

# 24/7 ON CALL™

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## What's the Resistance?

page 6

## Miller Equipment in Action Worldwide

page 14

## Carrier Makeover Means More for You

page 26



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## Editor's Notes

This issue will complete our third year publishing **ON CALL 24/7**. When we began this endeavor, our goal was to

provide a magazine that was both informative about products and equipment and a tool to assist you in your operations. In addition, we wanted to provide you with industry news and coverage of Miller events. Over this short period, we have had the opportunity to report many historic events that should inspire our industry in years to come, such as the building of The Wall of the Fallen, debut of the Survivor Fund, release of the TRAA Sabre Vision and the unveiling of the first set of names on the Wall. I would like to thank all the great people who have worked hard to make these projects a reality and encourage each of you to get involved with your state and national associations as we continue the momentum moving forward.

Lastly, I would like to thank the International Towing and Recovery Hall of Fame and Museum board and members for my recent induction into the Hall of Fame. Having been in this industry my entire life, I cannot think of a higher honor one could receive than being recognized by your peers. There are so many of you who have mentored and inspired me along the way, and I thank you all. As we move forward, I encourage you to e-mail or call me with any ideas, suggestions or news you have for future issues so we can continue to provide you with a valuable and quality publication.

*Randy Olson*

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## On The Cover

The towing industry is truly a family business with multiple generations involved in many of the daily operations. This year's Millerfest was ideal for this entire family—a great time to look back and enjoy a relaxing evening afternoon of fun and friendship. John Hawkins, Miller Industries VP of Heavy Duty Sales, helped train future owners as he showed kids how to operate the controls, riding over a car with one of the Miller Race Recovery Units. As you can see from the cover photo, these kids look like learning very seriously while it's good, since they could well be the future of our industry in years to come.



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## AN EMOTIONAL SHARING

Twenty-four names were memorialized on the Wall of the Fallen on Saturday, September 15, 2007. Although some of the names were familiar to me, all of the names read did something that became important to me personally. Important because with the reading of the names and the placement of those names on the Wall, I believe that industry has taken a major step forward. Certainly the ceremony has an obvious meaning: It honors those who lost their lives serving in their profession. But as I watched the ceremony, I not only grieved for those that had but I began to visualize an industry that now is willing to take proper educational and safety first steps to ensure names are inscribed on the Wall. In effect, the Wall of the Fallen not only memorializes those that have died, it is a call for action across a great industry to improve the educational process of safety first.



By Jeff Skaggs  
President of SCD



I thank the Miller Family Foundation for its generous gift to our industry. I applaud the International Training and Recovery Hall of Fame and Museum for its insight of providing a home for the Wall of the Fallen. I pray the industry will understand and support its importance as both a memorial and a symbol for schools, our industry, needs to promote. I hope each and every member of the towing and recovery industry gets the opportunity to visit the Wall. I promise you, it will be an emotional experience.

24/7

# 24/7 ON CALL



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## What's the Resistance?

By Tom Lucare

This article is about a training seminar Mike Industries and the Texas Towing and Storage Association conducted in San Antonio, Texas, earlier this year. In training seminars, we try to simulate difficult conditions you may encounter on the job.

About 100 students assisted with our hands-on training. Howard College helped by digging a hole - similar to a foundation hole - in which to place the casualty. The casualty: a broken concrete mixer weighing 68,000 lbs. had rolled into a foundation hole - toward the recovery unit. The ground under the mixer was hard-packed like concrete. There was no extra room to

swing the casualty around or outward, and it could not be stood up because the foundation was in the way of the job area.

Under these conditions, the class had to rig within the Working Load Limits of wire ropes, shackles and chains. We had a load master installed in the lower boom so we could monitor the weight line tension.

The plan was to slide the loaded mixer up the embankment on its side and stand it up once on stable ground. The crane was clogged so the lower boom was turned by using a king pin puller, shackles and five 1/2-inch, Grade 8, 20-foot chains attached to the upper frame rails. The upper hoist was constructed with the same components, but attached at the lower frame rails.

We used a Kiewit with a Mutar 5-100/SP 650-XP provided by Bachelder Towing to handle the recovery. This unit gave us the ability to use all four of its winches to the rear of the main boom.

Wire ropes from the two main 50,000-lb. winches were two-parted and routed to the lower side of the drum and lower chain pit rails just behind the jibs. Wire ropes from the two 35,000-lb. XP winches were run to the side of the boom through a snatch block and to the casualty. They were attached to the upper frame rail behind the chain rail to the second body that ran over the top of the drum and attached to the lower frame rails.

The intent was to engage the lower



anchors, follow-up with the upper winches, slide the coil up the hard-packed slope then reverse out the mixer (prior to being out of the hole). Well, that's when the surprise came into play.

The unit slid on its side about one foot, then stopped. With the Mackin V-100 dug in, the front steering axle of the Kenworth lifted off the ground. What happened? The mixer's rear landing, along with the rear top-down ladder and rear frame, had dug into the hard ground and stopped everything. So what should you do?

The best option would be to back up on recovery until you get more lift to even come the remainder. However, to move it more difficult, I told the class they could not move the recovery unit. After some discussion, I was decided to achieve (most of) by attaching a chain around the rear frame, looping the chain under the ladder then placing a 6 x 6 inch hardwood block between the chain and the folding ladder. The other end of this chain was attached to the lower winch line that needed to be three-parted. The boom position was then lowered to decrease the leverage on the wincher chassis, allowing us to keep the Kenworth's front axle on the ground.

Now the loads of this block were starting to mount up. There were five snatch hooks, ten anchor shackles, seven 10-inch Grade 8 chains, two 3/4-inch chains, and one chain to secure the front sliding axle. Also, the mixer, one chain to secure the mixer drum to the frame along with a chain slider, and two trailer king pin chains to make the factor.

As the anchors were tight, well, the unit still did not move. I turned to the class and asked "What do you want to do now?"

They were stumped.

The cue was now all my hand, and I was ready to play. Which is better: the concrete



The Lyster's attachment adjustment system with the class on the 10,000 lb. mixer drum into the hard bank.



The driver's door opened this, helping decrease the resistance of the rear corner skids into the bank. The 6 ft x 6 ft block under the ladder also created a stop, helping transfer resistance.

and the drum of the mixer trucks? What is the resistance: the drum or the chassis?

I instructed the wincher operator to keep the bottom anchor lines tight, but not to just follow up with the whole line on the

top of the drum - keep the top winch lines engaged. This caused the truck chassis (which is also resistance than the drum) to rotate around the drum, which rotated the ladders, rear frame frame, and rear ladder toward the sky, dropping the rear axle. It also allowed the hardwood block to rotate under the ladder creating a stop for minimizing resistance. The mixer then slid toward us, noting the side of the mixer lifting it.

The operator continued winching with the bottom winches until the mixer started to dig in again. He then engaged the top-side winches and walked the mixer out of

(See Recovery on Page 8)

## CHAINS, NOT STRAPS, ON MIXER DRUMS

As the class learned in this seminar, with all the concrete on one side, the drum turned during the recovery and that is the reason I strongly suggest the use of chains, not straps, on drums. As the mixer is sprigged, when the drum spins inside the straps a weld on the drum can catch on a strap and cut it. A chain, however, will not be cut.



the hole and to the rear of the truck. This was an excellent job to show the versatility of the JIP 800-KR and the use of the four winches to the rear.

Once the wrecker was at the rear of the wrecker, the winches were located and the recovery boom elevated. The chains or attachments were removed. The four winches allowed us to upright the wrecker using a recovery id and catch it with the hoist winches.

Hopefully, this training exercise will help you to remember it is a slow-motion like this, don't lose your temper. Run and move the job through. What is the test result?

As the wrecker brought out of the hole, a crane was used to pull the wrecker back on its side using one of the jibs. Another crane was used to pull the wrecker upright. The loader and tow bar were used to help the wrecker upright.



## IT'S A BIRD, IT'S A PLANE... NO IT'S SUPER WRECKER

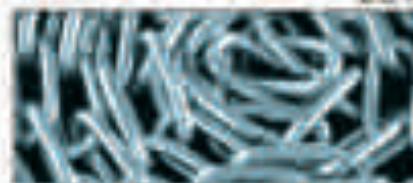


At the 10750 Century road in a Cape and it's ready to fly. Actually it just finished a long voyage from our Oshkosh plant to Ruck's Towing Service in Phoenix, South Africa. The photo shows the crane being lifted off the ship at the port in Cape Town, South Africa. Turn to page 18 to see the heavy in action. **2011**

## LIKE A SURGEON

When I watch those medical shows on TV, I'm always amazed at the number of tools a surgeon needs to work. From 15 types of scalpels and also knows how many needles, forceps, hemostats and so on - those guys run through a lot of equipment.

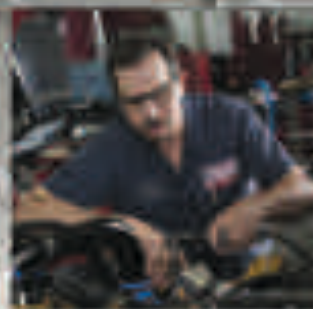
Towing and recovery specialists should know to those extravagant instrument needs quite well. After all, when it comes to towing attachments or tools for all occasions, we should share the same mentality as surgeons. Snatch trucks, straps, chains, alloy rings, links, chain blocks, hand tools, things and more are all tools of the trade for recovery technicians. Make sure you are prepared when you head to job. Not call. **2011**





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# A Festival of Fun at

## Miller<sup>®</sup> Fest 2007

Millertest kicked off early Saturday afternoon as Chattanooga's downtown riverfront filled with Miller Industries employees, families, towers and guests for the first annual customer and employee appreciation event. Activities included live demonstrations using several Century Rotators and a roted tanker, along with several light-duty units uprighing cars where the kids got an opportunity to run the controls. A great line-up of three bands performed throughout the day with Carvers Chord, a hot new rising group from Nashville, topping the evening. You could also stroll down the street and admire (and vote) on the beautiful, well-polished trucks entered in the People's Choice Wrecker Pageant, or enjoy a game or two of bingo.

"Our goal was for everyone – employees, customers and our families – to share our company's fun approach to producing the world's leading towing and recovery equipment," said Randy Olson, vice president of Marketing for Miller Industries.

"It was southern hospitality at its finest with a great barbecue dinner and a lot of friendly conversation." 24/7



Rotators and heavy-duty integrated units from across the country meet Chattanooga's downtown riverfront for the Millertest People's Choice Wrecker Pageant.



Miller employees, families, towers and the general public, crowded the downtown riverfront admiring the equipment and enjoying the demonstration.





*The American Flag from the National Flag Truck shows in the breeze over the impressive line up of equipment.*



*Operators display their skills as they rotate the booms to swing the tanker between the two cranes, then set it down on the opposite side.*



*Two cranes lift an overturned tanker and hoist it off the air, demonstrating the equipment's and the operators' capabilities.*



*John Hawkes gives instructions to one of the young hoist line truck operators who tried their hand at the contest to roll over a car.*



*Milewest, and other events like this, help the general public see the towing industry's many positive attributes, and combat some of the negative image often portrayed by the press.*



*What a great way to end the evening with great food, great entertainment and great camaraderie.*



# A Leisurely Sunday in Scenic Chattanooga

Sunday provided a perfect wind down from a busy week of activities. At daybreak, eighteen participants took to the water in nine boats for the first annual Millerfest Bass Tournament. The fishing tournament raised over \$600 that was donated to the I.T.R.H.F.M. Survivor Fund. Everyone had a great time, and I expect we will hear "fish tales" about the big ones that got away.

Over sixty motorcycle enthusiasts from California, New York, Texas, Illinois, Ohio and throughout the southeast embarked on a one hundred mile drive through Tennessee's scenic mountains. The drive was led by Hamilton County Sheriff Billy Long, while several deputies and a couple of cruisers participated to secure intersections for riders. Many towing company owners are motorcycle enthusiasts so I am sure we will see the Millerfest motorcycle run grow in years to come. 24/7



Bill Gustafson of Offshore Fishing said it did not require one of his Century motors to put his catch into the boat. Although he didn't land the big one, he and his fishing partner Brent Akumahan had a great time in the tournament.



Eighteen avid fishermen returned to the landing for the moment of truth as the fish were measured and weighed. Prizes and trophies were awarded for the first three places based on total weight and the largest fish.



Motorcyclists Angela Ayer of Tipton in Georgetown, Texas, and Robert VanLingen of VanLingen Fishing in Romance, California, wave as they pass by.



Millerfest riders begin the trip up one of the many beautiful and winding mountain roads that surround the Chattanooga area.



The first annual Millerfest Motorcycle Run ended at the Miller Industries plant in Ooltowah, where riders relaxed and shared stories about the terrific ride.

**Miller** 2007 Fest



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# All in a Day's Work

## DELGADO'S LIKES THEM TOUGH

Albert Delgado is no stranger to handling difficult recoveries. The owner of Delgado's Wrecker Service in Eagle Lake, Texas, is used to loading and lifting heavy equipment for the oil fields, along with some pretty tough missions. Shortly after taking delivery of his new 2007 Freedom equipped with a Geniey 10765 75-ton rotator, he received a call that a loaded trailer trailer had gone off the highway and landed in a 25-foot ravine. Not knowing the capabilities of Delgado's new rotator, the state trooper had also called a local crane company. It responded to the recovery scene. After discovering that every time the crane needed to make a lift they had to shut down the highway, the officer needed it was time for Delgado's Wrecker Service to demonstrate the rotator's capabilities. The rotator easily lifted the trailer out of the ravine and loaded it on a trailer with one end of the highway blocked, allowing traffic to continue to flow in the other lane. Albert says word is spreading fast about the capabilities of his new unit and he is receiving more calls requesting the real value of his fleet.

"I highly recommend my new Geniey 10765 Rotator," Albert says. "It has done everything I have asked of it and more."



## DRIVER IN TRAINING

David Goode is learning and recovery in Wilson, Texas, before starting operator training at a young age. During a recent demonstration, David Goode showed his two-year-old grandson Jeffrey how to operate the controls of a new Geniey 6025 rotator. I think it is safe to say in years to come there will be another generation to take over the Goode family business.





## ROTATING AROUND THE WORLD

Founded in 1984 in Furukawa City, approximately 450 miles west of Tokyo, Japan, Katoh Auto Repair Company has a reputation for being able to get the job done. Whether it is a recovery off the side of a winding mountain road or towing a disabled truck-mounted crane, Katoh Auto Repair President Masashi Kato is confident his skilled operators in one of his few Century-series cars handle the job.

## MILLER EQUIPMENT IS HOTTER THAN EVER IN MEXICO

The hot summer heat can take its toll on vehicles passing through the desert in Northwest Mexico. Figueroa's, located in Hermosillo, keeps a fleet that includes several Century 5200s and a 5150 busy transporting broken down buses and trucks off the highways. Recently, Omar Figueroa, the owner of this busy towing operation, added a Western D.T.U. to his fleet to handle the demand. From tractors being disabled to motor coaches heading to the scrap heap, the D.T.U. has proven itself.

## RIEK'S IS ALWAYS READY

In early July, Riek's Towing Service in Potchefstroom, South Africa, received a call that a double axle cement mixer weighing close to 70,000 lbs. had collided with a car on a rural country road some 200 miles away. The wreckage was about forty feet off the road on its side. Riek's quickly responded with a Western Star outfitted with a Century 7038, another Western Star with a Century 10758-toddler and a tractor and low bed trailer. The 7038 scuffed the main drum as the 10758 alighted, then lifted the burned out wreckage onto the trailer for transport back to the customer's yard. Riek's customers depend on them to have the right equipment and knowledge to handle the tough recovery, and Riek's knows they can depend on their Century units to have the power and dependability to get the job done - no matter how tough the job or terrain.







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## Class 8 Features in a Medium-Duty Truck

**KENWORTH, LONGTIME CLASS 8 FAVORITE OF MANY TOWERS, IS GAINING FANS IN THE MEDIUM-DUTY GAME AS WELL.**

*By Vince Faler,  
Director of Chassis and Engines*

Kenworth trucks are known for their quality and durability with a long history in the Class 8 market. In 1994, Kenworth entered the medium-duty market offering an equally well-designed unit, the Kenworth T300. Kenworth Truck Company, working closely with its local dealer MHC Kenworth, and Miller Industries recently introduced the new 2000 Kenworth

Miller Spec T270 (30,000-lb. GVW) and T370 (33,000-lb. GVW) models, bringing the industry a whole new dimension in medium-duty trucks with features and specifications important to professional users.

The Miller Spec T270, designed for the most popular carrier applications, features a 140" CA, Paccar PK-6 engine rated at 260 hp and an Allison 2500 HD automatic transmission. The unit can be ordered with 15.5- or 22.5-lbs and polished aluminum wheels.

The T270 features a PACCAR PK-6 engine that produces 215 hp and is available with a Fuller 10-speed or Allison 2000 Series automatic transmission and 22.5" tires with polished aluminum wheels. The T370 with a 180" or 198" CA is ideally suited for the popular Century 3012 or Vision V-30 when towing and recovery unit or a 15 series carrier.

The Miller Spec T270 and T370 offer added features specifically for the towing and recovery industry.



## Maneuverability and Visibility

The T270 and T370 feature a one-piece-peripoint hood with a 20-degree slope with a 33" x 20" curved windshield that provides 13-foot point of sight to ground for excellent load visibility. Daylight doors with pleated windows like Class 8 models help further enhance driver visibility. Corner-mounted Kenworth Aero Mirrors provide better strength and less vibration. Center seat and two rear corner windows provide better rear visibility. A 50-degree wheel cut increases greater maneuverability when looking up a tight space.

## Driver Comfort and Safety

Now at your driver will appreciate the solid comfort and feel of the aluminum and fiberglass truck-bodied cab as you ride smoothly down the road on the Hendrickson Rear Air Ride Suspension. The ergonomic-friendly designed, fully finished interior cab with no dashboard reduces interior noise. The T270 and T370 are equipped with an air ride driver's seat

and a two-passenger bench seat. The Bulkhead Dash features a wraparound instrument panel with large, easy-to-read gauges. Power door locks, electric windows, dash-mounted gear shift control on the instrument and an AM/FM/CD with Weather Radio are all located for easy driver reach, along with an under dash mounted center console and cup holder.

For better nighttime safety and visibility, the new halogen projector low beam headlights provide 30 percent more light down the road and three times the life of standard beams. The Bendix Air Brakes provide longer life, lower maintenance and better stopping than hydraulic systems.

## Durability and Serviceability

The hood assist system enables easy lifting of the hood to a 30 percent lift for superior engine access. An engine fluid levels can be easily checked and filled from one central location on the engine's side. Air lines and electrical wiring are numbered and color-coded for easy identification and anchored every 12 to 18 inches down

the center of the frame rail for longer life and protection. The power distribution panel is located inside the cab for easy access to fuses and relays. The Miller Spec, Kenworth T270 and T370 are designed for ease of maintenance and serviceability to keep you behind the wheel instead of a mechanic under it.

## Custom Appearance Package

Image is everything. You not only want a truck to be durable and reliable, you want a truck that you can be proud to put your name on. The new T270 and T370 feature a whole new look with a sloped hood and a genuine metal mesh grille. A one-piece stainless steel clad aluminum bumper, external fan vision dual roof mounted air horns, diamond plate battery box covers, polished aluminum wheels and a 56-gallon polished aluminum fuel tank mean your new towing and recovery unit will look as good as it runs. For more information or to test-drive a new Miller Spec, Kenworth T270 or T370 check with your local Miller Industries distributor. **24/7**



*"Image is everything. You not only want a truck to be durable and reliable, you want a truck that you can be proud to put your name on."*



# Industry News

## SUPPORTING THE INDUSTRY IS IMPORTANT TO THE MILLER FAMILY FOUNDATION

Will Miller, representing the Miller Family Foundation, presents George Conolly, ITRHFAM Chairman, a check for \$60,000 on behalf of the Foundation. The money was earmarked for bronze plaques that now display the names of the dedicated industry individuals who lost their lives in the line of service. In addition, the money will be used for ongoing maintenance for the Wall of the Fallen Memorial.



"I believe it is important that those brave individuals who lost their lives be honored and remembered for their sacrifices," Will Miller says. "The Miller Family Foundation provided the funds for the Wall of the Fallen, which was unveiled last year, in the hopes of providing a place of remembrance as well as increasing public awareness to the dangers others face on a daily basis."

"The Miller Family Foundation continues to be extremely generous in their ongoing support of both the ITRHFAM and the Wall of the Fallen," Conolly says. "The Museum Board and the entire industry are extremely grateful."



## HALL OF FAME CLASS OF 2007

Seven industry leaders were recently inducted into the International Towing and Recovery Hall of Fame, joining 228 individuals who have been previously named since the first ceremony in 1986. Hall of Fame inductees are chosen for their contributions to the towing and recovery industry, their tenacity and commitment. "Each year the inductees share a common spirit which led to their induction in this prestigious group," says George Conolly, Chairman of the Board of the ITRHFAM. This year's class of 2007 included Joseph Pedigo, Harry Olson, Phil Herring, Harrie Conroy, Robert Fraser, Edward Chambers and Richard Bays Jr. Jeff Badgley, President and CO-CEO of Miller Industries, says, "I am proud to see another member of our team recognized for his hard work and dedication to help further

improve our industry. I congratulate Harry along with all the other inductees for receiving one of the highest honors that can be bestowed upon you in our industry."



## WRAPPING UP THE RECOVERY

At a recent WreckMaster training class held at the ITRHFAM Learning Center in Chatsworth, WreckMaster Executive V. R. Terry Huntington directs students on how to perform a one wire parallel upright. This procedure, sometimes referred to as a "Christmas Wrap," has become popular to remove late models during recoveries. To learn more about WreckMaster or for a class schedule, visit [www.wreckmaster.com](http://www.wreckmaster.com).







# Diggin' In

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

One of the hardest problems we tow operators face is getting a recovery vehicle to sit still on pavement (i.e. asphalt or concrete). Over the past decade, the Century and Challenger heavy-duty product lines have worked hard to improve this ability by enlarging the footprint, increasing the width of the stance and diversifying the hydraulic jacks design to offer multiple functions. However, a lot of these changes have improved working from the side (vertical) and working in aggregate, but when a recovery vehicle can live up on the roadway and pull directly off the slabroad, getting the truck to "dig in" on pavement remains a supreme challenge.

So, we're demonstrating some tools that might help you work against Mother Nature. Whether using one of our options, integrated, or conventional fixed boom units, we believe this article will help you with "diggin' in."

Everyone understands that you must keep the road surface in mind when recovering a vehicle, as well as approaching them with that thought in mind as well.

## Asphalt

It is easy to find down your spades and just dig in, especially on a nice warm day. And we also know the results... an upset D.O.T. officer, followed by a sometimes costly bill for tearing up the road. So before taking that approach, the following may help that truck from being dragged backwards.

I. Using the flat surface of your spades, snap a chain (any size is ok, but we suggest 3/8" to 1 1/2 inch) around the base of the jack tube and then underneath the flat surface. Never place your hands or arms under the jack.

II. Use a jack rod, piece of wood, or tool to pull the chain under the foot. Then lower the jack to the ground engaging the chain into the asphalt.

**VERY IMPORTANT:** When using this, always remember that the suspension and the stance of the chassis play a critical part in making your unit sit still. Do not sit the recovery vehicle, you want your tires, boxes and suspension to work with your jack legs. How much is enough downward pressure? I cannot give you a standard answer. Each operator must learn through the price each situation, and recovery unit, is unique. Please remember when working off the back to leave a safe room for your vehicle to be jacked backwards.

In this case, the chain links will not let the spade gripping the road with less traction than the spade and provide a better grip than the flat surface of the pad. Have known spades compress that remove the pad or lower the lifting foot and will



round in square stick to the bottom. Some have used a cement or curb the intake of their company. This is OK, but the chain will do the same thing while allowing the surface to remain flat for vertical lift. If pulling from the side, you can use the same procedure - just place the chain in the proper direction.

## Concrete

This presents an even greater challenge since it is a harder surface. Using the above mentioned procedure will only remove the area that is contacting the ground. Using a spread bar can assist this. You can find many along the roadside. Get one with a bit of meat and cut it between 2 to 3 feet in length. Repeat the above procedure with the chain around your stiff leg, but place the chain into the inside of the live strip, placing the head onto the ground. The chain will grip the rebar and the friction of the head compressed on is the concrete will create the resistance you need to do the job. Always be careful and use gloves when handling the rebar. Steel bars are very sharp and can easily puncture or cut your hand.

Hopefully one of these key procedures can get your vehicle to "dig in" and get the job done without you paying for road repairs.

SH/T



## When you arrive on the scene

- Always inspect the area where you are going to position your recovery vehicle for optimal stabilization of your unit.
- Do not offload your suspension. Let your truck suspension, tires and brakes work with you.
- Never chain down the front of your truck, this could result in frame or axle damage.
- Be aware that any method has the risk of damaging the road surface and you could be held responsible.
- Always remember to think and be safe.



## Racing to the End of the Season



**T**he NASCAR season is drawing to a close with the final race at Homestead-Miami Speedway. And as they have done all season long, the Miller Race Recovery Team will be there with experienced tow operators and dependable equipment to keep the race running smoothly. As the premier provider of towing and recovery equipment at ten of the NASCAR tracks, including premier events at Daytona, Talladega, Bristol and California Speedway, the equipment and operators have seen no shortage of action, especially with NASCAR introducing the DOT (Car) at Talladega at some of the races. We hope you had a chance to visit one of the tracks to experience the equipment and Miller hospitality for yourself. We are proud to give a big thanks to the 300-plus tow operators from across the country who volunteered their time and services throughout the year, and look forward to seeing all of you again for the 2006 season. **24/7**



# HONORING OUR FALLEN

A crowd of over 900 assembled September 15, 2007, at the International Rowing and Recovery Hall of Fame and Museum for the first unweaving of names on the Wall of the Fallen. Nearly four dozen photographs were viewed during the anchoring and christening ceremony as a 40 x 90-foot American Flag from the U.S. Department of Transportation was unfurled for the first time, an appropriate tribute to those fallen rowing athletes.

Future ceremonies are planned for the first Saturday of September each year. If you know of a rowing athlete who has lost his or her life in the line of service, please go to [www.waloffthefallen.com](http://www.waloffthefallen.com), download and fill out the Request for Incorporation Form so that person can be honored and remembered for his or her service. Or call the Museum at 403-967-5130 for more information.

The first rowing flag-themed ceremony honoring Jerry Slater and Canadian Rowers was unveiled as a tribute to Slater as our history and the greatest goals of the club point toward him as their chief.



After a historic flag ceremony (celebrating 100 years of rowing) at a windy harbor is followed with the unveiling of our first rowing flag.





Over ten-thirty of 200 towing industry professionals gathered by Henry Heinecke Field across the (May) (State and County) who attended the opening ceremony. In that year, the Museum was in attendance to honor the State's first operators.



Tennessee Service Co. Inc. and Representative Vince Dean present I.T.R.H.F.M. Chairman George Conway with a framed copy of the 2010 membership program. The week of Tennessee Towing and Recovery Week.



Also the museum opening, present AAT towing members lined up to photograph and touch the bronze sculpture of Lilligreen and steel once into (archival) on the job.

## The International Towing Museum – So Much More

By Randy Olson

Some people think of the International Towing and Recovery Hall of Fame and Museum (I.T.R.H.F.M.) as a building housing antique tow trucks and memorabilia. Well it is, but it's so much more. Being the only museum of its kind in the world packed with beautifully restored vehicles has earned it coverage on national TV and in numerous news articles around the world. It both captures and preserves our past and is a place to learn and grow for our future generations.

But that's still not all. The Museum is the single location where towing fans around the globe converge each year to share and exchange ideas and knowledge and watch fellow towers who have earned a place in the prestigious Hall of Fame. After being inducted, each Hall of Fame member's photo is hung in the prestigious Hall of Fame walk.

The Museum's Learning Center provides facilities for year-round training classes and it is available to different nations and organizations as a resource of learning, education and training in our industry.

Most recently the I.T.R.H.F.M. became home to the Wall of the Fallen, the only memorial of its kind to remember and honor those who have lost their lives in the line of service. This groundbreaking monument serves as a reminder to the towing industry and the motoring public of the dangers involved in towing and recovery. The I.T.R.H.F.M. also started a Survival Fund to offer financial support to families of towers killed while on the job.

If you have never visited the Museum, I strongly encourage you to make time for a visit. I have never heard of anyone in our industry disappointed with the time spent there. If you are not presently a member of the great local union, I invite you to visit the Museum's Web site at [www.towingmuseum.org](http://www.towingmuseum.org) or call 822-2621/3130 for membership information. Together, we can continue to preserve, honor and educate fellow towers and the general public about who we are as an industry.





The new 10 Series carriers, standard on Century and optional on Value 10 Series carriers, provide 18 to 20 degrees of lift on most steel bodies. The higher dump angle will be unloading damaged vehicles more quickly and easily.

## Carrier Makeover Means More for You

### By Fast Grower Midwest Carrier Alliance

One of the most important considerations when purchasing a new carrier or over-towing equipment should be overall cost of ownership. Three things that have a larger impact than initial price on overall cost of ownership are:

- **Performance** - Equipment that performs well day in and day out generates more revenue.
- **Dependability** - Equipment that is not in service generates no revenue at all. In many cases, the lost revenue is greater than the actual repair cost.
- **Resale Value** - Equipment that is built to last is normally in better condition and worth more at trade-in time.

The difference in price between average or better quality equipment is normally minimal when the value of increased

day-to-day performance and long-term dependability are considered. Car carriers manufactured by Miller Industries are designed and built to offer you the best performance, dependability and overall value in the industry, that our long standing position as the number one rating brand of carriers in the industry.

At this year's Florida Tow Show, many attendees were amazed when we opened the big box of standard features found on our carriers. It provided a great visual for Miller Industries' commitment to providing quality service - above and beyond any of our competitors.

Check out this long list of standard, value-added features on Miller 10 Series carriers.

### DECK

- Standard steel cross member spacing is eight inches on center. That means there are 10 more

cross members on a 24-foot steel deck. Cross members are also full-flanged tubes and are constructed of Corten steel, which is designed to resist rusting.

- Standard steel decking is a one-piece, 21 1/2-inch thick, floor plate material. The thicker deck material prevents the floor from warping or swelling. The one-piece design eliminates those unsightly welded seams that are also a potential source for rust. The approach plate was recently upgraded to a higher yield material and is now standard with five key slots across the rear of the 10 Series steel carrier.

- All key slot posts are reinforced for a more secure fit. Blow-paint that is less likely to be damaged or worn out. An economical package



of additional tie-downs can be added to allow use of many different tie-down methods.

- The standard winch-mounting frame provides a solid mount area for the winch. It also provides a tie-back point that can be used when a stretch block is necessary. An improved winch release system provides the easy option.

## SUBFRAME

- The full-length subframe is over 40 inches longer than our major competitors. This gives full support to the deck, but more importantly provides maximum overlap between the deck and subframe when the carrier is in the extended position. The subframe's critical stress areas are reinforced with new and improved formed channel reinforcement.
- Century carriers recently received a newly designed high lift subframe as standard equipment. The new subframe design provides a steeper dump angle that makes unloading easier while maintaining the low load angle that Century owners have come to appreciate. The new design will include the Century landmark heavy-duty cover mounting frame. The new high lift subframe/cover mounting frame is also available as an option on Miller carriers.

## HYDRAULICS AND WIRING

- Two-inch diameter steering cylinder rods are standard on both extension and retraction cylinders. The extension cylinders received a dual bore, rebalance load-lifting valve to enable smoother lift function. The standard hydraulic hoses are Gates Corporation with mega-kuff covering, which lasts about 300 times more than standard covering. The hoses are then routed and installed according to Gates Corporation recommended procedure.



The extended subframe and mounting frame system, currently popular on Century 400 Series carriers, provides approximately 17 to 19 inches of additional maximum payload. Check it out.

- Miller carriers come standard with a patented manual winch lift system. This prevents the deck from being lifted before it has cleared the body rods.
- A newly designed dual hose tray system is taller and houses the double welded winch hoses on one side and the wiring harness on the other side. Separating the two eliminates unnecessary heat transfer from the winch hoses to the wiring harness, which can cause premature failure of the wiring harness. The dual welded winch hose trays better and prevents vibration between the two hoses. The taller tray provides a larger bend radius for the hoses and wiring. The body wiring is connected to the chassis using a weatherproof junction box with terminal type connections. Standard LED body lighting that provides lower amp draw and longer life is connected with a new plug and pin wiring harness.

## WHEEL-LIFT

- The wheel-lift extension cylinder has 12 inches more travel than the competition, which means it not only extends nearly 10 inches more but also retracts closer when in use. The struts are fabricated from high yield material

to provide a low profile and maximum strength. The pivot area has a large thrust area to prevent side load on the pivot pin. This design also provides a low profile for clearance under low vehicles.

## SLIDE PAD SYSTEM

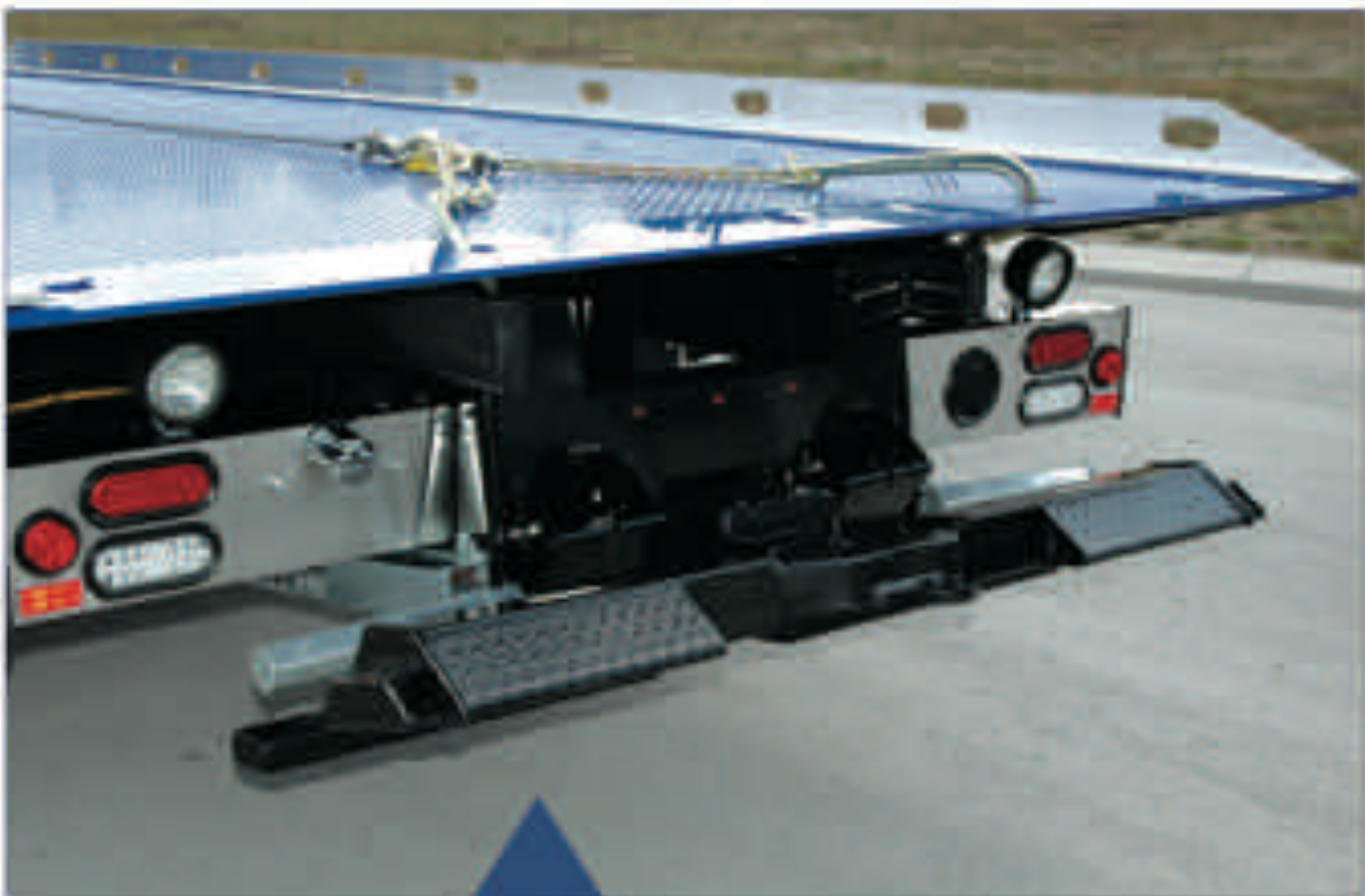
- All Miller produces 10 Series carriers use a full length 85M nylon slide pad, which is fastened to the deck rail. This is especially important on aluminum deck applications. By design, the slide pad and friction surfaces are engineered so they do not become contaminated with dirt and debris that gets kicked up while driving down the road. This allows the friction surfaces to be properly lubricated for longer life and smoother operation. The slide pad subtype on Miller carriers is more than double what you find on our competitors' carriers. The slide pads can be greased to provide better performance and longer life.

## CONSTANT IMPROVEMENT

In the past year, Miller Industries has received a great deal of feedback to improve our parts, processes and products. The new subframe design and

See Carrier on Page 38





The newly designed endboard features larger safety chain pockets and chain protectors with storage at the rear for easy access for jacking when hooking up a second vehicle. The endboard upright housings protect the wiring and shock-mounted tandem LED lights.

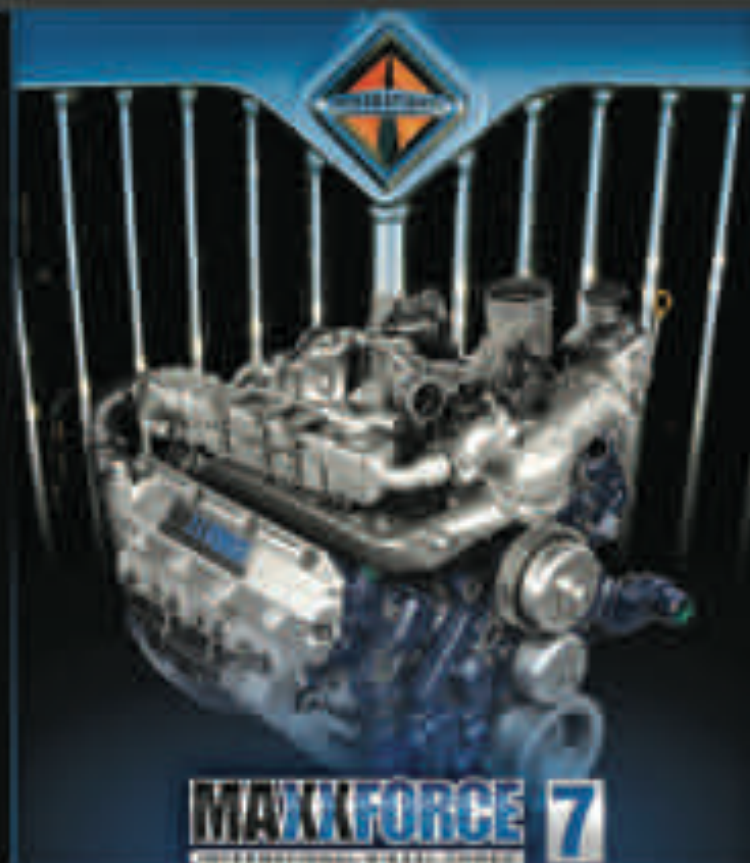
hood tray system were a part of these changes. In addition, a new oil formed wire tie – which is taller and stronger and gives your carrier a smoother finish and more stylish appearance – was added to the 10 Series steel carriers with removable side rails. The rear tailboard section was also redesigned with larger and more accessible safety chain pockets, along with new telescoping style, adjustable stabilizer legs. Anti-shaft L-Arms storage has also been incorporated into the new tailboard design.

Miller Industries is dedicated to continually improving the quality and value of our products. This long list of recent improvements is evidence of our commitment to provide professional towing contractors with the best performing and most dependable products available. Our success truly depends on your business, so make sure to visit your local Miller Industries dealer for your next carrier purchase.



The newly designed shock absorbers, approved by Miller for heavier carriers with removable side rails, provide greater strength and a more dependable unit with no additional weight. Removable side rail options include removable head rail (optional), or fabric. Your nearest dealer is ready to show details.





# REVVING FOR POWER AND PROFIT

If you want new levels of power, performance and reliability in a package that redefines the sound of diesel and offers you real driver comfort, you want to specify International's MaxxForce 7.

**T**owing and delivery trucks demand a number of characteristics in order to be effective both on the job and on a business's bottomline. Designed and built based on customer input, the new MaxxForce 7 engine, the integrated driving force in the International® Durastar, redlines Class 3-7 commercial diesel performance. It delivers power, performance, durability, serviceability and fuel economy, getting the job done time after time, year after year, while keeping operational costs low.

Built on International's new 6.4-liter platform, the MaxxForce 7 offers the following ratings:

- 200-230 hp at 2,000 rpm
- 560-650 ft. lb. of torque at 1,400 rpm
- Unrated cold-starting performance from -20 degrees Fahrenheit with ten seconds

The MaxxForce 7 platform has undergone 80,000-plus hours of engine testing, six million miles of development and validation, resulting in outstanding fuel economy, and a 21 percent reduction in noise levels created by the engine at idle for driver comfort.

At the core of the engine is a high-pressure, high-pressure common-rail fuel system that utilizes Pilot-charged fuel injectors and an advanced air management system. This system delivers exceptional acceleration when towing, climbing a grade or operating in higher altitudes.

By optimizing transmission and driveline, it is possible

for customers to see double-digit improvements in fuel economy. This is where the value of an integrated truck and engine company pays off for the customer. International has the ability to optimize its vehicles to achieve economy and provide these advantages and benefits to you.

When it comes to durability and serviceability, the MaxxForce 7 delivers with design features that keep you in business, not in the shop. Hydraulic roller cam followers provide for a service-free valve train. The MaxxForce 7 never needs valve lash adjustments in cold climates; the MaxxForce 7 has unrated cold starting capability to -20 degrees Fahrenheit within ten seconds. Engine life is extended with useful cooling of critical engine parts. Targeted piston-cooling jets and gallery-cooled pistons help achieve maximum durability and consistent power for the life of the engine. The MaxxForce 7 is designed with a 375,000-mile heartworking B-60 life.

When you visit an Isuzu/Meritor site, a top-mounted life oil filter for ease of service, one-step oil replacement and oil change, as well as a fuel/water separator that is oil-water separator and has the convenience of a water-in-fuel separator indicator. The combination of a Durastar with MaxxForce 7 makes your combination. For more information or to test drive a new Durastar with the MaxxForce 7, contact your local Miller Sales/Service distributor.

24/7



# New Products

## Vulcan 804 New Modular Design

The Vulcan 804 has long been known for performance and value in light-duty towing. The totally redesigned 804 includes all the popular features such as safety and ease of operation, but in a new modular design. The crane section utilizes a boom fabricated from high-yield steel for more strength without adding additional weight. The adjustable-width body sides and tool compartments are available in your choice of carbon steel, stainless

steel or the popular composite. Contact your local Wabco distributor to learn more about the new 804.



## Lightweight Tire Stands

When towing up an underlift, it is sometimes necessary to perform a second jack or to be under the vehicle to attach tie-downs or safety chains. It can be inconvenient, or space may be a problem to store tools, jack stands or tie stands in your tool compartments. Miller Industries now offers an easy solution. The Miller Industries tire stand is designed to mount under the rear bedrail on any Century heavy-duty integrated unit with angled spacers. The lightweight aluminum tire stands, weighing only 16 lbs. each with a load rating of 5,000 lbs. each, are conveniently mounted with easy hook when loading and unloading. Hooking them is a safe, quick and easy solution for your operator. The storage brackets may also be mounted under your tool compartment or on top of the deck on other heavy-duty units. The kit includes two lightweight tire stands and storage brackets and is available from your local Miller distributor.

Safety Note: For your safety, proper tie-downing should always be used before getting under any lifted load.

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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.



CLASS PAYS



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