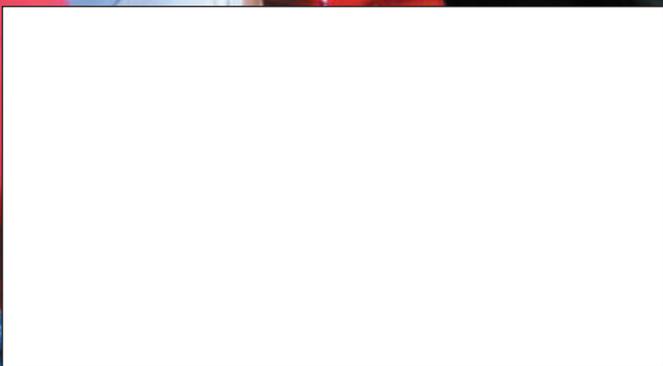


24/7 ON CALL

VOLUME 1, ISSUE 1
WINTER 2004



PRSR STD
US POSTAGE
PAID
PERMIT NO 1100
QUINCY FL

ON CALL 24/7
8503 HILLTOP DR
OOLTEWAH TN 37363
CHANGE SERVICE REQUESTED

INNOVATION ...



VULCAN



Having developed and introduced the first hydraulic wheel lift in North America over 3 decades ago, Vulcan has set the standard in damage free towing. Vulcan continues to shape the future of towing today with its popular auto load unit, the Intruder. Features include an adjustable width modular body that is available in stainless steel, low profile boom and a hydraulic crossbar designed for safe and easy operation with the dependability you have come to expect from the leader in towing innovation. Check out the Intruder at www.millerind.com or call 1-800-489-2401 for the location of your closest distributor.

8503 Hilltop Drive • Ooltewah, TN 37363 • 800-489-2401 • www.millerind.com

24/7 ON CALL

This magazine is dedicated to the hard working professionals of the towing and recovery industry who, like police officers, firefighters and other rescue personnel, risk their lives daily on the roadways assisting the motoring public. We commend you for your hard work and devotion to your industry. We want this magazine to be for and about you and invite you to participate.

If you have an interesting story or idea for an article, please mail or e-mail us at the addresses listed below. If your article is chosen, we will, send you a gift as a small way of saying Thank You for your efforts. We'd love to hear your comments as well so don't be shy.

Watch a future issue for a new section where you can ask tough questions of our engineering, customer service, sales and manufacturing experts. Questions can cover maintenance, safety and equipment designs.

Welcome to your first edition of On Call 24/7.

Randy Olson

Randy Olson, Editor
On Call 24/7
Miller Industries Towing Equipment Inc.
8503 Hilltop Drive
Ooltewah, TN 37363
or e-mail to oncall247@millerind.com

On The Cover

Tom Luciano explains proper technique to over 80 tow operators from 10 states at Zip's Truck Equipment in New Hampton, Iowa. Industry instructor Joe Sroga assisted with the training that consisted of both classroom and hands-on demonstrations. Topics included heavy-duty hook ups, recovering a loaded dump truck from over an embankment and righting a combination of vehicles including a bus, mixer and tanker. The training preceded a two-day open house that showcased Zip's facilities and celebrated owner Paul Rottinghaus' 30 years in the business.



Table of Contents

4 From the Top

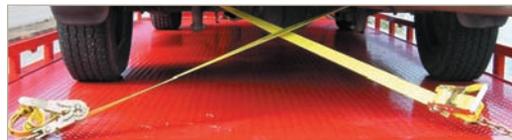
A Message from Miller Industries Leadership

5 Welcome to Our Home

Customers Visit the Ooltewah, Tennessee Plant

6 Proof's in the Testing

A Look at Miller Industries
Testing Procedures



8 Using Proper Tie Down Procedures Could Save You From Being Tied Down with a Lawsuit

Logical Tie Down Procedures

10 New Products

11 Vulcan Innovation Serves Heavy-Duty Market

A Look at Recent Improvements to the V-100

13 Not All Carriers are the Same

Miller Industries Carriers set the standard in the
towing industry



18 Weight Watchers

A Look at the Development and Logic
Behind the Integrated Heavy-Duty Design

20 Profiling Some of Miller's Most Popular Class 6 Chassis

Chevrolet C-5500, Ford F-650, Freightliner
M2 Series and International 4300

22 The Towing Industry's Home Town

September 24 – 26 Was Busy in Chattanooga,
Tennessee

26 The Winning Formula

Miller Industries Race Recovery Team

28 The People Who Make It Happen

A Comprehensive List of Miller Industries
Distributors

31 Plant Profiles

A Quick Look at Miller's Four U.S. Plants

From the Top

TEAMING UP WITH YOU



By Jeff Badgley
President and Co-CEO

Welcome to your first edition of *On Call 24/7*. I hope you enjoy reading the many articles we are bringing to you. Some are informative, some are entertaining and some are meant to make you think about your business and your industry. We named our new publication *On Call 24/7* because for most of you, that is your life. It is the commitment you make to your clients, and the commitment we want to make to you.

Together we have weathered changes over the past several years that have impacted our industry and caused many of us to step back and evaluate where we are and where we want to be. And it has reinforced to us our role as your partner. It is our job to provide you with equipment, and the corresponding support, through our plants and our distributor network. We are your partners in this industry, an industry many Miller Industries employees have called home for a long time.

One of the most important business facts that we have had reinforced to us over the recent years is that **the key ingredient to the long lasting success of any business is the ability to attract and retain customers**. Without customers, of course, there is no business. Nothing else matters.

All of us have heard that to be successful, a business must have a purpose. At Miller Industries, the purpose of our business is to **attract and retain a customer**. This purpose guides us as we work with our distributors to improve existing products or introduce new products.

In terms of innovation, Century, Vulcan and Chevron are the leaders in the industry. What these brands set as targets in the market place are usually copied by competing brands. But in the total product offering, innovation is but one piece in attracting and keeping customers. In fact, in our industry, it is the easiest copied piece of the product offering.

Simple product enhancements like the galvanizing of a carrier sub-frame or the hook-

up devices on both small and large trucks are easily imitated and copied by our competitors. What is hard to imitate, however, is our purpose — **Attracting and Keeping Customers**. It takes **commitment**. It takes **understanding** your customer's business. It takes a **willingness** to solve problems for your customers. It takes a **desire** to work with your distributors to ensure customer satisfaction. It takes a distributor network that is as **dedicated** to attracting and retaining customers as we are. It takes great vendors to **invest** in technology to help us improve our product. And most importantly, it takes **great** people throughout the organization that live for the customer. The attributes of our company are not easily copied.

Any of your competitors can change their outside image to mimic your company by copying your paint scheme. That's easy for them to do. In fact, they can advertise themselves to be the best, maybe even the largest tower in the area by direct mail or in the Yellow Pages. But what they cannot do is mimic your desire to attract and maintain customers. Through your investment in customer service, you create an organization which is easily mimicked, but impossible to copy.

What you can expect to see from Miller Industries is that continued investment in our total product offering that will help you with your goal of attracting and keeping customers. Our products will continue to evolve through innovation. We will continue to invest in people and programs to enhance performance of our distributor network to ensure customer satisfaction. We believe our business purpose to be right because we understand profit is both the result and the reward of doing things right while doing the right things.

Thank you for taking the time to read *On Call 24/7*. We would like to hear your feedback. Take care and best wishes for a great holiday season and prosperous winter.

24/7 ON CALL



Randy Olson, Editor
rolson@millerind.com

Contributing Editors



Joe Brown
jbrown@millerind.com
Proof's in the Testing
Pages 6 - 7



Tom Luciano
tluciano@millerind.com
Using Proper Tie Down Procedures Could Save You from Being Tied Down with a Lawsuit
Pages 8 - 9



John Hawkins
jhawkins@millerind.com
Weight Watchers
Pages 18 - 19

Welcome to Our Home

It has long been Miller Industries' philosophy that our doors are always open to visitors. We enjoy providing plant tours and talking about the towing and recovery industry. Many of our staff are expert tour guides and can answer most questions regarding manufacturing procedures and equipment capabilities.

Recently, we hosted three groups of customers at our Ooltewah, Tennessee, facility from Illinois, Indiana and Missouri. Representatives from two of our distributors, Purpose Wrecker and Lynch Chicago (formerly B&B Associated Industries), accompanied our guests.

While visiting, they toured our Ooltewah manufacturing plant and the engineering department. During the tour of the engineering department, the customers were able to watch our Pro E operating system and talk with our engineers, who answered any questions. Our guests also witnessed the testing process that we put all of our products through (see Product Testing on page 6 – 7).

The customers had an opportunity to voice their thoughts during a round table discussion with Jeff Badgley and several members of the Miller Industries team. During the discussions, the customers had the opportunity to ask questions and provide ideas for future products. Representatives from several chassis manufacturers were on hand to answer questions or provide information on new products.

It was an exciting three days! We believe that the customers who use our products are the best source of information on current and future developments. We certainly encourage and appreciate their input and time.

Miller Industries has facilities in Ooltewah and Greenville, Tennessee, and Sharon and Hermitage, Pennsylvania, where all of our customers and distributors are invited to visit and take a plant tour. **24/7**



Want to tour a plant or see your new Miller Industries equipment being built?

Call your local distributor and they can arrange a plant tour or find out the production schedule of your equipment.

See you on the shop floor!

From left: Jack Kane, Suburban Towing; Zelmer Williams, Benny's Towing; Al Green, Lynch Chicago; Kevin Farthing, Waffco Towing & Recovery; Fred Roxas, R.E.I.; Mike Oldenberg, Oldenberg's Wrecker Service; Ed Ebertsch, City of Chicago.

From Left: Bill Wishard, A to Z Towing; John Meyers, Grosse Pointe Towing; Jerry Aurenz, A-Auto Truck; Dennis Radwanski, District Towing; Rick Michalowski, Lynch Chicago; Jim Maurer, Maurer Services.

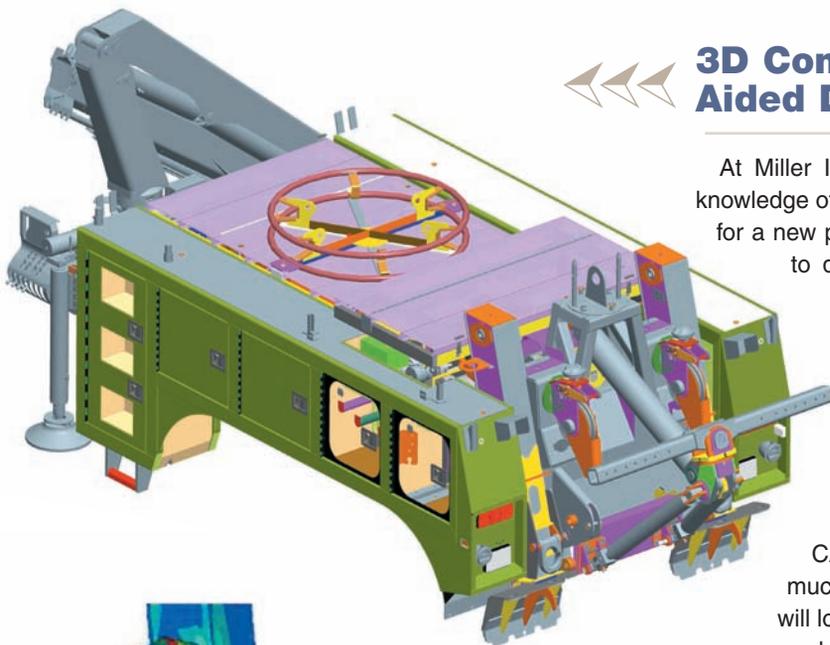
Proof's in the Testing

By Joe Brown
Director of Engineering & Quality Assurance

When you purchase a new piece of towing equipment, it's important to know that the manufacturer has properly tested the design and qualified it to meet the advertised ratings. However, testing alone is not enough to make sure the wrecker you get will do what it is supposed to do. The manufacturer must also have training, process control and quality control in place to make sure

that every piece they build is as good as the one that was tested and qualified. Those qualifications don't mean much if they can't be repeated every day in production. Finally, the manufacturer needs to be able to gather information about any field failures or problems and get it to the people who can find the cause and make improvements in the product.

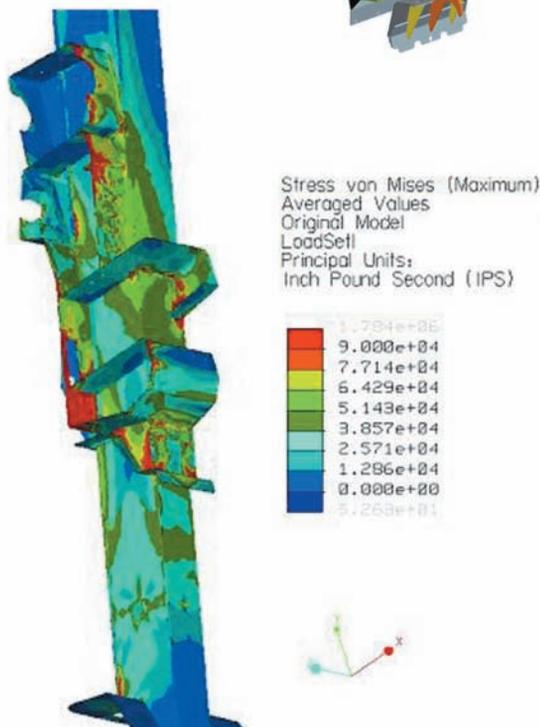
I want to talk about how we cover all the bases at Miller Industries.



3D Computer Aided Design (CAD)

At Miller Industries, we combine creativity, experience and knowledge of the customers' needs to create the design concept for a new product. Our design engineers perform calculations to determine material specifications and dimensions.

The concept then is drawn in our 3D Computer Aided Design (CAD) system. This system allows the designer to see the actual product from all angles in the virtual environment of the design program. They can check weights, center of gravity, interferences, and other attributes of the design and can make any necessary adjustments before it goes into production. The 3D CAD speeds up the design process and gives us much more information about how the finished product will look and operate. The drawing adjacent is a 3D CAD model of a military heavy recovery vehicle.



Finite Element Analysis (FEA)

Once we have the 3D model of the design, we can load it into a very powerful test simulation program called Finite Element Analysis (FEA). FEA simulates how the design will perform under the loads it will see in service. The engineer defines what the limits of the loads would be and how they are applied. The computer then completes exhaustive calculations and creates a model of the resulting stresses. The photo is an FEA result on a leg for the military HRV. The areas shown in red approach the yield strength of the materials and the blue show the areas of least stress. The Engineer can consider these results and make changes to the design based on where the high stress areas appear. The FEA can then be repeated to confirm that the changes are effective. This tool is extremely effective because its capabilities go far beyond those available through hand calculation.



Prototyping and Strain Gauge Testing

After the analysis is complete, a prototype unit is produced. Using the data from the FEA we know where the areas of highest stress will be. Strain gauges are placed in those areas. Strain gauges are small pieces of wire or foil, which have a known electrical resistance value, placed in a grid pattern. When bonded to a part, the resistance changes in the strain gauge are measured as the part experiences strain (movement). Positive (+) resistance changes are tension and negative (-) resistance changes are compression.

The photos at the left and below show strain gauge testing on a heavy-duty wrecker boom and wheel-lift. After the strain gauges are applied and wired to the data collection equipment, a load which simulates maximum working conditions for the part is applied and measurements are taken. This allows the designer to confirm the FEA results and assure that the performance of the design meets the specification. Additional load and cycle testing is performed to confirm the other attributes of the design.



Process Control

As mentioned earlier, process control in the factory assures that the wrecker you get off of the production line will perform as well as the prototype unit. Miller Industries assures that each welded part we produce is the same through precision fixturing and highly skilled workers. Calibration of a welding fixture using a portable coordinate measuring arm is shown in the photo adjacent. Our fixture designers use the same 3D CAD technology to design the welding fixtures that is used to design the product. They use the 3D shape of the welded part and design a precision fixture around it in the computer environment. The fixture locates and holds critical dimensions in the welding process. We also have the human aspect of this covered with well-trained, veteran welders, many with 20-plus years with our company.



Continuous Improvement

Finally, once the finished product is in your hands we have made sure that we have a system to collect information about complaints or failures. We maintain a database of warranty and quality information that is reviewed and analyzed continuously by our Engineering and Quality Assurance departments. They assure that the information needed to make improvements gets to the people who are responsible. At Miller Industries we are always looking for a way to improve the product.

Our team is working hard every day through our design, testing and manufacturing using the most current methods, combined with years of towing equipment experience, to supply you with the most reliable product in the market. **24/7**



Using Proper Tie Down Procedures Could Save You From Being Tied Down with a Lawsuit

*By Tom Luciano
District Sales Manager*

Properly securing vehicles to the deck of your carrier has continued to evolve from the use of a set of chains to several different methods designed to prevent damage, conform to state and federal laws and most importantly, to ensure the safety of you and the motoring public. There has been some conversation in the industry as to whether a four-point tie down is clearly defined by the Federal Motor Carrier Safety Regulations under section 393.128. The regulation does state that the vehicle must be restrained at both front and rear to prevent lateral, forward, rearward and vertical movement using a minimum of two tie downs.

To comply with this regulation, we at Miller Industries believe a four-point tie down should always be used. Many states have adopted a four-point interpretation and you could be ticketed for not following it. Some towers still believe that the winch and bridle can be used to secure the load - this is incorrect. The winch is designed to load and unload a vehicle, not to secure the load. Along

with being unsafe, you could also end up with a ticket for an unsafe load.

What follows are several different methods to achieve a secure four-point tie down. You should always consult your towing manual or the vehicle owner's manual to find the manufacturer's suggested tie down points.

Four-Point Tire Tie Down System

This is becoming one of the most popular methods to secure a vehicle on a carrier deck. There are two different procedures that can be used. The first is a basket type strap configuration that is positioned over the top of the tire. Once over the tire, the tail end of the basket strap is fed into a ratchet and chain that is connected to the bed by use of a key slot. Each individual ratchet at all four tires is then tightened.

The second procedure fastens at two points to the carrier deck. The one end of the strap fastens into a key slot or D Ring at the midship of your deck. The strap loops around the tire and is fed into a

ratchet and chain that is attached to a key slot at the end of your carrier bed. The ratchets are then tightened for a safe and secure damage free hook up. This is quickly becoming a favorite because the operator can install each of these from the ground, and even tension can be applied to each securement.

Chain Securement

Chain securement can work with a J hook, T hook or hook cluster assembly. A J hook was the most popular method in the past, but is not recommended by auto manufacturers on today's modern vehi-



Cluster strap assembly with R hook, T hook and mini J.

cles. T hooks or R hooks (depending on the vehicle) provide a positive lock in the torque box area of the vehicle chassis or frame. After chaining all four corners, chain binders should be used to evenly tighten the chains and secure the load. One of the advantages of chains is that they are the most durable method for tie downs and less susceptible than nylon straps to wear or damage. Cross chaining has been found to work well in preventing movement of the vehicle, but should not be used if it prevents the T hooks from proper alignment in the T hole slot. Always inspect slots for previous damage before attaching your securement hooks.

Cluster Ratchet Tie Down

This is one of the best ways to secure most new vehicles. You can choose the desired cluster hook to use in the torque box area that is attached to a two-inch wide strap. The strap is attached to a ratchet that allows you to make a quick length adjustment of the strap. The ratchet has a one foot chain attached that you can slip into the desired key slot in the bed. This method is very safe because you do not have to move the car on the bed again. Pressure can be controlled evenly on each securement strap by use of the ratchet. You also have the ability to cross the front and rear securing devices and control the tension on each evenly as long as the chosen cluster hook is positioned properly.

Axle or Wheel Straps

Using a nylon or polyester endless loop strap that is passed through the opening in the wheel and then secured to the carrier deck using a ratchet strap or a chain and binder can work as a wheel

securement method. Although some auto manufacturers recommend this method, great care should be used to not damage the finish on the wheel. Straps are designed to resist abrasion and this texture can mar custom wheels. A rag or piece of protective material can be placed between the wheel and the strap to help prevent damage. In a few cases such as the Saturn EVI, a strap is used through the front lower control arm and the lower rear spring mounts. A nylon tire basket is another choice in the case of the EVI. In most situations today, auto manufacturers are recommending that you use vehicle tie down slots or tire tie down systems and do not attach to suspension or driveline components.

With so many alternatives available to secure different vehicles to your deck, a

well-equipped carrier should carry several different types of tie down attachments. A competent towing company understands in today's modern vehicles there is not one type of securing device that fits all. You need to have different tools for different applications depending on what type of vehicle you are transporting.

Miller Industries offers an optional key slot package for your new carrier that provides eight key slots placed strategically around the carrier deck along with four key slots across the rear approach plate. This system allows you to easily secure the vehicle in many different applications. It is also found that in some situations a combination of several different tie down systems works best. Always be sure to take the time to properly secure your load. Your safety and that of others depends on it. **24/7**



Cluster strap assemblies hooked up.



Cluster ratchet straps crossed for hook up.



Proper position of T hook.

New Products

2004 Multi-Vehicle Transporter

Miller Industries is proud to introduce their new style multi-vehicle transporter. Several new features and benefits have been added to help you maximize revenue with the flexibility to transport a wider variety of vehicles.

- quick load, high mount trailer is available in both a long and short neck design
- can be loaded in a fraction of the time it takes to load other conventional trailers
- features hydraulic loading ramps, steel welded deck construction and quality Dupont paint and primer
- increased loading capacity, due to the new front floating deck as well as the drop and raise upper mid-deck, allow for increased loading capacity, including longer vehicles.

Warranty and service are provided through a nationwide distributor network. Contact your local Miller Industries Titan dealer for more information and pricing.



10 Series Car Carrier Autoload Option

Century has introduced an autoloader option to its popular line of 10 Series car carriers. The hydraulic claws can be operated from the control stations on either side of the unit and eliminate the need to handle L-arms. The claws fold flush against the crossbar when not in use so they do not interfere with bed operations or protrude past the end of the carrier deck.



New Design Adds Versatility to the SP 850

Century has introduced a newly redesigned hydraulic winch and outrigger leg option for its popular 7035 & 9055 heavy-duty wreckers. New benefits include:

- the SP850-XP option allows the fully hydraulic legs to fold and pivot as well as extend for stabilization during side pull recoveries
- two 35,000-lb. planetary winches are mounted into the main frame of the SP850-XP with the cable going through a sheave assembly equipped with a cable pressure wheel
- a wider stance, increased storage compartment space and increased recovery capabilities. **24/7**



For more information visit our Web site, www.millerind.com or call 1-800-292-0330 for your local distributor.

Vulcan Innovation Serves Heavy-Duty Market

Vulcan continues to introduce innovation to its popular line of heavy-duty integrated towing and recovery units with several new features and options with the professional tower in mind.

The **V-100**, Vulcan's extreme recovery unit known for providing brute strength in the toughest recovery situations, is now available with an optional three-stage recovery boom. The three-stage boom elevates to over 25 feet at maximum height and extension with a lift capacity of 18,000 lbs. and can reach close to 20 feet from the tailboard in its lowered position. All three-stages of the V-100's boom, as with all Vulcan heavy-duty units, is fabricated from high-tensile steel to provide maximum strength without adding unnecessary weight.

For difficult to tow vehicles with set-back axles or long overhangs such as motor coaches, mixers, packers or fire engines, the V-100 and the V-70 can be equipped with the **Euro Option Stinger** to provide up to 144 inches of reach on the underlift. The pivot pin, specially designed for the military, provides long life and durability even under these harsh conditions. Vulcan's stinger design allows the second stage to extend first making it easier to stage the underlift for less stress under heavy loads, and also has the capabilities to tow loads in a fully retracted position.

For added safety for your expensive tools and equipment, all Vulcan heavy-duty units now come standard with **key-less entry** on the tool compartments. No more standing in inclement weather on a dark night fumbling for your tool compartment keys, just click your remote, similar to what is used on automobiles, and all your compartments can be locked or unlocked. To prevent corrosion, the outside of the latch is constructed from cast aluminum and along with durability the

latch is large enough to open even with heavy gloves or mittens. These are just several of the many features that have continued Vulcan's reputation in heavy-duty integrated towing and recovery units as *the innovator not the imitator.* **24/7**



Engineered for your toughest demands!

Innovative Chevron Options:

- AutoGrip II self loading wheel lift
- LoadRite* approach
- Air free spool winch
- 102 inch wide body option in aluminum or steel
- Galvanized subframe
- Radio remote control

* LoadRite Patent Pending



Built to work!

CHEVRON

7320 W. Market St. • US Route 62 • Mercer, PA 16137
Toll Free 800-886-6400 • 724-981-7500 • Fax 724-981-4425
www.chevroninc.com • email: dliston@chevroninc.com



Not All Carriers Are the Same

It is a well-known fact that Miller Industries is the world's largest supplier of towing and recovery equipment. The Century product line alone still continues to supply more equipment to the industry on an annual basis than any other brand. We are now proud of the fact that Miller Industries also supplies more car carrier equipment to the towing and recovery industry than any of our competitors, regardless of what they may claim. Our production levels are continuing to increase and we are closing in on an all time high while the competition is struggling to maintain and in some cases cutting back their production. The carrier market continues to be the fastest growing segment of the industry, no doubt due to the huge increase of four-wheel drive and all wheel drive vehicles. This is also fueled by the car manufacturers' requirements that many vehicles are to be flatbed towed only.

For Miller Industries to experience such high demand for

our carrier products can only mean that we are not only offering the most dependable and best working carriers available in the marketplace, but that all of the products are supported by the world's best distributor network. We know that towing and recovery professionals place high demands and expectations on their equipment. Getting the best value for every dollar spent is key to their success.

Our success in meeting those needs goes back to the late 80s when both Century and Chevron introduced the 19-ft. aluminum carrier with an independent raise and lower wheel-lift. They were the most advanced and well-designed products available at that time and have been the platform for what are still the best-designed and most dependable carriers available today. Listed on the following pages are just some of the important design features that for several years have set the standards for carrier quality and operation.

See Carriers On Page 14

Subframe

“More overlap is better.”

All Miller subframes are designed with structural tube slide rails. These rails are then reinforced along the sidewalls with high yield steel in the critical stress points through the hinge area and wheel-lift mounting structure. A loaded wheel-lift places a tremendous amount of stress on these areas of the subframe, so reinforcement is a must. The overall length of the Miller subframe is longer than our major competitor's, in some cases over two feet longer. This additional length provides maximum bed-to-subframe overlap when the bed is fully extended. The competition's failure to provide maximum overlap dramatically increases the frictional pressure and leverage on the rear slide pads and bed rails when the bed is extended under a load. More overlap is better. The Miller subframe is also designed to allow the main rails of the deck to slide over it from the outside, much like a glove. This slide system keeps the frictional load bearing surfaces protected from road grit and debris, especially in the area of the rear tires. The bed rails also help reinforce the subframe rails to oppose the bending movement around the hinge pin when the wheel-lift is loaded.

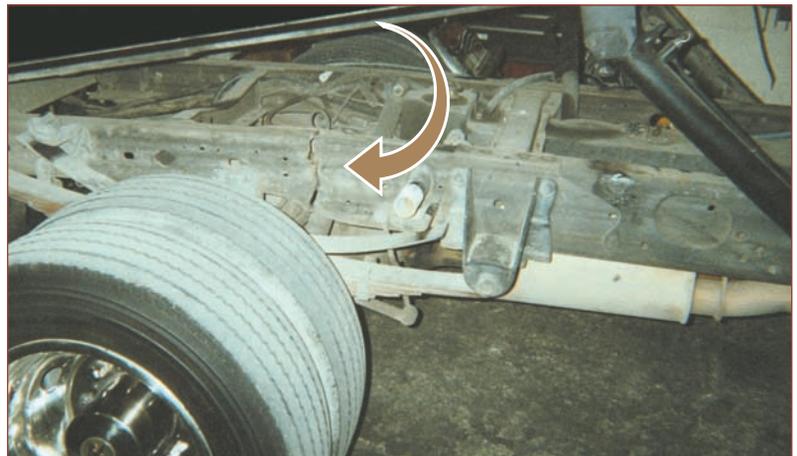
Century and Challenger subframes include an integral mounting frame that functions as a truck frame reinforcement between the tilt cylinder mount and hinge pin; it also facilitates easier installation. This frame reinforcement is especially important on Ford Super Duty and foreign chassis to prevent truck frame damage. Chevron, Vulcan and Champion carriers come with a bolt-on reinforcement for these applications.



Galvanized subframe option offers a durable finish to the areas that are exposed to the most abuse. This includes control stations, outer wheel lift tube, taillight housings and mud flap panel. This also offers more durability against the harsher chemicals now being used in regions that have to deal with snow and ice conditions.



The lower mounting frame, shown in red, is found exclusively on the Century and Challenger carriers providing additional reinforcement to the chassis frame rail. A bolt-on reinforcement is provided with the Chevron, Champion and Vulcan product for many applications.



Serious frame damage can occur if the carrier body does not provide adequate frame reinforcement. The standard Miller frame reinforcements mentioned above would have prevented the damage shown in this photo.

Steel Deck

There are a variety of different side rail options available on Miller steel carriers. These include solid raised rail, removable rail, open rail and floor level. Regardless of side rail choice, all decks are supported by full 4-sided structural tube cross members for better stability against bed flex. A full-tube cross member forms a more rigid and durable deck construction than the stamped 3-sided cross members that you will find on the competitors' decks. Floor plates are available in 3/16" deck plate standard or optional 3/16" smooth plate configurations as one piece in beds 22-ft. and shorter. The deck plate provides a good all-around surface for loading and unloading vehicles while also providing traction for walking. Floor plates are available in 1/4" thick in medium- and heavy-duty carriers. Safety chain attachment and storage is located at the front of each bed with four chain locks in the approach plate as standard equipment. Additional chain locks are also available in customer specified locations. The deck main rails are made of structural beams that fit around the subframe rails from the outside.

Aluminum Deck

Our aluminum decks are made from interlocking extruded floor panels. Like the steel decks, various side options are available such as raised enclosed, floor level and open rail sides. Miller aluminum decks consist of many more welds holding the components together than our competitors. These additional welds assure that the deck maintains its structural integrity and stability. The main deck rails are extruded with grooves to receive slide pads along the full length of the beam. This feature is extremely important because it means the wear will take place on the slide pad and not the deck rail itself. Since Miller carriers do not apply friction to the aluminum main rails, the rails will not wear out and need to be repaired or replaced. We have years of experience with this main rail system, and our experience shows that the slide pads rarely need to be replaced, even on units beyond 10 years of age with frequent use. Our major competitor has had so much trouble in this area that they now offer a bolt-on steel I-beam for their aluminum decks.

Wheel-lift

The wheel-lift crossbar design is another important consideration for durability and reliable performance. One competitor promotes that they have the largest crossbar pivot pin in the industry and that a large pin is better and more durable. We respectfully disagree. The purpose of the crossbar pivot pin is to keep the crossbar rotatably attached to the inner wheel-lift tube. The competition is relying on the large pivot pin to oppose the torque load applied to the crossbar by the towed vehicle. The Miller design opposes this torque loading in two different ways. The first way employs a large wide flat bearing surface surrounding the pivot pin. The bearing surface opposes the torque load applied to the crossbar, not the pin. The bearing surface is much larger than the pin; therefore, it is more effective. The second way is by setting the crossbar tubes forward nearly in line with the pivot pin. This "setback" crossbar design positions the center of the towed vehicle's axle closer to the crossbar pivot pin, which removes as much as 30% of the torque depending on the size of the tire. Less torque applied to the crossbar pivot means longer pivot life. Miller carriers also have more wheel lift reach than the competition. This better accommodates vehicles with longer overhang and provides for maximum clearance when towing two vehicles at the same time.

Because some manufacturers market their carriers in a good, better, best manner, it is important you know that each model carrier that Miller builds is designed and manufactured with the same quality standards and components. We simply offer different style decks and options to meet individual customer needs. Miller Industries is solely committed to providing the best value for your investment when it comes to the equipment needs of the towing and recovery industry. These are some of the most recent changes made to further enhance the Miller carrier products. **24/7**

" Miller aluminum decks consist of many more welds holding the components together than our competitors."



Self-load wheel-lift option - the patented AutoGrip wheel lift system is fast and effortless. The wheel arms rotate hydraulically from a fully closed storage position to a fully open approach position. The wheel arm's 155-degree rotation also permits controlled hydraulic gripping of inflated and flat tires. And since the wheel arms are rotatably attached to the crossbar, they can't be lost or stolen.

" Less torque applied to the crossbar pivot means longer pivot life."

Over the years Miller Industries has been committed to providing our customers with the largest, most experienced and most knowledgeable distribution network in the industry. This means you can also count on service after the sale. Do yourself a favor and contact your local Miller distributor for a product demonstration prior to your next purchase.

" A full-tube cross member forms a more rigid and durable deck construction."

IN YOUR RACE

LET CENTURY PUT YOU IN THE WINNER'S CIRCLE



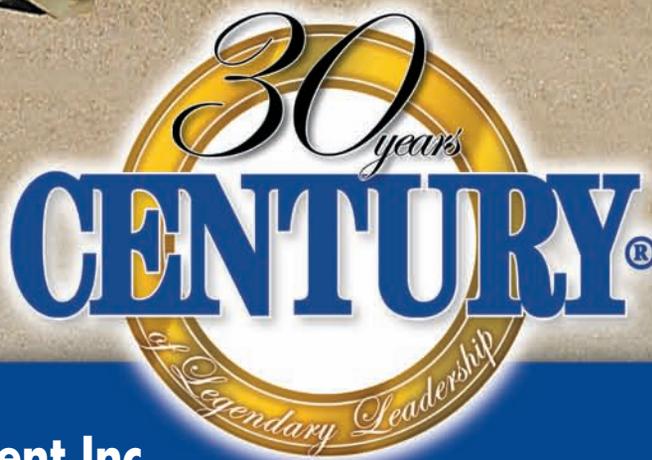
Everyday you compete. For profits. For accounts. For an edge on the competition. And just like a professional racing team, it takes a strong pit crew and outstanding equipment to win.

Miller Industries wants to be a part of your winning team by providing you with the right equipment. Whether you're on crowded city streets or hauling cars across state lines, we have what you need.

Century has been the winner in towing equipment design for 30 years – a track record any professional racing team would be proud of. Let us put you in the winner's circle.

See the Distributor List on pages 28 – 30 for the Century distributor nearest you.

FOR PROFITS



Miller Industries Towing Equipment Inc.

8503 Hilltop Drive • Ooltewah, Tennessee 37363

1-800-292-0330 • www.millerind.com

CENTURY — The number one selling brand of towing and recovery equipment worldwide.



Weight Watchers

By John Hawkins
Vice President of Sales Heavy-Duty Products

It seems that most of the industry has forgotten just why the integrated design of heavy wreckers has become one of the more popular models sold today. Let's step back in time for a quick reminder.

Historically Speaking

In 1979, EKA came from Sweden to the Massachusetts tow show, bringing the first heavy integrated unit to the states. This unit's true marketing factor was the underlift.

Though a few of these units were built and sold in the U.S., it was not until the mid 80s and the addition of the Bro wrecker that the true marketing feature of integration took front seat, and that feature is weight.

Why weight? Because ladies and gentlemen, our industry's dominant source of income is towing. Though we all live for the challenge of the recovery, the vast majority of revenue comes from towing. The Bro 202 wrecker was marketed as the only underlift heavy-duty wrecker that could scale.

In 1986, Challenger and Century came to the marketplace with the power and performance of their hydraulic wreckers with independent underlifts. Though these units had great success, they were heavy and in most states unable to scale.

In the spring of 1989, Vulcan set the stan-

dard with the introduction of the 3025, a 25-ton unit with dual winches, an extendable boom, and a three-stage underlift with 100+ inches of reach. Why the standard? It weighed just less than 20,000 lbs. on the rear drive axles, exactly the weight of the Bro 202.

Why are 20,000 lbs. critical (and the word is critical)? If you were to lift a normal road tractor from the front axle and attempt to scale within the intrastate laws of 34,000 lbs., the maximum weight on the rear tandems of an empty wrecker cannot exceed 20,000 lbs.

A New Century

In the fall of 1990, Century Wrecker unveiled the Century 5030. Since its debut, this single model has:

1. Dominated in units sold worldwide
2. Set standards and features imitated by other manufacturers
3. Been hailed as the modern day Holmes 750, all while retaining its number one design goal of being close to 20,000 lbs. on the drive axle.

There have been changes along the way and over time a little weight was added here and there. To address this issue, from the summer of 2000 to April 2001, our design group sat down and totally revamped the 5030 to become the Century 5230. It would remain a tandem axle 30-ton integrated towing and recovery

unit, but would now offer many upgrades as standard:

- aluminum boxes
- dual 25,000-lb. planetary winches
- diagonal recovery jacks (still an industry first)
- three-stage underlift with 113 inches of reach
- hydraulic extendable recovery boom
- driver and passenger side manual controls.

All of these new features were added while addressing one challenge, "get the weight off" while keeping structural integrity.

The Test

More than three years later, no 30-ton unit with similar features and benefits comes close to the Century 5230. But I'm not just saying that. We have proven it. We set up and documented a comparison of two similar 30-ton integrated units with the following requirements: Both had to be new factory chassis with factory double frames, 15-liter engines, comparable chassis options, close in wheelbase, and most importantly, everyday working trucks in service with the equipment to complete daily challenges. Our test vehicle was a 2000 W900L Kenworth with front axle weight of 10,060 lbs. We documented the wrecker weights on certified scales and calibrated our platform scales to those certified weights.

Now let's go back to my opening statement – "It seems that most of the industry has forgotten just why the integrated design of heavy wreckers has become one of the more popular models sold today."

Once you've seen these comparisons and the documented results of these two similar units, you will better understand the advanced technical design and thought that goes into not only the integrated Miller Industries models, but also our conventional fixed boom units and rotator series.

The Proof

The Century 5230 retained 1,400 more pounds of front axle weight unladen. This is because of the superior weight forward design of Miller's product line. Unlike the competition, when our wrecker bodies are installed on a cab and chassis, we increase the front axle weight (this is where you want weight). Our weight on the tandems was 4,220 pounds less (or more than two tons).



Brand J scaling.



With the underlift placed in the exact extended position (106 inches from the center of the rear drive axle to the center of the

steer axle), not only did we retain that 4,000 lb. plus advantage, but we were able to scale legally (less than 34,000 lbs.). It is also important to note that we were using forks and lifting on the axle and not the spring hanger.

I would like to make one statement about the competitor's unit: we were aware that their three-stage boom underlift extends further. However, we used 106 inches of overhang throughout the test because that is all their unit could retract. It could not get the towed tractor any closer to the tailboard. If we had fully retracted the Century 5230, we could have towed safely, had ample clearance to maneuver, reduced the overhang by nine more inches, reduced the rear axle weight an additional 480 lbs. and increased the front axle weight by 180 lbs.: All positives and all substantiating reasons why the integrated wrecker design is best.

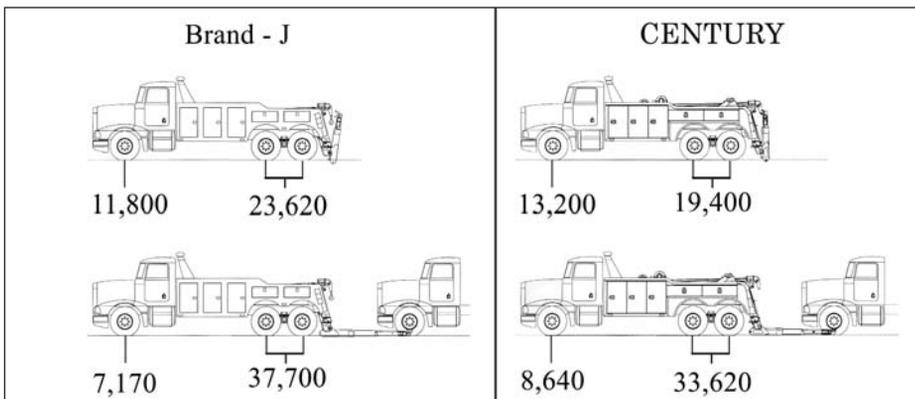
If we had used the Century 7035 with matching underlift extension, we would still have weighed 2,000 lbs. less on the drive axles of our 35-ton unit but would have totally out matched the competitor in features and benefits.

One other important note: The Century 5230 retained a 21 percent front axle weight advantage and what that means to you is:

1. Better braking
2. Better steering
3. Longer tire life for rear tires
4. And most importantly, a safer tow.

When the competition calls on you and brags about their composite body (which, by the way, pound per pound is heavier than our true one alloy aluminum box), ask them how their "weight watcher" program works. We'd sure like to hear all about it.

24/7



Century 5230 scaling.



Profiling Some of Miller's Most Popular Class 6 Chassis

Chevrolet C-5500

The 2005 Chevrolet Kodiak C-5500 is available in a 2-door regular cab and a 4-door crew cab. This year's model offers the factory-engineered four-wheel drive option. The C-5500 has a wide range of GVWs from which to choose, available in 18,000 to 26,000 lbs.

Miller Industries stocks the following options to fit the needs of towing professionals:

- 6600 Duramax Diesel Engine which produces 300 hp and 520 lb.-ft. of torque
- Allison automatic 5-speed transmission or you can choose the ZF 6-speed manual transmission
- Available in several cab to axle dimensions: 60" to 156" in regular cab and 60" to 126" in crew cab
- Rugged 80,000-psi frame rails, 19.5" tires and wheels, four-wheel hydraulic disc brakes with the four-channel ABS system
- Exhaust brake
- Wide visibility mirrors with a built-in convex section that folds 90 degrees front or back

Optional power and heating features are available as well as the driver and passenger supplemental restraint system. You will find many of the same comforts and driver conveniences offered on the popular Chevy Silverado pickups.



Ford F-650 Extended Cab

The Ford F-650 SuperCab is the only extended cab medium-duty truck with four doors. That's what makes it Miller's most popular extended cab medium-duty chassis. Miller stocks Ford F-650 trucks in both the regular cab and SuperCab (4-door extended cab) versions. Miller trucks come with the optional 80,000-psi frames. They are stronger, stiffer and more durable than the standard 50,000-psi frame rails.

The dependable 230 hp, Cummins ISB engines have 520 ft.-lbs. of torque and are mated to the Allison 2200 automatic transmissions. This combination provides plenty of power while still being economic to operate. Cabs are pre-wired for the bodies making electrical problems less likely. We added daytime running lights, dual 45-gallon fuel tanks and Michelin tires to make operation safe and easy. But we didn't forget the driver. The trucks come with an Easy-Aire driver seat, two person passenger seat, XLT trim that includes power windows and door locks, lighted-heated mirrors, and an AM/FM stereo radio with CD player to make the in-cab time more comfortable and enjoyable.



Freightliner M2 Series

By now the world knows the newly designed Freightliner M2's all aluminum cab, 2,500-sq. in. windshield, sloped hood and up to 55-degree wheel cut offers maximum durability, safety, comfort, visibility and maneuverability. But did you know that there is a Freightliner M2 chassis built specifically to meet the needs of the towing and recovery industry?

That's right; Freightliner of Chattanooga, LLC and Miller Industries have partnered to provide an M2 with special features that further enhance this already spectacular truck. These special units are equipped with Mercedes Benz engines and components that are covered by a five-year/200,000-mile extended warranty. We have an

engine compression brake to provide excellent braking power, dual aluminum fuel tanks for additional fuel capacity and one of the lowest frame heights in the industry for optimal load angle.



Additional features standard on your Miller supplied Freightliner M2 include:

- Chrome package
- Upgraded interior, including wood grain dash
- Sound abatement insulation
- Factory sun visor
- Air compressor with air operated parking brake

All of this is standard to provide you with a reliable truck while keeping in mind the challenges you face in the industry everyday.

International 4300

So what makes the International 4300 Miller's number one selling medium-duty truck? It could be its good looks, or it might be the great ride and handling. Then again the

answer may be the DT466 engine. Recognized as the most reliable and durable engine in the industry, the DT is available in several configurations. The most popular is the 220 hp, 540-ft.-lbs. torque version coupled to the Allison 2200 RDS transmission. But the 225 hp, 560-ft.-lbs. torque version coupled to a Fuller 6-speed manual transmission runs a close second.

The engine is a true wet-sleeved design, engineered and built in the same way as big class 8 truck engines. These engine and transmission combinations are both reliable and durable, offering the buyer years of trouble-free service. Another great feature built into Miller trucks includes PTO and electrical switches built into the dash and wired in at the factory - providing easy reliable electrical connections. It's a "smart system" that can check on itself, report problems and it can even be upgraded. The trucks come with many other popular options including air driver seat, two-man passenger seat, air compressors, exhaust brakes, air brakes, air ride and AM/FM/CD radios. Suspension-dump valves, heated-lighted mirrors, power windows and door locks are standard on most specs and add to the safety, drivability and comfort of the operator.



24/7

The Towing Industry's Home Town

September was a busy month in the towing industry's hometown of Chattanooga, Tennessee. We had visitors from several states (see the Customer Visits article on page 5). And on September 24 – 26, the Tennessee Towing and Recovery Professionals (TTRP) hosted the Southeast Regional Tow Show. The International Towing and Recovery Hall of Fame and Museum hosted its annual Hall of Fame Induction Ceremony and reunion of past Hall of Fame classes. And the Towing and Recovery Association of America held its annual Fall Board of Directors meeting and celebrated its 25th anniversary.

It proved an excellent opportunity to visit with old friends and pay tribute to many towing and recovery industry leaders. Thanks to the hard work of the museum staff and officers, the TRAA staff and officers and the TTRP Show Committee, the weekend went smoothly and a lot was accomplished.

It was so good to see those of you who were able to make this memorable weekend. And for those of you who weren't able to attend, we're sharing our scrapbook photos of what turned out to be a great time!

Southeast Regional Towing Show & Road-E-O

*Hosted by the Tennessee Towing and Recovery Professionals Inc.
Held at the Chattanooga Marriott and Convention Center*

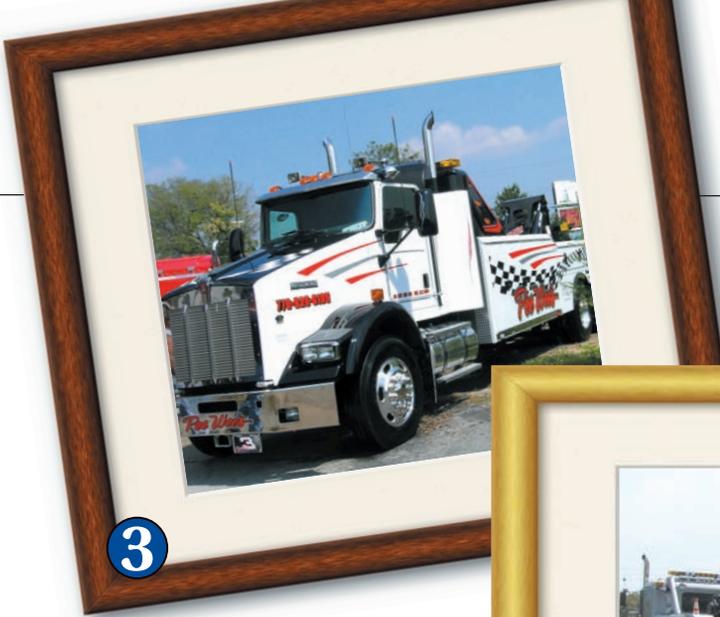


1



2

Photos 1 and 2: With the help of their parents, these third generation towers from Bamberger Wrecker Service participate in the Children's Mini Rollover Event. Miller Industries provided the tow trucks that were used in the competition.



3

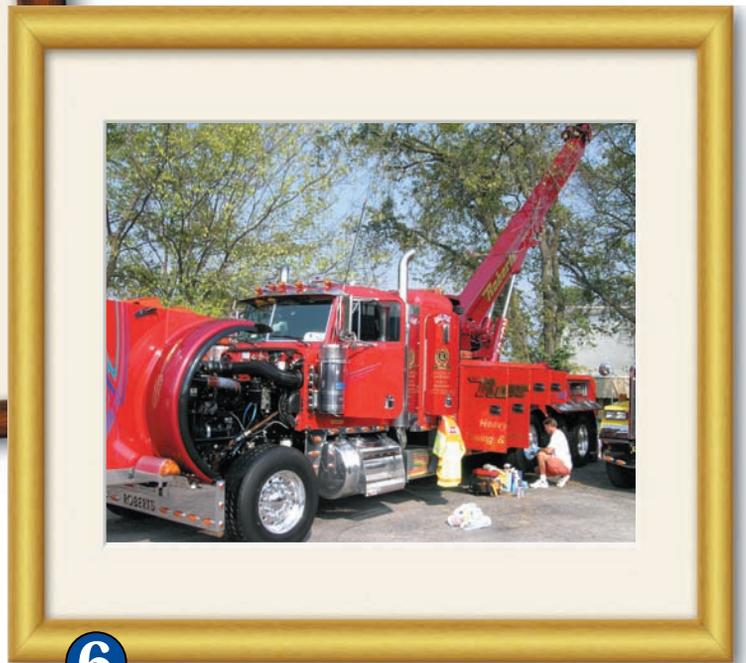
Photos 3-6: Always a popular event, the Beauty Contest drew contestants from around the region who took great pride in their trucks. Some of the heavy-duty entries included Tow Pro, Caswell Towing and Pee Wee Towing. Lee Roberts of Paris, Ky. can be seen polishing his truck before the contest.



4



5



6



7

Photo 7: This replica of a 1917 Holmes car carrier turned out to be a real crowd pleaser.

See Home Town On Page 24

Miller Pledges Support for Museum

William G. Miller, president of the Miller Family Foundation, and his son Will, regional sales manager, presented a check for \$175,000 to International Towing & Recovery Hall of Fame & Museum president George Connolly and chairman of the board of trustees Jerry Bullock (PHOTO 8).

The Miller Family Foundation will donate a total of \$250,000, which will be used in conjunction with the money raised from the sale of six car carriers donated by Miller Industries as well as funds raised from the "Model A" fundraiser truck. The funds will be used to pay off the mortgage on the museum and for the continuing development of the Center for Training and Education housed there.

"Mr. Miller is one of a very small, elite group of manufacturers and industry leaders who have the future, as well as the past of this industry at heart," Connolly said. "Mr. Miller has a tremendous passion for the towing industry and continues to create new and innovative ideas to help move it further into the future."

"This gracious donation from the Miller Family Foundation will definitely speed up the time frame in accomplishing our expansion and goals for the museum," Bullock said. "I personally thank Bill Miller and the Miller Family Foundation for their continued support of us and our endeavors to make the International Towing & Recovery Hall of Fame & Museum something everyone in this great industry will be proud to be a part of."

Miller commented, "This industry has a proud heritage which began in Chattanooga and it is important to preserve this heritage for future generations." With regard to the Center for Training and Education, Miller said, "I think it is important to establish a facility that can be utilized by any individual or organization, at no cost, to provide activities that educate, train and promote our industry."



8



TRAA 25 Years

Celebrating 25 years as the national voice of towing and recovery professionals, the Towing and Recovery Association of America held its annual board meeting at the International Towing and Recovery Hall of Fame and Museum.

During a special dinner and reception, John Hawkins III, son of John Hawkins II, a founder and first executive director of TRAA, **(PHOTO 9)** spoke about past TRAA leaders and encouraged towers to ensure the future of the organization by bringing in new members.

Past TRAA presidents **(PHOTO 10)** George Stevens, Mike Holland, Carolyn Blakeley, wife of the late James Blakeley, past TRAA founder and Gary Coe were recognized with special plaques for their contributions to the towing and recovery industry.

Jeff Badgley, president and Co-CEO of Miller Industries, made a surprise presentation by donating a carrier to TRAA to raffle as a fundraiser to benefit the association.

Hall of Fame Induction Class of 2004

Randy Houston **(PHOTO 11)** speaks to the Class of 2004 Hall of Fame during an induction ceremony at the International Towing & Recovery Hall of Fame and Museum. Houston, owner of Randy's Towing in Okanogan, Washington, was one of nine people inducted into the Hall of Fame. In his speech, he urged towers "To make a personal and professional commitment to help towers from around the world understand the important role of the International Towing & Recovery Hall of Fame and Museum. It is our responsibility because it is our museum."

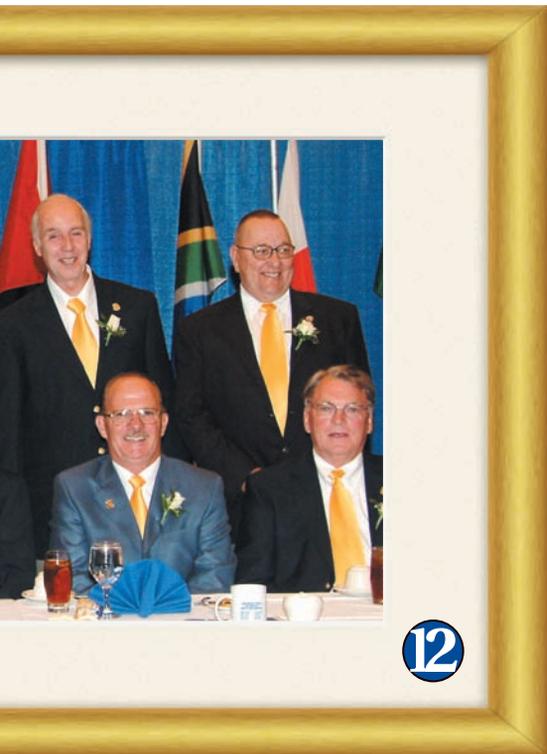


PHOTO 12: Class of 2004 inductees include (standing from left) Donna Brock, Randy Houston, Roger Barnett, George Bakkar, Lavern Gibson, (sitting from left) Roger Rinder, Gary Pipes, Ken Nikko, Doug Nelson and Larry Lancaster.

24/7



The Winning Formula

 The EA Sports 500 Race Recovery Team at the Talladega Superspeedway.

It takes a team spirit at the track to keep the race on track.

When it comes to the racing program at Miller Industries, the criterion is simple. The camaraderie, excitement, fun, professionalism and participation of towers from across the United States make up the winning formula.

As the official recovery vehicle provider for speedways such as Daytona, Talladega, Kansas, Chicagoland, Darlington, Homestead-Miami and Indianapolis, Miller Industries is called upon to provide equipment and recovery personnel for a wide variety of racing events. These events include the Craftsman Truck Series, Busch Grand National, ARCA, Grand Am, CART, IRL and NASCAR Nextel Cup events.

What's unique about our race program is how we use towing professionals like you on the track.

In 2004, the Miller Industries race program enabled 350 individual tow operators from across the United States to live a dream. These individuals have experienced true "track action." The attendance at the safety and training classes prior to the racing events allowed the towers to interact with some great NASCAR drivers such as Rusty Wallace, Dale Earnhart Jr. and Jimmy

Johnson. The opportunity to operate well-maintained equipment alongside a fellow tower from across the country doesn't come along everyday. Who wouldn't appreciate an opportunity to be on the tracks where the action is happening and not in the stands holding a hot dog.

But fun at the tracks with Miller Industries isn't limited to driving. In 2004, over 4,000 towers from around the world and their guests have gathered in wrecker compound areas at the racetracks as guests of Miller Industries and its distributors. Their experiences have included such perks as riding in the parade around the track, visiting a garage area or visiting the pit area of their favorite driver.

Besides the race "experience" itself, many operators feel good about being able to portray a positive towing image, thanks to Miller Industries.

As Russ Bowden of R & S Towing says, "With the negative images we usually see in the press about towing, I believe the Miller Industries race program helps negate those images."

Bowden explains, "Clean equipment operated by trained, towing profession-

als in front of thousands of spectators in the stands along with millions in the television audience helps us deliver a more positive image. Spectators see us working hand-in-hand with fire and ambulance crews. I commend Miller Industries and thank my local distributor, Golden West, for providing such a great opportunity for both myself and my profession."

Ken Burdine, Miller Industries' fulltime race director, coordinates the lists of customer names provided by Miller distributors for infield credential requests, staffing of the recovery crews and logistics of moving equipment from track to track each week. Ken will spend 36 weeks a year on the road and has over 22 years of experience at the tracks.

Ken says, "It has been a pleasure to work with so many truly professional operators who represent the towing industry so well.

"It is inspiring to see so many hard working and dedicated individuals in the towing industry receive the positive recognition they deserve. Miller Industries is truly honored to help promote the professionalism of towing on the fast tracks across the country."

24/7



Team members must use extreme care when unloading a damaged race car.



Fun is foremost for wrecker compound visitors – whether it's routing on your favorite driver from high above the track on the scaffolding or enjoying a pit tour, led by Miller Industries Race Director Ken Burdine (front left).



Even Team members get a break to eat every now and then!

The parade lap allows Miller guests to enjoy the thrill of driving the track – in the footsteps of some of their favorite drivers.



Race Recovery Team member Russ Bowden of R & S Towing.

The People Who Make it Happen

Miller Industries success results from the commitment and dedication of our employees and distributors. We are honored to have the world's best distributor network of towing and recovery equipment. Our distributors are knowledgeable about towing equipment and can provide you with input and recommendations before the sale and outstanding service after the sale. As an integral part

of the Miller Industries team, we proudly salute our distributors and thank them for helping make Miller Industries the World Leader in Towing Equipment Sales.

Be sure to contact your local Miller Industries distributor for all of your towing equipment needs.

Alabama

Austin Hinds Motors, Inc., Arab
256/586-8161
Chevron, Vulcan

A-Superior Auto, Montgomery
334/269-1534
Vulcan

Mid South Towing Equipment,
Birmingham
205/320-1355
Century, Challenger, Champion, Eagle,
Holmes

Alaska

Bob's Services, Inc., Anchorage
907/276-3221
Century, Holmes

Truckwell of Alaska, Anchorage
907/349-8845
Chevron

Arizona

Cunningham Commercial Vehicles,
Tolleson
623/907-9900
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

California

Tow Industries, Los Angeles
323/660-4866
Challenger, Eagle, Vulcan

Chevron West, Rancho Cordova
916/635-1756
Chevron

Competition Wheelift, Inc.,
Rancho Dominguez
310/764-0900
Century, Eagle

Golden West Towing Equipment Inc.,
Anaheim
714/779-6000
Century, Challenger, Champion, Holmes

House of Wreckers, Inc., San Carlos
650/594-1530
Century, Challenger, Champion, Eagle,
Holmes

Southern California Tow Equipment,
Anaheim
714/484-0076
Chevron

Tow World, Inc., San Leandro
510/430-9894
Chevron, Vulcan

Tow World South, Bell Gardens
562/806-9155
Chevron, Vulcan

Sacramento Towing Equipment,
Sacramento
916/395-8641
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Valley Wrecker Sales, Fresno
559/485-1513
Century, Challenger, Champion, Eagle,
Holmes,

Colorado

Mid America Wrecker Sales, Inc.,
Commerce City
303/289-2836
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Connecticut

New England Truck Master, Inc., Stratford
203/375-0501
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Ray Jurgen, Inc., Bristol
860/585-0111
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Delaware

Danzi Brothers, Shelbyville
302/436-2000
Chevron

Florida

Arlington Salvage & Wrecker, Jacksonville
904/744-9690
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

King Automotive & Industrial, Tampa
813/248-3457
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

TruckMax, Inc., Miami
305/777-9000
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Georgia

Blackburn Truck Equipment, Inc., Liburn
770/921-6070
Challenger, Chevron, Vulcan

Peach State Wrecker Sales, Atlanta
404/622-6288
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Idaho

Idaho Wrecker Sales, Mountain Home
208/587-2888
Century, Chevron

Illinois

Chevron Commercial, Highland
618/654-5555
Chevron, Vulcan

Lynch Chicago, Bridgeview
708/233-1112
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Indiana

Speedway Wrecker Sales, Indianapolis
317/240-6920
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Iowa

Zip's Truck Equipment, Inc.,
New Hampton
641/394-3166
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Kansas

Meyer Truck Center, Inc., Olathe
913/764-2000
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Kentucky

Bluegrass Wrecker Sales, Inc., Louisville
859/299-6224
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Louisiana

Larry Nobles Auctioneer's Association,
Baton Rouge
225/292-0576
Century, Challenger, Champion, Eagle,
Holmes

Maine

W.A. Messer Company, Westbrook
207/854-9751
Century, Challenger, Champion, Eagle,
Holmes

Maryland

Auto Salvage & Parts Company,
Hagerstown
301/733-6698
Century, Champion, Holmes

Bayriver Enterprises, Inc., Mechanicsville
301/274-0280
Century, Challenger, Champion, Chevron,
Eagle, Holmes

Capital Truck Equipment, Lanham
301/459-9560
Century, Challenger, Champion, Eagle,
Holmes

Penn Pontiac GMC, Baltimore
410/633-9000
Vulcan

West End Service, Inc., Ellicott City
410/465-4455
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Massachusetts

Winn Street Sales, Burlington
781/273-1180
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Michigan

Lemson Wrecker Sales, Inc., Grant
231/834-7930
Century

Reed & Hoppes, Portland
517/647-4441
Century, Challenger, Champion, Eagle,
Holmes

Minnesota

Twin Cities Wrecker Sales, Inc., St. Paul
651/488-4210
Challenger, Champion

Mississippi

B & Z Sales, Inc., Brandon
601/825-1900
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Jeff Ingram Wrecker Sales, Inc.,
Horn Lake
662/280-6761
Vulcan

Missouri

Duckett Truck Center, Inc., Sikeston
573/471-7100
Century

Purpose Wrecker, LLC, Wentzville
636/639-9700
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Select Truck & Equipment, Columbia
573/886-7886
Vulcan

New Hampshire

Chevron of New Hampshire, Hampstead
603/329-5155
Chevron

New Jersey

Elizabeth Truck Center, Elizabeth
908/355-8800
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Equipment Sales & Service, Bloomfield
973/743-7516
Chevron

New York

Elsenheimer Chevrolet, Inc., Hornell
607/324-3330
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Emerling Chevrolet, Boston
716/941-5255
Chevron

Future Wrecker Sales, Amsterdam
518/842-2988
Chevron

Kenmore Collision, Buffalo
716/874-6262
Challenger, Champion, Holmes

Ramp Chevrolet, Inc., Port Jefferson
Station
631/473-6000
Century, Champion, Chevron, Eagle

Tri State Towing Equipment, Westbury
516/338-9333
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Upstate Wreckers, Schenectady
518/370-1765
Vulcan

North Carolina

Auto Equipment, Inc., Statesville
704/872-4116
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Chevron Wrecker Sales, Fletcher
800/684-4223
Chevron

North Dakota

Northern Truck Equipment Corp., Fargo
701/281-1718
Chevron, Vulcan

Ohio

American Enterprises, Inc., Oregon
419/691-8888
Century, Champion, Chevron, Eagle,
Vulcan

Automotive Equipment Co., Inc.,
North Ridgeville
800/837-8372
Century, Challenger, Champion, Chevron,
Eagle, Holmes

Blust Motor Service, Inc., Cincinnati
513/741-6685
Century, Champion

Craig's Motor Sales, New Lexington
740/342-3728
Chevron

Noble's, Inc., Columbus
614/235-1978
Century, Challenger, Champion, Eagle,
Holmes

Oklahoma

Oklahoma Wrecker & Equipment,
Oklahoma City
405/236-3800
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Oregon

Fleet Sales West, Portland
503/797-4481
Chevron

Western Wrecker Sales, Inc., Portland
503/256-4200
Century, Champion, Eagle, Holmes,
Vulcan

Pennsylvania

Chevron East, Mercer
800/845-8233
Chevron

Eagle Truck Equipment, Inc., Uwchland
610/458-5333
Vulcan

East Penn Carrier & Wrecker, Bethlehem
610/694-9234
Chevron

Nadik's Equipment Sales, Oakdale
724/695-7297
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Terrco, Inc., Philadelphia
215/288-0373
Century, Challenger, Champion, Eagle,
Holmes

Rhode Island

Patriot Sales & Service, Pawtucket
401/727-0092
Century, Challenger, Champion, Eagle,
Holmes

South Carolina

American Wrecker Sales, Cayce
803/796-2400
Century, Challenger, Champion, Chevron,
Eagle, Holmes, Vulcan

Tennessee

Commercial Truck & Equipment Sales,
Nashville
615/399-3996
Vulcan

Crouch's Wrecker & Equipment Sales,
Kingston Springs
615/952-3287
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Texas

Al's Automotive, Wichita Falls
940/723-2522
Chevron

Coker Equipment Sales, Inc., Dallas
214/742-5221
Challenger

RPM Equipment Company, Houston
281/590-1494
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Texas Wrecker Sales, Dallas
214/340-1200
Vulcan

Tex-Star Equipment Sales, Inc., Dallas
972/406-1553
Century, Challenger, Champion, Eagle,
Holmes

Utah

Rocky Mountain Wrecker Sales,
Salt Lake City
801/268-8850
Vulcan

Wasatch Truck Equipment, Inc., Sandy
801/571-8761
Century, Challenger, Champion, Holmes

Vermont

Sabil & Sons, Inc., White River Junction
802/295-4315
Vulcan

G. Stone Motors, Inc., Middlebury
802/388-6718
Century, Champion, Holmes,

Virginia

Horton Truck & Equipment Company,
Manassas Park
703/530-7800
Chevron, Vulcan

Lee Hi Wrecker Sales, Lexington
540/463-3478
Century

Washington

Highway Safety Supply, Spokane
800/531-9491
Vulcan

Petersen Northwest Corporation,
Des Moines
206/824-2811
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Spalding Auto Parts, Spokane
509/928-2454
Chevron

West Virginia

R.F. Steiner & Company, Huntington
304/525-7773
Chevron

Wisconsin

Bob Fish GNC, West Bend
262/338-2235
Vulcan

Lynch Truck Center, Waterford
262/514-4000
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Canadian Distributors

Canadian Towing Equipment, North York,
Ontario
416/740-9090
Challenger, Chevron, Holmes, Vulcan

Canadian Towing Equipment, Ayr
519/622-5522
Challenger, Chevron, Holmes, Vulcan

D.J.T. Automotive, LTD, Markham
905/475-7746
Century, Champion, Eagle, Holmes

F.G. Russell Truck Equipment,
New Westminster
604/523-3200
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

General Body and Equipment, Edmonton
780/468-5331
Century, Champion, Holmes,

General Body and Equipment, Saskatoon
306/242-6878
Century, Champion, Holmes,

General Body and Equipment, Calgary
403/250-2115
Century, Holmes,

Les Equipment's Twin, Montreal
514/353-1190
Century, Challenger, Champion, Eagle,
Holmes, Vulcan

Northern Alberta Sales, Edmonton
780/454-4393
Chevron, Vulcan

24/7

Plant Profiles

Miller Industries employs about 1,000 people worldwide in Tennessee, Pennsylvania, England and France. Although our employees are separated by distance, they are unified in their goal of providing the best quality towing equipment for the world's towing industries. Enjoy a brief peek at our four U.S. locations.



Ooltewah, Tennessee

Located on 25.3 acres adjacent to Interstate 75 in the northern suburbs of Chattanooga, Tennessee, is the home of the largest towing and recovery manufacturing facility in the industry. The rich history of this facility is evident in its workforce of 234 with an average seniority of over nine years, including those who have worked at the original Ernest Holmes facility as well as Century, Challenger and Vulcan. The facility's 208,000-square-foot of manufacturing space includes metal fabrication, welding, assembly, painting and the Design Engineering Department. The Ooltewah plant also serves as headquarters to Miller Industries Towing Equipment and houses Miller Financial Services.



Greenville, Tennessee

A 100,000-square-foot manufacturing facility at the foot of the Great Smoky Mountains is home to the Vulcan and Champion line of Miller rollbacks/carriers and Miller multi-car trailers, models T-5 and T-7. Miller Industries began its Greenville operation in 1997 as a means to expand present capacity and to manufacture new products. The strategic decision to introduce a new line of multi-car trailers in 1999 allowed the company to enter what at the time was an entirely new market. The core employees, whom now have become Miller veterans are trained and highly skilled in the artisan style of high-volume, steel manufacturing inherently unique to the production of the Miller product line. Today the plant houses approximately 100 employees, nearly double the size of one year ago.



Mercer, Pennsylvania

In the middle of a landscape reminiscent of a painting - wooded hills and rolling farm country - is the Chevron, Inc. plant. The 100,000-square-foot manufacturing facility has shared these same surroundings in western Pennsylvania since 1966. Although starting out as a small autobody repair shop, the company quickly started growing under the ownership of Ron and Cheryl Nespor. In 1969 the first Chevron slideback carrier was built. In December 1997, Miller Industries acquired Chevron and the rest is history as Chevron has become a vital part of the Miller Industries equipment line. Today Chevron employs over 100 individuals with an average tenure of 12 years, manufacturing three-and four-car carriers, transporters and wreckers.



Sharon, Pennsylvania

The largest of Miller Industries carrier manufacturing plants is located just off of Interstate 80 in Sharon, Pennsylvania. This modern 100,000-square-foot manufacturing plant has gone through three major expansions to keep up with the growing demand for the quality Century, Champion and Vulcan carriers produced at this facility. Over 90 employees manufacture a complete line of carriers ranging from 17 to 30 feet, including four car and industrial carriers with deck capacities up to 30,000 lbs. Addressing customer needs, pride in workmanship and a constant desire to provide quality and innovation to the entire carrier line has made these carriers the choice of professional towers in North and South America as well as Europe, the Middle East and Far East. **24/7**

Design does make a difference!



408 AutoGrip



LMD 512



RENEGADE AutoGrip



REBEL 410



1014 Medium Duty

CHEVRON

7320 W. Market Street • U.S. Route 62 • Mercer, PA 16137
Toll Free 800-886-6400 • 724-981-7500 • FAX 724-981-4425
www.chevroninc.com • email dliston@chevroninc.com