

24/7 ON CALL™

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Sharing Our Corporate Values



By Jeff Badgley
President and
Co-CEO

For the past several years, I have attempted to add insight into the philosophies of Miller Industries and its worldwide family of distributors. I have highlighted customer service initiatives, our passionate people and our quality distributor network. I have also discussed new products and our desire to enhance your experience with our product throughout the life of that product through our investment in facilities and people. My hope has been to deliver a consistent message that says "We Care" about the industry and the people involved in the industry we serve.

Core values of a company that I purchase product from certainly influences my purchase decision. Conversely, I would expect our values to influence your buying decision. Likewise, I am fairly sure your customers take into consideration your firm's values as well when making a decision for your services. To that point I thought it important for me to communicate a few of our corporate values that I believe impact our performance in the towing and recovery industry.

First and foremost, we expect our family of employees and distributors to be advocates of you, the consumer. I attempt to instill into all people in our organization a drive to be a customer maniac.

Second, we have a deep-rooted belief and care for the industry we serve. That belief and concern drives us to maintain our leadership position by reinvesting in product development, facilities, and people. Our belief in the industry and our deep-rooted connection also motivates us to continually support industry initiatives as a responsible corporate citizen.

Third, there is a constant desire to strive for improvement in our daily activities. We, like you, make mistakes. We, like you, have employees who make mistakes. Our goal in our process is one of continued improvement and coaching to eliminate the opportunity for errors to occur.

Last, innovate to serve. We constantly strive to make your job less difficult and safer.

I hope you enjoyed my short recap. In reality what I put on paper probably could be easily summarized by a statement of "Love what you do, commit to those you do it for, and let your actions of commitment speak louder than your words."



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On The Cover

John Hawkins III explains the procedure for an end roll of a mixer weighing approximately 24,000 lbs. using a CENTURY 1140 Rotator. This was one of a half dozen different demonstrations conducted during a Miller Industries Rotator Seminar held this past year. You can view video of all of the action at www.millerind.com - just select "On Call 24/7 Live" to choose a number of videos to watch including "Rotator School - Chattanooga 2011."



Be sure to visit our website regularly for updated product information, www.millerind.com. Or follow us on Facebook for daily updates, www.facebook.com/millerind.



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The Right Size Tool for the Job

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

How many times have you gone to fix, repair or assemble something and you didn't have the right size tool for the job? Sometimes you can get the task done, but it may be more difficult because you use a tool that isn't ideal – it's too big, too small, wrong length, etc. Have you ever tried to drive a small nail with a sledgehammer? Bigger is not always better.

Which brings me to what I have encountered in my travels over the past year. I've been lucky to visit with a number of distributors and their sales people and many of you at your locations. We all know the economy has been a little rough in many areas, but the men and women of towing are a resilient group

The Century 1130 - the right size "tool" for a wide variety of your daily towing and recovery needs.



with a strong work ethic, a lot of pride in the equipment they operate and the tasks they perform, and the knowledge to have the right “tool” for the job. But as any successful company owner will tell you, the equipment also has to be profitable to own and operate.

Over the past decade, many of you have selected the rotator as the right equipment to help you reach your goal in a fast, efficient and safe manner. When I say “rotator”, many of you automatically get an image of this massive four- or five-axle, magnificent-looking piece of machinery capable of lifting and recovering objects that we once thought near impossible.

I am not saying there is anything wrong with owning the biggest, baddest rotator around, but in many situations a smaller unit will get the task done. A great example of this is the CENTURY 1140 that we introduced to the market about six years ago. Many towers do not have enough volume to justify having the heaviest rotator built sitting around waiting for that next big job. Sometimes a lower acquisition cost plus a lighter weight unit for towing —such as the 1130 — is a good fit for your operation. The unit works great as either a secondary unit alongside another rotator on those extreme jobs, or as a frontline unit on a large percentage of calls. To continue our goal of offering you, our customer, a complete line of rotators to fit your specific needs, we went back to the drawing board to design an even lighter and more economical unit that still has the power and capacity to get the job done.

Using proven components and technology from our other models, we introduced the CENTURY 1130, a 30-ton rotator with the ability to easily handle your daily tows along with capabilities to handle many lifts or be a great second unit to back up a heavier unit on tougher jobs. Some may ask if a 30-ton is enough capacity. Many of the older towers out there can tell you great stories about some tough recoveries with their 25-ton HOLMES 750, so with the added capabilities of a 30-ton hydraulic rotating boom, we are confident the CENTURY 1130 will not disappoint.

Along the way in the journey to design a versatile unit capable of lifting and rotating a variety of loads, being lightweight for



The Century 1130 has a maximum hook height of 354 inches along with a boom capacity of 60,000 lbs. retracted and 25,000 lbs. extended, making it capable of handling a wide range of vehicles and equipment.



With the ability to rotate the boom forward over the cab, the operator can increase the front axle weight on his 1130 when towing heavier loads. This is especially helpful when towing those difficult snorkel, fire and bucket trucks because you can retract your underlift in closer to the back of your unit and let the towed vehicle's boom or bucket hang over the top of your unit.

towing and providing recovery capabilities, we became involved with Navistar Defense to build a military version of the 1130. We are proud to say that close to

400 of these units have been built, with many of them in harsh conditions helping

See The Right Tool on Page 6

the troops do their jobs towing and recovering heavy armor-plated vehicles faster and safer. We also have commercial operators from coast to coast who can attest to the benefits and versatility of the 1130s in their fleets.

As we know, one size does not fit all and there is no one size tool that is perfect for every job. If you are interested in a heavy-duty 75-ton rotator with up to six winches for extreme recoveries, we have the number one selling unit in the industry for you. Or if you are looking for a versatile unit for your daily towing that provides you with a rotator for much of your lifting and recovery needs, we have you covered with the CENTURY 1130. And in between, we offer our 1140 (40-ton) and 1060S (60-ton). We know that your success leads to our success and no matter what size "tool" makes sense for you, we have the right one to fit your requirements.

Stay safe and we look forward to seeing you in Orlando. **24/7**



The Century 1130 makes a great second unit to work alongside another heavy-duty rotator in a wide variety of recoveries or lifting operations such as loading heavy equipment or machinery.



Designed to be an economical-yet-versatile unit for daily operation, the Century 1130 is ideal for both recovery and towing applications. The underlift has a 15,000-lb. lift capacity at full extension of 130 inches and towing capacity up to 80,000 lbs.

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□ NEW PRODUCTS

Chevron's New 12-Ton "Power House"

Although Chevron is best known for quality, innovative car carriers, over the years they have continued to build an equally impressive reputation for their light-duty towing and recovery units such as the Renegade with the Autogrip wheel-lift. Chevron's latest addition to their line-up is a new powerful 12-ton integrated unit, the Chevron Model 512.

The Chevron Model 512 is ideal for a wide range of light- and medium-duty towing and recovery applications featuring dual in-line 12,000-lb. planetary winches complete with air free spools and 150 feet of 7/16" wire rope. The unit is available with optional multi-position hydraulic rear spades for those tough recovery jobs. The boom has up to 41 degrees of elevation and horizontally extends 71" past the tailboard. The equally impressive underlift provides up to 78.5" of reach with a lift capacity of 7,000 lbs. or 9,000 lbs. retracted using lift forks.

To put the frosting on the cake, Chevron designed a 108" CA modular body to dress out the unit, adding both form and function. Spacious tool compartments constructed of aluminum feature ample space for your equipment along with built-in storage racks for lift forks to keep everything organized. LED body



lighting is standard, along with gas shocks on tool compartment doors. To add automotive type styling, the rear quarter panels are constructed of a high-impact composite material that is easily replaced in case of a collision.

This is just one more example of Chevron's commitment to continue growing its reputation for excellence in towing and recovery equipment.



Stylized Light Pylon Adds Bling

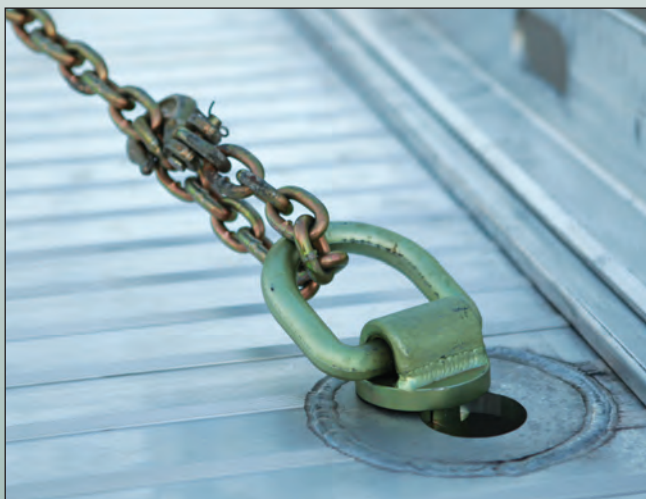
Many of the heavy-duty units on the road today have become traveling "works of art" with custom paint jobs, lights and chrome. Miller Industries has introduced a new stylized light pylon to help you add even more bling to your Century or Vulcan heavy-duty unit's accessory wardrobe.

The pylons are available in a 38", 43" or 51" height and feature a 72" 16 head LED light bar encased with a custom-made aerodynamic top and bottom cover. The covers can be painted to match your unit or chassis, as can the pylon legs, or they can be left in their original brushed aluminum finish. The pylons add a little more customization to a piece of equipment that works as great as it looks.



Get Loaded Quickly

The Titan T Series 53-foot trailer is a fast and efficient way to haul up to seven vehicles. The Titan's quick load design features a hydraulic front floating deck, hydraulic extending front ramps, hydraulic belly ramps, hydraulic drop pockets for taller vehicles. With the ability to maximize the amount of vehicles you can load, the Titan is ideal for transporting multiple vehicles for auto auctions, car dealers and leasing companies. Check out the upgraded features at your Miller Titan Trailer distributor.



Port-A-Ring to the Rescue

Since its introduction a year ago, many tow operators have found the Port-A-Ring an easy-to-use, versatile, inexpensive attachment to provide a place to hook a snatch block or chain for winching or securing a load on their Century, Vulcan or Champion steel carrier deck.

Miller Industries recently released an additional Port-A-Ring model to work with their aluminum carriers. So now wherever you have a key slot, you can drop and slide your Port-A-Ring in place to provide a portable "D" ring.



More Stability, Same Brute Strength

For increased side stability, your new Century 7035 and 9055 are available with optional hydraulic extendable rear outriggers. First introduced with the SP 850-XP hydraulic pivoting front stiff legs, many towers saw the versatility and added stability they provided in many applications and asked for them on their standard heavy-duty integrated units. Other features of the rear extending legs include user friendly, flip-down spade attachments, flat pads that can be turned to provide a spade for side pulls and a center "D" ring. **24/7**



GAS **VERSUS** DIESEL

Over the past decade, the largest percentage of towing and recovery equipment was mounted on chassis powered by a diesel engine. After all, the diesel provided higher torque for pulling heavier loads, provided increased front axle weight, had better long-term durability and provided more miles per gallon. But over the past few years, diesels have come under more government scrutiny for emissions than gas. This has led to increased cost of the initial purchase price along with increased operating costs and maintenance, making some operators weigh the alternatives. There is no one correct answer for every operation, but with the release of the 6.8L V10 gas engine in the Ford F650, Ford has supplied some information to help you make your decision.

Advantages of Gas

- Gas engines tend to have roughly a \$6,000 to \$9,000 lower initial acquisition cost.
- Based on 100,000 miles, maintenance costs are approximately double for diesel engines over gas engines (\$1,442 compared to \$772).
- Over the past nine years, gas has consistently cost less than diesel by up to 50 cents per gallon.
- Gas provides higher horsepower and quicker acceleration.
- Less issues with cold temperatures.
- Easier access and more outlets for parts, services and fuel.

Advantages of Diesel

- Better fuel economy. Based on 15,000 miles per year, approximately \$1,125 in fuel savings.
- Higher torque.
- Better long-term durability.
- Tend to go much further without needing an overhaul.

Your local Miller distributor can supply you with a number of gas or diesel chassis options specifically tailored to the tough demands of the towing and recovery industry.

It is also important to remember that two models of the same chassis with the same engine and transmission may have a vast number of differences in options such as frame, suspension, axles and many other critical components that may affect the performance and longevity of your truck. Don't be fooled by a low price that may cost you dearly in the long run. Your equipment specialist at your local Miller distributor can help guide you in the correct choice for your specific needs. **24/7**



Hino Truck Repeats Top J.D. Power and Associates Rankings for Customer Satisfaction

Since 2008, Hino Truck has ranked highest in customer satisfaction among conventional medium-duty engines according to the recent J.D. Power and Associates Rankings. Hino Truck also has ranked highest in customer satisfaction in conventional medium-duty trucks for the past two years.

The engine study included eight distinct factors: engine reliability/dependability, ease of service, maintaining speed on grades, loaded acceleration, control module, vibration at idle, engine warranty and average fuel economy. The medium-duty truck study included engine warranty, cost of operation, cab and body, ride/handling/braking and transmission. The study also measured service satisfaction from an authorized truck dealer. Hino had the highest scores in all rating factors for both studies.

To learn more about a Hino truck equipped with a new towing and recovery unit, or to test drive one for yourself, please visit your local Miller Industries distributor. **24/7**



■ CHASSIS UPDATE



Peterbilt Class Available in Twin Steer

With the addition of up to six winches, three-stage recovery booms, twin “H” beam stabilizers and compartments filled with additional recovery equipment, many operators chose a twin steer chassis to improve truck performance and optimize load capacity. Miller Industries, through their efforts working with Peterbilt and Simard Suspension engineers, developed a Pete 388 extended day cab specification designed to match ideally with the popular Century 1075S rotator. For a heavy-duty rotator combination that performs as great as it looks, contact your Century distributor.

Room to Spare

We all appreciate a little extra head and legroom inside our truck, which is the reason Miller Industries specs the Kenworth T800 day cab chassis with an extended cab for Vulcan and Century heavy-duty units. The only problem was, the day cab was not available in the twin steer model — until recently. You no longer have to sacrifice the extra comfort that includes additional seat travel, more head room and behind the seat storage when ordering your new Century rotator on a KW twin steer.

24/7



The Top 7 Reasons to Buy the MaxxForce 7 Engine in Your Next Truck

- 1) Performance** The MaxxForce 7 delivers performance for your business with up to 300 hp to handle your towing jobs. The MaxxForce 7 also packs 660 lb./ft. of torque to get you through the toughest hills and mountains.
- 2) Long Life** You deserve long life from your truck investment and the MaxxForce 7 delivers for you with an average engine life (B50 life) of 500,000 miles.
- 3) Strength** The MaxxForce 7 brings strength with the industry's only mid-range engine with compacted graphite iron engine block construction. Compacted graphite iron is the same engine block material used in NASCAR's race engines.
- 4) Protection** Your investment deserves protection and with an industry leading standard warranty of three years or 150,000 miles, your engine investment is safe. For greater protection, purchase the MaxxForce 7 with extended warranty coverage up to 96 months with unlimited hours for trucks with high idle time.
- 5) Fuel Economy** Fuel is a big recovery business cost and reducing fuel costs puts money directly in your pocket. MaxxForce 7 uses the latest high-pressure common rail fuel system to make every turn of your wheels the most fuel efficient possible. MaxxForce diesel engines have a history beginning over

75 years ago with the first diesel engines from International Harvester. This long history of engine research and development helps give you the most fuel efficient MaxxForce engines possible.

- 6) Easy to Drive** Running your business gives you enough to do every day. Finding, buying, storing and adding diesel exhaust fluid are more responsibilities for business owners operating trucks with SCR equipment. Like all MaxxForce engines, the MaxxForce 7 doesn't use SCR or diesel exhaust fluid. The MaxxForce 7 uses advanced EGR technology certified by the EPA for 2010 emission standards. With MaxxForce engines, meeting exhaust emission regulations is not an additional burden.
- 7) Helping Hands** We're ready to lend helping hands with the largest dealership network in the industry. Our dealers have been servicing MaxxForce engines for decades and have the parts and service experience to keep your business moving forward.

The MaxxForce 7 is available in the International TerraStar and DuraStar models. Horsepower offerings range from 220 – 300 HP.

24/7



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JAF Leads the "Charge" in Electric Vehicle Support

Traditionally the Japanese Auto Club (JAF) has taken pride in being consistently on the leading edge of technology when it comes to meeting their members' needs. This is particularly true in regards to the ever-increasing number of electric cars on the roadways these days. In conjunction with automotive manufacturer Nissan, JAF has developed a recovery truck that caters specifically to electric vehicles' unique needs. Equipped with a fast-charging generator as well as a Century Formula I wheel-lift, the JAF recovery truck completely accommodates electric vehicles. The generator's quick, 20-minute charge provides an additional 25 miles to an electric car with a drained battery or, if a tow is required, the Century wheel-lift allows the operator to manage the call himself rather than wait for another unit to respond. The new JAF recovery unit is currently being operated in its trial stage south of Tokyo.



In 2012, Boniface Engineering, the UK's leading manufacturer of recovery equipment and part of the Miller Industries family, celebrates their 30th year in business.



To mark this anniversary, Boniface is hosting an Open Day for their customers on June 12 at their Thetford factory. The day will include recovery demonstrations by internationally renowned experts including Nick Ovenden, John Hawkins and Tom Luciano using a broad range of both Boniface and Miller products from carriers to interstaters to rotators, factory tours and many other festivities. Everyone at Boniface Engineering looks forward to welcoming their guests on June 12. **24/7**



Towing for a Great Cause



One Sunday every year, the sight of shiny polished trucks with horns blowing and lights flashing can be seen rolling into Sydney, Australia's Olympic Park for an annual charity event, The Sydney Convoy for Kids.

Last year, one truck that drew a lot of special attention was a Kenworth equipped with a Century 7035 from Greystane's Recovery Service, which has been servicing the Sydney area since 1975. The Century 7035 lifted the front of a triple truck trailer combination known down under as a "road train" that consisted of two 20-foot and one 40-foot trailer. The spectacular combination made a few laps around the block to the excitement of both young and old.

Congratulations to the Greystane's and all the participants for making this year another successful event. The folks at Greystane's have participated for the past 20 years in this cause that enables the children's hospital to purchase equipment.

Another Day at The Races ... or Should We Say Three Years

Miller Industries and International Speedway Corporation (ISC) are proud to announce a new three-year agreement that will continue Miller's long running relationship as The Official Towing and Recovery Equipment of Daytona International Speedway®, Talladega Superspeedway®, Auto Club Speedway of Southern CaliforniaSM, Darlington Raceway®, Homestead-Miami SpeedwaySM, Michigan International Speedway®, Kansas Speedway®, Chicagoland Speedway®, Richmond International Raceway® and Phoenix International Raceway®.

Randy Olson, Vice President of Marketing for Miller Industries, says, "We are proud of our affiliation with ISC and look forward to continuing to provide these premier motorsport 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."

"We rely on Miller Industries to clear our motorsports facilities quickly and safely after on-track incidents so we can get back under green flag racing conditions," states Daryl Wolfe, Vice President and Chief Marketing Officer. "We are pleased to continue our successful relationship with Miller Industries and are thrilled to be able to provide them the ideal platform to reach millions of race fans all season long."

This year's fleet will include over 25 new International DuraStar and TerraStar chassis equipped with a variety of Century and Vulcan carriers and recovery units. All Race Recovery units are



outfitted with Ramsey winches, Muncie pumps and PTOs, Whelen LED lightbars and Phoenix wheel simulators. Each unit is staffed by a crew of towing professionals who have gone through extensive NASCAR training and volunteer their services at major race events sanctioned by NASCAR, ARCA, IRL and Grand American.

Keep up with the Miller Race Recovery Team throughout the season, by following them on Facebook or view pictures at www.millerind.com and click on "At The Races" under the Galleries tab.

Miller Industries Towing Equipment will be a Part of "World's Greatest!..." Series

How2Media, the producers of the television show "World's Greatest!..." announced they have selected Miller Industries to be a part of the popular television series.

"Miller Industries is in the towing and recovery equipment business and do their business in the city that just happens to be the home of the International Towing and Recovery Hall of Fame and Museum, Chattanooga, Tennessee. They have been out there in the forefront of their industry for 21 years," says Gordon Freeman, Executive Producer of the show.

As part of the show, How2Media sent a film crew to spend time at the company's manufacturing facilities to find out what the story behind the story is with Miller Industries and show the "World's Greatest!..." viewers why they were selected for their category and therefore featured on the show.

The award-winning program can be seen on national cable channels and local network affiliates across the country. The program is scheduled to air in April. Visit www.millerind.com for exact times and dates.



Hats Off To The Men And Women Of TRAA

Miller Industries is proud to once again be one of the primary sponsors of the annual Towing and Recovery Association of America (TRAA) Legislative and Leadership Conference. For the past 15 years, TRAA has held the event in Washington, D.C. where members as well as officers and leaders of state associations gather to discuss and address many important topics affecting the industry.

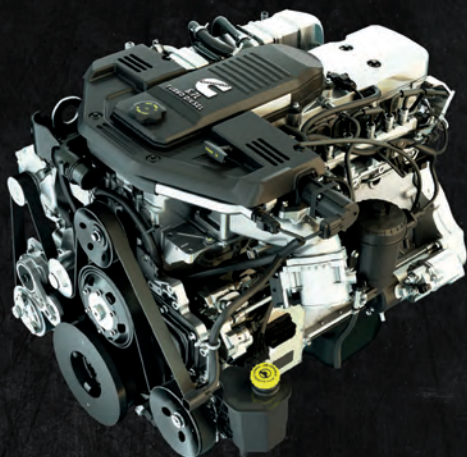
TRAA has served as the national voice of the industry where the aim is to help promote the interests and welfare for all of the approximately 35,000 towing businesses in the United States. Miller salutes all of the participants and attendees for donating their time and efforts to improve the industry for all and to help do their part in supporting it. 24/7

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ALL IN A DAY'S WORK

Making a Tough Job Look Easy

Turning a truly difficult task into a relatively easy experience is an art form unto itself. The folks over at Davis Towing and Recovery, headquartered in Rushville, Ind., are experts at this, especially when the task is the heavy-duty recovery of a tractor-trailer.

Davis Towing and Recovery is a second-generation, family-owned business. The father of current owner Bruce Davis started the outfit in 1972, and Davis took over in 1990. Today, Davis and his son run the day-to-day operations together. Over the last 40 years, Davis Towing and Recovery has expanded operations to the extent that they now have a total of 35 employees working in three different locations that service all of East Central Indiana.

According to Davis, the company runs the full gamut when it comes to services rendered but what they really excel at is heavy-duty recoveries. Their fleet is some 19 trucks strong, with one of them being a Peterbilt equipped with a Century 1060 rotator. It was this rotator that Davis and crew called upon when they set out to recover a tractor-trailer that plunged into a river.

"The accident occurred out on State Route 3," said Davis. "The driver of the tractor-trailer was intoxicated and he drove off the road, hit a guard rail and then followed the guard rail up to the side of the bridge. Then he rolled it off the side and landed about 38 feet down in the river."

To tackle the complicated job, they used the Century 1060S as well as a 4024, also on a Peterbilt chassis, and an all-wheel-drive 750 Holmes on an International. They located the rotator on the bridge and included cribbing under the outriggers. They then hooked up to the tractor-trailer and swung it out as far as possible, and moved and re-set the rotator by about 24 feet and then did the whole thing all over again. And over again. And over again ... until they could finally pull the mutilated vehicle up on the hill.

In all, the recovery required almost eight man-hours and took place in frigid

temperatures of 18 degrees below zero. Adding insult to injury, they also had to track down the trailer's cargo of wood panel doors that floated downstream. But

the crew from Davis Towing and Recovery managed it. And – what's even more impressive – they managed to make the whole ordeal look easy.



The tractor-trailer went through the guard rail, ending up on its side in the river.



The Century 4024 is positioned on the river bank while the 1060S sets up on the bridge.



With brute strength, the 1060S lifts the tractor from the icy river.



The 1060S easily swings the mangled wrecker on to the bridge.

Fired Up About Towing

It's always important to have the right tool for the job. And for Jimmy Bass, owner of Florence Truck Center in Florence, S.C., the right tool for the job is most often the Century rotator.

Bass started his 24-hour towing and recovery business 30 years ago when he was just 21 years old. Today, he has 15 employees and a fleet of trucks that caters to mostly heavy-duty recoveries. Complementing the towing business is a 12-bay repair shop, complete with a parts department. But the main focus of Florence Truck Center is the towing and recovery side of the business. Although Bass maintains that they have a number of carriers in rotation, most of their efforts are of the heavy-duty variety.

So when a heavyweight cement pumper recently caught fire while in transit on the interstate, Bass and his Kenworth T800 equipped with a Century 1075S rotator came to the rescue. According to Bass, several other towers had attempted to hook



The boom of the 1075S was swung forward to provide additional front axle weight.

up to the scorched vehicle but were unsuccessful due to its substantial front-end weight. Weighing 109,000 pounds before it burned up, the vehicle carried so much weight up front that it required three front steering axles.

"The most challenging thing about this tow was the weight up front," said Bass. "In this case, we were picking up something like 50,000 pounds on the front axle. So we spun the boom around to the front, since the Century rotator has the ability to do that. The Century was the only wrecker that could hook up to the pumper and still keep the front end on the ground."

When all was said and done, Bass said they had approximately 166,000 pounds going down the road. In this case, there's no doubt that the Century rotator was the right tool for the job.

Ed's 24-Hour Service Goes BIG

Ed's 24-Hour Service first opened its doors in Findlay, Ohio, back in 1970. Some 40 years later, the operation has grown and, most recently, flourished under the ownership of Erik Stearns, who also owns and operates nearby Dick's Towing and Auto Salvage. All together, Stearns boasts a healthy fleet of more than 28 vehicles that service three terminals.

Despite having such a sizeable fleet, Stearns admits there was something miss-

ing. Not anymore, as Ed's 24-Hour Service acquired their first rotator this year at the Ohio Tow Show in Mason, Ohio. To be more specific, they added a new twin-steer Peterbilt equipped with a Century 1075S with twin-H-beam outriggers.

According to Stearns, their new heavy-duty unit didn't stay idle once they got it

home. The new rotator has been kept busy with all manner of service calls, ranging from tractor-trailer wrecks on I-75, which is their main terminal, to removing a tank from deep within the ground. Ed's 24-Hour Service has also used the new 1075 to lift and transfer everything from 140,000 pounds worth of cast iron gear to cumbersome coils of steel and rubber.

"The unit has performed great," said Stearns. "The new Century rotator has been so effective that it's more than handled every challenge we have asked it to take on."



Reloading coils of rubber is a breeze with the Century rotator.



The tank was partially filled with water, making it a heavy lift.



After removing the tank, it was loaded onto a waiting trailer for disposal.

ALL IN A DAY'S WORK

Northern Michigan's Winter Wonderland

There's nothing like a Northern Michigan winter – record snowfalls, brutal and blustery winds, not to mention frigid temps that fall below zero on a regular basis. Operating a towing and recovery outfit under these conditions can be challenging. Fortunately for the crew at Mike's Wrecker Service in Saginaw, Mich., they're used to it.

On one particularly cold, snowy day recently, the area was blanketed with 18 inches of the white stuff. Most of the highways and primary roads were covered with 6 to 8 inches of snow, while secondary roads were almost completely clogged. Mike's received a call from one of their customers who had just overturned a loaded propane tank trailer and tractor, which had then rolled into a snow-filled ditch on a narrow secondary road. According to Mike's President Bill Giorgis, the tractor and trailer combination was an 11-axle Michigan configured set and, with cargo, weighed 154,000 pounds.

"They had arranged for a backhoe to clean the snow from the area and get the roadway open enough to effectively work the recovery," explained Giorgis. "They planned to pump the trailer down to reduce the weight prior to uprighting. They set everything in motion and requested that we arrive in the afternoon."

Mike's dispatched John Hopp in a 2004 Kenworth T800 equipped with a Century 1060 SDU. According to Giorgis, they were in the process of buying that truck from Boulevard & Trumbull, but had not had a chance to change the name on the truck. Hopp was joined by a Century 1075S rotator from B & T that was called to assist.

The two recovery units arrived on the scene just after 2 p.m.," said Giorgis. "The customer and his crew had cleared the roadway and pumped the trailer down as much as they could with the conditions. The tractor was separated from the trailer prior to uprighting. After the pump-down, the tanker and cargo weighed approximately 80,000 pounds."

Because of the narrow roadway and the weight of the trailer and cargo, the trucks were set on an angle to maximize stability. Two six-ply, 12-inch recovery straps, each with a safe working load limit of 144,000 pounds, were placed under the tank. They attached the first one on the kingpin and the second on the rear suspension. The winch lines were doubled with blocks. The lines on the 1075S were equalized, while the lines on the 1060 were not. This way, the other winch could be used for pulling the front of the trailer out of the ditch once it was uprighted.

"The equipment was challenged by the weight of the recovery but in the end, performed perfectly," said Giorgis. "The

tanker was upright by 5 p.m. The replacement tractor was hooked to the trailer, and John hooked to the tractor that had been pulling the tanker and towed it back to the customer's shop. Afterward, we continued to work into the night, rescuing other stranded drivers."



Extreme weight and weather made this a tough recovery.



The two Century units work together to right the partially loaded tanker.

Another On-Time Departure

When the engine on a 98,000-pound loader seized up at Boston's Logan Airport, the unit had to be loaded onto a trailer and transported for repair. But first it needed to be moved out of the way to a less congested location. Fortunately, the folks at Logan knew just who to call to handle the job.

Coady's Towing and Garage Service in Lawrence, Mass., responded to the request by sending out John Kemp, the operator of one of the three Century rotators in Coady's fleet. Kemp was confident in his own abilities – as well as those of the Century 1075S/SDU4 – to get the job done in a timely and professional manner.

Kemp's confidence wasn't misplaced. He hooked up the Century to the mammoth piece of machinery and towed it about two miles across the airport to a site where he could safely back it onto the waiting trailer without causing any disruption to airport activity. No muss, no fuss and a job well done.



Always Expect the Unexpected

When towers say a recovery was “challenging,” what they’re usually referring to is a super-heavy-weight vehicle or a particularly gruesome accident. But that’s not always the case. Recently, Randy’s & Brian’s Towing of Lexington, Neb., was called out to recover a vehicle from a large sink-hole. The challenge? The vehicle in question was a propane truck loaded with 2,500 gallons of the volatile substance.

“There were at least 50 or 60 firefighters there,” said Brian Thornburg, owner of Randy’s & Brian’s Towing. “They were pretty nervous about it. Every volunteer fireman was there, and there were at least 10 fire trucks. We were called out by their emergency management company because they knew we had a rotator.”

According to Thornburg, a new home had been built over the remains of an old one. What the builders didn’t realize was that the new driveway was right on top of the old home’s septic tank. Over the years, the ground eroded and created a 20-foot-diameter sinkhole just below the surface. When a fully loaded propane truck pulled up one day, the driveway simply caved in and the truck just sank.

To recover the potentially unstable load, Thornburg used their Challenger 1140 RXP rotator in conjunction with their recently-acquired Century 5130. The rotator pulled the propane truck out of the hole while the 5130 stabilized the cab. Then they used the 5130 to tow the recovered truck back to the propane shop to offload it.

“We had to lift the truck straight up like it was,” said Thornburg. “We couldn’t level it out first, because there was a valve under the frame that could possibly break. We had to lift the whole thing sideways and then level it out. It was nice to have so much reach on the boom. I never had to back up or get too close to the hole where the ground might have given way again. Over



The Century 5130 was rigged to stabilize the vehicle as the rotator lifted the rear.



the years, we’ve been real happy with the rotator. It’s been great for us, and so far we’ve been pleased with the new 5130. It’s lived up to our expectations.”

Century and the Art of Multi-Tasking (Or Who Says Men Can’t Multi-Task?)

When it comes to versatility, you just can’t beat Century products. Take Jess Jr’s & Sons, a towing and recovery outfit in Cambridge, Md. Operated by brothers Jeff and Jed Hurley, Jess Jr’s & Sons was initially started by their grandfather with one wrecker back in the 1950s. Today, they run a full fleet of trucks that includes two Century rotators and one heavy-duty unit.

According to Jed Hurley, they specialize in everything from heavy-duty recoveries to everyday towing. What’s interesting is they often use their Century rotators for both tasks. Most recently, the Hurleys used their Century 1060 rotator to tow a 120,000-pound crane that had shut down on a job site. With the boom rotated all the way around over the front of the cab, a feature that’s unique to the Century rotator, Hurley was able to tow this monster of a crane for more than 50 miles. If that’s not versatility, then we ask you, what is?



ALL IN A DAY'S WORK

Efficiency Experts

Efficiency is a marvelous thing. Most people love it when they can kill two birds with one stone, so to speak. This is particularly true for towers for whom time is money. If a towing and recovery outfit can dispatch one operator with one truck to handle two completely different types of service calls, all the better.

Mike Fraser of Joey's Towing in Detroit, Mich., is that operator and his Century 9055 mounted on a 2012 Peterbilt chassis is that truck. Joey's Towing has been in business for 12 years and they specialize in commercial truck towing. Fraser knows that when he gets called out, it could be for just about anything.

For example, a dump truck hauling gravel in two trailers and weighing a whopping 154,000 pounds developed an engine problem in the middle of a job, so



Fraser got the call. He hooked up his trusty 9055 and towed the "gravel train" to its final destination about 20 miles away.

On another occasion he was called upon to load ten heavy-duty generators bound for New York to provide support in the aftermath of Hurricane Irene. Fraser's 9055 was equipped with a spreader bar,

which evenly distributed the weight of the 10,000-pound generators and made lifting and loading them significantly easier.

"From towing gravel trains and tour buses to lifting tractors and generators, there's nothing like the versatility and reliability of the Century 9055," said Fraser.



The Century 9055 easily handles the heaviest of vehicles on today's roads.

Going Dutch

When the driver of a tractor-trailer hauling 60,000 pounds of cement powder forgot to set his parking brake, the whole load might have ended up 60 feet below water in the Netherlands' Amsterdam Harbor. Fortunately, a sand-laden barge was tied up to the sea wall in exactly the right spot to allow the tractor merely to become lodged in the soft sand and sustain only minor damage.

Local outfit Bergnet Towing of Amsterdam was called to the scene and they responded with their trusty Century 9055. After assessing the situation and

considering the significant weight of the load, Bergnet's operator decided the best course of action was to separate the tractor from the trailer.

The first step was to position the 9055 so it could lift the front of the trailer via a spreader bar. Meanwhile, another unit winched the trailer back far enough to get it out of the fifth wheel so it could be moved clear of the tractor. They then repositioned the 9055 toward the rear of the tractor and rigged the spreader bar to the tractor itself. Thanks to the considerable reach of the 9055 recovery boom, Bergnet's lifted the front of the tractor away from the barge and pulled it back on solid ground.

Thanks to the quick thinking and vast experience of Bergnet's operators, not to mention the capabilities of the Century

9055, the tractor and trailer were reunited and driven back to the shop with minimal damage.



The Century 9055 lifts the front of the loaded trailer clear of the tractor.





Adding Another Workhorse to the Team

“Workhorse” is the word Larry Boggs, General Manager for West Nashville Wrecker Service located in Nashville, Tenn., uses to describe their Century LCG industrial carrier. “We move quite a few heavy generators and a variety of heavy equipment on our Century carrier and no matter what we load on it, we never have a problem sliding or tilting the load,” Boggs remarks. “And the low deck height is ideal for hauling taller loads while allowing the driver to secure the equipment without climbing on the deck, which we feel is very important for their safety.” Due to the large volume of work, there will soon be an additional Century LCG industrial carrier joining their Workhorse in the fleet.

Equipment Savvy and Driver Friendly

Jeff Ripley, owner of Paddock’s Heavy Transport in Westfield, Ind., knows about hauling equipment. His company moves a lot of it — from forklifts to generators and everything in between. He also knows how important it is to have the right equipment to get the job accomplished. That is why Paddock’s just added a second Century 30 series LCG carrier to their fleet. Ripley says. “I have owned different brands of equipment, but when I saw the new Century LCG carrier, I immediately saw the benefits that it provided in allowing us to transport taller loads and the increased stability it provided.” With the first LCG working out so well in the fleet, Ripley worked closely with the carrier engineers and production managers to design a second unit to meet their specific needs. “I can’t be happier with our latest addition,” Ripley remarks. “Our driver is excited with the performance and handling of the new unit and I would not hesitate to recommend the LCG carrier to anyone — they are working out great for us.”



Taking Finland by Storm

Last year, Boniface Engineering, Miller Industries’ UK operation, in conjunction with their Finnish distributor, Lähdekorpi, delivered four new Century 9055 units to four companies in Finland. Each company individualized the chassis and specifications to meet their specific needs. The town of Jyväskylä, the capital of Central Finland, was chosen for the owners to meet and take delivery of the new units before heading to their respective locations throughout the country. With the country’s rugged terrain and harsh winter conditions, the units were immediately put to work handling tough tows and recoveries of heavy construction, mining and logging trucks.

24/7





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Better Odds than the Lottery

Miller Industries and Hino have once again teamed up to supply a 2012 Hino 258ALP equipped with a Century 21-foot 12 Series LCG carrier to be given away April 21, 2012 at 5 pm in our booth at the Florida Tow Show®. Proceeds from raffle ticket sales help support PWO's educational and legislative initiatives and programs throughout the year that benefit towers throughout the state.



Don't Miss this Year's Action

You won't want to miss the excitement set to take place in the Miller Industries' booth as we kick off another show season. Win valuable prizes, be entertained by the antics of Magic Boy, enjoy live music Friday night by Chattanooga's #1 party band with food and refreshments... But most importantly, witness live demonstrations and see for yourself the finest towing and recovery equipment from the "World Leader".



FORE!... A Great Cause

Miller Industries is proud to again sponsor the Hole-In-One Contest with a prize of a new Vulcan Intruder in the Fifth Annual USAC Charity Golf Classic being held during the Florida Tow Show.

Last year, USAC raised over \$10,000 during the event that was donated to the Towing Museum's Survivor Fund. Miller Industries would like to congratulate USAC and all the participants for making this such a successful event.



For more information about the tournament, visit www.floridatowshow.com.



Didn't make it to the Florida Tow Show last year? Visit www.millerind.com and click on "On Call 24/7 Live" to view the video from last year's Florida Show. Like us on FACEBOOK to preview equipment as we prepare for this year's show

24/7

TOM'S TRICKS OF THE TRADE

By Tom Luciano, District Sales Manager and Training Specialist

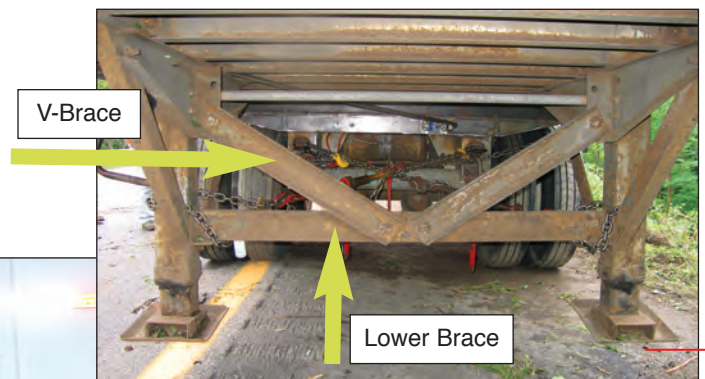
Last year in an issue of *On Call* 24/7, I shared a few rigging tips and received comments from operators who found them helpful, so I'll share a few more.

If you have been to any of my seminars, you have heard me say, "Work smarter, not harder." Many times it is the small details that you notice during your walk around before you start your rigging or hook-up that can make a difference in accomplishing the task in a safe and professional manner. As we discuss in my "Brainstorming with the Pros" seminars, there are several methods to accomplish most jobs but often one will work better than others depending on a combination of different factors. It's up to you as a professional to evaluate the situation and determine the best procedure to choose after taking into consideration the conditions, the casualty, weight involved, equipment and rigging you have to work with, along with your level of training and experience. Remember there is no one "Magic Bullet" that works perfectly every time, but I hope the following tips give you a few more "bullets" for your gun.



There are a number of methods for catching a load. Prior to selecting the method you use, evaluate several important factors such as the weight of the casualty as the load comes over; your equipment's ratings; the rigging of your catch truck to ensure it is adequate to support the load; the stability of your truck; and the angle of your catch lines to the load (just to name a few). One method that some operators use with success is a stack of old un-mounted tires. This can be helpful in the case of a heavier load such as the crane pictured here. It prevents any shock load on your boom, rigging or wire rope. Notice that the operators have placed a strap around the tires to keep them together and are also using a rope to pull them into position so they can maintain a safe distance.

When using a catch line, another thing to consider is where to attach your rigging to the casualty. As the load comes over, will your catch line cause additional damage? In this picture, you can see the operator chose to attach to the vehicle's wheel. By going to the wheel rather than underneath the vehicle to the frame, he eliminated crushing the lower panel of the utility body. Also, by keeping the strap out to the furthest attachment point, he prevented excessive pressure against the side of the body. Some may question if this is the wrong use of the hook to the steel rim, but in this application the wheel design and brake drum would not allow a chain or strap to be passed through the holes in the rim. This particular casualty did not involve a lot of weight and the procedure prevented any damage to the body.





I have had questions about a good method to stabilize a recovery unit with shovel type spades on concrete. Start with two long pieces of 4 X 8 hardwood and position them so the end is up against the rear of your tire. Next put a piece of heavy-duty rubber or a cut piece of a tire tread beneath the wood in direct line with the jackleg teeth. Extend the jackleg to compress the rubber between the road and lumber. This provides increased friction on the concrete surface. This method works exceptionally well on single-axle units and can also be done using multi-position rear pads using the flat pad surface against the hardwood.



One more unusual way of "catching" badly damaged trailers is to use the underlift on a heavy-duty integrated unit. The advantage of the integrated unit is the ability to get enough lift height to catch the trailer as it starts to come over. Using a large block of hardwood that is strapped or attached to the crossbar with a bungee strap can help spread the load across a greater surface of the trailer's cross-members. Using the two heavy-duty units as shown in this recovery can provide more control lowering the casualty down with the load more evenly spread across the bottom of the trailer as compared to using a couple of recovery straps.

When using recovery units in combination with air cushions, special attention should be paid to the positioning of the recovery straps. Avoid contact of the straps with cushions and position the straps so they don't slide into the cushions and push them out of position. In this recovery, the rear strap has been positioned to come around the rear doorframe where there is more support than the sides. Angle irons were also placed under the straps at both the doorframe and where the strap comes over the top to help further spread the load.



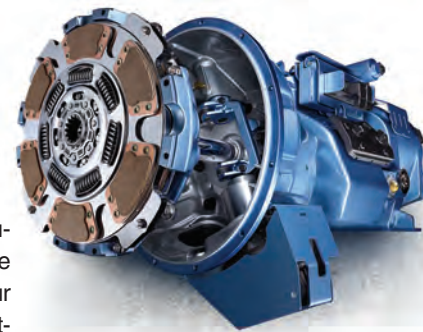
Often after completing a recovery or when swapping out a broken-down tractor, you may have to disconnect it from the trailer to tow it in. Before you do anything, walk around and pay close attention to the trailer's landing gear. Double check to see if it has been damaged, if the ground surface is level enough and if the surface will support the load - especially when dealing with a loaded trailer. If it is sitting on the shoulder of the road, one of the legs may be on a solid road surface while the other leg is on soft gravel. During your visual inspection, look at how the landing gear is mounted. Note in the first picture the landing gear has no cross braces as compared to the lower brace and V brace in the second picture. Imagine how easily a leg on the first trailer could twist inward in a side load or on uneven ground, causing the trailer to drop or overturn. No one wants to recover an overturned trailer that wasn't overturned when you got there. I suggest that if the truck driver is present, you let him take the responsibility of lowering the landing gear and pulling the fifth wheel pin on his unit. 24/7



It is critical to have both the proper knowledge and ability to perform your duties plus the right tools and equipment to complete the job in a safe, smooth and professional manner. We as professional operators should invest in ongoing training to maintain our skill levels by keeping up with new techniques and methods. It is also important to our total success that our equipment is properly maintained so it too provides us with years of trouble-free service and operation. Being an ASE diesel mechanic in my earlier years, I stress the importance of taking proper care of your equipment. When you think about the vehicles you tow, isn't the lack of proper maintenance a leading cause of many of those breakdowns we encounter? Some of you may say that you have your oil change schedules set up according to the suggested mileage intervals, but have you considered hours rather than miles? We all know that most towing and recovery units spend many more hours idling. Some engine manufacturers may deny a warranty claim by saying that the unit was not properly maintained due to the hours between oil changes, even though it was within the mileage recommendations. You may also be increasing engine life and lowering overall operating costs to help boost your bottom line through more frequent oil changes. While you are taking care of that engine, don't forget about your towing and recovery equipment. The hydraulic systems are often the most ignored, especially with regards to changing hydraulic filters and fluid. Be sure to properly lubricate both the chassis and equipment with extreme pressure grease only. Also inspect your chains, straps and wire rope to ensure those critical mounting bolts are tight. Be sure to document your inspection dates. A little extra care and maintenance will pay-off in less downtime and repairs as well as better operation over the life of your chassis and equipment. 24/7

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Miller Industries will offer the Eaton UltraShift PLUS transmissions as an option in class 8 Kenworth and Peterbilt chassis for heavy-duty towing and recovery units and industrial carriers. The fully automated UltraShift PLUS transmissions feature new automated clutch technology and intelligent shift selection software that employs grade sensing, weight computation and driver throttle commands to

make intelligent shift decisions for efficient, safe and profitable vehicle performance.

"We have worked with several towers who tested and are running the Eaton UltraShift PLUS and the reports have been extremely positive," remarked Vince Tiano, VP and Chassis Director for Miller Industries. "Automatic transmissions dominate the light- and medium-duty towing and recovery units. We see this trend now moving into the heavy-duty segment and Eaton's reputation for great quality

and customer service, coupled with the success of the UltraShift PLUS within our test market, seemed a natural fit."

UltraShift PLUS, available in torque capacities ranging from 1050 lb./ft. to 2250 lb./ft. and is available, in 13- and 18-speed models. All UltraShift PLUS transmissions are automated with the use of a new self-adjusting electronic clutch actuator for fast, smooth engagements. In addition, the new transmissions also share:

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All UltraShift PLUS transmissions are backed by Roadranger support, which includes the largest network of drivetrain experts in the industry.

For more information on Eaton transmissions, visit www.roadranger.com or check out a demo unit that will be on display in the Miller Industries booth at the Florida Tow Show. **24/7**

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To learn more or to apply for a pre-approval so you can drive home from the next tow show in your new Century or Vulcan heavy-duty unit, call Michael Paez, Miller Finance Advantage representative, at 800-238-4009, ext. 820601. **24/7**

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But don't worry if you missed it. The Florida Tow Show® is just around the corner, April 19 – 22, 2012, when the crew from Miller will kick off a new season and do it all over again! **24/7**

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