

24/7 ON CALL

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Tricked Out Tow Truck

page 12

Sharing Memories and More

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Thunder Down Under

page 30

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The year has been filled with many challenges that have in some way affected most of us - from the economy and fuel prices to natural disasters. Through all of this challenging time, one thing that doesn't seem to be affected in this industry is the sense of family that exists among its members.

Having recently attended the Ohio Tow Show, it was great to see a large turnout and the number of children who attended the show and enjoyed the hotel's indoor water park. I am sure many of these children are the future of our industry and are making life-time friends who together will lead us in years to come.

It was also great to hear stories from a number of towers in the hard-hit areas of Texas and the Louisiana Gulf. After the storm, towers reached out to help their brothers and sisters, offering assistance and support to make sure they were all right. Families look after each other in times of need, and we in this industry are a family.

Then there were the recent events in Chattanooga at the International Towing Museum that to me felt more like a family reunion than an industry event. Towers worldwide gathered to renew old acquaintances and swap stories. And how could one not feel the sense of family between towers as Buster Hamm, who owns B & F Towing in Lafayette, Alabama, tied the knot with his new bride in the wrecker compound at Talladega after the race. Buster wanted to share this most important and happy occasion with his fellow towers from the Miller Race Recovery Team and asked them to wear their race uniforms and serve as his best men.

The ties and bonds that exist in this industry are strong and make me proud to be part of it. I would like to wish all of you, my extended family, a safe and happy Holiday Season and Prosperous New Year!

Randy Olson

Randy Olson, Editor, On Call 24/7
Miller Industries Towing Equipment Inc.
8503 Hilltop Drive, Ooltewah, TN 37363
1-800-292-0330 or e-mail: oncall247@millerind.com

ON THE COVER

Tom Luciano, Miller Industries' Director of Training and Northeast District Manager, stands on top of an overturned mixer to explain the recovery technique he is going to demonstrate. This was the seventh rotator seminar that Tom has conducted along with John Hawkins, Miller Industries Vice President of Sales, Heavy-Duty Products. The Windy City of Chicago, Illinois, was the latest site for a class. Many thanks to O'Hare Towing in Chicago, for hosting the rotator class in conjunction with PTROI (Professional Towing and Recovery Operators of Illinois) annual tow show. Seventy operators from nine states attended along with eight Century rotators supplied by Beaupre's, Double T, Senica's, Bert's, Joe's, Lin-Mar and O'Hare.

Miller Industries is a staunch supporter of training and education to help operators maximize the potential of their equipment in a safe, productive manner.



Table of Contents

4 Inside View

Weathering the economic storm.

6 Different Conditions May Require You to "Think Out of the Box"

Demonstrating quick clearance techniques in the U.K.



12 Trick My Truck to the Rescue

Barger Wrecker Service gets tricked into a refurbished carrier.

14 Learn, Remember, Honor, Enjoy

Sharing the industry's most celebrated weekend.

18 Diggin' In

Winching techniques from the side of a rotator.



20 Racing and Auto Safety

Contributions by auto racing to passenger vehicle safety.

21 Safety on the Track and Roadways

Staying safe no matter what car you're recovering.

23 Side-Pull Recovery - Pioneered and Perfected

The power and performance of Miller's SP 850-XP.

30 Thunder Down Under Stops the Show

Australia's first two rotators take the show.

Inside View

WEATHERING THE ECONOMIC STORM

This year our organization dedicated time and resources to assess both our strengths and weaknesses to enhance our overall performance. The process enabled us to develop a strategic plan for both immediate action and long-term initiatives. The strategic plan required us to also assess threats that would impact our performance and define opportunities in the market we serve. This exercise helped us set a realistic mission that we can execute as a team.

Our mission was to develop an organizational consensus regarding goals and action plans for achievement of these goals with a clear understanding of each person's role and responsibilities.

I tell you this not to attempt to impress but rather to influence you to try the same process. I have never been a touchy-feely type of organizational leader. No rope climbing or group exercises, just never saw the point. This exercise was not about that.

All businesses, no matter the size require a realistic mission. We all need to understand our core values and core competencies prior to embarking in new endeavors. We all gain value by defining our strengths, weaknesses, threats and opportunities on paper and developing written action plans to negate those weaknesses and threats while enhancing organizational strengths and acting on opportunities.

Let's face it. The economy has been tough on most of us over the last year. By going through this process, we here at Miller were able to develop plans to institute monetary savings today but also to define steps for future growth in an uncertain environment. I know each of you on an informal basis probably do what I have described quite often. The extra step of formalizing that process with other members of your organization, however, can yield results that could have the same impact on your team as it did ours. We all know the downside of a business cycle is not much fun. A slump, however, can be used as an opportunity. Just use the sense of urgency a downturn brings to improve your strategy. Companies that take charge and compete in a planned manner usually win.

24/7



By Jeff Badgley
President and Co-CEO

24/7 ON CALL™

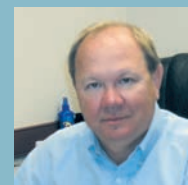


Randy Olson, Editor
rolson@millerind.com

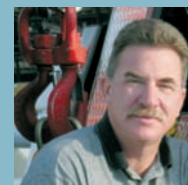
Contributing Editors



Tom Luciano
tluciano@millerind.com
*Different Conditions
May Require You
to Think Out of the Box*
Pages 6 – 8
Photo Credit:
Rob Dragt and Jules Gooch



Randy Olson
rolson@millerind.com
*Trick My Truck
to the Rescue*
Page 12



John Hawkins III
jhawkins@millerind.com
Diggin' In
Pages 18 – 19



Kipp Felice
kfelice@millerind.com
*Side-Pull Recovery –
Pioneered and Perfected*
Pages 23 – 25



Brandon Glass
bglass@millerind.com
*Thunder Down Under
Stops the Show*
Page 30

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Different Conditions May Require You to “Think Out of the Box”

1

By Tom Luciano, District Sales Manager and Training Specialist

Recently John Hawkins and I visited England to set up some demonstrations with our U.K. Division, Boniface Engineering. The demonstrations were geared around quick clearance highway crash events. Lee Roberts of Lexington, Kentucky, and Nick Overton of the Ashford Group of England, assisted during the demonstrations.

The theme was tight, confined work areas, which is what recovery operators face daily in the U.K. One scenario was a straight box truck that ran off the road, up an embankment and overturned in the opposite flow of traffic. The goal was to leave one lane of traffic open while the box truck was being recovered.



2

The 24-foot box truck was three-quarters loaded with old furniture and shelving. The truck had already been in an accident so the front of the cab was heavily damaged. The unit was positioned up an incline with the rear doors facing down the hill and to the roadway. We used a 1075 Rotator owned by CMG (Cowan Group) located off the M1 motorway about 50 miles northeast of London. As with Traffic Incident Management in the United States, our goal was to move the recovery vehicle as little as possible to keep traffic flowing. As you know from my

earlier articles, steps like removing the driveshaft should always be completed before the recovery is started so towing can occur as promptly as possible after the recovery is completed.

We used the rotator boom at a 30-degree angle off the tailgate of the recovery unit, ideal for setting the outriggers in their blocked position. (John Hawkins covered this in his previous article in ONCALL 24/7) The underlift was positioned unfolded and in the down position because when the unit was upright, it would end up on top of the underlift.



The recovery winches were set up so the drag winch line ran up to a snatch block in the second stage D-ring, then routed to a V-strap that was under the box of the casualty. This became our uprighting winch line. The right side winch of the main boom was also routed through a snatch block in the second stage D-ring, allowing the boom to become a spreader bar and eliminate the casualty from spinning when lifted. This is a very useful trick of the trade and serves a great purpose since this keeps the casualty from rolling down the hill into the back of our recovery unit. We positioned a V-bridle that was attached to the end of each frame rail just behind the ICC bumper. The chain was 1/2-inch Grade 8. We positioned it to come over the rear doorframe because it is steel and the strongest part of the rear of the box. Finally, the left main winch was routed to a large screw shackle which supported two endless loop straps that were attached to each of the front wheels then routed on the outside of the cab and in front of the box. Each of these straps was 10 feet long, but longer straps would have worked better.



This was the first of this type of recovery for CMG's owner, Mark Cowan, who operated the controls. We ran the rotator on idle only - no throttle. This is where experience teaches finesse and it is a must in some recoveries. As the drag winch uprighted the unit, only slight tension was applied to the right winch, which stabilized the recovery boom and kept the casualty from rolling. Notice that the rear chain walked up the steel doorframe as the unit came up.



During uprighting, our rear attachment kept the unit stable while our V-bridle on the bottom of the box lifted the lower side and also stabilized the unit from rolling. The V-chain on the rear door area could now be positioned around and placed above the rear doorframe to assist the lifting and rotating of the casualty off the road-side hill.

See Different Conditions on Page 8



6

Now the left winch, which was attached to the front two straps attached to the front wheels, was engaged. It is critical that both of these straps be the exact same length and attached to the same positions on the chassis to attain an even lift and balance the front of the unit. The rear right main winch was also engaged, which allowed the operator to get the feel of balancing the complete load. This balance resulted from the use of bridles on the front and rear of the casualty.

Very often it takes more time than you expect to rig a job but the result of proper hook-ups is a balanced recovery. Now that the unit was upright, it could be lifted off the ground and rotated to the back of the rotator.

7



8

We were now ready to tow the casualty away after it was properly positioned on the underlift. Always remember to secure all loose or hanging parts before you tow.

Hopefully you'll think of this article next time you face a challenging recovery and are required to think out of the box of normal recoveries. Just remember, the goal is to minimize the number of times you reposition your recovery vehicle.

I would like to thank all of our friends and customers for the hospitality while in England and a special thanks to Darrell and Jo Mansfield for their special friendship. We are in a unique profession and I'm blessed to have friends all over the world.

24/7



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Industry News

DON'T LET TAX SAVINGS PASS YOU BY

As we previously reported last issue, significant increases in the amount of tax deduction for new equipment purchases was included in the Economic Stimulus Package Act of 2008. The potential tax savings for the first year of service can be as



high as 34%. The important thing to remember is that the new equipment must be purchased and placed in service before the end of 2008, and time is quickly running out. As with any tax or financial decision, be sure to consult your accountant or tax advisor to determine what works best for you.

BE FAMILIAR WITH THE NEW FEDERAL SAFETY REQUIREMENTS

We are all aware of the dangers that operators face on the roads and the safety precautions we should practice to protect ourselves, including wearing protective garments. Under new federal requirements that take effect November 24, 2008, all emergency responders, including towing and recovery operators, working on or near a federally funded roadway must wear high visibility garments.

The American National Standards Institute (ANSI) defines garments into three classes, depending on their level of protection. With towers working in a wide variety of locations, your best choice for your safety and visibility is the highest rated ANSI 3 garments with a fluorescent background and minimum of 2-inch-wide retro-reflective stripes around the body and over the shoulders.



WALL OF THE FALLEN STATUES RELEASED



Cheryl Mish, Executive Director of the International Towing and Recovery Hall of Fame and Museum, stands in front of the Wall of The Fallen monument and shows Randy Olson, Miller Industries V. P. of Marketing, one of the new limited edition replica statues the museum has commissioned.

The original statue is part of the Wall of the Fallen monument and was sculptured by Cessna Decosimo, a well-known artist who also produced monuments for fallen peace officers. The Miller Family Foundation donated The Wall of the Fallen to the Museum and the industry to help honor and remember towing professionals who have lost their lives in the line of service. The monument was dedicated on September 9, 2006.

The replica statues stand about 7 inches high and are exquisitely cast in resin with the appearance of aged bronze patina and black marble. A self-adhesive brass dedication plaque is also included and can be engraved to personalize the statue. The Wall of the Fallen has become an extremely important symbol to the industry, paying respect to our fallen brothers and sisters as well as increasing public awareness to the dangers towers face every day while performing their duties. If you would like to order one of these limited edition replicas to display in your business or home, they are available at the Museum or can be ordered for \$79.95 plus shipping and handling by calling 423-267-3132.

Each year on the third Saturday of September, a new set of names will be unveiled on the Wall. Every tow operator can do his or her part to push for more "Move Over Laws" and follow safe practices to help lower the number of names eligible to be added.

For more information about this tribute to the industry, or to learn how to submit a name, visit www.wallofthefallen.com.

MILLER INDUSTRIES SUPPORTS THE INDUSTRY

The Professional Wrecker Operators of Florida (PWOFF) recently took delivery of their 2009 raffle truck that will be given away at the 2009 Florida Tow Show™, being held April 2 – 5, 2009, at the Coronado Springs Resort at Walt Disney World. The truck is a Model 258 Hino equipped with a Century 21-foot, 10 Series carrier. The unit was made available courtesy of Hino Truck, Miller Industries and TruckMax of Miami, Florida. All proceeds from the raffle benefit PWOFF's legislative and educational programs. The truck will tour several different tow shows throughout the country and is available for test drives at many of PWOFF's chapter meetings prior to the show in April. For more information, visit www.floridatowshow.com.



MILLER INDUSTRIES RECOGNIZED AS PACESETTER



Miller Industries was honored with the prestigious AAA Pacesetter Award at the June AAA/CAA Automotive Conference. Marshall L. Doney, Vice President of AAA Automotive, stated, "AAA is pleased to provide this award to Miller Industries for their strong brand, the value they provide to AAA/CAA, and their commitment to the industry." Pictured from left: Mark Brown, Executive Vice President, AAA Association & Club Services; Clay Traylor, Vice President of Sales, Miller Industries; Randy Olson, Vice President of Marketing, Miller Industries; Dawn Dobosh, AAA Preferred Supplier Programs Manager; and Marshall Doney, Vice President, AAA Automotive.

GODFATHER CARDINALE HONORED



Steve Cardinale earned the nickname "The Godfather of Towing" for his years of hard work and devotion to The California Tow Truck Association's education program and his willingness to assist other associations in establishing their own programs. When Steve announced his retirement, CTTA members thought it only fitting to commission a bronze bust of Steve to honor the legacy he leaves behind. A reception was held September 18 at the Museum to honor Steve and unveil the bust. Friends and guests, along with a large delegation of CTTA members, had an opportunity to swap stories and fond memories with a very gracious Steve during the event. The bust will be displayed at The International Towing Museum in Chattanooga, Tennessee.

Miller Industries would like to thank Steve for his friendship and guidance to the industry over his long career and wish him a well-deserved retirement.

24/7

TRICK MY TRUCK TO THE RESCUE

By Randy Olson, Editor ON CALL 24/7

Like so many other towers, Rick Julian has a love for the automotive industry and a big heart, and enjoys helping people in distress. Rick grew up in a family business that spanned many generations and included a service station with towing. A few years back, the service station closed and Rick purchased the family towing business located in the small town of Scottsburg, Indiana, which sits a short distance north of the Indiana/Kentucky state line. In addition to operating the towing business, Rick volunteers with the local police and fire departments and spends time with his son Clinton, daughter Hollie and wife Shannon.

Rick Julian Inc., dba Barger Wrecker Service, operates six wreckers and carriers and tows for several road clubs, law enforcement and commercial accounts - some that date back over fifty years when Rick's grandfather ran the business. Barger's trucks, which include a variety of Miller products, have seen some hard use over the years and although they may look well used, Rick claims he could always depend on his Century and Vulcan units to get the job done. Shannon, knowing her husband's passion for the industry, thought he would be a great candidate for the popular C.M.T. TV Show "Trick My Truck." So unbeknownst to him, she submitted his name and story.

The show's producers thought it was a perfect fit for the program and the wheels started turning. The production crew showed up one day while Rick was out towing and told him they were there to pick up his 1999 Freightliner FL 60 equipped with a Century 21-foot carrier. The unit was taken to Joplin, Missouri, where the transformation began. The truck was named Code Red on the episode and, considering Rick's volunteer rescue work and passion for assisting stranded motorists, was designed similar to a rescue helicopter.

The truck was dismantled and given a new custom paint job of red with white and silver stripes like an ambulance. A new Century 21-foot carrier deck was installed and painted to resemble a rooftop hospital landing pad in the center. The Freightliner doors were modified with a tilt Lambo Hinge System similar to a helicopter. Other additions included four strobe light bars mounted on the roof for the appearance of helicopter blades along with a remote spotlight and four cameras mounted front, back and side so the operator could view all around the truck on one of the two monitors mounted inside the cab. The interior was completely replaced and patterned after a chopper.

If you are ever traveling up I-65 in Indiana, the truck is worth seeing. Just get off on exit 29. Or check out C.M.T.'s TV listings for the Code Red episode of "Trick My Truck." I had the opportunity to see the truck myself and meet several of the drivers along with Rick's family, who is extremely proud of Rick and his truck. Unfortunately, the evening I was visiting, Rick was two states away on a long distance tow. It is nice to see people in our industry recognized and portrayed on TV in a positive light for a change. My hat is off to Rick for his dedication, and to Varuna Productions and C.M.T. for producing and airing the program.

24/7



Wife Shannon Julian contacted "Trick My Truck", and Rick ended up with a beautifully refurbished carrier.



Get Ready Baltimore

Miller Industries is once again ready to "Rock Baltimore" for the final show of the season, The American Towman Exposition, on Nov. 21-23. Miller's training director Tom Luciano will begin Friday evening with one of his popular recovery technique classes before moving to the show floor Saturday and Sunday with John Hawkins and other Miller product specialists for virtual demonstrations. Friday evening, Miller Industries will take over the Hard Rock Cafe for the year's biggest networking event, "Miller Rocks."

Don't miss the excitement as Miller Industries, the industry leader, rolls out the latest and greatest in new technology - its new L.C.G. carrier - along with a wide assortment of other Miller units including the popular Century 1075S 75-ton rotator and the new 1140 40-ton model. **24/7**

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Learn, Remember, Honor, Enjoy

It seems the beautiful fall weather was specially ordered for the weekend of September 18 – 21 in the mountains of Chattanooga, Tennessee. Towers from around the world shared in a variety of events and activities for what the State of Tennessee has officially designated "Towing and Recovery Week" to honor the dedicated men and women in the industry who serve the state's motoring public.

Besides the fellowship with other towers, there was an opportunity to LEARN for those who attended the popular Miller Industries Rotator Seminar or visited the factory for a plant tour; to REMEMBER as 61

new names of our fallen brothers and sisters were added to The Wall of The Fallen; to HONOR as eight more outstanding men and women were inducted into the Hall of Fame for their accomplishments and service to the industry; and to ENJOY as the week concluded with the Second Annual Miller Industries Motorcycle Run departing from the Towing Museum for a leisurely 3-hour ride through the Tennessee countryside. But don't worry if you missed it. Just mark your calendar for the weekend of Sept. 18-20, 2009, when we do it all over again in beautiful Chattanooga, Tennessee, birthplace of the U.S. Towing and Recovery Industry.



Miller Industries held its eighth Rotator Seminar at the Museum under the tutelage of Tom Luciano and John Hawkins prior to the start of the weekend. Over 100 towers from 18 states and Canada learned about the construction, service and operation of the number one selling rotators in the industry.

Miller Industries Chief Engineer for Heavy-Duty Wreckers Mark Dyer explains the welding procedure taking place in a new robotic welding cell in the recently renovated plant. Groups toured the Miller facilities throughout the day on Friday. But don't wait until next year to see our latest and greatest. If you are in the area, you are always welcome to stop by for a tour.



The Museum's recently completed Learning Center provided excellent facilities for the classroom portion of the Rotator Seminar. The room is available to the industry for training or special events. Contact Museum Director Cheryl Mish at internationaltowingmuseum@comcast.net for information.

Many different scenarios were demonstrated during the Rotator Seminar, including a loaded tanker, an overturned tractor and trailer on an automobile, an overturned straight truck on a ramp, a side-pull of a loaded tractor-trailer and a mixer drum filled with concrete. Miller Industries believes that it is not only important to build the finest towing and recovery equipment, but also to offer seminars and demonstrations so operators can maximize performance of our equipment. We would like to thank the eight operators who supplied their Century rotators and provided casualties. You made our Rotator Seminar a success.



Friends and family members released a white balloon as each of the 61 names of towers who lost their lives in the line of service was read.



The plaques on the Wall serve as a permanent reminder for future generations of the tow operators who lost their lives serving the motoring public. The Memorial serves as a reminder of the perils that towers face daily while performing their duties.



A crowd of close to 500 attended this year's unveiling. Many gathered after the ceremony to view, photograph, and touch the bronze nameplates of colleagues and loved ones.



Miller Industries was proud to once again have a member of our team, Bill Miller, honored for his unselfish support of the community and towing industry. Each year, the International Towing and Recovery Museum holds a ceremony to induct new members into the Hall Of Fame for their contributions to industry, family and community. We congratulate the entire Class of 2008: George Connolly, Richard Daley, William Miller, Clarissa Powell, J. Rodney Poynter, James Salentine, Stephen Shinnick and Thomas Tedford for their hard work and dedication. Nominations are now being accepted for the Class of 2009. Contact Museum Director Cheryl Mish at 423-267-3132 for more information.



The Second Annual Miller Industries Bike Ride began on a beautiful Sunday morning following the weekend festivities at the International Towing Museum. Two Hamilton County Sheriff cars along with three Sheriff motorcycles led the group on a 90-mile run up Lookout Mountain and through the beautiful Tennessee countryside.



The ride concluded at the Miller Industries factory in Ooltewah, where everyone had a chance to visit and swap stories about the experience. Over 50 bikes participated with riders showing up from as far away as Illinois and Louisiana, and from throughout the Southeast. A great time was had by all.

24/7

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The SP 8000 provides you a multitude of recovery options that you can perform from either side of your carrier with minimal lane blockage.



The newly designed tailboard includes easier access safety chain pockets, anti-theft L-arm storage tubes, shock-mounted LED Federal Standard 108 lighting and a high dump sub-frame for easier unloading.



Diggin' In

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

Last issue, we started our discussion about the outriggers on rotators. We referenced cribbing and how important it is to:

1. Have the correct type and size of hardwood.
2. Know how to use it properly to maximize the rotator's performance while swinging heavy loads.

There were a lot of good comments and feedback from that article and I thank all of you for your input. I'm going to focus on one of the comments:

"If Mr. Hawkins suggests this is the proper way to crib a unit, then why during the show demonstrations on pages 14, 15 and 19, is he not doing that?"

Great point. If you are going to teach and educate, you had better lead by example, and in this case I failed. But I also mentioned in the article that this procedure maximizes the performance of the unit during extreme lifts while rotating. If you are lifting a heavy load or do not know what the surface content is below the rotator, you had better not take a chance. Crib to gain as much surface area as possible. For example, if you are inside a building and the owners can't tell you there is 8 inches of concrete floor

with reinforced re-bar, I suggest taking all precautions.

But let's continue with Part Two of this article, and that is winching from the side with a rotator. Several years ago, we began to see an increased demand by towers to use their rotators in side-pull recoveries. We went to work increasing stability and performance in our units specifically for these situations. After seven schools, our attempts in a severe side-pull application have always been met with success. Those of you who have attended these classes can verify that the truck must "dig in" and you need to know how to distribute the effort evenly.

But what specifically did Miller Industries do to improve these types of pulls? The front top beam outriggers needed to have the extend cylinder protected. By using the side-pull D-ring, supporting the lower pad, then pulling from the lower pad, you neutralize the leg and lower the pull.

We also developed a very simple spade attachment that gave immediate resistance to the pull. The new H-beam system designed these needs directly into the extensions. Here we pin the extensions to take the load off the cylinder and again design an attachment to fit on the end to give immediate resistance.

The rear legs have a spade attachment that can be used to the rear or side. This attachment is designed to shovel itself into the ground. This can be done either by the pull and the unit being dragged or by hydraulically extending the leg. If you use the hydraulics to extend the legs, limit the amount of stroke used and never take the leg to full extension (i.e. Limit the extension and maximize the overlap reducing the opportunity for twisting). It is also very important to leave as much weight as possible on the tires. This will provide additional resistance on the side-pull.

Now with the vehicle set, it is up to you to determine which line to use. Both Tom and I like to use the belly drag winch line. This gives a nice low pull and lowers the center of gravity. However there are situations that require lift. For those applications, use the boom and the upper winches. Understand that when using the boom, it increases the leverage and reduces your stability during side-pulls.

When using a rotator for a side-pull, learn how to make the unit dig in to maximize its performance. Carry the right attachments and study the pull to create a shorter lever and thus a lower center of gravity. Remember, let the unit tell you what's going on, and act accordingly and professionally.

To achieve your maximum capabilities with your rotator in most side-pull situations, use your drag winch rather than your boom winches to keep a lower center of gravity and increase stability. By using a snatch block at the casualty, bring your winch line back to your rotator and make your connection at the front outrigger to help distribute the pull.

When rigging a front top beam outrigger for a side-pull, use a chain through the side D-ring down through the slots in the back edge of the outrigger pad to help protect the outrigger extend cylinder during the pull. A second chain is run through the slots and out to connect with the hook on your recovery line. This helps neutralize the pull on the outrigger. Place several hardwood blocks between the chain and pad to protect the chain from sharp edges. An optional spade attachment slides into the slots on the front of the pad for more bite.



On the front under-slung H-beam outriggers, the stages are designed to be manually pinned to protect the cylinder during a pull. A screw pin shackle can be attached on the outrigger lug for your winch line connection and an optional spade attachment pins to the bottom pad for more grip.

A rear spade attachment pins to the side of your rear outrigger for increased grip on a variety of surfaces. You can get the spade to dig in by beginning to winch or by hydraulically extending your horizontal extension. Always maintain some overlap between stages for more strength along with maintaining weight on your tires for more holding power.



The rear spade attachment can also be used on the backside of your spades during rear pulls in place of the flat pad. A D-ring can be attached for your winch line connection to help neutralize the force on the spades during heavy pulls. Keep your rear spades horizontally retracted to prevent the possibility of twisting. In each of these cases, remember that spade attachments may cause damage to road surfaces and you could be held responsible.



24/7

A NEW MEANING TO MILLER INDUSTRIES LIGHT-DUTY

First Gear, a leading manufacturer of die-cast collectibles, is introducing the latest in their series of die cast replicas of Miller Industries Race Recovery carriers.

These outstanding 1:34 scale replicas are crafted from over 150 parts and feature the authentic decals and logos that appear on the actual Miller Race Recovery units as seen at major race events throughout the 2008 race season.

The International 4300 features a Century 10 series carrier with a sliding and tilting deck.



The carriers can be purchased at many Miller Distributors, by calling First Gear at 1-888-771-5576 or visiting their Web site at www.firstgearonline.com.



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Racing and Auto Safety

CONTRIBUTIONS BY AUTO RACING TO PASSENGER VEHICLE SAFETY

In 1903, AAA sponsored road races, rallies and long-distance runs to showcase the safety and reliability of the cars of that era. Many of those innovations made their way into the passenger vehicles available to the public. Subsequent technological breakthroughs continue to affect the vehicles we drive today, and those we will drive in the future.

Though auto racing is inherently dangerous, there are many advances in safety that have saved lives, both on the track and in the vehicles we drive every day.

Rearview Mirrors - In 1911, Ray Harroun was able to drive in the Indianapolis 500 using a rearview mirror, rather than depending on the mechanic to tell him when cars were about to pass.

Tires - Road and track racers pioneered rubber compounds and radial technology improvements, contributing to better traction and control for current model cars and trucks. Formula One® designers, racing under all weather conditions, developed tires specific to rainy conditions. Run-flat tires have been used by NASCAR® and similar racecars for more than thirty years.

Traction and Stability Control - Developed in Formula One racing, these

control the position of the vehicle and the traction of the drive wheels. If a vehicle begins to experience understeer or oversteer, power can be added or released to help the driver bring the vehicle back under control. These systems are now available on cars and trucks worldwide.

Hydraulic Brakes - Invented in 1918 by Malcolm Loughead, the hydraulic brake system was more effective and more reliable than the mechanical systems they replaced. First used in the 1918 Duesenberg, these brakes enabled drivers to drive faster because they could stop more quickly with less effort. By the end of the 1920s, similar brake systems were standard equipment on most higher-priced cars.

Vehicle Seats and Air Bags - Though front air bags have been available for 30 years, side air bags just recently have become available on many vehicles. Side crashes, measured by onboard computers during auto races, determined that occupants in crashes of this type incurred impact to the shoulder area. This data provides input into side body airbag and seat design to limit injuries in this type of crash, a technology that translates directly into protecting occupants of passenger vehicles.

Safety Belts - Required for cars in 1965 and light trucks in 1972, safety belts were derived directly from auto racing experience. First required at the Daytona 500 in the late 1940s, the technology has progressed from simple lap belts used then to sophisticated five-point harness and head restraint systems in use in motorsports today. The three-point lap and shoulder restraints available in today's cars and trucks are a direct descendant of earlier racing restraint systems. Three-point harnesses, first offered by Volvo in 1959, are responsible for saving over 150,000 lives since.

Crumple Zones - Around the body of a vehicle are points specifically weakened, by design, to absorb the forces of a crash before vehicle occupants receive the impact. Materials used and the locations of these zones are a result of experience gained in racing.

As the motorsports industry continues to move toward a safer environment for participants and spectators, the motoring public will continue to benefit from advancements in vehicle and driver safety systems. **24/7**

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Safety on the Track and Roadways

Just as many safety improvements have developed over the years on racecars that we find today on passenger vehicles and trucks, there are also many similarities in safety equipment and practices used in roadside and racing recovery situations. At major race events, recovery operators are required to wear helmets for head protection and high-visibility uniforms that incorporate reflective stripes for night races, just as operators are now required to do on the highways. Operators on race tracks also wear radio headsets for quick, clear communications between safety crews. Many towers have found this type of communication equipment extremely useful in working recoveries along noisy roadways or when visibility makes the use of hand signals difficult.

During open wheel racing events, when the safety crews arrive on a scene, several members of the team form a safety zone behind the casualty and funnel traffic away from the incident. This creates a protected area for the recovery operators, ambulance and clean-up crews to operate and helps prevent secondary accidents that occur on racetracks. This same concept can be applied to roadway accidents and incidents where protecting the lives of your drivers is imperative.

If you watch any of the night races around the country where the Miller Race Recovery Team operates, you will notice the reflective stripes on the units to increase visibility, along with the latest in Whelen LED light bar technology to make sure the units are highly visible. All of this, along with annual safety training classes and safety meetings prior to the each day's race events, keep the race recovery operators tuned in to safety at all times. Many towing companies take similar steps on a weekly or monthly basis to review procedures and best industry practices to help insure the safety of their operators.



High-visibility garments, gloves, head protection and good communication between the operators on the scene can be critical for a fast, safe and successful recovery on the racetrack as well as for your operators on the roadways.



Reflective stripes and/or lettering can greatly enhance your vehicle's visibility and create a safer environment when working in low lighting. That's why most emergency vehicles such as police cars, ambulances and fire trucks incorporate them into their uniforms and/or vehicles.

No matter if you are on a racetrack or roadway, you should follow the same guidelines for your own safety and protection.

- 1) Attend training programs and company safety meetings.
- 2) Use personal protection equipment that includes high-visibility vests, shirts or jackets, helmets, gloves, eye protection and sturdy footwear with slip resistant soles.
- 3) Inspect your equipment and vehicle for proper operation and condition at the beginning of each shift.
- 4) When working with other operators, communicate clearly and concisely verbally or through the use of recognized hand signals.
- 5) Make sure your work zone is secure through the use of cones, flares, safety triangles and/or law or traffic officers.

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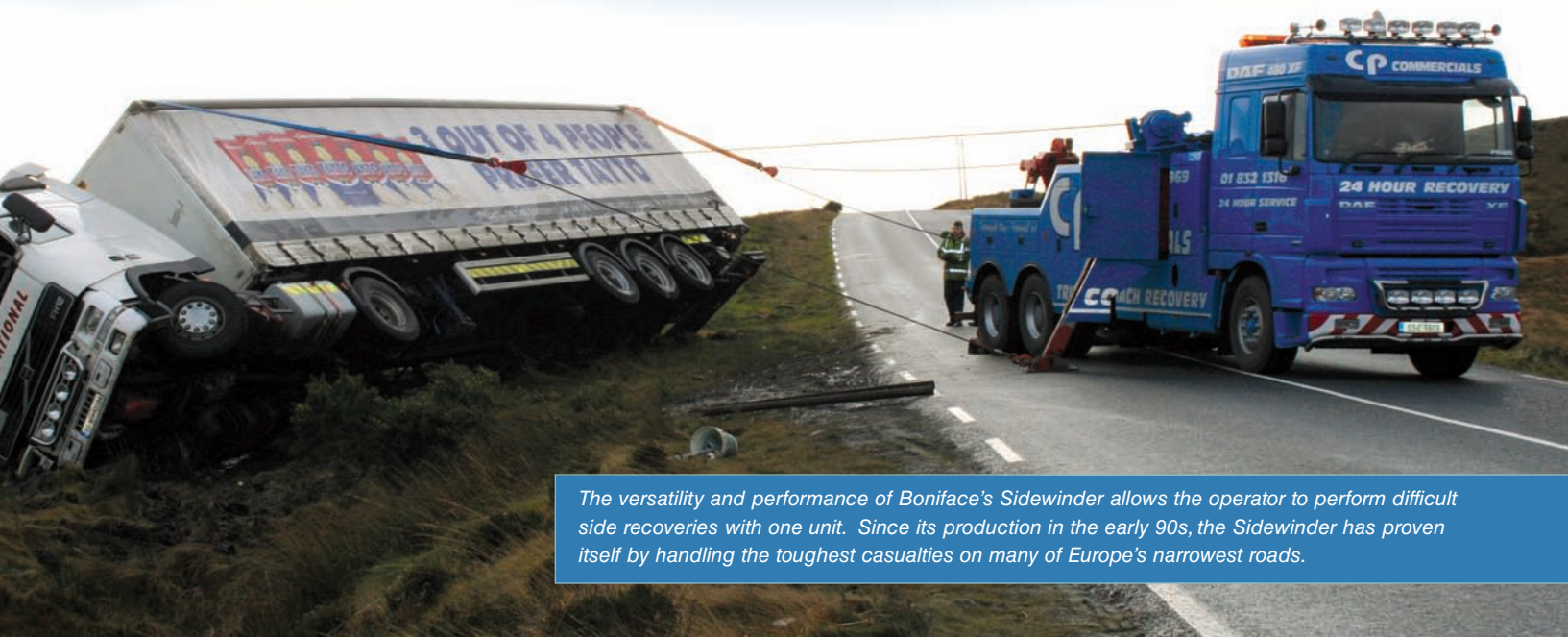
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The versatility and performance of Boniface's Sidewinder allows the operator to perform difficult side recoveries with one unit. Since its production in the early 90s, the Sidewinder has proven itself by handling the toughest casualties on many of Europe's narrowest roads.

Side-Pull Recovery – Pioneered and Perfected

By Kipp Felice,
Assistant Editor ONCALL 24/7

There has been a lot of “buzz” in the industry over the past year with the pressure on towers for quick clearance and minimal lane blockage when performing recoveries. Several products have hit the market with manufacturers talking about some sort of new technology, but side-pulling capabilities are nothing new or revolutionary. Miller Industries’ leading brands have pioneered, produced and perfected these products for years.

In 1916, Ernest Holmes’ first split boom wrecker was equipped with side outrigger legs and the ability to split the booms and winch off the side for single lane recoveries. In the late 80s, as the mechanical wreckers began to fade in popularity, Boniface Engineering, Miller Industries’ manufacturing facility in the U.K., under the direction of a sharp, innovative engineer named Michael Boniface, began pioneering a hydraulic outrigger leg that was designed for the new breed of hydraulic wreckers that allowed for aggressive side-pull recoveries. In the

mid 90s, the Boniface Sidewinder was Americanized and introduced in North America on the popular Century 5030. Since its introduction over a decade ago, the SP 850 has evolved into the present SP 850-XP to better meet the needs of towing professionals.

The SP 850-XP, with its powerful dual 35,000-lb. hydraulic planetary winches and pivoting legs, is available on the Century 7035, 9055, Vulcan V-70 and V-100. Just talk to one of the over 100 operators who own an SP 850 or SP 850-XP and you’ll be convinced of the unit’s capabilities to perform difficult side-pull recoveries and the importance of the ability to pivot the leg to the proper stance for maximum performance. Besides the SP 850-XP products, Miller’s engineers have done extensive research, testing and development to provide side-pull winching capabilities into the industry’s leading heavy-duty rotators - Century and Challenger. Many of these tough pulls have been demonstrated across the country during rotator training seminars, winching extremely heavy machinery such as bulldozers. But Miller

Industries doesn’t stop with just heavy-duty equipment. We know many of you desire these capabilities in your light- and medium-duty units so we also offer the SP SidePuller in three different sizes: an 8,000-, 12,000- and 20,000-lb. model. All three offer a removable outer pivoting boom head that allows you to winch off either side of the unit along with a center pivoting boom head. This unique design allows you the ability to winch from a wide radius of angles off your SidePuller - unlike other brands that restrict you to a more direct line pull to the side of the unit. This user-friendly design eliminates the fear of bending a swinging boom if it isn’t locked in the proper position during a recovery.

The SP 8000 is the most popular in the SP family and can be installed on a light-duty tow truck, but is most popular on carriers, creating a new dimension of recovery capabilities with the ability to handle a wide range of both towing and recovery with a single carrier. The SP 12,000 is an ideal match on medium size

See Side-Puller on Page 24

carriers in the 15,000-lb. deck capacity along with the popular Century, Vulcan and Chevron 16-ton medium-duty towing and recovery units.

Rounding out the heavy-duty side of the SP models is a 20,000-lb. unit, the SP 20,000. This unit is ideally suited for use on industrial carriers or is a perfect match for the complete line of Century or Vulcan integrated units ranging from 20 to 50 tons.

The SP 20,000 is equipped with a single 20,000-lb. planetary winch offering the versatility of side-pull recoveries in a lighter weight, compact and more economical fixed leg design.

The family of SP SidePullers was engineered and developed by Chuck Ceccarelli, whose vision through his own experience was to be able to handle tough recoveries down the steep embankments on Idaho's narrow mountain roads. The SP line has been successfully produced for

more than five years with over 600 units in the field. Many first-time buyers purchase multiple units due to the success they have experienced using them.

Miller products are designed, tested and field-proven with the strength and integrity to handle your toughest recoveries without unnecessary weight or bulk that reduces your payload. For more information from the industry experts in side-pulling technology, visit your local Miller Industries distributor.

Mike Rutherford, manager for Country Repair in Nampa, Idaho, knows how to handle tough recoveries. As a Level 6/7 Certified WreckMaster and winner of the Donnie Cruse Recovery Award, Mike says with the proper training and right equipment, he isn't afraid to tackle any job. That equipment includes five side-pullers in their fleet, three SP 8000s on carriers, one SP 8000 with a Chevron Renegade (pictured) and an SP 20,000 mounted with a Century 7035. Mike's favorite saying is, "You would never believe what I just did with my side-puller," and claims he never wants another truck without one.

The SP 20,000 provides true versatility and performance for tough recoveries with minimal lane blockage or on narrow roads. The fixed leg design is compact and only requires an additional 22 – 27 inches of CA, making it ideal for your new Century or Vulcan heavy-duty unit or as an easy add-on to an existing unit by removing a 24-inch tunnel box.



With the ability to handle a wide range of both your towing and recovery needs, the SP 8000 is the number one carrier-mounted choice in the industry and is field tested and proven with over 600 units working today. The SP 8000 adds a whole new dimension with the ability to winch directly off either side of the carrier or angled back directly off the center sheave assembly.



To handle the most difficult side recoveries, the SP 850-XP is the tow operator's top choice. Features include dual 35,000-lb. planetary winches and the ability to hydraulically pivot the leg to position with your pull, making it unmatched in side-recovery capabilities.



For medium-duty carriers or to add side-recovery capabilities to the popular 16-ton medium-duty integrated towing and recovery vehicles, the SP 12,000 has the strength and ability to get the job done.

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HELPING HOLD 'EM

We have always said that many great ideas come from the people who use our equipment. In a past issue of ON CALL 24/7, we discussed how a piece of retread cap under your spades can help protect road surfaces and provide better footing on hard surfaces such as concrete. At a recent training session Miller Industries sponsored, conducted by the Minnesota Professional Towing Association, Jay Thompson of Lake City Towing in Duluth, Minnesota, passed along a tip. Instead of using a tire recap that has steel belts that can cut your hand, Jay found some old rubber track at his local Cat dealer. The track, which was off a Cat ASV skid loader, was in the scrap pile and they were more than happy to give it to Jay. The track is easy to cut with a cut off saw and very durable. Jay cut the three center rows of knobs off the track leaving one row on each side that fits between the spades on his Century 9055 SP850 to keep it in place. He also found it works perfectly on his Vulcan V-70.

We welcome any tips or suggestions you would like to share. Just give me a call at 800-292-0330 or send me an e-mail at rolson@millerind.com.



Jay Thompson of Lake City Towing shares a tip for holding his Century 9055 SP850. Jay said the unit is kept busy handling recoveries north of Duluth on the highway along scenic Lake Superior, and easily does the work of two trucks earning it the nickname "NORTH SHORE KING."



The rubber track provides added friction under the spades for increased holding power on hard packed surfaces as well as helping protect the road surface.



The rubber track is very durable, easy to handle and, leaving the two outside rows of knobs, easily stays in place under the spades.



On their Vulcan V-70, a short piece of 2 X 4 fits perfectly between the track knobs and under the notch in the spades, providing firm footing during difficult recoveries.



COMMITTED IN INK

Ole Anders Stensrud started his career at a young age working weekends and evenings after school for a local towing company in Gjøvik, Norway. Ole Anders loved the variety of challenges and at 18 years old, became the youngest licensed heavy-duty operator in Norway, driving a Scania equipped with a Vulcan V-70. Now with over seven years under his belt as a recovery operator holding a special license and training that is required in Norway, Ole Anders operates a Volvo with a Vulcan V-100 for Gjøvik Bilberging, one of Norway's largest companies with over 27 recovery trucks, all Vulcan units.

This past spring, Ole Anders attended the Florida Tow Show in Orlando along with several other Norwegian towers and their local Vulcan distributor, Saferec. Ole Anders enjoyed the demonstrations and all of the new equipment and meeting many Miller Industries personnel. Pictured is Ole Anders (left) sharing stories of tough recoveries his V-100 has performed and showing off his new Vulcan tattoo to Vulcan Heavy-duty Specialist Brent Mournahan. That's how much he loves his Vulcan unit. **24/7**

New Products

NEW HEAVY-DUTY UNDERLIFT FOR CHEVRON INDUSTRIAL CARRIERS

Chevron announced a new heavy-duty underlift option to their Series 40 industrial carriers. The optional underlift operates in conjunction with the hydraulic stabilizer, providing extreme versatility for either carrier loading or vehicle towing. The underlift extends 75 inches with a lift rating of 10,000 lbs. and tow rating of 30,000 lbs. using the optional lift forks. The underlift is designed to handle a wide range of accessories, including standard and elevated fork holders, 3-inch or 4-inch lifting forks, 4,000-lb. L-arm kit, and a pintle hitch attachment which allows you to tow autos, trucks or trailers behind your carrier.

Contact your local Chevron distributor to learn how the 40 Series carrier with a 40,000-lb. deck capacity and heavy-duty underlift would be the perfect match for your toughest loads.

CENTURY THREE-CAR CARRIER – BUILT TO INCREASE YOUR PROFITS

With the increase in fuel prices, towers are looking for ways to maximize the number of vehicles per loaded miles. This is especially true when relocating new and used vehicles for dealers, insurance companies and salvage pools. While four-car carriers are popular for some operators, many find them cumbersome to maneuver in tight places in addition to being heavier and more expensive to purchase and operate. Century recently introduced a new three-car hauler that solves these issues, making it ideal for most operators. The Century three-car carrier is available with a 21- or 22-foot, 10-series deck that is much lighter than the 15 or 20 series decks generally used.

Paul Stevenson, National Sub Haul Coordinator for Copart Auto Auction, one of the largest salvage auctions in the country, said many of their contractors have found three-car carriers to be the perfect fit. Stevenson said that since most of their pickups are scheduled and predictable, it is easy to group them by area. Since there is a single drop destination, three-car carriers are ideal.



"Two men working two three-car carriers provide the same transport ability as three men with three two-car haulers, drastically reducing the operating cost per hauled vehicle mile," Stevenson said.

Stevenson said they [Copart contractors] also find the three-car haulers useful for other commercial towing and road club work that can be easily coordinated along with the salvage pickups. The maneuverability of the shorter wheelbase allows drivers to position for easy loading/unloading. The Century three-car carrier is designed for a 29,000-lb. GVW chassis and is available in aluminum or steel. Aluminum is the preferred choice due to the weight differential that equates into even more payload opportunity.

Visit your local Century distributor to learn how a three-car carrier can add to your bottom line.

REACH NEW LOWS WITH A MILLER INDUSTRIES L.C.G.

Many towers have found having a diversified customer base is key to the success of their business. One of the most versatile units in their fleet to handle this wide range of customers is a carrier. In addition to normal transport work, a carrier can haul a wide variety of equipment and machinery. Height has been one of the biggest restrictions in hauling many loads, with equipment such as fork lifts, loaders and backhoes sitting too high on a standard carrier thus requiring transport on a sliding axle or drop deck trailer.

Miller Industries' engineers and Dave Jaeger, owner of American Enterprises, a longtime Miller distributor, have been seeking a solution for this height concern. Dave is well known for his ingenuity in the customization of many Miller bodies, and developed a concept to lower the deck height.

Miller Industries carrier facilities began building several prototypes under the direction of Director of Carrier Engineering, Ron Nespor, and a revolutionary new industrial carrier was born that addressed several areas of concern for towers. The new Miller L.C.G. (Low Center of Gravity) carrier with patent-applied for design, uses dual slide cylinders that are mounted outboard of the frame rails. This allowed for a redesign of the carrier sub-frame and reduced the overall deck height 7 to 9 inches, depending on the particular model. In addition to better clearance for taller loads, the lower deck provides increased stability with the lower center of gravity when hauling heavy concentrated loads, and a lower load angle that prevents many pieces of equipment from dragging or hanging up during the loading or unloading process.

The new L.C.G. is available in deck lengths from 24 to 30 feet with a deck capacity of 20,000 or 30,000 lbs. The L.C.G. is built to be mounted on a chassis equipped with super single tires on a single axle with a pusher, tandem or tri-axle configuration for optimal payload capacity. Your L.C.G. can also be ordered with a stationary or hydraulic dock stabilizer for even more versatility. A hydraulic wheel-lift/dock stabilizer combination with a tow capacity of up to 20,000 lbs. on the 30 series is available.

The beauty for most towers in this type of transport work is the ability to plan loads, which are usually not as time sensitive as most other towing and recovery work, making it ideal to schedule around other jobs. The L.C.G. is also ideal for transporting equipment such as loaders to an accident scene as well as moving away cargo or wreckage. Miller Industries has a long list of options to design the L.C.G. around your particular needs. Contact Miller Industries to find out why your next heavy-duty carrier should be an L.C.G. **24/7**



The low-mount design provides a low angle for easy loading and unloading of equipment.



The Low Center of Gravity Carrier reduces the overall deck height of the carrier, providing better stability when hauling heavy loads as well as additional clearance for many taller loads.



The unique patent-pending design utilizes twin slide cylinders that are mounted to a heavy-duty subframe mounted outboard of the chassis frame to achieve the low deck height.



Thunder Down Under Stops the Show

Brandon Glass, Export Sales Manager

White truck after white truck, that is pretty much all that you will see when you go to a commercial truck show these days. This was the case once again as one strolled through the aisles at the National Truck and Commercial Vehicle Expo held at Sydney's Olympic Park during the first weekend in August. That is until you reached the Truckworks booth. Miller Industries Australia and New Zealand distributor Lyndon Reynolds take great pride and go to extreme lengths to stand out above the competition, and that was very evident once you stepped foot into his booth. The bright colors and massive equipment acted as a magnet for all in attendance. People wanted to get up close and take as many photos as they could to see the attention to detail that

went into these extraordinary tow trucks.

The three main attractions were a Century 9055 three-stage boom mounted on a Kenworth 904, a Ford F-650 super cab outfitted with a Century aluminum car carrier, and a Century 1075S2 mounted on a Peterbilt 388. Both the Ford and the Peterbilt were installed in the United States, shipped across the world, converted to right-hand drive, and painted to meet Lyndon's high quality standard. The buzz around the booth also caught the attention of the Sydney media outlets. The *Herald Sun* and the *Sydney Evening News* both featured these eye-catching tow trucks that Miller Industries and Truckworks brought to the show, bringing a positive image of the towing industry to the general public Down Under.

But Truckworks' Century units weren't the only units catching the media's attention. *Power Torque* magazine, one of

Australia's leading truck publications, printed an article on Wheeldon's Towing located in the Gold Coast. The article focused on owner Bob Wheeldon's latest and most prized possession - a brand new Century 1075S that had been mounted on a Peterbilt 388 from the United States purchased through Truckworks. This unit is actually the first 75-ton rotator in Australia and was delivered to him in late 2007. Bob's plan for his new baby? To work it at all the Gold Coast docks for the retrieval and storage of yachts, which in the past required him to rent a crane at a cost of \$10,000 a month. Any free time for the rotator will be put to use handling local commercial work.

No matter where you are in the world today, you can count on finding a proud owner with his Miller towing and recovery equipment stealing the show. **24/7**



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