

24/7 ON CALL™

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Life in the *Fast Lane* page 10

New Towing and Recovery Tools page 18

Greetings From Around the World page 24



ON CALL 24/7
8503 HILLTOP DR
OOLTOWAH TN 37363



The Renegade



The Rebel



The Outlaw



The 512 LMD



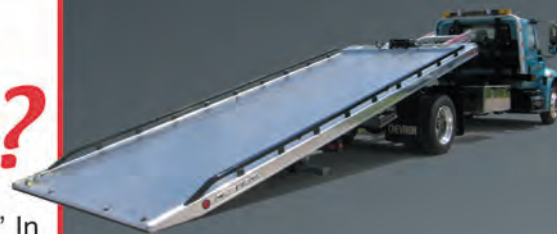
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Inside View

All organizations get tested in times of economic uncertainty. Our organization, and I am sure your organization, is no exception! Fortunately, Miller Industries has continued to perform as well as expected financially to this point. We, of course, have implemented plans to reduce costs and cut back on spending wherever possible. I believe your organizations have probably used cost-saving initiatives similar to those we have instituted. We also set goals early in this economic cycle to focus on our strengths that you, our customers, defined as our competitive advantages in this industry:

- 1) Providing customer service through an established distribution network and
- 2) Being the leader in product innovation.

Four new products displayed at this year's Florida show reinforce our resolve to maintain our leadership position in product innovation in the industry. Our new products include three new wrecker offerings; two in the light-duty segment and one in the heavy-duty segment and a carrier designed to lower both center gravity and load angle for our 10 Series offerings.

Miller Industries invites you to visit with our distributors to learn more about these new products in the future. Until then, a more detailed explanation about these new products can be found in this issue of *On Call 24/7* or simply by checking our Web site at www.millerind.com under New Product Showcase.

Miller Industries believes even in times of economic uncertainty, our customers expect us to move forward to improve our product offerings to enhance operation and safety. We hope this year's new products prove beneficial to you, and the success of your business.



*By Jeff Badgley
President and Co-CEO*

ON THE COVER

Miller Industries kicked-off its 2009 Race Recovery Program with the action-packed races at Daytona International Speedway. Randy Olson, Vice President of Marketing and *On Call 24/7* Editor, talks to Al Gregg of Dakota Service and Repair of Brookings, South Dakota, Gary Lanceford of Asby's Garage in Fredericksburg, Virginia, and Max Frady of Clark's Towing in Ellijay, Georgia, prior to the start of the Camping World Truck Series Race. The three tow-ers were a part of the 44 operators who staffed the recovery units, and were also one of the two push-off units that followed the racers down pit road and around the track at the beginning of the race – just in case one of the cars stalled.



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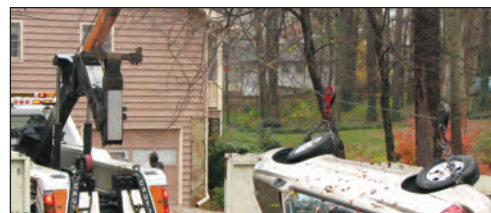
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Uprighting a heavily-damaged tractor-trailer using the Century 1140 and special rigging.

Editor's Notes

I recently had the honor of providing several days training to a great group of individuals in Ecuador. The traffic police operate police towing, which is very common in many countries around the world. Prior to them taking delivery of five new Century Express autoloads and several new Champion carriers, their "fleet" consisted of a Century carrier that was twenty years old but still operating. As we went through the training, I was impressed with their ability to quickly learn to operate the new equipment and the importance they place on safety. We discussed the use of safety chains, straps and dangers on the roadway and like here, they wear high-visibility safety vests. Although we had a tough time communicating due to my lack of Spanish-speaking skills, they were a great, friendly bunch of hard working, safety-conscious guys eager to sharpen their towing skills. Isn't it amazing how much towers worldwide are all alike?

24/7

Randy Olson



Despite the communication barriers, the group successfully completed several days of extensive hands-on training to operate their new Century carriers and autoloads.



Safety is a concern for towers worldwide, as evidenced by the new equipment operators practicing installing safety equipment such as wheel straps and safety chains on the towed vehicle.

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Randy Olson, Editor

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All Wound Up

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The Facts on 2010 Emission Standards

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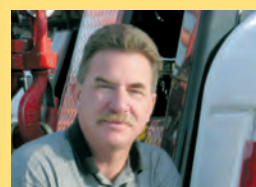


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*Gentlemen,
Start Your Engines*

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*Big Horse Power
in a Little Package:
The Century 1140*

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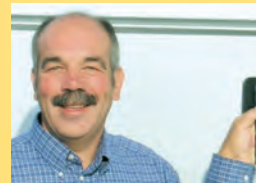


**Tom Griffin (L) and
Brandon Glass (R)**

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Around the World*

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Tom Luciano

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*Advanced Rigging that
Makes the Difference*

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Industry News

THE FACTS ON 2010 EMISSION STANDARDS

By Vince Tiano, Vice President, Director of Chassis and Finance

Because of the tough economy, some towers have been delaying the purchase of replacement units for their fleets. But with new stringent emission standards taking effect in 2010, it may be time to start thinking about making those purchase decisions. Although the engine manufacturers have been doing rigorous testing and analysis, two different schools of thought have emerged on how to meet the new EPA standards. Navistar's answer is to use an advanced EGR MaxxForce engine with proven technology in advanced fuel injection, air management, electronic controls and proprietary combustion technology. Some other major truck and engine manufacturers are choosing selective catalytic reduction (SCR), which will require using an additional operating

chemical called urea along with significant after-treatment equipment that may add about 300 additional pounds to the vehicle.

The SCR systems have been successfully used in Europe, however, they increase the complexity with a series of driver compliant controls including warning lights and a disabling system that will automatically power down the engine when the urea level runs low. Several concerns for U.S. towing company owners are the current availability of urea in North America and its temperature dependence, which causes it to decompose rapidly when exposed to temperatures over 105 degrees Fahrenheit or freeze at -10 degrees Fahrenheit. An insulated tank that is temperature controlled via electric



heaters or engine coolant is required to handle this temperature issue. Questions still remain if the additional urea tank and SCR catalyst will require additional wheelbase or interfere with the tool compartments, PTOs and hydraulic pumps on some chassis.


With cost estimates ranging from an additional \$2,000 to \$5,000, the expense and hassles of adding urea, extra system complexity, possible interference with storage compartments, and increased vehicle weight that reduces payload, you may want to consider purchasing a new unit before the 2010 emission requirements take effect. As we maneuver through these complex and costly systems, we will pass on any new or additional information we learn. **24/7**

Components painted yellow on the test vehicle are part of the costly, bulky and complex SCR solution to meet the new 2010 emission standards.



NEW MILLER CARRIER RACING TO STORE SHELVES

A new 1:24-inch scale Miller Industries Race Recovery Carrier will soon be hitting the stores. The replica model, produced by Jada Toys, features an International chassis with hood and doors that open, along with a Century carrier deck that slides and tilts. The new die-cast, rated for children over three years of age, should be available at Target, many hobby shops and through your Miller Industries distributor.



All Century, Challenger and Vulcan heavy-duty units with 20,000-lb. winches and above are equipped with air free spool and air cable tensioners. A regulator valve at the control station allows you to adjust the air pressure on the tensioner to help maintain proper winding of the wire rope on the winch drum.

All Wound Up

By Randy Olson,
Vice President of Marketing

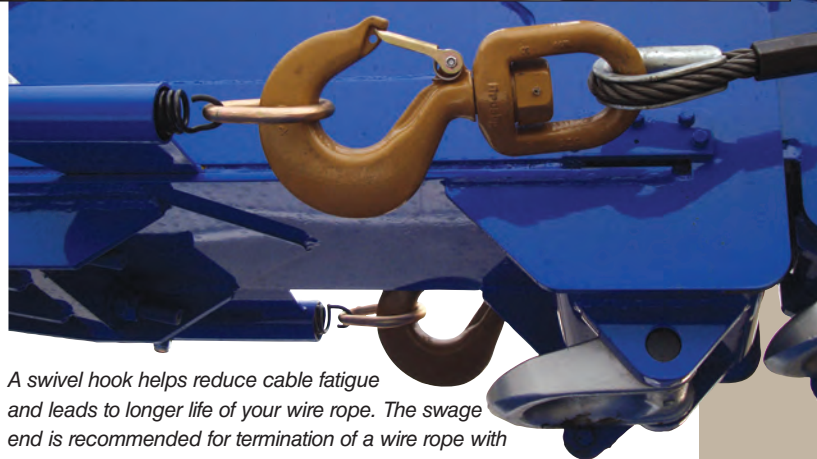
One of the most important things you can do to ensure smooth operation, long life – and most important – safety, is to properly maintain your equipment. The most often abused and neglected item on many tow trucks and carriers is the winch cable, or more properly referred to as wire rope.

The wire rope most commonly used in the towing industry consists of a steel or hemp core with a classification of 6 x 19 (6 wires of 19 strands), 6 x 25 (6 wires of 25 strands), or 6 x 37 (6 wires of 37 strands) laid helically around the core. There are many different classifications of rope, but these have proven to have the best characteristics for our industry – strength, toughness and flexibility with the 6 x 19 rated moderate flexibility, 6 x 25 having increased flexibility, and the 6 x 37 being very flexible.

There are also different steels used to manufacture wire rope – P.S. (Plow Steel), I.P.S. (Improved Plow Steel), X.I.P.S. (Extra Improved Plow Steel) and X.X.I.P.S. (Extra, Extra Improved Plow Steel). You should follow your equipment manufacturer's recommendation or consult with a knowledgeable towing equipment distributor to be sure you use the proper wire rope.

Remember the old saying that your chain is only as strong as its weakest link, therefore, pay as much attention to the attachment of the hook and the cable termination as you do the wire rope. The eye loop must be protected with a thimble and both equipment manufacturers and wire rope companies recommend a swage fitting for maximum strength. In this process, the cable ends are braided then a sleeve is placed over the ends of the cable and pressed using a special hydraulic press. Wedge sockets and cable clips do not provide the holding strength of a swage end and are not recommended for daily use. They should only be used in emergencies until a new swage connection can be installed.

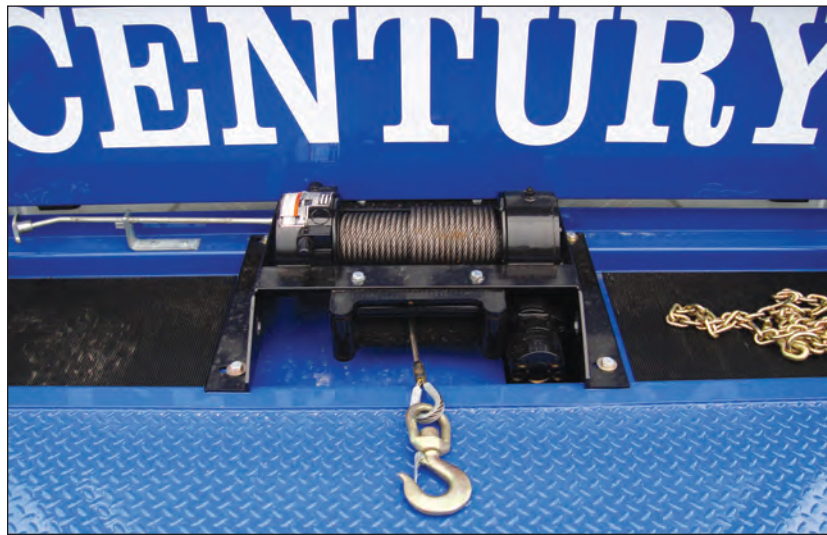
The most common reason for wire rope failure is overloading. You should not exceed the safe working load rating, which is



A swivel hook helps reduce cable fatigue and leads to longer life of your wire rope. The swage end is recommended for termination of a wire rope with an eye loop. The eye loop must be protected with a thimble.

defined as the weight or load that the rope can safely bear under normal operating conditions. Other common causes of failure include bending wire rope around sharp corners, using too small of a sheave wheel, wear, fatigue, rust and corrosion, and crushing from improper winding. Do not wait for a failure to occur while on the job. It could result in both serious injury and property damage. Always inspect wire rope for frayed, worn or kinked wires and replace if damaged. Care should be taken to carefully wind your wire rope on the winch drum to avoid crushing or flattening it.

If you are powering your winch line in or out, always maintain pressure on the line and make sure when in free spool that the winch brake and/or tensioner has adequate pressure to keep the wire rope from back spooling on the winch drum. If your winch is not wound properly, you should pull out the wire rope and rewrap it under load or pressure, guiding it on the drum if necessary to maintain straight and even winding. You should also periodically lubricate your wire rope with an approved oil or lubricant to prevent rust and corrosion. Wire rope that is properly maintained and cared for will last a long time.



Century and Vulcan 10 Series carriers are designed so the wire rope winds on the bottom of the drum, keeping it low and close to the carrier bed for additional clearance from the vehicle's bumper or spoilers. A standard cable tensioner and roller guide aids in maintaining proper winding on the winch drum and an easy-to-reach handle allows you to easily disengage the winch to free spool the cable. The swivel hook helps prevent twisting and fatigue for longer wire rope life.



This photo represents how not to use cable clips. Cable clips should only be used in emergency situations until a swage end or replacement cable assembly can be installed. Always take care to install them properly. Proper installation when using cable clips for 1/4-inch through 7/16-inch wire rope is a minimum of three clips with approximately 8 - 10 inches of cable turn back. Always apply the saddle on the live section of rope and the U bolt on the dead end. Space the three clips, and always install a thimble in the eye.

Improper winding of your wire rope leads to kinking, crushing and flattening of your wire rope and creates a serious safety hazard. Damaged wire rope should be replaced immediately.



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Towing Companies May Qualify for Tax Breaks in the Stimulus Bill



With the signing into law of The American Recovery and Reinvestment Act of 2009 (the Act), a number of tax provisions were enacted that are aimed at small businesses, such as towing companies, to encourage the purchase of new equipment. Two of these benefits are extensions of provisions enacted in 2008 as part of the Economic Stimulus Act of 2008 and are briefly summarized below.

Extension of Bonus Depreciation

Businesses are allowed to recover the cost of capital expenditures such as tow trucks and carriers over time according to a depreciation schedule. Last year, Congress temporarily allowed businesses to recover the costs of capital expenditures made in 2008 faster than the ordinary depreciation schedule by permitting these businesses to immediately write-off fifty percent of the cost of depreciable property acquired in 2008 for use in the United States. The Act extends this temporary benefit for capital expenditures incurred in 2009.

Extension of Enhanced Small Business Expensing

In order to help small businesses quickly recover the cost of certain capital expenses, small business taxpayers may elect to write-off the cost of these expenses in the year of acquisition in lieu of recovering these costs over time through depreciation. Last year, Congress temporarily increased the amount that small businesses could write-off for capital expenditures incurred in 2008 to \$250,000 and increased the phase-out threshold for 2008 to \$800,000. The Act extends these temporary increases for capital expenditures incurred in 2009.

A number of other provisions targeting small businesses are included in the Act as well. While the extension of these provisions could result in significant tax savings to many businesses in 2009, we strongly urge that you consult with your tax advisor to see how these provisions may impact your business.

Source: FULL SUMMARY OF PROVISIONS
FROM SENATE FINANCE, HOUSE WAYS
& MEANS COMMITTEES

24/7

Hung Out to Dry

Marietta Wrecker Service in Marietta, Georgia, received a call from a customer requesting a wrecker to remove his neighbor's SUV from his swimming pool. His neighbor was backing out of his garage when he accidentally accelerated through a fence and ended up with the vehicle on its side in the bottom of the pool.



1

The backyard was tight quarters with a wood fence around it. There was concern about damaging the wood deck that surrounded the pool area, and the integrity of the pool and liner.



2

Marietta Wrecker's senior heavy-duty driver, Allen Stewart, devised a plan of attack using the clothesline method that has been demonstrated at several training classes. Marietta parked a Century 5130 on one side and their Century 7035 on the other. A cable was run from the 7035 and attached to the 5130. Two snatch blocks were positioned on the 7035 cable and attached to the front and back wheels of the SUV.



3

As the line was tightened, the SUV was lifted from the pool floor. The second 7035 winch line was used to winch the suspended load back to the driveway, where it was uprighted with no additional damage to the vehicle or pool.



4

A Century 211 towed the vehicle to a local body shop. Total recovery time was less than one hour thanks to Marietta Wrecker's experienced, trained operators and their Century units.

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GENTLEMEN, START YOUR ENGINES ...

and **RACE RECOVERY TRUCKS**

By Kipp Felice, Assistant Editor

Although the Daytona 500 was cut short by rain, it didn't dampen the enthusiasm of the more than 300 towers and guests who shared the hospitality at the Miller Race Recovery Compound. For those in attendance who didn't work one of the race recovery units, there was plenty to do including a pre-race parade lap, garage and pit tours, enjoying some delicious barbecue, chatting with other towers from across the country or just sitting back and enjoying the race.

The race recovery crews were kept busy all through the weekend as a number of racecar drivers had their day cut short due to incidents on the track.

A fleet of new International 4300s equipped with the latest Century and Vulcan equipment, staffed by trained, uniformed operators, helps portray a positive image of the towing and recovery profession to race fans in attendance as well as millions of television viewers worldwide.





Miller Industries' Race Recovery Team was comprised of 44 members who volunteered their time and services from across the country. Operators must have previously attended NASCAR sanctioned training classes as well as daily safety meetings held prior to race time.



Twelve International 4300s equipped with Century and Vulcan towing and recovery units were driven by guests during the parade lap prior to the start of the race.



After the Nationwide Series Race Saturday evening, race recovery team members and guests had a chance to relax and socialize over a barbecue dinner sponsored by International Trucks®.



Getting a chance to get up close to see your favorite car or driver is a big thrill for many race fans. Miller Industries Race Director Ken Burdine brought several groups of towers and guests from the Miller Race Compound for an informative behind-the-scenes look during the garage tours.

See Racing on Page 12



DT 225hp engine and Eaton Hybrid six-speed automated transmission, the unit operates similar to a conventional truck but is equipped with an electric motor/generator between the engine and transmission. The Hybrid International, which is designed to reduce both fuel consumption and emissions, is outfitted with a Century 21-foot 10-series carrier that can operate using the ePTO, even if the DT engine is not running. The truck has an identical paint scheme, complete with racing stripes, as the rest of the recovery fleet except in green instead of blue so this environmentally friendly unit stands out from the rest of the Miller Industries Race Recovery fleet. Watch for the Hybrid Recovery Unit throughout the year at many major NASCAR races.

GOING GREEN

At the start of the race, when you think of green, you think of the flag that means go. But this year as part of Miller Industries Race Recovery Program, green also signifies protecting the environment as a New 2009 International DuraStar 4300 takes to the track. Powered by a MaxxForce

Miller Industries Announces New Three-Year Agreement with International Speedway Corporation

Miller Industries will continue their long-running relationship as "The Official Towing and Recovery Equipment" of California Speedway, Darlington Raceway, Daytona International Speedway, Homestead-Miami Speedway, Kansas Speedway, Michigan International Speedway, Richmond International Raceway, Talladega SuperSpeedway, Chicagoland Speedway and adds Phoenix International Raceway.

Randy Olson, Vice President of Marketing for Miller Industries, says, "We are proud of our affiliation with International Speedway Corporation and look forward to providing these premier motor sport facilities with the finest towing and recovery equipment as well as professional, trained operators who help deliver a positive image of the towing industry to the general public."

Miller Industries provides a fleet of over 25 units that may be operating at several different tracks and events on the same weekend. All of the units are mount-

ed on International 4300 chassis with towing equipment powered by Muncie PTOs, Ramsey Winches, Whelen LED Light Bars, Phoenix Wheel Simulators and carrier toolboxes. This year's fleet also includes the first Eaton Hybrid powered race recovery unit.

Although experienced tow operators from across the country who volunteer their time and services man the trucks, the operators must attend sanctioned training classes on proper techniques and safety procedures on the speedways. Miller Industries Race Director Ken

Burdine conducts the classes. Working hand in hand with other emergency personnel on the track is vital for quick clearance to keep these major televised race events moving with safety being the most critical factor. The equipment and operators will cover a wide variety of major races at these tracks that include NASCAR, Indy Racing League, ARCA, USAC and Grand American sanctioned events. For additional pictures of these trucks in action during the season, visit www.millerind.com and click on "At the Races" under galleries.



PROMOTING "MOVE OVER" LAWS

This year Miller Industries has joined forces with AAA to help promote the Slow Down/Move Over campaign to hundreds of thousands of race fans attending NASCAR races throughout the season. The message, along with the AAA Slow Down/Move Over logo, has been incorporated into the Miller Industries ad that is printed in the souvenir race programs at many of the most prestigious races, kicking-off with the Daytona 500. Miller Industries Vice President of Marketing Randy Olson said, "Miller Industries believes this is a great opportunity to broadcast this important message - that can help save towers lives - to a large audience of race fans attending these events, and is proud to join AAA in their efforts to further increase exposure for the move over laws that so many states have enacted." **24/7**



Museum's Survivor Fund Continues to Grow

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International Towing and Recovery Hall of Fame and Museum Director Cheryl Mish proudly announced that the Survivor Fund grew in 2008 to over \$500,000. The Fund, created in 2005 to assist families that have lost a loved one in the line of service, continues to grow through the generous support of many towers and towing-related organizations. "We were impressed that despite the tough economy, many organizations felt it important to support great industry causes such as The Survivor Fund," Mish said. Miller Industries, a longtime supporter of the fund and the museum, is proud to do their part by donating proceeds from a Miller Industries rotator seminar that was held at the museum in September. In addition, Miller Industries supplied one of the rare bronze die cast race carriers to the

Concerned and Caring Elite Towers Consortium for their auction at the Captains of the Industry Dinner. The collectible carrier brought a bid of over \$1,700 during the auction, which raised over \$13,000 for the Survivor Fund.



Randy Olson, Vice President of Marketing, presents a check for the Survivor Fund to ITRHFM President Rolfe Johnson and Chairman George Connolly at The American Towman Expo in Baltimore.

AAA and CAA Support the Industry

AAA and CAA continued their support of the towing industry in 2009 with donations to the International Towing and Recovery Hall of Fame's Survivor Fund. David Steventon, Manager of Standards, Accreditation and Automotive Services for CAA, said "As Canada's largest provider of emergency services, we understand the risks faced by tow operators and we are pleased to do our part to help the families of those who have lost loved ones."

According to AAA Roadside Programs and Benefits Director Doug McLendon, "Roadside assistance workers brave the same dangerous conditions as other rescue personnel such as firefighters and law enforcement. AAA is pleased to do our part in keeping this important industry cause going." The AAA/CAA network of 51 motor clubs in the U.S. and Canada supports the

Survivor Fund with additional donations through the year and encourages their network of affiliated roadside assistance providers and preferred suppliers to also support the fund.



Randy Olson of Miller Industries accepted both check presentations from AAA and CAA on behalf of the ITRHFM at AAA's national office in Heathrow, Florida.



Dust off your clubs and see if you have what it takes to drive home a new Vulcan Intruder. Miller Industries is proud to once again participate in this year's USAC/MD Golf Event on April 2, 2009, in Orlando, Florida, by sponsoring the Hole-In-One Competition. "Last year, Miller Industries sponsored the Hole-In-One Contest for a new Vulcan Intruder during the USAC/MD Charity Golf Classic, prior to PWO's Florida Tow Show," Olson says. "The event proved a great success, raising \$10,000 for the Survivor Fund. USAC is hoping for a repeat this year so dust off your golf clubs and start practicing."

For more information, visit www.floridatowshow.com

24/7



Big Horse Power in a Little Package:

THE CENTURY 1140

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

It's hard to believe that a year has passed since the introduction of the 1140 at PWO's 2008 Florida Tow Show. Another Miller product's success has placed it in countries like South Africa, Holland, Canada, Japan, the United Kingdom, as well as all across the United States. The reason for its success is quite simple – we established goals at the project's beginning and though these goals were challenging, we forged ahead to reduce weight, lower cost, simplify components and use existing and proven recovery and towing features. Did we meet these goals? The unit's success speaks for itself.

Reduce Weight

Reducing weight is always a tough assignment. We are very fortunate at Miller to have a knowledgeable engineering staff that effectively uses the latest tools in structural design supported by finite element analysis and mapping. This technology allows us to not only speed up the process, but also eliminate wasted time and energy. When the prototype is welded, assembled, and then installed on the chassis, we have a very good picture of the results we will see coming out of the "test pit area." Weight is very challenging when it comes to rotators. There has been a lot of chatter over the past year that the more weight, the better the unit. We are seeing units approaching 90,000 lbs. to 100,000 lbs., some with undocumented

capacities of 100 tons. Our approach to the 1140 was totally different, and our results are visible as owners get their day-in and day-out recovery and towing demands accomplished with success. Unlike its two larger brothers, the 1060 and 1075, which have similar platforms, we started from a ground up approach, reviewing every component, determining its requirement, and assessing it for structural integrity and performance. This was not easy. Reducing cost might sound easy but I promise you this is our most difficult road to travel. Number one on our list was weight and surprisingly, when you reduce weight, you almost always add cost. Our number one sellers, the Century 5130 and 5230, have proven that. Higher-yield materials are more expensive to purchase, require more time on the laser or water jet, leave more wasted drop material and require more welding time – all of which adds cost.

Simplify Components

Simplifying components was a little easier. As I mentioned earlier, we started from the ground up with the sub frame approach. The lower boom capacity meant a new bearing and planetary gearbox. We eliminated the very expensive proportional control components of the 1060 and 1075, which start with the PTO and pump and go through the whole hydraulic system. We went back to the proven mono-block valves of the earlier 1060s and current 9055s, creating a very unique shuttle system that while reducing the cost by half, still allows wireless proportional capabilities.



Towing with the boom over the cab is a Miller feature used every day by our customers, however, rotating the boom continuously 360 degrees was not. Once again our engineering group created a very unique way of keeping hosing and electrical lines from becoming twisted and tangled like most competitive units. This system allows the unit 200 degrees of rotation to either side, providing both the recovery and towing features of the large units but eliminating the union swivel (a very expensive component). These are only a few of the changes we incorporated to reduce cost yet not affect performance.

Use Existing and Proven Features

This was easy. The three-stage recovery boom is identical to that of Vulcan's V-100 and Century's 9055, both of which have had six years in the field with few, if any, issues. The boom extension cylinder used for these units is the same as that of the earlier 1060s, so it has boom in and boom out power. We did establish a new underlift elevation tower, but used the 7035 three-stage extension.

For those customers who want a heavier underlift with more reach, you can upgrade to the SDU-4 and even add the Low Rider option. The outrigger package is that of the 1060 or 1075 and this is where the "rubber meets the road." All Century rotators come standard with top beam front outriggers with 212 inches of extension and three-stage rear with 174 inches of extension. You can upgrade the fronts to the new H-beam design with either 212 inches (two-stage) or 264 inches (three-stage), but this adds weight and cost and needs to be reviewed for your application. The four-stage rear is similar; you can increase the stance to 220 inches but cost and weight are affected.

In the past three recovery classes, the most recent of which was in Palm Beach, Florida, in January, we put the 1140 in front of Miller owners and operators, as well as owners and operators of other brands. The 1140 stole the show, end rolling a loaded mixer weighing 65,120 lbs., and then laying it back down. Then doing it a second time from the side. We then used it to upright a rusted and badly-damaged, loaded tractor-trailer weighing about 68,000 lbs. using one winch going to four lift points, with the other winch going over the casualty to a deadman and back to the tractor (see Luciano article on page 28). The 1140 has reached its goal by coming to the market with lower cost and reduced weight. It has proven time and time again that there is some "big horse power in a little package." But we're not through yet – check out her new little sister during this year's tow show season

24/7

A New Frontier in Vehicle Identification

One of the most talked about new technologies in law enforcement since the radio was introduced in the 1950s is the Automated License Plate Recognition (ALPR). With this system, up to four infrared cameras automatically look for license plates at a rate of up to 3,600 plates per hour at speeds up to 160 miles per hour and then capture the images and feed the information through a trunk-mounted processor. Instant plate checks are done against specified databases such as felony warrant, stolen vehicles, amber alerts and outstanding parking citations. Some cities already using the system have shown huge successes in collecting hundreds of thousands of dollars in unpaid parking citations as well as recovering hundreds of stolen vehicles and making arrests for drug trafficking, robberies and homicides. As this is a new frontier, it does raise some questions as to how this could be incorporated with towing companies in the future.

Questions arise as to the ability of private contractors to tap into the databases, but can you imagine how useful this could be for financial institutions to identify vehicles for repossession? Or is there a possibility that these cameras be mounted on a tow truck and sold as a service to a municipality to locate vehicles with outstanding parking tickets – with possible revenue sharing between both parties? In the event of a database match being made, the tow truck driver could be notified on the screen in his cab by law enforcement of the appropriate action, such as impounding or booting the vehicle. Although private companies have used a similar system with success in Europe, it is too early to tell how this new frontier in technology could be integrated into private towing companies in North America.

24/7



PIPS Technology, a Federal Signal Company, has installed and tested their License Plate Recognition system on towing and recovery units in the United Kingdom. Four cameras mounted on the cab of this carrier capture images of license plates and process them through a database.

[illegible]



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New Products



SAFE, FAST PROTECTION FOR PRECIOUS LOADS

Many towers have experienced the hassles of trying to haul a vehicle or load that requires protection from prying eyes or the elements. As you're driving along, it's aggravating to have to pull over to tighten the tarp as it flaps in the wind. Worse yet is that the tarp or car cover damages the finish on a vehicle you were trying to protect.

For a number of years, Miller Industries' European companies, Boniface Engineering and Jige, have sold carriers with both hard and soft sides to protect expensive and exotic vehicles during transport. Miller Industries distributors have sold a few of the tarp systems in the U.S., but it seems to be just within the last year that sales and interest in these systems has started to grow.

Purchased primarily for hauling high-end cars, many towers quickly found other profit-producing uses. More and more, law enforcement agencies want a crime scene or accident investigation vehicle protected while being transported to storage. Or car manufacturers who have test or experimental cars needing to be moved don't want the vehicles to be seen. Many towers also use their car carriers to haul a variety of machinery that may have high-priced electronics that need to be protected from the elements.

To meet this growing demand for a quick and reliable system that can be used on the complete line of Century, Chevron and Vulcan carriers, Miller Industries teamed with Quick Draw Tarpaulin Systems. Designed and engineered over thirteen years ago, the Quick Draw System is proven, not a work in progress. Quick Draw has built their reputation by manufacturing systems that provide quality, low maintenance, tight tarp fits that are self-sealing and most importantly, safe operation - so the operator never has to get up on the deck to open or close the system.

One person can handle the entire process in a matter of minutes as the system slides back and forth on its patented top running wheels and tracks. Uniquely designed lifter bows reduce sag to keep the tarp stretched tight and strong for years. Quick Draw Tarpaulin Systems are user friendly through its unique ability to disconnect the rolling tarp system from the aluminum headboard so it can be rolled back to easily secure the front of the vehicle, a feature not found on some other systems. The system is available for the complete line of Miller Industries carriers, including the Right Approach and Extreme Angle, from 17 feet to 30 feet in length with height options. For safe, fast protection for your loads, contact your Miller Industries distributor to find out more about the Quick Draw Tarpaulin Systems.



SP8000 FLIPPER FOOT ▶

In the early 1990s, Challenger pioneered a new multi-position foot on the rear jacks of their heavy-duty units. By pulling a pin, you could easily change from a spade that would dig into the ground to a flat pad for hard-packed surfaces such as concrete or to prevent digging in and damaging softer roads like asphalt. That early design has been improved upon over the years and is now standard on most Miller medium- and heavy-duty units, eliminating the need for a separate pad or blade that pins on and off depending on the application. A new design of this flipper foot has now been incorporated into the popular SP8000 Sidepuller. The SP8000 has set the standards for side pulling capabilities with over six hundred units working in the field today. The new flipper foot will allow the operator to quickly and easily switch from a flat foot for hard-packed surfaces to a spade to dig into the ground during those tough, off-road side recoveries. For added versatility and side pulling recovery capabilities with your next carrier, choose an SP8000 with the new flipper feet.



LOW CENTER OF GRAVITY CARRIER ▼

In the last issue of ON CALL, we introduced our new industrial carrier in the final stages of development, the LCG (Low Center of Gravity). The unit was unveiled at the American Towman Expo and is now in full production with several units already working on the street. The carrier deck's patent-pending design sits 6 inches to 9 inches lower than conventional carriers, allowing for the transport of taller loads that previously required a trailer. The lower center of gravity also provides for increased stability when hauling heavier loads. Available in 24- to 30-foot lengths with deck capacities of 20,000 or 30,000 lbs., the LCG is built to be installed on a tandem or tri-axle chassis with super single tires. The low load angle provides for easy chaining of a load from ground level and the ability to load and unload most equipment without dragging or hanging up. The LCG is also available with a fixed or hydraulic dock stabilizer or a hydraulic wheel-lift/stabilizer combination. Contact your Miller Industries distributor to learn more about this innovative new carrier.



See New Products
on Page 20

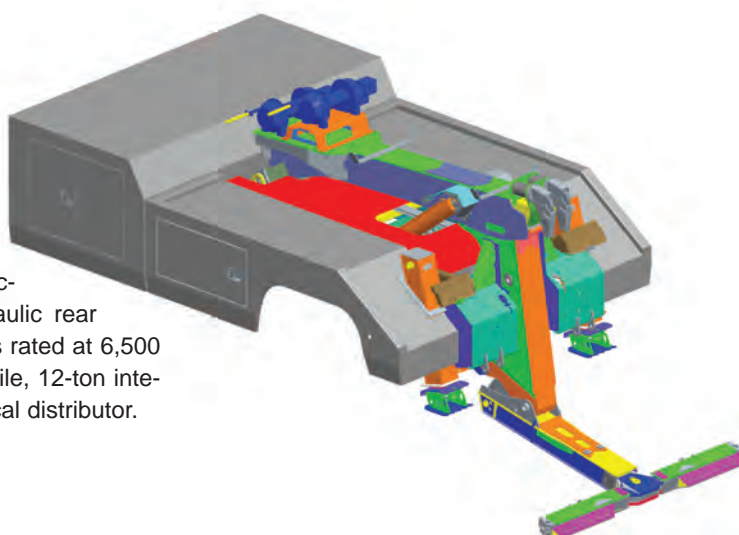
New Products

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CENTURY®

CENTURY 2465 – A 12-TON WORKHORSE ▼

The Century 3212 has built a reputation for performance and versatility as a 16-ton medium-duty towing and recovery powerhouse with functions and features that are important to towers. Using the 3212 formula as a model, Century proudly introduces the new Century 2465 12-ton towing and recovery unit. Available in 84- or 108-inch CA, the 2465 has an aluminum modular body with substantial equipment storage space. The recovery boom, with over 14 inches of additional boom reach over the previous EB-4, is fabricated from high-tensile steel for strength without unnecessary weight and has dual 12,000-lb. planetary winches. Hydraulic rear spades hold the unit during those tough recoveries. The underlift is rated at 6,500 lbs. at its extended reach of over 76 inches. For an all-new, versatile, 12-ton integrated, feature-packed unit, check out the Century 2465 at your local distributor.



NEW CENTURY 30-TON ROTATOR ▲

Century continues to lead the industry worldwide with new products and innovations as the number one manufacturer of heavy-duty rotators. We credit that success to input from you – operators who use the products on a daily basis. We will continue to incorporate suggestions into our design so units fit your needs. Based on operator input, Century is now offering the 1130, a rotator that features a two-stage recovery boom rated at 60,000 lbs. retracted and 20,000 lbs. extended with dual 25,000-lb. planetary winches. The 1130's LDU underlift has a 15,000-lb. extended lift rating at 130 inches and 35,000 lbs. retracted. Designed to be weight conscious, the 1130 is ideal for towers who are looking for more versatility in both towing and recovery. Contact your Century distributor for more information.

5130/5230 UNDERLIFT OPTION ▼

The Century 5130 and 5230 are several of the most popular integrated heavy-duty towing and recovery units built today because they are designed to easily scale in most towing applications. With the number of buses, coaches and tractors with setback axles requiring additional reach, Century has introduced a new longer stinger option. The option incorporates a new down-tower on the recovery boom and utilizes the 7035-underlift boom to increase the reach from the standard 113 inches to 128 inches with marginal increased rear axle weight. For a weight-sensitive unit for both heavy-duty towing and recovery, contact your Century distributor about a new 5130 or 5230.





NEW 1140 WINCH PACKAGE ▲

Having additional winch lines can be a great asset for stabilizing and balancing lifted loads and very helpful during tough recoveries. For those reasons, 20,000-lb. turret-mounted winches have become one of the most popular options on Century 1060S (60-ton) and 1075S (75-ton) rotators. Century has now introduced a dual 15,000-lb. turret-mounted winch package available on the 1140 (40-ton) rotator that includes additional sheave heads mounted on the outer boom and two 175 foot x one-half inch wire rope assemblies with 5-ton alloy swivel hooks. Contact your Century distributor for more information.



VULCAN INTRUDER ADDS POWER TILT

Since its introduction nearly a decade ago, the Vulcan Intruder has become one of the professional towers' leading auto load choices due to its dependability, superior rear visibility and ease of operation. The Intruder recently underwent several product enhancements for increased versatility, including the addition of a power tilt that gives you the option of a positive tilt for increased vehicle clearance or negative tilt for hooking up on a slope or road crown. A proximity limiter switch that will stop the function at a preset height controls both the tilt and the boom functions. By bumping your remote control switch a second time, you can power past for additional negative tilt or boom down travel. The positive and negative tilt functions operate through a 30-degree arc. Check out these new features at your local Vulcan distributor.



See New Products on Page 22

New Products

From Page 21



THE PERFECT MARRIAGE

Over six years ago, Vulcan introduced a new medium-duty, 16-ton towing and recovery unit, the V-30. John Cullum, a senior engineer with close to 40 years in the business, designed the new modular integrated unit, along with the Vulcan 940 and the popular Vulcan Intruder. The V-30 has proven itself with strength, durability and versatility to handle a wide range of vehicles – from autos to trucks.

About four years ago, Miller Industries introduced a new innovation in body construction with a high impact-resistant composite body on our complete line of auto loads. The high strength-to-weight ratio, durability, corrosion resistance and sleek styling have made these bodies extremely popular. Miller Industries later introduced the bodies on Century and Vulcan's 8- to 12-ton conventional units. Unlike the plastic veneer panels fastened to a metal framework some other manufacturers offer, these bodies are molded structural components.

With the growing popularity of these composite bodies, Vulcan Engineer Dave Bannon began working on a design for a composite body to work on the V-30. A set of prototype boxes were built and installed on a unit that was operated in harsh road and weather conditions at a towing company in the northeast. After more than a year of extensive testing and evaluation, Vulcan is pleased to introduce the new Vulcan V-30 modular composite unit, the perfect marriage between the rugged field-proven center section and the durable, corrosion-resistant, sleek, stylish composite body.

The composite body is available in a 120-inch CA with large doors that allow easy access to the spacious front compartments. The body has a second tall compartment on each side, along with a fully-enclosed control compartment. A wide range of fork holders, wheel grids and fifth-wheel storage attachments, along with chain racks and a tunnel on the front compartment, provide easy storage and organization of all your towing and recovery equipment. To see this extremely functional-yet-stylish body option, contact your local Vulcan distributor.

HOLMES 440-SL: THE ECONOMIZER



In 1917, Ernest Holmes pioneered a new industry with his first twin boom wrecker. Holmes has continued that tradition in the industry for over 90 years with quality and innovation that towers have come to rely on. One of the most popular light-duty units ever built was the Holmes 440, which became a 25-year industry standard for economy and dependability. That reputation lives on with the new Holmes 440-SL, a no-nonsense auto loader designed to tackle your towing needs with an 8,000-lb. recovery boom, 8,000-lb. winch, and auto loading wheel-lift system with in-cab controls for quick and easy operation. The carbon steel modular body is adjustable for 88-inch or 94-inch widths and features two spacious tool compartments for equipment storage. For a quick, reliable and economical answer to your towing needs, check out the Holmes 440-SL.





NEW SLIDE-IN SNATCHER FROM HOLMES

The Snatcher by Holmes is your answer for a rugged, light-duty, fully-hydraulic unit designed for easy installation in the bed of a three-quarter or one-ton pickup truck. The unit is operated by a 12-volt electric/hydraulic pump system that connects to your vehicle's power supply. All functions of folding, unfolding, extending, retracting, raising, lowering and operating the wheel claws can be done from inside your truck cab using the remote. The Snatcher is ideal for moving vehicles around lots, repossession and light-duty towing with a lift rating of 3,500 lbs. Actual towing limitations will vary depending on your truck, and optional counterweight and spring kits may be required. If you are looking for a slide-in unit you can rely on, check out the Snatcher by Holmes at your local Miller Industries distributor. **24/7**

On Call 24/7

1-800-292-0330



Is Your Tail Dragging?



For many applications such as private property, police impound and parking ramps, towers prefer a lighter, short-wheelbase chassis for maneuverability. With last year's rising fuel prices, some towers even dropped down to a lighter GVW chassis such as a Ford F-550 or Dodge 5500 for carriers. Many have found that the spring packages in some of these applications are not adequate and add additional leaf springs in the rear. Sending your truck to the spring shop can be more costly and time-consuming than adding a kit called SuperSprings. Mounted over the factory springs, the patented pivoting and rolling shackle at the end of the leaf kicks in only when needed, reducing lateral twisting that creates body sway. SuperSprings install in about one hour and have been independently tested with results showing up to a 30 percent improvement in driver control by reducing sag and sway. So if your tail is dragging, see your local Miller Industries distributor about a set of SuperSprings. **24/7**



SNAPSHOTS FROM AROUND THE WORLD

Companies around the world rely on Miller Industries equipment for their towing and recovery needs. Our export experts, Tom Griffin and Brandon Glass, ensure our overseas customers receive the same excellent customer service as our U.S. customers – in every language.

Australia



Century 7035

Belgium



Century 1624

Canada



Century 9055

Finland



Century 7035

France

Century 1060S



Holland



Century 7035

New Zealand



Century 7035

Japan



Holmes 600

South Africa



Century 9055 SP-850 XP

SNAPSHOTS FROM AROUND THE WORLD

From Page 25



Singapore

Chevron 408



Japan



Century 412/Formula 1

Holland



Century 9055 SP-850 XP

New Zealand



Century 9055

South Africa



Century 1075S

24/7



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Advanced Rigging that Makes the Difference

By Tom Luciano, District Sales Manager and Training Specialist

At a recent rotator class in South Florida, we had the opportunity to upright a casualty that was as real life as you may encounter. The tractor was a complete unit with driveline and engine and the trailer had a very rotted box that was loaded tightly with old tires that were stacked, not thrown in. The total estimated weight was about 68,000 lbs. but the dilemma was that the cross members were totally rotted off the box's sidewalls. The unit's floor sagged some four inches below the sidewalls, and the fifth wheel plate was pulled apart from the sidewall in the same manner.

As you prep a casualty, especially one in terrible condition like this, always try to slide the tandems as far forward as possible while the unit is on its side. This helps bridge the load when it is uprighted. Next, get some old car rims, preferably assorted sizes (13-, 14-, 15- and 16-inch) and when possible, use aluminum rims since they are lighter.



1

Using long 3/8-inch chains, we start by attaching the chains to the slider frame and route forward to the king pin plate. Next you need manpower; in this case there were five of us to hold the rims in between the cross members and hook up the chains, staging the sizes from the smallest on the outside to the larger ones on the inside. This gives you a ramping effect on each end of the attached chain. Once the rims are in place, attach two or three chain [screw style] binders on each of the chains and tighten each as tight as possible. This will push up on the bottom of the trailer when on its wheels.

We carefully start at the rear of the trailer and lift at the ICC bumper with our wrecker, positioning and sliding four recovery straps under the fragile and broken lower trailer side. The locations of the attachments were especially important during this recovery because the center of the trailer was extremely delicate and already compro-

mised. The front strap is attached to the upper tractor frame end in front of the fifth wheel plate, routed around the lower corner of the box and around the top edge. Notice we use a round 16-foot endless loop strap because it will roll under the edge when the line is tightened up. The second forward strap is a flat 20-foot, 8-inch, two-ply. It is routed between the landing legs, and the attachment chain is to the rear of the tractor frame. Working to the rear, the other center strap is attached to the upper front suspension of the sliders and then the flat strap is routed to the roof. Lastly, the rear round strap is attached to a 1/2-inch chain at the upper rear tandem frame of the trailer. We position the straps so they will cross multiple side cross members and distribute the weight evenly. We also attach roof angles, which distribute the weight through multiple roof bows and help prevent tearing the roof sheet metal.



2

We have positioned our 1140 rotator to do the lift but it only has two winches. How can we do this recovery without additional trucks? It's important to revisit what we need to accomplish - a very even lift otherwise the trailer will break in half. So let me show you how rigging makes the difference. We swing the boom off the side and get enough extension to route one winch line over the top of the casualty and then to a deadman. Next, install a snatch block, then run back to the upper front steering tire.



4



3

Notice we have chained the axle to the frame of the tractor and then positioned an endless loop strap in a basket, [never a choker] through the tire. This allows us to pull on the tractor and assist in the lift but not pull the axle out of the truck.

Now let's talk about a different new twist on how to lift a casualty evenly. Make some $\frac{3}{4}$ -inch wire rope eye and eye slings that are eight feet long. As the photo shows, we have attached shackles on each of the straps and routed our cable slings between the two front straps and one between the two rear straps. Next we install a traveling snatch block in each cable sling. We now take our other winch line and make a four-part line. Remember an even number of lines lift evenly, an odd number of lines do not lift evenly. We terminate the line at the end of the boom and install snatch blocks to make our four-part line.

See Advanced Rigging on Page 30



5

Notice how I position the snatch block hooks into our two master links and then attach the other snatch blocks from our cable slings to the master links. The master links allow the snatch block, hook to hook, to not fight each other. The cable sling allows the traveling snatch blocks to distribute the lift evenly among all lines while using one winch line. This is a great tool that is widely overlooked by recovery personnel.



8

As I travel and see operators work with different rotators, most of the time the lack of rigging is the limiting factor that causes the recovery unit to move or lift. Rigging can make a huge difference and as you can see in the completion of our recovery, this fragile trailer and load with compromised roof and side is standing. As John and I conduct these advance level rotator classes, we always try to incorporate new techniques to assist you in your daily challenges. We hope these continue to expand your knowledge of your machine, build confidence in what you can do, and reinforce safety in our great field of recovery.



6

The recovery boom is high enough so that when the tractor-trailer is raised, the winch cable going over the trailer will not touch the uprighted unit. As the winch line that was attached to the tractor front axle is tightened up, the tractor starts to lift. Now the lifting line is engaged as the four-part line tightens the straps evenly and the fragile trailer starts to rise. Remember: never boom up to lift a unit - raise with the winches only. Notice the boom is in the extended position so the lifting lines are parallel to the roof but not cutting into it.



7

Watch as the unit starts to lift evenly through the radius of the lift. Notice the boom is never raised or extended while executing the lift. There are several reasons why you should never do that during a recovery. In this case, we wanted to have a lifting effect on the floor as the unit rose because we did not want the trailer to break in half once it was standing. Since the 1140, with its 212-inch-wide outrigger stance, was set up properly with plywood blocking, the rotator never moved. The 35,000-lb. DP winch never went over 1,700 PSI of pressure during the recovery. Because of the 247 inches of boom reach, there was never an issue of having a binding situation on the winch line distance between the snatch blocks and the end of the boom.

24/7

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Your Equipment
is Only as Good as
it's Weakest Component

SO WE BUILT IT STRONG



The Vulcan V-70 Can Move Almost Anything

You never know what you will encounter when you head out to a recovery. That's why we build the Vulcan V-70 and V-100 strong and durable. No weak links in our Vulcan engineering, design and production means no job too tough. Perfect for coaches, snorkels, pumpers and fire trucks. Your Vulcan V-70 or V-100 equipped with the Euro-stinger has the reach and capacity to get those hard-to-tow vehicles back to the shop. Visit your local Vulcan distributor to find out why so many towing professionals choose Vulcan.



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