installed** here at the factory. Our installers, some of whom have three decades of experience, understand how you need your units prepared. Our team of installers has learned how the unit has to work in the field and therefore they have a much better understanding of what you expect in your finished unit.

First, the chassis is prepped with the frame cut to the proper length, mounting rails are drilled and installed, and the PTO and pump are installed before the center section is mounted on the chassis. The tool compartments are then temporarily mounted and sent to one of four local paint shops. Customers and distributors interact with these shops to get the color and layout correct. This is normally a 10- to 15-work-day process. Once completed, the unit is returned to Miller for final dress out.

We shrink-wrap the newly painted components for protection before starting the process of installing the work order's additional components, such as lights and accessories. This can be a five- to 15-work-day process, depending on the model and the options ordered. Once completed, we have an installation inspector review the unit before it goes to the delivery building, where once again another team validates the options and operation and then it's off to the wash bay. As in Pack Out, paperwork and digital images document the entire procedure.

This is a process that has been and continues to be fine-tuned as it is repeated time and time again. And this process, I wholeheartedly believe, is what sets us apart from the competition. We are not just building a unit, we are creating a custom machine that has character and personality just for you and your particular application.

Each of the departments mentioned above has a supervisor who holds his lead men and employees to the highest standards. They have attended training schools and trade shows and they know what and why the components they assist in manufacturing have to perform.

Almost every day we have customers and vendors who visit us here in Chattanooga. And when we take them through the plant, we follow the process that I have outlined above. When they leave, they have a very good feel for that process. Our invitation is always extended to you to come and witness why we are not only proud of what we build, but why we are also proud of how we build it – in other words, how it all comes together. 24 7

Before the center section is mounted, the chassis is prepped with the frame cut to length, mounting rails drilled and installed, and the PTO and pump installed.

One of the heavy-duty unit's last stops at Miller is in one of 14 install bays, where it's outfitted with any additional components, lights or accessories requested by the customer.

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THE CHEVRON EVOLUTION

By Wendy Black, Assistant Editor

From LCG™ to Renegade to LoadRite, Chevron continually pushes the envelope

How do you improve upon already popular products without sacrificing the characteristics and features that made them so popular in the first place? Well, if you're Chevron, you do it by making significant and ongoing advances throughout your product line.

Located in the rolling farm country of Mercer, Pa., Chevron has been manufacturing towing and recovery equipment for more than 40 years. What started as a small autobody repair shop grew significantly under the ownership of Ron and Cheryl Nespor, who developed the first Chevron slideback carrier in 1969. Almost 30 years later, Miller Industries acquired Chevron in 1997 and, today, the 100,000-square-foot facility has approximately 70 employees and manufactures three- and four-car carriers, transporters and wreckers.

Most recently, Miller and Chevron introduced the revolutionary and patent-pending LCG™ (Low Center of Gravity) line of carriers. The Chevron Series 12 and Series 16 LCG™ models both have a deck height that is approximately five inches lower than conventional carriers. This allows for more stability overall, the ability to more easily transport taller loads and it lets the operator stand safely on the ground when securing loads. Additionally, the LCG™ has both a low load angle and high dump angle – the former accommodates low-clearance vehicles while the latter allows for the removal of damaged or disabled vehicles.

If the LCG™ is a result of Chevron's commitment to creating significant leaps in product development, then the redesign of the 408 Renegade body is indicative of Chevron's ongoing product advancement. Designed for light-duty towing and recovery, the 408 Renegade is Chevron's number one selling wrecker. This popularity is due, at least in part, to features such as an eight-ton telescopic boom with 63 inches of reach from the tailboard and 9,000-pound planetary winches, as well as Chevron's patented Autogrip system.

Chevron's most recent improvement to the Renegade is a new aluminum body option, which lightens the unit by approximately 500 pounds and makes it much more corrosion-resistant.

The new body includes composite rear quarter fender panels that are bolted to the aluminum boxes to provide a more automotive look. The impact-resistant panels can be easily replaced without the expense of replacing the entire side of the body.

Stylish aluminum modular toolboxes are also incorporated into the new body, and these are both larger and lighter-weight than those on the standard Renegade. Additionally, these side-entry compartments match up to the center section of the Renegade's integrated recovery boom and AutoGrip wheel-lift system.

Although Chevron has introduced this new body style, the Renegade still retains the features that contributed to its popularity in the past. According to Chevron Vice President of Sales Debra Liston, "Everything on the boom remains the same – lift ratings, reach, winches, everything. We were able to take the boom from the steel body and keep all the features on it for the aluminum modular."

Finally, the aluminum-bodied Renegade can also accommodate Chevron's patented Autogrip wheel-lift system. Designed to operate under the worst conditions, the optional Autogrip allows the wheel retainer arms to hydraulically rotate from a fully closed storage position to a fully open approach position.

Additionally, its wheel-lift has 70 inches of reach from the tailboard for long vehicle overhang and allows the operator to hydraulically control how tightly the wheels of a towed vehicle can be gripped. Both boom and wheel-lift are operated by the dual manual rear controls, while the optional wheel-lift lanyard control allows the operator the luxury of hooking up from the safety and comfort of his truck cab.

Like the redesigned Renegade, Chevron's Generation II LoadRite also benefits from Chevron's ongoing product evolution. The latest LoadRite features a unique drop-deck design and angled rear section that together improve load angle by three degrees over straight deck carriers.

Available for Chevron Series 10, 14, 16 and Series 12 LCG™ steel carriers, the LoadRite makes it easier to load low-profile vehicles such as exotic sports cars and imports, or vehicles with long overhang. This is particularly true when the LoadRite is paired with the LCG™.

"We are very excited about the new LoadRite and the fact that it fits the LCG™," said Liston. "The LCG™ is five inches lower than conventional carriers and the LoadRite provides a 41-inch dual-angle approach with a drop-deck floor. The result is that the typical approach angle is about 7 ½ to 8 ½ degrees, which is substantial when you're talking about loading low-clearance vehicles."

In addition to improving load angle, the LoadRite is also outfitted with a series of bi-directional chain locks along the side rail. Located at 12-inch intervals, they line the length of the carrier deck, adding flexibility and convenience for securing vehicles.

"We've had a lot of positive feedback on the bi-directional chain locks," said Liston. "Because of the drop deck design, there's about two inches of side rail that can incorporate all those different key slots. This way, it doesn't matter what position the vehicle is in, you have a key slot every 12 inches so you're always able to have a tie-down point for the vehicle."

With the arrival of the LCG™, the revamped Renegade and the Generation II LoadRite, Chevron continues to improve not only on its product line, but also on its already excellent reputation in the towing and recovery industry. 24/7

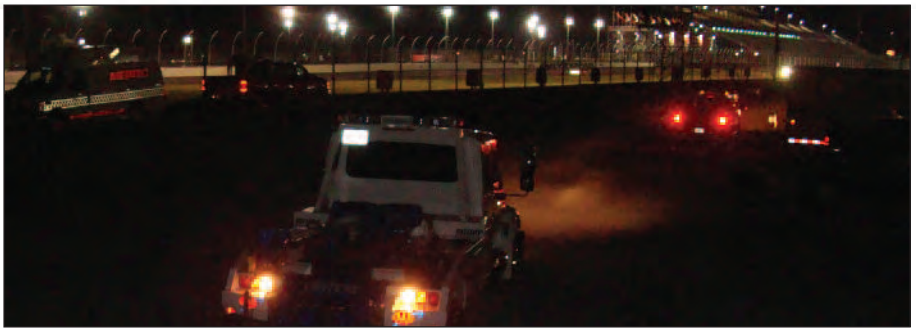
Gentlemen, Start Your Engines…

The Miller Industries Race Recovery Crew was on hand to ring in the start of the 2011 racing season with the 49th running of the "Rolex 24 at Daytona" at Daytona International Speedway in Daytona Beach, Fla., in January. The prestigious race features fan favorites in Daytona Prototypes and GT-class cars and is deemed the ultimate test of driver and machine. Indeed, it attracts high-profile drivers like five-time NASCAR Sprint Cup Series Champion Jimmie Johnson and *Grey's Anatomy* star Patrick Dempsey.

The Rolex 24 is the first race of the season for the Miller Race Recovery team. For this event, Miller provided two wreckers, one mounted on the new International TerraStar chassis, and two Century 12 Series LCG™ carriers, also on International chassis.

"Because this race is run on the road course and not the oval, our operators cover larger portions of the track," explained Miller Industries Motorsports Director Ken Burdine. "This works out well because the trucks stay active and the recovery team has a better chance of doing something."

According to Burdine, both the TerraStar and the LCG™ were integral to helping his crew cause no additional damage to the vehicles. "As usual, there were a number of cars that had to be towed throughout the race," said Burdine. "But also as usual, the Miller Industries Race Recovery Team and the Century units performed flawlessly and did the job that was expected of them."



According to Burdine, Miller Industries runs three different eight-hour shifts throughout the 24-hour event. In other words, three-man crews swap out each eight hours, so everyone works a single shift and no one becomes overly fatigued. He added that the wreckers were utilized the most, so the brand-new TerraStar was definitely put through its paces that weekend.

"We used the TerraStar for flat-towing cars that have a mechanical problem but can still roll on their tires," said Burdine. "We hook a strap to the ring on the race car and the driver stays in the vehicle while we tow it to the garage."

Burdine added that the LCG™ was popular with the Race Recovery Crew for several specific reasons. First, its low deck height allows operators to hook up while standing safely on the ground, which is particularly important when you're working with race cars whizzing past at 150 mph. Also, the LCG™'s low load angle is optimum for loading low-clearance sports cars like the Daytona Prototypes (not to mention everyday vehicles). Finally, the LCG™'s high dump angle makes it easier to unload the damaged vehicles – a must for the Race Recovery Team. 24/7

SAVE THE DATES!

The 2011 show season is upon us with the Florida Tow Show right around the corner in April, soon to be followed by the Tow Expo International in May and finally the Western States Tow Show in June. We look forward to seeing you there and showing you the finest towing and recovery equipment from Miller Industries at our live demos!

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24/7

PRESERVING TOWING'S HERITAGE

TOWING MUSEUM

PRESERVING AND PROTECTING

By Randy Olson, Editor

Back in the 1980s, when Friends of Towing traveled the country in an 18-wheeler that was basically a mobile museum, inducting worthy operators into the traveling Towing Hall of Fame, they had no idea that their endeavor would one day result in a permanent museum honoring towers, complete with a monument commemorating those who passed away in the line of service.

But that's exactly what happened.

Located in Chattanooga, Tennessee - where Ernest T. Holmes built the first tow truck and headquarters to Miller Industries, the world's largest manufacturer of towing and recovery equipment - the International Towing and Recovery Hall of Fame and Museum initially opened its doors at a permanent location in downtown Chattanooga in September 1995.

Today the museum is housed in a sleek, modern-looking building just down the road from its original location. The new facility has plenty of room for the restored vehicles and memorabilia it houses. It also allows for training seminars and promotional events for the public and its members. Additionally, the museum is the permanent home of the International Towing and Recovery Hall of Fame.

To date, 270 people have been inducted into the Hall of Fame. The museum hosts an annual induction, honoring eight to 10 towers per year. According to Cheryl Mish, Museum Executive Director, the criteria required to be considered for the Hall of Fame is no easy feat.

"You have to have been in the towing and recovery industry for at least 10 years," she explained, "and you have to have done something significant in your community or the industry, participated in advancing the betterment of the industry, done charitable work and basically been a good citizen."

Shortly after the museum changed locations, it incorporated yet another way to serve the towing and recovery industry. The Wall of the Fallen is a national memorial dedicated to the men and women who have lost their lives in the line of service. Donated to the museum by the Miller Family Foundation, the memorial was unveiled in September 2006.

The original towing museum location was a good starting point, but the museum soon outgrew the building and needed a larger location. "We moved to our current site in August 2003," said Mish, who has been with the museum for seven years and had been in the industry for 15 years prior.

Annually, the museum hosts a dedication ceremony for the Wall of the Fallen, where new names are added. According to Wall of the Fallen Chairman Ken Cruse, there is no statute of limitations when it comes to being eligible for addition to the Wall. The primary requirement is that the individual lost his/her life while on the job. Currently, 189 names are memorialized on the monument.

"This is one of the most important services we provide to the towing industry," said Cruse. "We want people to understand that they can submit names of loved ones who passed in the line of service from any time. There is no time limit. If they passed in the line of service – if they were on call and working at the time – they are eligible. Just like firefighters and police officers, towers are lost while on the job every day. We just want to honor these brave men and women who help keep the world rolling."

This year's dedication ceremony is scheduled for Saturday, September 17, 2011. Those interested in adding a loved one's name to the Wall of the Fallen must have their Request for Inclusion forms in by July 1, 2011.

Similarly, the Survivor Fund, created to complement the Wall of the Fallen, was established to help families of the men and women who gave their lives in the line of service.

"To date, we have raised approximately $720,000 for the Survivor Fund," said Mish. "Families can request the money when a loved one has been killed in the line of service. The Survivor Fund committee makes a decision based on set criteria. We let the applicants know within 24 hours of receiving the request."

Details on all of these various aspects of the International Towing and Recovery Hall of Fame and Museum can be found on the museum's website, which was recently overhauled.

"We're very pleased with the new site and it makes it easier for people to access information about us," said Mish. "Also, they can submit names for the Wall of the Fallen and donate or make requests for the Survivor Fund. Finally, we hope that the site will point us toward building our membership, along with increasing public awareness about the towing industry."

For more information about the International Towing and Recovery Hall of Fame and Museum, visit www.internationaltowingmuseum.org or call 423-267-3132. 24/7

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JUST WHEN YOU THOUGHT WE COULDN'T GO ANY LOWER

Miller Industries is not a company to take the path of least resistance. Whether it's creating a new product or revolutionizing an already existing product, Miller is constantly striving for perfection. The new SST™ is a good example of both, and of how Miller is always willing to go that extra mile to get it just right.

An option for the Century and Vulcan 10 Series and 12 Series LCG™ carriers, the SST™ option has a solid, sloped tail section that significantly improves load angle, making Miller's already superior carriers ideal for almost any loading circumstance.

Since its original introduction more than two years ago, the patent-pending technology of the LCG™ (Low Center of Gravity) revolutionized carriers by using one of the most significant design changes in decades. By simply moving the subframe outboard and below the top of the frame and by relocating the slide cylinder and rear pivot positions, the LCG™ lowers the deck height from five to nine inches, depending on the model and capacity of bed ordered.

The LCG™ concept started out on an industrial bed but has evolved throughout the complete line of Century and Vulcan carriers, with deck capacities ranging from 12,000 to 40,000 pounds. Now, the SST™ option further enhances the loading capabilities of the 12 Series LCG™ by reducing the load angle an additional 3.5 degrees on the rear tail section, making it perfect for loading performance and exotic vehicles with extra low clearance.

The combination of the LCG™, with its low load angle mounted on an air suspension chassis with the air dumped, and the new SST™ (solid sloped tail section) provides the operator with the ability to load most exotic and low-clearance vehicles damage-free without the use of wood or ramps.

With a total of 11 key slots standard on the steel LCG™ carrier – five across the tailboard, two on each side and two forward – the operator can easily secure his load with a four-point tie-down on almost any type vehicle or equipment with a variety of different strap or chain combinations.

The fixed rear tail section of the SST™ improves the load angle by 3.5 degrees, allowing vehicles with long overhang and low bumpers or a valance to clear the rear deck section without the use of planks or ramps.

As the front tires roll onto the rear sloped tail section, the vehicle's front end clears the main deck section of the LCG™, due to its low load angle.

The easily removable aluminum blade rails on the steel LCG™ with the SST™ option provide floor level access from the side of the bed for loading or unloading with a forklift or hauling wide loads. Only the side rails on the rear slope are permanently fixed.

The complete line of LCG™ carriers, with their low load angle, is ideal for easily loading construction, rental and agricultural equipment.

With a five- to six-inch lower deck height, the LCG™ provides plenty of overhead clearance when transporting taller loads as well as increased stability with the lower center of gravity. The operator can also more easily and safely secure the load while standing on the ground, rather than climbing on the deck.

The SST™ option is also available in aluminum on both the 10 Series (as shown here) and 12 Series LCG™. The SST™ option on the aluminum carriers features solid narrow-profile side rails and is ideal for lighter-GVW chassis.

24/7

Tom's Top Rigging Tips

We are all too familiar with having an overturned vehicle blocking traffic. Law enforcement wants the road cleared ASAP and everyone is pressuring you to hurry up. It's important, though, that you don't take short cuts and sacrifice safety or efficiency by not rigging properly.

In the long run, taking the time to rig correctly will save time. In this article, I'm going to review some rigging tips to help your recoveries go more smoothly, quickly and professionally. I'm going to share some of our tips from a recent Rotator School that we conducted late last year at Brewer's Inc., in Ann Arbor, Michigan.

Photos 1 & 2: *When rigging to the side of a trailer, taking a little extra time can prevent further damage. A chain can easily cut or tear through the bottom lip of the trailer's side. Taking the time to use a hardwood block of wood or a piece of either steel or aluminum angle can help prevent further damage.*

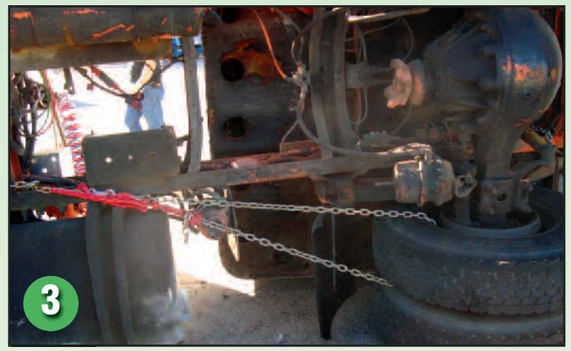

Photo 3: *With the vehicle on its side, this is the easiest and quickest time to cage the brakes and disconnect drive lines. Running a chain through the wheel to the frame and securing it with a load binder along with putting blocks both in front and behind the casualty's tires will prevent you from having a runaway casualty when it is righted. This is really helpful when a unit has hydraulic brakes and the E-brake's drum is on the transmission. Remember to use a chain in both front and rear directions because a casualty can roll either forward or backward.*

Photo 4: *When attaching a chain to an endless loop or recovery strap, do not put the chain directly through the strap's eye, instead use a screw pin shackle to make the connection. Notice that the rounded side of the shackle is toward the strap, never the pin side. Round sling attaches with round shackle, flat nylon sling attaches with flat pin shackles.*

Photo 5: *When lifting a load, always be sure to properly crib under your outriggers. This is to expand the footprint of the leg's surface area. Many people argue about doing this but you don't know what's buried in the ground under that leg. Also, be very careful when lifting or rotating your recovery boom for overhead clearance, especially around power lines.*

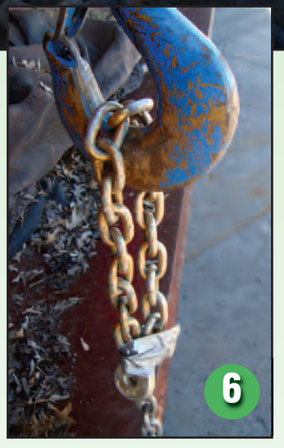

Photo 6: *Duct tape can be indispensable when rigging a recovery. After securing a hook into a chain, wrap the hook with a piece of duct tape or a wire tie to help prevent the hook from falling off when the chain becomes slack. After completing your rigging, always tighten up all your lines and then re-check all your connections before starting your recovery.*

Photo 7: *When working with an overturned mixer with a steel drum, use chains around the drum instead of straps. A strap can easily slide on the drum and be cut or damaged on one of the weld seams. Also, be sure to chain the drum into the chassis to prevent the drum from separating (at the wish bone side) from the vehicle in all recovery scenarios with a mixer.*

Photo 8: *When cribbing under a trailer or tractor, always use a good hardwood, such as oak, and properly stack the pieces alternating the blocks in each direction and leaving overhang on each stack. This is called making a footprint. OSHA requirements are that the width of the footprint cannot exceed three times the height of that footprint.*

See Rigging Tips on Page 22

Rigging Tips From Page 21

Photos 9 & 10: *When righting a vehicle, leverage is your friend and getting to the highest point such as through the top side upper wheels gives you better leverage. The frame is often used, but then you're not taking advantage of the tire turning downward and the reaction as the lower tire pivots into the ground. (photo shown on the left) This stakes the tractor to the ground and you take full advantage of the height of the leverage also. But don't pull directly on the wheel without securely chaining the casualty's axle to the frame.*

Photos 11 & 12: *When running your chains or lines over the top of a tire and rim, use a hardwood block between them to help disperse the load and to prevent breaking the bead off the tire from the rim. In this application you can see we are using a pick and a pull action. The boom is lifting but the trailer will skip sideways. The pull downward allows you to stake or pinch the axle to the ground so the trailer does not slide toward the recovery unit.*

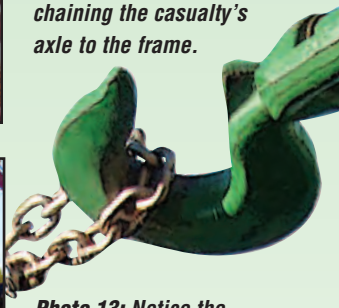

Photo 13: *Notice the following utilization of the winches on our units. The two boom winches are used for the pick, one used for the lifting and another aligned for the use of the catching. Then we use the drag winch for the pull or staking of the casualty to the ground. Using these two hook-up techniques together will ensure a perfect landing.*

Photo 14: *If lifting or supporting a trailer, a proper-width spreader bar will help prevent your straps from wanting to collapse the sides of the trailer or breaking the top roof edge or even the roof of the trailer.*

These are just a few of the many tricks that can aid you during a recovery. I encourage you to attend a class or training session and even take an old casualty and practice at your yard. It is a lot easier and less stressful to hone your skills there than at the side of the highway during rush hour with traffic backed up 10 miles in both directions. 24/7

Miller Industries Helps Round Up Support for St. Jude

Who says 13 isn't a lucky number? That's how many years Doug Yates of Yates Towing in Chattanooga, Tenn., has been hosting his annual rodeo to raise money for St. Jude Children's Hospital. And Miller Industries and the Miller Family Foundation have both been proud to be associated with the great event, providing financial support as a sponsor as well as some Miller employees who are happy to volunteer their time for such a worthy cause as St. Jude.

"Team Miller" Practices Living & Giving

The local and regional contest-winning T-shirt design

When customers visit the Miller Industries plant, they often compliment the employees on their friendly and outgoing nature. There's a good reason for that. The folks at Miller aren't putting on a show for the factory tours, they're just good people. And this positive attitude extends outside of the Miller campus as well.

This past year, Miller Industries sponsored a number of employees, their family members and friends who were interested in giving back to the community. "Team Miller" participated in both the Juvenile Diabetes Research Foundation (JDRF) Chattanooga Walk to Cure Diabetes and the Susan G. Komen Chattanooga Race for the Cure for breast cancer.

Miller Industries employees walked in the JDRF 5K event and also raised additional money for the cause by selling a T-shirt designed by Miller employee Thomas "Hot Rod" Holt. The end result was that they donned their shirts for the event, called themselves the "Miller Towing Hot Rods" and raised close to $5,000 for JDRF. They also took several top honors and awards for corporate teams and the T-shirt design.

Later in the year, Team Miller again got together to walk in the 5K Susan G. Komen Chattanooga Race for the Cure. Not only did they personally donate money, but they also raised money via a bake sale and raffle in order to help find a cure for breast cancer.

No doubt about it, the employees at Miller Industries are always up for lending a helping hand.

Survivor Fund

Miller Industries Vice President of Marketing Randy Olson recently lost his father, Dick Olson, after a lengthy and valiant battle with cancer. Dick had operated a service station and towing business in Northern Minnesota for 40 years and, like so many towers, had tow trucks running through his veins right up until the day he died.

To this day, Randy credits his own dedication and passion for the industry to his dad. When making the arrangements, he felt that the International Towing Museum and Hall of Fame's Survivor Fund was the most appropriate way to remember his dad, who himself had been struck on three separate occasions while assisting others on the roadside.

In lieu of flowers, Randy asked that donations be made to the Survivor Fund in Dick Olson's name. More than $1,500 was raised for the fund. Randy would like to thank his friends and co-workers for their donations because these are the funds that one day will help a family of a towing professional who loses his or her life in the line of service.

TRAA Leadership

Founded in 1979, the Towing and Recovery Association of America (TRAA) has served as the national voice of the industry, which is composed of approximately 35,000 towing businesses in the United States. Their aim is to help promote the interests and welfare for all towing and recovery operators in the United States.

For the past 14 years, TRAA has held its annual Legislative and Leadership Conference (L & L Conference) in Washington, D.C., where members as well as officers and leaders of state associations gather to discuss and address many important topics affecting the industry.

Miller Industries is proud to have once again been one of the primary sponsors of the TRAA L & L Conference, which took place in March. Miller Industries salutes all of the participants and attendees for selflessly donating their time and efforts to help improve the towing and recovery industry for all. 24/7

ALL IN A DAY'S WORK

Not Your Average Day at the Office

By its very nature, towing is an industry where operators experience new challenges every day. Granted, you might tend to several accidents in one day or tow multiple vehicles in an afternoon, but overall, the dynamics that make up each and every call usually vary. This is good because it helps keep things interesting.

And it really doesn't get much more interesting than recovering a 600,000-pound barge, or "dredge," that measures 62 feet wide and 245 feet long. This was the challenge that Kauff's Transportation Systems of West Palm Beach, Fla., faced when one of their customers purchased a dredge and asked Kauff's to pull it from the water and transport it to Missouri.

According to Kauff's Mike Scheidt, the crucial part of successfully recovering the dredge was the planning. He went out for a reconnaissance and looked at the dredge a month before he actually took four heavy-duty units – two Century 1075s and two Challenger 9909s – out to undertake the challenge.

"It was really just a matter of planning," said Scheidt. "I'd been planning it out in detail in my head and on paper for a month. I can't say how many times I did it on paper before I actually went and did the job. We had to figure out how many trucks we'd need, we had to break down the weight and figure out exactly how we were going to do it."

In the end, the recovery of the dredge took only about four or five hours. However, this was followed by multiple days of dismantling, transporting it from state to state, and then reassembling parts before they were finished. This was one recovery that definitely qualifies as "interesting."

Recovering the mired dredge required a lot of planning and four rotators working together. Kauff's, located in West Palm Beach, Fla., brought out two Century 1075 units mounted on twin-steer Kenworth chassis and two Challenger 9909 units on Peterbilt chassis.

The Century and Challenger rotators are some of the most versatile and powerful machines in the towing industry – so much so that Kauff's has even named one of theirs The Intimidator, shown here. Even so, these rotators were all but dwarfed by the piece of equipment that they were recovering: a 600,000-pound dredge measuring 62 feet wide by 245 feet long.

Although the dredge's owner had also employed a crane to do the dismantling, in the end it was the Kauff's rotators that did the trick. "Out of everybody who came out and looked at the dredge, the customer told us that we were the only ones who actually did what we said we could do," said Scheidt. "The rotators were just more versatile than the crane. We could pick things up, we could swing them around, and nothing else out there could do that as easily or efficiently."

Although Kauff's recovered the dredge for a local customer in their home state of Florida, they had to transport it 1,436 miles to Kansas City, Mo., assist in reassembling it and put it back in the water. Additionally, in order to do that, they had to contend with bitterly cold 11-degree temperatures and a lake that froze over every day – not your typical Florida weather.

According to Scheidt, simply pulling the dredge out of the water wasn't that difficult because all four rotators had great strength and ability. The challenging part was all the finessing that was required. "We had to rig everything so we didn't overload anything," he explained. "Not only were we pulling the dredge, but we had to keep it from plowing into the ground. Also, their engineers said we had to maintain no more than a three-degree slope. So we couldn't let it dig into the ground and we couldn't let it rear up, either. That was the challenge."

Making the Best of a Bad Situation

Clearing an accident scene is never a pleasant experience. And it seems that no matter how many times a tower is called upon to do this sort of work, it doesn't get any easier. This was particularly true in a recent incident in central Nebraska when Randy's & Brian's Towing was called out.

A driver of a tractor-trailer was westbound on I-80 when he went into the median, through the guardrail and dropped about 30 feet into an empty creek bed lined with concrete walls. According to Brian Thornburg, owner of Randy's & Brian's Towing in Lexington, Neb., the driver never swerved or hit the brakes.

"We were called out by the Nebraska State Patrol because we're the only ones in the county who have heavies," he said. "They think the driver had a heart attack. The truck flew across that creek bed and hit the wall on the other side. All the chains broke and the tractor slid all the way forward, pinning the driver between the wall and the back of the tractor. The first thing we had to do was winch the tractor back off the truck so they could remove the driver. We spent the next two days picking up all the pieces."

According to Thornburg, the weight of the tractor was approximately 55,000 pounds and the total weight with the truck and trailer was just less than 90,000 lbs. Randy's & Brian's used two heavy-duty units to extricate the debris – one Challenger 1140 RXP rotator and a 35-ton Century 7035.

"It's sad that things ended up this way," said Thornburg after the fact. "But that drop-off might have kept this accident from having multiple fatalities had the driver crossed over to the eastbound side of the interstate."

According to Thornburg, the Nebraska State Patrol spent about an hour trying to free the driver before calling Randy's & Brian's. When the towers got there, their biggest challenge was dragging the tractor off the cab. The tracks had become locked up, wouldn't roll and got hung up on scattered debris. Additionally, they had to work around the guardrail. Despite these obstacles, the Challenger 1140 RXP was able to drag the tractor off the cab and they extricated the driver.

Thornburg said that, ironically, the easiest part of the recovery was actually removing the vehicles from the hole. The challenges were winching the tractor off the cab and then later trying to load the tractor. "I was amazed at how easily we pulled those vehicles out of the hole," he said. "And we were even 50 to 60 feet away from the edge because we were afraid the ground might give way."

To recover the detached trailer, Randy's & Brian's put their rotator on the right side and their 7035 on the left. The Challenger 1140 was so powerful, explained Thornburg, that it just lifted the whole rear end of the trailer off the ground and right up the wall. Then they swung it around into the median and the 7035 winched it the rest of the way forward.

At the end of the first day, Thornburg said the on-site safety personnel asked him if he would be using a crane to perform the rest of the recovery. "Nobody thought we could get that semi out without a crane," said Thornburg. "The firemen, the state troopers – they all thought we'd have to get a crane. But they just don't realize how powerful and versatile our trucks are and they don't really understand what a rotator is until they see it in action."

For Randy's & Brian's, this was a three-day job. The first night, they extracted the driver and on the second day, they pulled out the tractor and the trailer. Finally, on the third day they were able to remove what remained of the semi tractor.

ALL IN A DAY'S WORK

Foul-Weather Friends

Although snowstorms in Colorado Springs, Colo., are not uncommon, a fairly significant one recently left about six inches of snow on the ground and two tractor-trailers in a mess. One was loaded with 45,000 pounds of baled cardboard and it slammed into the back of an empty tractor-trailer, forcing it to jackknife the trailer off the interstate.

Randy's High Country Towing was called out. Started in 1974 by Randy Schranz, the outfit is now owned by his son, Layne Schranz, son-in-law Jasen Dill and long-time employee Patrick Reichert. With a fleet of 40 trucks, Randy's High Country Towing was more than up to the challenge.

According to Layne, as the loaded tractor-trailer went off the right side of the highway and rolled over, the trailer broke directly behind the fifth wheel plate and some of the load was forced out the front of the trailer. Two other vehicles — a van and a small truck — were also collected in the accident but there were no major injuries. The accident shut down the interstate on the southbound side until the jackknifed tractor-trailer could be cleared.

"After removing the two smaller vehicles, the first major move was to slide the loaded tractor-trailer straight back on its side," explained Layne. "We wanted to create enough clearance for the jackknifed trailer to be held and pulled back onto the highway. We used a Challenger 8802 on a 1980 International 6x6 to hold the jackknifed tractor, and then a Century 9055 SP 850-XP (2008 Kenworth T800) and Challenger CH50 (1990 Kenworth T600) to pull the loaded tractor-trailer back approximately 20 feet."

With the overturned tractor-trailer clear, they began to rig the 9055 SP 850-XP to the rear of the jackknifed tractor-trailer.

"Then," Layne continued, "with a nylon strap over the top of the jackknifed trailer and a line to the back of the trailer, we carefully moved it back onto the highway with the 9055 SP 850-XP."

Although the rear of the jackknifed trailer was damaged, Layne's crew safely drove it to their facility two miles away. At that point, the interstate was reopened and the recovery was handled from the frontage road alongside the interstate.

"Because of the damage caused by the impact with the other trailer, and with the load breaking through the front of the trailer and rolling over, we couldn't upright the truck and trailer while it was still loaded," said Layne. "We used the CH50 to slide the loaded trailer down to the bottom of the hill so we could unload it."

In frigid 5-degree temps, Randy's High Country crew unloaded more than 90 bales of cardboard from the downed tractor-trailer and then reloaded them into their own trailer. This process took more than seven hours.

"After we emptied the trailer, we used the 9055 SP 850-XP, the CH50 and the 8802 to reverse roll and upright the truck and trailer in the ditch along the frontage road," said Layne. The trailer floor had broken during the accident, which forced the crew to cut the remaining sheet metal and tow the trailer separately back to the storage facility.

Long-time operators of Century and Challenger units, the crew at Randy's High Country Towing went into this recovery with confidence that their equipment was strong, durable and reliable. Their trust was not misplaced.

The Mix Master

Sometimes what at first looks to be a daunting job can turn out to be fairly straightforward. This happens most often when you're backed up by powerful, versatile and reliable equipment. Such was the case when C&L Towing took their Century rotators out to a New Jersey housing development to right an overturned cement mixer.

C&L Towing Services, headquartered in Parsippany, N.J., is owned and run by Charlie Napoli. He started the operation back in 1984 with just one tow truck, and today C&L has a fleet of almost 100 light- and heavy-duty wreckers as well as multiple locations throughout New Jersey.

This particular recovery required the use of heavy-duty units: one Century 1060 rotator and one Century 1075 rotator, both on Peterbilt chassis. Apparently, a cement mixer was delivering a load for the foundation of a new house when things started to go awry.

"The driver was delivering cement for the footings," explained Napoli. "He backed in and the side of the foundation caved in and the mixer rolled into the hole. He had about 10 yards in it, so it weighed probably 70,000 pounds, give or take."

Napoli's brother Anthony worked the recovery, utilizing the Century 1060 to upright the cement mixer while it was still in the hole. Once that was taken care of, the 1060 held the mixer while they used the 1075 to winch it out of the hole.

"Dealing with the sheer weight of the thing was the biggest challenge," said Napoli. "You're working with the cement mixer 10 feet below you. And we couldn't get too close to the edge because it had rained earlier and the ground was loose and muddy and we were worried about it giving way. We really had to rely on the strength of our Century rotators to upright it. We were coming at it from a weird angle. And then once it was up, the mixer had to be held so it didn't roll back over because all that weight was still leaning to the left side."

In the end, the crew from C&L finished the whole recovery in about three hours, 90 minutes of which were devoted to uprighting the mixer. Despite the sketchy surroundings and the shifting weight of the mixer, the Century rotators turned what could have been a lengthy and complicated job into an uncomplicated task.

When the Past Meets the Present

To paraphrase the old joke: "How do you tow a 1939 Ford Model T? Very carefully!" Joke or not, that's just the approach that Richie Sica and Sica's Towing in Rowley, Mass., took on a recent AAA call they received.

Apparently, the antique vehicle needed some work done and the owner was a AAA member who called upon Sica's, a AAA contractor, to transport it to a local garage that specializes in vintage automobiles. "I guess the engine wouldn't turn over and it needed a new starter. I thought you cranked those things," joked Sica.

While the engine was troubling the car's owner, securing the vehicle itself was what concerned Sica. In the end, however, he simply rolled the Model T up on the bed of the Vulcan 12 Series LCG™ and secured it with wheel straps around the axles.

"That's the problem with these old cars," said Sica. "There's absolutely nowhere to go. We used wheel straps around the axles so as not to damage anything, and we had to be really careful because the old gent was over our shoulder the whole time."

Once the Model T was loaded on the carrier and tied down, the rest of the job was a cakewalk. Fortunately for the vehicle's owner, Sica's is well versed in transporting rare vehicles and the 12 Series LCG™, with its low load angle and low deck height, makes loading and securing the vehicle a snap.

"We tow a lot of old-fashioned stuff," said Sica matter-of-factly. "Once we got it to the garage, we unstrapped it and their guy at the shop just rolled it off, nice and easy. You've got to be careful with these types of cars because the owners are all 'don't touch this, don't touch that, take care of my baby,' which just makes everybody's job harder."

In this case, at least, the AAA member's baby was never in any danger, thanks to Sica's Towing and their Vulcan 12 Series LCG™.

ALL IN A DAY'S WORK

Variety is Definitely the Spice of Life at B&T

For Boulevard & Trumbull's Mike Fraser, no single workday is ever quite the same. An operator at Detroit, Michigan's Boulevard & Trumbull for the last 15 years, Fraser specializes in heavy-duty jobs and his unit of choice is a Century 1075 rotator. According to Fraser, he's participated in just about every recovery imaginable, from heavy-duty auto equipment to airplanes.

Such diversity isn't really a surprise since B&T has multiple locations and a fleet of almost 100 light- and heavy-duty trucks. Originally a Gulf Service Station and repair facility, the shop was located at the intersection of West Grand Boulevard and Trumbull Street in Detroit. Known locally as Boulevard & Trumbull, the service station specialized in vehicle repair and had a single wrecker. But in 1980, businessman Gasper Fiore bought the business and began focusing more on towing and recovery. The rest is history.

B&T's Fraser fits in well with that history as it's in the making. Most recently, he was sent out to the General Motors plant in Pontiac, Mich., where he was responsible for disassembling an automotive stamping press with 2,000 tons of stamping pressure.

"We used B&T's Century 1075 rotator mounted on a twin-steer T800 Kenworth," said Fraser of the project. "This was the first press that we disassembled. It was 32 feet tall and weighed 28,000 pounds. We were taking it apart to transport to Spring Hill, Tenn. We still have four more to disassemble."

On another occasion, this time in Lansing, Mich., Fraser was operating his 1075 in conjunction with a Century 1060 rotator. The task? Load a 154,000-pound press crown onto a tractor-trailer for shipment overseas.

"It wasn't that complicated or anything," said Fraser. "The challenge was just dealing with all that weight. Fortunately, we knew we could rely on our Century rotators to get it done."

Granted, the rotators are not just relegated to lifting. When an empty 18-wheeler crossing Michigan's Ambassador Bridge, which connects the U.S. to Canada, was blown over in 70-mph winds, B&T was there.

"It was blocking both directions of traffic," said Fraser. "Even though you can't see it in the pictures, we again used both the Century 1075 and 1060 rotators. We wanted to use both trucks because of the gusting wind. But we had it up and the bridge cleared within 25 minutes of getting the call."

Truly, for Fraser and B&T, there's no such thing as a dull moment. 24/7

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MAXXFORCE

Miller Industries Celebrates

Another Successful Baltimore Show

... And Prepares for Florida!

This year's tow show season definitely finished with a bang and not a whimper, with November's American Towman Expo in Baltimore drawing an all-time record crowd. Indeed, an unprecedented number of towing professionals converged upon Baltimore's convention center to celebrate the 22nd AT Expo.

Miller Industries debuted several new products. One of the more attention-grabbing items was the new twin H-Beam stabilizer on the Century 1075S Rotator. Also on display were new composite modular boxes for the Vulcan Intruder and Century Express, and new modular boxes for the Chevron Renegade. Finally, two exciting new concept carriers were featured in the Miller Industries booth: the Chevron LoadRite and the Century and Vulcan SST™ option.

Despite the success of the Baltimore Show, this isn't the time to rest on our laurels. Miller Industries is already getting ready to kick-off the 2011 Tow Show season in Orlando, Florida, this April. Be sure to come by the Miller Industries booth and check out the latest products and models from the world leader in towing and recovery equipment. We hope to see you there!

The celebration kicked off as a record crowd packed the Hard Rock Café on Friday evening for Miller Rocks, the largest event of the year. Miller definitely closed out its 20th anniversary in style.

The crowd filled the Miller Industries booth to hear presentations and learn about the latest new products and developments in equipment from Miller Industries.

The new composite body available on the Century Express and Vulcan Intruder is equipped with larger tool compartments, stylish features and wrap-around LED taillights.

A future tower of tomorrow walks away from the Miller booth with his new Miller carrier, which he received in one of the many prize give-aways after the presentations.

Two attendees from Miller Rocks at the Hard Rock Café proudly display their new T-shirts, the most coveted souvenirs of the entire show season.

Several new Century 1075S Rotator units were on hand with the new rear twin H-Beam stabilizer system, including this striking unit entered in the beauty contest.

Miller Industries Vice President of Marketing Randy Olson (left), Chase Davenport and his son, and American Towman Publisher Dennie Ortiz-Sorrenti. Ortiz-Sorrenti drew the winning ticket with Davenport's name at the Miller Industries booth, making him the winner of the grand prize, a new Harley-Davidson motorcycle.

Custom paint jobs and shiny chrome filled the side hall of the convention center as approximately 60 uniquely beautiful trucks competed for top honors in the beauty contest. 24/7

Chevron's popular **408 Renegade** is now available with optional aluminum modular boxes with rear composite panels that are impact and corrosion resistant, strong and lightweight.

Chevron's New Double-Header

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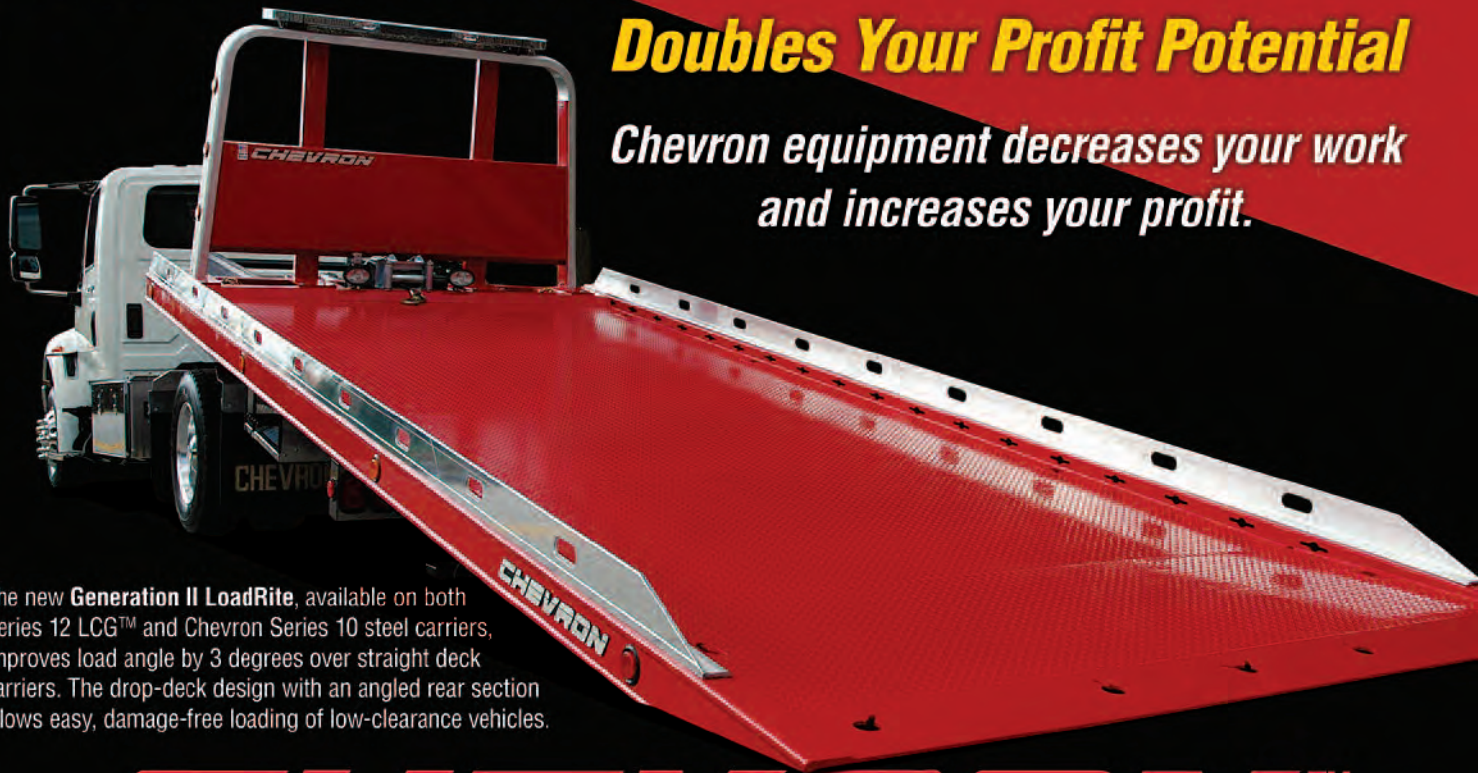

The new **Generation II LoadRite**, available on both Series 12 LCG™ and Chevron Series 10 steel carriers, improves load angle by 3 degrees over straight deck carriers. The drop-deck design with an angled rear section allows easy, damage-free loading of low-clearance vehicles.

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