

# 24/7 ON CALL™

**SUMMER 2013**  
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**Around the World**  
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**Rotator Review**  
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**A Look into Light-Duty**  
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## Constantly Looking Forward



By Jeff Badgley  
CEO

This issue of *On Call 24/7* focuses both on our innovative products and upgraded facilities.

As you will see, we continue to reinvest in our offerings to the industry we serve. Our commitment to be the leader in our industry has not and will not waiver. Our job is to continue to improve our products through innovative designs and improved processes to make your job of towing, recovery and transporting more manageable.

It is also our job to continue to invest in our people and distribution network. Products and facilities cannot serve you unless they are backed by an organization or a combination of organizations whose primary purpose is serving you, our customer. The importance of that organization or organizations surfaces as you search the right product for your business opportunity and is continued through the product's life span.

So, as you read *On Call 24/7*, remember our real commitment to you is to build "high quality, innovative products" with processes that provide lasting product quality and most importantly provide trained people to work alongside you with our distributor network to enhance your experience with our products.

We here at Miller Industries appreciate that you have given us the opportunity to serve you and your company. Our hope is we, alongside our distributors, continue to earn your trust and support.



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Continued growth and modernization to meet your demands.



### On The Cover

Miller Industries' equipment demonstrations were once again a hit at the 2013 Florida Tow Show®.



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**Editor**  
Randy Olson  
[rolson@millerind.com](mailto:rolson@millerind.com)



**Assistant Editor**  
Kipp Felice  
[kfelice@millerind.com](mailto:kfelice@millerind.com)



**Heavy-Duty Editor**  
John Hawkins III



**Technical Editor and Director of Training**  
Tom Luciano



**Heavy-Duty Equipment Specialist**  
Billy Drane



**Engineering Editor**  
Aaron Haluska



# The VERSATILITY of Miller Industries Car Carriers

Since Miller Industries first introduced the revolutionary Low Center of Gravity (LCG) carriers, they have grown significantly in popularity. Today, LCG carriers are the number one choice for towers transporting everything from exotic vehicles to heavy equipment. The LCG offers a number of advantages over the competition, such as a lower load angle, a low center of gravity for stability, and a lower deck height that allows the operator to easily secure loads while standing safely on the ground. The LCG's patented design also gives towers the ability to transport taller loads. While LCG carriers are available in 12,000-, 16,000-, 20,000-, 30,000- and 40,000-pound deck capacities, the 12 Series (12,000 lbs.) is the choice for most professional towers transporting automobiles.

As with all Miller Industries carriers, a wide range of options are available. Decks come in steel or aluminum, a variety of wheel lifts are available, including the fully hydraulic AutoGrip™ that eliminates handling "L" arms, as are a variety of winch options. The latter includes a side-mounted winch with traveling pulley assembly that allows for a straight-line pull on the screw-in tow eyes that are becoming increasingly popular on many new autos. The 12 Series LCG provides a load angle of less than 11 degrees on most chassis. For particularly low-clearance vehicles, the optional Solid Sloped Tail (SST™) or hinged Right Approach options are also in the offering.





Miller Industries' SST™ option is available for both the aluminum and steel versions of the 12 Series LCG carriers, and also on 10 Series carriers. It provides an angled, fixed rear approach plate that reduces load angle by as much as 3½ degrees. The SST™ option comes with removable aluminum blade rails on the steel deck or with fixed, solid, narrow-profile rails on the aluminum deck.



The Right Approach carrier option, which has been available in both the European market and on Century's 10 Series carrier, has been redesigned for easier and smoother operation on the 12 Series LCG steel carrier. The rear hinged deck section can be lowered to a six-degree angle for overall lower clearance for loading low-profile exotic cars. As the wheels of the vehicle roll onto the rear deck section, the main deck can be lowered for increased clearance and to eliminate the second approach angle. As the bed slides forward onto the subframe, a secondary set of bed locks secures the rear deck, eliminating the need for manual pins or plungers.

Using proven technology from Miller Industries' European operations, Boniface Engineering in the UK and Jige in France, Century offers an alternative to traditional three- and four-car carriers with over-the-cab racks. Available on Century 16 Series LCG carriers with 24- to 30-foot decks, the secondary deck system lowers flush onto the main deck to allow vehicles to be loaded and secured while the operator stands at ground level. The vehicle can then be raised and the upper deck tilted to allow for enough clearance to load a second – or in the case of longer decks – a third vehicle. The aluminum auxiliary upper deck also features drop pockets for additional clearance when transporting taller loads. Because there is no overhang of an over-the-cab rack, the unit is offered in 30-foot deck lengths as opposed to most traditional four-car carriers that only have 28-foot decks.



See Carriers on Page 6



## Alternative Income Opportunities

As towers look for alternative ways to increase revenue, many have found that transporting equipment and machinery for dealers and rental yards has been an untapped opportunity. Many of these types of businesses contract out the delivery of their equipment, while others who may own their own trucks and trailers find they need to sub out additional work at peak times or on weekends and after normal hours. Miller Industries provides a variety of industrial carriers that are ideally suited for these applications.



One of the most popular carriers for transporting heavy-duty equipment is Miller's LCG Industrial Carrier line. The patented LCG technology on these industrial carriers allows the decks to sit six to nine inches lower than those of traditional designs. This allows the operator to transport taller loads that may have required the use of a trailer in the past. Industrial LCGs also offer more stability when hauling heavier loads and they're safer to use because the operator can secure and unsecure most loads while standing on the ground. In other words, there's no reason to climb onto the carrier deck, which eliminates the danger of slipping or falling. The Industrial LCG carriers are available in deck lengths that range from 24 to 30 feet, with deck capacities of 20,000, 30,000 and 40,000 pounds. There are also a wide variety of deck options, such as steel, apitong wood or rubber floors. Available accessories include winches, dock levelers and side rail and key slot packages, all of which are designed to meet your specific needs.



Another alternative for transporting heavy-duty equipment is the Folding Ramp Flatbed (FRF). Designed specifically for heavy-duty equipment hauling, the FRF carrier has a 30,000-pound capacity and features a 226-inch, low-profile main deck that sits a mere 5.5 inches off the chassis frame. A 114-inch hinged middle deck complements the 60-inch folding tail for easy loading and the deck is 102 inches wide to handle super-sized loads. Equipment with tracks or tires can be easily loaded using the accompanying 20,000-pound planetary winch, which features air clutch release and both a manual and wireless controller for the winch and the ramp. A Reese-style hitch receiver comes standard to accommodate towing a trailer. The 28-foot FRF industrial carrier is designed for a tandem-axle chassis with 190-inch cab-to-bogie and 56,500-lb. GVW.



No matter what you need to haul, Miller Industries has you covered with their extensive line of carriers. From exotic autos to heavy-duty equipment, Miller Industries allows you to transport it all, thanks to their diverse line of carriers that can be easily customized to meet your specific needs. Visit [www.millerind.com](http://www.millerind.com) to learn more about the many models and options Miller Industries offers.





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# MILLER EQUIPMENT FROM AROUND THE WORLD

Australia



**Century 7035**

Brazil



**Century 4024**

Chile



**Holmes DTU**

France



**Century MR-30 RMU**

Hong Kong



**Holmes 220 Snatcher**

Japan



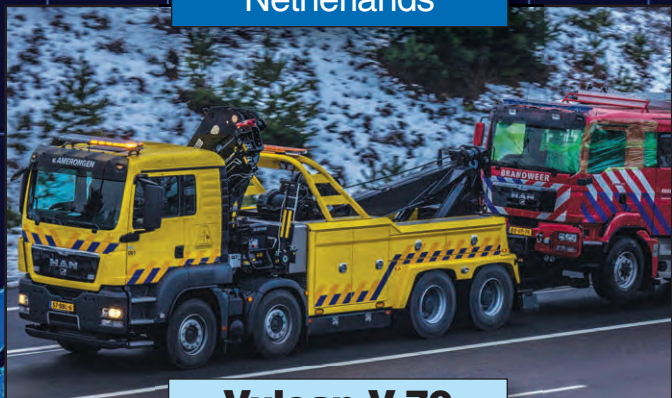
**Century 1140**





The word may be written differently but the job remains the same. No matter what country, vehicles must be towed every day. And towing companies around the world rely on Miller Industries equipment to handle any job – large or small.

Netherlands



**Vulcan V-70**

Peru



**Vulcan V-100**

Sweden



**Century 1060**

Trinidad Tobago



**Vulcan V-70/SP-20000 Sidepuller**

United Kingdom



**Century 1140**

United Arab Emirates



**Century 10 Series SST Aluminum Carrier**





## ROTATOR REVIEW

*Century rotators provide versatility for both your recovery and towing needs.*

# A Look at Miller Industries' Heavy-Duty Evolution

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

When it comes to Miller Industries heavy-duty line of wreckers – rotators in particular – our customers are critical to our success. Not only do they purchase our products, they also provide vital feedback that helps us continuously improve our products. And it's this sort of ongoing progress that allows us to maintain our role as the leading manufacturer in the towing and recovery industry.

Looking back on past “24/7” articles pertaining to rotators, we found that some of the heavy-duty units’ earliest innovations still set industry standards today. Granted, those features have been improved upon over time but they still set Miller’s rotators apart from the competition.



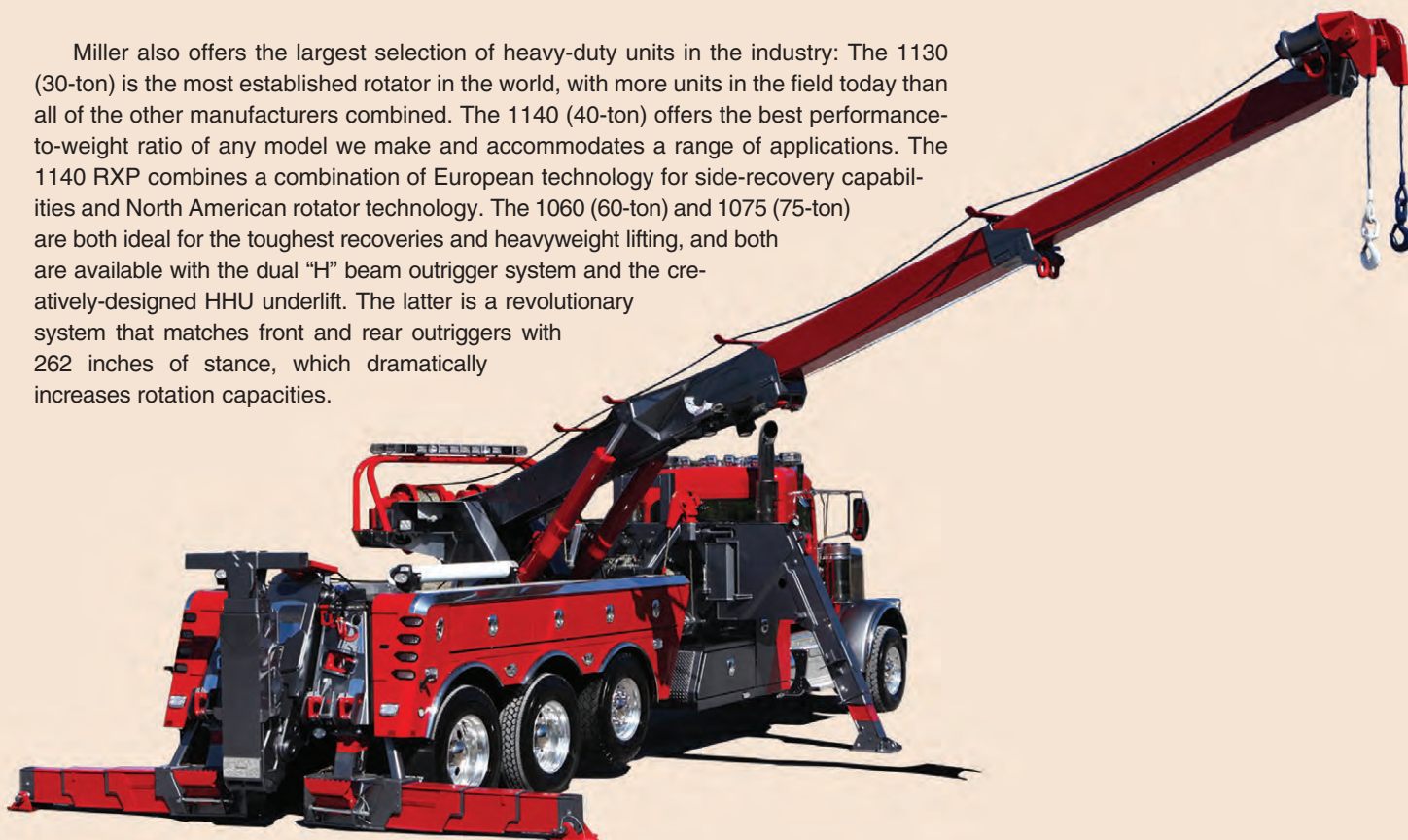


For example, every Miller rotator is designed for towing in addition to recovering. The underlift is not an afterthought, but a part of the preliminary design. Over the past five years, Miller has developed the LDU, the updated SDU-4 and the HHU to fit a wide range of requirements. Each one of these uses a proven three-stage underlift available in several variations, including the industry-leading "Low Rider." Most importantly, the Miller heavy-duty underlift is totally independent of the recovery boom. As a result, operators can tow heavy, fixed-frame vehicles (such as mixers, fire trucks, cranes, etc.) by simply rotating the boom over the cab, which provides clearance, transfers weight and improves front-end stability.



*With the boom rotated forward, difficult-to-tow vehicles with long front overhang can be easily towed by retracting the underlift and letting the bucket or snorkel ride over the rotator's body. Besides providing additional clearance, the recovery boom in the forward position also provides additional front axle weight to your rotator.*

Miller also offers the largest selection of heavy-duty units in the industry: The 1130 (30-ton) is the most established rotator in the world, with more units in the field today than all of the other manufacturers combined. The 1140 (40-ton) offers the best performance-to-weight ratio of any model we make and accommodates a range of applications. The 1140 RXP combines a combination of European technology for side-recovery capabilities and North American rotator technology. The 1060 (60-ton) and 1075 (75-ton) are both ideal for the toughest recoveries and heavyweight lifting, and both are available with the dual "H" beam outrigger system and the creatively-designed HHU underlift. The latter is a revolutionary system that matches front and rear outriggers with 262 inches of stance, which dramatically increases rotation capacities.



See Rotator Review on Page 12





*Miller Industries designs the tool boxes on their rotators to maximize storage space so you have room for all of your critical equipment such as tools, chains, shackles, straps, cribbing or whatever your needs for that next recovery.*

Overall, providing our customers with both power and performance without excessive weight is a main priority for Miller Industries. To that end, our rotators are equipped with plenty of power for heavy lifting but also incorporate features designed to shave weight. This includes spacious, aluminum tool compartments that allow for fork storage, chain racks and attachment holders. These compartments also have power door locks and illuminated interiors. Other highlights include flashing LED body lamps for additional safety, flat interior flooring on deck for storing spreader bars, timbers or additional storage boxes, as well as optional single or dual low-pull drag winches that provide unsurpassed power and countless rigging capabilities for difficult recoveries.

The one element that all of these features and innovations share is that their development is a response to customer feedback. From ensuring that a rotator has towing capabilities to providing extensive customer service before, during and after the sale, our product development is a collaborative effort between Miller Industries and our customers. Simply put, they are our inspiration. **24/7**



*Most models are available with single or dual deck winches. The floor area between your compartments and the aluminum treadplate on top provide an ideal location for hauling cribbing or mounting additional equipment such as a spreader bar.*

## 7 Considerations when Purchasing a Rotator

Purchasing a rotator is a significant investment and there are a number of considerations before making such a commitment. Miller Industries manufactures a variety of models – ask yourself which one's characteristics best suit your towing and recovery needs.

- 1. Recovery boom and underlift functionality:** The underlift on Century rotators operates independently of the recovery boom, so there's no need to unpin or remove it during recoveries.
- 2. Storage:** Adequate storage is necessary to accommodate towing equipment, particularly on a rotator. Century offers spacious compartments to keep equipment organized and accessible.
- 3. Winch options:** In addition to the standard two-speed planetary winches, Century rotators are available with a number of optional winch configurations, including turret-mounted winches and single or dual belly/deck winches.
- 4. Outriggers:** A variety of outrigger combinations are available on Century rotators for stability during lifting and recovery operations. Options include a front top beam or lower under-the-frame "H" beam, as well as rear outriggers or rear "H" beam.
- 5. Model choices:** Century understands that customers' towing and recovery requirements vary. To best accommodate this, Century offers recovery booms in sizes ranging from 30 to 75 tons.
- 6. Ease of operation:** Century offers a combination of manual, wireless and proportional controls in order to ensure easy operation from various vantage points.
- 7. Dealer Support:** Miller Industries has the largest distributor network in the towing and recovery. Additionally, when the time comes to trade your rotator for a new model, Century rotators have a reputation for holding their value.





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# CONCEPT TO

## Behind the Scenes in Product Development at Miller Industries

By Aaron Haluska, Design Engineer

"Neither snow nor rain nor gloom of night..." So goes the old saying about postal carriers. These days, however, that adage is more appropriately applied to towing operators, who most definitely work in the worst weather conditions and at all hours of the day and night. And if the operator must work in these conditions, so must their equipment.

That's why we at Miller Industries pride ourselves on building the highest-quality products. We carefully develop

our designs, analyze them with state-of-the-art computer software, purchase the best components, assemble them with well-trained or certified employees and test them extensively using the most up-to-date technology.

At Miller Industries, we maintain a staff of more than 30 engineers globally, all of whom are devoted to product development, manufacturing and quality. We often spend thousands of engineering hours developing a design and assuring the product is well-made.

First, we create a new model on the computer, part-by-part, just as it will be built later in the factory. This allows us to see how the parts interact before anything is made. Next, we determine whether the design is strong enough. To do that, we use Finite Element Analysis (FEA) software. FEA breaks down the wrecker's shape into bite-size pieces, called a mesh, and then integrates all of them.

Once the FEA is finished, the software displays a "stress plot," which points out the stress points on each part of the wrecker. Looking at an FEA stress plot, we can quickly figure out where we need to beef up the design and where we can save weight. This helps us create a unit that is simultaneously strong and lightweight.



*Our engineers take input from our end users and incorporate suggestions and changes, making our equipment truly user-friendly.*

When the design and analysis are finished, it's time to get physical. To keep quality high, we cut flat steel parts by laser or water jet. That's right – we have a machine that uses high-pressure water to cut steel! Computer-operated machining removes human error by letting the design computer talk directly to the cutting computer.

The best design and the best parts mean nothing unless they are expertly put together. Assembling the 2,000 pieces of the average large wrecker requires an extensive and diverse skill set. Each assembler has specialized

abilities that we track, assigning him tasks in which he excels. All of our welders and painters are trained and certified to industry standards.



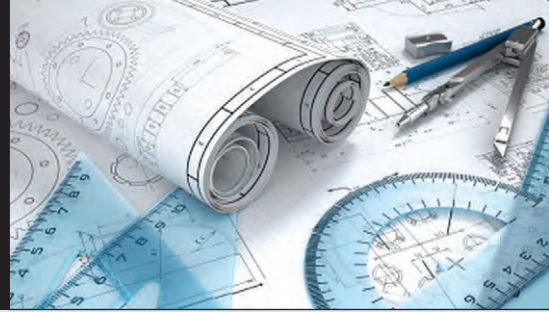
Once we have assembled a new towing product, we test it. If there is a question about the quality of a part or weld, we send it to a lab for more intensive testing, using methods like metal etching, X-ray and an electron microscope.

We also use a variety of calibrated devices to test wreckers – everything from computer-operated flow meters and pressure transducers to simple multi-meters and thermometers. We utilize a variety of weights for lifting, and an attach point buried in the ground to pull against, while a computer records test data.

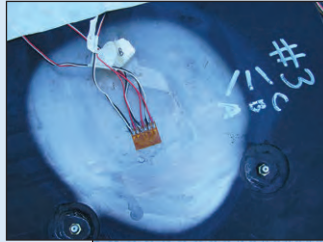
*The recovery boom on a Century 1075 Rotator is rigged to a ground anchor to conduct a series of lifting tests during which a computer measures and calculates the stress values.*



# REALITY



Perhaps the most interesting sensor we use is called the strain gauge, which may be as big as a postage stamp or as tiny as the head of a pin. We bond them to parts of the wrecker and lift or pull. As we apply load, the part flexes and stretches the strain gauge. A computer measures this and calculates a stress value until the part is about to break. Strain-gauge testing helps us make sure that each piece of equipment we sell will handle the job it's supposed to, year after year.



Developing the highest-quality products takes a lot of resources and effort. Excellent design, state-of-the-art analysis, training, certification and careful testing allow Miller Industries to build quality, dependable towing equipment to make your job easier, safer and more profitable. **24/7**



*Testing the HHU underlift using a load cell and strain gauges is just one of many calculations and tests completed through the product development stages.*

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# LIFTING

Very often we are called upon to lift a dropped trailer that has sunk into the mud, blacktop, the landing legs collapsed or even the driver of the tractor did not latch the fifth wheel and the trailer has fallen off while going down the road.

All of these have a few common dominators you need to consider including what is the weight in the trailer, where is the cargo positioned, what is my working condition such as maneuvering room as well as the capacity of my recovery unit so I don't overload or damage it.

Loaded trailers can be a challenge because of the conditions you have to operate in, but always look at the casualty as a lever and consider what mechanical advantage is available before you start. Step back and look at a trailer. Now consider that the further forward you can pick up a trailer, the less weight you will be lifting. Therefore, you should always attach as far forward as possible because it's similar to lifting a wheelbarrow – more effort is required if you lift the wheelbarrow handles closer to the drum that contains the load. If you lift at the end of the handles, lifting the load becomes easier. This is what a second class lever is all about. Through the years, I've been amazed at how many operators work harder instead of smarter when lifting loaded trailers. I scarcely ever boom out over the top to pick a dropped trailer. Why? Because the rating on the boom goes down the more it's extended. The first and most important rule is: "Go after the source of the problem."

Also, always be sure the trailer brakes are locked firmly and use wheel chocks to prevent the trailer from swinging once lifted.



If the right front of the trailer is down and the rear tires are up on one side, leave the rear alone. Never pull down on the rear. Lift the front with one of your winch lines, not the underlift. This will level the trailer first. Why not use the underlift? Because doing so can twist the cross bar or pivot pin.

In this photo, an operator is using an underlift to pick up a loaded trailer behind the king pin plate. This is a 35,000-lb. underlift when retracted, so to reach the center of the trailer you will need a minimum of four feet of extension. At that extension, the underlift has a rating of somewhere around 16,000 lbs. and the cross bar has to be turned at an 80-degree angle to span across the trailer underframe. Lifting this way may also be very unbalanced and unstable because of where the load is positioned in the trailer. And because the operator is not lifting at the front but instead at an estimated 48-inches farther back, the operator is also lifting a lot more weight that in many situations, can easily overload the underlift.

An operator might say that lifting this way is necessary because a tractor has to be backed under the trailer once it's lifted, but if the recovery unit is backed squarely to the front of the trailer and lifts with each of the winches, there is little overhang and the recovery boom is at it strongest point with minimal extension. Once you pick up the loaded trailer, the leverage is in your favor and you are lifting less weight.

Now, how to back the tractor under the trailer? Back the tractor in at a 90-degree angle to the trailer king pin, and the height to the fifth wheel can be adjusted easily by lifting with the winches. Yes – always pick a load with the winches, not by raising the boom!





# A LOADED, DROPPED TRAILER

*By Tom Luciano, Director of Training*

When you have the room to maneuver, or when a refrigerated trailer is nose down, it is always best to lift at the front of the loaded unit with it cradled between two recovery units. In this lift, the load is in a “basket” between two 25-ton units and is a great way to lift. Why? Because the recovery booms are only extended about halfway. The recovery booms are at a stronger lifting rating, and the lifting is being done by the winches, not by booming up. This allows a tractor to be backed in squarely under the loaded trailer. When doing this lift, two 14-foot, grade 100 chains are ideal because the chains are actually in vertical use. A better lifting area is the excess holes on the outside of the fifth wheel plate. This keeps you from having to elevate the trailer high enough to clear the fifth wheel of the tractor when the tractor is backing under the trailer. NOTE: If you use the opening to attach to the plate, use only a sorting hook and never a standard grab hook. This can cause a “tip loading” of the grab hook, and the hook could break during the lift.



This trailer came off the back of the tractor, thanks to drivers not paying attention and not securing the fifth wheel plate latch completely. The operator has a decision to make based on his maneuvering room. In this incident, the landing legs are bent and the bottom trailer rail is compromised. The driver has opted to come in at a 90-degree angle to the side of the trailer so the tractor can back directly under the front. This is where you, the operator, need to know about levers, rigging, and the weight of the casualty.

*See Lifting on Page 20*



The Century 7035 used for this recovery has an extended boom rating of 22,000 lbs. The loaded trailer weighs 42,000 lbs. and the load is evenly distributed front to rear with the tandems of the trailer in the forward position. Notice the winch lines are two-part and lifting is done with the winches, so the lift will be well within the working load limit of the wire ropes and boom-extended rating. NOTE: The tandems slid forward assisted in lifting less weight.



Lifting a dropped trailer is a sensitive topic for me. Many years ago I sent an operator who worked for me to lift a loaded trailer that had sunk into the ground at a local paper mill. I never thought it would be a challenge because he was one of my better drivers. After being gone several hours he called in and said he had a problem – he forgot to lock the brakes on the trailer and the trailer swung when he lifted it, because it was on a hill. He had left the 750 Holmes booms unlocked and they pivoted to the side, bending the 750 and the frame of the truck. So think before you lift!

Share these tips with your drivers to work smart. 24/7

## HOOKED ON MILLER

So you've lifted that dropped trailer or you have a trailer to transport from an accident or breakdown and in both scenarios, a tractor is not available. Depending on the weight of the trailer and cargo, here are two methods you can use to relocate the trailer.



For moving fifth wheel style campers, horse trailers or larger trailers under 25,000 lbs., the pintle hook adapter and fifth wheel plate available on Miller medium- and heavy-duty units provide a safe and efficient hook-up in most situations. Simply lower your underlift and install your fork receivers facing rearward, with the fork drop reversed to the high position. Then simply slide the receivers inward and drop and pin the pintle hook attachment and fifth wheel plate into place. Your underlift can now be extended and raised to hook up to the trailer kingpin. Next manually install the safety pin and locking pin. You're now ready to raise the underlift to the desired height and retract it. To prevent your crossbar from pivoting when using the fifth wheel plate, install a 1/2-inch chain on each side of the underlift, attaching to the grab hook or chain loop on the side of the underlift outer boom. Hook the other end of the chain tightly into a chain end cap on the crossbar, then extend the underlift to tighten the chain and prevent the crossbar from turning. As in all tows, be sure to install safety chains, lights and any appropriate brake or air lines.



For heavier trailers, hook to the trailer kingpin using a trailer keyhole plate with two 5/8-inch grade 8 chains attached. Turn the fork receivers pointing up to help prevent the trailer from riding over the crossbar. A pair of tall fork receivers can also be used to prevent the override. Now lower and extend the underlift so the crossbar is under the front edge of the trailer. Hook your 5/8-inch chains into the end caps on each side of the crossbar and raise and retract the underlift so the chains tighten and the fork receivers ride tightly against the front edge of the trailer. Depending on the trailer, an angle or wood block may help prevent damage to the trailer nose. Retract for minimal overhang, but still allow for your crossbar to freely pivot – and don't forget your safety chains, lights and brake air lines.

These are just two techniques you can use for transporting a fifth wheel trailer. With so many variations of trailers on the road, there is no one method applicable in every situation. We encourage you to read your owner's manual, watch training videos and attend training seminars to increase your tow knowledge.



# BUYER BEWARE

**W**e have all heard the expressions, "Things aren't always what they seem," or something is "Too good to be true." So when it comes to purchasing a new towing and recovery unit, you may want to move cautiously and do your research. The investment you make in your towing equipment and chassis is an important investment, and saving a few

dollars on the front-end may actually cost you money in the long run in repairs, operating costs and resale value.

At Miller Industries, we work diligently with every major chassis supplier to provide the correct specifications and components to provide driver convenience, performance and longevity for towing and recovery applications at competitive prices. When you see

a company in a magazine ad or on the Internet throwing out that "cheap price," be sure to do your homework and carefully compare line for line. Unlike automobiles, most commercial dealers have the luxury of offering a variety of components to build up a truck. Even though it may be the same model, engine, GVW and transmission, there are many other variables including frame rail PSI, axle lubes and brake system components (just to name a few) on which less-than-reputable or inexperienced dealers can cut corners on.

You can rest assured that if you order a new Miller spec'd chassis, it has been designed for the safety, comfort and performance to match the towing equipment, and to maintain high resale value down the road. Contact and discuss your specific needs and requirements with your knowledgeable local Miller Industries distributor and remember, when you see that low-ball price, "you usually get what you pay for." **24/7**



*This Vulcan NV-50 with optional PolyBilt body and properly Miller spec'd chassis will insure years of reliable service and lasting value.*

because our responsibility never stops...



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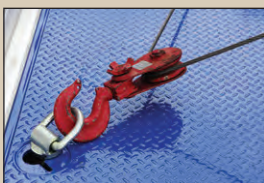


## Problem Solvers

*You're winching a car up the deck and it isn't loading straight.*

*There is no place to hook a snatch block and you could really use an extra "D" ring to secure a load. No problem –*

*Port-A-Ring to the rescue. This patented device stores easily in your toolbox and simply drops into a key slot on your carrier bed, providing you with an easy solution for winching or securing a load in multiple locations on your deck. The Port-A-Ring is rated for 6,500 lbs., and is available for most popular brands of steel and aluminum carriers.*



*The landing gear on a small plane has collapsed, a boat needs to be lifted onto a trailer, a piece of equipment needs to be unloaded, a truck went off a bridge or the end of a trailer needs to be lifted and supported... just some of the scenarios*

*that many towers encounter regularly. A spreader bar is the solution to prevent damage from your lifting straps pinching and possibly collapsing the sides of the casualty. In the past, spreader bars were heavy and difficult to store on your recovery unit. To solve this dilemma, Miller Industries designed a lightweight spreader bar that weighs a mere 108 lbs. totally assembled with a capacity up to 20 tons. This versatile multi-tasking tool breaks down to five pieces with the heaviest part weighing only 37 lbs., making both storage and set-up a breeze. The standard tube length provides three different widths – from 100 to 110 inches. An optional short tube provides 58 to 68 inches and is ideal for many compressors and machinery. Each bar is pre-tested and certified so you can work with confidence on your next difficult lift. **24/7***

*Just stop by your local Miller Distributor to learn more about how we can help solve your towing and recovery problems.*

## Chassis Manufacturers MOVE TOWARD CNG FUEL



Over-the-top fuel prices are not news. Alternative forms of fuel, however, are. Over the past several years, there has been a lot of attention focused on alternative fuels. And while hybrid systems with rechargeable batteries have been increasingly popular with automobiles, Compressed Natural Gas – or CNG – seems to be the growing trend in commercial trucks.

Manufacturers like Ford have seen sales of CNG-prepped engines soar by more than 350 percent over the last four years. Currently, Ford offers a CNG-prepped engine for their F-450, F-550 and F-650 chassis equipped with 6.8L V-10 gas engines. The CNG-prepped motors include hardened components such as valves and valve seats that withstand the higher temperatures when using CNG. The actual conversion is done by one of several qualified vehicle modifiers.

CNG is manufactured by compressing natural gas and it currently costs almost 50 percent less than gasoline or diesel fuel. Additionally, CNG is domestically sourced, which helps reduce the United States' dependence on foreign oil.

Although CNG is just beginning to pique the interest of those in the towing industry, other businesses are presently utilizing CNG very successfully. They report lower operating costs, which have allowed them to recoup their initial conversion outlay in as little as 24 to 36 months of service.

We will keep you posted on future reports and new developments in CNG, as well as with other fuel alternatives, to help you reduce your operating costs.



*The tanks for the conversion on a carrier mount easily below the deck while still allowing space for a 36-inch toolbox. A tow truck with a 60-inch CA presents more of a challenge as to where to*

*locate the tanks. Additional options are available if mounting crossways on an 84-inch CA in front of the body.*



**24/7**



**DURAStar MAXXFORCE DT**

**60<sup>Month</sup> 200,000 miles**

**DURAStar MAXXFORCE 7**

**60<sup>Month</sup> UNLIMITED**

Standard warranty on all 2014 model DuraStar chassis with MaxxForce power. Includes turbos and injectors. Extended Coverage plans also available. Warranty provided by Miller Industries and Lee-Smith International Trucks. Contact Lee-Smith, Inc or your local Miller distributor for full warranty details.



**Contact your local Miller Distributor Today!**

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Mandy Cannon  
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**Your Source for International Towing and Recovery Vehicles**



# A LOOK INTO LIGHT-DUTY

## Vulcan Intruder

Since its introduction more than a decade ago, the Vulcan 810 Intruder has become one of the most popular light-duty units that Miller Industries offers. The 810 Intruder is ideal for private property tows, reposessions and commercial light-duty towing. But at Miller Industries, we are never satisfied with sitting on our laurels so we sent our engineers out to talk with towers and find out how to make a great product even better.



The result is the Vulcan 812 Intruder II, which offers increased rear visibility for easier hook-ups, an improved hose tracking system for longer life and easier maintenance, and your choice of hand-held controllers for easier operation. The specially fabricated, low-profile, self-centering crossbar system employs enclosed cylinders for longer cylinder life, a recessed center for increased oil pan clearance, and recessed pins and bolts to prevent hooking air dams or valances. Additionally, an improved jaw system results in more positive tire grip and easier operation. Like the Vulcan 810, the 812 version is available in carbon steel or aluminum, or a stylish composite modular body. Visit [www.millerind.com](http://www.millerind.com) to view the video on the Intruder II in action.



*The Vulcan 812 Intruder II and Century Generation II are both available with an optional 5th wheel hitch attachment to tow gooseneck trailers.*



***Vulcan 810 Intruder/Carbon Steel Body***



## Century Express

For towers who need a light-duty unit that accommodates both high-volume towing and difficult recoveries, the Century Express is ideal. The light-duty unit comes with a convenient hydraulic autoloader system that provides fast, easy hook-ups with the most difficult-to-reach vehicles, such as a parallel-parked car at a 90-degree angle. Standard and optional features include a hydraulic extendable recovery boom, your choice of single or dual winches, dual manual outside controls as well as a lanyard controller for both boom and wheel lift functions. The Century Express is available in carbon steel or aluminum, as well as a stylish composite body.



*Century 312 Express/Composite Body*



*Century Express Generation II/Aluminum Body*

The Century Express Generation II is now also available. Utilizing all the features found on the Express, the Generation II is also equipped with enhanced wheel lift capabilities. The Generation II has a redesigned tailboard for increased visibility, an improved hose tracking system for easier maintenance and power tilt with limiter switches to provide fast and easy hook-ups. The specially fabricated self-centering crossbar was redesigned to

enclose the jaw cylinders, while recessed bolts and pin heads won't catch on low-hanging bumpers or valances. Finally, wheel retainers offer a more positive tire grip. Both the original Express and the Generation II are available from your local Century distributor.

*See Light-Duty on Page 26*



## Chevron Renegade

Over the last 40 years, Chevron has built a reputation for offering high-quality, innovative products. And although these accolades are usually reserved for their complete line of carriers, the impressive Chevron 408 Renegade is equally deserving of praise. Chevron's number-one-selling tow truck, the Renegade features an integrated boom that's extendable or non-extendable and available with single or dual 9,000-pound planetary winches. Designed to operate under the most severe conditions, the wheel retainers hydraulically rotate from fully open to fully closed, allowing the operator to securely grip different size tires, even flats. Dual manual controls come standard on the Renegade, while a lanyard remote that allows the driver to operate the unit from inside the cab of his truck is optional. As for styling cues, the Renegade is available in a carbon steel or aluminum modular body, with high-impact, dent-resistant composite fender panels.



*Chevron 408 Renegade/Aluminum Body*

## Holmes TSV

Last year, mobile service trucks sold more than one million batteries in North America. And as the average age of the cars on today's roads continues to get older, increased growth for battery service is projected. But what happens when a simple battery replacement isn't enough? Most towers don't want to force their customers to wait for another truck to be dispatched for a tow. The solution is the Holmes Towing Service Vehicle (TSV). Capable of hauling up to 36 batteries and an electric air compressor, the TSV has enough storage space to house fuel cans, a floor jack and a variety of other equipment. But the TSV is also equipped with the Holmes 220 self-loading wheel lift system for those times when roadside assistance isn't enough to get the job done. No more angry customers, no more long waits for another truck to be dispatched because the TSV can accommodate the disabled vehicles that require a

tow. In a nutshell, the TSV is the ultimate service vehicle for all types of service calls, from tire changes to battery replacement to towing. When you dispatch the TSV, you no longer have to worry about whether you sent the right equipment on the service call.

247





# SIDE RECOVERIES . . .

**W**hen operating on a narrow road, trying to minimize lane blockage or responding to the scene with a carrier when you need a recovery truck, Miller Industries has the solution to your problems with their complete patented line of side-pulling technology. All feature planetary winches, driver- and passenger-side hydraulic stabilizer legs with multi-position flipper feet to handle a variety of surfaces and a pivoting sheave head that allows you to winch off either side in addition to the center. The SP-8000 (8,000 lbs.) is the most popular model designed for carriers and light-duty tow trucks. Medium-duty units in the 16-ton range and carriers with 16,000-lb. decks tend to be equipped with the SP-12000 (12,000 lbs.). And industrial carriers and heavy-duty tow trucks are normally outfitted with the SP-20000 (20,000 lbs.). Visit [www.MillerInd.com](http://www.MillerInd.com) and check out the video to experience how one of the SP models can create a whole new dimension of recovery capabilities for both your carriers and towing and recovery units. **24/7**

## PROBLEM SOLVED



## Lower The Monthly Payments On Your New Heavy-Duty Unit



Miller Finance Advantage has created a unique new program to assist you in updating your current heavy-duty unit or expanding your fleet. Recognizing the high resale value of Miller Industries' heavy-duty equipment, the program allows qualified applicants to lower their monthly payments with extended terms, competitive rates and a variable end-of-term balloon. With today's historically low rates and the program's customized payments, there may never be a better time to buy.

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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ADVANTAGE



# 10 TOP REASONS to Rely on Miller Industries' Heavy-Duty Units

*By Billy Drane, District Manager and Heavy-Duty Equipment Specialist*

Whether you recently purchased a Miller heavy-duty unit, have owned one for years, or are in the market for one in the near future, here are some facts to remind you why Miller Industries is your choice in heavy-duty equipment.



## 1 REPUTATION

Miller Industries' brands have been the world leaders in towing and recovery equipment for over 95 years and it's not just by luck or coincidence. Nothing speaks louder for this hard-earned reputation than our medium- and heavy-duty integrated models with recovery boom capacities ranging from 16 to 50 tons and underlifts capable of lifting 12,000 to 55,000 lbs.

## 2 WEIGHT SAVINGS AND DESIGN

One of the biggest challenges in building heavy-duty units for towing is taking the weight out of areas where you don't want it (over rear axles) and adding it to areas where you do (front steer axle). With the boom design of Century and Vulcan integrated units, you achieve just that — more weight forward rather than on your rear drives, helping you maintain more front axle weight when towing heavy loads. And to increase your payload, we fabricate the recovery boom, underlifts and subframes using high yield material that reduces weight without sacrificing strength and durability.





### 3 TOWABILITY

We all know the longer the rear overhang, the greater the front axle weight is reduced while towing. This is why Miller Industries designs the body and sub-frame for the shortest possible cutoff on your chassis to give you maximum towability. But what about the underlift's length? As you increase the overall reach of your extended stinger, your retracted length also increases. For this reason, longer is not always better for every application. If you tow a number of long overhang or setback-front-axle vehicles such as coaches, snorkel or fire trucks, you may want to consider the Vulcan Euro Stinger or Century Coach option with its additional reach. If you desire extra low clearance without the additional reach, the Century "Street" underlift may be your best choice. No one gives you more underlift choices and options to meet your specific needs.

### 5 RECOVERY CAPABILITIES

For most towing companies, both towing and recovery capabilities are important to help maximize your investment. All of Miller Industries' heavy-duty units incorporate rear hydraulic stabilizers with multi-position feet



to help anchor your truck during those tough pulls on any type of surface. Other features include combinations of D rings and anchor points, air winch clutch releases, cable tensioners and planetary winches that are two-speed on all models 25 tons and above.



### 4 ATTACHMENTS

It is important for you to have the right equipment for the job and when it comes to towing, that usually means the right lifting forks or attachments. At Miller Industries, we not only put extensive time and engineering into designing the unit, we also work closely with chassis, bus and OEM component manufacturers to design and build the widest range of lifting attachments to make your hook-ups quickly and safely. For ease of handling, better consistency and reducing the overall weight, most attachments and receivers are cast components.



### 6 STORAGE

Designed with the operator in mind, we have taken your input to construct boxes that maximize storage capacity for all of your towing and recovery gear. Heavier items (such as forks and chains) have been located in forward compartments for better weight distribution, while a combination of shelves, racks and attachment holders are provided to help keep your other equipment neat, organized and easily accessible.

See Heavy-Duty on Page 30



## 7 INNOVATION

Miller Industries is constantly striving to provide you with the latest in technology and innovations in all of our products. One recent example has been the addition of the optional Polybilt boxes in our heavy-duty lines. These tough polyurethane boxes provide superior protection for rust and corrosion and include features such as sweep-out floors, integrated fork and chain storage racks and brushed aluminum roll-up doors with remote locks.



## 8 ADVANCED ELECTRICAL SYSTEM

Our MVec power distribution system is centrally located, fully fused, and breakered to make installation and servicing of the electrical system quicker and easier. This system also integrates with our wireless controller and offers two touch screen control panels that display general truck information such as RPM, fuel level, coolant temperature and hydraulic oil temperature at the rear of your unit during those difficult recoveries. This system is standard on Century 7035, 9055, 1140-1075 rotators and optional on other models.



## 9 HIGH RESALE VALUE

As an experienced tower, you know that you can rely on the quality and durability of your Century and Vulcan heavy-duty units to get the job accomplished under some of the most grueling conditions year after year. Due to this time-proven history of longevity, when it comes time to sell or trade in your unit, it will hold its value better than most any other heavy-duty units on the market.

## 10 SUPPORT

Like all Miller Industries products, when you buy a new Century or Vulcan heavy-duty, you're not alone. Miller Industries has the world's largest network of skilled, knowledgeable distributors to assist in the right selection of a new unit that meets your specific needs and requirements along with being there later to provide parts and service for years to come. **24 7**

**It's no wonder why Miller Industries' diverse and innovative product lineup is the choice of professional towers worldwide.**



# Continued Growth And Modernization To Meet Your Demands

At Miller Industries, when it comes to business our solitary goal is to provide the world's finest towing and recovery equipment at competitive prices. To meet that goal, we continue to grow and modernize our plants, equipment and processes. Presently Miller Industries has close to 800,000 square feet of manufacturing facilities covering over 75 acres with four locations in the U.S., two in France and one in the United Kingdom dedicated to building only auto transport, towing and recovery equipment.



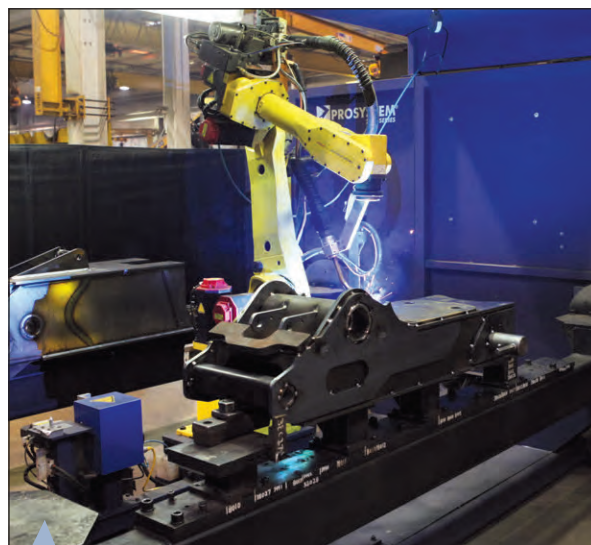
*Miller Industries light- and heavy-duty manufacturing facility is comprised of over 300,000 square feet located on over 25 acres in Ooltewah, Tenn. and is just one of our seven worldwide locations servicing only the towing and recovery industry.*



*An additional building with a 60-foot paint booth was added to the Greenville, Tenn. plant and another booth was added in Ooltewah, Tenn. along with upgrades to existing processes in both Pennsylvania facilities to provide you with higher-quality finishes that withstand year after year in the tough outdoors.*



*In addition to the two media blast booths in Ooltewah, additional booths have been added to the Greenville, Tenn. and Hermitage, Penn. facilities with an additional booth under construction in Mercer, Penn. This cleaning process removes any rust, oil or imperfections in the metal to provide higher-quality surface for primer and paint adhesion.*



*At the Ooltewah plant, five robotic welding cells along with over 65 certified welders provide high-quality components that go into the assembly of your new towing and recovery unit. Fabricating parts with four plate construction rather than using formed tube requires more weld time but allows us to use higher-yield material that reduces weight without sacrificing strength and durability.*

We are proud of our people and facilities and welcome you to stop by to see for yourself. You can also visit our website, [www.MillerInd.com](http://www.MillerInd.com), and under extras, click on videos to take a virtual tour of our large wrecker, small wrecker or carrier plants. **24/7**



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