

24/7 ON CALLTM

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SUMMER 2007
COVER PRICE \$5 each

Power Plus Performance
Versatility
2007 Shows

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page 8

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ON CALL 24/7
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A Year of Change

In less than a year, our industry and our company have undergone major transformations. We have witnessed the unveiling of a monument to honor our industry's fallen heroes, the formation of a Survivor's Fund to provide financial assistance for the families of operators killed in the line of service, the release of TRAA's video on driver safety, and an overall industry drive for increased training and better laws to protect our people on the roadways. At Miller Industries, we have added a new light-duty facility and renovated our heavy-duty facility in Chattanooga while we expanded our Pennsylvania carrier plant – all to provide you with better towing and recovery equipment.

On September 13 - 15, the International Towing and Recovery Hall of Fame and Museum will be at the forefront of our industry. Once again history will be made with the first unveiling of names on the Wall of the Fallen, which is part of an entire weekend of events including the Hall of Fame induction ceremony. Other weekend events include a WreckMaster training class and plant tours of Miller Industries' new manufacturing facilities. And to cap off a great weekend, Miller Industries is hosting our employees and their families for a Saturday afternoon of fun and music on Chattanooga's beautiful downtown waterfront. Outdoor enthusiasts will enjoy Sunday's events including a bass fishing tournament in the morning and an afternoon motorcycle ride. As members of our extended family and on behalf of all the dedicated employees of Miller Industries, we invite you to come join us for these events. Thanks to everyone for your dedication to the industry, and I look forward to visiting with you in Chattanooga in September.

Randy Olson

Randy Olson, Editor On Call 24/7

Miller Industries Towing Equipment Inc.

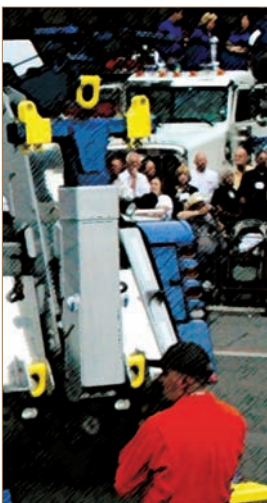
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On the Cover

Seats were filled with standing room only. The stage had been set and the talented staff was ready to take center stage for their performance. However, this



wasn't a Broadway play, but this year's showing of the largest towing and recovery demonstration, held on the streets of downtown Reno during the Western States Tow Show. Miller Industries is proud to have once again sponsored the Third Annual Recovery Round Up and Customer Appreciation Barbecue, and would like to give a special thanks to Cal-Nevada Towing and Reliance Towing for providing equipment and operators, along with the dedicated members of the California Tow Truck Association staff who helped make it a successful event.

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Inside View

PEOPLE, PRODUCTS AND DISTRIBUTION

Our people, our products and our distribution...the three things that make my job the best!

"Our People" are unmatched in the industry. I continually watch not only their performance on the job but more importantly, listen to their passion about the industry. My perception is that "Our People" not only excel in what they do, they also enjoy and appreciate the industry they serve. In fact, most of their friendships center in one way or another around the towing and recovery industry.

The Florida Show this year exhibited the strength and passion of "Our People." I am always amazed at the knowledge Tom Luciano and John Hawkins possess and share during demonstrations. Just as important to me, however, is watching the leaders of our team sweep parking lots, wash trucks, serve popcorn, handle raffle tickets and engage in conversation with customers who have become friends over the years. Being part of an organization that exhibits such enthusiasm for both success of their product and the industry they serve, is extremely gratifying.

Having worked in the industry for over twenty-five years, I have had numerous conversations with end users about our products relative to those of our competitors. Words like innovative, tough, ease of operation and out-perform are common ways I hear our products described. But more importantly, the basic themes I hear are:

"Miller Industries brands make my job easier as you innovate new features into your products."

"My cost of operation is lower based on a higher resale value for your product versus your competitors."

"Your products set the standard for the industry."

"I buy your product because your people have treated me with respect when something needs service."

"There is value knowing that a fair company stands behind the product I purchased."

Miller Industries' goal is to continually improve "Our Products" perception with more than just great ads in a magazine. The continuous review of our products backed by service after the sale assures every buyer that they made the right purchase decision. I believe that is the strength of "Our Product."

In conjunction with "Our People" and "Our Products," as Co-CEO of Miller Industries, I take great pride in "Our Distribution" network. In North America, it is by far the most stable and knowledgeable network in the industry. Miller Industries' distributor network is comprised of independent businesses that for the most part only distribute towing and recovery equipment. It is not a sideline to them and most of "Our Distributors" are either second generation owned and operated or preparing for a transition to second generation. There is both history and knowledge at every location throughout North America. Our distributors provide new equipment, accept trades, offer financing and provide service and parts. They are tremendous organizations that provide excellent customer service.

I would like to thank you, "Our Customers," for becoming involved with the Miller Family. My hope is that you also find our People, Products and Distribution unmatched in this industry. And if you are not yet a customer, please give us a call. We would love to introduce you to our "Our People," "Our Products" and "Our Distribution."

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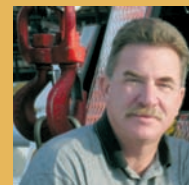


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Tennessee Designates Official Towing and Recovery Week September 14 - 20, 2007

The Tennessee General Assembly unanimously voted to designate September 14 - 20, 2007 as Towing and Recovery Week. This historic milestone for public acknowledgment of the towing industry recognizes the industry's contribution to the state while also promoting safety on our roads and highways. The resolution was signed by Tennessee Governor Phil Bredesen and urges all Tennesseans to commemorate the week by visiting the International Towing and Recovery Hall of Fame and Museum during the induction ceremony and the unveiling of the first set of names on the "Wall of the Fallen."

During TRAA's February Leadership Conference held in Washington, D.C., Bill Miller, Chairman and Co-CEO of Miller Industries, spoke about his vision of a nationwide Towing and



Miller Industries management team accepts the Official Towing and Recovery Week Designation from Tennessee Representative Vince Dean. From left: Will Miller, Bill Miller, Vince Dean, Randy Olson, Jeff Badgley and Vince Tiano.

Recovery Week to recognize the men and women of the towing industry who risk their lives daily to assist the motoring public. These men and women statistically face the same risk of loss of life as fellow rescue professionals - police and fire fighters - and should receive comparable recognition.

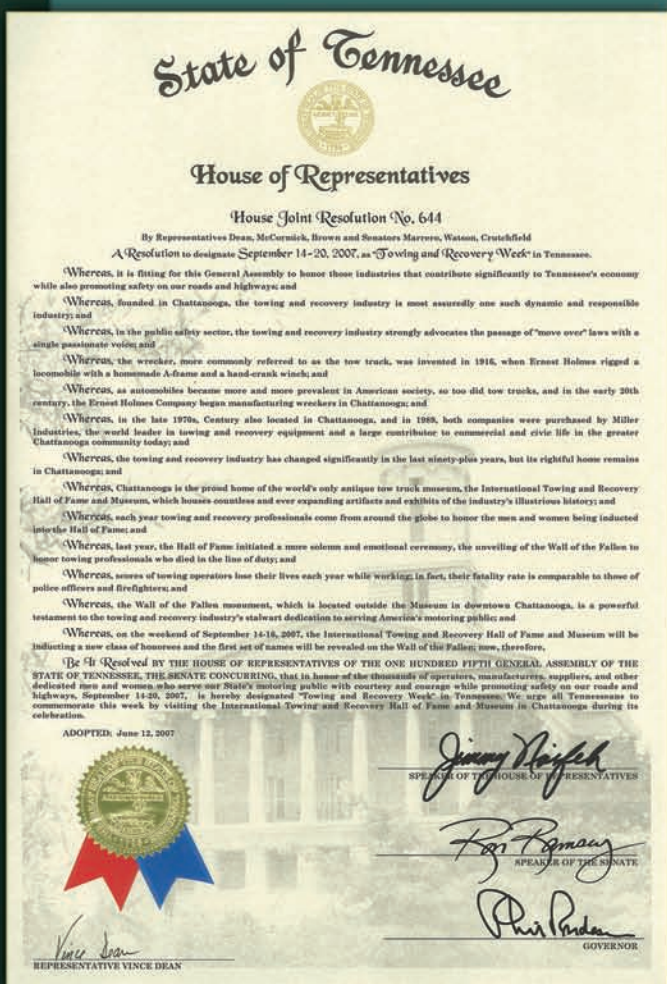
As a beginning effort on the state level, Miller Industries personnel contacted their State House Representative, Vince Dean, educating him as to the important public service the towing industry provides. Miller Industries personnel also stressed the industry's deep roots in the state. Representative Dean, a retired police officer, was well aware of the dangers towers face and their significant contributions to the motoring public. He felt it fitting that Tennessee honor the men and women of the towing and recovery industry. Representative Dean was the primary sponsor of House Joint Resolution No. 644, co-sponsored by a bi-partisan group that included Representatives McCormick and Brown, Senators Marrero, Watson and Crutchfield. The General Assembly agreed.

"We are thankful for Representative Dean's efforts, and those of the co-sponsors and supporters, and proud of our home state of Tennessee for being the first to designate a week honoring our great industry," Bill Miller said.

"We as an industry are another step closer to helping achieve recognition for towing professionals."

Miller Industries encourages an industry-wide initiative to get more states to follow suit with a goal of garnering a national Towing and Recovery Week. Efforts are also underway to have the Wall of the Fallen designated a National Monument. If you want to become involved or need information on this great effort, feel free to contact Randy Olson at 1-800-292-0330 or via e-mail at rolson@millerind.com. View the entire resolution at www.millerind.com by clicking on the news section.

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View the entire resolution at www.millerind.com by clicking on the news section.

2+2 Winch Package = Power Plus Performance

Year after year, our industry gears up for the first and largest trade show of the year, the Florida Tow Show. This show provides the perfect venue for manufacturers like Miller Industries to unveil our latest products, along with the opportunity to demonstrate how they perform. One of several new options we introduced in our heavy-duty product line at this year's show was a 2+2 winch package available on our 1060S and 1075S rotators.



Although adding two additional winches on a rotator is nothing new, placing them in the proper location to achieve maximum structural support, improved center of gravity and maximum weight forward is new. On our 2+2 winch package, the two additional winches are mounted to the boom mast, not hung off the boom as our competitors offer. With the proper winch placement, during a heavy pull a large percentage of the force is applied to the mast instead of the boom, helping you achieve maximum performance in your recovery unit.

1



2

Let's discuss these issues one by one, starting with the structural support.

We go to great lengths to design each individual component of the total package, and in the case of the boom mast, we feel this is one of the key components where "the rubber meets the road." Several years ago we redesigned the mast for both the 1060S and 1075S rotators to stand up to the extreme forces placed upon them. At great expense, we have the base plate machined to evenly distribute the load properly over the 360 degrees of bearing surface. With over two decades of field-proven performance, we have never had a bearing failure. Besides the base plate, the winch buckets are critical to eliminate twisting or flexing that could lead to premature wear of the winch gear set, or allow the gears to not properly release and engage. With all the confidence in the world in our boom mast, we knew this was the proper location for a pair of additional 20,000-lb. DP planetary winches.

Years ago, Challenger installed a winch on the boom of a 9908 rotator that is still operating today in Delaware, so the idea of placing additional winches on the boom itself was not a new concept to us. We just know that designing the winches to be located on the side of the mast, rather than placing the additional weight hanging on the boom, is a better choice. When working off the side of a rotator, the additional weight of the winches themselves has a direct effect on your machine's performance. One of the major criteria in all of our designs is to achieve the maximum weight forward and the lowest center of gravity. By mounting the winches on the mast, it helped us meet both goals.



3

By mounting the winches on the boom mast and placing the sheave heads on the first stage of the recovery boom, we can greatly reduce the amount of pull placed on the boom. If the winches are mounted on the boom, 100 percent of the winch pull is going to be placed on that boom. With the winches located on the mast, depending on the type of pull, 50 percent or more of the pull goes directly to the mast and sill channels of your unit.



4

Our Director of Training, Tom Luciano, has been a driving force behind our XP SidePuller units. Due to Incident Management requirements for minimal lane blockage, industry demand for side-pulling capabilities has become more critical. Tom felt it was essential to add additional locations to both the boom and mast that would allow for the use of shackles to rig a recovery line from the sheave head back to the mast to achieve a side pull from the center of the unit. Additional D rings and shackle points can increase your unit's capabilities in many difficult recovery situations. In addition to the auxiliary 20,000-lb. winches, a 35,000- or 50,000-lb. drag winch is also available.



5

It is our goal to continually enhance our products to provide you with the world's finest towing equipment. We began the process for the new winch package over three years ago with input from our customers, sales staff and engineering department for the results we wanted to achieve. After preliminary designs, our purchasing team was brought into the loop to explore the different components that would fit our needs.

For example, DP Winch worked closely with us for a specifically-designed winch for our application. The 20,000-lb. winches that were chosen have a strong track record on military troop transport vehicles. The narrow drum is advantageous for cable management with the option for 220 feet of 9/16-inch or 190 feet of 5/8-inch wire rope. A new counterbalance valve and air-free spool were additional changes added to these winches.

Finally, a team of our most experienced fabricators worked on building fixtures to construct the parts for the final product. It is a group collaboration of many talented individuals working as a team to provide you with a product that meets your needs. We appreciate your support, and will continue to listen to your needs and requirements for new and improved equipment in the future.

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Versatility=Profits

DIVERSIFYING EQUIPMENT CAN ADD \$\$\$ TO YOUR

By Nicole L. Hawkins
Sales and Marketing Coordinator

Marietta Wrecker Service, just north of Atlanta, Georgia, is a towing and transport company that, like so many, is trying to

make their equipment match the versatility of their business. In April 2005, they purchased a Holmes Detachable Towing Unit (DTU) and a Peterbilt 379. This purchase opened up new money making opportunities for their company.

Brothers Steve and Chris Welchel say they originally bought the Pete tractor and DTU as an additional unit to help with tractor swaps and transport towing. Also, having a lightweight piece of equipment would allow them to send units all

over the country without worrying about overweight permits or dodging scales. After several months of cross-country trips, they added a second tractor and Holmes DTU to their fleet.

Although the DTU can't replace the heavy recovery and towing capabilities of their larger Century units, Steve and Chris say, "The Holmes DTU is a great additional unit with much versatility. In addition to being partnered with the Holmes DTUs, the tractors are also used to pull a sliding axle trailer for a variety of specialized equipment handling."

Unwilling to give their two Peterbilts a rest, the Welchel brothers recently purchased a Miller Titan T7 car trailer, adding yet another piece of equipment to their tractors' duties. They bought the T7 after receiving a contract to provide specialty transport service for an auto manufacturer. They knew that a Miller Titan Trailer would be the quickest and most profitable way to get the job done with its ability to haul up to seven vehicles. One of their new trailer's first jobs was hauling over 100 long-bed Toyota Tacoma crew cab trucks out of state to deliver to a utility company. The Miller T7 has also



Marietta Wrecker's fleet quickly grew to include a pair of Peterbilt tractors equipped with Holmes Detachable Towing Units (DTU). The DTUs have added versatility in towing and the ability to quickly convert tractors for a variety of other uses.



Marietta Wrecker put their Peterbilt tractors to work for towing and transport. Here one of the Petes is paired with a Miller T7 Titan Trailer.

BOTTOM LINE.

proven to be very popular with companies specializing in repossessions and car auctions. As if three different, and very specific applications aren't enough, they also use the tractors to deliver intact trailer loads when customer tractors have been disabled.

Needless to say the two Peterbilts don't see much downtime, and the purchase of a new tractor is definitely in the near future for Marietta. Bold moves like these have served Marietta Wrecker Service well as they expand the capacity of their transport and recovery services to match the extreme versatility of their Miller equipment. **24/7**



The Holmes DTU units are easy to operate and ideal for tractor swap outs, plus you can easily tow a variety of vehicles including vans, tankers and even packers.

BIG WINCHES FOR BIG JOBS.

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Nothing beats a Century 9055 equipped with a pair of Ramsey RPH 50 winches. It's an unbeatable combination of the best equipment available. Known industry wide for excellence in performance, Ramsey Winches are preferred more than any other brand.

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Florida Tow Show 2007

ANOTHER HUGE SUCCESS!

Attendees from around the world arrived in Orlando to see the world's finest towing equipment in action. From the folks we talked to, they weren't disappointed. The Miller Industries booth buzzed with activity – people checking out our new equipment and watching demonstrations that began in the morning and lasted through the late evening. We are confident in our equipment's ability to perform and are proud to show it off. Other booth happenings included Miller's legendary hospitality beginning Thursday evening with the pre-show kick-off and Friday evening's customer appreciation night, both co-sponsored with GM Fleet and Commercial Trucks. Tom Luciano packed the tent both evenings with his popular *Brainstorming with the Pros*, Magic Boy amazed the crowd with his magic and WreckMaster shared their knowledge and expertise during a mini clinic.



Great food, great people, great weather and great equipment - the perfect ingredients for two wonderful evenings of fun and entertainment for show attendees.



Towers filled the tent area to share ideas and knowledge on how to handle tough recovery scenarios during Tom Luciano's *Brainstorming with the Pros*.



Miller Carrier demonstrations included loading a new Audi on Century's Right Approach carrier bed with a 6° load angle. The sidemount winch option allowed for the winch cable to maintain a straight pull on the automobile's screw-in tow eye.



During one of the demonstrations, Tom Luciano explained the operation to the crowd as John Hawkins lifted a counterweight weighing close to 50,000 lbs. and rotated it 180° around the rear of the Century 1075 Rotator.



The Holmes 600R 16-ton rotator introduced at last year's Florida Tow Show demonstrated its versatility as it uprighted and lifted a van off its side.

Several check presentations were made during the demonstrations to benefit the International Towing and Recovery Hall of Fame and



Museum and the Survivor Fund. David Payne (right), representing Freightliner, Sterling and Western Star of Arizona (a Miller Industries distributor) presented George Connolly with a check for the Museum and Survivor Fund. The money was raised from a training class sponsored by F.S.W. of Arizona and taught by Tom Luciano.



Saturday's demonstration illustrated the versatility and power of the multi-winch package on the Century 1075S rotator as it uprighted a tank truck filled with water working from behind the casualty and over the front of the recovery unit.



The Century 1075S performed for a large crowd Friday evening as it lifted a tanker filled with water off a crushed van and rotated it back onto its wheels. Demonstrations such as these show the equipment's capabilities while also providing useful tips on hooking up and rigging.

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Industry News

AAA Hits 50 Million



AAA recently reached an impressive milestone in its 105-year history as it surpassed 50 million members in the U.S. and Canada. AAA boasts the highest private membership of any American Association, dwarfing both AARP and the National Geographic Society. Today, one out of every four American drivers is a member of AAA's Auto Club, with nearly 30 million calls a year being handled for roadside assistance. Miller Industries is a preferred supplier for towing and recovery equipment to AAA fleets and contractors across the United States and Canada.

Move Over Legislation

Much has been publicized over the last year about "Move Over" legislation that requires motorists to move over if practical, or slow down when they approach an emergency vehicle operating on the side of a multi-lane highway. Before you begin to think the roads have gotten any safer, there are several things you may want to consider.

- First is driver education. Laws may be passed but if a large percentage of the motoring public doesn't know the laws exist, it won't help make you any safer.
- Second, and of great surprise to most in our industry, is that of the 41 states with laws, only 17 include tow trucks and light-duty service vehicles in those laws. AAA, as the largest provider of roadside assistance in North America, is taking steps to help educate the motoring public and ensure that tow trucks and other roadside assistance vehicles are included in new and existing move over laws.

This fall, AAA will begin an integrated campaign to encourage motorists to slow down and move over to protect the safety of roadside assistance and other emergency personnel rendering aid on the side of the highways. These efforts will include a national media outreach to raise motorist awareness as well as local AAA clubs working with their state legislatures to ensure that slow down/move over laws are in place to adequately cover tow trucks and other roadside assistance service vehicles. Like Miller Industries, TRAA and many others in the towing industry, AAA is proactively doing its part to provide a safer environment for our friends, employees and co-workers in the towing and recovery industry.



Holmes 600R 16-ton Rotator Debuts in Japan

With narrow and congested roads, rotators and cranes have been widely used in Japan to quickly clear the scene. The Holmes 600R rotator was a natural fit for handling light- and medium-duty vehicles according to Kikuo Yamaguchi, President of Yamaguchi Wrecker in Yokohama, Japan. Yamaguchi is no stranger to knowing the benefits of a rotator as his fleet of recovery vehicles also includes a Challenger 9909 70-ton rotator. The Holmes 600R, which is the first of several rotators being placed in service in Japan, had to be modified to adapt to the Hino chassis. In addition to providing recovery and towing services, Yamaguchi Wrecker specializes in installation and sales of equipment through Miller Japan.

Chevron Equipment Goes Indy

This year at the event known as "The Greatest Motor Sports Spectacle on Earth," Chevron made its debut with the Miller Industries race recovery program. This was a fabulous opportunity for the millions of spectators



watching the event worldwide to see the Chevron equipment supporting the Speedway, teams and drivers of the 91st Indianapolis 500. Marco Andretti was the first recovery for a Chevron 512 wrecker that performed flawlessly. The highly-trained recovery specialists at the Indianapolis Motor Speedway, using Chevron carriers and wreckers, handled everything asked of them without reserve. The Chevron race recovery units also were on call for the NASCAR Nextel Cup Allstate 400 on July 29.

To inquire more about Chevron products or for a distributor near you, please call 1-800-886-6400.

See Industry News on Page 14

Great Equipment Plus Great Training Equals a Win for the Industry

At the recent Florida Tow Show, Will Miller, Miller Industries Light-Duty Manager, and Randy Olson, VP of Marketing for Miller Industries, presented the keys for two new units to WreckMaster President Justin Cruse and WreckMaster Vice Presidents Ken Cruse and Terry Humelsine.

WreckMaster is the leading organization for training in the industry, hosting over 100 training classes a year and has certified over 15,000 WreckMaster operators worldwide. WreckMaster will use four Miller-supplied units in their classes: a Century 3212 16-ton medium-duty equipped with a SP12000 SidePuller, a Century Carrier with a SP8000 SidePuller, a Vulcan 882 light-duty and a Vulcan medium-duty prototype unit.

Olson said, "Providing WreckMaster with a diversified fleet of equipment provides operators the opportunity for hands-on experience with our units, and for us to receive valuable feedback from both the students and the experienced WreckMaster instructors on features and changes they would like to see on the equipment. WreckMaster has a long-standing reputation in the industry for education and we are proud to be associated with them."

Ken Cruse was pleased with the new equipment.

"WreckMaster looks forward to their relationship with the world's leading manufacturer of towing and recovery equipment in providing our WreckMasters with quality and innovative equipment on which to learn," Cruse said.

For more information on WreckMaster's programs, or for a schedule of seminars, call 1-800-267-2266 or visit www.wreckmaster.com.



WreckMaster Lead Instructor Chuck Ceccarelli and Field Instructor Ron Pullen prepare for a demonstration at the Florida Tow Show as WreckMaster VP Terry Humelsine (right) explains the procedure.



From left to right: WreckMaster executives Terry Humelsine, Ken Cruse and Justin Cruse receive the keys for the new WreckMaster training units from Will Miller and Randy Olson of Miller Industries.

Ford Commercial Truck Recognizes Industry Leaders

Miller Industries is proud to announce that another member of our team was honored for his accomplishments in helping to improve and strengthen the towing industry. Bill Miller, Chairman and Co-CEO of Miller Industries, was presented with this year's Ford Leadership Champion Award at the 2007 Florida Tow Show for his dedication and support of the International Towing and Recovery Museum, and conceptualization and creation of the Wall of the Fallen. Other individuals honored for their achievements and accomplishments included Ken Cruse of WreckMaster receiving the Eagle Award, Harriet Cooley of TRAA receiving the Crusader Award, Tom Tedford of United Road Towing and Mike McGovern, both receiving Lifetime Leader Awards. Miller Industries applauds Ford for annually recognizing individuals with these awards for their contributions toward bettering the industry.



From left to right: Stan Kovaleski, Ken Cruse, Tom Tedford, Harriet Cooley and Bill Miller.

Millerfest

Come Join Us in Chattanooga, TN - September 14th -16th
Miller Industries will host our employee appreciation weekend and we invite our friends and customers to join us for the weekend festivities.



Sunday, September 16, 5:00 a.m. - 11:00 a.m.
Hit the Water for the Miller Bass Tournament
(pre-registration required.)



Friday, September 14, 8:00 a.m. - 2:00 p.m.
Stop by and tour our facilities.



Sunday, September 16, 1:00 p.m. - 4:00 p.m.
Saddle up and join us for a motorcycle ride
through the scenic countryside.



Saturday, September 15, 2:00 p.m. - 11:00 p.m.
Join us on the downtown riverfront for live
music, demonstrations and fun. Don't forget to
bring your Miller unit to be eligible for prizes.

For more information stay tuned to our website: millerind.com



The International Towing & Recovery Museum will be hosting the 2007 Hall of Fame Induction Ceremony September 14th, along with the Unveiling of the first set of names on the Wall of the Fallen September 15th. For Registration and hotel packages, contact the museum at 423-267-3132 or visit them online at www.internationaltowingmuseum.org



WreckMaster will hold a Level 2/3 Training Class
at the museum September 11-12th.
For more information visit wreckmaster.com



*For equipment demonstration only.
Always have proper training before conducting any recovery.*

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For increased power and versatility, in addition to the standard, dual winches, new **CENTURY** 60- or 75-ton rotators are now available with an optional multi-winch package that includes dual 20,000 lb. planetary winches mounted on the rotator turret. Boom sheaves are located on the boom first stage with additional shackle points located on the second stage and turret for endless rigging possibilities during those tough recoveries. An optional 35,000 or 50,000 lb. drag winch can be added for a total of five winches.

The Western States Tow Show Proves A Winning Bet

After a successful show displaying and demonstrating the capabilities of the world's finest towing and recovery equipment in Florida, it was time to round up a new batch of trucks and head west for the Western States Tow Show in Reno, Nevada, *The Hottest Show in the West*.

The show included valuable meetings, seminars, a driving competition, beauty contest and trade show, but the hottest action took place Friday evening. The streets came alive with the roar of diesel engines from the Century recovery equipment about to perform a round of well-executed recoveries demonstrating the unique capabilities of both the equipment and the professional operators.



Working in the tight confines of Reno's city streets, maintaining fire lanes and being cautious not to damage any of the road surfaces required extra time and care. The recovery scenarios included an overturned school bus, cement mixer, propane truck and an automobile. John Hawkins (right) operated the controls of a Century 1075S rotator to turn over the school bus as Barney Jones of Torngquist Garage in Heightstown, New Jersey, who has assisted the last several years in setting up the demonstrations, and Tom Luciano of Miller Industries looked on.



With an overturned cement mixer on one side of the intersection and an overturned propane truck on the other, a Century 7035 equipped with a SP 850 XP SidePuller, belonging to Reliance Towing Inc. of Cotati, California, rolled into the center of the intersection and was rigged to quickly right both vehicles simultaneously, showing the equipment's power and side pulling versatility.



Miller guests enjoyed refreshments and a delicious barbecue dinner along with a chance to sit back and relax while visiting and swapping stories with fellow towers and Miller factory representatives.



The evening's recovery began with Chuck Ceccarelli, a Certified WreckMaster instructor and inventor of the SP8000 SidePuller, removing a car that was wedged onto an overturned propane truck. Chuck used a Chevron 21-foot steel carrier equipped with a SP8000 SidePuller to perform the tricky recovery.

See Reno on Page 20

The large crowd of close to 1,000 towing professionals filled the plaza for Miller's customer appreciation barbecue before the start of the recovery demonstrations.



After the vehicle was removed from the propane truck, Eric Hutchings of Chevron whisked in with a Century 312 Express auto load unit to snatch the vehicle from the scene, clearing the way for the propane truck recovery.

There was no shortage of beautiful equipment on display at the show. R. J. Woods of Brothers Towing, Inc. II in Palm Springs, California, proudly showed off his latest addition to their fleet, a new Peterbilt equipped with a Century 1060S Rotator.



The final recovery involved Cal Nevada's Century rotator demonstrating an end roll of an overturned school bus. The unit was parked behind the casualty and the operation took place over the cab with the recovery boom rotated forward, demonstrating the ability to do a controlled lift and rotation with one unit using minimal lane blockage.

24/7



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1
The loaded garbage packer was rounding a sharp corner when the left front tire blew out, causing the driver to lose control and the truck rolled over. The packer, with an estimated loaded weight of 54,000 lbs., came to rest on its side with the guardrail pinned between the top of the tires and the bottom of the packer unit.

Training Down Under

Miller Industries not only believes in producing the world's finest towing and recovery equipment, we are also committed to working with distributors and customers on education and training to help them fully utilize the potential of their units. I recently had the opportunity to travel to Australia to conduct a training seminar held in conjunction with an open house at our distributor, Truckworks.

*By Tom Luciano
District Sales Manager and Training Specialist*

Truckworks is owned and operated by Lyndon and Sharon Reynolds, who are no strangers to towing. Besides selling and servicing Miller towing equipment, Truckworks operates a fleet of Century and Challenger heavy-dutys out of several locations, along with specializing in large truck body repair. Although their trucks have been featured in several publications because of their bright, custom paint jobs, these units see tough recovery action

under some of the harshest conditions down under. Reynolds operated other brands of equipment before becoming a Miller distributor, and that experience taught him that Miller equipment met their requirements for quality and dependability. With a reputation as a premier heavy-duty body shop, offering Miller towing equipment to their fellow towers was a perfect fit for their operation.

The classroom portion of the training seminar was held at a local hotel near Truckworks' location in Adelaide with about 25 students in attendance. A bus was

arranged to transport attendees to a nearby location for the hands-on sessions. During the second day of training, a loaded garbage packer rolled over and Truckworks was dispatched to handle the recovery. This provided a golden opportunity for some real hands-on training working with the experienced operators from Truckworks. I will give you a description of the incident along with the recovery. Remember that terrain and conditions vary, so what works in one geographical area may require something different in another area.



2

Narrow, winding roads with hills and limited visibility lead into the Outback from the city. Police, fire and a rescue truck responded. The driver was uninjured.



3

After surveying both the casualty and the ground conditions, it was determined that a reverse roll was the most effective way to right the packer and deal with the pinned guardrail underneath it. Due to a lack of rain, the field behind the packer was very firm and a nearby gate provided easy access for Truckworks' Century 9055 to position behind the casualty. The students literally "dug in" as they worked to get chains and rigging attached to the packer.



4

A 5/8-inch chain bridle was rigged with the rear leg routed under the rear lower corner and attached at the frame next to the cross member. The front leg was positioned under the front of the packer box and attached to the frame due to most of the weight being located in the dump pack. The two winch lines were attached hook to hook with a snatch block installed to decrease line tension on the wire rope. The chain bridle was useful in allowing us to initially adjust the legs to level the unit during the uneven lift.

In the last issue of On Call 24/7, I discussed the use of a chain bridle in the heavy recovery of a cement mixer. A chain bridle can be one of the most beneficial tools an operator has in many recovery situations.

See Training Down Under on Page 24



5

Truckworks' Challenger

8807 served as a catch truck and was positioned on the road behind the casualty to minimize lane blockage. The chain was attached through the spokes of the rear wheel to allow the catch line to be outside of the body width, preventing additional damage to the casualty. The Century 9055 then went into action to upright the packer.



6

As the packer was evenly lifted, gravity took over as the truck went over center. The catch unit then gently lowered the packer to the ground.



7

With the recovery complete, it was now time to tow the packer back to town. I am often asked about the procedure to tow a tandem steer truck from the front. The answer is the same as a single steer. A tandem steer has an equalizer between the front and rear steer springs. As is the case with lifting a tandem axle from the rear, you may want to chain up the rear steering axle before lifting the front to eliminate the need for excessive height while towing.

I would like to congratulate the crew of Truckworks for a job well done, and offer special thanks for their unforgettable hospitality.

24/7



Rush Truck Center of Nashville is the proud supplier of Peterbilt trucks to Miller Industries, "The World's Largest Manufacturer of Towing & Recovery Equipment." Contact your local Miller

Industries Distributor to find out why Peterbilt is the number one choice of professional towers for their heavy duty chassis needs.



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New Products

The Miller Legend Lightbar

Introducing a brilliant new way to improve your safety, the Miller Legend. Designed and built by Federal Signal, the Miller Legend possesses the newly optimized Solaris™ LED reflector design, which provides 360-degree coverage and superior off-axis warning. ROC (Reliable Onboard Circuitry) eliminates 85 percent of the connection points on the lightbar through an innovative circuit board design.

This 60-inch, low profile lightbar incorporates an eight-head Solaris LED design, work lights and LED S-T-T lights. The Miller Legend also incorporates ten user-selectable flash patterns with two flashing modes of operation. This lightbar has a clear lens and comes with a five-year limited warranty.

Solaris with the ROC design from Federal Signal is the best and brightest in lighting technology on the market today and available from your local Miller Distributor.



The SP 12000 Fills The Medium-Duty Gap

The new SP 12000 fits Miller Industries 15,000-lb. carriers and medium-duty towing and recovery units, such as the Vulcan V-30 and Century 3212. The new SP 12000 includes hydraulic stiff legs with multi-position feet, eight tie-back points, full function wired remote, 12,000-lb. planetary winch and removable sheave head, allowing you to winch off either side.



Miller Industries New Monster Boxes

Miller Industries recently introduced a new carrier option of two large 78-inch long twin door tool compartments with a top storage tray to meet the demand for more equipment storage

space. The gavlaneal boxes have stainless steel doors and are bracketed to keep equipment organized. The box package includes a 2-1/2 ton floor jack, snatch block, shovel, broom, lug

wrenches, air tank, two trash cans, first aid kit, triangles, pry bar, bolt cutters and a maul ax. The kit (#0940062) is available from your local Miller Industries distributor.



Vulcan Heavy-Duty Flipper Feet Available

Vulcan introduced a new option to its popular NV-50, V-70 and V-100 heavy-duty towing and recovery units. The Flipper Feet can be arranged in three configurations - a flat foot, a spade or a shovel - to provide sure footing on a variety of surfaces. Just remove a pin and rotate the foot to the desired position. The Flipper Foot is available on your next heavy-duty Vulcan unit.



New Body Option for Popular Medium-Duty Units

Miller Industries added another toolbox option to its popular medium-duty towing and recovery units, the Century 3212 and Vulcan V-30. The new CX2 and VX2 body is constructed of aluminum and designed for a 120-inch CA chassis. The option includes a 24-inch tunnel box in front and two additional body compartments in the modular box sides. The low profile rear section of the body allows for easy deck access to the manual controls, better rear visibility and less weight for increased payload. For more information, contact your local Century or Vulcan distributor.



Increased Payload Capacity, Lighter Body

Vulcan introduced a newly designed aluminum body for its popular V-30, 16-ton integrated towing and recovery unit. The body is designed for a 120-inch CA chassis and features front suicide opening tool compartment doors for easy access to the large tunnel through box. Additional upright compartments have storage holders and brackets built in for your lifting forks and attachments. To help increase towing payload capacity, the new aluminum body weighs approximately 600 lbs. less than a comparable steel body. For more information, contact your local Vulcan distributor.



Increased Stability for the SP 850-XP

Since the introduction of the first SP 850 SidePullers in the U.S. a decade ago, the product has evolved and grown in popularity. With increased demand for minimal lane blockage in recoveries, the SP 850 quickly filled the need. Miller Industries now offers a new rear leg option to the SP 850-XP for increased stability. The new optional legs adapt the rear stabilizer feet currently standard on our rotators, to our Century 7035 or 9055. In addition to the wider stance from the horizontal hydraulic extension of the foot, two grader blade attachments may be attached for additional ground penetration. **24/7**

Engine Emissions Update

CUMMINS MAKE CHANGES TO ADHERE TO NEW EMISSIONS STANDARDS

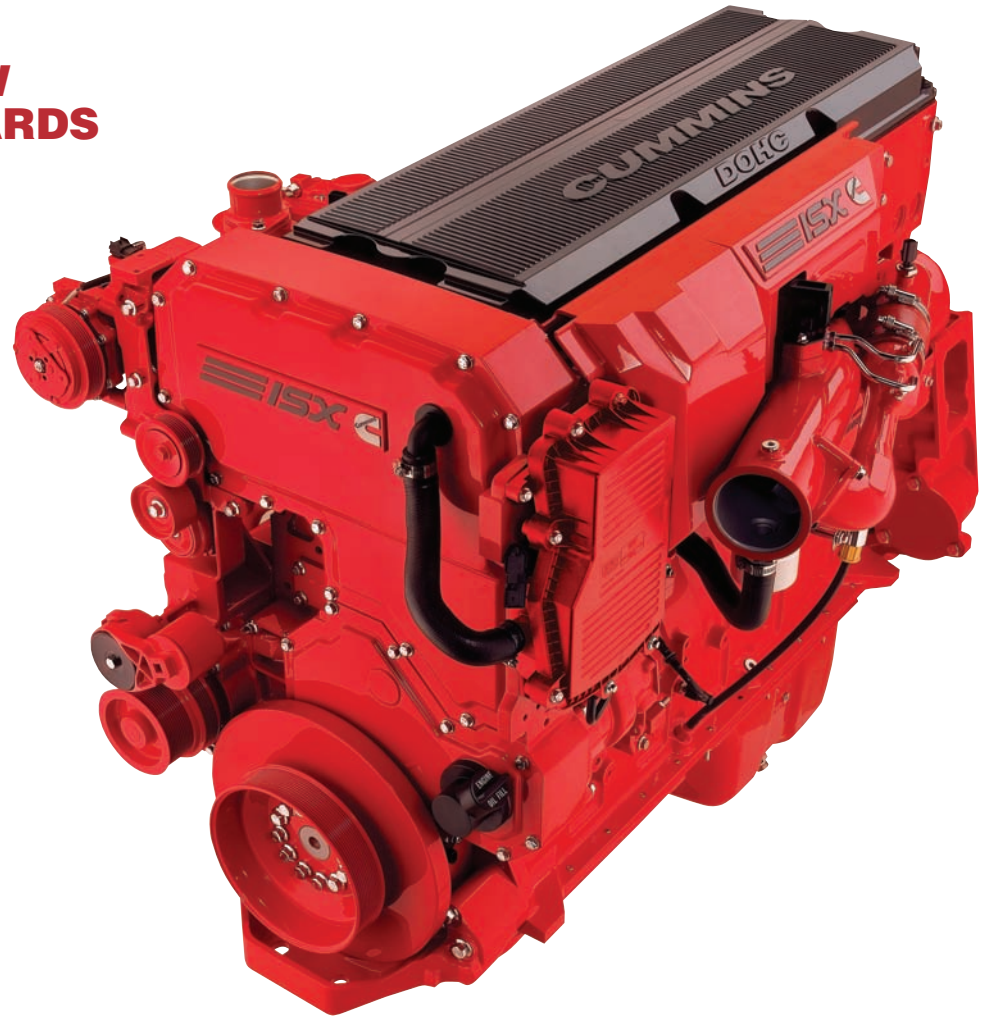
*By Vince Tiano
Director of Chassis and Finance*

On January 1, 2007, emission laws for heavy-duty on-highway diesel engines changed. This affects Cummins' ISB, ISC, ISL, ISM and ISX engines produced after this date and installed in various model truck chassis offered by Miller Industries. This should not be confused with the truck manufacturer's model year. In most instances, these new engines will be installed in the truck manufacturers' 2008 model year chassis. If you are in question, please check the data tag on the engine, which includes the date of manufacture for that respective engine.

All 2007 Cummins engine models are built on a common platform and require minimum hardware changes to comply with the new 2007 emissions standards. The engines incorporate proven technology introduced in 2002 using cooled exhaust gas recirculation and Cummins' patented Variable Geometry Turbochargers. New for 2007 is the addition to the engine of a crankcase filter (Cummins Fleetguard coalescing filter) and an exhaust aftertreatment system mounted on the chassis in place of the standard muffler. This aftertreatment system is commonly known as a Diesel Particulate Filter (DPF). It has been designed and integrated into the chassis by Cummins engineers working closely with the chassis manufacturers to provide optimum vehicle performance while maintaining engine reliability and durability. There is no impact on driveability.

The Cummins particulate filter and engine are a single integrated system designed to reduce the amount of engine particulate matter (PM) and NOx emissions. The system is designed to optimize emissions, performance and cost.

These engines have been designed to



run on ULSD (ultra low sulfur diesel) fuel and the newly formulated CJ-4 oil. Maintenance intervals remain the same as pre 2007 engines. Current CI-4+ oil can be used in the 2007 engines but may result in lower mileage intervals between the DPF servicing event.

The Cummins particulate filter will require periodic service to remove ash content. Cleaning intervals will depend on a number of factors including duty cycle, oil consumption and type of oil used. The exact interval will vary by application. Reference your Cummins Owner's Manual for further details regarding specific engine models.

The Fleetguard coalescing filter will require a simple low-cost filter replacement.

Expected replacement is at every fourth or fifth oil change. Reference your Cummins Owner's Manual for further details regarding specific engine models.

Operator training/education is one of the most critical elements when introducing these vehicles equipped with new engines and aftertreatment systems. A new dash lamp, HEST, has been introduced into these vehicles. HEST stands for High Exhaust System Temperature. The lamp illuminates to indicate that high exhaust temperatures may exist due to aftertreatment regeneration. Please reference the Driver Tips facts at right for additional information regarding the overall interaction of the driver with these new vehicles.

CUMMINS ENGINE DRIVER TIPS

Cummins EPA 2007 Heavy-Duty and MidRange Engines

Items Driver Will Notice

Engine Sounds

- The electric-actuated Variable Geometry Turbocharger causes the engine sound to vary at different times. This is normal. A slight turbo whistle may also be observed at idle conditions.
- Compression brakes are quieter on engines with exhaust aftertreatment.

Exhaust

- After prolonged idle, you may notice momentary white vapor and an odor. This is normal.
- When the High Exhaust System Temperature Lamp is illuminated, you may notice an odor. This is normal. If the odor is excessive and you also notice white vapor, have the exhaust system inspected for leaks at your earliest convenience.

Optimizing Fuel Economy – Shifting Techniques

Heavy-Duty Engines

- Maximize your time in top gear by using:
- Progressive Shifting, or making each upshift at the lowest possible RPM.
- Skip Shifting, or skipping gears and only using gears needed to move the load. (Note: Some transmissions will not allow skip shifting.)
- On hills, lug back to 1200 RPM before making a shift.
- On steep grade climbs, shift at 1300 to 1400 RPM.

Fuel and Oil

- Only use Ultra Low Sulfur Diesel (ULSD) fuel.
- CJ-4 (low ash) is the recommended oil.
- CI-4+ is permitted. Read your Cummins Owner's Manual for specific details.

High Exhaust System Temperature (HEST) Lamp



The High Exhaust System Temperature (HEST) Lamp illuminates to indicate that high exhaust temperatures may exist due to aftertreatment regeneration. When this lamp is illuminated, ensure that the exhaust pipe outlet is not directed at any surface or material that will melt, burn, or explode. Reference your Cummins Owner's Manual for complete instructions.

Aftertreatment Diesel Particulate Filter (DPF) Lamp



The Aftertreatment Diesel Particulate Filter Lamp indicates, when illuminated or flashing, that the Aftertreatment Diesel Particulate Filter requires regeneration.

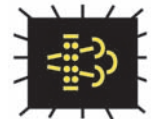
When the DPF Lamp illuminates, the Aftertreatment Diesel Particulate Filter needs to regenerate within the next two to six hours of operation. This is accomplished by:

- 1) Changing to a more challenging duty cycle, such as highway driving, for at least 20 minutes.

Or

- 2) Performing a 'Parked' regeneration.

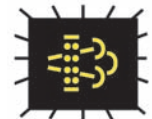
When the DPF Lamp flashes, the actions stated above should be performed in the next one to two hours. In addition, engine power may be reduced automatically.



A "Parked" regeneration may be performed using the Manual Regeneration Switch if provided by the truck manufacturer. Reference the OEM's Owner's Manual for complete instructions.

Some vehicles may be equipped with an "Inhibit Switch." The purpose of this switch is to prevent or disable Aftertreatment Diesel Particulate Filter regeneration. Again, reference the OEM's Owner's Manual for complete operation and use of this switch. Unnecessary or excessive use of the "Inhibit Switch" will result in a loss of fuel economy, or an increased need for "Parked" regeneration.

Warning or Check Engine Lamp



A flashing DPF Lamp combined with an illuminated Warning or Check Engine Lamp indicates that the Aftertreatment Diesel Particulate Filter needs regeneration immediately. Engine power will be reduced automatically. A "Parked" regeneration is required.

NOTE: If a "Parked" regeneration is not performed, the red STOP ENGINE Lamp will illuminate. The vehicle should be stopped as soon as it can safely be done and remain shut down until it can be serviced by a Cummins authorized repair location.

24/7



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All in a Day's Work

PRAIRIE LAND TOWING SUN PRAIRIE, WISCONSIN

Tim and Todd Menzel, under the watchful eye of their mother Jeanne, have been rapidly expanding the family towing business. Over the past several years, one of the keys to Prairie Land Towing's success has been having the right equipment to get the job done. Five years ago, they added a Century 9055 with a SP 850 SidePuller to the heavy side of their fleet, followed last year with a Century 1060S rotator. Tim said the 9055/SP 850 had quickly become the workhorse, and they were impressed with its capabilities to recover off the side with minimal lane blockage on the busy highways and narrow country roads surrounding their area.

When it was time to replace several of their carriers, they thought it was a natural fit to try a couple of SP 8000 SidePullers with Century 21' carriers since they have had such a good experience with their SP 850. It didn't take long to see the incredible versatility the SidePuller added to their carriers. Tim said, "We are sending out one truck to do jobs that we used to send both a wrecker and carrier to perform."

Prairie Land Towing recently took delivery of four additional Century 21' carriers with SP 8000 SidePullers mounted on 2008 Kenworth T-300 chassis, for a total of six in their fleet.

"With the large number of all-wheel-drive vehicles we tow, a carrier just makes sense. With the SP 8000 added, there is no doubt this is the package we will be purchasing as we update or add to our fleet," Tim commented.



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SP 8000 FEATURES

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