



DRIVEN DRIVET

>> WINTER 2014 VOL. 4, ISSUE 2

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DID YOU KNOW



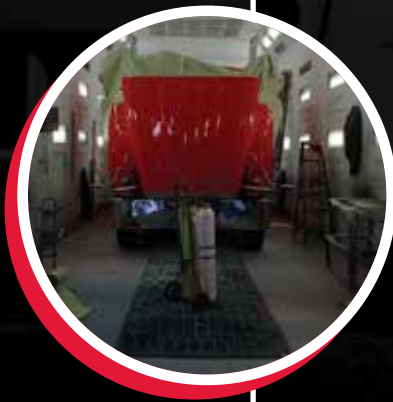
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GREETINGS

Hard to imagine that another year is already coming to a close and we will be celebrating the Christmas holidays soon after we celebrated another great year of life and business at Thanksgiving. I now mark time through my grandchildren's birthdays and with my oldest grandson just turning 18 in September and headed off to college in 2015, I know time is accelerating.

December 1st will already mark our 6 month anniversary of having the Evansville, Ind., team join us and we could not be happier with the great group of employees and customers that are now part of our team. With Evansville, we also secured the opportunity to sell Sprinters and we are excited to have our new Brand Manager John Kobylanski on board make Sprinter an important component of company.

I just returned a few weeks ago from our National Dealer Council meeting in Newberg, Ore., and in my 44 years of being a part of our company, I have never been more excited about not only our industry leading products; but also, of how aligned DTNA/Freightliner/Western Star and its Dealers are for providing the best service/parts/body shop services by far of any OEM. We have so many new processes and plans in place that will significantly help our customers with their ongoing quest for more uptime.

One change is the dedicated daily parts delivery from the DTNA warehouse to our locations arriving between 1am-7am the very next day. Our daily stock order cutoff has been moved up to 4pm, which means what is ordered by Monday at 4pm is in our stores early Tuesday morning. To me, this is one of the biggest game changers that I have seen in my four decades at the dealership since we are cutting 2-3 day average waits by over 50 percent.

Additionally, we now have a more robust parts system for projecting needed parts called RimPro, which will improve our fill rates to our shops by at least 10-15 points. This system will add approximately 1,000 additional part numbers to each location, which again means far greater availability. In the past 12 months at TCI, we have added 20% more dollars into our on-site parts inventories and are now at \$11.2 Million.

We are also one of the leading DTNA dealer groups in consistently providing Express Assessment (EA) within 2 hours of arrival at our dealerships. DTNA's focus is for all dealers to provide EA on every shift of every open hour for every single customer. We not only support this effort but are also trying to lead by example.

We recently moved our driveline machine to Troy to allow for 24/7 service to our customers and shops. This service will now also supplement our own DPF Cleaning process 24/7. Our Mobile Road Service squad continues to be a major uptime provider for our customers with us coming to you and we are a pilot dealer for DTNA that will now also offer 24/7 Mobile Roadside Repair service which is modeled after a very successful Mercedes European program.

Our TCI F.I.R.S.T. (Future in Repair Service Technology) program of recruiting local high school students for our 26-week technician training program is almost completed with our first class and everyone involved is raving about this and what it can mean for our industry and those who successfully complete the program. We are recruiting now for our next class and are seeing a lot of interest. I am so proud of our team for putting this together!

While in Oregon, we were given the chance to be a part of the Ride and Drive with the Cascadia DD15i Detroit Assurance powertrain/systems. With the new integrated powertrain, we will continue to further improve upon our industry leading MPG and it goes much further now with providing safety features previously only found in premium cars. During the Ride and Drive, we had cars pull out in front of us suddenly by design and the system took over with deceleration, engine brake and then actual braking system with no human involvement. Once the car moved, the truck resumed the normal speed required to stay between the preselected 2.3 to 3.5 seconds behind it through its variable speed cruise. The truck was also equipped with lane departure, camera and roll stability.



The DT12 transmission also operated flawlessly! After just introducing the DT12 two years ago, we will now sell every single one available to us, which is at least 31,000 in 2015, and DTNA is pushing for 40,000 with additional shifts working to produce them. In two years, we will have the production of the DT12 based in Detroit and will be able to produce 75,000 a year or more and I have no doubt they will absolutely sell every single one of them.

By now it is old news that DTNA had a record order intake of 31,000+ units in October, which is further recognition of just how well our products are performing. We are extremely excited!

I am really proud of how hard every single TCI employee is working to provide the exceptional service that our customers deserve and our recent recognition by the *Successful Dealer* magazine that represents all OEMs named us as their "Dealer of the Year" for our industry-leading service and community involvement of giving back or paying it forward. We are having a lot of fun currently with a fun **60 Days of Giving** campaign that is raising money for the USO, collecting coats for and supplies for charity, packing shoeboxes for children and pushing out specials for TCI customers. It is so nice to see so many of our employees share the spirit of the season and give back to their communities.

I would like to extend my continued deep gratitude to each of our customers for giving us the opportunity to serve you - we consider it a privilege and will never take it for granted.

John Hopkins



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TCI TOC

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MANAGING EDITOR: MICHELLE PETROFF | DESIGNER: FEE MCCASKILL



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JUST THE FACTS

What a WHIRLWIND of a year - it seems like only yesterday I sat down to prepare my article for our *DRIVEN* magazine and, yet, here we are again! We have been very fortunate and this year for the business that has come our way. Our service, parts and body shop departments have been blessed with an abundance of work as well as our truck sales being much greater than in years past. Our customers seem to be very busy with the uptick of the economy and transportation is playing catch up to prior years in replacing equipment and finding ways to recruit and maintain drivers.

The holiday season is also upon us again so the next few weeks will very busy in concluding a fast paced 2014.

Truck Centers, Inc. has been busy as a whole in many facets of our business:

- The acquisition of our newest facility in Evansville, Ind., which really was a great complement to our existing stores and it being in the traffic lane for many of our existing customers. The transition has gone very well and the Evansville crew has proven to be an outstanding addition to our team. An added asset is now being able to offer Sprinter to our product line up available to our customers.



- The introduction of our new Freightliner Integrated Drive Train (DP15i), which will allow those who choose it, an even better fuel economy opportunity than our existing industry-leading EVO. It has been determined that the new set up can improve a fleet's economy 3-5% from our (their) existing EVO specification. This is another large jump in technological progress from where we were just a few years ago.

- The introduction of the new Western Star 5700XE will allow us to better fit into some niche markets with

this premium sleeper/day cab configuration. The 5700XE is only available with the Detroit Engine, DT12 automated transmission or Eaton Manual, and Detroit or Meritor rear axles. It will be an impressive fit as a day cab in the tank/flat bed/regional applications or with the luxurious sleeper configuration for esteemed drivers or elite fleets that love the efficiency of our Cascadia but want something with a bit more panache. Remembering that this truck was designed with the major driving force being for maximum fuel economy, Star enthusiasts will be pleased that the refined styling and premium comforts that are synonymous with Western Star were not compromised.

- We have constantly been improving our Express Assessment and Elite Support services to our customers through our Service and Parts departments. It is our goal and we want to Express Assess each truck that comes into ANY of our locations within 2 hours of arrival. By doing so, we can provide our customers (local & transit) the ability to make decisions, whether the repair is somewhat minor or a major repair, on the next decision for the truck, driver and load. In many cases, the repair is not major and we strive to get the unit back in service in the quickest manner possible for our customer to increase their uptime.

- TCI F.I.R.S.T. is an exciting program put spearheaded by Katie Hopkins, Steve Spihlman, John Pryor, Michelle Petroff and the Service Team allowing us to recruit high school students for our newly implemented technician training program. Since we, as others, have experienced a challenge on getting younger technicians involved in our industry, the program gives us the opportunity to train (classroom and hands-on) the younger generation on our products so they can learn the fundamentals necessary to work towards serving our customers in the shops.

- Detroit Diesel Automated Transmission (DT12) was been mentioned in my last article and the acceptance of this transmission has been overwhelming. Not only did we sell out the production available for CY2014 but we are very close to selling all the availability for CY2015. We have been scrambling and put many units on order so our customers do not miss out on this option should they want choose it. Even though the option charge is higher, it can be a quick payback on what it does for the overall fuel economy of the unit. The DT12 is only available behind our industry leading Detroit engine.

- We have another big option coming in CY2015 with our Detroit Telematics group. It is the Daimler program for assisting the customer in driver management, which includes safety features such as lane interference-lane mitigation-roll stability, HOS program, inspections, further Virtual Tech improvement, GPS and other features that can be managed by the driver from the truck and monitored by the fleet/safety manger via satellite. We are excited to offer these improved options that can make our product services an even better "one stop shop" provider.

- The Freightliner order board has exploded over the past few weeks and we are now filling up the CY2015 order slots. We will be working with our local customers to make sure we have trucks in the system for your needs in the upcoming year. Needless to say, we have been very fortunate that our products are exceeding Freightliner's initial goals and many customers are turning to our product because in most cases, it is establishing itself as the Real Cost of Ownership leader – fantastic news for our customers!

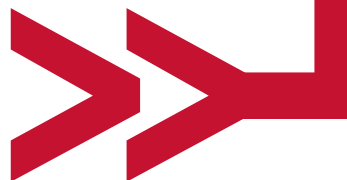
- Truck Centers was honored with *Successful Dealer's* "Dealer of the Year" Award earlier this year. We are able to receive this type of an award because of the great support from our team in going above and beyond to take care of our customers and various initiatives to be a positive force in our community. It was a unique honor and thanks to all who allowed us to have this opportunity.

I would be remiss if I didn't mention our faithful partner, Daimler Truck Finance (DTF), and their support of Truck Centers and our customers for many years. We were excited to receive an award from them this fall for celebrating 25+ years with them providing financing for our inventories of new & used trucks. They have been a true partner and work with us constantly in providing financing for many of our customers' truck purchases. Without them, it would be a much tougher road to travel and together we know that we can provide customers the best possible package available.

Last, but surely not least, the combination that has made our year a success is the support that we receive from our customers and gallant efforts put forth by our team members. Without this positive combination, we would have a difficult time being able to institute the new programs and support the new innovations being offered by our manufacturers. So a "SHOUT OUT" to all of our team members and customers for making the year what it has been!

And a joyous holiday season to one and all! Good luck in 2015!

Mike Yates



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NEWS FROM TCI

Each of our General Managers have prepared a small introduction and update on the activities at their location to familiarize our current and potential customers with their management team. At Truck Centers, we feel that it is important for you to know that we are not only dedicated to superior service, facilities and resources to ensure a positive experience; but also, to provide an opportunity to get to know some of the team members who are working diligently for you.



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TROY I-55/I-70 & HWY. 162 (800) 669-3454 24/7 PARTS & SERVICE

As 2014 will be behind us in a flash, I would like to take this opportunity to share some highlights from my perspective.

Definitely, the biggest change for Truck Centers for the year was the addition of the Evansville location in June 2014. This was the first major purchase of another Freightliner dealership that I personally was involved with and it was a very exciting addition to our team. Freightliner of Evansville had been a very successful business and their exacting standards and level of excellence made it an easy business to join with Truck

Centers. On the surface, there is possibly not a cleaner or more organized dealership out there that I have ever seen. (Empire's Jackson location may possibly rival it.) But beyond that surface view, the Evansville location has a lot of depth in their business processes and continuous improvement efforts with a very dedicated group of employees that have allowed them to be such a high performing dealership. Our goal with Evansville has been to bring some of the synergies to their location that being a part of a larger organization allows and learn from some of their "best practices" to try to bring the best of both worlds together. So far about 6 months into the purchase, things are progressing just as we had hoped when considering the purchase.

Another key highlight of the last 6 months has been the growth in the inaugural class of the TCI F.I.R.S.T. program. Four high school students from local area high schools (Gillespie, Jerseyville and Staunton) joined with several existing TCI apprentice techs to go through the program. The F.I.R.S.T. program is 14 weeks long and leads students through the seven instructor-led Daimler Trucks' classes with the opportunity to receive a certification in each course they passed. In the weeks that the students were not participating in the DTNA classes, they were trained by two TCI leaders, Steve Spihman and John Pryor, on the basics of becoming a technician and excelling in this field. In the second phase of this program, the students are now interning on the shop floor in the Troy service department and body shop. They will work with several technicians over a 12-week timeframe to learn from the ground up the skills needed in this industry to be a technician. As this first group is nearing completion we have taken the opportunity to reach out to high school students to recruit for the program for 2015. Our goal is to continue to add technicians into our shops at all locations that we have educated through this program so they are entering the shop floors with a solid foundation of knowledge to continue to build upon.

During these last months, there has been a continued focus on improving "uptime" for our customers with programs that Truck Centers has created and programs that DTNA has piloted. I have the benefit of reading all the articles prior to writing my own, so I know that in John Hopkins' article he has described many of these already and done it better than I could, so I will just note that this is an important focus for Truck Centers and one that we will continue to work to improve in the coming months.

Finally, with the holidays upon us, it is really inspiring to see the many TCI employees that have jumped onboard by participating in the **60 Days of Giving** campaign. The Warner's Warm-Up coat drive had boxes overflowing with coats to donate to the needy. Our Team USO fundraising campaign with TCI corporate match looks like it will exceed \$15,000 and there are several other programs to support children locally and across the globe. I think this quote by Winston Churchill sums it up beautifully, "We make a living by what we get. We make a life by what we give."

Best to you and your families in these upcoming holidays,
Katie Hopkins

ST. LOUIS I-70 & BROADWAY – DOWNTOWN ST. LOUIS (800) 325-8809 24 HRS M-F SA-SU 6A-6P

It has been sometime since our last magazine came out in the early summer months. We saw a pretty mild summer this year in the Midwest comparatively speaking. With tonnage being the way it has been for most of the year, it was a very busy middle part of the year. We saw our shop stay very busy and with Express Assessment our customers saw a much faster turn around and more uptime with their vehicles. We pride ourselves on Express Assessment and ensuring that downtime is a minimum and that your uptime and bottomline is maximized.

It appears that the Midwest is now headlong into the ice, snow and cold weather of winter. Along with the weather comes all the prep work to get the fleets ready to make it until the spring thaw. With the onset of the weather being a little early, it may have caught a lot of us not prepared and still needing part or all of your fleet prepped. Truck Centers, Inc., is here to ensure that your fleet is ready for all conditions and with 2014 Winter Specials, we are ensuring you have the items that you need to finalize your winter preparations.

Along with the winter weather, the holidays upon us and Truck Centers-St. Louis is expanding our hours of coverage to further ensure the uptime of your fleet. Starting Monday, December 1st, we will be open 24 hours throughout the week. We will open our doors Monday at 6 a.m. and close Saturday at 6 p.m. This is just another way that we are ensuring our customers have "World Class Service" from our facility. We are here for you ensuring you taken care of. We are acutely aware that without you, our customers, we would not need to expanded hours!

We look forward to servicing your fleet maintenance/parts needs and keeping your trucks on the roads ensuring that America keeps on trucking!

Best regards and we look forward to exceeding your needs and expectations!
Jim Pennington

SPRINGFIELD I-55 & HWY 29 (800) 786-1280 M-F 7A-12A SA 7A-5P

As you open the latest edition of our *DRIVEN* magazine, it is difficult to fathom there are no more pages to flip on our calendars! Crazy to believe the holiday seasons are fast approaching.

The ups and downs of summer temps either kept many folks in the lakes/swimming pools or far away from them. Humid temperatures with the rising heat index resulted in many days filling the shop. Then, the excessive rainfall during harvest season delayed many Illinois farmers from finishing on time. Gotta love the Midwest! Hopefully the yields and returns were profitable for all our customers and families. A drive in Spoon River was beautiful with the fall foliage and surrounding landscape and I recommend that everyone needs to enjoy those simple pleasures around here at some point in their lives. We are blessed in our location in Illinois, Missouri and Indiana to have four wonderful seasons.

Early estimates from many analysts are predicting an extremely cold, long winter season; along with the *Farmer's Almanac*, which tends to hold true on continual basis. There has been mention of the diesel fuel additive suppliers beginning to ramp production due to the forecasted tundra-like temps approaching. Many townships and cities are reporting shortage of salt to keep our roads in safe driving condition. May all our families across the nation stay warm and do not over exert yourself in the extreme temps, be safe, and drive careful throughout the winter months.

That is plenty about the weather and seasons! New truck sales continue to be strong with the efficiency of the Cascadia and Coronado coupled with the DD platform engine and DT12 transmission. Production of the DT12 was quickly overwhelmed with order intake abundance and units were soaked up quickly. There will be a huge increase of production to meet the demands the next few years along with the integrated drivetrain package that continues to receive large praises.

I am pleased to introduce a few new faces to TCI Springfield. Austin Melsker came aboard as one of our second shift technicians and Jeff Mueller has become our second shift Service Foreman. With the changes, Charlie Melvin has moved into the daytime (first shift) Service Foreman along with assuming the role of our Elite Support CIC (Continuous Improvement Coordinator). Jonathan Dyke has joined us within the parts department performing daily local parts deliveries within our area along with assisting Ian Mundstock on parts shipping/receiving duties.

DTNA, Daimler Trucks North America, leader of North American market share in many aspects has introduced a cutting edge technology for Parts Inventory Management with a program named RIMpro. Many TCI Parts Managers and inventory control personnel recently attended a two day training seminar becoming accustomed to the new program replacing MDI. There are amazing benefits that will maximize inventory turns for the dealers as well as having the correct parts on our shelves at all times due to forecasting, critical stocking lists and mandatory stocking lists per OEM and Engine manufacturer to keep our customers up and running.

Take care and I hope that all of the hunters have either harvested or will have the opportunity for an awesome deer this season. Or more importantly, was able to introduce a young person to hunting and share an enjoyable tradition for many years to come. The first harvest of youth season was amazing and I will never forget it! I still enjoy that tingly feeling of excitement and bonding when my son, Jesse, when we are able to spend special time together with our family each year outside of the normal day to day hustle.

Stay safe,
Jeremy Williams

ST. PETERS I-70 & HWY 79 (800) 985-0380 M-F 7A-11P SA 8A-4P

Greetings from St. Peters!

I would like to extend a heartfelt thank you to our valued customers, team members and vendors for all of your support and loyalty this past year. Business has been great and new opportunities greet us at every turn.

St. Peters has made a few additions to our parts staff over the past few months and I hope everyone has seen a significant improvement in our accessibility and responsiveness. Jon Rothove came aboard as a parts counterman and Brian Gierer is on the road as our newest parts driver. As our business continues to grow we will continue to add support to keep our service level at the top.

With the arrival of winter, we will again pick up the pace to be prepared to tackle whatever Mother Nature throws our way. We've all been there before and know the extra effort it takes to keep all the wheels turning when the elements get rough. The predictions are still varied on how this winter will turn out for us but rest assured we can always count on the unexpected here in the Midwest.

Wishing everyone a blessed holiday season,
Steve Lanier



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JAN KRIEGER
Business Manager
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from the minute you pull onto our lot. We strive to be number one and, please, let us know if you have any suggestions or feedback. Being an "Elite Support Dealer" is everything to us.

And if you haven't been in to visit us recently, please stop by and take advantage of our 2 Hour Express Assessment service in the Service Department or call on our full-service Body Shop for an estimate. If parts are needed in the Bloomington area, come by our parts department in Nussbaum Transportation or give us a call and we will deliver them to you.

Well let's buckle down and get ready for the winter. Please let us know if we can lend a hand this season and stay warm!

Regards,
Travis Dunn

MORTON I-74 & EXIT 102B (800) 397-4292 M-F 7A-12A SA-SU 7A-3:30P

I hope everyone had a Happy Thanksgiving with your family and friends this year. It's always great deep-frying a turkey and just relaxing with the family and hearing all the stories. The only bad thing is that once the turkey is gone, that means grandfather winter is knocking on the door and it's only a matter of time. No worries, TCI has everything you need to make sure you deliver that load in a timely manner.

We have been pretty busy the last few months and its great seeing and hearing that freight is moving. It seems that right now a big issue is finding the drivers to move it all. It's also great to hear how well the Freightliners have been doing and the fuel mileage is only going up!!! It's not uncommon seeing fleets with units hitting 10 MPG with the DD platform. That is a long cry from 5 MPG being the average years ago.

I would like to thank our team for giving it 110% every day and making sure that our customers are taken care of and back on the road. We want our customers to feel that TCI is a home away from home. That is why every professional that is a member of our team is ready to go the extra mile for you

and please, let us know if you have any suggestions or feedback. Being an "Elite Support Dealer" is everything to us.

And if you haven't been in to visit us recently, please stop by and take advantage of our 2 Hour Express Assessment service in the Service Department or call on our full-service Body Shop for an estimate. If parts are needed in the Bloomington area, come by our parts department in Nussbaum Transportation or give us a call and we will deliver them to you.

Well let's buckle down and get ready for the winter. Please let us know if we can lend a hand this season and stay warm!

Sincerely,
Julie Klebba



ANTHONY JOHNSON
Service Manager
ajohnson@truckcentersinc.com

I want to start by thanking all of our customers that patronize our Mt. Vernon store. Mt. Vernon has had a steady parts and service growth over the last two years. We sincerely appreciate all of our customers and look forward to a continued business partnership with you all. And with that increase in business, my hat is off to our team who has worked extra hours in order to take care of our customers' needs.

We have some new faces in new places in our store! Change is always exciting and full of opportunities to grow.

Cassie Hollenkamp has been with us at the receptionist position for quite some time and has recently taken on our accounts receivable position and is doing a great job. She has also accepted the position of Continuous Improvement Coordinator for Elite Support. Congrats Cassie!

Donna Jones has come on board as our new receptionist. Most of you that come in or call in will recognize Donna's friendly voice. Donna comes to us with years of experience in the banking industry.

Antonio Buckley has joined our service department as a service writer. Antonio comes from the fleet side of the business with years of experience. He relocated his family from Garland, Texas. He has stepped right in and has become a big asset for us in service.

Chris Haley has moved up from shipping and receiving to the parts counter. Robert Warren has now moved into the shipping receiving position. Both Chris and Robert have big shoes to fill and are accepting the challenge!

I'm really excited about the changes going on in our store and look forward to showing our customers what all these new faces in new places can provide our customers! Change is the act or instance of making or becoming different and we here in Mt. Vernon want to make a positive difference in our partnership with our customers every day!

Sincerely,
Julie Klebba

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RYAN SEIBERT
Service Manager
ajohnson@truckcentersinc.com

This is my inaugural *Driven* excerpt since TCI purchased Freightliner of Evansville in June. Needless to say, it has been a busy past few months and our Evansville team has worked very hard for a smooth transition while maintaining our normal level of exceptional service to our customers. The Evansville staff is excited to be a part of the TCI group and we look forward to showing you a team of professionals who strive hard to serve all our customers with the utmost level of care.

TCI Evansville is open Monday-Friday from 7:30 a.m. to Midnight and both Saturday and Sunday from 7:30 a.m. until 4:00 p.m. In addition to the DTNA products of Freightliner Trucks, Western Star Trucks and Detroit Components, we also offer Sprinter Vans and Benson/Transcraft Trailers. So even if you are just in the area, please stop by to visit and familiarize yourself with the newest TCI location!

Here in Evansville we have 56 full-time employees and 11 of those have been here since the first year of operations in 2000. I would like to highlight two of our managers that you will interact with consistently - Suzanne Talley (Parts Manager) and Ryan Seibert (Service Manager).

Suzanne has been the Parts Manager since 2000 and she was previously with the local International dealer for 22 years. Her total of 36 years in the truck dealer industry makes Suzanne an integral part of the management team. She is respected immensely not only our employees; but also, our customers. Suzanne is from Boonville, Ind., and has three children - Daniel, Jennifer and John. Suzanne also became a grandmother for the first time this fall with the birth of Alexander.

Ryan has been the Service Manager since 2012 and worked his way up in Evansville after coming from the local Mack dealer. With over 18 years in the industry, he started as our Warranty Administrator in 2001 and moved to the Sales Coordinator position in 2004. In 2005, he added the responsibility of our upstart leasing company. With the importance of service growing, we chose Ryan to oversee our service department in February 2012. Ryan lives in Albion, Ill., and is married to his wife Aubrey and they have a son, Drew.

We look forward to meeting more of you in 2015 and are always here and ready to help!

Sincerely,
Buddy Shires

EVANSVILLE I-64 & Hwy 41 (800) 680-5910 M-F 7:30A-12A SA 7:30A-5P

FROM THE DESK OF JUSTIN HOPKINS: VP OF SALES

Cold!!!! Yep it's that time of year again. I don't know where the summer went but I know that I miss it! This year seems to have just flown by. I think that is because we have had very busy year with product unveilings, the economy seems to finally be on stable footing and, lastly, a 3 year-old at home that leaves means a dull moment.

I am extremely excited to talk about the Detroit Integrated Powertrain as well as the new 5700XE. The Detroit Integrated Powertrain will deliver a significant fuel economy advantage over our already industry leading Cascadia Evolution by 5%. (Insert standard disclaimer here) Seriously though, if a company is running a Cascadia Evolution today the Integrated Powertrain will significantly improve the fuel economy through an entirely new fuel map, rerated engine 400hp@1750lb/ft., direct drive DT12 transmission and precisely designed Detroit axles to complete the package. This fully integrated powertrain has allowed Detroit Diesel to fine tune all of the aspects that create waste in the system. We have even gone as far as installing an airfoil on the front axle to move air more efficiently. Along with all of the fuel advantages I have been told that drivers really enjoy the increased responsiveness of the truck as well as the upgraded Predictive Cruise system that allows the cruise control to see the road in front of it and manage speed accordingly due to terrain.

Our Western Star 5700XE is extremely impressive as well. This is Western Star's entrance into the aero market segment and I, for one, am extremely impressed. They have kept that edgy look that people instantly recognize as a Star but



have been able to create the second most fuel-efficient truck in the industry. Western Star has leveraged Daimler Trucks North America engineering know how to maximize fuel economy while at the same time maintaining their legendary quality and attention to detail. They were able to maintain the same solid all steel constructed cab as the 4700/4900 and at the same time modify the sleeper configurations as well as the hood, bumper, and chassis fairings in Daimler's wind tunnel for excellent drag reduction. This truck really is sharp and I am very excited to be able to say we will have one of them at the Midwest Truckers' Truck Show in February!

Finally, the last reason this year has flown by would be the 3 year-old. I have a quick story and then I will be done, I promise. Something struck me the other day. I just assumed I was smart enough to know when I was hungry when I was younger. But now, sadly, I realize that it just wasn't the case and someone had to teach me that too.... Big hit to the pride! Anyway, the other night mom was out and it was just the men of the house. We decided that we were going to watch a movie and play some serious block smashing games on the floor. Before I knew it, the time was already 7:45. This is trouble for dad as mom gets home at 8pm and the little man is supposed to already be asleep so I gathered him up and put him in the bath. Long story short, we were getting our PJ's on and Justin told me his tummy hurt. I immediately went with the tried and true statement, "you gotta poop?" A quick "No" came back with "my tummy hurts." I realized he hadn't eaten anything for dinner so I followed quickly with "are you hungry?" I got a what you talking about look from him, which made me chuckle and then I led him into the kitchen where we grabbed a bag of Ritz sour cream and onion crackers (a little slice of heaven) and he devoured the bag. Once completed, I asked him if his tummy still hurt and he just smiled and said no. That is the moment the boy figured out the difference between a poop stomach ache and a hungry stomach ache! The best part was I got this vital lesson taught and the boy in bed all before Momma returned for the evening!

So like I said it has been a busy year! New products and new parents finding our way in this world! I hope you and your family have a safe and have a great holiday season!

Justin Hopkins

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Industry NEWS

DAIMLER FINANCIAL SERVICES IS ONE OF WORLD'S 25 BEST EMPLOYERS

Daimler Financial Services was recently ranked as one of the world's best 25 employers. That was confirmed today by the independent Great Place to Work® Institute at the award ceremony for the World's Best Multinational Workplaces of 2014 in San Francisco. The ranking places Daimler Financial Services among an elite group of the best companies evaluated by the largest annual global study of workplace excellence in the world.

More than 6,200 companies participated in the Great Place to Work survey from late 2013 to mid-2014. Of these, 2,800 qualified to compete for a spot on the "World's Best Multinational Workplaces" list. A total of 429 companies earned a place on one of the national Best Workplaces lists in individual countries. To qualify for the global list, a company has to meet three criteria, which included: being one of the top employers in at least five countries; having at least 5,000 employees; and counting at least 40 percent of its workforce outside the company's home country.

"Becoming a great place to work is a mindset," says Klaus Entenmann, Chairman of the Board of Management of Daimler Financial Services. "Our corporate culture is based on a clear set of core values. Every employee has both the opportunity and responsibility to make our company a great place to work. And they do. Our highly motivated

employees and our strong culture are reasons why we're able to deliver outstanding service and strong results year-over-year."

In the Americas Region, Daimler Financial Services is headquartered in the United States and includes corporate locations in Canada, Mexico, Argentina and Brazil. Within the region, the business operations in Canada and Mexico ranked number 5 and number 17 respectively on the national Best Workplaces lists in 2014. While each location tailors its efforts to create a great workplace to the local environment, common elements include a focus on social responsibility that allows employees to personally contribute in the communities where they live and work, and a family-like culture that enables team members to balance work and personal life.

"In addition to our core values, we have a common mission, which gives our team members a shared focus, no matter where they work," explains Peter Zieringer, Member of the Daimler Financial Services Board of Management and Head of the Americas Region.

"But celebrating what makes us different is just as important.

Embracing the distinct cultures in each country and being inclusive of the diverse backgrounds and perspectives of our employees, has helped to build a great work environment and a strong team dynamic within Daimler Financial Services."



Daimler's financial and mobility services division, like Daimler AG, is clearly committed to its corporate values. Amongst others, Daimler Financial Services aims to foster a culture of trust, individual responsibility, openness to innovation and, last but not least, a love of one's work. The Great Place to Work Institute has been investigating these and similar attitudes at Daimler Financial Services since 2007 by conducting anonymous employee surveys. In the most recent survey, about nine out of ten employees of Daimler Financial Services agreed that their company is a great place to work.

Daimler Financial Services supports sales of Daimler's vehicles by offering financing, leasing and insurance contracts, fleet management, banking services and innovative mobility services. At the end of the third quarter of 2014, well over three million cars and commercial vehicles worth almost €94 billion were recorded in the company's accounts.

DAIMLER TRUCKS NORTH AMERICA CELEBRATES THE PRODUCTION OF 3,000,000TH VEHICLE

Daimler Trucks North America (DTNA) celebrated the production of its 3,000,000th vehicle in North America. The milestone was commemorated by the delivery of a Freightliner Cascadia® Evolution to representatives from Schneider at DTNA's manufacturing facility in Cleveland, North Carolina.

"Daimler Trucks North America is committed to pacing the industry in terms of engineering and manufacturing excellence, as well as production of vehicles that provide a real total cost of ownership solution for our customers," said Roger Nielsen, chief operating officer, Daimler Trucks North America. "This achievement is a testament to the dedication to excellence by Daimler Trucks North America's employees past, present and future."

The 3,000,000th vehicle is the first Freightliner Cascadia Evolution to be equipped with the new 6x2 Detroit™ integrated Powertrain package. Featuring the Detroit DD15® engine, Detroit DT12™ transmission and Detroit axles, the integrated Powertrain provides state-of-the-art component communication to achieve the highest

level of performance. The new Detroit integrated Powertrain will be available in full production in the Freightliner Cascadia Evolution in January 2015.

"The Detroit integrated Powertrain exemplifies the pioneering, innovative spirit that has propelled Freightliner to undisputed market leadership in the commercial vehicle industry in North America," said Richard Shearing, vice president of national accounts for Daimler Trucks North America. "We are the only OEM that designs, engineers and manufacturers a completely integrated Powertrain and we are pleased to debut the new Detroit integrated Powertrain in our 3,000,000th vehicle."

Schneider, one of the nation's largest truckload carriers, took possession of the landmark truck. "A milestone like the one Daimler is celebrating today is no small feat," said Rob Reich, senior vice president at Schneider. "We have owned more than 25,000 Freightliner trucks over the years and are honored to have the company's 3-millionth truck join our fleet. Thank you, and congratulations on continuing to improve a great product."

ENGINE PROTECTION SYSTEM AVAILABLE ON FUSO CANTER

Mitsubishi Fuso Truck of America has made an engine protection system standard on all 2015 Canter models and is available as a no-cost upgrade for 2012-14 Canter FE and FG Series work trucks.

The EPS will shut down the engine when there is critically low oil pressure and regulate fuel flow to reduce engine heating when it senses elevated coolant temperature. The system was developed at the request of its fleet customers and is designed as an automatic

backup in the event that a driver doesn't respond to oil pressure and coolant temperature warnings, Mitsubishi says.

Mitsubishi wants all of its customers to take advantage of the benefits of the EPS and will install it on all Canters in inventory at their ports-of-entry before being shipped to the dealer network. They will also install the EPS for Fuso owners who request it at a Fuso dealer.

The upgrade is software only and takes advantage of sensors already installed in the truck and Mitsubishi says it can be performed easily during a normal maintenance visit.

DETROIT VIRTUAL TECHNICIAN ACHIEVES 100,000TH INSTALLATION

Daimler Trucks North America (DTNA) recently marked the 100,000th installation of its proprietary Detroit™ Virtual Technician™ remote diagnostic system. Since its launch in 2011, Detroit's Customer Support Center has personally assisted more than 13,000 customers with actionable and detailed service recommendations.

Virtual Technician reduces downtime and decreases maintenance costs by providing a technical snapshot of the powertrain's status as soon as the check engine light comes on. Specially trained technicians at the Detroit Customer Support Center (CSC) immediately evaluate the fault codes to determine the exact issue, provide service recommendations and identify the parts needed for the repairs. To expedite service, CSC technicians can then identify and alert the closest authorized Detroit, Freightliner or Western Star service location in advance of the customer's arrival.

"Virtual Technician helps our customers lower their real cost of ownership by keeping them on the road longer," said Matt Pfaffenbach, director of Telematics for Daimler Trucks North America. "We've collected more than 8 billion miles of data to provide our engineers real-world information that will continue to benefit our customers through our ongoing product improvement and development efforts."

First introduced for the Freightliner Cascadia®, Virtual Technician is now standard on most Freightliner and Western Star trucks equipped with Detroit engines. Virtual Technician is part of the award-winning Detroit Connect telematics solution from DTNA, which also includes Visibility fleet software and the forthcoming On-Board Tablet. Detroit Connect, the industry's first integrated OEM telematics solution for commercial drivers and fleet operators, provides an essential link between vehicle and operator to improve individual truck and fleet performance.

ANHEUSER-BUSCH HOUSTON FLEET GOES CNG

Anheuser-Busch is converting its 66-tractor fleet in Houston from diesel to compressed natural gas. The vehicles are expected to be deployed starting in November and the fleet will be fully operational by 2015.

Anheuser-Busch is partnering with Ryder and it is the first conversion of an entire fleet for the brewing company. In June, the company added an environmental goal to reduce carbon emissions in its logistics operations from network planning, transportation and warehousing by 15% by the end of 2017.

"The next-generation CNG engine technology paired with support from state incentive programs contributed to our ability to take such a significant step in fully converting our Houston fleet," said James Sembrot, senior director of transportation at Anheuser-Busch.

The trucks are being leased by Anheuser-Busch from Ryder and will be operated by J.B. Hunt.

Sembrot added that Houston was a strategic choice due to its central location and proximity to CNG fueling stations. The brewery has contracted to use a Questar Fueling station about 3 miles from its brewery, according to published reports.

The 12-liter engines are expected to emit 23% less greenhouse gases than conventional diesel engines. Anheuser-Busch says the fleet is expected to reduce 2,000 tons of carbon dioxide emissions per year when adjusting emissions reduction for consumption rates.

The engines are being made available through Ryder's participation in the Texas Natural Gas Vehicle Grant Program, which is administered by the Texas Commission Reduction Plan. Ryder will maintain the vehicles out of its Houston service facility.

This is Ryder's largest natural gas vehicle deployment to date. According to published reports, officials said they might try to expand the CNG project to other facilities across the country.



DIESEL, GASOLINE PRICES FORECAST TO MOVE LOWER

Recent declines in fuel prices are expected to continue into next year, according to U.S. Energy Department's just released Short Term Energy Outlook.

U.S. on-highway diesel fuel prices, which averaged \$3.92 per gallon in 2013, are projected to fall to an average of \$3.86 this year and \$3.82 in 2015, 2 cents and 5 cents lower, respectively, than projected in last month's outlook.

For the current quarter diesel is forecast to average \$3.83, falling to \$3.74 in the fourth quarter of 2014. Once 2015 begins diesel prices are projected to rise slightly into the second quarter before retreating,

but the 2015 average should still be below this year's expected average, due to high prices in the first quarter of 2014.

While these numbers compare to the most current weekly average U.S. diesel price of \$3.814 per gallon, the department cautions daily and weekly national average prices can differ significantly from monthly and seasonal averages, and there are also significant differences across regions, with monthly average prices in some areas falling above or below the national average price by 30 cents per gallon or more.

The expected drops in fuel prices come as U.S. petroleum consumption is expected to fall this year by 0.2% while distillate fuel demand, which includes diesel, is expected to increase 4.2%. Helping the anticipated decline in fuel prices is the expectation crude oil prices will drop more than projected a month ago, due in part to new pipelines delivering oil to refineries along the Gulf Coast and big gains in U.S. crude oil output.

FORMER ADMINISTRATOR PREDICTS TEMPORARY RULEMAKING SLOWDOWN

The recent departure of Federal Motor Carrier Safety Administrator Anne Ferro will slow down the pace of new regulations coming out of the agency and if a successor is proposed soon it could slow things even more, predicted Annette Sandberg, a former agency administrator herself and now owner of TransSafe Consulting.

"Having an acting administrator slows things down a bit," she said, speaking at the FTR 2014 Transportation Conference here. If the administration nominates a replacement, she said, the pace would slow until that person is confirmed. "If a name comes out soon, I suspect we won't see much before the end of the year, especially anything controversial."

For instance, she said, new proposed rules on minimum insurance requirements were scheduled to come out this month, but as this is a fairly controversial issue, she expects that will be delayed.

And one that already has been delayed many times is one requiring entry-level driver training. This was called for in the MAP-21 highway bill, but Sandberg said the negotiated rulemaking recently announced is essentially another way of the agency kicking the can down the road because they're not sure what to do with the controversial proposal.

Meanwhile, the regulatory proposal that draws the most questions, Sandberg said, is the mandatory electronic logging devices rule, for which the comment period closed in July.

"This is one Congress has been trying to encourage agency to get out by January, but I think that's a very aggressive schedule given the number of comments, and a number of technical issues brought up in the comments."

In the meantime, she said, the FMCSA is already applying some heavy-handed tactics to "encourage" carriers to adopt ELDs.

"I've spent most of my time this year working with carriers that have not adopted e logs and they suddenly undergo an audit from the FMCSA focused on hours of service compliance. If they have any kind of GPS on trucks it's easy to prove a false log case pretty quickly, so the agency will give a proposed conditional rating -- and the only way they can get it upgraded is if they agree to implement electronic logs."

In the last 60 days, she says, that has accelerated, with the agency requiring carriers to implement ELDs within 90 days.

Another rule that keeps getting delayed but that the agency has found a way to address is that of screening for sleep apnea.

FMCSA originally intended to address the issue of drivers with sleep apnea through a "guidance," but after an industry outcry and Congressional attention it announced it would go through the rulemaking process. Nevertheless, Sandberg said, it is affecting the industry already through the certified medical examiner registration process.

"If you look at the medical protocols the agency released to these providers, you'll see instructions for when they should require drivers to do sleep apnea testing. We're seeing a significant spike in the apnea testing among these drivers."

There also are a couple of rules that are already in effect or scheduled to go into effect that are causing or will cause headaches for some carriers.

For instance, she said, carriers with their own truck driver training schools will be affected when new learner's permit/CDL regulations go into effect next July. Those rules require learner's permits and CDLs to be issued in a driver's home state. Because many of these large carrier schools bring drivers in from out of state, that will be a problem for some.

And one recent proposed rule could cause serious headaches because FMCSA is farming out the enforcement to the Occupational Health & Safety Administration.

FMCSA recently signed an agreement with OSHA to handle enforcement of the proposed rule about driver coercion.

OSHA already has been much more aggressive in targeting motor carriers, Sandberg noted. However, OSHA personnel don't necessarily understand some of the regulations regarding truck drivers.

She gave an example of a carrier she consults for who recently had an OSHA investigator demand they the company hire a driver who had scored positive on a drug test for his previous employer.

"I was dumbfounded," Sandberg said. When asked why, the OSHA investigator said he thought the previous carrier had lied about the positive drug test. "I said that's an issue you need to take up with the previous carrier. The regulations say we cannot hire this driver," she said. After 90 days of going round and round with this OSHA official, she said, "I finally had to call the FMCSA office in Chicago and have them explain the rules."

OMNITEK RECEIVES APPROVAL FOR DETROIT DIESEL NATURAL GAS CONVERSIONS

Omnitek Engineering has received approval from the U.S. Environmental Protection Agency for diesel-to-natural gas engine conversions of Detroit Diesel Series 60 engine families for model years 1988 to 2009.

The decision allows engine conversions to proceed in 49 States and covers the 11.1 liter, 12.7 liter and 14 liter models.

"There is significant pent up demand for converted Detroit Diesel Series 60 natural gas engines and we expect strong sales momentum

in the quarters ahead as fleet customers take advantage of the favorable economics of natural gas and our 'drop-in' engine program," said Werner Funk, president and chief executive officer of Omnitek Engineering. "The Series 60 remains an extremely popular engine in Class 8 truck applications. With more than 1,000,000 engines produced, we are excited to add this engine to our product portfolio."

Funk said he anticipates conversions of drayage trucks will comprise a large portion of the Series 60 business. Omnitek previously announced its diesel-to-natural gas engine conversion technology was selected under a competitive grant process by the Puget Sound Clean Air Agency for a pilot project and believes the project should attract additional interest from other ports across the country as it evolves.



DOT GRANTS \$600 MILLION FOR HIGHWAY PROJECTS

The Department of Transportation announced \$600 million in federal grants under the Transportation Investment Generating Economic Recovery (TIGER) program.

The money is being awarded to 72 projects out of 797 applications in a competitive process designed to focus resources where they are most needed.

"As uncertainty about the future of long-term federal funding continues, this round of TIGER will be a shot in the arm for these innovative, job-creating and quality of life-enhancing projects," said Transportation

Secretary Anthony Foxx in a statement.

"For every project we select, however, we must turn dozens more away," Foxx added. He said that if Congress would pass the Obama administration's highway bill, the GROW America Act, funding for the TIGER program would double.

In the past five years the TIGER program has granted more than \$4.1 billion to transportation projects, according to DOT. This round of grants aims to cut travel times, increase predictability and attract new jobs to communities, DOT said. Included, for instance, are \$24.9 million for a 7.6-mile bus line in Richmond, Va., \$10 million to replace a bridge over the Missouri River in Washington, Mo., and \$17.9 million to replace roads in Claiborne County, Miss.



DETROIT ASSURANCE

ALL-NEW DETROIT ASSURANCE SUITE OF SAFETY PRODUCTS REINFORCES DTNA'S COMMITMENT TO DRIVER SAFETY

Daimler Trucks North America (DTNA) has entered the increasingly important business of driver safety systems with the introduction of its proprietary suite of safety systems, Detroit™ Assurance. With Detroit Assurance, customers can – for the first time – fully integrate their Detroit powertrain and safety system, resulting in a higher level of safety and performance. DTNA is the first truck OEM to design and offer a proprietary suite of safety systems.

Detroit Assurance builds on the safe drive innovations pioneered by parent company Daimler. Most recently, Daimler showcased the Mercedes-Benz Future Truck 2025, which was equipped with an advanced vehicle communication system featuring radar, sensor and camera technologies that enhance driver performance and safety.

"Daimler has long served as the leader in offering options that make the roads safer for drivers and passengers," said Richard Howard, vice president of sales and marketing for Daimler Trucks North America. "Detroit Assurance serves to emphasize our ongoing commitment to innovation and safety."

Available for the Freightliner Cascadia® Evolution and Cascadia equipped with Detroit engines, the Detroit Assurance safety suite includes driver-friendly controls, and is seamlessly integrated into the truck's dashboard, engine and transmission electronics, resulting in smoother and more accurate transitions. Detroit Assurance track the truck's position in comparison to other traffic and obstacles to warn the driver or, if necessary, slow the truck down automatically.

Detroit Assurance includes:

- A base bumper-mounted radar system that features collision mitigation as well as adaptive cruise control. It uses active braking assist that is always on and applies the brakes to mitigate collisions, while adaptive cruise maintains a safe following distance.
- An optional camera system with lane departure warning. It uses audio and visual indicators to notify a driver they have unintentionally departed their lane.

"Detroit Assurance not only benefits driver performance, but also directly impacts the vehicle's overall operation through automatic transitions," said Howard. "We're proud to continue Daimler's long tradition of being the leading provider of safety options that protect drivers and improve safety."

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CATCHING UP WITH TCI'S F.I.R.S.T. CLASS

As featured in our previous issue of *DRIVEN*, we recently launched a new initiative called TCI F.I.R.S.T. The Future In Repair Service Technology program was designed to provide training opportunities for high school and vocational school graduates as well as military veterans for a successful career as a service or body shop technician in our dealerships. For our inaugural program, which involves no fees and is merit based similar to a scholarship, only a handful of individuals who had interest in the industry, the desire to learn a trade, and the basic skill set necessary to succeed in the program were selected.

Our first class recently completed their introductory phase and 14-week session of instructor-led and web-based training modules to earn certification for Freightliner chassis. After successfully completing their final examinations and capstone, our group has now moved to an apprenticeship phase. During the 12-week apprenticeship program, participants are paired with different journeyman technicians in two-week increments as they learn hands-on in the shop environment.

Soon, the program will wrap up with mentors, instructors, student advisors and company leaders comprising a graduating board of review. In addition to learning valuable skills that they acquired, all

individuals are now certified in basic Freightliner chassis maintenance. The board will review each individual's performance and determine if they are a qualified candidate for employment. Participants offered an employment opportunity will also receive a Tool Assistance Program to help acquire the necessary tooling to kickstart their career with us.

We would like to congratulate all of the gentlemen who have successfully completed the instruction module and wish them well in the apprenticeship and beyond!

The program has offered a lot of one-on-one time and instruction. It has been a very educational hands-on experience while learning on the latest equipment and with the most updated tools. - Austin Holak

I am really happy about the TCI F.I.R.S.T. program. So far, both of the techs I have worked with in the shop are really taking their time to show me as much as they can and it is greatly appreciated. - Kyle Reid

This program has been nothing but great. I've learned so much already in the little time that we have had. I came in knowing very little about trucks and have come out of the first phase knowing a lot more than I ever thought I could during this program. - Eduardo Haas

The program has been a great experience overall. The amount of material that we learned in just 14 weeks was incredible. It was free for us to attend and the possibility of a great job coming after the program was over is a great motivator to keep interested in the program. The instructors could answer any of the questions that you have and were always there to help you and improve your skills in the trucking industry. - Matt Tuey

I thought that the F.I.R.S.T. program was a great experience. I am much more comfortable with various aspects of working around the trucks now and Steve was a great instructor along with John and Steve S. With the company knowledge that we gained from them, we not only know the trucks better; but also, how to succeed in the company and industry. - Braden Niehaus

Tours are already underway for prospective applicants for our next class. Our application deadline for the next session is December 12, 2014, and acceptance letters will be sent by January 16, 2015. Please contact John Pryor at (618) 667-3454 or jpryor@truckcentersinc.com if you have any questions about the program.

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60 DAYS OF GIVING CHARITY CAMPAIGN

The holidays remind us of how fortunate we all are to have camaraderie, be healthy, employed and free as we remember others who struggle during this time of year. Each year, Truck Centers, Inc., supports a local charity to help make a small difference in the lives of others. This year, we are stepping things up and are counting on our 488 team members to help us collectively be a positive force in today's chaotic world by launching a *60 Days of Giving* campaign.

Starting in late October, the TCI network kicked off the first event - a primary fundraising campaign that benefits the USO. We wanted to show support for our military and their families and there is no more credible, diverse or impactful organization than the USO. Our fundraiser will continue through December 6th and allow for ample opportunities for donations. Together, we can do everything from fund a welcome reception for a soldier or phone calls home to a special grief-counseling getaway trip for the families for those who made the ultimate sacrifice or paying for a custom bike for a wounded warrior. Truck Centers will match all donations and host special perks and promotions along the way to up the ante.

And phase two of the *60 Days of Giving* took place between November 1-12 when all locations collected coats and jackets of all sizes in good condition for the Warners' Warm-Up. Former St. Louis Ram Kurt Warner and his wife, Brenda, created the annual event as part of their on-going charitable mission. The coats are distributed to those in need throughout the bi-state region.

Additional promotions, specials and campaigns that are forthcoming including:

- Operation Christmas Child Shoebox Program
- Fulfilling Ronald McDonald House and Aurora Wish Lists
- Give It Up! Challenge
- Pay It Forward Challenge
- 12 Days of Christmas Promotions

Together, we can touch the lives of many and small steps lead to big miracles so we hope that you all join us in trying to make a powerful impact in our communities and to those around us. Stay tuned to the TCI Facebook or feel free to follow us on social media with *#60DaysofGiving* for updates.



EXPRESS ASSESSMENT

VEHICLE ROUTING



INCOMING VEHICLE

SERVICE ADVISOR WRITE-UP

St. Louis, MO
747 E. Taylor Ave.
St. Louis, MO 63147
(314) 381-3800
(800) 325-8809

St. Peters, MO
8016 Veterans Mem. Pkwy.
St. Peters, MO 63376
(636) 978-3870
(800) 985-0380

Evansville, IN
325 Rusher Creek
Evansville, IN 47725
(812) 868-2700
(800) 680-5910

Decatur, IL
5002 Cundiff Ct.
Decatur, IL 62526
(217) 877-0152

Hudson, IL
19336 N 1425 East Rd.
Hudson, IL 61748
(855) 287-1228

Morton, IL
300 E. Ashland St.
Morton, IL 61550
(309) 263-4240
(800) 397-4292

Mt. Vernon, IL
621 S. 45th St.
Mt. Vernon, IL 62864
(618) 244-2545
(800) 786-2545

Springfield, IL
2981 E. Singer Ave.
Springfield, IL 62703
(217) 525-1280
(800) 786-1280

Troy, IL
2280 Formosa Rd.
Troy, IL 62294
(618) 667-3454
(800) 669-3454

DIAGNOSIS

DIAGNOSIS COMPLETE?

YES

SIMPLE REPAIR?

NO

YES

NO



MAIN SHOP



EXPRESS REPAIR



Any vehicle that requires more than one hour of diagnosis or has multiple repair needs will be moved to the main shop.

Express Assessment is only offered during first shift week-days unless otherwise posted.

www.truckcentersinc.com

THE ROAD TO SUCCESS IS NEVER DOWNHILL.



*Run Smart*SM

It's a long way to the top. That's why we build trucks ready to haul your business to the front of the pack. With 5%* better fuel economy, exceptional driver comfort and nationwide customer support, Freightliner keeps your drivers happy and your vehicles on the road and earning. To learn more about how we can help you take your fleet to the top, visit FreightlinerTrucks.com/FleetSpotlight.

Daimler Truck Financial

Competitive financing available through Daimler Truck Financial. For the Freightliner Trucks dealer nearest you, call 1-800-FTL-HELP, FTL/MC-A-1089. Specifications are subject to change without notice. Copyright © 2012, Daimler Trucks North America LLC. All rights reserved. Freightliner Trucks is a division of Daimler Trucks North America LLC, a Daimler company. *Comparing a DD15 EPA 2010 engine with BlueTec emissions technology to similarly spec'd DD15 EPA 2007 engine with comparable engine ratings and load weights.

EVANSVILLE:

The **Newest Addition** to the Truck Centers' Team



The Truck Centers' network has now expanded their operations into Indiana with the acquisition of Freightliner of Evansville. The family-owned business purchased the assets of Freightliner of Evansville in June and is proud to offer the same great service and values to a new market.

"This acquisition expands our presence in the Midwest and, more importantly, our Elite Support service network allowing us to better serve our customers and maximize their uptime," stated Katie Hopkins, Vice President of Truck Centers, Inc.

"Rip Nichols and his Freightliner of Evansville team have created solid, award-winning dealership and we are looking forward to continuing the standard of excellence that they have cultivated plus add our like-minded commitment to customer service, expansive resources and the assets of our larger network to make this a successful pairing not only for our new employees but also our customers in the Evansville community. Our Truck Centers - Evansville location will remain under the leadership of Buddy Shires and current management so team members will continue normal business operations for continuity and seamless customer service," added Hopkins.

The Evansville team has a history of success and each and every person's presence is a welcomed addition to the TCI team.

Truck Centers, Inc. has a proven 44-year tradition of excellence and has grown from a single store into a network of 7 premier, full-service dealerships; 2 auxiliary locations and 1 customer on-site parts facility under the leadership of Chairman/CEO John Hopkins, President Mike Yates, and their families. The cornerstones of the company's success are their small-town values, award-winning team of dedicated employees, extensive resources and inventory offerings, and willingness to continually grow and adapt to new technology to better serve our customers. The addition of Truck Centers - Evansville is the next step on our proven path of commitment to the products, people and communities that we serve.

If you are in the area, please visit Truck Centers - Evansville at 325 Rusher Creek conveniently located ¼ mi south of I-64 at exit 25A.



Meet the Team

BUDDY SHIRES, General Manager
bshires@truckcentersinc.com

SUZANNE TALLEY, Parts Manager
suzannetalley@truckcentersinc.com

RYAN SEIBERT, Service Manager
rseibert@truckcentersinc.com



TRUCK CENTERS, INC. - EVANSVILLE | 325 Rusher Creek | Evansville, IN 47725 | (800) 680-5910
Hours: M-F: 7:30am-12:00am Sat-Sun: 7:30am-4:00pm



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800.985.0380

TRUCK REFURBISHMENT PROGRAM

PERFORMANCE WHERE IT COUNTS...SAVINGS WHERE IT MATTERS!



With the soaring costs of raw materials and emissions technology, new truck prices continue to climb. Truck Centers, Inc. has a proven refurbishment program that several national fleet customers have utilized to extend the life of their current fleet. Refurbished trucks offer new truck reliability and comfort with less cost and downtime.

Truck Centers, Inc. is a nationally recognized dealer network that proudly boasts seven locations with two state-of-the-art collision centers representing Freightliner, Western Star and Detroit. Our experienced refurbishment team will advise you on the best options for your company based on individual needs and budgets and customize a program based upon that information. The same dedicated team will directly manage and oversee the rejuvenation of your trucks.

Please contact us to learn more about the benefits of refurbishment and why national fleets choose our proven program. Ask about potential financing or truck lease options!

JOHN PRYOR
Truck Centers, Inc.
2280 Formosa Road
Troy, IL 62294
(800) 669-3454
jpryor@truckcentersinc.com

www.truckcentersinc.com



- Refurbishment of existing fleet provides cost effective restoration for improved performance, appearance, uptime, and DOT compliance
- **Reduced fleet investment and downtime compared to new equipment purchases**
- Four different refurbishment levels of complexity to accommodate all budgets as well as customization options to each package to guarantee your specific needs are met
- **Tax incentive of bonus depreciation of 50% for the current calendar year (total of 70% depreciation) and the remainder being depreciated over the taxable life of the refurb (please consult your tax professional)**
- Refurbishment is a "green" process that utilizes the three pillars of recycling. Reduced landfill waste as associated with scrapping of equipment, reuse of 60-70% of the existing vehicle and all parts removed are sorted for proper recycling and remanufacturing where applicable
- **Reduced ongoing maintenance costs by replacing worn parts with current technology and the latest version of each replacement part to offer a level of preventative maintenance comparable to new trucks complete with replacement parts warranties**



- Breathe new life into your trucks with Detroit Step-UP engine refurb options with up to 3 year/300,000 mile warranty and various reman drivetrains available
- **Fleet mechanics continue working with known technology and equipment so no additional training or tooling costs**
- Avoidance of FET taxes associated with new equipment purchases
- **Avoidance of costly EPA up charges (up to \$15K per new truck) associated with new equipment. Refurbished equipment has reduced operating expenses throughout the lifecycle, no DPF's to clean or DEF fluid to purchase**
- Refurbishment at TCI is performed by factory-certified technicians to ensure superior quality
- **Cutting-edge body repairs and paint technology offers durable factory finish. Our body specialists can also finish each unit with new custom graphics and lettering**
- Interior is restored to like new appearance and functionality with many options such as seat upgrades to bolster driver comfort and satisfaction
- **For municipal customers, refurbished units can be upgraded with "no smoke particulate filters" to comply with local air quality programs**
- Refurbishment stretches school transportation budgets by updating equipment appearance and functionality without new equipment expenditures
- **Vocational customers benefit from refurbishing the power unit under expensive, retrofitted vocational equipment to restore reliability and improve appearance for a fraction of the cost and with minimal downtime**



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- St. Peters, MO**
8016 Veterans Mem. Pkwy. • St. Peters, MO 63376
(636) 978-3870 • (800) 985-0380
- Evansville, IN**
325 Rusher Creek Road, Evansville, IN 47725
(812) 868 2700 • (800) 680-5910
- Decatur, IL**
5002 Cundiff Ct. • Decatur, IL 62526
(217) 877-0152
- Hudson, IL**
19336 N 1425 East Rd. • Hudson, IL 61748
(855) 287-1228
- Morton, IL**
300 E. Ashland St. • Morton, IL 61550
(309) 263-4240 • (800) 397-4292
- Mt. Vernon, IL**
621 S. 45th St. • Mt. Vernon, IL 62864
(618) 244-2545 • (800) 786-2545
- Springfield, IL**
2981 E. Singer Ave. • Springfield, IL 62703
(217) 525-1280 • (800) 786-1280
- Troy, IL**
2280 Formosa Rd. • Troy, IL 62294
(618) 667-3454 • (800) 669-3454



TCI TEAM ACCOLADES

Dan Ray I would nominate Dan Ray. Dan is our parts puller/emergency driver/rookie counter guy and S&R fill in. He wears a lot of different hats on a day-to-day basis and fills them well when we need him to last minute. His goofy personality and wise crack one liner jokes boost up the moral around the parts. - Devin Bushrow

Paige Wallace Who I feel deserves recognition for a job well done is Paige Wallace of the Evansville location. She is always kind with a smile on her face and strives to make this location the best it can be in all areas! She is frequently here on her days off and hours after her quitting time! She is 110% devoted to TCI of Evansville. - Laura Roy

Josh Jones I would like to nominate Josh Jones. Since he has become Customer Service Rep, he has helped Service out so much. Whether it is coming down and filling in when we only have one person in service or helping close tickets at the end of the month. He is always willing to jump in a truck and deliver back to a customer that is in need. He has just been a great addition to our little family at Morton. - Brandy Rassi

Mike Jacobs I'd like to nominate Mike Jacobs in Springfield Parts. He always gets the job done for me even when I throw him a curve ball. - Bob Earley

Randy Melvin I nominate Randy Melvin. He is an inspirational and patient teacher to myself and others. He deserves a good time out for all he does for his whole team. He is the model for the customer comes first mantra and his passion is phenomenal for doing a great job. - Brad Dobson

Jimmy Thwing I would like to nominate Jimmy Thwing. Jimmy brings his best game to the table every day fighting for our warranty dollars. He is also celebrating his 5th year anniversary since he returned to TCI back in 2009. He works very hard at his job and you never hear a complaint. All of us at TCI are lucky to have him on our team. - Steve Lanier

Tyler Yates Tyler Yates is my hero! - Darren Webb

Devin Bushrow always has a positive attitude and goes the extra mile to do what needs to be done to take care of the customer without any complaints! Maybe this sounds a little corny but they are definitely good qualities to have. - Mike McBain

Devin Bushrow I would like to nominate Devin Bushrow who works the back parts counter in St. Louis. He has really helped me along throughout every step I have taken in the company. He is always there with a quick, accurate response to my questions and even goes as far as to show me how he got the answer. I owe him a great deal for being a great coworker and to helping me learn various positions in the company. We are all glad to have Devin here in St. Louis! - Daniel Ray

Al Wilson I would like to nominate Al Wilson. Al is always willing to fill in for me driving the interbranch truck for days off and vacation. - Chuck McCutcheon

Mike Grawe has been doing an incredible job. Not only does he do every job he is given without complaining, the jobs are done correctly. He is also helps everyone who asks for advice or assistance. (Mostly me) He can go from one brand of engine to another then back, then to electronics or transmission etc. He is a great asset to TCI. - Scott Reller

Steve Richardt I would like to recognize Steve Richardt for a job well done. Steve has been a technician in Evansville since March of 2005. Steve is always early for work and willing to come in on his days off to help if the workload is heavy. He stays current in all of his certifications and up to date on changes by spending his break time in front of the lap top doing online testing and reviewing service bulletins. Steve is always willing to help the younger technicians when they are struggling. Steve has been one of our top performers for years due to his "get it done" approach to every task. -Brian Melloy

Jim Bradbury I would like to give Jim Bradbury a shout out for the job he has done and has continue to do at truck centers inc. He just keeps on going no matter what and takes on what ever is thrown at him. he is also kind a courteous to other employes and customers. If you want something done or have any questions about anything Lube bay or New truck related go to Jim. - Brad Reller

Julie Klebba
I just wanted to share with everyone Julie Klebba's "beyond the call of duty" task that she recently did. She had advised me of an issue with NuWay (NAPA) and somehow an email being overlooked on a repair to one of the trucks needed in order to make deliveries last night. Needless to say, because of the email oversight, the truck was not fixed and it needed to deliver to several store locations. Since the truck could not run, Julie took it on herself, to get our TCI box truck and get it loaded with the parts needing delivery. Since it was our truck, Julie thought we needed a TCI person on board and rode with the driver all night in order for him to get the deliveries made. That was a great example of Customer Service! Great job, Julie!
- Michael F. Yates



Ten years ago, Lesmeister Transportation switched their fleet to Mobil Delvac 1™ synthetic heavy-duty diesel engine oil. Extended oil drains and increased fuel economy saved them \$500,000. Learn more about the Lesmeister story at mobildelvac.com

Mobil Delvac 1
Synthetics Drive Business™

**500,000 reasons
to choose one oil**



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WESTERN STAR 5700XE: AERO HAS FOUND ITS EDGE

“Some people say we’re late to the aerodynamic trend in trucking,” Jackson notes. “But we think our timing is perfect: We’re now seeing smaller fleets and owner-operators starting to get back into the industry now that the economy is improving. And the 5700XE is perfectly positioned to help them make money while owning and owning a distinctive truck that fits their image and sets them apart from the competition.”

Forget what you think you know about Western Star. The proud niche-player, which made its name with tough, long-nosed conventional designs, introduced its new, aerodynamic 5700XE highway tractor in mid-September.

The new truck features a highly sculpted, sleek design that retains the bold styling and robust stance of years past while delivering fuel economy numbers that place the truck firmly in the most aggressive Greenhouse Gas emissions regulation category. In fact, according to Western Star design engineers, the new truck is already earning the company EPA emissions credits with its fuel efficiency performance – a feat that is unprecedented in the company’s 47-year history.

Ann Demitruk, director of marketing for Western Star, said the concept of the truck arose during focus group conversations at the 2009 Mid-America Truck Show with project approval coming two years later. The truck debuted after countless wind tunnel tests and over 20,000 hours of performance and functionality testing – by far the most intensive development effort in Western Star’s history.

“XE – which stands for extreme efficiency – summarizes exactly what this new truck is all about,” adds Michael Jackson, general manager, Western Star. “By blending legendary Western Star ruggedness together with aerodynamic innovations, and the most fuel efficient powertrain available, we have built a powerful solution that is the best of both worlds – and unlike anything else on the road today.”

Jackson says the Class 8 on-highway truck is ideal for owner-operators and small to medium fleets in truckload/LTL, bulk, refrigerated, long-haul and manufacturing applications. The 5700XE features a 126-inch BBC with a setback axle and is available in a range of spacious and lightweight sleeper configurations.



POWER BY DETROIT

Not your traditional mix and match offering, the Western Star 5700XE features powerful and efficient Detroit power exclusively. When these engines are coupled with Detroit™ axles and the DT12® transmission, you get a dependable package that’s engineered and designed by one manufacturer, maximizing power, fuel economy and performance while providing the industry’s best driving experience – all supported and covered by a single factory warranty.

You can also take efficiency to the next level with the Integrated Detroit™ Powertrain package. This combines the down speed DD15 with the direct drive DT12 transmission and specific rear axle ratios to provide the industry’s most efficient powertrain package.

YOUR DRIVERS WILL BE COMFORTABLE. AND SO WILL YOUR ACCOUNTANT.

Making a profit is important but a driver doesn’t sign up with you because you run the most efficient truck. That’s why we set out to build a truck that’s a little less jellybean shaped and a lot more truck shaped.

You can see how everything we’ve engineered into this truck is designed to increase efficiency and reduce your total cost of ownership. Even better, since it’s a Western Star, greater resale value is already built right in.

THE BEST SERVICE AND SUPPORT OUT THERE. NOT THAT WE EXPECT YOU’LL BE NEEDING IT



THE BEST SERVICE AND SUPPORT OUT THERE. NOT THAT WE EXPECT YOU’LL BE NEEDING IT.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT



CONSOLIDATED FLUID CHECKS SAVE TIME WITH CONVENIENT, EASY ACCESS TO YOUR MOST VITAL FLUIDS, REDUCING YOUR REGULAR MAINTENANCE COSTS.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT



IN-CAB FUSE PANEL ALLOWS EASY ACCESS WHILE PROTECTING CRITICAL CIRCUITS FROM THE ELEMENTS, KEEPING YOUR TRUCK WORKING AND ON THE ROAD.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT



THE LARGEST AIR CLEANERS IN THE INDUSTRY REDUCE SERVICE INTERVALS, PROVIDING MORE POWER AND PROFITABILITY.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT



MARINE-GRADE ROCKER SWITCHES PROTECT FROM ELECTRICAL SHORTS CAUSED BY WATER, COFFEE OR WHATEVER MIGHT GET SPILLED ON THEM. THEY HELP KEEP YOUR TRUCK WORKING – PLUS, THEY’RE EASY TO USE EVEN WITH GLOVES ON.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT



WHEREVER YOU GO, YOU’LL HAVE ACCESS TO PARTS, SERVICE AND CERTIFIED TECHNICIANS AT 3400 SERVICE BAYS ACROSS NORTH AMERICA TO KEEP DOWNTIME TO A MINIMUM.

SERVICE UPTIME PROTECTION POWER TOUGHNESS SUPPORT

WESTERN STAR 5700XE: AERO HAS FOUND ITS EDGE

DETROIT CONNECT



DETROIT VIRTUAL TECHNICIAN

Our innovative feature that transmits critical engine data and diagnostics almost instantly. It identifies problems and lets you know you should stop immediately, saving you time and money on costly repairs. And should you need service, it will direct you to the nearest location with the needed parts in stock.

ON-BOARD TABLET

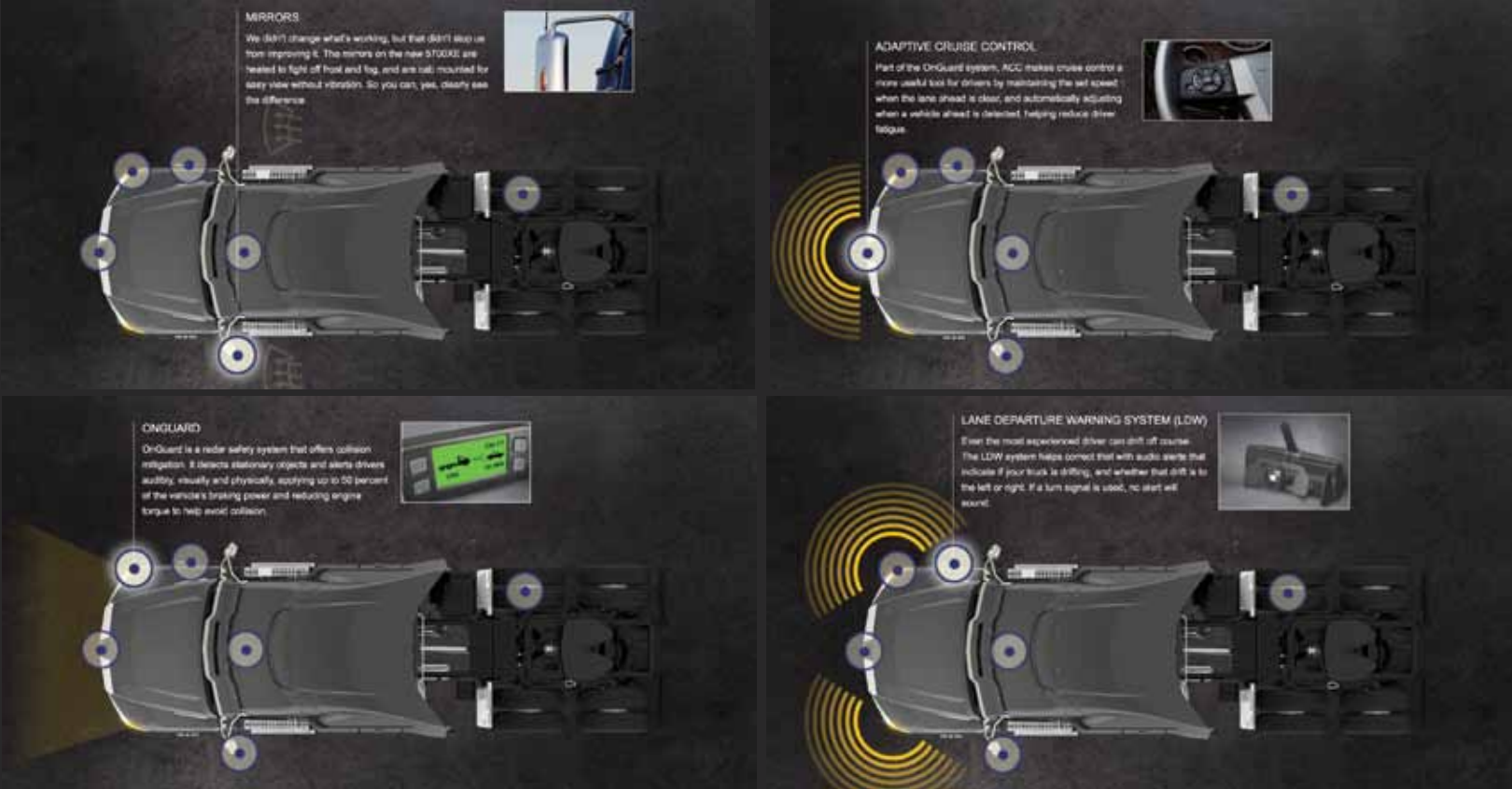
Designed to save you time and money, the On-Board Tablet tracks service hours, offers two-way communication, provides advanced asset-specific turn-by-turn navigation and streamlines pre- and post-trip inspections.

INTELLIGENT LOAD MONITORING

Our Electronically Controlled Air Suspension maintains the ride height between axle and chassis even as road and load conditions change. The system also provides automatic load transfer, shifting weight from the non-drive to the drive axle to increase traction and handling.

PREDICTIVE CRUISE CONTROL

Sees the road ahead, including inclines and declines, regulating speed and braking for up to a 3 percent savings in fuel, as well as added safety.



ERGONOMICS

Our new driver-friendly column incorporates the latest DTNA technology to offer infinite adjustment for unmatched driver comfort, as well as self-canceling turn signals, windshield washer control and transmission stalk control with the DT12 transmission so drivers can focus on the road ahead.

CONTROL

The new state-of-the-art 5700XE steering wheel is available with a wood or leather-wrapped finish, and features integrated controls for the stereo, cruise control and cruise interrupt, as well as a Bluetooth® connection for mobile phones, so drivers can keep their hands on the wheel at all times.

INSTRUMENTATION

Information is critical. That's why our new Driver Information Display puts the speedometer, tach and fuel gauge front

and center, and houses an easy-to-read update screen for Virtual Technician, so you can know everything going on with your truck at a glance.

INSULATION

A Western Star is designed to be quiet and comfortable. And with features like our standard extra-thick floor pad, barium wall insulation and the naturally insulating properties of our honeycomb sleeper, it's built to stay quiet and comfortable.

WORKSPACE

We expect the 5700XE will see all kinds of weather as it works. So we've added new ducting to channel air where it's needed, with side window defoggers and misters to keep the glass clear in any condition. And with a NITE Phoenix non-idling HVAC system and Espar diesel heater, the climate inside the truck will stay inviting, no matter what the climate is like outside.

IT'S NOT THE WORLD'S FIRST AERO TRUCK. BUT IT IS THE FIRST ONE THAT'S WESTERN STAR.

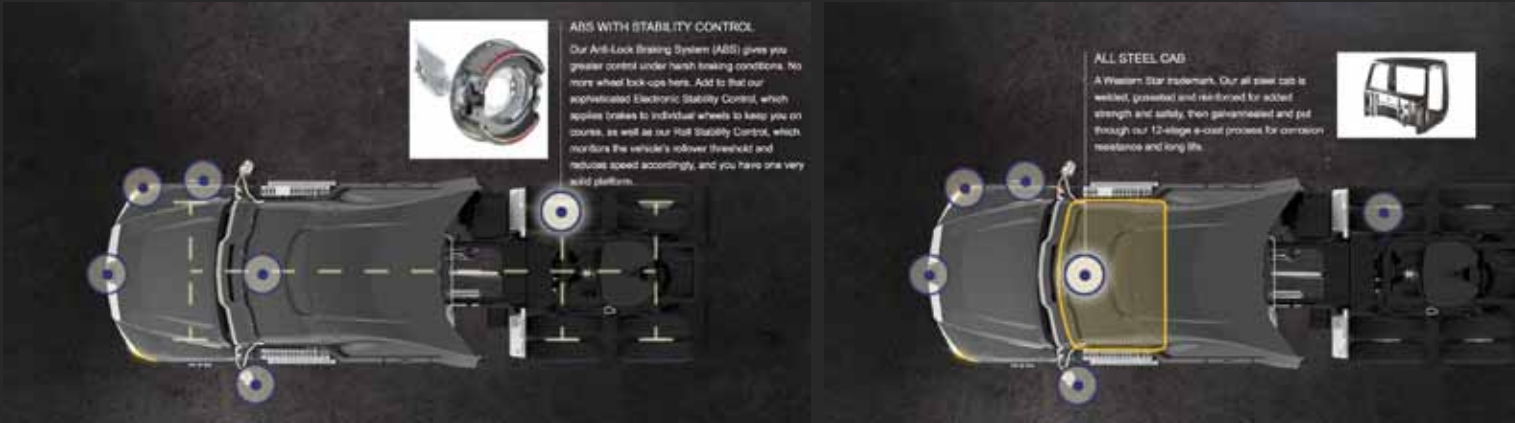
It may be a new truck, but it's a truck that's still all Western Star. A Western Star using the best Daimler technology from around the world – all with the rugged components and craftsmanship that make every Western Star truck an incredible value.



Rugged construction with proven Daimler Trucks North America components.

THE SAFEST PART OF YOUR DAY IS WHEN YOU'RE BEHIND THE WHEEL

We've always taken safety seriously. That's one reason why we continue to build our trucks with proven steel cabs. With the 5700XE, we've taken that passion for safety a step – make that several steps – further.



COME SEE ONE FOR YOURSELF.

No one knows more about the 5700XE than your local Truck Centers, Inc. dealer. If you have the questions, we have the answers.



NORTH AMERICAN BUILT. ONE TRUCK AT A TIME.

Like every Western Star truck, the all-new 5700XE is manufactured in the United States. At our state-of-the-art Daimler plant in Cleveland, North Carolina, each 5700XE is assembled by hand, using the best Daimler technology available. It's not the most expensive way to do it, but it's the way we believe it.



FIVE TRUCK CENTERS, INC. SALESMEN HONORED WITH

LELAND JAMES ACHIEVEMENT

AWARDS

Five members of Truck Centers, Inc.'s sales force were recently recognized for their outstanding performance and honored with Leland James Sales Achievement Awards.

Created in 2003 and named after Freightliner Trucks' founder Leland James, the program recognizes and rewards outstanding sales results of sales professionals from dealerships in the United States and Canada. Recipients were selected for on-highway, medium-duty and severe-duty sales success, and each winner will receive a custom plaque and gift. The top 26 sales professionals will be honored at a special awards ceremony later this year.

Achievement is based on successful sales but also takes into consideration other criteria, including total number of customers, type of trucks sold and training certification.

"Our Leland James Elite program recognizes sales professionals who sell to a variety of customers into many market segments," said David Hames, general manager, product marketing and strategy for Freightliner Trucks. "The winners are truly well-rounded and exemplify superior salesmanship. We are honored to award them Leland James Elite status."

Added Brian Cota, vice president of sales for Freightliner Trucks, "We are pleased to offer this program each year to create an exciting competition that honors our top dealer sales professionals. They work very hard and deserve the recognition."

"It is such an incredible honor to have five of our sales executives in the Top 100, two in the Top 20, and with Ron Donze continuing his unprecedented success as the only individual to achieve such status since the award's inception," stated TCI Chairman and CEO John Hopkins. "It speaks volumes for the kind of people that each of them are as they are certainly great salesmen; but also, men of integrity and that means the world to our customers."



Leland James Winners: Elite Top 20

JEFF OSBORNE EVANSVILLE, IN RON DONZE TROY, IL



Leland James Winners: Top 100

JOHN PATKUNAS SPRINGFIELD, IL JOE SWITZER TROY, IL TREVOR YATES TROY, IL



Dependability isn't optional. So we made it standard.



Serious trucks.™



You get the calls that no one else can handle, so you need the trucks you can count on. Lucky for everyone, those are the trucks we build. Rugged, powerful, reliable, and best of all, put together just how you want them – always with the high-quality components that stand up to the challenge of hard work. Sure, it's not a truck for everyone. Which is exactly why it's the truck for you.

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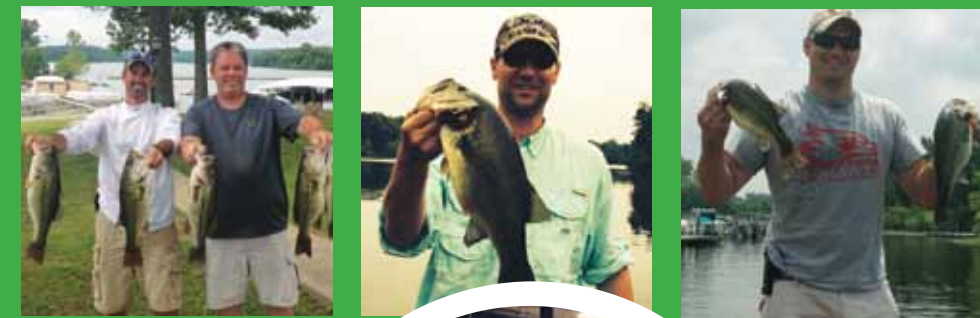


THE LATEST INSIDERS



21ST ANNUAL JERRY DUFT MEMORIAL BASS TOURNAMENT

A Truck Centers' tradition is the Jerry Duft Memorial Bass Tournament. Jerry was a TCI employee that suddenly passed away and the team rallied to keep the tournament going now for over two decades. Twenty-six 2-person teams convened at Lake Kincaid in June for this year's installment.



1ST PLACE went to Steve Duft and Kirk Kimewerth with five fish and a total weight of 16.75lbs..

2ND PLACE went to Travis Schneider and Paul Desherlia with five fish and a total weight of 13.3lbs.

3RD PLACE and biggest fish, 5.5lbs, went to Tony Loepker and Cammeron Gilberth with three fish and a total weight of 11.8. Tony and Cammeron are the returning champions from 2013 tournament where they also had biggest fish.

4TH PLACE went to Tom Dascotte and Tony Villalobos with 4 fish and a total of 10.65lbs.

5TH PLACE went to Wayne Peters and Randy Melvin with one fish and a total 5.35lbs.

Jerry's son, Steven, competed in the first tournament with his dad before Jerry passed away. It was bittersweet to win 20 years later! Rick Duft was also there fishing with his son, Evan, and he brought a \$100 donation from his mother so we have an early start to our 2015 pot. Mark your calendars – next year's tournament will be the weekend of June 6th!

TCI ADDS TWO MORE ATD DEALER ACADEMY GRADS

Academy program this fall. Tyler Yates (Troy) and Jim Pennington (St. Louis) successfully completed six classroom sessions as well as 40 weeks of in-dealership analysis to prepare them for the strategic business planning and operational success necessary to lead a profitable automobile dealership. Congratulations Tyler and Jim!

(L-R) TCI PRESIDENT MIKE YATES, TYLER YATES; JIM PENNINGTON; TCI VICE PRESIDENT KATIE HOPKINS



BIG TRUCK DAYS

Truck Centers and some of our antique truck show friends participated alongside other municipalities and independent operators at a Truck Day hosted by the Missouri Transportation Museum. We also returned for another year to Kemp Auto Museum's Big Truck Day. Both events are free of charge and open to the local communities.



ILLINOIS PATRIOT GUARD RIDERS MEMORIAL WALL

Truck Centers was honored to join the Illinois Patriot Guard's "Fallen Heroes Traveling Memorial Wall" during a stop through north central Illinois this July. The wall honors 260 Illinois fallen heroes from Operation Enduring Freedom and Operation Iraqi Freedom that have made the ultimate sacrifice. You can learn more about the wall and it's upcoming location at <http://www.ilphmemorialwall.com>



TRAINING NIGHTS

Did you know that Truck Centers frequently hosts vendor training nights for customers? Events, like this brake training night at Morton, offer great opportunities to learn more about products and speak directly with the manufacturer's representatives.



FAREWELL TO SOME FAMILIAR FACES

Since the last issue, we had to say goodbye to Don Blaney (TCI Springfield Tech) who moved South as well as Larry Knebel who retired from the Troy Body Shop after 37 years of service. Larry's son, Corey, remains at the Body Shop to carry on the Knebel tradition.



HALLOWEEN

Halloween fun is always a TCI tradition. The northern stores love their costumes and Troy had a pumpkin carving competition so we are just sharing a few of examples of the festivities.





THE LATEST **INSIDETCI**



SMELL THAT SMOKE!

Just as we love cake, the TCI team clearly takes advantage of any opportunity for a good meal or BBQ!

TCI RECOGNIZED BY DTF FOR 25 YEARS OF EXCELLENCE

Juergen Rochert and Victor Calderon of Daimler Truck Financial visited Truck Centers in late October and presented an award for 25 Years of Excellence in our partnership together. Well done, team!



SHARING FATHER'S DAY MEMORIES

Stacey Marks

My dad, Terry, has taught me many life lessons. I think the most important thing is you don't have to have everything to have everything.

In translation, you don't have to have all the money, new cars, and newest things out to have a great life. My dad worked his butt off all his life to provide for my mom and us four kids. We didn't have a lot of things, but we had a great life. (Now back when I was younger, I'm sure I thought my life was horrible because all my friends had the newest things.) Our vacation consisted of going and watching my brothers play soccer, which was perfectly fine by me. My dad has a great work ethic, and I have learned to be like that too.

I'm glad to have Terry as my dad!!

Bradley Dobson

I remember the best and funniest story I like to tell of my dad. He was definitely the best teacher in the world. I was about 9-10 years old, and he had taught me how to operate our garden tractor so I could mow the acre and a half of grass. That was back in my wild days when freestyle bikes were the big thing, and I had a collection of bikes that should have been illegal. I had parts scattered all over the back of the garage. So one morning he told me to go pick up the yard and get the tractor ready to mow. So as a normal boy, I did what every kid getting ready to do would have done. I skipped the yard clean up and went straight for the

heavy machinery. I fired the bad boy up and proceeded to mow the tall grass around the shed and remember hearing my dad let out this huge war hoop, and I spun around and he was holding the back of his leg and dancing like an Indian around a fire. He cussed and threw a fit and held that one leg up in the air and danced and danced. Well, needless to say, I got my butt handed to me because I hadn't picked up the yard and launched an old hard plastic hang grip through the air and caught him right on the back of his left leg. He had the worst bruise ever. It was always the best story he would retell, and everyone would laugh so hard because of his awesome dance.

He was definitely a good man. Before he passed away, he always told me "no matter where you end up in your life, make sure you try everything, no matter whether you succeed or fail, because life is too short to stand and watch life go by".

Terry Marks

I grew up without a father, but I had uncles who taught me a lot about life. Also, your grandpa did his share. Your dad and I use to go down to his shop on Saturdays and clean his shop around the fairgrounds park. He would then buy our tickets to Cardinals games. Taught me at an early age about work ethic. Work hard and do a good job and good things happen.

Debbie Harper

I hope it's okay to say a few words about my father-in-law, Onis Harper.

I've been his daughter-in-law for 34 years. He's fun, interesting and a super nice guy! He's a good father, an awesome grandfather and a very loved great-grandfather. Even when facing recent health challenges, he's been a total joy to be around! What a blessing he is to all those he interacts with, especially his family.

John Pacotti

As a family, we had gone to the mall. We were driving near the entrance when an older lady that was going into a store slipped on the ice and fell. My dad slammed the station wagon into park and jumped out to help her. She was in pain, and he had us run into the store and call for help.

His compassion for a complete stranger has always stuck with me. It's funny how small acts of kindness stick with us. I will never forget this moment.

Chuck McCutchen

My dad was quiet, but taught me more by example. He definitely was a very hard worker. During the late 60's and most of the 70's, dad would work full time at the GM plant downtown, then come home, pick up me and my brother Keith and his dump truck, and we would go do hauling and odd jobs, cleaning out basements, tearing down garages, or just hauling away miscellaneous junk. I remember every time we would pull into the dump to unload, dad would let me and my brother take turns driving the big dump truck. Raising 6 kids, he did what he had to do to make sure we were all taken care of.

He was very dedicated to our church and served as a Deacon. To this day at 76 years old, he attends every service. This example persuaded my brothers Jim and Brian to become ministers. I am very fortunate and blessed to have such an awesome man as my dad!

He was definitely a good man. Before he passed away, he always told me "no matter where you end up in your life, make sure you try everything, no matter whether you succeed or fail, because life is too short to stand and watch life go by".



Phil Fahs

My dad coached little league baseball in our hometown for 20+ years. I didn't play as much as my brothers because of my being left handed. The pitchers would hit me with the ball. It made me scared to bat. My dad, however, made sure every kid on the team played every game. He said their parents did not come to the game to watch their son sit on the bench. If a player was making mistakes and was taken out of the game, my dad would always sit down after the game and calmly explain what they were doing wrong. He turned it into a learning experience. After years of coaching, my dad became an umpire. His fellow umpires said he was the best they had ever worked with. He was always calm and fair. If there was a controversial call, he always took the time to explain why he made the call the way he did to both sides. I do not ever remember my dad throwing anybody out of a game. When I was old enough, I had the pleasure of coaching and umpiring with my dad for a few years. I learned a lot on how to deal with people, adverse situations, and being a fair and honest person. Dad always told me, "Love God, be honest, treat people the way you want to be treated". I still use that philosophy in my daily life. When dad passed away in February of this year, people came through the visitation line and said "your dad was my baseball coach and ...". It was really meaningful to realize the impact he had on others and that they still remember it 30, 40 and 50 years later.

Bob Earley

I will always remember my twin brother and I taking pilot training with my dad. All three of us got our pilot's license at the same time, and I have had it ever since. We used to fly all over the place together. It was pretty cool.

Doug Burgess

I look back on my life growing up and realized that my dad had an impact on my life and I never realized till I became a father myself. When he was a teenager, he worked for farmers while taking care of his mom and dad. His country life became our life too. I ended up working for a farmer he worked for when he was my age. We lived on 11 acres, which had a huge garden and a grape orchard the size of a football field. I loved the fact we had 11 acres, plenty of space to ride my dirt bike. Dad bought a fencerow mower that would cut small trees down, so I got to use it a lot. Then on Saturday I woke up and heard the mower, looked out the window, and my sister's boyfriend was cutting with the mower. My dad said he wanted to earn some money, so he paid him. What I didn't understand was why I didn't get paid. He said that my payment was the food he supplied and the bed I slept in. I didn't think it was fair.

As I grew older, I understood what he meant. Through the years, my dad has always been there to help with whatever I needed. All the knowledge he gave me was the payment, and if he hadn't pushed me as hard as he did to work at a dealership, I would have never had the guts to come to TCI. I didn't think I'd make it this far, and it is because he encouraged me.

THE LATEST **INSIDETCI**

Sue Blattel

When your dad is 87 years old, there are a lot of stories to tell, like the time he actually performed artificial respiration on one of his tropical fish, working its gills, trying to bring it back to life.

Dad was an artist and a craftsman. Unfortunately arthritis hinders him from even getting out of bed much anymore. Almost everything we owned growing up was handmade by dad, from furniture to toys. We had the prettiest record player in town (in case you don't remember, music used to be played on a bid plastic disc with a needle), the case built and hand painted by dad. In later years, he became more crafty, and we are all lucky enough to have pieces of his work that can be passed on for generations – clocks where each hour is a different slice of exotic wood, intricately carved, shelving, and Christmas decorations with moving parts where Santa climbs down the chimney.

To pick one memory – Dad hates rock and roll music – you kind of have to know him to know how much he hates rock and roll music. When I was inducted into the National Honor Society in high school, Dad went out on his own and bought me a Santa album, a gift from him personally. The record is long gone, but the memory of that special gift will be with me forever. Love you dad!

Harley Kohlbrecher

Growing up, one of my favorite things to do on the weekend was to go fishing with my dad. The very first time my dad took me fishing; I think I was 5 or 6. I had my brand new fishing pole and I was so excited to catch a bunch of fish. The only problem was they weren't really biting that day. My dad had caught 4 or 5 slightly smaller fish, but we kept them anyways just in case we ended up catching enough to take home. It was getting later in the day, but I had finally hooked my first fish! It was a small bluegill. My dad had told me it was big for a bluegill (even though it wasn't), but we should throw it back and we could come again another day to catch it when it was even bigger! My response to my dad was, "Nope! I'm gonna take him home and fry him up for supper!" As much as my dad tried convincing me to throw my small fish back, I was not having it one bit. I was determined. By this time, it was starting to get late and my dad just wanted to get out of there. He eventually gave in and let me keep my fish. That night, being the lovely father that he is, my dad cleaned the very few fish that we had caught that day and fried them up just so I could enjoy my first fish.

Mary Daiber

My words of wisdom are those shared between Bob and Nick.

As the saying goes, "give a man a fish and he can eat for a day, but reach him how to fish and he can eat for the rest of his life".

So when Nick was young and would ask Bob to do something for him, Bob would say "let me teach you how to fish" and would take the time to show Nick how to do it instead of just doing it for him. Things like putting air in the bike tires or fixing the chain on Nick's bike, etc. As the years passed, this phrase was used a lot in our home, and Nick would even say it to Bob and me, usually when it had to do with computers! I even use it here at work. Just ask Ben. I have taught him how to fish several times, mostly when using the copier.

The Contract. Nick had a love for shoes at a young age and always wanted a new pair. Our policy was if you needed them, we would buy them (for school, PE, sports, dress), but if it was just something he wanted, he had to earn them. Thus started the hand written and signed contracts between Bob and Nick that hung on our fridge. The contract would state what shoes Nick wanted and what Bob said he had to do to earn them (jobs around the house, grades at school, good behavior, etc.).

I often think it is these kinds of things that shape our children's behavior. Nothing better than having a great role model (DAD) to learn from.

Sheri Eveland

Growing up, I remember my dad being gruff, stubborn, impatient and always lots of yelling going on...but on a farm, sometimes that's the only way you can hear and communicate. I always enjoyed riding on the tractor, helping in the barn and feeding the animals with him (even though I complained later when those became some of my duties as I got older). Now in my adult years, I always said I was going to ride along in the truck one more time when he hauled grain to the elevator. However, I procrastinated too long as he sold his truck and trailer and gave up his CDL. I regret not being able to do that or send my daughter with him for that experience. My dad was never much for showing outward affection, but you knew he loved his family. I think his way was through teasing and when he would call me "Shorty", his nickname for me when I was little. I never saw him cook in the kitchen because, like most households, Mom took care of that along with the bookwork, cleaning, washing, ironing, grocery shopping, etc. In recent years, my mom was diagnosed with Primary Progressive Aphasia (to me, a fancy word for a form of Alzheimer's). Now this "gruff" man helps her remember what pills to take and when, helps her finish a sentence, reminds her what she likes at a restaurant, grocery shops with her, attempts to make brownies for a party they have to go to or cooks supper, writes the checks and takes care of book work, driver her to all her appointments, and stands by her. Never did I dream he would have the patience to deal with this, but he has, and I keep praying God gives him the strength to continue. I am proud of my dad and love him.

Darrin Laird

Just wanted to send my dad – Armond Laird's saying: "Everything in life that is worthwhile, son, ain't always easy". My dad also has the largest turnip ministry in Wayne County. He raises more turnips than he could eat and takes sacks full to old men and women around the area. He also does that with rabbits and squirrels. The old women say, "I remember when my husband would".



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We wanted to give our team a chance to share what makes them proud. Here are some of those things...



Josh Reed (Evansville-Technician) is the proud daddy of a precious baby girl, Kennah Briele. Kennah was 8lb4oz and 20" long and is already a perfect model!



Ken Abbadusky (Morton-Mobile Tech) is the proud grandpa to his first grandchild, Kynlee Maree Schoolcraft. Kynlee was born on October 6th and was 7lb and 20" long. Congrats Abby!

TCI TEAM

Clint and Katie Schmollinger (Troy-Technician and Accountant) welcomed their son, Troy Jacob, on November 4, 2014. Troy was a whopping 9lb5oz and 21" long. All are doing well. Congratulations Clint and Katie!



TJ Moore (Troy-Service Writer)

is proud of his little girl, Phoebe, who was adopted in April. Phoebe has epilepsy as a result of a stroke in her mom's womb and recently underwent major brain surgery and has been seizure-free since then! He describes her as a fighter and one of the bravest little girls who has already been through a lot.

On another note, the family has also taken in a young lady (Lenny) from Colombia to live with them for a year. She is continuing her education in geology while hearing and learning English in exchange for helping with Phoebe.



Wiegmann completes athletic career at University of Albany

by Dan Chomoss
The College Report

Athletically, Brees Central graduate David Wiegmann leaves the University of Albany with a pair of American East Conference Championship rings.

Academically, he leaves with numerous awards and a 3.99 grade-point average. He will continue his education at Oakland University's William Beaumont School of Medicine in Auburn Hills, Mich.

"I have very good time management skills," said Wiegmann. "I have always been able to prioritize and get stuff done."

On the basketball court, Wiegmann scored 47 points by hitting 17-of-44 from the field and 11-of-19 from the free-throw line. He blocked two 3-pointers. The 6-foot-8, 210-pound forward also grabbed 66 rebounds, dished out 11 assists, blocked 10 shots and had six steals.

"I don't know an athlete alive who does not want more playing time in their sport," said Wiegmann. "But, we were winning. That is the collective goal of the team and the coaching staff. It is hard to argue with winning. And for me it was a great deal of fun."

In the first round of the NCAA Division I Tournament during Wiegmann's junior season, while they topped Mount St. Mary's University in a play-in game in 2014. They then lost to University of Florida in their second game of the tournament.

"Toward the end of the conference season, we always seemed to improve," said Wiegmann. "We would ride that straight into the conference tournament and we always played well at home. I was proud to be part of the first team in Albany history that won an NCAA Tournament game."

He finished his career at Albany with 53 points, 75 rebounds, 12 assists, 10 blocked shots and seven steals.

Prior to his two years at Albany, he played two years for Southwestern Illinois College.

and well respected," said Wiegmann. "He always told me that if I did what he asked, I would have the opportunity to play at the Division I level. I listened and it worked out very well for me."

He was a team captain at both Albany and SWIC. At SWIC, he was also named the Sportsman of the Year as both a freshman and a sophomore.

The son of Ron and Lisa Wiegmann of Brees graduated in May with a degree in human biology. He also has a minor in neuroscience. He graduated summa cum laude. For his work in the classroom, he was named to the dean's list every semester of college. Other academic based honors at the school included the Human Biology Student Excellence Award and the Student Athlete of the Year for Men's Basketball. In the American East, he was

Ron Wiegmann (Troy-Technician)

David Wiegmann, son of Ron Wiegmann (Troy-Technician) is continuing to blaze trails. David was one of our first scholarship recipients and has played NCAA basketball at University of Albany. He ends his athletic career with a pair of American East Conference Championship rings plus a 3.99 GPA with a B.S. in biology and minor in neuroscience. David is pursuing his medical degree at Oakland University's William Beaumont School of Medicine in Auburn Hills, Mich.



Michelle Petroff (Corporate-Marketing)

Liljana and Roman, twins of Michelle Petroff (Corporate-Marketing) recently turned 2. Liljana loves to dance while Roman is all about trucks... just like his Paw Paw.

NOTABLES!



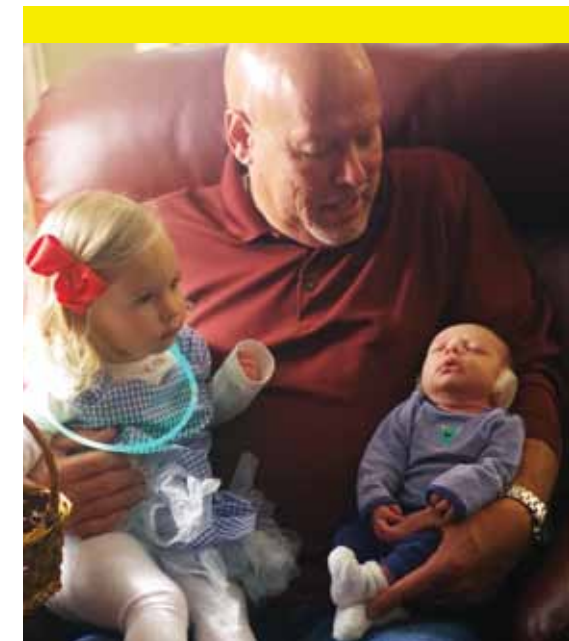
Lynn Kohlbrecher (Troy-AP)

and daughter Harley won the Highland Street Art Fair yet again with their art skills. Sue and Sydney Wellen (wife and daughter of Luke Wellen, Troy-Parts Counter) also earned a merit award. Great job, ladies!



Justin Hopkins (Corporate-VP Sales)

is training Justin Jr. early! He just turned 3 and already in charge of bringing in the newspaper. Way to go, Justin!



Steve Bartels (Troy-Parts Manager)

welcomed a new grandson. Zachary Matthew Bartels was born on October 16th and is sure to be spoiled! Here he is at 3 weeks along with grandpa and cousin, Ava May Grotefendt, 19 months.

TRUCK CENTERS, INC. NAMED 2014 *Successful Dealer Award Recipient*



{AUTOMANN SALES MANAGER MIKE BAKER, AUTOMANN PRESIDENT DENNIS KHANDUJA AND TRUCK CENTERS, INC. REPRESENTATIVES PRESIDENT MIKE YATES AND VICE PRESIDENT OF SALES JUSTIN HOPKINS.}

Truck Centers, Inc., a 10 location dealer network that represents Freightliner and Western Star, is proud to be the recipient of the 2014 *Successful Dealer Award* for exceptional sales and service as well as dedication to civic involvement, charitable endeavors and creative marketing efforts.

"We are honored to be recognized by *Successful Dealer* for just doing what we believe in," stated Katie Hopkins, TCI Executive Vice President. "Like others in our industry, we are in business to serve our customers, sell parts and trucks, service and repair those vehicles and provide the best customer service possible... there is little remarkable or worthy of praise in that. But we work hard to listen to feedback, continue to evolve to improve customer experiences and be an employer that our team members enjoy working for. We appreciate that *Successful Dealer* created an award to look beyond the core principles of good business and acknowledges the special things that we do as a company for customers, our communities, employees and that we continually evaluate and evolve to be better than ever."

The award, which was sponsored by Automann, USA, was presented Wednesday evening during the Commercial Vehicle Outlook Conference at the Great American Truck Show in Dallas. Judging was based upon: environmental stewardship efforts, customer education and support, staff training and dealership marketing. Truck Centers, Inc. shines because of strong employee training efforts through a state-of-the-art Training Center staffed with two full-time trainers, outstanding customer education and support, innovative marketing efforts, a quality customer

publication called *DRIVEN*, and investments in their local communities that go above and beyond what is generally expected of a dealership.

"On behalf of the executive team at Truck Centers, I would like to extend my congratulations to our fellow finalists – Freightliner of St. Cloud and The Pete Store for their well-deserved recognitions. But, most importantly, thank you to our team members for creating new plans and programs, accepting and implementing change to continually help us improve, and everyone's unwavering commitment to superior customer service – this award is because of and for our team," added Hopkins.

Truck Centers, Inc. is a family-owned dealer group that consists of seven full-service dealerships, two auxiliary locations and one on-site customer parts facility in the St. Louis metro area, throughout central and southern Illinois, and southern Indiana proudly representing Freightliner, Western Star, Ottawa, Fuso, Sprinter and Detroit performance products.

Successful Dealer, produced by Randall-Reilly, provides dealers, repair garages and distributors with information on sales, marketing, service and operations through a robust website plus daily and weekly newsletters.

AERO HAS FOUND ITS EDGE THE ALL NEW 5700XE



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MAKE IT A DRYER SEASON

GENUINE

BW AD-9 DRYERS & KITS:

BW 065225	NEW AD-9	\$199.95
BW R5009378	REMAN W/ BRACKET & HARNESS	\$166.12
BW R109685	REMAN W/O BRACKET & HARNESS	\$157.57
BW R5004341	REMAN PURGE VALVE ASY	\$ 52.73
BW R107794	REMAN CARTRIDGE	\$ 23.46
BW 107794PG	REMAN PURAGUARD CARTRIDGE	\$ 48.54
BW 109578	HEATER KIT	\$ 37.13
BW 5005037	PURGE KIT	\$ 30.88
BW 107800N	CHECK VALVE ASY	\$ 23.96

BW AD-IP DRYERS AND KITS:

BW 065612	NEW AD-IP	\$425.11
BW R109477	REMAN AD-IP	\$226.17
BW R109493	REMAN CARTRIDGE	\$ 66.64
BW 109493PG	REMAN PURAGUARD CARTRIDGE	\$ 98.32
BW K022105	PURGE VALVE ASY	\$ 84.89
BW 109495	HEATER KIT	\$ 62.95

BW AD-SP DRYERS AND KITS:

BW 800887	NEW AD-SP	\$342.86
BW 5008414	CARTRIDGE	\$ 50.66
BW 5008414PG	PURAGUARD CARTRIDGE	\$ 94.70
BW 109995	PURGE KIT	\$ 66.60
BW 109495	HEATER KIT	\$ 62.96
BW 109993	TURBO CUT-OFF MAINT. KIT	\$ 36.66
BW 5005624	CHECK VALVE KIT	\$ 62.95

BW AD-IS or DRM (DRYER RESERVOIR MODULE):

BW R5004050	AD-IS DTNA DRM VERSION	\$291.14
BW 5008414	CARTRIDGE	\$ 50.66
BW 5008414PG	PURAGUARD CARTRIDGE	\$ 94.70
BW K022105	PURGE VALVE ASY	\$ 84.89
BW 5004049	GOVERNOR AND CHECK VALVE KIT	\$ 65.29
BW 109495	HEATER AND THERMOSTAT KIT	\$ 62.95
BW 800361	NEW GOVERNOR	\$ 40.23

MERITOR WABCO:

TDA R955205	SS1200 DRYER	\$273.80
TDA R955205NX	REMAN SS122 EXCH	\$235.17
TDA R950015	HEATER KIT	\$ 65.54
TDA R950068	COALESCING CARTRIDGE	\$ 62.89
TDA R950011	CARTRIDGE	\$ 53.56
R950014	PURGE KIT	\$ 46.93

AFTERMARKET

AD-9 DRYERS & KITS:

TDA R955065225NP	NEW AD-9	\$171.74
TDA R955065225NX	REMAN AD-9	\$119.53
TDA R9555004341X	REMAN PURGE VALVE ASY	\$ 47.48
TDA R955107794X	REMAN AD-9 CARTRIDGE	\$ 20.58

AD-IP DRYERS AND KITS:

TDA R955109477X	REMAN AD-IP	\$185.56
TDA R955109493X	REMAN CARTRIDGE	\$ 60.93

AD-SP DRYERS AND KITS:

TDA R955109991X	REMAN DRYER	\$170.96
TDA R955109995N	PURGE KIT	\$ 41.29
TDA R109994	CARTRIDGE	\$ 21.03

AD-IS or DRM (DRYER RESERVOIR MODULE):

TDA R109994	CARTRIDGE	\$ 21.03
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MERITOR WABCO:

TDA R109994	CARTRIDGE	\$ 21.03
DN P951413	COALESCING FILTER	\$ 40.56



MERITOR WABCO



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TRUCK CENTERS' 2014 WINTER SPECIALS



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Intended for use and compatible with ANY heavy duty antifreeze/coolant in ANY diesel powered commercial vehicle engine or stationary engine with aluminum or other engine metals. Its patented technologically advanced formulation is based upon a concentrated blend of premium long-lasting inhibitors designed to provide up to 600,000 miles / 12,000 hours of protection against temperature extremes, rust, corrosion, scale and premature water pump failure.

**AFC11000/F	1 Gallon	\$11.97	AFC11000-55/F	55 Gallon Drum	\$11.83/GAL
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*Requires addition of extender at 300,000 miles or 6,000 hours

**Current stocking numbers



PRESTONE COMMAND™ HEAVY DUTY PREDILUTED 50/50 EXTENDED LIFE ANTIFREEZE/COOLANT

600,000 Mile / 12,000 Hour Service Life*

Intended for use and compatible with ANY heavy duty antifreeze/coolant in ANY diesel powered commercial vehicle or stationary engine with aluminum or other engine metals. It's patented technologically advanced red formulation is based upon a concentrated blend of premium long-lasting inhibitors designed to guard against temperature extremes, rust, corrosion, scale and premature water pump failure.

**AFC11100/F	1 Gallon	\$8.64	**AFC11100-55/F	55 Gallon Drum	\$8.42/GAL
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*Requires addition of extender at 300,000 miles or 6,000 hours

**Current stocking numbers



PRESTONE COMMAND™ HEAVY DUTY ANTIFREEZE/COOLANT

SCA Pre-Charged

Designed for use with ANY antifreeze/coolant in ANY Heavy Duty Engines used in normal to severe duty cycles and extreme temperature conditions. This product will provide complete protection against freezing, overheating, cavitation erosion, corrosion, scale and foaming without the need of SCAs in the initial fill. Concentration levels should not fall below 40% or exceed 65% by volume.

**AFC10000/F	1 Gallon	\$9.68	**AFC10000-55/F	55 Gallon Drum	\$9.44/GAL
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**Current stocking numbers



PRESTONE COMMAND™ HEAVY DUTY PREDILUTED 50/50 ANTIFREEZE/COOLANT

SCA Pre-Charged

A blend of antifreeze/coolant and demineralized water designed for use in ANY Heavy Duty Engines used in normal to severe duty cycles and extreme temperature conditions. This product will provide complete protection against freezing, overheating, cavitation erosion, corrosion, scale and foaming with just an easy pour and does not require SCAs in the initial fill. For flush and fill use Prestone Command Heavy Duty concentrate.

AFC10100/F	1 Gallon	\$5.91	**AFC10100-55/F	55 Gallon Drum	\$5.66/GAL
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**Current stocking numbers



PRIME® CONVENTIONAL "GREEN" ANTIFREEZE/COOLANT

Prime® Antifreeze/Coolant Conventional "Green" Low Silicate Formulation is an ethylene glycol based product which meets or exceeds ASTM requirements for use in cars, light duty and heavy duty trucks. It contains inhibitors to prevent rust and corrosion for all cooling system metals including aluminum and provides freeze protection to -34°F and raises the cooling system boiling point to 265°F when a 15 lb. pressure cap in good condition is used. When used as directed, Prime® Antifreeze/Coolant Conventional Green Low Silicate Formulation provides full protection for a minimum of one year.

AFF 3200	1 Gallon	\$8.64
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TCl Service

AWARDS >>

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

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APRIL

Kelly Mueller received a **5 year** award this month. Kelly began at TCI in Troy in housekeeping and was promoted to housekeeping manager after a year. Kelly has 2 children, Katherine, a junior at Eastern IL University, and a recipient herself of one of the first TCI scholarships. Spencer is a recent graduate of Highland high school and he works part time at TCI as well, as he ponders his future plans. Kelly is a big time baseball fan and although she originally was from KC and a Royals fan, she has converted her baseball allegiance to the Cardinals (good choice :))

Brandon Anderson received his **10 year** award this month. Brandon is a service technician in our Troy facility and he began his career at TCI in the lube bay. He was involved with the Triad High School work/study co-op program years ago and he made a great impression on TCI, so we were happy to hire him after graduating. Brandon and his wife Jenna have one daughter Abree and live in St. Jacob, Ill. Brandon enjoys spending free time with his family and also working on and riding his Harley.

Daniel Lawrence received his **10 year** award as well this month. Daniel is also a service technician in Troy and began his career at TCI in the detail bay and lube bay. Daniel and his wife Kelly have been married for 8 years and they have many cats! They live in Litchfield, Ill., and Daniel does some farming there. Daniel enjoys riding his four wheelers in free time and is an avid hunter.

Scott Wildhaber celebrated his **15 years** with TCI this month. Scott works as a parts counterman in the body shop and he began his career at TCI working in shipping and receiving. Scott and his wife, Kim, have three kids - Sam and twins, Andrew and Sidney. They live in Troy, Ill., Scott joined TCI without a lot of background in the truck industry, but has grown overtime to be an excellent parts counterman. Scott used to be a very avid softball player but now spends most of his sports time as a fan watching his kids play.

Dan Hieronymous has received his **20 year** service award this month. Dan works in Morton parts in inventory control. Dan came up through the ranks at TCI and worked first as a back counter partsman. Dan and his wife Brenda have two sons, Adam and Chris, and one daughter, Amber. Dan also has two grandchildren. Dan and Brenda live in San Jose, Ill., where Dan is the fire chief. Dan is an avid hunter and apparently has a nickname from his adopted son, John Pacotti, that has stuck "Lieutenant Dan".

Steve Loyet is one of the two guys who received his **30 year** award this month. Steve works in Troy as a body shop technician and Steve began his career at TCI in parts delivery and cleanup. Steve and his wife Kelly live in Highland, Ill. Steve enjoys golfing, camping and working in the yard. He likes to help Kelly in the garden but he won't eat anything they grow. Steve loves spending free time with his grandbaby Elayna and his two dogs.

Luke Wellen is the second **30 year** award recipient for the month. Luke works in the Troy parts department. Luke and his wife Susan live in Highland, Ill., and have one daughter, Sydney. Luke has also done it all at TCI - shipping & receiving, parts delivery, body shop parts and he is very mechanically inclined. In Luke's free time he enjoys hunting, farming and his dogs.

Lee Wellen received his **35 year** service award this month. Lee, a Troy service technician was one of them. Lee and his wife Lucy have three kids - Leah, Tara, and Travis. Lee has one grandson, Jaisen, who is 13 years old. Lee and Lucy live in Highland, Ill. Lee is the "go to" technician for transmissions in Troy. Lee is also a jeep enthusiast a self-proclaimed "jeep-a-holic". He owns 4 Jeeps currently and is looking to add to his collection soon. Lee also collects and makes corn cob pipes.

Kent Zobrist also received his **35 year** award this month. Kent and his wife Deb have been married for 30 years and have three children (Jason, 27, Whitney 22, and Cody 16). They live in Highland, Ill. Kent began his career at TCI in the body shop sweeping floors and helping out sanding vehicles while still in high school. He worked after graduation as an apprentice up to a journeyman body technician. In the late 80s he moved to the office, writing estimates and as a foreman. He became the body shop manager in 1998 when Ken Thole passed away. Kent loves all sports and has coached pee wee football for 16 years. He raced dirt cars for 10 years and now instead watches his 2 sons and nephew do the racing.

MAY

Jim Pennington celebrated **10 years** with TCI on May 25, 2014. Jim is the GM of our St. Louis location, but prior to that Jim worked as a technician, a shop foreman, invoicer and service manager. Jim is also a proud veteran of the United States Army. Jim and his wife Margi have been married for 9 years and they live in Arnold, Missouri. Jim and Margi have 2 sons and 3 daughters and a couple of grandkids as well. Jim enjoys riding his Harley, camping, hunting and is really enjoying his latest unpaid job of "sound man" for Margi's band. Things you may not know about Jim, his nickname is Wedge and this was a decal on his former pickup truck (when will it be on the new one?), he loves bragging about his fishing skills but didn't win this year's tournament and he is actually a "momma's boy". I don't think I've ever met anyone who spoke more highly of his momma. Nice! Congrats Jim on 10 years with TCI.

Tom Guppy received his award for **15 years** in the Morton service department. Tom works as a technician and is one of our best engine technicians. The Morton service department relies on him heavily for the most difficult jobs. Tom lives in Banner, Illinois, with his daughter and 3 grandkids. Tom's son and two other grandsons also live nearby in Banner. Things you may not know about Tom, he likes fixing friends' cars and is a huge NASCAR fan. Congrats Tom on 15 years with TCI!



MAY (CONT.)

Bob Dickey, AKA, Dedi received his **20 year** award. Dedi works out of our Mt. Vernon location, but he travels to any location at any time day or night. Dedi is a dispatch driver for TCI and has been doing that for the last 20 years. Before his career at TCI, he owned his own truck. Dedi and his wife Linda have been married for 49 years, and have 4 children and 8 grandchildren. They live in Wayne City, Ill. Dedi is one of those people who will do anything it takes to get the job done. I know there have been some tales about him picking up trucks in the dead of night at other locations and the salespeople wonder what happened the next am. He has a work ethic like very few others out there, he basically doesn't stop, unless he is asked to stop. Plus he has the gift of gab, so if hard work can't get it done, he may be able to convince you with a good story or two. When he isn't running trucks all over the USA, Dedi enjoys dirt racing and watching racing. Congrats to Dedi on 20 years!

Tim Stellhorn also received his **20 year** award in May. Tim works out of our St. Louis location as an outside parts salesperson. Prior to being in this position, Tim worked as a technician and shop foreman in both St. Louis and Troy locations. Before beginning his career at TCI, Tim worked at North American Van Lines and St. Louis Kenworth. Tim and his wife Jenny have been married for 23 years and they have two children - Brenden, 15, and Megan, 11. The family lives in the beautiful metropolis of Red Bud, Illinois. Tim has been an avid coach in his kids baseball and softball teams. However, one thing you may not know about Tim is that he also has been umpiring softball for the last 6 years. I always wonder who would be willing to umpire those games, when I listen to the devoted fans yelling? And now I know! Haha, congratulations Tim on 15 years of service with TCI!

Kevin Loepker received his **20 year** award in May. Kevin works in the Troy body shop as the day shift foreman. Before he worked in the body shop, Kevin worked in the parts department as a counterman. Kevin and his wife Lynn have 6 children, 3 girls and 3 boys (including a set of twins). The Loepker family calls Bartelso, Illinois, home. Kevin enjoys hunting, fishing and playing foosball in his free time. Kevin claimed to not be good at poker but won the "Biggest Loser" poker contest at TCI. Anyway, Kevin is also one very hard worker and he is sincerely one of the most likeable people that I have been able to work with at Truck Centers.

JUNE

Andrew Moorman is our **5 year** recipient for the month. Andrew leads our IT department and plays a very key role at our company in ensuring we stay operational with phones, computers, copiers/printers, email, internet access etc. Andrew attended college at SIUE and worked at a couple of family owned bike shops while in college. Andrew and his wife Ashley and their lab, Hailey, currently call Edwardsville home. Andrew enjoys crossfit in his free time as well as playing golf and cycling. One thing you may not know about Andrew is how he came to join TCI. While he was working with the bike shop, he agreed to participate as a crew member on a Race Across America relay team. This race covers 3000 miles from California to Maryland and is a continual race from the time the clock starts. Andrew's work ethic so impressed John Hopkins (his wife Michele raced the event in the relay) that he offered him a position at TCI at the end of the race.

Ron Horton is our **10 year** recipient for the month. Ron works as a salesman at our Springfield location. Ron also is our Fuso coordinator and handles some sales administration duties on new truck stock and orders. Ron has two sons, Sean and Drake, and two granddaughters, Aayla (5 years old) and Lilly (2 years old). Ron and his girlfriend / significant other, Cindy, live in Springfield, Ill. You may not know that Ron is a collector of beer mugs and glasses from different locations. In his free time he also enjoys fishing for bass, bluegill and crappie.

Tricia Hubert received her **15 year** award this month. Tricia works as an accountant with the corporate group in Troy. Tricia originally started with TCI as a part-time receptionist while attending SIUE. She also worked in accounts receivables while in college and moved into accounting in 2002. Tricia and her husband Brian live in Albers, Ill., with their sons, Kellan and Jaxon. In her free time she spends most of her time with the family, Kellan is beginning soccer this fall, so the activities are about to get into full gear. One thing you may not know about Tricia is she enjoys restoring old furniture.

Phil Thole is our **20 year** recipient for the month. Phil works as a technician in the Troy service department. Phil began at TCI when he completed high school, he was fortunate to have a natural born mentor in the shop, his dad Tom. Phil and his wife Kay live in St. Rose, Illinois, and have two sons - Jake, 10 and Luke, 6. Phil spends his free time with his family and they all enjoy doing outdoor activities like fishing, hunting and riding four wheelers. Both Jake and Luke play baseball so Phil also spends time watching them play.

Ron Wiegmann celebrated his **35 year** anniversary this month. Ron works in Troy as a service technician. He began his career at TCI in the new / used truck department in Highland with Russ Wellen, Jerry Hustedde and Larry Knebel. Ron and his wife Lisa call St. Rose, Ill., home and have two children, David and Katelin. Ron enjoys spending his free time riding his motorcycle, as well as golfing and boating. You may not know that Ron's son David has been playing basketball for University of Albany and has been on the team playing in the NCAA tournament the past couple of years.

Mike Kuhner also received his **35 year** award in June. Mike is an outside parts salesperson at the Mt. Vernon location. Mike originally began with TCI in Highland at the body shop. He moved to Mt. Vernon in 1984 to be an OPS, then moved to the parts counter in 1985. Now he is back on the road as an OPS. Mike and his wife Peggy live in Waltonville, Ill., and they have a daughter (Amanda) and son (Chris). Mike recently was the proud father walking his daughter Amanda down the aisle. One interesting note is her wedding had a camouflage theme



TCI Service AWARDS (CONT.)

JULY

Bob Earley works in Springfield in truck sales. Prior to joining TCI, Bob worked for 23 years in the agriculture fertilizer business, this is a fact I just learned, but now it makes sense the connection Bob has with so many farmers in central Illinois. Bob and his wife Resa call Girard home and they have two sons and one daughter and one granddaughter. Bob enjoys camping, boating and ATV riding in his free time. And you may not know that Bob enjoys flying planes and he will be renewing his pilot's license very soon for additional adventures in the air.

James Wood works in Morton as a service technician. James lives in Easton, Illinois, and has 4 children and 5 grandchildren to keep him busy in free time. James is one of those all around techs that handles anything from A/C repairs to trailer / lift gate repairs on the all-important second shift. James, also goes by Jimmy, and his son Corey recently started working on Morton as a lube bay technician.

Tim Robertson works in St. Louis as a service supervisor. Prior to beginning at TCI, Tim worked at Jeffco as a technician. Tim and his wife Cindy live in Alton, Illinois, and they have 4 children and 3 granddaughters. Tim is an avid camper, fisherman and loves to BBQ. Tim also loves drag racing and his uncle owns a drag racing team out of California (California Hustler) and the car hauler they use was bought originally from Truck Centers in Troy.

Eric Ross works in Troy in the body shop as a technician. Eric and his wife Jen live in Highland, Illinois, and have 3 boys - Owen, Alex and Eli. Eric enjoys spending time with his family, outdoors, swimming, going to concerts and playing video games with his boys. Eric is also very creative and he enjoys graphic design, playing guitar and photography.

AUGUST

Dave Gross in the Troy shop received a 5 year award last month. Dave works as a body shop technician. He grew up in Troy, Illinois, and now lives in St. Jacob. Dave went to school for law enforcement and plans to be a police officer someday. In his free time, he enjoys shooting his guns, riding four wheelers and anything outdoors.

Jimmy Thwing received a 5 year award last month. Jimmy is our warranty invoicer for St. Peters and St. Louis. He and his wife Stacey have 4 children - Dylan (23), Tyler (20), Kylie (16) and Hadyn (11) and live in Troy, Missouri. Jimmy spends most of his free time with his kids activities, soccer, softball, basketball, football and baseball. Jimmy also is very active as a soccer coach for one of his daughter's competitive soccer teams and himself is an avid soccer fan.

Mike Matikitis received his 10 year award. He works in the parts department of the body shop. Mike is known as the local wine expert in the body shop, he can tell you a good vs. bad bottle if you ever need advice. Mike is also a NASCAR fan and his younger days he was on a pit crew for a dirt track racer from Belleville, Don Klein.

Cassandra Caccia received her 15 year award in August. Cassie works in Morton as the assistant service manager and CIC coordinator. She and her husband Chris live in Washington, Ill., with their 5 children. And of course with 5 children Cassie doesn't have a ton of spare time, but when she does she enjoys karaoke and watching shows on Netflix. You may not know that Cassie was a CNA in her prior career in PA.

Ronnie Burton received a 15 year award in August, our first service award recipient at the newest TCI location in Evansville, Ind. Ronnie works as a front parts counter salesperson. He has 2 children, David and Brie, and 2 grandchildren. Ronnie loves to cook and it is said he would have made a great chef. He is also an animal lover and volunteers himself bartending at many different company and community events.

Andrew Lebro received his 20 year award last month and he works in Troy as a body shop technician. Andrew and his wife Stacy call Edwardsville, Ill., home with their 2 children - Kaden (14) and Kenzi (8). Andrew enjoys fixing up old Mopar cars as well as four wheeling and coaching baseball.

Bruce Beavers received his 35 year award. Bruce works in the trailer shop in Morton and he lives in Washington, Illinois. Bruce and his significant other, Pam, have 4 cats. Bruce began working for TCI when Truck Centers purchased the Freightliner dealership in East Peoria. One thing you may not know about Bruce is that he collects vehicles and has at least 10 including one that is a 1946 Lincoln Continental with a v12 engine.

Bruce Nowlin also received his 35 year award in August. Bruce is a body shop foreman in Troy. He and his wife Judy live in Troy and have 4 children - Shelly, Ron, Tina and Ryan. Bruce enjoys riding his Harley Davidson motorcycle and swimming in his new pool. Bruce also says it is time to start checking things off of his bucket list.



SEPTEMBER

Katie Schmollinger received an award for 5 years of service early in the month. Katie is an accountant with the corporate office in Troy. She has her bachelors and masters degrees in Accounting from SIUE. Katie and her husband Clint (who also works in Troy and, ironically, earned a service award this month too) live in Coffeen, Ill., and recently had their first child, Troy. Katie is an avid Cardinals fan despite the team being most "hateable playoff team" according to the Wall Street Journal this morning. Must have been written by a Cubs fan?

Alan Zobrist also received his 10 year award this month. Al works for TCI at the St. Louis location as a dispatch driver. Prior to his career with TCI, he was a truck driver for TMCI, Poetker Trucking, Hogan and a few other companies. Al and his wife Kim have been married for 21 years and call E. Alton, Ill., home. Al is a pretty devoted softball player and is a pitcher in a men's fast pitch softball league as well as has helped with women's fast pitch softball at St. Charles Community College.

Justin Hopkins received his 10 year award this month. I joked when I posted his award picture on Facebook, is it 10 years or 34? Something about growing up in a family business, you just live and breathe it your whole life. And in the case of Justin, he has always loved trucks and being around this business. Over his lifetime he's worked in most departments from parts warehouse in Troy, detailing trucks in St. Louis, parts driver in St. Louis, housekeeping in Troy, sales executive in Morton to GM roles in Springfield and then Morton. (I'm probably missing something too) Justin is currently our Vice President of Sales and is responsible for the overall operations of what he likes to refer to as the Northern Legions (Morton, Springfield, Decatur, Hudson and Eureka). Justin and his wife Sarah live in Morton, Ill., with their little lad, Justin, aged 3. Justin is an AVID fan of fishing and is a diehard Mizzou fan; in fact he is a season ticket holder now for Mizzou football.

Gary Moore also received his award for 10 years of service this month. Gary Moore is our parts marketing manager. Gary works closely with the OPS at all of our locations and many of our parts vendors, particularly aftermarket vendors to try to expand our opportunities to sell more parts. He is very creative and always bringing new ideas to the table. Gary and his wife Teresa currently live in Green Valley, Ill. Gary has 3 children and now 3 grandchildren as well. Gary likes old tractors and working around his house on different projects. One thing you may not know is Gary is also an amateur singer, maybe he will sing for you if you ask him to?

Clint Schmollinger earned his 15 year award this month as mentioned earlier in Katie's write up. Clint is a technician in our Troy service department. He started in the lube bay and worked his way up to the main shop. Clint graduated from Nashville Auto Diesel College. Clint enjoys hunting, fishing, grilling out and being outdoors. His newborn son is expected to be a future hunter as well!

Jeff Osbourne was also a recipient of a 15 year service award this month. Jeff is a truck sales executive at the Evansville location. Jeff worked for Cummins for 23 years prior to joining the Freightliner of Evansville team and since June 1, 2014, is a part of the TCI team. Jeff has been very successful with sales and has won the Leland James award multiple times. Jeff and his wife Shirley have 4 children and 2 dogs and call Evansville, Ind., home. One thing you may not know about Jeff is he is a camera guru and he collects them in all types - new, old, antiques.

Steve Bartels is our final recipient this month and is recognized for 30 years of service. Steve is our parts manager at the Troy location. Steve also worked for years on the parts counter in Troy and has assisted us in taking the dual role of parts manager in Troy and St. Louis a couple of times over last years when we needed his help. He can always be counted on to step up and take on anything extra that is needed including driving parts on the weekends to locations that have waiting customers, closing up the Troy shop each holiday, etc. Steve and his wife Alice live in Hamel, Ill., and have 2 children - Matt and Sarah. Matt and his wife Tammy have a newborn son and Sarah and her husband Darren have a daughter, Ava, and are also expecting another child in January. Steve enjoys spending time with his family and friends and working outdoors, along with keeping track of parts. :) You may not know that Steve has recently become the owner of a new Camaro.

OCTOBER

Doug Pennington received his 5 year award this month. Prior to coming aboard with TCI, Doug spent 8 years as a heavy wheeled mechanic with the US Army. Doug is our mobile service tech based out of the St. Peters' location. Doug and his wife Kailie live in O'Fallon, Mo., with their two daughters, Faith (7) and Addison (2). Doug and Kailie are planning to move further west to get a place with some acreage and add a few horses as well. In his spare time, Doug attends a lot of his daughters' activities (gymnastics, Girl Scouts, softball) and he also enjoys manicuring his own lawn and tearing up others' dirt off roading in his Jeep.

Steve Reckmann deserves congratulations on his 15 year award with TCI. Steve is a service technician in the Troy shop. Prior to joining TCI, Steve worked at Reichmann Transport for 15 years. Steve and his wife Hatti live in Hamel, Ill. They have three daughters Chelsea (24), Courtney (22) and Bethany (19). They also have one grandson Jackson who is three years old. Steve is one of Troy's "weekend warriors" and is known for being able to tackle any job and he has a knack for Cummins engines. Steve enjoys spending his free time riding his motorcycle and bowling.



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2012 FREIGHTLINER CASCADIA
DD15, 455 HP, 10 Spd, 72" Condo, 461k mi, SCR w/ DEF, Roll Stability, OEM Wmnty, Stk# 141247



2012 FREIGHTLINER CASCADIA
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2012 FREIGHTLINER CASCADIA
ISX, 425 HP, 10 Spd, 72" Double Bunk, 392-494k mi, TK APU's, Stk# 133345



2007 KW
Cat C13 w/ Warranty, 430 HP, Ultrashift, 232" WB, 70" Aerodyne, 768k mi, Stk# 184718

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ASK THE TECHNICIAN: ACCESSING AND UNDERSTANDING INFORMATION RESOURCES

Today's trucks are so complex, it is critical to understand how the components work and having the necessary information available about components and systems. I research problems and questions about our products every day. How often do you look at the driver's manual for your vehicle? Surprisingly, a lot of the questions that I receive can be answered in the manual. With the amount of options and specialized components on our trucks, the amount of information has also grown and can be a bit daunting. This is the Driver's Manual contents page for the Freightliner Cascadia:

Chapter	Page
Introduction, Environmental Concerns and Recommendations, Event Data Recorder, Emissions and Fuel Efficiency Compliance, Customer Assistance Center, Reporting Safety Defects	Foreword
1 Vehicle Identification	1.1
2 Vehicle Access	2.1
3 Electrical System	3.1
4 Instruments	4.1
5 Driver Controls	5.1
6 Driver Assistance Features	6.1
7 Seats and Restraints	7.1
8 Climate Control	8.1
9 Cab Features	9.1
10 Engine Starting, Operation, and Shutdown	10.1
11 Optional Engine Systems	11.1
12 Emissions and Fuel Efficient Components	12.1
13 Brake Systems	13.1
14 Manual Transmissions and Hydraulic Clutch	14.1
15 Automated Transmissions	15.1
16 Drive Axles	16.1
17 Steering System	17.1
18 Fifth Wheels	18.1
19 Trailer Couplings	19.1
20 Pre- and Post-Trip Checklists	20.1
21 Pre- and Post-Trip Inspections and Maintenance	21.1
22 Cab Appearance	22.1
23 Headlight Aiming	23.1
24 In an Emergency	24.1
25 Natural Gas Vehicles	25.1
26 Specifications	26.1



As evident, there are a lot of chapters that have a considerable amount of information that could present several questions. What exactly are Optional Engine Systems, Emissions & Fuel Efficient Components, Automated Transmissions, & Natural Gas Vehicles, etc.? How many people actually read their Driver's Manual or the Maintenance Manual that comes with their truck? Let suppose you are the minority that do read your manuals but you have questions about your truck that you need more information than that's available or perhaps you are the DIY type. There are a number of recourses available that you may not know about or don't think you have access to. When you need information about your Freightliner truck, the public web site www.accessfreightliner.com has resources available to you. Simply log on and then go to the Tools & Service or Freightliner Body Builder links and you will find contents like those below.

- EPA 2013 GHG14 ATS and DEF Modification Guide
- GHG 2014 Electrical Guide NEW
- EPA 2010 Electrical, Models-M2106, M2112, 108SD, 114SD
- EPA 2010 ATS and DEF Modification Guide
- EPA 2010 108/114 SD Body Builder Book
- EPA 2010 Coronado SD Body Builder Book
- EPA 2010 M2 Body Builder Book
- 2009 NTEA Product Conference
- EPA 2010 Freightliner Reference Book
- EPA 2010 SCR Medium Duty Brochure
- General Information
- How do I access...
- Component Information
- Harness Locations
- Wiring Diagrams
- DXF
- Body Builder Bulletins
- Engine Remote Interface Installation and Programming Guides
- Exhaust Modification Guidelines
- Registering for Instructor Led and Web Based Training

If you go to the Web Resources in the Tools & Service you can go to links to locate dealers, Driver's & Maintenance Manuals, and multiple web sites with critical information. Similarly, those with Western Star trucks can visit www.westernstartrucks.com and link to the Western Star Body Builder Book V2.1 for more information on air line systems, electrical schematics, exhaust systems, how the Data Star gauges work and just about anything you would want to know about this truck. Tools and Service web resources are also similarly available on the Sterling, FCCC and Thomas Bus websites.

If you have the necessary information about your truck, understanding how a system is designed to work will help you make an informed decision when you have a problem or how to fix it yourself or get it repaired. The resources are out there; if you have the need, use them!

Steve Brachear
Training Department, Truck Centers, Inc.

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