

# 24/7 ON CALL

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**You've Got To Know  
When To Hold 'Em** page 6

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I had the privilege of attending the TRAA Leadership Conference in Washington D.C. this past March. This year's conference theme was "To Save Their Lives." Members of the Federal Highway

Administration and National Traffic Incident Management Coalition, along with many leaders from our own towing industry, discussed roadside safety. It is encouraging to see that the towing industry finally is being recognized for facing the same risks as fire, law enforcement and other responders at an incident scene.

It is also great to see the unity behind a common cause - honoring and recognizing professional towers who have been killed in the line of duty. National and state associations are emphasizing the dangers of roadside work and promoting good safety practices. Industry publications are stressing safety. But we still lose towers. There were times during the conference, listening to Ron Parrish from Tow 411 read the Tower's Prayer or Tom Tedford and Bill Parks speak about tragedies within their own companies, that it was difficult to hold back a tear.

A great friend, Louwrens Riekert of Rieks Towing in Dorandia Pretoria, South Africa, recently visited Chattanooga. As we discussed "The Wall Of The Fallen" memorial being constructed at the Museum, he shared that he had lost a driver and how it impacted his other employees. He explained how his operators often had to secure roads in rural areas for recoveries without assistance and the precautions they take such as wearing safety vests and using cones. Safety of a towing company's most valuable asset, their people, is truly a global concern for the entire towing industry. Louwrens left Chattanooga with a bag full of Survivor Fund wrist bands to help spread the message back in his country.

I look forward to visiting with many of you throughout the year at the tow shows starting in Florida. Your safety is in my daily thoughts and prayers.

*Randy Olson*

**Randy Olson, Editor On Call 24/7**

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## On The Cover

On February 1 - 2, over 150 industry professionals from over twenty states converged in Chattanooga for several days of training on service maintenance, hook up and recovery techniques for their Century and Challenger rotators. Along with these owners and operators, 11 of them proudly brought their rotators to assist in the demonstrations. This event was similar to a rotator seminar that was held in September at the Connecticut Fire Academy with over 70 towers from the northeast attending. Jeff Badgley, President and Co-CEO of Miller Industries, commented that the success of these two events has been overwhelming with the ability of Miller personnel to interact with the people who operate the equipment on a daily basis, providing a great learning experience for everyone involved.



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# Inside View

## A YEAR OF CHANGE

The year 2006 will bring change to Miller Industries - change that we are extremely excited about because it will assist us in maintaining our leadership position in the industry for years to come.

An exciting aspect of this change will be debuted at the Florida Tow Show with the introduction of several new products: a 75-ton Rotator, a 16-ton Rotator, a new 16-ton integrated towing and recovery unit from Chevron, and the beginning of a new light-duty towing product group for Vulcan and Century. New or improved products are always exciting to introduce, but this year, our "new" does not end

with new products. This year, we will observe the initiation and completion of two major plant expansions at our Chattanooga, Tennessee and Sharon, Pennsylvania, facilities. Our expansions are not for cosmetic purposes but are designed to improve processes that will enhance the efficiency and quality of our products. Our goal is to reinvest in our operating facilities to better serve you, our customer.

Let me tell you a little about our plans. We will add approximately 50,000 square feet in Chattanooga. Along with that square footage, we will add two blast and prime booths, one for light-duty towing and recovery units and one for heavy-duty units, to improve the finish of our product. Our expansions will also include improved paint processes at our carrier facility and robotic welders in Chattanooga. Simply put, both of these investments are being made to provide you, our customer, with the highest quality products in the industry.

**“Change is the law of life. And those who look only to the past or present are certain to miss the future.”**

- John Fitzgerald Kennedy

We at Miller Industries understand the need for continued improvement in products and processes to assist you in your job. Last year was a fantastic year for Miller Industries. And we're excited that this year we're able to reinvest in our products and facilities to show our commitment to you in an industry that we're proud to call our own.



By Jeff Badgley  
President and Co-CEO

# 24/7 ON CALL

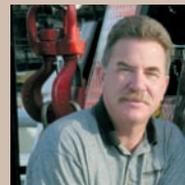


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*The Path of Least Resistance*  
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## Your most important link to success...Chevron

### *A recent chain of events at Chevron brings you two new innovative products!*

The all-new **SlideWinder** winch option provides a better means of straight-pulling a disabled vehicle or object onto a carrier that is left or right of the deck centerline. This option is ideal for loading European vehicles that are equipped with a screw-in eyehook on one side of the vehicle. The **SlideWinder** design allows the cable to be pulled from any direction behind the roller guide without affecting even spooling of the cable on the winch.



Chevron's all new **OUTLAW** features new composite modular body sides with two spacious side entry tool boxes. The composite modular sides are constructed of high impact material for increased durability over steel with the additional benefit of eliminating rust and corrosion. Ideally suited for high volume towing, impound and repo work. From the safety and convenience of the cab, the driver can operate the hydraulic wheel lift. Parallel parked vehicles can easily be picked up at a 90 degree angle.



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# YOU'VE GOT TO KNOW WHEN TO HOLD 'EM



Everyone gets excited about handling recoveries, but success can be limited if you can't stabilize your recovery vehicle. Here are some ideas on how to "hold 'em" in different situations.



*This photo shows a light-duty wheel-lift in a negative-tilt position lowered to the ground in an attempt to stabilize the recovery unit. Many operators believe that this will assist in winching, but it may have bad long-term results. Looking at the wheel-lift, one needs to realize that in normal, every day use, the weight is downward on the crossbar. When winching against it, the weight pushes upwards on the crossbar. The leverage is in reverse.*

*Secondly, as the truck creeps backward, sand, gravel and mud will be forced into the wheel-lift extension boom and, worse, can pack into the Nylatron wear pads. If this happens, over the next several uses the debris can cause high abrasion and poor performance when extending and retracting the wheel-lift.*

*In addition, the amount of leverage from the cross bar to the wheel-lift mounting frame could cause twisting or damage.*

*By Tom Luciano, District Sales Manager*

Recently there's been some conversation at tow shows about ways to help prevent recovery trucks from sliding backwards. Please understand that these are not the only methods to stabilize recovery vehicles, but are some "tricks of the trade" to assist you in becoming a better operator.



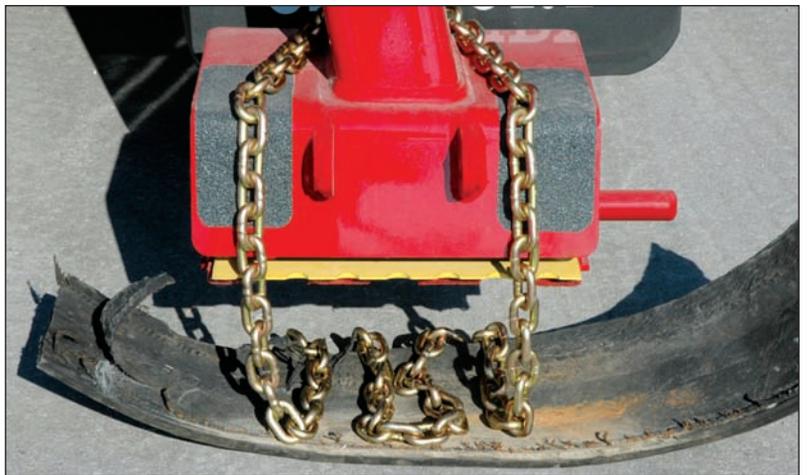
Now we will install our spade attachment. Notice that the spade pin on the wheel-lift is in direct line with the tailgate of the truck. This is because the stronger part of the wheel-lift is at this area and less leverage will occur. Also, notice that the wheel-lift is level and not tilted downward. This keeps sand out of the extension boom and wear pads and allows the cutting edge of the spade attachment to achieve ground penetration. You should not lower the wheel-lift to the point where you begin to offload your suspension. You always want your tires, brakes and rear suspension to work with you in holding your truck.

Don't forget there is always the old tried and true scotch block method, which may be the hardest to handle but still very effective. Using scotch blocks, the suspension of your truck is loaded, giving you the widest stance for stability.

There have been many times when recovery operators have chained down the front of their trucks to stop the units from sliding backward — especially when working on roads made of concrete. This should never be done because it can result in bending the truck's frame. Here's a few tricks that may assist you in this situation:



Find some pieces of a recap truck tire that have been peeled off — like you see along the side of the roadway. Cut off the jagged ends with a Sawzall or a hacksaw to make the ends flat. Position the piece of recap truck tire under the stiff leg. Get an old chain that is not useable for towing or recovery and wrap it around the vertical tube of the stiff leg, as shown in the photo. Bring the chain forward and under the folded, flat portion of the spade, and then form a letter "W" with the chain on top of the piece of tire. Lower the stiff leg until the tire recap is crushed into the ground surface. The chain will give the tire recap the grip that it needs while winching. Some operators will turn the chain so it is turned to the back instead of the front. Either way will work.



See Hold 'Em on Page 8

What if you have lowered your rear hydraulic jacklegs and your recovery unit still pulls backwards while winching in soft ground? This situation can be greatly remedied by the arches fabricated on Century and Challenger multi-position spades, or the lumber hooks incorporated on Vulcan heavy-duty spades. These features allow you to position your open spade with hardwood timber underneath it. When you lower the rear jacklegs, the timber is held in the arches and pushed into the ground, increasing the width of your ground contact area. This greatly assists in gripping the ground and stabilizing your unit.



When working on concrete-paved roads and you need to utilize your rear hydraulic jacks and your truck spring brakes will not hold, the following is a great trick to use. Again, we are using the piece of recap tire, but we are placing it front to rear under the jackleg. Then position a long hardwood timber under your jackleg on top of the recap. Now push the front edge of the timber up against the rear of the tire and lower the rear jackleg in the closed position. This compresses the timber against the recap. You now have accomplished two things: you have increased friction on the concrete surface with the compressed recap, and the wood acts as a wheel chock against the rear tire. This works exceptionally well with single axle heavy-duty units.



## RECOVERY VEHICLE

### STABILIZING TIPS

- When you arrive on a recovery scene, always inspect the area where you are going to position your recovery vehicle and determine where you will achieve the optimal conditions for stabilizing the unit. The difference between soft ground, an asphalt shoulder or a concrete roadway may be only steps apart.
- Do not offload your suspension with your rear jacklegs. You want your tires, brakes and suspension to assist you in holding the recovery vehicle.
- Be aware of damage that scotch blocks and spades may do to ground surfaces. You could be held responsible.
- Remember that it is never a good idea to chain down the front of your truck. Damage to the front axle or truck frame could occur. **24/7**

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The multiple tie-off locations on the Sidepuller allow the operator to use a snatch block to easily perform recoveries, such as rolling over this vehicle, that would be difficult with a standard carrier.



The carrier is positioned on the shoulder of the road for this recovery, preventing the operator from having to block any lanes of traffic.

# The Perfect Union

## WHEN CARRIER MEETS WRECKER

*By Randy Olson, Vice President of Marketing*

You may remember from the last issue of ON CALL 24/7, John Hawkins discussed the side pulling capabilities of the SP-850 XP on heavy-duty units. He walked us down memory lane comparing the SP-850 XP to the capabilities of the old split boom mechanical wreckers Holmes manufactured decades ago. Our industry has indeed changed quite a bit over the past years, with one of the most dramatic changes being the use of car carriers.

Several decades ago, a fleet may have consisted of six to ten wreckers and one carrier. In many instances today, that number is reversed. A carrier provides the ability to haul a wide variety of loads, eliminates the need for dollies with crashed, 4-wheel or all-wheel drive vehicles, and has the ability to transport more than one vehicle at a time. The carrier's one downside is the lack of true recovery capabilities. Although some towers may use it as a recovery tool, most carrier manufacturers don't condone nor recommend it for recovery and many law enforcement

agencies will not allow it in place of a tow truck for contracts or rotation.

Although many of you may be quick to point out it has the same winch as your tow truck, let's look at how it is attached to the vehicle. On a recovery boom, the winch is bolted into a winch bucket that is bolted or welded securely to the boom, boom pylon or body subframe. The body has a structural subframe designed to have winching forces exerted on it, which is then securely bolted to your truck chassis.

Now let's examine a car carrier. The winch is bolted to the carrier deck which may be constructed of steel or aluminum, and that deck is held on by a single cylinder, pinned on each end, that slides back and forth on a subframe which also tilts and is attached with a single pivot pin at the rear and two lift cylinders at the front of the unit. Since the deck needs the ability to tilt and slide, it is not rigidly secured to your truck chassis like a recovery boom. And even if a winch was securely mounted on a carrier deck, having the space to winch off the rear of a carrier would require extra lane closures due to the length of a car carrier compared to that of a light-duty tow truck.

Located in the small town of Mountain Home, Idaho, Chuck Ceccarelli of Idaho Wrecker Sales, a distributor for both Century and Chevron products, pondered these questions as he analyzed the equipment in his own towing fleet. Out there, it's not uncommon to send a truck over 90 miles in this rural area only to find the vehicle or location is not quite as described and you have the wrong equipment for the job. Chuck's dream was to combine the transport capability of a car carrier with the recovery capability to handle a vehicle down a steep embankment on a narrow mountain road.

Chuck, who has several other patents to his credit, sat down and began to draw up plans for his first Sidepuller: A unit with a winch rigidly mounted in a framework that bolted securely to the truck chassis in front of the carrier deck, and featured a removable sheave head that allowed the operator to winch off either side of the truck using a hydraulic or manual stiff leg. Chuck's vision became reality and over the past several years, the popularity of the SP8000™ Sidepuller has continued to grow, with many customers returning for a second and even third unit. Besides the increased versatility of being able to use a carrier for both recovery and transport, towers expressed feelings of added safety since they could work a recovery from the shoulder of the road.

With his years of recovery experience and his knowledge from being a certified WreckMaster instructor, Chuck knew the features important for rigging many recoveries, such as plenty of tie-off points for snatch blocks and a low pull D ring. Optional features



*The SP8000™ is designed so the sheave head attachment can be moved easily so the operator can winch off either side of the truck. A D ring mounted on the bottom foot of the stiff leg, along with additional anchor points to accommodate shackles and snatch blocks, allow for a variety of rigging possibilities during difficult recoveries.*

included a wireless winch remote and an ice grouser for extra holding power on those cold Idaho mornings. In addition to the benefits of the SP8000™ on a carrier, customers were now requesting it be installed on light- and medium-duty towing and recovery units and, late last year, a 20,000-lb. version was introduced that can be mounted on a heavy industrial carrier or on a heavy -duty tow truck for side recoveries with minimal lane blockage.

With close to 200 units in the field and

business growing faster than his manufacturing capabilities, and the need for nationwide distribution, Chuck sat down with his friends at Miller Industries and reached an agreement. Miller Industries would begin to produce the SP8000™ and SP20,000™ at their Greenville, Tennessee, manufacturing facility and sell and service it through their worldwide network of Century, Vulcan and Chevron distributors. Jeff Badgley, President and Co-CEO of Miller Industries, said, "We have been impressed with Chuck's ideas and designs and look forward to having him

continue to work closely with our engineers on this project along with some exciting new concepts yet to come.

"We have always found that the best ideas - starting with Ernest Holmes' original twin boom wrecker - originate with an idea on how to solve a problem or need for an operator trying to complete a difficult task," Badgley said. "The Sidepuller is one of those products that could have significant impact on the future of the towing industry in years to come." **24/7**



*From east to west, the side-pull capability is an essential addition to fleets. Ron Pullen from Big Red Towing in Syracuse, New York, says, "Recovery work from the side of the truck with minimal lane blockage makes Incident Management simple."*



*High Sierra Towing in Donner's Pass, California, is no stranger to handling tough recoveries off busy, often narrow ice- and snow-covered roads. "The SP8000 added so much versatility to our carriers, we had to add a second unit," says owner Russ Harris. "I no longer have to worry if I send the right truck for the job. We feel the SP8000 is one of the best equipment investments for the money we made."*

# A Place for Everything

Most of us have heard the old saying, "A place for everything and everything in its place." Nothing could be more appropriate to describe O'Hare Towing Services, Inc.'s new Century 1060S rotator. With every tool compartment you open, you find shelves, racks and storage hooks to keep tools and equipment neat and organized.

Bill Gratianna, president of O'Hare, says, "When we get to a recovery scene, we have a reputation for having the right equipment to get the job done, and having that equipment laid out precisely so we know where everything is helps speed the recovery time along with making us look more professional."

Bill said a lot of pre-planning went into the layout, putting heavier equipment to the front compartments for maximum front axle weight along with placement of regularly used tools on the passenger side for driver safety on the road. When the job is complete, it's easier to make sure all equipment is put away when they can make a visual inspection that everything is in the proper place.

Bill continues, "Although we were impressed with the storage space in the Century's tool compartments, our past experience with our other Century three-stage rotator was also very important in our decision as well as our distributor whom we trust and worked closely with through the new Century 1060S rotator design and building."

Every tower has different requirements, so it is hard to design one layout that fits everyone's needs. Providing large, spacious compartments with features such as adjustable shelves, chain racks and fork storage holders allows the tower or his distributor to easily customize the space for his specific equipment. **24/7**



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# To Honor an

The official groundbreaking ceremony for the "Wall of the Fallen Memorial" took place February 23, 2006, at the International Towing & Recovery Hall of Fame and Museum in Chattanooga, Tennessee. The memorial is being donated by the Miller Family Foundation and will be the industry's only memorial to towing professionals who died in the line of service. Over 100 people attended the ceremony including Chattanooga Mayor Ron Littlefield, other government officials, and members of the towing industry from across the country.

Local artist Cessna Decosimo, who is creating the sculpture for the Wall and has also designed memorials for fallen police officers, spoke of the feelings and emotions he expects people to experience from viewing the completed memorial.

The Wall will be an important milestone for the towing industry and the museum. Unveiling will take place September 9, 2006, during the Towfest show and is expected to draw members of the towing community from around the world. For more information visit [www.internationaltowingmuseum.org](http://www.internationaltowingmuseum.org), [www.towfest.com](http://www.towfest.com) or call (423) 267-3132. **24/7**



Chattanooga Mayor Ron Littlefield and Bill Miller of the Miller Family Foundation break ground for the Wall of the Fallen memorial, which will debut at TowFest this September.

George Connolly, President of the International Towing and Recovery Hall of Fame and Museum (ITRHF), welcomes attendees to the groundbreaking ceremony.



**" I feel a burden of responsibility to the towing community to make them proud of my sculpture for the sacrifices they make on a daily basis. These men and women are engaged in a dangerous industry. My goal is to inspire and communicate to the general public my feelings of respect and support to these professionals who have given their life in the line of duty."**

**Cessna Decosimo, Wall of the Fallen Designer**

**" Most of us who have been around a while have known someone who was killed while working a job. Your heart goes out to the person killed, their loved ones, their fellow employees and anyone who was close to them. The memorial will give towers a place to honor the fallen. But it also gives each of us a place to find peace about the dangers we face everyday."**

**George Stevens, ITRHF Trustee**

# Thanks to:

The International Towing and Recovery Hall of Fame and Museum has established a Survivor Fund, which will help qualifying families of the men and women killed while working a tow or recovery job.

Miller Industries has proudly kicked off the fund with a donations totaling more than \$60,000, collected from Miller vendors. Together, we have made a difference.



# and Remember



Attendees at the ceremony included (from left): Will Miller (Miller Family Foundation), ITRHFM Trustees Duane Coonrod (Cedar Rapids, IA), Sam Brewer (Brooksville, FL), George Stevens (Vicksburg, MS); Chattanooga City Councilman Manuel Rico; ITRHFM Management Committee Chairman Jerry Bullock (Oswego, OR); ITRHFM Trustee Warren Roosevelt Sr. (Fonda, NY); Bill Miller (Miller Family Foundation); and ITRHFM Trustee Ken Cruse.

**“ Honoring our fellow operators who have been killed while working a towing and recovery job honors our entire industry. The Wall of the Fallen is but one small way to thank the men and women who daily risk their lives to serve the motoring public.”**

**Bill Miller, Miller Family Foundation**

**“ This memorial means a lot to the towing industry. This is taking the industry into a whole new professional level; it’s something we have never had.”**

**George Connolly, ITRHFM President**



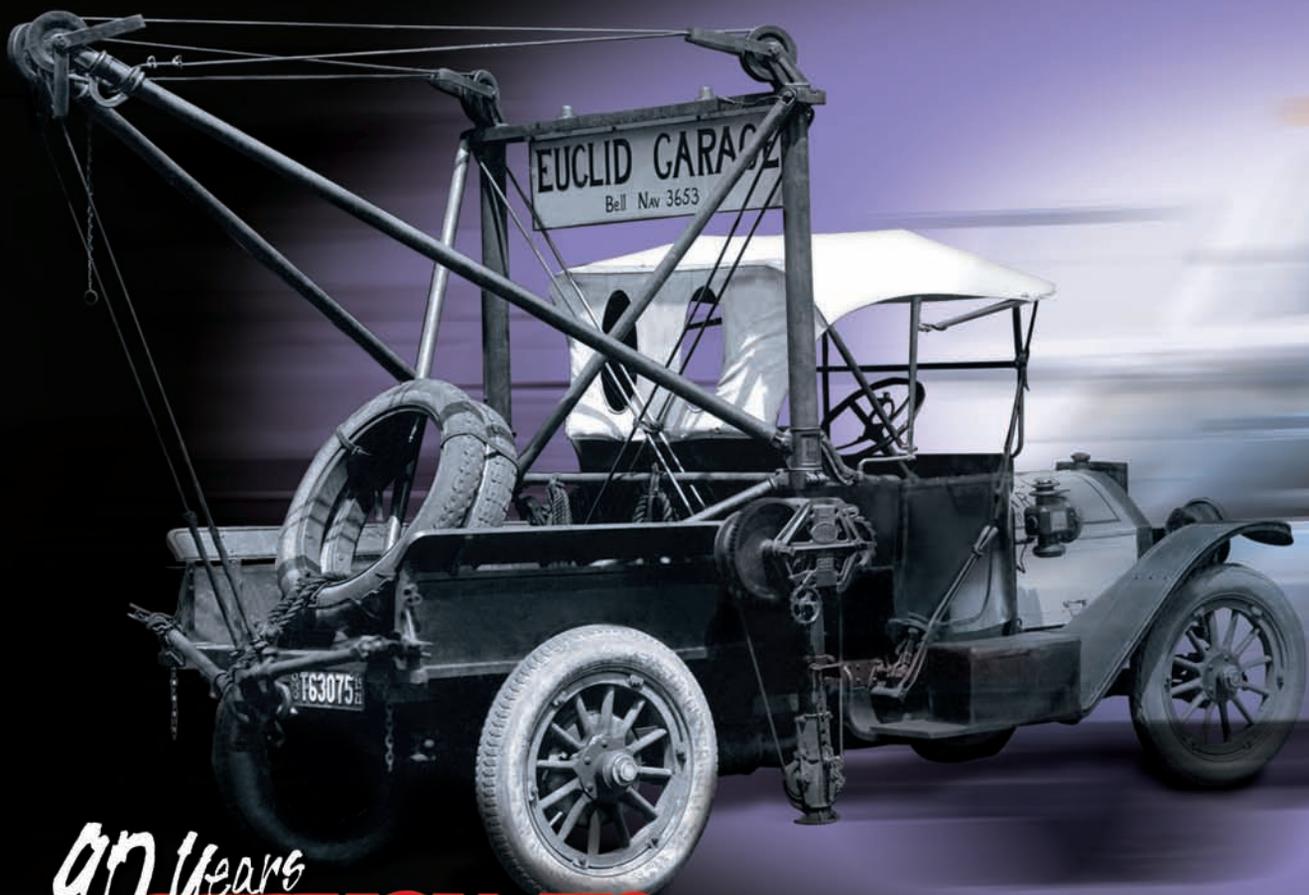
Designer Cessna Decosimo, ITRHFM Board Member Bill Height and ITRHFM Trustee George Stevens enjoy the buffet following the groundbreaking ceremony.

Attendees from around the country gathered to celebrate the Wall of the Fallen memorial groundbreaking.



Georgia Hamilton, a long-time museum employee, prepares glasses for reception guests.

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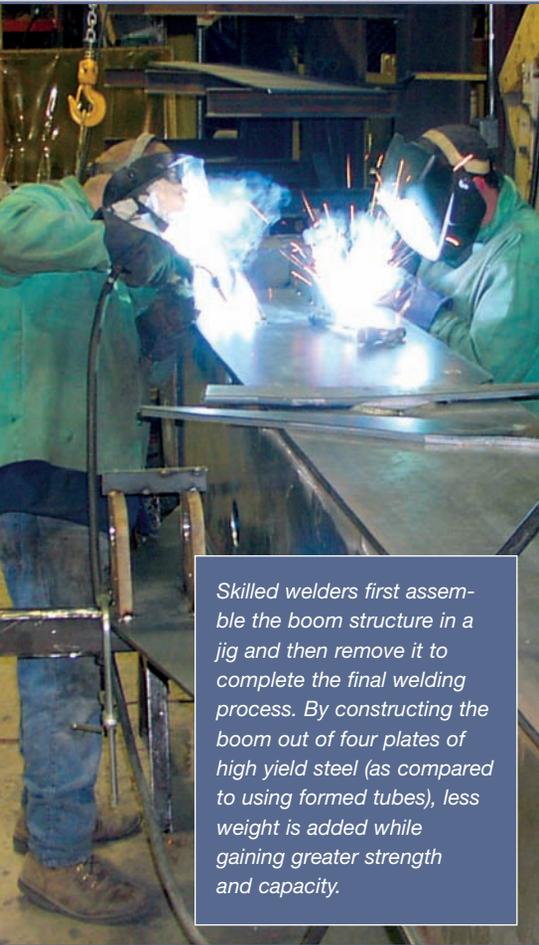
## **A FREE GIFT FOR YOU**

Stop by our booth at the Florida Tow Show, Western States Tow Show or TowFest to receive your copy of a commemorative Holmes 90th Anniversary Poster highlighting some of the great innovations in towing equipment from the past and present. Suitable for framing and hanging in your office or shop.

**A must-have collectable for the towing enthusiast.**



Miller Industries three-stage boom technology allows the use of a single large extend cylinder for better power and performance under load while extending the boom stages in sequence for greater strength and less fatigue.



Skilled welders first assemble the boom structure in a jig and then remove it to complete the final welding process. By constructing the boom out of four plates of high yield steel (as compared to using formed tubes), less weight is added while gaining greater strength and capacity.

## Up, Up and Away

*By John Hawkins III, Vice President,  
Heavy-duty Products*

In 1979, the industry underwent a metamorphosis as Century unveiled the Century 1030, a 30-ton hydraulic recovery wrecker with a three-stage recovery boom. This was a huge leap for the company that had successfully pioneered the light-duty hydraulic market, but was now moving forward to heavy-duty units. This would be the beginning of an industry tide from mechanical wreckers to the new, powerful and more versatile hydraulic units.

The industry would continue to evolve as Century later introduced the three-stage model 1040 and Challenger entered the market with their three-stage heavy-duty units, the 6802, 8801 and 8802. These heavy-duty recovery machines dominated the market for nearly a decade.

The three-stage recovery boom was designed to fit within an existing pre-determined cab-to-bogie (CB) of 126". To

fit within those parameters and have the recovery benefits operators were looking for, it had to have three stages. Operators wanted the booms equipped with enough reach to handle tough recovery challenges and this could not be done with a single hydraulic extension.

Why a 126" cab-to-bogie? If you take the simple front axle stability formula that has been in our industry for decades and run the numbers related to towing a vehicle on a heavy-duty truck hitch while maintaining 50% front axle weight, you find that a 126" CB body mounted on a standard non-sleeper conventional chassis gives you a 216" wheel-base unit, which was the industry norm.

The tricky part was making the three-stage system work efficiently, and Century engineers worked nearly a year on the first prototype unit before its introduction. Two cylinders piggy-backed together, one with a 4" bore that extended the second stage and the other, a 2-1/2" bore that drove the third stage. But with that came several problems:

How do you sequence the fluid flow, and what does the boom slide in and out on? The slide was critical because booming in and out under load was an important point to the unit's success.

The first problem was handled with a unique but simple concept. The two cylinders were plumbed together with a flow divider. Once the larger cylinder was fully extended, the flow divider would allow the fluid to go to the smaller cylinder. With that goal achieved, the next challenge was to slide the boom stages under load. Slide pads were first used, but under heavy loads the boom would not extend and retract. So back to the drawing board where engineers decided to try a roller system. With this now in place, the performance level was achieved and production was off and running.

During the next ten years, these designs continued to evolve. Heavy-duty underlifts were entering the market and, as towing overhangs increased, the cab-to-bogie requirements also increased from 126" to a minimum of 156". The recovery boom's masts were moved forward for increased front axle weight, allowing for the design of a single-stage recovery boom with similar reach and height, but much greater power and loading capabilities. Again, Century led the way with the model 1050 and Challenger was close behind with the 6807 and 8807 models.

Century's 1050 boom was at the cutting edge of technology and today we use similar design methods in Century, Challenger and Vulcan heavy-duty recovery booms. Booms were no longer structural tubes purchased from a steel vendor. Instead they were now fabricated from high yield T1 plate steel, laser cut, then formed or welded into the required design. This drastically reduced weight, while increasing capacities. These single-stage booms also allowed more room to install a larger hydraulic extend cylinder, increasing power to boom in or out under load. Another improvement was that the recovery booms were placed back on slide pads (from a roller system), enabling the larger cylinder to have the power to extend the booms under load, again increasing capacity.

Miller Industries continues to lead the industry today in recovery boom technology, applying concepts from our facilities both domestically and from our overseas operations.



*After months of design and testing using the latest Pro-Engineer 3-D CAD design software, along with performing Finite Element Analysis on the structure, Miller engineers are ready to put a prototype 75-ton rotator through the final strain gauge tests.*

Experienced engineers design components with Pro-Engineer 3-D CAD design software and perform finite element analysis to assure the booms are properly manufactured for the loads they will experience. And now we're back where we started, but with more advanced technology of course.

At the 2000 Florida Tow Show, we took the industry by surprise and introduced "Boomer," the first 1060 three-stage rotator. Unlike the Century and Challenger booms of the past and even our competitors' booms of today, it had only one extend cylinder. This allowed us to sequence the booms' stages together, always changing the loading moment and reducing fatigue points. It also allowed for a much larger extend cylinder, resulting in better performance under load when

extending or retracting. And it reduced the weight since there is no second cylinder.

In April 2004, we introduced the Vulcan V100 "Extreme" and the Century 9055 "Trident" three-stage recovery booms. Our goal was to get the reach of a conventional fixed boom wrecker into these much lighter integrated units. We used the same extension cylinder as the 1060S so power was not compromised, but reduced extension to keep a greater overlap of the stages to protect the design package of these particular models. Again, we achieved an industry first.

We have now introduced a 75-ton, three-stage rotator to replace the two-stage Challenger 9909. This new rotator has

*See Up and Away on Page 20*

absolutely smashed any previous introductory offering for heavy-duty units in the company's history. The first unit is near completion and we have 20 units already ordered — a true testament to our customers' confidence in our products. The design set out to reduce unnecessary weight while maintaining the massive power of the existing extension cylinder, exceeding existing boom ratings and offering increased performance factors. Though weight will increase over the 1060S, we will not exceed the weight of the existing two-stage 9909.

Every day we strive to maintain our leadership position in heavy-duty equipment design and manufacturing. Our aluminum and stainless tool compartments are lighter than the competition's, with enhanced operator features. We offer the greatest variety of recovery booms and the widest variety of specially-tuned winch packages, many of which are not available from most of our competitors. And without a doubt, we have the best engineering support with



By adding a three-stage boom option to the popular Vulcan V-100 and Century 9055, these much lighter weight integrated towing and recovery units now have similar reach and recovery capabilities as conventional fixed-boom models.

the best tools in the industry to design equipment that meets your toughest requirements. But here's the real bottom line: No competitor can touch our decades

of skilled people who build and support the equipment — including our distributors. We're good at what we do because we love doing it. **24/7**

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and Be a Part of History

September 7-10, 2006

## Attendee Events to Include:

- "Wall of the Fallen" memorial unveiling - the ONLY industry tribute to fallen tow operators
- Live Concert from the Swingin Medallians, the Party Band of the South
- Hall of Fame Induction
- 2-day Heavy Duty Training with Rotators
- Show & Shine Competition
- Additional Seminars
- Southern Belle Riverboat Cruise
- Heavy/Light Duty Demonstration
- Industry Trade Show
- towPartners/Sprint Carnival



For Attendee and Exhibit Information, visit [www.towfest.com](http://www.towfest.com) or call (707) 799-0725. Early bird exhibit pricing expires June 1, 2006. FREE admission to show when you stay at the host hotels.



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Offered exclusively for Miller Industries equipment purchased through an authorized Miller Industries distributor.



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A Miller Race Recovery crew, comprised of professional tow operators from across the country, works with track safety personnel to clear an incident at the Daytona IROC race.

Some Miller Industries' guests enjoy the parade lap around the track as part of pre-race activities.

## Miller Industries Announces Three-Year Agreement With International Speedway Corporation®

Miller Industries continues as "The Official Towing & Recovery Equipment" of California Speedway®, Darlington Raceway®, Daytona International Speedway®, Homestead-Miami Speedway®, Kansas Speedway®, Michigan International Speedway®, Richmond International Raceway® and Talladega Superspeedway®.

Randy Olson, Vice President of Marketing for Miller Industries, said, "We are proud of our long-term affiliation with these premier International Speedway Corporation motorsport facilities and look forward to our continued relationship with this three-year agreement."

But equipment is only part of the equation. Professional, trained tow operators from across the country staff the equipment and help deliver a positive image of the towing industry to the general public, working hand-in-hand with other emergency personnel on the track. The equipment and operators will cover a wide variety of races including NASCAR, IRL, ARCA, IROC and Grand American Road Racing events. In addition to the operators, thousands of towers and their guests will gather at the wrecker compounds during these races as the guests of Miller Industries and their distributors. The experience may even include a ride around the track during the parade lap, a visit to the pits or garage area, or just enjoying the race and camaraderie of fellow towers as you cheer on your favorite driver.

"Increased fan attendance at the tracks, along with growing television audiences, has made it essential that we have equipment we can depend on to clear the track quickly and keep the race moving. The recovery equipment supplied by Miller Industries has proven itself to be



After a brush with the wall, another Craftsman Truck driver's race day comes to an abrupt end as his truck is loaded onto a carrier.



A fleet of over 14 carriers and tow trucks with a staff of experienced professional operators is required to keep the race moving on large super speedways such as Daytona and Talladega.

reliable through our many years of experience and has been our first choice as we have brought new speedways online over the past years," said John Saunders, Executive Vice President/Chief Operating Officer for International Speedway Corporation.

You can view some of the race recovery equipment used by clicking on "At The Races" at [www.millerind.com](http://www.millerind.com). **24/7**

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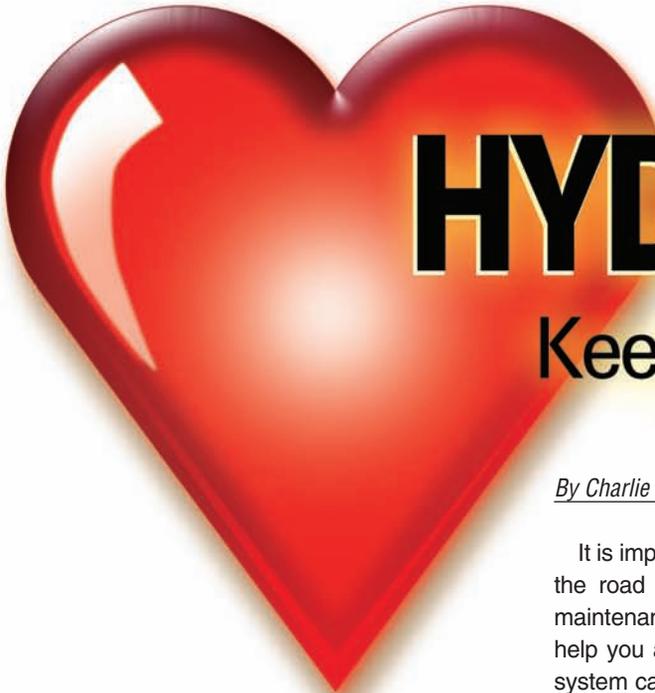


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# HYDRAULIC OIL

## Keeps Your "Heart" Pumping

*By Charlie Hunter & Ken Brewer*

It is important to keep your equipment on the road generating income, and routine maintenance is one of the best ways to help you achieve that goal. Your hydraulic system can be the most neglected item on your truck, not getting checked until after a problem arises. The hydraulic system is very similar to our own circulation system, with the hydraulic pump operating as the heart, pumping hydraulic fluid (the life blood) through a series of valves, cylinders and motors that make the different functions work. It is important for the life and smooth operation of these components that the fluid be free of contaminants and have the proper additives and correct viscosity for the climate. So let's probe deeper into this fluid that our hydraulic systems can't seem to live without.

The definition of hydraulic oil is a petroleum-based oil formulated with rust and oxidation inhibitors and anti-wear additives. Just as there are different blood types, there are different hydraulic oils referred to by the weight or viscosity. Without getting too technical, viscosity is defined as a measurement of a fluid's resistance to flow. Using the incorrect viscosity can minimize your equipment's efficiency or even result in component failure.

Hydraulic pump cavitation is a common sign of using the incorrect viscosity. A hydraulic pump's suction pressure is crucial to the circulation of the hydraulic oil. If the hydraulic oil has cavities or bubbles in it when it passes through the system, you may experience vibration, chattering or pressure noise and lack of performance.

The ability of the hydraulic oil to flow is affected by the climate in which your equipment operates. The viscosity of hydraulic oil may increase with an operat-

ing temperature decrease, and vice versa. For example, if you start your car or truck on a 90° day, the oil in the engine is already warm and less viscous (lighter) and it will circulate more readily. If you start your car or truck on a 10° morning it will take a little longer for the colder, more viscous oil (thicker) to circulate throughout the engine. The same principles apply to your hydraulic oil.

Anti-wear additives (represented by the letters "AW") that help minimize wear caused by metal-to-metal contact along with anti-foam agents that reduce foaming throughout the hydraulic unit were two other key qualities analyzed by Miller Industries engineers when evaluating hydraulic oils. For most usage, a premium hydraulic fluid AW 32 was chosen for these qualities and to perform well in both hot and cold climates with PTO-driven pump applications. For extreme cold weather applications, a premium, multi-viscosity hydraulic oil may be substituted in place of AW-32. Although more expensive, the performance in sub-zero temperatures may outweigh the additional costs and these multi-viscosity oils also work well in summer temperatures, eliminating the need to change to different weight oil during the year.

Many of Miller Industries' light-duty models, such as the popular auto load units, use a belt-driven clutch pump to operate the hydraulic system. Although more expensive, a premium grade of automatic transmission fluid or "ATF" works as an excellent alternative to hydraulic fluid in these applications. ATF, identified by its red color, is formulated with a high VI or Viscosity Index. A high VI tells us that the fluid is more thermally stable and will maintain its viscosity under extreme heat or cold allowing the unit to



operate at more consistent speeds in these varied temperatures.

After you have selected the correct hydraulic oil for your particular unit, you must take certain measures to prolong its life. Contamination is a major cause of reduced hydraulic oil life. There are many forms of contamination, the most common being dirt particles and wear metals. These particles can compromise the function of the fluid and become very abrasive to the hydraulic system's components. Cylinders have seals and O-rings that can be damaged by contaminants in the hydraulic fluid which can cause the cylinders to leak down.

How do you keep particles out of your hydraulic oil? This can be very difficult since towing and recovery equipment is required to work in the harshest of weather and all types of environments where contaminants are present. The answer is you cannot keep out all contaminants, thus the importance of keeping the hydraulic oil clean. Filters help eliminate harmful contaminants in hydraulic oil. Be

certain that you change the hydraulic filters and the hydraulic fluid at the manufacturers recommended intervals or sooner if moisture or contaminants are detected. It is recommended that the hydraulic filter be changed after the first week of operation and every three months thereafter. Always be sure to wipe off around the tank filler when removing the cap so as to not let dirt or contaminants enter into the tank and always make sure containers, spouts and funnels used to fill the system are clean.

Another common contaminant when discussing hydraulic fluid is water. Many of you may have seen hydraulic fluid that is white or milky in color. This is a warning sign that the hydraulic fluid has come in contact with water or moisture and needs to be drained and refilled immediately. Water is a contaminant that alters the performance properties of hydraulic oil and greatly affects the lubricity of the fluid.

Another preventative program that can help you monitor hydraulic fluid cleanliness is oil analysis. This can also help



catch a problem that may be harmful to your unit before damage is done. Oil analysis detects wear metals that may be suspended in the hydraulic fluid. An increased particle count of certain metals may be an indication that the hydraulic oil is not doing its job and it's time to replace it.

Remember, the costs of maintaining and replacing hydraulic fluid and filter are very minimal compared to the cost of replacing hydraulic components in addition to the costly downtime. In order for your heart to pump properly you must have clean, healthy blood! **24/7**

## EXCEPTIONAL PERFORMANCE PULL AFTER PULL

Every recovery you make you're looking for performance out of your equipment and that performance starts and stops with your winch. Let's face it, if your winch doesn't work you can't work, it's that simple. That explains why more OEMs and operators use and specify Ramsey Winch. They know you demand equipment you can rely on.

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# Industry News

## Ford F-150 XLT To Benefit Survivor Fund

Through the participation of Ford Trucks, the International Towing and Recovery Hall of Fame and Museum is holding a fundraiser for a new 2007 Ford F-150 XLT pick-up with proceeds benefiting the The Wall of the Fallen Survivor Fund.

The fundraiser kicks off at the Florida Tow Show with additional exposure at the Western States Tow Show in Reno, Towfest in Chattanooga and the American Towman Expo in Baltimore in November, where the winning ticket will be drawn.

The Wall of the Fallen Survivor Fund has been established to assist the families of towers who have been killed in the line of duty and will coincide with the Wall of the Fallen memorial currently under construction on the museum grounds in Chattanooga. The Wall of the Fallen will be unveiled on September 9, 2006, during Towfest.

George Connolly, President of ITRHFM, said, "We are grateful to Ford Motor Company



for their participation in helping us get one step closer to our financial goal for the Survivor Fund."

For additional information on the fundraiser or memorial debut, contact the Museum at (423) 267-3132.

## A Legend Comes Home

On August 1, 1979, two-time national stock car champion Eddie Martin powered a 1979 Chevrolet equipped with a Holmes 440 wrecker around the Alabama International Speedway near Talladega at speeds in excess of 130 mph. Official NASCAR electronic equipment recorded the average lap time at 109.330 mph and the unit entered the race record books as "The World's Fastest Wrecker."

After several years of touring automobile trade shows across the country, the proud Holmes 440 went on display inside the International Motorsports Hall of Fame, where several hundred thousand visitors viewed it. Several years later, as new exhibits were added, the wrecker was moved outside and several decades of neglect took its toll on the once proud truck.

Randy Olson, vice president of marketing for Miller Industries, said, "We feel the Holmes 440 has been a crucial piece of towing history as one of the most popular wreckers ever manufactured. Due to this particular Holmes 440's racing history, it was essential that the unit be preserved for future generations to view."

After months of negotiations, Miller Industries purchased the unit from the Motorsports Hall Of Fame and returned it home to Chattanooga. The unit will undergo some refurbishing while still trying to maintain as much of its original character as possible.

And what lies ahead for this racing legend? As Holmes celebrates its 90th anniversary, plans include a visit to several tow shows across the country before taking its place of honor at the International Towing and Recovery Museum in Chattanooga, not far from where it originally started. **24/7**





## The Path of Least Resistance

*By Fred Grueber, Midwest District Manager*

You may recall in the winter issue of ON CALL 24/7, we discussed if it is necessary to grease the nylon wear pads used on today's carriers. As we stated based on the pad manufacturer's description, the

material that we use along with other carrier manufacturers does have a self-lubricating quality. However, the manufacturer also states that the use of grease will lower the coefficient of the friction on the wear surfaces, ultimately providing longer life and better performance.

To demonstrate this, we conducted a simple comparison using a pull meter, a full size car, a full size truck and a carrier. We first loaded the full size car onto a carrier bed in which the grease had been removed from the slide pads and the slide rails. In this scenario the initial force required to move the deck was 1,500 lbs. and it required 1,050 lbs. of force to keep the deck moving at a steady pull.

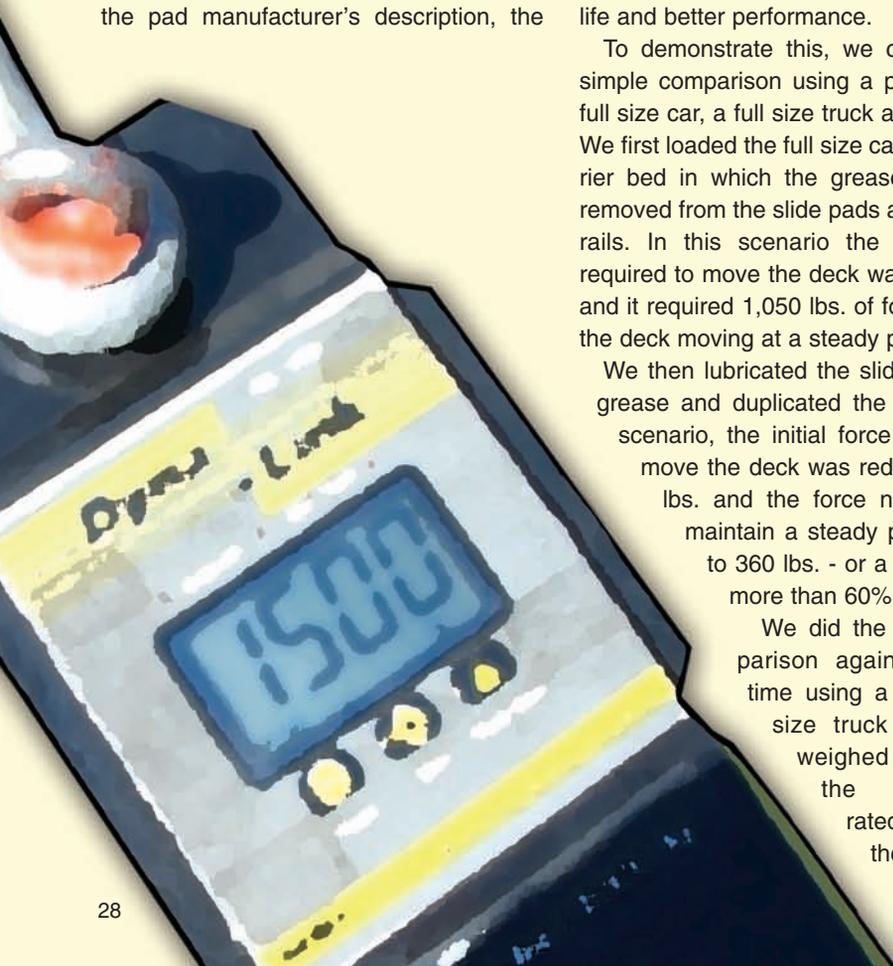
We then lubricated the slide pads with grease and duplicated the pull. In this scenario, the initial force required to move the deck was reduced to 830 lbs. and the force necessary to maintain a steady pull dropped to 360 lbs. - or a reduction of more than 60%.

We did the same comparison again, only this time using a heavier full size truck which still weighed less than the maximum rated capacity of the carrier. In

this scenario the difference in the necessary force between the non-greased and the greased slide pad was even more dramatic.

This demonstrates why we believe proper lubrication goes a long way to achieve maximum performance and protection for your towing and recovery equipment. Fortunately carriers manufactured by Miller Industries are designed with an enclosed slide pad area. This design not only allows the full-length slide pads to be properly greased, it also shields the greased surfaces from dust and debris, which can also cause premature wear. When someone attempts to tell you grease is not necessary, have them put a heavy load on a carrier bed, wheel-lift, or underlift that has no grease on the wear pads and then operate it yourself. You will notice the hydraulic system working harder. You may even have to increase the engine RPM to slide the load. In extreme cases you may also experience chattering or even failure to move the load regardless of engine RPM.

Not using grease on carrier slide pads may seem like the path of least resistance for you or your employees however, proper design and lubrication are truly the path of least resistance for your carrier investment. **24/7**





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*Run Smart<sup>SM</sup>*



## Poetry In Motion

### WATCHING ROTATORS IN ACTION AND LEARNING VALUABLE LESSONS FROM INDUSTRY PROS.

Two overturned tractors with loaded tankers, an overturned cement mixer, 11 rotators and 150 towing industry professionals — no this wasn't a major accident scene but the ingredients of several days of a valuable exchange of ideas, information and techniques at Miller Industries' second rotator seminar in 2006, this one held in Chattanooga.

The hands-on sessions included different methods and procedures for uprighting casualties, a side-winchning scenario and tips on using electronic load cells and test weights to measure lifting and winching forces. Classroom time with representatives from several of the component manufacturers, including the ring gear, winch, valves and controls suppliers, provided discussion time for service and

maintenance tips. A plant tour allowed attendees an inside look at how the units are built.

Miller Industries believes seminars such as these are extremely useful, allowing engineers and manufacturing personnel to interact with the professionals who use the product on a daily basis.

Tom Luciano, Miller Industries N.E. District Manager and well-known industry trainer, conducted the seminar. "The information gathered assists us in maintaining our position as the industry leader in designing and building the equipment towing professionals most desire," he said.

Plan to attend Miller Industries' next heavy-duty seminar, September 6 - 7 in Chattanooga, just prior to the start of "Towfest."

**24/7**

Summer 2006

On Call 24/7

Join **Miller** INDUSTRIES and **FREIGHTLINER** for

# ONE HOT NIGHT OF RECOVERY ACTION at the WESTERN STATES TOW SHOW

Friday, June 2nd at the intersection of 4th Street and Virginia Avenue in downtown Reno, Nevada. Join **Miller Industries** and **Freightliner** for some beverages, barbecue and a night of reality recovery action! At 5:30, witness a recovery right in front of the Silver Legacy Resort and Casino using the latest towing and recovery equipment from the industry leader. Catch all the action under the bright lights and neon in this unique downtown street setting.



Western States Tow Show, May 31 – June 3, 2006 • Silver Legacy Resort, Reno, Nevada

For more show information, call (707) 823-1915 or visit [www.ctta.com](http://www.ctta.com).

