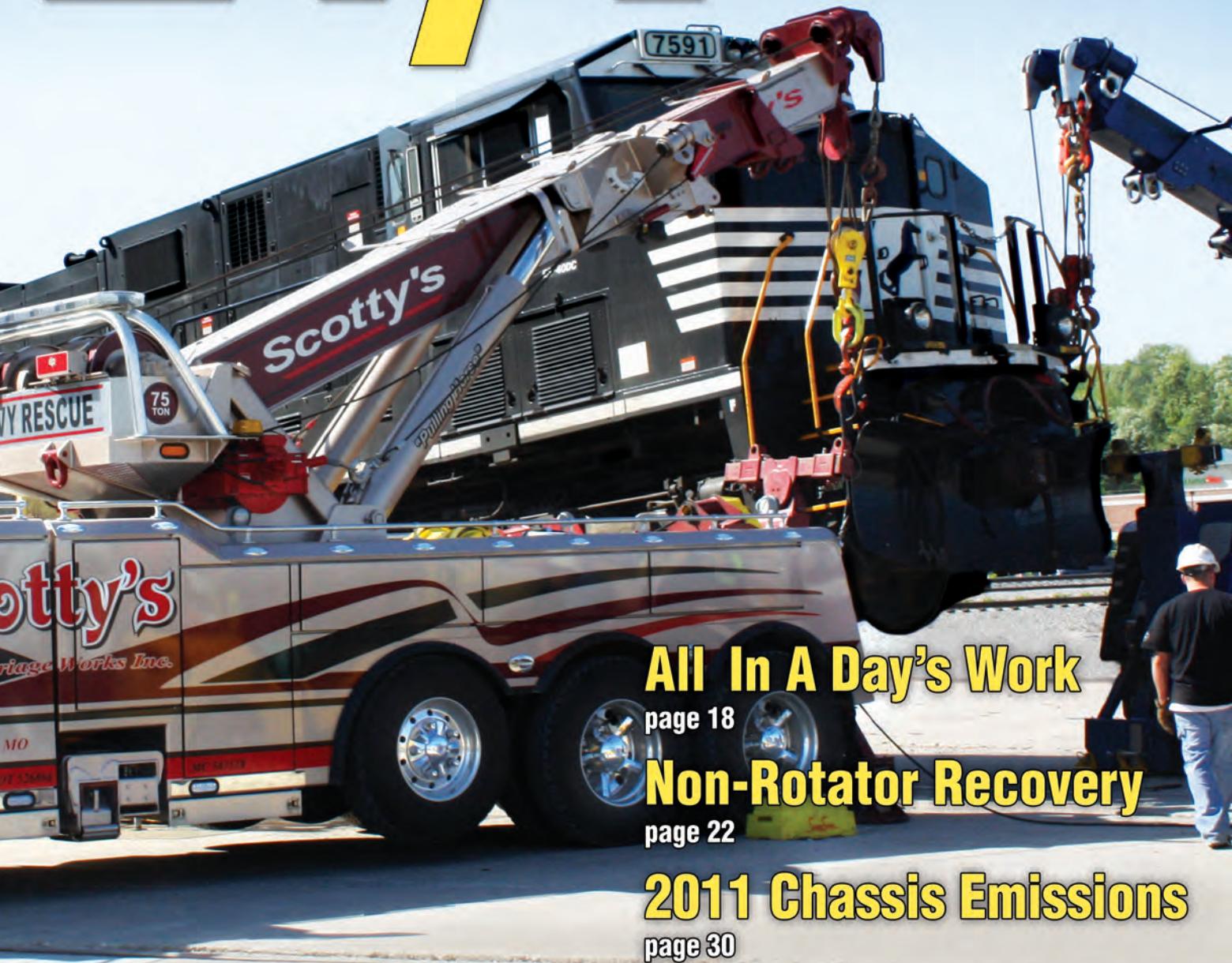


24/7 ON CALL™

VOLUME 6, ISSUE 2
FALL 2010
COVER PRICE \$5 each



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page 30

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AND LOWER CENTER OF GRAVITY**



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Damaged or disabled vehicles and machinery quickly unload off the LCG with its steep 20-degree dump angle.



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Run Smart™

□ INSIDE VIEW

Celebrating the Last 20 Years by Moving Forward

By Jeff Badgley
President and Co-CEO

The year 2010 has been an interesting one, at least from my perspective.

The company's 20th anniversary has brought both verbal and written congratulatory remarks to everyone at Miller Industries. I know that I certainly have appreciated all of the comments. But the reality is that our company owes each of you a huge thank you for allowing us to serve you over the last 20 years. Simply put, without our customers' support there would be no 20-year anniversary for Miller Industries.

Our 20th anniversary has also helped us focus on key initiatives for the future, even as we celebrate our past. It has become obvious to everyone at Miller that we cannot rest on our laurels. Our company must look to the future by constantly trying to anticipate what will be required of us by our customers and the automotive manufacturers.

Our pledge to you is that we will continue to innovate our product lines as we have in the past. We also pledge to continue to be accessible and work diligently to enhance our customer service levels in conjunction with our distributor network. We also pledge to continue to reinvest in our facilities to ensure that you receive high-quality products and to continue to move forward as a singularly focused towing and recovery equipment manufacturer.

Lastly, we pledge to continue to be a friend to you, your company and the industry. Our overall goal is to continue to celebrate milestone anniversaries with an industry we love to serve for many years to come.



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ALWAYS BUILDING THE DREAM

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

Looking back on 2010, it's easy to see how this will be a year to remember for Miller Industries. Not so much because of the tough economic times, but because of the innovations and changes that we have seen within Miller's large wrecker product offering.

LET ME GIVE YOU A QUICK LIST:

1. Newly-redesigned 4024 center section
2. Vulcan's newly-fabricated tailboard and underlift
3. New, lightweight spreader bars
4. A pioneering approach to electrical power supply via Mvec technology
5. The all-new multi-functional Miller Wireless Controller and its unique docking station
6. The unveiling of the Rear H Beam option to the 1060 and 1075 model line, with the unprecedented approach of the Hitch Hiker Underlift (HHU)
7. New, stylish chrome latch handles with power door locks that are now standard across the lines.

Granted, these are larger ticket items. But when you combine them with the subtle improvements that Miller regularly makes to our product lines, you can see why we didn't have time to stress about the economy. In fact, with all of these product enhancements, we made the economy come to us by paving the way for the future of the industry. But let's



The rear H beam outrigger option provides the operator with the same 265-inch stance as found on the front outriggers for increased stability during heavy lifting on the 1060 and 1075 rotators.

get back to how we at Miller Industries are building those dreams.

We first brought what would eventually become the 4024/T2 to the market at The Florida Tow Show® in 1992 in the form of the 3224. Two years later, we

upgraded that unit's winches, boom and elevation cylinders to create the popular 4024/T. Now the brand-new center section changes incorporated this year result in the 4024/T2, which has the same deep "U" design as Century's

The lightweight spreader bar weighs a mere 108 pounds fully assembled with a rated lifting capacity of up to 20 tons.

5230, 7035 and 9055, and improves the position of the wear pads and therefore the durability of the recovery boom and underlift down tower.

The Vulcan tailboard was given a more streamlined appearance, which improves its manufacturing ability and increases its performance factors with fabricated components. This, along with the optional flipper feet, will really increase its ability to "dig in." Finally, the standard and Euro versions of the Vulcan lift will now get a four-plate design. Moving the side plates inboard greatly improves wear pad contact and provides greater strength without additional weight for the larger loads that are placed on today's units.

Miller's new spreader bars were simply a must-have for the towing and recovery industry. As we continued to domi-

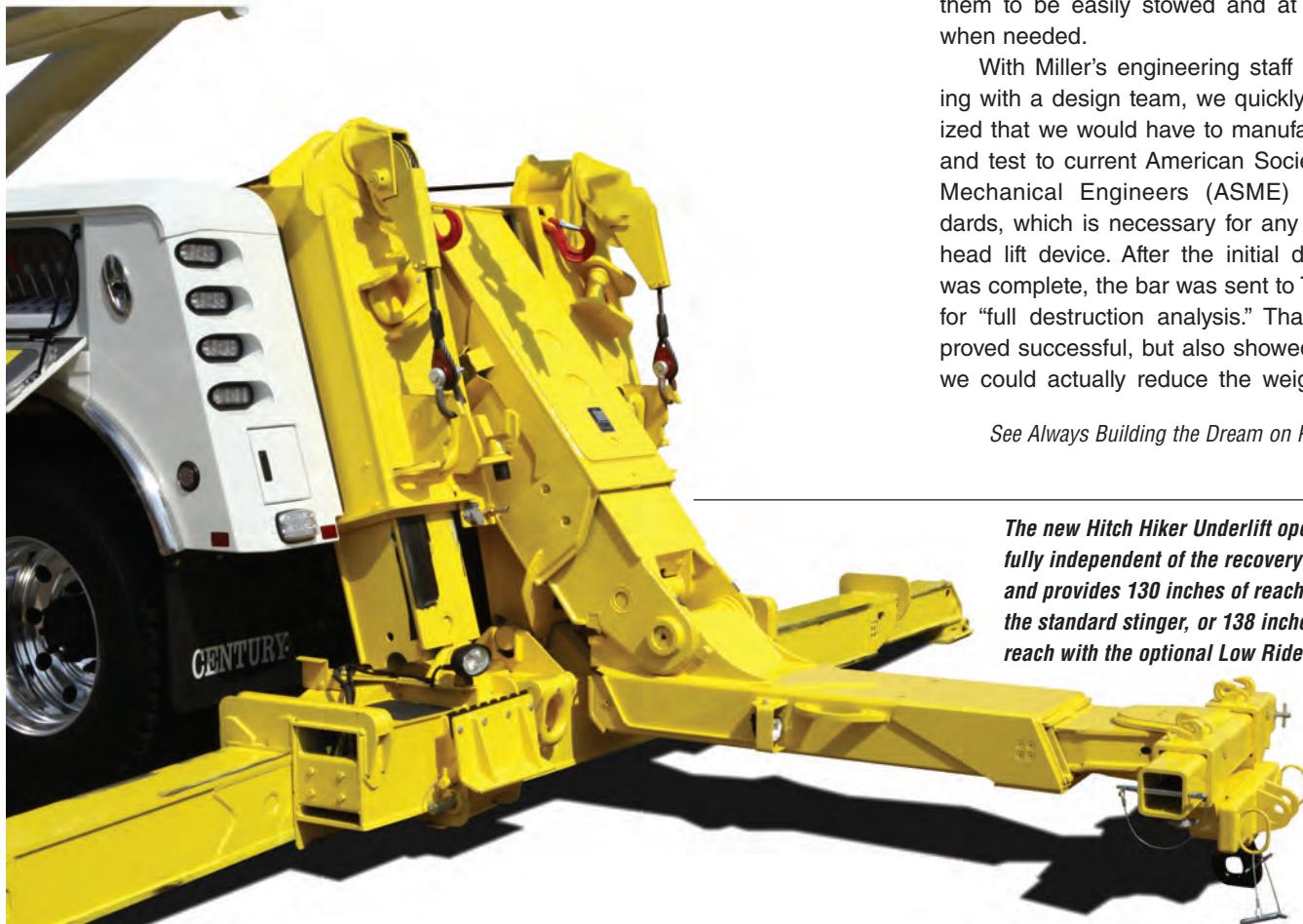


nate the market with new rotator sales, we realized that we needed to also provide tools to increase the usage and functionality of these machines. Our

approach on this lifting attachment is like no other. We wanted our customers to be able and willing to use the bars when necessary, which meant we had to remove the weight first and then design them to be easily stowed and at hand when needed.

With Miller's engineering staff working with a design team, we quickly realized that we would have to manufacture and test to current American Society of Mechanical Engineers (ASME) standards, which is necessary for any overhead lift device. After the initial design was complete, the bar was sent to Texas for "full destruction analysis." That test proved successful, but also showed that we could actually reduce the weight of

See Always Building the Dream on Page 8



The new Hitch Hiker Underlift operates fully independent of the recovery boom and provides 130 inches of reach with the standard stinger, or 138 inches of reach with the optional Low Rider.

the bar by an additional 12 pounds. We felt that lowering the total weight of the five-piece assembly to 108 pounds was worth a little more effort on our part.

Today Miller Industries offers the first-ever lightweight spreader bar with a 20-ton lift capacity that meets all ASME standards, comes registered, has a detailed lifting and assembly manual and can be easily stowed and transported. With this spreader bar, it's easy to see how we are offering the tools necessary to improve the operator's job.

The Mvec solid state PDCs are an all-new innovation for any OEM manufacturer. This system replaces the Power Pal and Power Touch systems (although all current in-field systems will still receive full product support). One of the advantages of this new system is that it includes two 20-function, all-weather switch panels – one for the cab and one for the control station. The panels have a unique "all on/all off" switch and come standard with a wireless controller and a docking box for storing the controller in the vehicle. The docking box also doubles as in-cab controls and charger. There is also an in-dash light that lets you know (before you drive

off or over your controller) when it is not in the stowed position.

But the heart of the Mvec system is its solid state modules, which monitor all the electrical information. Fuses and relays as we have known them in the past are gone. And soon to come is a screen feature (again in the cab and the control station) that will offer a true visual of any function of the chassis as well as the wrecker.

The rear "H" beam unit, without a doubt, has been the most reviewed and tested unit we have ever brought out of the Chattanooga plant. This unit spent more than two years in design, required



multiple comprehensive review sessions with prominent users, and spent six months mounted on the test chassis with countless trips to the "test station."

With the H Beam unit, we have for the first time matched the front and rear outriggers with the same stance, 265 inches. But, the most impressive part of this project is the Hitch Hiker Underlift (HHU). Our engineering and design team reached way out of the box to create a design that has all the towing abilities and features of the current SDU-4, but not the limitation seen on competitive brands with increased overhang and the inability to raise the underlift without lifting the boom.

Finally, because we are always working on improving product styling and features here at Miller Industries, we once again partnered with an American supplier to offer an all-new latch that is exclusive to Miller. The new all-metal latches are made with nickel-backed chrome for years of reliable service. They offer a power door lock feature that also has a key override and the pull handle is durable and large enough to accommodate big hands in heavy gloves.

It is easy to see that Miller Industries has not been sitting idle. As always, our goal is to seek innovation and continue to build your dream. **24/7**



The 4024/T2 features a new fabricated deep "U" design for the recovery boom. All new heavy-duty Miller units with the aluminum modular tool compartments feature newly designed latches that include power lock.



Kenworth Trucks Are Custom Engineered for the Towing and Recovery Industry



Big or Small: Kenworth trucks are engineered for the towing and recovery industry. Featuring durability, reliability, dependability and custom specifications, these trucks will stand up to even the toughest jobs. Call today to find out how Kenworth has raised the bar on quality.



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□ NEW PRODUCTS

Holmes 440-SL Now Available with Optional Power Tilt



For almost 100 years, the Holmes brand has built a reputation for providing dependable, yet economical equipment to the towing industry. A good example of this is the popular Holmes 440-SL self-loader. Now, in an effort to even further enhance the unit's versatility and ease of operation, Miller Industries is making the Holmes 440-SL available with optional power tilt.

The power tilt operates through a 30-degree arc and provides positive tilt for increased vehicle clearance and negative tilt that aids when you're hooking up on a slope or road crown.

The power tilt option also includes proximity limiter switches on both the tilt and elevation cylinders to stop the function at a predetermined height. By bumping your remote control switch a second time, you can power past the limiter switch for additional tilt or elevation.

Century and Vulcan Auto-Loads Feature Redesigned Body Style

Century and Vulcan have introduced a totally redesigned composite body for their popular Express, Midnight Express, 807 and Intruder auto-load units.

The new body shares similar styling cues with the composite bodies that are currently available on Century and Vulcan conventional units. Visual enhancements include stylish flares on the lower body and wheels, while practical additions include larger tool compartments.

The new composite design also includes a recessed lighting strip above the tool compartment door and wraparound LED tail and turn lights.

The rear body is sloped for maximum visibility for the operator when hooking or unhooking to a vehicle from inside the truck cab.



The 60-inch CA body is also available with a 24-inch matching composite tunnel box for 84-inch CA applications, and a smooth gel-coat finish in several popular colors.

Miller's New Spreader Bar Offers Lightweight Advantage in Heavy-Duty Recoveries



Heavy-duty recoveries require heavy-duty equipment, or at least they do most of the time. Miller Industries has developed what might be called an exception to this rule with its innovative, lightweight spreader bar.

Designed to allow for a straight, vertical lift in applications such as trailers, containers, vehicles, boats or aircraft without doing additional damage to or collapsing the sides of the casualty, spreader bars are critical to a number of towers. The problem the operators often encounter, however, is that most spreader bars are cumbersome and heavy, and difficult to haul and store on a tow truck.

But now, Miller Industries offers a convenient and lightweight solution to this dilemma with its new spreader bar. Designed specifically for Miller's complete line of heavy-duty equipment, the new spreader bar meets the needs of professional towers everywhere.

The Miller spreader bar easily adjusts to three different widths: 100", 105" or 110" and has a load rating of 20 tons for a 40- to 60-degree inclination angle and a 15-ton rating for a 30- to 40-degree inclination angle.

But as noted earlier, one of the biggest advantages to this spreader bar design is the weight savings. The complete spreader bar, minus the screw pin shackles, weighs a mere 108 pounds. When the five-piece bar is broken down, the heaviest piece weighs only 37 pounds.

In spite of its light weight, the spreader bar meets all applicable ASME standards and each individual bar is pre-tested to 125 percent of its rated capacity. Although the spreader bars are sold individually, towiers often find that having a set of two on their truck comes in handy for a variety of lifting applications.

Lifting hardware, straps and loops are not included with the spreader bar, but are also available from your local Miller distributor.

Miller Offers Array of Securement Choices for Carriers

Securing a vehicle on a carrier bed used to be a lot simpler. You could easily find something solid to wrap a chain around or there was an existing T-slot. But many of the newer vehicles today are more difficult to secure because they don't have anything accessible or in the right position to hook into or around.

Century and Vulcan carriers, however, are equipped with two chains secured in the front bed trays that can be used as safety chains when loading or as securement chains. To help make your task easier, both a mini J-hook and R-hook have been added to the grab-hook and T-hook that previously were on the chain assembly.



Now, with four different choices in securement, Miller Industries is supplying you with the right hook to choose from in most any circumstance.

And always remember, when loading or unloading, never stand or walk behind the vehicle and always use a secure four-point tie-down when transporting.

Carrier Basket Kits

Lack of storage space has always been a problem on car carriers. Toolboxes work well for chains, straps and assorted tools, but bulkier items such as trashcans, fluid cans, lumber, shovels and brooms have always created more of a challenge.

Miller Industries now offers an easy solution with its LCG Basket Kit. The kit includes two sturdy wire baskets that mount easily in the dead space behind most 48" toolboxes and are available in powder-coated black or galvanized. One basket includes a metal liquid fluid can as well as two metal utility cans with lids for floor dry or debris when cleaning up at an accident scene. The other basket comes complete with storage brackets for a shovel and broom that are also supplied in the kit.

The baskets have ample space for additional storage for items such as wood planks or blocks. And with your deck lowered, your equipment is safe and secure.



For more information about any of the new products featured on these pages, visit www.millerind.com or contact your local Miller Industries distributor.

See New Products on Page 12

Chevron Debuts New 40 Series LCG Carrier

Miller Industries and Chevron have just introduced another unit in the popular line of LCG carriers – the new Chevron 40 Series LCG Carrier.

This impressive new carrier has a remarkable 40,000-pound deck capacity and is designed for a chassis that utilizes super single rear tires. The deck height is a mere 6 3/4 inches over the chassis frame, making it more than 6 inches lower than comparable carriers. This low height is ideal for hauling tall equipment and machinery, while simultaneously making the operator's job easier for loading and unloading with the low load angle. The operator can also more easily and safely secure a load from ground level rather than climbing on the deck.



The Chevron 40 Series LCG is available in lengths ranging from 26 to 30 feet, and comes standard with a 20,000-pound planetary winch. An optional 30,000-pound, two-speed winch package

is also available. Other options include a hydraulic dock stabilizer and a 10,000-pound underlift with spade attachments for recovery. **24/7**

I.T.R.H.F.M. Weekend Successful

Miller Industries would like to congratulate the International Towing and Recovery Hall of Fame and Museum for hosting another successful event, this one held in Chattanooga, Sept. 17 - 18, 2010.

The weekend-long event included the induction of eight outstanding individuals from the towing and recovery industry into the Hall of Fame. Additionally, an emotional ceremony was held on Saturday morning where 28 names were read aloud and added to the Wall of the Fallen.

Miller Industries congratulates the museum on their efforts to preserve the history of the industry and to promote a positive image of towiers to the public. Additionally, the museum strives to acknowledge those who have made significant contributions to the industry and to honor and remember the men and women who've lost their lives while servicing the motoring public.

Finally, Miller Industries is proud of their own ongoing support of both the museum and the survivor fund. Most recently, Miller Industries' John Hawkins and Tom Luciano presented Museum President Rolfe Johnson with a check for \$4,000, which represents the proceeds from Miller Industries' last rotator seminar.

For more information on the event or the museum and Hall of Fame, visit www.internationaltowingmuseum.org and check out the museum's new website.



CHASSIS UPDATE

"The Ultimate Ride" International LoneStar Harley-Davidson Special Edition

Designed in collaboration with the Harley-Davidson Motor Company and with authentic Harley-Davidson motorcycle elements, the International LoneStar Harley-Davidson Special Edition is for those who are never satisfied with the status quo and embrace life on the open road.

This limited-edition LoneStar is now available in a day cab and powered by a Cummins ISX 525-horsepower engine. Transmission duties are of the Eaton Fuller RTLO 1891 B 18-speed variety, and the whole lot is supported by 14,600-lb. taper leaf front suspension and 46,000-lb. Hendrickson rear air suspension. This type of intensive power makes the new LoneStar an ideal match for your new heavy-duty Century or Vulcan 25- to 35-ton interstate towing and recovery unit.

Only a limited number of these specifically engineered LoneStars are available for towing and recovery applications, so contact your local Miller distributor today for your "Ultimate Ride."



A New Star Hits the Road

For International, a new star has been born. The company recently introduced the TerraStar, an all-new entry into the class 4/5 truck market and the newest member of International's well-known "Star" lineup.

The TerraStar is equipped with a 300-horsepower MaxxForce 7 diesel engine and puts out power via an Allison 1000 automatic transmission. It is available in a 16,000-lb. or 19,500-GVW, gets its stopping power from TRW disc brakes with three-channel ABS and features a 40-gallon fuel tank for long hauls. Best-in-class, 80,000 PSI frame rails round out the TerraStar package.

Advantages of the new TerraStar include a cab that's been lowered six inches for increased clearance and easier operator entry. This holds true for both the standard and extended cab models. In fact, the new TerraStar boasts the largest cab in its class, with up to 30 percent more passenger room and 28 percent better front-forward visibility than the leading competitor. Another advantageous feature on the new TerraStar is that it comes standard with an innovative multi-piece, tilt hood that allows for increased ease of maintenance.

With a loaded frame height of under 29 inches, the TerraStar is an ideal match for a new Century, Vulcan or Chevron carrier. Visit your local Miller distributor to find out more about the new International TerraStar. **24/7**



Miller Industries Modernizes

By Will Kelley, Quality Manager

When it comes to business, Miller Industries has only one, solitary goal and that is to provide you with the world's finest towing and recovery equipment at a competitive price. We have U.S. manufacturing facilities located in Hermitage and Mercer, Pennsylvania, as well as in Greenville and Ooltewah, Tennessee. Additional plants are located in Thetford, England, and Revigny, France. Altogether, Miller Industries lays claim to close to 900,000 combined square footage for manufacturing towing and recovery equipment.

Moreover, these facilities are dedicated manufacturing plants for towing and recovery equipment. They do not build manlifts, material-handling equipment, construction equipment or other truck equipment. They are committed to our one and only business focus, which is to supply you with quality towing and

Components are first prepared in a blast chamber providing higher quality and adhesion for the corrosion-resistant epoxy primer that is then applied.

Automated robotic weld cells perform precision, high-quality, consistent welds on components.



Skilled technicians assemble and test individual components, such as recovery booms and underlifts, before installing them on the unit during final assembly. The completed unit is then tested again and given a final quality inspection.

Continually Facilities

recovery equipment. In order to succeed in this endeavor, Miller Industries constantly updates and modernizes our facilities with the latest processes, equipment and technology to help us continue to be the world's leader in the manufacture of towing and recovery equipment.

Most recently, Miller Industries initiated a project in 2005 to modernize its manufacturing facilities and processes at the Ooltewah location. Now, five years later with the project nearly complete, we can see how the renovation has had countless positive benefits to Miller Industries and the customers that we serve.

The first phase of modernization was to construct a 60,000-square foot, purpose-built manufacturing facility for the light-duty product line. Armed with a blank sheet of paper, project team members from various

manufacturing backgrounds designed the processes and specified the equipment that would transform the way in which Miller Industries produces light-duty products.

Process and equipment improvements included precision robotic welding, new blast and paint facilities, material-handling equipment, a high throughput light-duty assembly line, and clean-conditioned inside air. Higher-quality product and quicker delivery time are just a few of the benefits associated with the cleaner and more modern work environment Miller created.

The next phase of modernization came in 2007 and was aimed at the heavy-duty welding and assembly facilities. This involved extensive renovations to approximately 100,000 square feet of manufacturing space. Manufacturing processes were fine-tuned through the installation of new robotic and manual welding equipment, material handling equipment, and new blast and paint facilities. As in the light-duty facility, careful attention was given to setting up processes that would both increase throughput time and product quality.

The final phase of modernization began this year in 2010 and targeted the

50,000-square foot Heavy-Duty Installation Facility. The goals kept in mind during the planning stages were to increase installation throughput time, improve finished product quality, and to provide a facility that visually reflects the same high standards that we have for our finished product.

In order to achieve these goals, the installation process was redesigned and outfitted with the tools and equipment necessary to consistently produce the top-of-the-line product that our customers expect. Material handling equipment was improved, air conditioning was installed, floors were repaired and diamond polished, and new truck doors were installed. Additionally, new lighting and freshly painted white walls and ceilings now provide excellent visibility for workers and visitors alike.

Although the modernization project is nearly complete, our efforts to continuously improve our products, processes and facilities will never really end. Every day, Miller Industries looks for ways to improve what we build and how we build it. It is our hope that you can see the benefits of these improvements in the wreckers you operate every day. **24/7**

WARNING:

Not All Chassis are Created Equal Can you see the difference?

By Vince Tiano, Vice President, Director of Chassis

The simple truth of the matter is that not all chassis are created equal.

Recently we've come across several cases where customers thought they were getting a great deal on a chassis. They believed that they were saving more than \$3,000 by purchasing a chassis they thought was similar to what they also thought was a more expensive truck.

On closer examination of the two build sheets, however, there were more than 18 differences in the two chassis' specifications. In order to offer what appeared to be a great deal, the truck dealer cut a number of features that wound up affecting the truck's performance, its level of user convenience, its longevity and appearance. But most importantly, the cheaper truck actually compromised the operator's safety by lacking certain options that were available on the "more expensive" chassis.

More than half of the options the truck dealer removed cost less than \$100 each.



Added together, however, the savings looked impressive. Unlike with automobiles, most commercial chassis dealers have the luxury of offering a variety of components to build up a truck. Frame rail PSI, axle lubes, cab insulation, fuel tank capacity, engine horsepower, operating wing windows, air dryers and remote control mirrors are just a few items that a less-than-scrupulous or inexperienced dealer can cut corners on.

We at Miller Industries strive to provide the industry with the most competi-

tive chassis prices while simultaneously providing you with all of the options and features that are imperative to towing and recovery applications. Now, Miller Industries can provide you with cheaper, poorly spec'd chassis via our dealers if that's what you choose, but we would caution you not to go that route. When you weigh the safety of your operators and the overall life cycle of your truck against a few dollars here or there, the seemingly big savings suddenly become insignificant. **24/7**

IN COMMAND

Whether it's recovering an overturned tractor-trailer or towing a truck across town, you're in command with your Vulcan V-100. The Vulcan V-100 is the tool you need to accomplish any task – just ask loyal Vulcan users who always demand the best from their fleets.

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LAND IN DEMAND



For versatility in light- and medium-duty towing and recovery, the Vulcan V-30 meets your demands. Available in an aluminum or composite modular body, this 16-ton powerhouse comes loaded with many features found on Vulcan's heavy-duty units.



Vulcan has led the industry in heavy-duty integrated towing and recovery units for 25 years. Available in 25-, 35- and 50-ton capacities, the Vulcan heavy-duty integrated series easily tackles the toughest jobs.



Vulcan's LCG (Low Center of Gravity) car carriers feature a deck height that's 5- to 8-inches lower, offering more stability during transport, a lower load angle and greater ease in securing loads. For recovery, Vulcan offers the SP8000 Sidepuller, the ultimate in car carrier versatility.



The Vulcan Intruder leads the light-duty line-up with an autoload crossbar capable of picking up vehicles at a 90-degree angle and your choice of steel, aluminum or composite modular bodies. Other popular Vulcan light-duty units feature Vulcan's strapless wheel-lift system.



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ALL IN A DAY'S WORK

Rotators to the Rescue

The crew over at Jess Jr.'s and Sons say they love the versatility of their Century Rotators in both recovery and towing. The Cambridge, Maryland, business is currently operated by brothers Jeff and Jed Hurley, whose father and grandfather originally started the business with just a Holmes 525 wrecker. But oh, how things have changed since those humble beginnings.



The fleet now includes three Century Rotators - a 1040, a 1060S and a 1075S - along with a variety of other equipment that is more than capable of tackling whatever comes their way. For example, Jess Jr.'s & Sons are often faced with a lot of single-lane recoveries, for which the rotators are ideal, but they are also great for towing.

As Jed Hurley explained, "With the boom swung forward on our Century 1060S, I had no problem handling an 82,000-pound concrete pumper on the SDU-4 underlift and maintaining good front axle weight while helping lighten the rear axles."

From roadside recoveries to hauling heavy loads or lifting and loading large shipping containers headed overseas, Jess Jr.'s and Sons has the know-how and the reliable Century equipment to get the job accomplished.

Stronger than a Locomotive...

No, we are not talking about Clark Kent and Superman.

Actually, we are referring to Marvin Vail of Marvin's Tow Service in Olathe, Kansas, and Mike Scott of Scotty's Carriage Works in Cameron, Missouri. When a locomotive weighing about 495,000 pounds recently needed its wheel-mounted electric motors changed out, Marvin's and Scotty's responded with their trusty Century Rotators to handle the task.

The dynamic duo first calculated the load, and then determined the proper rigging to ensure a safe lift. They used an additional winch line hooked to a snatchblock at a deadman and then to the train wheels to winch them out from the locomotive to allow the electric motors to be replaced.

As luck would have it, the engines that needed replacing were on the third set of wheels back, which is what required the locomotive to be lifted so

high. With careful calculations, proper rigging and their Century 1060S and 1075 Rotators, however, the job went safely and smoothly.



From Farm Fields to Airfields

Jamon Ingelse is a third-generation tower whose grandfather started Lansen Garage and Towing in Belgium, Wisconsin. According to Ingelse, they never know what to expect when their phone rings, but they are confident that they can handle whatever comes along, thanks to their training and experience, and their new Vulcan V-100 SP850-XP.



One day might see the crew from Lansen uprighting and towing a 50,000-pound pea picker in the local farm fields, while another might find them towing an airplane whose pilot forgot to drop the landing gear off a runway.

But no matter how difficult the job and no matter where it might take them, Ingelse maintains that the gang from Lansen and their Vulcan V-100 will always get it done right.



Towing Them Back from the Outback

Located in the city of Adelaide on the outskirts of Australia's rugged Outback, Truckworks Australia is often called upon to perform difficult recoveries. According to Truckworks Australia owner Lyndon Reynolds, they also regularly tow heavy, long truck-and-trailer combinations commonly called "land trains."

Reynolds said that although his trucks are known for their custom paint jobs and flashy appearance, they are actually more workhorses than show pieces and he never questions the capabilities of his Century units to get the job done.

But you must admit that this Truckworks Australia Kenworth 904 equipped with a Century 9055 towing a heavy load through the Outback stands out enough to make even a kangaroo stop and take notice.

See Day's Work on Page 20



ALL IN A DAY'S WORK

From Page 19

Helping Traffic Flow in Tokyo

With vehicle volume said to exceed one million daily on the Tokyo Expressway, there was a need for a high-performance, mid-sized towing and recovery



unit to assist in handling the approximately 40 accidents per day on the busy thoroughfare. Leading into Tokyo, the Expressway includes narrow, elevated roadways and long, low-ceilinged tunnels. A specially equipped Holmes 600R outfitted with an additional crane for material handling was put into service and has performed flawlessly.

No Problem Towing Heavy Loads

When Charles Buckler first started Buckler's Towing Service back in 1958, the small business in Hyannis, Massachusetts, was intended as nothing more than a way to tow customers' vehicles back to Buckler's body shop. Almost 50 years later, Buckler's Towing Service has grown. And although Charlie is still around, his son Bruce and grandsons Nathan and Alex are also heavily involved in the family business.

In fact, the business has grown so much over the years that it now includes 12 pieces of equipment ranging from light-duty wreckers to a 2009 Peterbilt with a Century 1060S Rotator. To help navigate the tight and twisty roads that meander around Cape Cod, the Bucklers built their Century 1060S on a Peterbilt 378 chassis with a smaller-than-normal 324" wheelbase.



Buckler's recently responded to a call to relocate an older 80-ton-capacity Manitowoc crane in the rain, a job that was ideal for Buckler's somewhat compact Rotator. "With my boom swung forward," explained Nathan, "I have no issues with maintaining front axle weight on my truck, even when towing oversized loads in inclement weather. The versatility for both towing and recovery is just one of the many reasons we chose Century."

Choice of Towing Professionals Worldwide



Both on- and off-road, you can find a fleet of Century 5230s in Afghanistan working under conditions so grueling that they provide a true test of the equipment's strength and reliability. As a matter of fact, travel almost anywhere in the world and you'll usually find a Miller Industries towing and recovery unit doing what it does best - working.

Miller Industries equipment is the choice of many governments, militaries and private towing professionals worldwide, and it is our goal to continue to manufacture and provide you with the finest quality towing and recovery equipment that you can always depend on.

Century Conquers New Zealand's Challenging Terrain

Although Bus, Truck, Recovery (BTR) Limited started in 2001 with nothing but a Kenworth tractor and a fifth wheel towing attachment, the Christchurch, New Zealand, towing and recovery outfit has been expanding ever since.

Most of this growth occurred after Ray Holley and Nigel Hope purchased BTR Limited in 2007. The partners had ambitions that included expanding the business and getting into heavy-duty extraction. In an effort to achieve their goals, Holley and Hope recently added a Century 7035 mounted on a K100G Kenworth to their fleet.

The need for such a unit can be attributed to the countryside in the south island. Although the terrain around the ocean coast is picturesque, the narrow, soft roads and steep cliffs pose plenty of challenges for truck drivers and recovery operators alike.

One recent call was for a truck loaded with metal weighing about 24 tons. The vehicle had rolled four times and crashed through several trees before finally coming to rest on the edge of a cliff. Recovering the truck required using all of the cable from the Century 7035 just to reach the casualty. After that, the truck was righted and then winched back to the road to be towed by BTR back to town.

The two-man crew completed the difficult recovery in 4.5 hours plus another 1.5 for the return tow – with the help of their Century, of course. **24/7**





Using Your Non-Rotator and Understanding the Basics of Propane Bobtails

*By Tom Luciano,
District Sales Manager and Training Specialist*

Recently on a beautiful fall day in Connecticut, the crew at Raymond's Auto Repair got a call that tested their towing and recovery skills. It seems a local mechanic who wasn't supposed to be driving had taken out an 80-percent-loaded bobtail propane truck for a test drive. The mechanic attempted to negotiate a turn at an intersection while driving too fast and forgot that a liquid load can shift. The result was that the unit overturned and slid on its side into an old barn area.

Photo #1

As you can imagine, the fire and police departments, the Department of Environmental Protection (DEP) and Department of Transportation (DOT) were all called out and the area was secured. The owners of the overturned truck were also notified, and they contacted Raymond's Auto Repair of North Franklin, Connecticut, for their recovery skills.

Photo #2

Initially, the propane company was told by DEP to "pump off" the unit on its side. As in most situations like this that I've encountered, most propane companies do not have the proper pump, hoses or fittings to do this in a quick and timely manner and that's when tempers can become stretched.

In any attempt to off load, there are several things that should be understood. First, it's necessary to have a pump that will start and run. Second, you should install a closed loop between both the overturned casualty and the second truck. Third, be sure both units are bonded or grounded, because static electricity will kill you. Fourth, take care to open all valves once the closed-loop system has been installed and check for leaks. Remember, leaking propane is heavier than air and will run downhill. Any type of ignition must be eliminated.

Dennis Raymond and Joey Ameer of Raymond's Auto Repair were on stand-by with their two well-equipped Century 5130 units. They had advised the fire department and propane companies that they were capable of conducting a controlled roll situation. If needed, they could

handle the loaded unit and with no difficulty. As in many situations like this, however, the propane company decided to give it their best try. Five hours later with no success in off loading, Raymond's was asked if they could upright the loaded unit.

Comments: What a great job by Raymond's Auto Repair. Many towing and recovery professionals believe chains can't be used in a confined situation like this because of sparks. But there were no leaks, so sparks weren't an issue. It would be quite a different story if the product had been leaking. Also, because of the different agencies on site at a job like this, politics come into play. That is why I tell towing companies to practice ahead of time with as many agencies whenever possible so they know what you can handle. This will assist you when incidents like this occur. There are many fire and transportation training people out there who instruct to never let towing companies assist in delicate recoveries. If all towing and recovery companies took the time to practice their craft and refine what they do, we could all improve our image the way Raymond's Auto Repair has done.



Photo #3

The first 5130 was backed in between the trees and positioned on the top, or roof side, to execute a reverse roll. Remember, this is always the best strategy to use whenever possible because this way the casualty has to lift. Notice that both winch lifting lines are "two parted" to slow down, but also to operate within a safe work zone area. The Miller endless loop strap kit was utilized and two blue endless loop straps were positioned under the tank and attached to the frame rails of the chassis. Notice the screw pin shackles are used to attach the strap to the chains and not the chains through the straps.



3

Photo #4

The second 5130 was positioned to catch the loaded unit as it was uprighted. The endless loop red straps were attached to the upper frame rails with chains and to serve as the catch lines. Notice that these are not two-part lined because when catching, you want to get it down ASAP so speed is necessary. Pay particular attention to the blocks lodged between the suspension of the truck and the frame to create a rigid area between the axle and the load. This is sometimes useful with spring suspension because it softens the load on one set of springs. Even though all brakes had been locked, there was still a chain attached around the wheels and to the frame so the truck wouldn't roll away once it had been uprighted. Also, blocks were placed between the inner and outer tires to prevent the tubeless outer tire bead from breaking and to share the weight with the inner tire.



4

Photo #5

This photo demonstrates the great positioning of the two wreckers as well as the boom location. Notice that the lifting was done by the winches and NOT by simply booming up. The lifting 5130 had the boom positioned past the centerline of the load, allowing the unit to be raised to its wheels and not be pulled back toward the wrecker at the end of the lift. Notice also that both wreckers had their jack legs down but just to the ground so as not to elevate the wrecker tires off the ground.



5

See Non-Rotator on Page 24

Photo #6

This photo illustrates one of the most critical points in any recovery: when the PASS OVER occurs. What you do not want is to have any slack in the catch line. Instead, the line should be just taut. Also, if you have too much tension on the catch straps the unit will want to skip toward the lifting truck. We recommend practicing this maneuver ahead of time, maybe in your yard several times, before you're actually called upon to do this under these conditions. If the operator of the lifting truck gets ahead of the catch lines, it will shock load all the components of the catch wrecker. If the catch truck gets ahead of the lift truck, the casualty will skip sideways on you. So in order to succeed, both operators must be in sync. This is where practice pays off.

Photo #7

Touch down! The loaded unit is now uprighted and standing free. This is when it pays to have a camera on-site that takes high-resolution shots as opposed to cell phone cameras. Why, you may ask? If you photograph a job like this from start to finish, the pictures will show that no further damage was done to the casualty. They'll also show conditions, such as the fence that was in the front of the cab that caused the damage to the front fender. With high resolution, you can enlarge photos and see details like the dent on the lower side of the tank. This photo shows the tank had slid on its side before the recovery crew started.

After all was said and done, the loaded unit was towed about three miles back to the propane company yard. **24/7**



Towing Companies May Benefit from New Tax Break

On September 27, 2010, President Obama signed into law the Small Business Jobs Act of 2010, which includes \$12 billion in tax benefits. In an effort to spur spending on capital investments, the Act includes two changes that allow for faster cost recovery of business property. Here are the details:

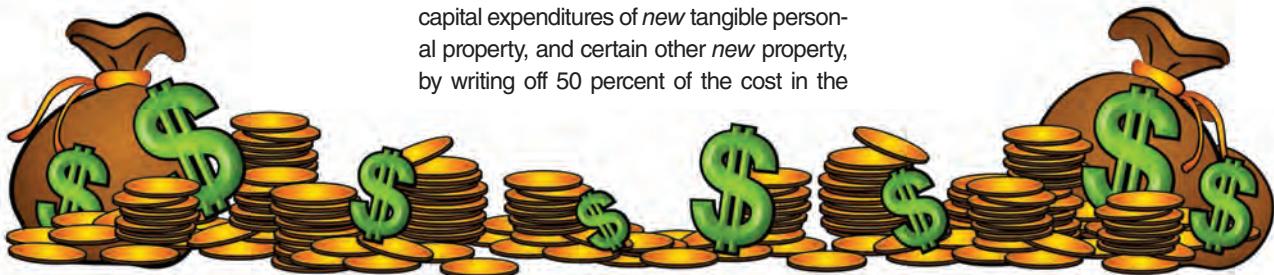
In order to help small and mid-sized businesses quickly recover the cost of certain capital expenses, business owners

can elect to write off the cost of these expenses in the year of acquisition in lieu of recovering these costs over time through depreciation. Taxpayers can expense up to \$500,000 for qualifying property — generally, machinery, equipment, including towing equipment, and certain software — if placed in service by December 31, 2010.

Additionally, bonus depreciation is back for businesses of any size. Once again businesses are able to more rapidly deduct capital expenditures of new tangible personal property, and certain other new property, by writing off 50 percent of the cost in the

year placed in service. To qualify assets such as towing equipment, it must be placed in service by December 31, 2010.

If you have found this information helpful, then do not let 2010 close without taking full advantage of the enhanced tax provisions. If you would like more details about the new legislation or how best to leverage the law to your advantage, please call a Decosimo advisor near you or visit www.decosimo.com. **24/7**





THE LIGHTS GO OUT ON ANOTHER RACE SEASON

As the 2010 racing season comes to a close, Miller Industries would like to once again thank the more than 300 trained towing professionals who volunteered their time and services with the Miller Race Recovery Team.

Altogether, the Miller team was responsible for the towing and recovery duties at 55 major race events over the course of the year. These events included the NASCAR Sprint Cup, Nationwide Series and Camping World Truck Series. Additionally, the Miller team provided support to the events sanctioned by Indy Racing League, ARCA and Grand-AM, which take place at 10 different racetracks from coast to coast.

As we begin preparations for the upcoming 2011 race season, this past year's race recovery units must make way for next season's units. These 2010 and



2011 models are a combination of LCG carriers and 10- and 12-ton towing and recovery units. The chassis are International 4300s with both extended and regular cabs. The trucks have mileage that varies from 2,000 to 10,000 miles and they include factory incentives and dis-

counts. For more information, contact your local Miller distributor.

We look forward to seeing you in the 2011 race season as either a race fan or a Race Recovery Team member at one of the many events where Miller Industries equipment is used. **24/7**



Mark Your Calendar

On April 16, 2011, you could be the lucky person driving home from the Florida Tow Show® in a new 2011 Hino equipped with a Century 12 Series LCG Carrier.

For the third year in a row, Hino Truck and Miller Industries have teamed up to supply a unit to the Professional Wrecker Operators of Florida to be raffled at their annual tow show. Proceeds benefit PWOF's educational and legislative initiatives and programs.

You can check it out or test drive the unit for yourself at select tow shows and PWOF chapter meetings leading up to the Florida Tow Show in Orlando, April 14 - 17, 2011.

For more information,
visit www.floridatowshow.com



LET THE SHOW

Photos from 2010 Florida and Reno Tow Shows



miller
INDUSTRIES

BEGIN

When Miller Industries attends a tow show, crowds flock to the exhibit area to see the latest and greatest from the world's largest manufacturer of towing and recovery equipment. But attendees get a lot more than the chance to "kick the tires." They also get a front row seat to the largest, most thrilling live equipment demonstrations ever presented.

So when Miller Industries says "Let the Show Begin," it truly is a show to be seen. **24/7**



Miller Industries Receives Prestigious AAA Honor



Miller Industries, the world leader in towing and recovery equipment, is proud to announce they received AAA's Five-Year Dedicated Automotive Preferred Supplier Award at the recent AAA/CAA Automotive Conference held in Orlando, Florida.

"I'm pleased to present this award to Miller Industries for their strong brand and dedication to providing value and quality equipment to AAA/CAA fleets and contractors," stated Vice President of AAA Automotive Marshall L. Doney (photo: far right), who was on hand to present the award to Miller Industries Vice President of Marketing Randy Olson (photo: second from right). "I also want to congratulate Miller Industries on their 20-year anniversary."

Accepting the award on behalf of Miller Industries was Olson and Vice President of Northeast Sales Clay Taylor (photo: second from left). Also on hand to congratulate Miller Industries on this prestigious award was Dawn Dobosh (photo: left), AAA Preferred Supplier Programs Manager.

Celebrating the Success of 2010 Sales Summit

Miller Industries proudly congratulates its U.S. and Canadian distributors' sales people who recently completed training at the 2010 Miller Industries Sales Summit. The successful event was held at Miller Industries' Chattanooga, Tennessee, campus with close to 100 sales professionals in attendance.

"We at Miller Industries believe that it is essential for our distributors' sales people to help towers make informed decisions when buying the equipment that we manufacture," said Miller Industries Vice President of Marketing Randy Olson. "What better way to do that than to provide the sales force with knowledge right here at the Miller Industries headquarters?"

The two-day intensive training included providing attendees with detailed information on recent chassis and emissions changes, weight distribution and equipment options. The sales summit also focused on educating the sales people on the construction, features and benefits of Miller Industries' lines of carriers and light-, medium- and heavy-duty towing and recovery units.

With the constantly changing technology available to the development of both the chassis and equipment, Miller Industries strives to provide highly trained and well-educated sales professionals at the distributor level to assist towers in making the proper choices when purchasing new equipment. This sales summit was one of the ways Miller Industries achieves that goal. **24/7**

Innovation Continues on www.millerind.com



For all of you who missed the Florida or Reno Tow Shows, or for those who have never had a glimpse inside the Miller Industries factories to see how a carrier is built, or even for those who have yet to experience the action at the racetrack with the Miller Race Recovery Team, Miller Industries has an exciting announcement:

Now you can enjoy all of these events from the comfort of your living room laptop or office desktop computer simply by visiting www.millerind.com. Log on to the Miller Industries website and click on "On Call 24/7 Live Videos" in the upper right-hand corner of the home page. This will take you to the new Miller Industries video page. We've already uploaded footage from recent tow shows, races and our carrier plants.

Miller Industries will continue to bring you the latest and most up-to-date news and information in the towing and recovery industry as we regularly update our new video page with exciting and innovative videos from our factories, training schools, tow shows and more throughout the year.



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Contact Your Local Miller Distributor or Call: 877-TOW-TRK1

Understanding 2011 Diesel Emissions Equipment

By Aaron Haluska, Design Engineer



Let's face it – government regulations can be a pain. In order to meet 2010 emissions requirements, most truck manufacturers have to provide a system for injecting fluid called Urea into the exhaust. Many towers are unsure about this technology, but there's a bright side. It's been used in Europe for some time, so the new equipment will be pretty easy to deal with once operators understand it. Let's take a look at some facts and clear up some misconceptions.

Urea is a nitrogen-rich compound used in crop fertilizers, household cleaners and tooth whiteners. Mixed with water and heated in a catalytic converter, it turns nitrogen oxide emissions into harmless nitrogen, water and carbon dioxide (CO₂). This Urea-water mixture is called Diesel Emission Fluid or DEF.

You can buy DEF at dealerships, truck stops, fuel distributors and auto parts stores in one- or two-gallon containers, 55-gallon drums or 275-gallon tanks. It costs about \$5 to \$6 per gallon in most places, though some retailers are advertising it for three times that much, so smart towers will shop around for the best price. Many industry experts believe that as more trucks begin using it, the price may drop to \$2 to \$3 per gallon, and it will be available from a special pump at most gas stations. All commercially available DEF fluid is the same, so if you are driving an F-550, you don't have to buy Ford DEF.

DEF fluid burns much more slowly than fuel, so you won't need to buy it as often.

You'll probably use about a gallon for every 50 gallons of diesel. So a truck that gets eight mpg could go about 400 miles on a single gallon of DEF. That isn't bad. Even better, many chassis manufacturers are making DEF tanks large enough to last thousands of miles without filling up. You will get a warning when

DEF fluid is low, but when it runs out, trucks will react in different ways. Some will reduce the maximum speed, others won't restart, and still others will have less horsepower.

DEF filler openings are too small for fuel nozzles, and the caps are always blue, so an operator is unlikely to fill the DEF tank with fuel by mistake. If something other than DEF were to enter the tank, the system would sense it and react. Depending on the amount of the foreign substance, the DEF tank might require servicing.

Is DEF dangerous? Not really – it's not even as toxic as other automotive fluids. Still, it damages carbon, steel, aluminum and some plastics, so make sure to use the right equipment to store and handle it.

Keep DEF fluid in a cool, dry place away from direct sunlight. At temperatures between 12°F and 90°F, DEF fluid will easily last for a year. In a climate-controlled room (below 75°F) out of the sun, it can go two years.



An Alternate Route

While most truck and engine manufacturers have chosen Selective Catalytic Reduction (SCR) to meet the new, more stringent emissions standards, at least one major manufacturer has taken a different approach.

Navistar's unique answer to meeting the EPA's 2010 requirements on their popular MaxxForce engines is the use of advanced Exhaust Gas Recirculation (EGR). EGR is an alternative to Urea and utilizes advanced fuel injection, air management, electronic controls and proprietary combustion technology.

Whichever path you choose, EGR or SCR, for your next chassis purchase, we will all breathe a little easier as we're driving down the road.

DEF fluid freezes at 12°F, so all chassis manufacturers provide a way to keep it warm enough in winter, and to thaw it quickly after startup if necessary. Repeated freezing and thawing doesn't affect the performance of DEF. The new Urea equipment is pretty easy to work with, and once we get used to filling a second tank from time to time, we can feel good about having done something to clean up the air around us.



GET READY TO ROCK BALTIMORE

As we near the close of Miller Industries' 20th anniversary year, we invite you to join us for one final celebration at the American Towman Expo in Baltimore, the weekend of November 19 - 21, 2010.

- Come by the Miller Industries booth and experience the entertaining tricks and illusions of "Magic Boy."
- Enjoy our hospitality as Miller Industries Rocks the Hard Rock Cafe on Friday evening at the famous restaurant's number-one event of the year.
- Ride home on a brand-new Harley-Davidson or win a number of other valuable prizes in the Miller booth.
- Attend the Miller-sponsored Donnie Cruse Recovery Awards luncheon to see who wins top honors.
- See the latest in new towing and recovery technology from the industry leader, Miller Industries.
- Learn rigging tips and techniques and gain equipment knowledge from Miller Industries' Tom Luciano and John Hawkins.



For more information or to register, visit www.towman.com or call (800) 732-3869. **24/7**





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