

DRIVER DRIVER



>> WINTER 2015/2016 VOL. 6, ISSUE 4

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45 Years [PAGE 26]

Honoring
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**TCl Expands
Dealer Network** [PAGE 50]

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This issue of *DRIVEN* highlights many milestones and achievements the Truck Centers' team has had over the past 45 years as well as exciting new endeavors and opportunities for all of us.

On November 24th, it was announced that Truck Centers, Inc., was acquiring the assets of Hill Truck Sales' two dealerships in South Bend and Elkhart, Indiana. Two generations of our leadership team as well as TCI-Evansville General Manager, Buddy Shires, split forces so representatives were available at both locations when the announcement was simultaneously made.

The news about their 54 year-old company came as quite a shock but I hope that Dave Hill and myself put our newest team members at ease. A story was shared about our first meeting along with Dave's father, Al, at an industry function and how everything came together all these years later. With many options available, I would like to sincerely thank Al and Dave Hill for entrusting their company and employees to us. I understand that times of change bring uncertainty but I would like to let the Hill Truck Sales team know that we are also a proud family-owned company and take great pride in our small town values of always doing what is right for the customer, trusting that a handshake is still something honored, and that our people are our best asset. We have shared our commitment to each and every new team member and presented some of the new opportunities and benefits that will now be available to them as part of a larger dealer group.

We also shared our commitment to the company and our mutual customers. Our plan is to commence the New Year and our operational leadership with a full commitment to achieving Elite Support certification. We will take what the Hill team has done well for 5 ½ decades and build upon those strengths to then move the entire team into a new strata with enhanced facilities; bolstered parts inventories; training; combined purchased opportunities; additional OPS, Service, and Collision Center support; as well as vital Express Assessment guarantees to our local and national customers. This market in northern Indiana is an exciting

opportunity for TCI with so many of our current customers running the I-80 corridor and looking for us to support them now with a combined 202 technicians, 217 service bays, and \$13.5 Million in stocked parts inventory.

I would also like to thank Katie Hopkins for the incredible job that she did once again handling the entire behind the scenes discussions and negotiations since this all began in April 2015. Her efforts made our Evansville purchase a success and seamless transition in June 2014 and have laid the solid footing for South Bend and Elkhart to be welcomed into the TCI family. Simply put, this would not have been possible without her extremely long days (including weekends) working with the multitude of attorneys, accountants, DTNA, Daimler Truck Finance, and so many others to bring this to a very positive ending for both companies.

We have an exciting new year ahead of us but, more importantly, I would like to wish everyone a very blessed Christmas Season and hope that is a very spiritual one as well.

John Hopkins

[TOP LEFT: Myself and my 19 year-old grandson, Devin, who is in the Navy ROTC program at Mizzou holding my US Army Honorable Discharge certificate from October 24, 1974. TOP RIGHT: Three generations – Devin and I with my 84 year-young mother. BOTTOM RIGHT: (L-R) Buddy Shires, Katie Hopkins, John Hopkins, Dave Hill, Tyler Yates]



TCI TOC

NEWS & FEATURES

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JUST THE FACTS

Another very fast paced year is just about completed and by the time you read this, will be upon us. I know I ask myself many times, how did the year fly by so quickly? It may be our age, it could be the industry we are in; but to many, it is the daily pace we all keep that seems to make the days!

Once again, we have been blessed with a good 2015 and the good fortune of an abundance of service/body shop business, strong parts sales, and very good new truck sales. Our used truck sales has been a little tougher chore with pricing either being too high or too low. We can't seem to find the middle ground to make this area more consistent. We will work to improve our strategies in the upcoming year in order to benefit our customers and our overall used truck performance.



A few quick updates on some items mentioned in previous articles:

- Our newest team in Evansville has been slugging away and has had a very positive performance throughout the year and is continuing their reputation as a top-notch, Elite Support facility.

- Our new Detroit Integrated Drive Train (DP15i) has an impactful presence in the market place.

Even though fuel economy isn't the hottest topic with fuel prices being lower, it looks as though it is living up to it's pre-billing and has bolstered fuel economy to new levels.

- Our new Western Star 5700E has hit the market and we see it to be a unique truck fitting into several niche markets. It presents more of the Owner Operator features in combination with Daimler technology plus the Western Star durability to make it a solid performer in niche fleet settings.

- The Truck Centers' team has been successful once again in Elite Support recertification and executing the program's stringent standards. Our St. Peters location worked very hard this year to meet the requirements and was successful in obtaining their initial certification in October of this year. We have taken this program very seriously and know when executed, it is good for ALL of our customers!

- Our TCI F.I.R.S.T. program has also been successful. We have now elevated many of the participants into the service department where they can gain valuable experience to assist in taking care of our customers in a more efficient and timely manner. We are in the process of accepting applications for our next group of participants. Hopefully this is our future to help with the nationwide technician shortage.

- The introduction of our Detroit telematics has been fairly successful. The options are now available to order on new units and we are working on the pricing of these options to be a package. It includes radar and optional camera systems, Active Brake Assist (ABA), Adaptive Cruise Control (ACC), and Lane Departure Warning (LDW). The bundling of packages allows Daimler to support the entire telematics offerings through the dealerships, which will make it somewhat easier for both our customers and Truck Centers.

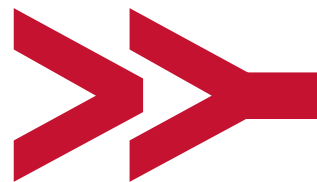
In 2016, we will also see the introduction of GHG17 certified engines in our Detroit lineup. These improvements will allow for better fuel economy and Detroit to exceed the GHG 17 requirements one year earlier than other engine manufacturers. We will also be adding another government-mandated "On Board Computer" systems that will make it easier to plug into an engine and make sure the engine is meeting the required EPA standards.

We have experienced somewhat of a lull in business over the last several weeks, as has the rest of the industry, and our team is working to push for a good capstone to the year. We have been very fortunate to gain additional business with those who have chosen to utilize our products in comparison to our competitors. Our order board for 2016 is not as full as we experienced earlier this year, and some of this is based on Daimler providing additional line slots and Detroit Engine/Transmission availability when compared to 2015. Daimler is positioning themselves to gain additional market share in the upcoming year and 2016 will most likely build toward a very interesting year in the new truck arena. It is truly a good feeling to be affiliated with a manufacturer that is on the forefront of research and implementation of new technology that leads the entire industry.

And in closing, you will be hearing more about our expansion with a new facility into the Effingham market. Effingham has been within our area of responsibility for many years, but it seems to be proper timing to move forward with adding a new store to the area to meet the needs of local customers as well as transient Freightliner customers. We hope to be up and running at the new facility later in 2016 if all goes according to plan. More on this new adventure will be shared as things start to take shape!

We hope that your 2015 was blessed and successful and thank you for your support of Truck Centers. Have a wonderful holiday season and best wishes for the New Year!

Mike Yates



WE HAVE YOU



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Evansville, IN 47725
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Important Updates

With strong monthly records, we hosted food trucks on three different occasions as a thank you to our team. Fall also marks the annual Chili Cookoff at the Collision Center thanks to the efforts of Kent Zobrist and Chuck Hubert. Students from various school districts across central and southern Illinois have been touring our Troy campus with their school representatives to learn more about our industry and the TCI Future in Repair Service Technology (F.I.R.S.T.) program.

Customer & Vendor Events

- Hogan Leasing Golf Outing
- Local Fire Department ladder testing
- OPS Golf Outing
- Antique Truck Show

Facility Updates

- Collision Center Exterior Paint & Signage Upgrades

Service Awards

- Dustin Frischkorn, Service Writer – 5 Years
- Scott Miller, Warranty Tech Expert – 10 Years
- Donnie Langendorf, Cores/Warranty Specialist – 15 Years
- Sue Blattel, Warranty Administration – 20 Years
- Mike Grawe, Technician – 20 Years
- Mike Krieger, Back Parts Counterman – 20 Years
- Denise Kruckeberg, Service Administration – 20 Years
- Ray Shaw, Service Foreman – 20 Years
- Mary Daiber, Sales Administration – 25 Years
- Nancy Highlander, Warranty Administration – 25 Years

New Hires

- Max Balk (IT Help Desk)
- Mason Bertolis (Service Technician)
- Tony Black (Service Dispatcher)
- Ralph Buske (Dispatch Driver)
- Jacob Feldman (TCI F.I.R.S.T. Tech Apprentice)
- Cody Hunter (TCI F.I.R.S.T. Tech Apprentice)
- Michael Klopmeier (Parts Driver)
- Cody Kratochwil (Service Technician)
- Jacob Lang (Parts Driver)
- Matt Klamm (IT System Administrator)
- Alex Perkins (Service Technician)
- Ashley Tayon (Housekeeper)
- Josh Warren (Service Technician)

ST. LOUIS

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Important Updates

Our management team has participated in multiple change management training sessions as being an Elite Support dealer requires us to continually evaluate, assess, and improve our performance and seek areas of opportunity for growth and improvement. And congratulations to Tim Stellhorn on accepting a position as a Trainer at our Troy Training Center!

Customer & Vendor Events

- Team Appreciation BBQ luncheon
- Chili Cookoff

Facility Updates

- Resurfaced employee parking lot and warehouse lot
- Renovate office space to expand our parts phone room sales department

Service Awards

- Dave Meyer, Dispatch Driver – 5 Years
- Bill Webb, Parts Counterman – 15 Years

New Hires

- Andrew Christ (TCI F.I.R.S.T. Tech Apprentice)
- Dennis Fischer (Service Writer)
- James Habermehl (Parts Driver)

- Trevor Hall (Warehouse Support)
- Brennan Haynes (Warehouse Support)
- Sean Hunter (Parts Counterman)
- Taylor Jones (Parts Driver)

Congratulations to Customers Enjoying New Trucks

- Electro Express
- R&S Express
- Schaeffer Trucking
- Sunrise Transportation

ST. PETERS

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



STEVE LANIER
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Important Updates

We have been busy at St. Peters in terms of workload and preparations for our Elite Support audit in our first attempt to become a member of the premier tier of Freightliner/Western Star dealers certified through the program. I am proud to say that our team and facility surpassed expectations and requirements and our store is now an Elite Support dealer like all other full-service Truck Centers' dealerships. We are so proud of this accomplishment less than 5 years after we opened our doors!

Team Notables

Jimmy Holguin moved to the role of Mobile Tech to better service our local customers by having two dedicated mobile service vehicles. And congratulations to Matt Masterson on his new grandbaby!

Facility Updates

- Improved Signage
- Updated Customer Amenities

Service Awards

- Russ Jarman, Service Advisor - 10 Years

New Hires

- Faleniko "Niko" Isaia (Parts Driver)
- Boyd "Matt" Masterson (Parts Driver)
- Dan Spell (OPS)

SPRINGFIELD

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M-F 7A-12A SA 7A-5P



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Important Updates

We enjoyed recognizing National Truck Driver Appreciation Week to show our appreciation for our customers and their hard work each and every day. Our key managers attended Elite Support change management training along with the Mt. Vernon team to remain ahead of potential restrictions in efficiency and communication that could cause disruptions to customer service to ensure best in class service. And lastly, I am proud to announce that our Decatur store will have dedicated local parts delivery by the yearend to improve our delivery times for area customers.

Team Notables

- Welcome to our TCI F.I.R.S.T. apprentice technicians – Ray Braden and Andrew Snider
- Implement Elite Support continuous improvement communication upgrades with new central information boards for weekly meetings and process improvements

- Special thanks to our OPS Greg Wiles and Marc Lindsey for working hard and fostering relationships with new parts customers
- RimPro updates are here for improved parts stocking based off of national demand rather than regional data to improve customer uptime

Customer & Vendor Events

- OPS meeting with 14 vendors for continuous training and updates on new product releases
- Continental Battery visit to learn more about Odyssey AGM batteries for fleet applications

Facility Updates

- Upgrades to loading dock/receiving area including a new dock leveler
- New, taller tires on our Parts' department forklift to increase ground clearance

Service Awards

- Jason Jones, Technician – 5 Years

- Timothy Peterson, Technician – 5 Years
- Josh Root, Technician – 5 Years
- Brad Blackley, Assistant Parts Manager – 10 Years
- Jeremy Williams, General Manager – 25 Years

New Hires

- Ray Braden (TCI F.I.R.S.T. Tech Apprentice)
- John Clemons (Parts Delivery)
- Andrew Snider (TCI F.I.R.S.T. Tech Apprentice)

Congratulations to Customers Enjoying New Trucks

- Davis Mail Services
- Chuck Harmon
- Isringhausen Imports
- Landes Trucking
- McLeod Express
- Oil Filter Recyclers
- Puritan Springs Water
- Rovey Seed Co.
- Taylor Excavating
- Williamson County FPD

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Important Updates

We had several activities in recent weeks in Morton including a BBQ for customers and employees, Western Star 5700 plant tour, DOT Food vendor appreciation outing, Children of Haiti golf outing, and sponsorship of the Trans Club Clam Bake

Team Notables

We are getting stocked up and ready for the winter months in Parts and Service. Take advantage of our Express Assessment service and don't forget that our Hudson location is also open and ready to assist with your parts needs. Our Collision Center offers free estimates at your location for trucks and trailers and for your convenience, we offer pick-up and delivery service for Service and Collision Center repairs. Have a safe holiday season!

Customer & Vendor Events

- Halloween Costume Contest
- TCI Fitbit Challenge
- Host Maintenance Council meeting

Facility Updates

- New concrete was poured during lot improvements
- All canopies have fresh paint
- New gutters and pole covers

Service Awards

- John Draper, Parts Counterman – 5 Years
- Jeff Heaton, Body Shop Technician – 5 Years
- Ken Abbadusky, Mobile Technician – 15 Years
- Les Hellrigel, Service Technician – 15 Years

New Hires

- Corbin Caccia (Warehouse Support)
- Robert Hart (Service Technician)
- Kolbie Holocker (Service Detailer)
- Brandy Rassi (Service Administration)
- Nick Rich (Service Technician)
- David Robb (Service Administration)
- Dee Schierer (Parts Driver)
- Nathan Thomas (Service Technician)

Congratulations to Customers Enjoying New Trucks

- BP Transport
- CKM
- City of Champaign
- City of Pekin
- Cox Transport
- DCM
- DOT Food
- Federal Companies
- G&D
- K&R Company
- Long Brothers Inc.
- Meiborg Brothers
- Mordue Moving
- Morton Fire Department
- Nussbaum Transportation
- Thrift Trucking
- TSC Trucks Inc.

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Important Updates

Our management team and Continuous Improvement Coordinator attended the Elite Support boot camp in Chicago recently to stay on the forefront of service enhancements and protocols to provide our customers the best customer service experience possible with maximum uptime. And kudos to our Parts department for their hard work and record-setting performance this fall!

Team Notables

- Two of our new hires are the children of Fred Kachuba (Service Technician) for another multigenerational team here at TCI

Customer & Vendor Events

- Putnam Trucking Employee Appreciation Picnic

Facility Updates

- New concrete was poured during lot improvements
- All canopies have fresh paint
- New gutters and pole covers

Service Awards

- Joey Fairchild, Shop Maintenance – 5 Years
- Dave Ruff, Warranty Manager – 25 Years
- Mike Tiemann Technician – 30 Years

New Hires

- Sunny Kachuba (Receptionist)
- Zach Kachuba (Service Technician)
- Chris Ratliff (Service Technician)

Congratulations to Customers Enjoying New Trucks

- Crop Production Services
- Eastern Services
- Industrial Transport Services
- Meador Boys Express
- Putnam Trucking

EVANSVILLE

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



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Important Updates

We passed our Elite Support recertification audit with flying colors in August.

Team Notables

- Congrats to Stan Miller and his beautiful bride!
- Ashley Shires, daughter of GM Buddy Shires, was part of the Evansville Memorial Girls' Golf Team that competed at State and finished 4th place

Customer & Vendor Events

- NHRA in Indy

- Buddy Shires got to enjoy the St. Louis Cardinals' game with the fine folks of Brenntag. Thanks to John Vorbeck, Mac McManamy, and Bryant Buesher for the great time!

Facility Updates

- The employee shower room was recently converted to a ladies locker room.

Service Awards

- Brian Melloy, Back Parts Counterman – 10 Years
- Suzanne Talley, Parts Manager – 15 Years

New Hires

- Alex Butler (Parts Counterman)
- Collin Haley (Technician)
- Katelyn Herrenbruck (Receptionist)
- Brian Johnson (Parts Driver)
- Gary Meadows (Parts Driver)
- Makayla Saalweachter (TCI F.I.R.S.T. Tech Apprentice)
- Paul Slingerland (Body Shop Technician)

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SPRINGFIELD LOT IMPROVEMENTS AND DOCK UPGRADES



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In the early 1990's, more than 400 million oil filters were being produced annually in the United States. An estimated 90 percent of all used oil filters were being disposed of in landfills, consuming valuable landfill space and potentially leaching used oil into the environment.

Founded in 1990, Oil Filter Recyclers, Inc. (OFR) developed a patented bulk used oil filter and absorbent collection and recycling system to address this growing environmental concern. Our patented system recycles 100% of the used oil filter and absorbent components thus aiding in the reduction of waste requiring landfill disposal. It also provides recoverable products that would reduce the dependency on the natural resources presently used for ductile iron and energy production.

Today, OFR is the largest used oil filter collector and recycler in the continental United States servicing over 10,000 customers nationwide from the automotive, industrial, agriculture and government segments. OFR owns and operates its primary state-of-the-art recycling facility near the community of Astoria, Illinois. In addition, OFR operates a manufacturing facility that produces the patented bulk filter trailers and containers. Our staff of customer service specialists are dedicated to providing reliable, efficient and cost-effective services.

OFR's fleet of trucks are equipped with a "Satellite Tracking System" that allows OFR to automatically pinpoint and document location, date, time and volume of each service.



MT. VERNON



TRUCK CENTERS, INC.

Spreads Holiday Cheer to 107 Local Children

The 2015 Giving Tree program was recently unveiled for Truck Centers' corporate office and Troy employees. Each year, the family-owned Freightliner/Western Star dealer group participates in community service and charitable endeavors. Last year, the TCI 60 Days of Giving program raised over \$17,000 for the USO; 216 coats for Warner's Warm-Up; 83 shoeboxes for Operation Christmas Child; and a few other smaller donations to local charities.

For our 45th anniversary year, we wanted to help our local community that we have been an integral part of for decades. Administrators from Triad Community Schools created a "Help for the Holidays" program nine years ago to assist families with children in area's 3 elementary schools, middle school, and high school by providing sponsorship and financial support to make the holidays special for those who are in need. The Truck Centers' team has pledged to fulfill the wish lists for 107 local children from 46 families through generous sponsorship from their employees and corporate leadership.

"We are thrilled to be able to help kids in the local Troy, Marine, and St. Jacob communities this year with the Help for the Holidays program and hope that our team will rally to make Christmas special for many kids that may otherwise not have a lot to celebrate," stated TCI Executive Vice President and Troy General Manager, Katie Hopkins. "Colleen Kremitzki has worked hard to gather enough

wish lists to fulfill our pledge and it is heartwarming to know that we are helping ease the burden to extend more resources donated for additional food assistance or special gifts. I am confident that our team will support such a great cause so close to home for what may be some of our future employees."

Each child's gender, age, and wish list was put on an individual leaf with the identifying family number and number of siblings on a TCI Giving Tree. TCI employees selected a leaf for an individual child or an entire family (or more if they so choose) to shop for and will return the purchased items to TCI for collection before they are returned to school administrators for distribution. Thanks to all of the TCI employees and families who help spread the spirit of the Season!

Christmas is most truly Christmas when we celebrate it by giving the light of love to those who need it most.

- Ruth Carter Stapleton



FROM THE DESK OF JUSTIN HOPKINS: VP OF SALES

Fuel Economy, Total Cost of Ownership, Real Cost of Ownership, reliability, dependability, synergy, comfort, livability, Service Network, resale value, looks, maintenance intervals, I pilot... Wait, I think that last one is actually a fishing term by Minn Kota. Anyway, back to my rambling of words, a couple times a year, my sister comes to me and asks that I write an article and each time I have a minor meltdown because I am worried about what to write that may actually be interesting or beneficial to our customers, employees, and friends. One probably thinks this isn't a difficult task to just write about all of the different things that may be going on in the world, politics, or our industry but trust me, it is!

I would say that it is such a challenge because, at the end of the day, all of the buzzwords that I listed at the top are hot button topics that are really just commodities. And I admit that I don't want to deal in commodities because it is so detached and cold. In reality, what we do at Truck Centers and, more personally, what I do every day here, is build relationships with our employees and our customers.

In this industry, there is always someone coming up with the next best mousetrap. Now don't get me wrong, managing our market leadership as a manufacturer and as a dealer group is critical to our success. But, at the end of the day, it is all about the relationships that have been built!



I have now lived in a new territory for Truck Centers for the last 8 months... It has been both challenging and exciting! Our dog has been skunked two times, our roof has leaked two times, we had to redo our master shower two times, won a couple truck deals, lost a couple truck deals, and, through all this, I have still enjoyed every second of it mainly because I am able to go out and rekindle old relationships! I love walking into a customer's place who says the last time that I was there I was 4 years old and I wouldn't let my dad deliver a set of brake drums without me!

I am proud to call Truck Centers a family company. We have been that way since my grandpa started the business in 1970. Even with the growth that we have been blessed with over the years, we have worked steadfastly to maintain that family atmosphere, whether it is with cookouts at the stores or just meeting folks out for dinner on a Saturday night. I think this attitude and attention to the things that really matter is why we have been able to grow into the business that you see today.

I am proud to say we are now expanding into Effingham, Ill., as well. We are moving quickly into the construction phase of this project and I can't wait to expand the Truck Centers' family that much further. I also can't wait to see what kind of lakes they might have over in that part of the state for me to go fish! We are working diligently with the City of Effingham to create a truly state-of-the-art dealership that will allow us to lead a new market in total cost of ownership!

To sum this all up I am going to call on a line from a movie. Yes, it is an old 90's movie and, yes, that is when I stopped watching movies so if there is a better quote out there, I am sorry I haven't heard it yet. In life there are two families, the one you are born with and the one you choose.. Thank you for choosing the Truck Centers' family! I hope that you and your loved ones all have a safe and Merry Christmas!

Sincerely,

Justin Hopkins



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IndustryNEWS

FREIGHTLINER TRUCKS RENEWS NASCAR HAULER PARTNERSHIP

Freightliner Trucks has announced a new five-year contract with defending NASCAR® XFINITY Series champions JR Motorsports and five-year contract extension with 11-time NASCAR Sprint Cup Series champions Hendrick Motorsports. Both racing teams now have agreements with Freightliner through the 2020 NASCAR season.

With the addition of JR Motorsports, co-owned by Sprint Cup Series driver Dale Earnhardt Jr., Freightliner will become an associate sponsor for the team as it competes in the XFINITY Series and Camping World Truck Series.

“The logistics involved in competing weekly in a national racing series is probably the most critical element in the whole operation,” said Kelley Earnhardt Miller, general manager of JR Motorsports. “You’ve got to have dependability in the transportation process, no exception. We’re grateful for this partnership with Freightliner, because we’re putting our race cars and team assets in the hands of the best.”

With the Hendrick Motorsports partnership renewal, the team’s over-the-road drivers will continue to stay behind the wheel of their custom Freightliner trucks to carry race cars, supplies and equipment to Sprint Cup events across the United States.

“All four Hendrick Motorsports teams trust Freightliner for the important task of safely transporting our race cars and equipment to tracks across the country,” said Patrick Perkins, Hendrick Motorsports’ vice president of marketing. “NASCAR’s season runs February through November, and we rely on Freightliner trucks each and every week. We’re proud to continue what has been a longstanding and successful relationship.”

Added Stacey Premo, motorsports marketing manager for Freightliner Trucks, “We are honored to extend our partnership with Hendrick Motorsports and welcome aboard JR Motorsports. We’ve built a strong, long-term relationship with many NASCAR teams over the years, and we are excited about continuing our tradition of transporting many of the sport’s top teams.”

In addition to the relationships with JR Motorsports and Hendrick Motorsports, Freightliner trucks transport the cars and equipment of Penske Racing, JTG Daugherty, Joe Gibbs Racing and Richard Childress Racing to make sure the cars are at the track and ready to race on time, every time.



[PHOTO: MERITOR WABCO]

NASCAR TEAM FREIGHTLINER DRIVER PROFILE: CHAD KOHN - By Aprille Hanson

As a 13-year-old kid in Decatur, Ill., Chad Kohn began his career in racing. No, not kicking up dust from speeding around a dirt track, but rather fixing the cars before and after a race.

“I didn’t want to fix what I tore up, so I didn’t want to drive,” Kohn said. “I’d rather work on somebody else’s stuff that they tore up.”

Today, Kohn, 41, is the lead hauler driver for six-time NASCAR Sprint Cup Champion Jimmie Johnson in the No. 48 Chevrolet SS. To work in the largest motorsport series in the country takes hard work, dedication and being able to handle the highs and lows, and Kohn has conquered them all.

While growing up around the racetrack, he became a self-taught mechanic.

“I was a jack-of-all trades, I did almost anything,” Kohn said. Soon, he was helping his friend, racer Shannon Babb.

“He’d show up at the racetrack and I’d help him; just as best friends, no monetary payment. He couldn’t afford to pay anybody,” Kohn said. After graduating high school, he said he had to “get a real job like everyone else” and turned to trucking. Kohn got his CDL in 1991 and traveled over-the-road, hauling everything from corn to steel on a flatbed.

“You’re in your own truck, in your own environment,” Kohn said of trucking. “You know where you’ve got to be. When it’s done and over, you go on with the next load. There’s peace and quiet.”

In the late 1990s, Kohn got a call from Babb with an offer he couldn’t refuse.

“He said, ‘let’s go racing full-time,’ and they made plans to go to Batesville, Ark., to race and work on the cars for six months. “It was Christmas Day. We opened presents and headed down there.”

From there, the two traveled and Babb raced dirt late models, doing things NASCAR race teams today never have to worry about.

“Our tires were slick when we’d get them. We’d have to groove them up to whatever pattern we wanted for that night,” Kohn said. “We’d have to sit there and try to figure out what the track’s going to do.”

But, it paid off.

“We won the Dirt Track World Championship. It was held in Bardstown, Ky.,” he said. “It was one of those rainy, dreary weekends. It rained not just a little bit; it rained inches at the race track. We started late Saturday night and we ended up winning it.”

After three years, Kohn got the opportunity to work with Ken Schrader’s dirt team and later for for Ultra Motorsports in the NASCAR Camping World Truck Series.

The day before his wedding, Kohn received a devastating call – Ultra Motorsports was shutting down. Kohn married his wife Marci on Jan. 7, 2006 and then it was back to work putting in job applications. He worked for a couple different race teams that also eventually folded. In early



2009, he started the interview process with Hendrick Motorsports for a transporter driver position. He was hired that April.

“I was out of work for 363 days with a son who was just over a year old ... and no insurance,” Kohn said. “It was one of the most stressful times of my life.”

For the past five years, he’s been a driver for Johnson’s team, driving a 2011 Freightliner Coronado. “It’s the reliability of it, the ride quality,” Kohn said of why he likes Freightliners. “It’s also the service at the Freightliner dealerships.”

When working for a six-time champion like Johnson, it’s hard to pick just one favorite win.

“I’d have to say Indianapolis just for the historical factor of that place. Growing up watching the Indy 500, I imagined going there one day and watching the race; let alone go there with a race team, win and kiss the bricks.”

Kohn enjoys spending time at home in Mooresville, N.C., with his wife and now 8-year-old son, Hunter, who is a race car driver.

“His grandpa (who raced) bought him a full-fledged racing go-kart when he was three for Christmas,” Kohn said. “It’s been downhill from there.” But Kohn is proud and took his son to this year’s Sprint All-Star Race at Charlotte Motor Speedway on May 16, his first NASCAR race. There, he got to see the “other” No. 48.

“His car number is 48 just like Jimmie’s,” Kohn said. As for his career in NASCAR, Kohn said, he’s here for the long-haul.

“I’m going to stick with it as long as it can go,” he said.

Q&A WITH CHAD KOHN:

1 What is the best concert you’ve ever been to? I would say the latest and greatest Garth Brooks concert. I’ve not been to very many, but it’s one of the best ones I’ve ever been to.

2 If you could have any superpower what would it be? Probably to fly; Just to have something else to do ... I see a lot of sights in the truck, but you wonder what else you can see if you get off the main road.

3 What always makes you laugh? My son; He could say the darnedest things ... Out of the blue he’ll just say something really out there. It’s usually a one-liner.

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AWARDS

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

AND THANK YOU FOR YOUR HARD WORK AND DEDICATION. WE APPRECIATE YOU!

JULY

5 YEARS

Joey Fairchild of Mt. Vernon received his 5 year award. Joey works in shop maintenance and enjoys fishing, basketball, and spending time with his family. Joey and his wife, Anna, have three children and a fourth is on the way.

10 YEARS

Brian Melloy earned his 10 year award this month. Brian works in Evansville and wears many hats - he works at the back parts counter, handles warranty and cores, and also works as a service advisor. Brian is married with two children and lives in Boonville, Ind. In his free time, Brian is an avid reader.

Scott Miller was also a 10 year recipient for a service award for the month. Scott is based in Troy and works in the warranty department as our technical expert handling chargebacks and complex claims for all locations that require technical expertise. Scott currently lives in Troy but still considers his home Nashville, Ill., where his family including four siblings still live. He started his career as a diesel mechanic there working in his stepfather's shop.

15 YEARS

Suzanne Talley is our parts manager in Evansville and was recognized with her 15 year award. She is married and has three children and 1 grandchild. Suzanne lives in Boonville, Ind. One thing you may not know about Suzanne is that she has fish ponds at her home and she loves working on them in her free time.

Les Hellrigel also received his 15 year award this month. Les is a mobile technician based at the Morton location. He lives in Creve Couer, Ill., and has two daughters, a son, and one granddaughter. In his free time, Les enjoys camping and fishing and has a camper in Victoria, Ill., to do a little of both.

20 YEARS

Mike Krieger works as a back parts counterman at Troy and received his 20 year award. Mike lives in Marine, Ill., with his Princess Tonia (his words!) and he is one of those "family all works at TCI" folks - his mom, Jan, works in Morton and sister, Angie, is in the corporate office in Troy. In his free time, Mike enjoys riding 4 wheelers and spending time with his dog, Buggis.

AUGUST

5 YEARS

Audie Martin works in shipping & receiving for the Troy parts department and earned his 5 year award. Audie and his wife, Brenda, live in Staunton, Ill., and they have three children - Tim, Mady, and Breydon. Audie is very involved with Boy Scouts and enjoys wood working, hunting, and fishing.

Jimmy Holguin is a mobile service technician in St. Peters and also received his 5 year award. Jimmy and his wife, Amanda, live in St. Charles with their daughter, Julia. In his free time Jimmy enjoys hunting, fishing, and spending time with the family.

Jeff Heaton also received his 5 year award. Jeff lives in Bartonville and works in Morton as a body shop technician. Jeff enjoys fishing and a type of fishing called hogging where you catch large catfish by grabbing their mouth. Jeff also enjoys camping and is a big NASCAR fan.

15 YEARS

Donnie Langendorf works in the cores/warranty department in Troy and received his 15 year award this month. Donnie and his wife, Jenna, live in Hamel, Ill., and have a daughter, Rylee, and two sons, Dakota and Colton. Donnie is a huge sports fan and he enjoys watching baseball, football, hockey, bowling, and golf. He also is a huge fan of Rylee's softball team.

Ken Abbadusky is a mobile technician based out of Morton and received his 15 year award this month as well. Ken and his wife have 2 daughters, one son, and one beautiful granddaughter. Ken, also called Abby, in his free time enjoys riding his motorcycle and spending time with his grandbaby. He is very involved with the Patriot Guard and he requested his mobile truck be decalated in a way to honor those who have served our country.

20 YEARS

Denise Kruckeberg received her 20 year award this month. Denise works in the Troy service office. She has two children, Christine and Butch. Denise also is the primary caregiver for her 92 year old father who is a WWII veteran. In her free time, Denise enjoys gardening, canning, and baking. She also likes tagging along with Butch when he races.

25 YEARS

Dave Ruff works in Mt. Vernon as the warranty manager and received his 25 year award. Dave has 3 children and 9 granddaughters. Dave loves football, racing (NASCAR and NHRA), and relaxing. Dave also likes to share that he and Hutch are the only two folks in Mt. Vernon that are actual Cubs fans.

For 45 years,

we are celebrating **TRUCK CENTERS, INC.** and **JOHN HOPKINS** for his years of service with TCI. John did not want to have any personal attention about his 45 years of service; but that's where it is unlucky for him that I am the writer of these notes, so I can do it anyway! John began working at TCI right out of high school and stocked shelves and delivered parts. Apparently back in those days, sometimes you would deliver parts in your own car or your manager's car and the weight was so much for a car sometimes the front wheels would barely be on the ground. In 1972, John was drafted into the U.S. Army and he served in Germany for the 547th Engineer Battalion for 2 years before returning to the dealership. In 1976, John's father, who was a silent owner, suffered a major heart attack and the business was in jeopardy of being closed by the banks who were loaning the money for operations. John and his older sister were able to convince the bank to let them stay in business by pledging their personal assets as collateral.

After that, there have been many up and downs but Truck Centers has slowly grown over time from the 14 employees in Highland in 1970 to 550 employees with locations in 10 cities as of this writing in 2015. Obviously, so many people have been a part of that growth and that is no doubt why I am not supposed to be even mentioning 45 years award of John's, because he appreciates everyone who has been a part of this journey to grow this company through all these years. On the personal side, since I share it about everyone else, John and his wife, Michele, live in Edwardsville, Ill., and are most fond of their 4 grandchildren - Devin, Maddie, Annah, and Justin. They love spending time with them and doing anything and everything the "parents" of the grandkids will allow. :) Both are also avid cyclists and they love keeping very active. They are dedicated members of St. Mary's Catholic Church and you can find them there most Saturday evenings unless they are out of town.

SEPTEMBER

5 YEARS

Josh Root is a service technician in Springfield and received his 5 year award earlier in the month. Josh lives in Rushville, Ill., and has a 9 year-old son, Deven. Josh enjoys fishing and grilling out on the weekend.

15 YEARS

Bill Webb works in St. Louis as the night parts & service foreman and earned his 15 year award. Bill and his girlfriend, Brenda, live in Granite City, Ill. They have 4 children and the youngest, Chelsea, is a senior in high school and a member of the marching color guard. Bill is an avid computer "geek" and he has two jeeps that he spends a lot of time working on.

20 YEARS

Sue Blattel has been with TCI for 20 years and currently works with our centralized warranty team in Troy's corporate offices. Sue and her husband, Russ, are the proud parents to Matt and Jenny and grandparent to two lovely grandchildren, Charlie and Mason. Sue lives in St. Louis County and is very involved with her church. She loves to read and also always has a good movie to recommend.

Ray Shaw also received his 20 year award this month. Ray works in Troy as our service foreman. Ray and his wife, Dawn, have two children, Mike and Amber, and two granddaughters, Emmalyn and Aubrey. They live in Mt. Olive, Ill., and in his time off, Ray enjoys riding his Harley, spending time with the grandkids, attending Cardinals games, and boating.

25 YEARS

Mary Daiber has been with TCI for 25 years this month. Mary works in the Troy location as sales administration and the executive assistant to Mike Yates. Mary and her husband, Bob, live in Highland, Ill., and have one son, Nick, who is living in Portland and works for Adidas as an athletic shoe designer. Mary enjoys traveling in her time off and decorating their newly built home.

30 YEARS

Mike Tiemann received the final award this month for his 30 years of service. Mike is a technician in the Mt. Vernon location. He and his wife have 4 children and 2 grandkids. Mike won the ASE Tech of the Year award in 1997 and was invited to DC the following year to help write the new electronic engine test. Mike enjoys hunting and fishing and has spent a lot of time attending his kids sporting events. He estimates in 23 years, he has already attended 1685 sporting events and more to come as there are 6 years left until his youngest graduates high school.

OCTOBER

5 YEARS

Dave Meyer is a dispatch driver in St. Louis and received his 5 year award. Dave has three children and seven grandchildren. Prior to his "second career" at TCI, Dave was a district manager for White Motor Company and, of note, he was TCI's first rep. Dave also worked in sales for both Volvo and Arrow Truck Sales. In his free time, Dave enjoys hunting, fishing, and golf. Dave also is known for the fresh veggies he brings into work.

Dustin Frischkorn works as a service writer in Troy and received his 5 year award this month. Dustin and his pit bull, Diego, reside in Belleville, Ill. Prior to TCI, Dustin worked at K&B Truck Repair and then began at TCI in the lube bay as a technician. Dustin is a huge Cardinals and Blues fan. He enjoys in his free time camping, boating, and riding his motorcycle.

Jason Jones is a service technician in Springfield and received his 5 year award. Jason lives in Bath, Ill., and has an 11 year-old daughter and a 7 year-old son. Prior to joining TCI, Jason was a master machinist for Tim Wilkerson Racing/Capital Machine Shop. In his free time, Jason enjoys spending time with his kids, hunting, and fishing.

10 YEARS

Russ Jarman works in St. Peters as a service advisor and was presented with his 10 year award. Russ and his new bride, Holli, live in St. Charles, Mo. Prior to working in St. Peters, Russ has also worked in St. Louis in service and parts departments and in Troy parts. When Russ is not at TCI, he enjoys hunting, spending time at the family farm, and training his 3 year-old black lab, Ruby.

20 YEARS

Mike Grawe is a service technician in Troy and received his 20 year award. Mike and his wife, Cheryl, have been married for 32 years and have four kids. They reside in Carlyle, Ill. Prior to his career at TCI, Mike was in the Army for 8 years. Mike enjoys spending time shooting guns and riding in his jeeps. He also has a mini-farm where he raises animals and does some gardening.

25 YEARS

Nancy Highlander received her 25 year award this month. Nancy and her husband, Brad, live in Staunton, Ill., and they have two daughters, Lyndsey and Amanda. Nancy currently works with the centralized warranty team. Prior to working in warranty, Nancy worked in the Troy service department. In her free time, she enjoys gardening, cooking great desserts, and reading.

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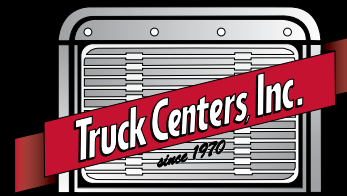
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TCI's Future in Repair Service Technology (F.I.R.S.T.) is a competitive, career training program designed to provide an opportunity for high school or vocational graduates, as well as military veterans, to enter into a successful career as a service technician in our dealerships.

Not only are participants trained on the fundamental skills of the trade; but also, receive the necessary certifications and on-going mentorship with the ultimate goal of employment at Truck Centers for a successful, long career.

Our team is currently recruiting our third TCI F.I.R.S.T. class now and local high schools and vocational programs have groups touring our Troy campus to give prospective applicants the opportunity to learn more about our unique program. In addition to a tour of our facility, a presentation about our industry and the role of service technicians, and meeting key TCI personnel involved in the program, visitors can also ask questions of some of

the 13 individuals that have completed the program and who currently work at Truck Centers.

Interested individuals should complete an application packet, gather supporting materials, and submit their file no later than December 18, 2015. The TCI F.I.R.S.T. Supervisory Review Committee will invite potential candidates back for an interview process before final selection and issuance of acceptance letters that will be distributed by January 29, 2016. The 3rd session of TCI F.I.R.S.T. will begin on June 20, 2016, and will consist of 14 weeks of instructor-led and web-based training. Participants that successfully complete this segment will advance to a 12-week apprenticeship working alongside journeyman technicians before final capstone review.

If you have any questions, please feel free to contact Steve Spihlman or John Pryor at (618) 667-3454.



PROSPECTIVE PARTICIPANT TOURS



2ND SESSION

BEHIND THE SCENES





Truck Centers' full-service dealerships were recertified as Elite Support dealers and we are very proud of this achievement. Only the premier dealers in North America who are committed to providing superior customer experiences make the grade and we are pleased to be part of that elite tier. We always welcome feedback on how to better serve you or on a job well done!

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Elite Support Certified dealers stock the most critical repair parts by using a regularly updated, locally customized stocking list. These steps minimize your downtime by ensuring quick access to the necessary parts. At Truck Centers, we have over \$13M in stocked parts inventory to minimize your downtime.

SUPERB CUSTOMER SERVICE

Elite Support Certified dealers are always working to improve with annual recertification. Additionally, after your service visit you'll receive a follow-up survey for a chance to provide feedback and suggestions.

CONTINUOUS IMPROVEMENT

Elite Support Certified dealers provide an unmatched level of service. All locations have clear directional signage both inside and outside of the facility. The staff will always be friendly and professional. And the driver's lounge will feature amenities like:

- Relaxed seating
- Free coffee and Wi-Fi access
- Vending machines
- Television
- Business work area
- Local information

ELITE SUPPORT DIFFERENCE



Elite Support is a comprehensive support network of dealers that are trained and certified to provide the highest level of knowledge, professionalism and service in the trucking industry. It is built on the cornerstone that professional drivers work hard and their service network should do the same. You can expect the following standards at every Elite Support Certified location:

RAPID DIAGNOSIS

All Elite Support Certified dealers feature Express Assessment, a diagnostic process that ensures you get an estimate of severity, downtime, part needs and costs within two hours of initial service write-up.

EXCEPTIONAL TURNAROUND AND QUALITY

Best practices ensure you have the fastest possible turnaround time including an upfront parts availability check, scheduling the most qualified technician for the job, and a rigorous quality check before your truck leaves the facility.

CONSISTENT COMMUNICATION

Before any work is done, you'll be contacted with time and cost estimates. After the repair begins, status updates will be communicated as they occur. Once the repair is complete, you will be notified immediately so you can get back on the road.

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**ST. PETERS:
PROUDLY CERTIFIED**





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ANNIVERSARY
WITH CONTINUED
GROWTH

45

Just 2 years later, Michael F. Yates, a trusted, longtime employee that rose through the ranks, became a minority owner in the company. Fast forward 23 years and Hopkins and Yates are still a dynamic force of leadership and are now joined by their children in the business. Katie Hopkins serves as Executive Vice President and General Manager of the flagship Troy location while her brother, Justin Hopkins, recently departed his General Manager role to assume the title of Vice President of Sales to dedicate his time to working closely with the TCI sales force and customers to find the best possible truck and specifications for each unique application. Trevor Yates is a Sales Executive based in Troy and has been recognized multiple times as a national top performer by Freightliner with the prestigious Leland James Sales Achievement Award. His younger brother, Tyler Yates, has worked in various locations and in parts and service and is currently our Customer Service Representative assisting customers using his diverse knowledge and experience. The Truck Centers' team also has a strong multi-generational representation amongst employees with several families having two and three generations working alongside one another.

Milton John Hopkins, III, and two business partners joined together 45 years ago purchasing a White Motor Truck franchise to start a modest truck dealership called Highland White Autocar. The original team of 15 employees in 1970 had the difficult task of establishing a new business and cultivating customers but made \$1 Million in sales during their inaugural year. Construction soon began on a new 15,000 sq. ft. facility to meet customer needs and business operations moved the following year to the other side of Highland, a small community 30 miles from St. Louis.

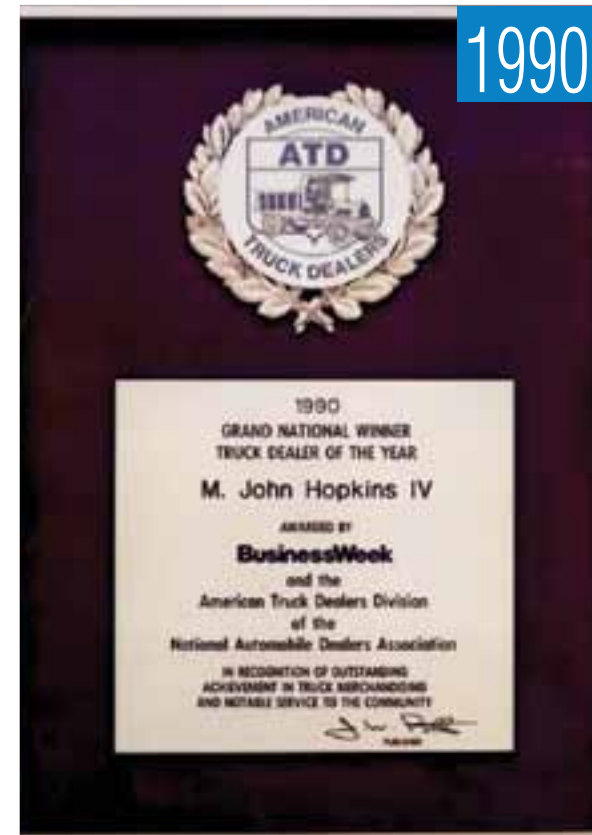
As Freightliner announced plans in 1975 to distribute its own vehicles, the dealership was also in a period of leadership uncertainty as Mr. Hopkins faced medical issues. In 1976, his son, M. John Hopkins, IV, was up to the task and assumed leadership of the company and became a shareholder while the other two partners left the business to pursue other opportunities. The younger Hopkins' first foray into dealer management was successful as the company was recognized with "Regional Dealer of the Year" honors and was one of the first dealerships to be awarded a Freightliner franchise.

The successes did not come easy and were definitely the culmination of hard work, grit, a remarkable team, and substantial personal sacrifice. Hopkins and his sister even put their personal assets on the line to plead the bank to give them a time to get the business turned around during a period of crisis. The company went from the brink of collapse to continued growth and success because of cornerstone principles of doing the right thing and providing exceptional service each and every time. In 1979, the company expanded to Mt. Vernon, Ill., and was recognized as a Freightliner "Regional Dealer of the Year", a recognition that would repeat several more times over the decades just as additional locations continued to be added under the Truck Centers' banner.

The trend continued of new sales records, acquisitions, and growth but the same small town values and customer service remained strong. This blend of progressive leadership and a strong moral compass kept the team strong and helped forge solid customer relationships. In 1984, all business operations other than body shop services left Highland for an expansive new facility with direct highway frontage on I-55/70/270 in Troy, Illinois. And in 1990, Truck Centers, Inc. received the most prestigious distinction that a dealer team can receive in our industry – the American Truck Dealers' "Dealer of the Year Award". This award can only be received one time during the leadership of the dealer principal and is a true testament that John Hopkins and his team managed this only 14 years after assuming the helm.



Truck Centers officers from left, Mike Yates, vice president; Rich Ramsey, executive vice president; and John Hopkins, president.



2000

THRIVING AT 45

“I am proud to have watched Truck Centers, Inc. flourish from Highland White Autocar into the amazing company that it is today,” recalled Chairman/CEO, Milton John Hopkins, IV. “The small company of 15 dedicated employees in 1970 laid the cornerstones of our corporate values and commitment to customer service that now extends across three states and 600+ employees. It is an honor to work alongside great people as we continue to build valuable relationships with customers by delivering premium products and services.”

After continued expansion, the company simply outgrew the original building and constructed a new 161,000 sq. ft. facility in 2000 for corporate offices, parts, sales, and service while the collision center and emergency services’ departments remained in the original building. Simultaneously, a state-of-the-art Training Center was also built on the Troy campus. The 24,000 sq. ft. Training Center is recognized as one of Daimler Trucks North America’s best dealer-owned training facilities and has award-winning, fully-certified instructors that offer classroom and hands-on training for Truck Centers’ employees as well as technicians from other dealerships and customer fleets.

The growth of the Troy campus is mirrored in the entire company as it continues to thrive and grow by expansion and acquisitions. Truck Centers currently consists of 611 team members working at 7 full-service dealerships, 2 auxiliary locations and one on-site customer parts facility in the St. Louis metro area, throughout central and southern Illinois, and southern Indiana. Additional expansion is also on the horizon for the company as it is enjoying some of its best business years. Trucks cannot come fast enough as customers are benefitting from the exceptional fuel economy and technological advancements offered by Freightliner, Western Star, and Detroit. We are excited for what the future holds for our customers, employees, and the communities that we serve.



2007



2011



2010



2012



2014



“Truck Centers, Inc. is fortunate to represent the broad spectrum of Daimler Trucks North America brands but I believe that our best resources are actually the people within Truck Centers,” added Hopkins. “Our team members are what helps distinguish us because of their dedication to the products that we represent and passion for helping our customers. Forty-five years of handshakes, personal commitments, and delivery is what has allowed for this milestone celebration.”



2015 models have increased fuel economy and service intervals are 20,000 miles. The most exciting option for the 2015 year is the 4x4 model! The Freightliner Sprinter is designed to meet all of your needs. Whether it is for business with the Cargo Van or to transport people around with the Crew and Passenger Van, the Sprinter Van has just what you need. With multiple wheelbases and heights, you can customize the van to what works best for you.

Call our Sprinter Brand Manager John Kobylanski (812) 868-2700 to become part of the Sprinter family today.

SPRINTER

35+ YEARS OF SERVICE

THANK YOU TO THE 18 MEN WHO HAVE...

...BEEN PART OF TCI FOR OVER 35 YEARS!

MILTON JOHN HOPKINS, IV

TCI-CORPORATE • 45 YEARS OF SERVICE

Start Date: August 1, 1970

Initial Job: Parts Driver (using my own car while going to junior college)

Current Job: Chairman/CEO

Other Positions Held: Joined Highland White Autocar in 1970 as an opportunity to learn the business I grew up around with tow trucks, gas stations, repair shops and leasing. I've cleaned a lot of bathrooms and swept many garage floors over the years. I worked in all areas of Parts and then was a Legal Clerk in the US Army after being drafted. Upon returning in 1974, I started in Sales and held that role until February 4, 1976, when I became General Manager after the bank called in all of our loans and I soon after became President and part owner.

Do you have other relatives that work at TCI? Many relatives have worked and continue to work at TCI. Over the 45 years, close to 25 family members have been a big part of what is now Truck Centers, Inc.

What has kept you here? I have stayed here my entire working life because I loved the opportunity to build a company that cares deeply about our employees/families and our customers. There have been significant challenges during the big downturns when the business plummeted and, many times, I was scared we would not make it. I did a lot of praying for guidance and had a great group of employees, customers, and Freightliner that got us through the worst of times and for that, I remain most grateful.

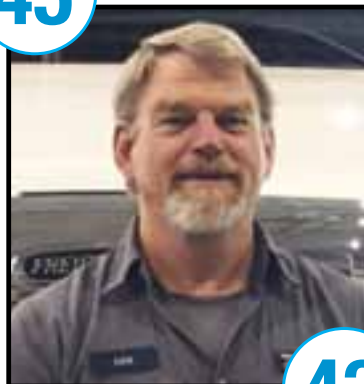
What is something that has remained from when you started to today? Our company has always done what is right by the employee and customer and has operated 100% with integrity for all 45 years.

What is some part of TCI history that new team members may not know? TCI has previously represented White Motor, Autocar, Volvo White, International, many trailer OEMs, GMC Medium-Duty trucks, Volvo cars, GMC Light-Duty trucks and others before committing all of our resources to the Freightliner family. It was absolutely the right decision for our company.

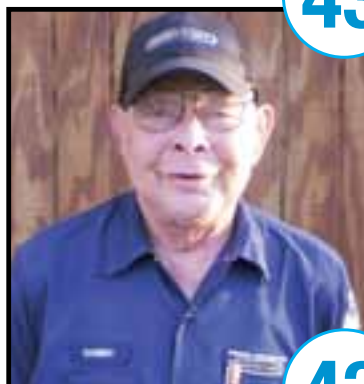
Other notes to share: TCI has many 2nd and 3rd generation families with us and that makes me very proud.



45



43



43



42

LEONARD THOLE

TCI-TROY • 43 YEARS OF SERVICE

Start Date: February 14, 1972

Initial Job: Technician

Current Job: Trainer

Other Positions Held: None – been a trainer since Fall 1994

Do you have other relatives that work at TCI? Tom Thole (cousin); Phil Thole (cousin's son); Scott Thole (son).

Why did you first decide to work here? Close to home and good working hours.

What has kept you here? I like my job and watching techs grow and learn.

What is something that has remained from when you started to today? The company is still owned by the same family.

Other notes to share: I design some specialty tools for the Training Center and our shops and they are stamped with TCI and Thole Tools.

GARRY JARRELL

TCI-TROY • 43 YEARS OF SERVICE

Start Date: November 1, 1972

Initial Job: Technician

Current Job: New Truck Department

Other Positions Held: Shop Foreman

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Referred here by technical school.

What has kept you here? Always plenty of work, training and opportunities.

What is something that has remained from when you started to today? Try to do your job right, efficiently and keeping the customer happy.

What is some part of TCI history that new team members may not know? One year when the roads were closed for snow, they were picking people up on snowmobiles.

Other notes to share: Always treat customers the way that you want to be treated and they will come back.

TOM THOLE

TCI-TROY • 42 YEARS OF SERVICE

Start Date: February 18, 1973

Initial Job: Technician

Current Job: Technician

Other Positions Held: None

Do you have other relatives that work at TCI? Yes, Phil (son) and Leonard (cousin)

Why did you first decide to work here? Needed employment and applied.

What has kept you here? A solid, reliable company

What is something that has remained from when you started to today? Still working on broken equipment.

BEN STANHAUS

TCI-CORPORATE • 41 YEARS OF SERVICE

Start Date: April 15, 1974

Initial Job: Parts Counter

Current Job: Core "King" (Parts Core Administrator)

Other Positions Held: OPS, Truck Sales, Parts Director

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Duke Harris recruited me.

What has kept you here? I love cores, they are my hobby.

What is something that has remained from when you started to today? The challenge of cores – intake, tracking, management, dispersement.

What is some part of TCI history that new team members may not know? The old TCI building is now owned by the City of Highland.

Other notes to share: In the 1960s, Ben used to wait on John Hopkins when he came in to White Truck for his company, Hoppie's Towing. Like the Marines' Code of Conduct for Unit, Core, God, and Country; Ben has lived by the code of Truck Centers, Family, God, and Country for 41 years. :)

RANDY GALL

TCI-TROY • 39 YEARS OF SERVICE

Start Date: January 13, 1976

Initial Job: Technician

Current Job: Technician

Other Positions Held: Shop Foreman, Service Manager, Road Call King, Maintenance.

Do you have other relatives that work at TCI? Yes 3 of them.

Why did you first decide to work here? Just got out of school and needed a job so was hired by John Hopkins.

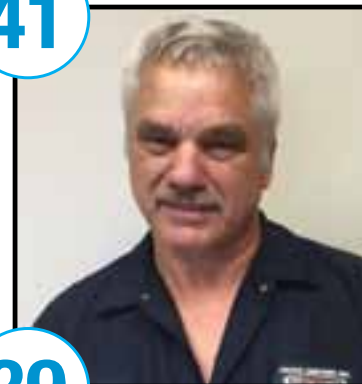
What has kept you here? The variety of jobs that we get so it is something different every day and doing Qualcomm work for 20+ years.

What is something that has remained from when you started to today? Change... the industry is always changing.

What is some part of TCI history that new team members may not know? The Highland shop had one door in and one door out with 12 diagonal bays and 2 body shop bays. We had problems with the new cab over trucks because our ceiling was too low.



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39



38



38

MICHAEL F. YATES

TCI-CORPORATE • 38 YEARS OF SERVICE

Start Date: March 28, 1977

Initial Job: Body Shop Tech

Current Job: President

Other Positions Held: Body Shop Manager; New & Used Truck Manager; General Manager; VP Aftermarket; VP Sales; Executive Vice President; COO; Minority Owner and many other titles.

Do you have other relatives that work at TCI? Both of my sons, Tyler & Trevor Yates, work here today and my brothers, Jeff & Larry Yates, previously worked here as well.

Why did you first decide to work here? Joined after college with the intent to move to other positions.

What has kept you here? Opportunities for advancement, family-owned, the opportunity to become part owner of TCI.

What is something that has remained from when you started to today? John shared & taught a value to me that when you made a decision or took action that you should not be embarrassed if your mother read about it in the newspaper. :)

What is some part of TCI history that new team members may not know? I have been part of the TCI family since our Highland days like many others included here. We have seen the growth from one location and 15 people to 10 locations and a team of 550 strong. What others may not know is that the opportunity was given to me from being a body shop tech to the President/Minority Owner through the years.

Other notes to share: As I am sure that you read here, taking care of our customers is a common theme and something I take pride in assisting and mentoring others to embrace that. The sense of team without our group and willingness to help one another is most of the time second to none. My wife, Linda, and I have been married for 41 years.

TOM DASCOTTE

TCI-TROY • 38 YEARS OF SERVICE

Start Date: July 7, 1977

Initial Job: Parts Counterman

Current Job: Parts Counterman

Other Positions Held: Help manage inventory and cores 1978-1980

Do you have other relatives that work at TCI? Yes, Dean (son) and Lance (son).

Why did you first decide to work here? Recruited by Duke Harris and Al Wilson.

What has kept you here? The great work environment and people.

What is something that has remained from when you started to today? John Hopkins and TCI are always ready to help if you run into trouble or tough times.

Other notes to share: I love owning classic cars, hunting, fishing, collecting rare coins, and visiting flea markets and auction malls.

35+ YEARS OF SERVICE

DWANE WITT

TCI-TROY • 37 YEARS OF SERVICE

Start Date: February 27, 1978

Initial Job: Technician

Current Job: Body Shop Tech

Other Positions Held: Service Manager

Do you have other relatives that work at TCI? Yes several.

Why did you first decide to work here? I fell in love with the owner's daughter and the Hopkins family.

What has kept you here? The family atmosphere and the ability to learn and advance plus excellent income opportunities as a technician.

What is something that has remained from when you started to today? The empowerment of team members to take care of the customers.

37



BUTCH RIEBELING

TCI-ST. LOUIS • 37 YEARS OF SERVICE

Start Date: April 17, 1978

Initial Job: Apprentice Tech

Current Job: Rapid Assessment Tech

Other Positions Held: Lead Tech, Foreman, Asst. Service Manager.

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Stayed onboard from the St. Louis Freightliner buyout.

What has kept you here? There have always been opportunities for me here.

What is something that has remained from when you started to today? The St. Louis branch was originally St. Louis Freightliner that was established in November 1977 and was bought by TCI in May 1995.

37



DAVID BRADSTREET

TCI-TROY • 37 YEARS OF SERVICE

Start Date: July 9, 1978

Initial Job: Technician

Current Job: New Truck Department

Other Positions Held: None

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Drove by looking for a job.

What has kept you here? A good working environment.

What is something that has remained from when you started to today? Commitment to customer satisfaction.

What is some part of TCI history that new team members may not know? We started as one small shop where we all worked together and were under one roof.

37



36



36

KENT ZOBRIST

TCI-TROY • 36 YEARS OF SERVICE

Start Date: April 30, 1979

Initial Job: Body Shop Clean Up

Current Job: Troy Collision Center Manager

Other Positions Held: Body Shop Tech, Estimator, Foreman

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Needed spending money and I was a little rough on my vehicle ages ago when younger and I needed to learn how to do body work.

What has kept you here? Family oriented company and the opportunity to control your own destiny.

What is something that has remained from when you started to today? A lot of the original people who taught and mentored me along the way are still here.

What is some part of TCI history that new team members may not know? The body shop (today's Collision Center) was the last department to leave Highland.

Other notes to share: This is a fast changing industry that comes down to customer service and relationships that you have built along the way.

RON WIEGMANN

TCI-TROY • 36 YEARS OF SERVICE

Start Date: June 2, 1979

Initial Job: Technician

Current Job: Technician

Other Positions Held: None

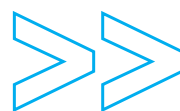
Do you have other relatives that work at TCI? No

Why did you first decide to work here? Looking for a job after tech school.

What has kept you here? A lot of great people who work here and that our facility and shop is nicer than any others in the area.

What is something that has remained from when you started to today? Customer service has always been our #1 priority and will always stay that way.

What is some part of TCI history that new team members may not know? We started out as Central Illinois Truck Centers in Highland and had only that one store until adding Mt. Vernon.



MIKE KUHNER

TCI-MT. VERNON • 36 YEARS OF SERVICE

Start Date: June 1979

Initial Job: Body Shop Clerk

Current Job: OPS

Other Positions Held: Parts Counterman, Shipping & Receiving, Parts Delivery.

Do you have other relatives that work at TCI? Chris Kuhner (son)

Why did you first decide to work here? I was looking for a job after moving back to Highland.

What has kept you here? I like the people that I work with and I don't know if I would be able to do anything else.

What is something that has remained from when you started to today? Freightliner is still the best truck on the road.

What is some part of TCI history that new team members may not know? One thing that I can remember from way back is that on Saturdays after work, we would have chicken dinner and beer in the break room for employee.

36



BRUCE BEAVER

TCI-MORTON • 36 YEARS OF SERVICE

Start Date: August 28, 1979

Initial Job: Trailer Tech

Current Job: Trailer Tech

Other Positions Held: None

Do you have other relatives that work at TCI? No

Why did you first decide to work here? TCI purchased Peoria Freightliner in 1994.

What has kept you here? Nice facilities.

What is something that has remained from when you started to today? Brad Bendtsen

What is some part of TCI history that new team members may not know? There was always a big Christmas celebration in Troy with family pictures, Santa, and more.

36



36



AL WILSON

TCI-TROY • 36 YEARS OF SERVICE

Start Date: December 5, 1978

Initial Job: Parts Driver

Current Job: OPS

Other Positions Held: Parts Counterman

Do you have other relatives that work at TCI? No

Why did you first decide to work here? Was looking for a job and referred here.

What has kept you here? Caring owners, quality employees, and the Freightliner brand.

What is something that has remained from when you started to today? Commitment to customer satisfaction.

What is some part of TCI history that new team members may not know? Doing whatever it takes to make the customer happy.

BRUCE NOWLIN

TCI-TROY • 36 YEARS OF SERVICE

Start Date: August 6, 1979

Initial Job: Body Shop Tech

Current Job: Shift Supervisor at Troy Collision Center

Other Positions Held: None

Do you have other relatives that work at TCI? Yes, Ryan Burton (stepson).

Why did you first decide to work here? John & Mike's personalities.

What has kept you here? Family oriented company and clean, safe workplace.

What is something that has remained from when you started to today? We have always been sensitive to downtime for customers and never shied away from keeping it to the minimum.

What is some part of TCI history that new team members may not know? Mike Yates' first body shop manager; we were a Volvo dealer.

DAVE DEUSER

TCI-TROY • 35 YEARS OF SERVICE

Start Date: December 26, 1979

Initial Job: Shipping & Receiving Clerk

Current Job: OPS

Other Positions Held: None

Do you have other relatives that work at TCI? Yes Mary (wife).

Why did you first decide to work here? I wanted a non-seasonal job.

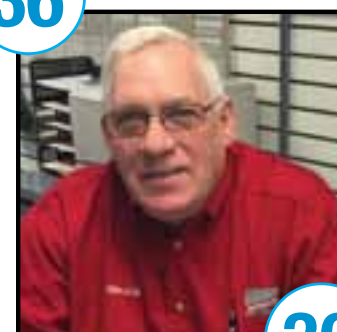
What has kept you here? Good benefits, good pay and friendships that have developed with customers over the years.

What is something that has remained from when you started to today? High quality customer service that is second to none.

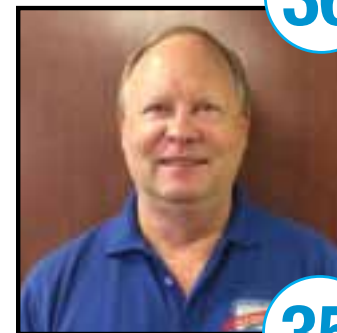
What is some part of TCI history that new team members may not know? There was only one location and it was in Highland. At that time, we were a Freightliner and White Motor dealership.

Other notes to share: I was the only OPS that we had. The computer system that we had only kept track of parts inventory so all R.O. and parts tickets were handwritten.

36



35



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CUSTOMER KUDOS

Walmart Transportation driver **Darryl "Popcorn" Griffin** was honored at an event at Walmart's St. James Transportation office on October 2nd for logging 3 Million accident-free miles. Darryl along with his wife, Corliss, and several family members were present to accept the keys to a brand new, custom built, 2016 Western Star. Members of the Missouri Highway Patrol, Phelps County Sheriff's Office, and St. James Police Department escorted in Darryl's glistening Imron Elite Blue Western Star and representatives from Truck Centers (St. Louis and Troy) were in attendance to extend their congratulations and give Darryl the keys to his new tractor.

Achieving a milestone of 3 Million Miles Accident-Free is unprecedented in the trucking industry and it was an honor to celebrate with Darryl in recognition of his accomplishment. The Walmart Private Fleet has the "best of the best" and Darryl is in that small, distinguished, 1% group that is recognized as the best of even that premier league.

"We are privileged to have the level of expertise at Walmart that is found in our driver group. I would continue to say that we have a special group in Region 5, but the best of the fleet are domiciled at St. James," stated Rocky Griffith, Walmart Private Fleet General Transportation Manager.

CONGRATULATIONS DARRYL AND WE WISH YOU MANY MORE SAFE MILES AHEAD!

Kimberly D. Watson added 4 new photos — at Truck Centers, Inc.
27 mins · Troy, IL · 📍

Truck center fixed it right up, awesome



1

I wanted to send you a heartfelt Thank You for getting our truck in and fixed when we were stranded in Springfield at the IL Junior State Horse Show. I appreciate your kind & professional staff! You made a bad situation much better. Thank you!
Robt Pety Drvison
Drvison Farms

2

You are AWESOME!
Incredibly user friendly folks.
- Bruce Clemens (Crestview, FL)

3

Brian Cruz - Truck Centers, Inc.
April 8 · New Mills, MO · 📍
Like to thank Greg Bonnett and everyone at Truck Centers that made it possible for selling me This Great truck just can't wait to haul the first load .



5

EAST BOUND AND DOWN, ADR driver K.W. (ken weiss) Driving the K.W. (kenworth) leaving the state of kansas with 560 mile to go see the crew @ Truck Centers, Inc. BODY SHOP, TROY-dL... another little road trip



4

SOLID MUSCLE. TONS OF FLEXIBILITY.



WORK SMART™



Daimler Truck Financial

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HELPING TRUCKERS LIKE CASEY KING MOVE HEAVY LOADS AND LOWER THEIR REAL COST OF OWNERSHIP.™

Casey King, Independent Owner/Operator for Alaska West Express, relies on the powerful Freightliner 122SD for his toughest jobs.

With a wide variety of suspension, frame and cab configurations, this truck was built for challenging loads and rough terrain. The 122SD can gross up to 105 tons with up to 600 horsepower and 2,050 lb-ft of torque, and the spacious, well-equipped cab keeps Casey comfortable in the Alaskan elements. That's how the 122SD maximizes productivity and lowers his Real Cost of Ownership.



HEROES Work Here.

[BY MICHELLE PETROFF]

In recognition of Veterans Day, Truck Centers, Inc. is proud to acknowledge those who have served selflessly for our freedoms and those of others around the world. While we pause to remember the men and women who have made the ultimate sacrifice, we must remember those who sacrificed and acted in valor for our country. Truck Centers is honored to have 70 individuals who have proudly served our nation in active-duty service and combat.



While preparing this project, the humbleness and humility amongst the group was inspiring. No one viewed himself or herself as a hero but had great pride in those they served alongside and their branch of the Armed Forces. We are proud that these humble heroes work here. Their skills, experience and dedication to their work and TCI are a core component to our success as a company and a vital benefit to our customers.

We have in our small, family-owned business, all five branches of the military represented – Air Force, Army, Marines, National Guard and Navy. We are honored to have several individuals who are veterans of Vietnam all of the way to many Gulf War, Bosnia, and Operation Iraqi Freedom/Enduring Freedom veterans amongst our next generation of employees.

Team members were asked to complete information slips with their name, years of service, rank/duties for this article and any additional distinctions or notes. I still recall the poignant moment when I saw the simple description under note of "Vietnam Veteran. Purple Heart." Those powerful words tucked on a little slip of paper. No fanfare and definitely no desire for it... these are the amazing individuals that have stood up for us all and we are honored to have as part of our team.

Please take a moment to learn more about the men who you may encounter during your visits at Truck Centers. Perhaps they delivered your truck, sold you a truck or replacement part, or are the technician that worked diligently to get you back on the road. Remember that freedom isn't free.

ALL GAVE SOME; SOME GAVE ALL.



[John Hopkins during his Army days]

CORPORATE



M. JOHN HOPKINS, IV

TCI BRANCH – CORPORATE
POSITION – CHAIRMAN/CEO
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 2 YEARS
RANK/DUTIES – E-4, COMBAT ENGINEER.
ONE OF THE LAST 5,000 MEN DRAFTED



JIM MOOSE

TCI BRANCH – CORPORATE
POSITION – CORPORATE IT HELP DESK
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – 2ND COMBAT COMMUNICATIONS GROUP
AIR FORCE GOOD CONDUCT MEDAL, OPERATION EAGLE CLAW, AND 3 HONOR RIBBONS



CHUCK MCCUTCHEN

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
(4 ACTIVE DUTY, 2 RESERVES)
RANK/DUTIES – E-4, CONSTRUCTION EQUIPMENT OPERATOR
RECEIVED ARMY SERVICE MEDAL, ARMY COMMENDATION MEDAL, AND SOLDIER OF THE MONTH HONORS

HEROES

WE HAVE 70 VETERANS AT TCI!

Air Force – 8	National Guard – 4
Army – 38	Navy – 12
Marines – 8	

SEVERAL MEN DID ACTIVE-DUTY SERVICE OVERSEAS IN COMBAT AREAS INCLUDING:

Cambodia	Iraq War
Vietnam	Operation Iraqi Freedom
Gulf War	Operation Enduring Freedom
Bosnia	

TROY



BILLY BAKER

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-4, RADAR
MAINTENANCE



JIM BEAVERS

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – PLANE CAPTAIN OF
TA4 SKYHAWK



ANTHONY BLACK

POSITION – SERVICE DISPATCHER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – BRADLEY CAVALRY
TRACK VEHICLE MECHANIC; OPERATION
DESERT STORM VETERAN; ARMY
COMMENDATION MEDAL



FREDERICK BOWNES

POSITION – HOUSEKEEPING
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-4, DECKHAND ON
SEA DETAIL



JIM BRADBURY

POSITION – SERVICE DISPATCHER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-5 SERGEANT
SERVED WITH THE 82ND
AIRBORNE, 3RD INFANTRY



SAM BUMGARNER

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 21 YEARS
RANK/DUTIES – MASTER SERGEANT,
WEAPONS SPECIALIST, OPERATION
DESERT STORM VETERAN



TOM BRYSON

POSITION – SERVICE DISPATCHER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-4, AVIATION/
VEHICLE MAINTENANCE



JERRY CAMERON

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – PRIVATE FIRST
CLASS WAS WITH THE 10TH
SPECIAL FORCES GROUP
STATIONED IN CAMBODIA



JOHN COLEMAN

POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 20 YEARS
RANK/DUTIES – STAFF SERGEANT, F4
PHANTOM/FA18 HORNET TECHNICIAN,
GULF WAR VETERAN



MARSHALL CONNORS

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-5, MEDI-VAC,
VIETNAM VETERAN



RON DONZE

POSITION – SALES SPECIALIST
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-6, SUPPLY SERGEANT



BOB FERRY

POSITION – SERVICE DISPATCHER
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – UNK.



ROBERT FRENCH

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 7 YEARS
RANK/DUTIES – STAFF SERGEANT,
WEAPONS MECHANIC,
VIETNAM VETERAN



JUNIOR GRANT

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS



MIKE GRAWE

POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-5 SERGEANT,
LT. TRUCK/WHEELED VEHICLE
MECHANIC. SERVED WITH THE
101ST AIRBORNE AND GULF
WAR VETERAN



DAN GREEN

POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-5 SERGEANT, TRACK/
WHEELED VEHICLE MECHANIC. SERVED
IN THE 2ND INFANTRY, 411TH AIR
DEFENSE UNIT



ONIS HARPER

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – AIRMAN 1ST CLASS,
COMMUNICATIONS CENTER



DON LAWRENCE

POSITION – BODY SHOP TECH
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4, AVIATION
STRUCTURAL MECHANIC. DEPLOYED
TO THE MEDITERRANEAN ABOARD
THE USS ROOSEVELT AND IN 2000
ABOARD THE USS ENTERPRISE



AUDIE MARTIN

POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – E-4



JOE MILLER

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 6 1/2 YEARS
RANK/DUTIES – E-5, PASSENGER
SERVICE/RIGGER/MED TECHNICIAN



KEITH RHODES

POSITION – TECHNICIAN
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – MACHINISTS MATE ON USS
JOHN F. KENNEDY AIRCRAFT CARRIER,
OPERATION DESERT STORM AND DESERT
SHIELD VETERAN. EARNED SOUTHWEST
ASIA SERVICE, NATIONAL DEFENSE, AND
LIBERATION OF KUWAIT MEDALS



JOE SCHMITT

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – ELECTRONIC RADAR
TECHNICIAN ASSIGNED TO 256TH
ORDINANCE DETACHMENT OF
ANTI-AIRCRAFT MISSILE
ARTILLERY BATTALION



LARRY WALCHECK

POSITION – HOUSEKEEPING
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – MATE 3RD CLASS,
LANDING CRAFT AND ASSAULT
BOAT OPERATOR

ST. LOUIS



JOE BRAUNAGEL

POSITION – OUTSIDE PARTS SALES
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-3, ELECTRONICS
SPECIALIST



PAUL BUEHRLE

POSITION – SERVICE MANAGER
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-5



DOUG BURGESS

POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-3, 8TH ENGINEERS
CORPS, HYDRAULIC SPECIALIST



ANTHONY DARIAN

POSITION – SERVICE FOREMAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 12 YEARS
RANK/DUTIES – SERGEANT, HEAVY
EQUIPMENT OPERATOR



JOE GOWEN

POSITION – TECHNICIAN
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-4, HYDRAULICS
TECHNICIAN



JIM PENNINGTON

POSITION – GENERAL MANAGER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4, TANK MECHANIC



MIKE SCHMEIDERER

POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-5, WHEELED
VEHICLE MECHANIC

ST. PETERS



DOUG PENNINGTON
POSITION – MOBILE TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-6, NCDIC
MAINTENANCE COMPANY



JON ROTHOVE
POSITION – PARTS COUNTERMAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 13 YEARS
RANK/DUTIES – SERGEANT,
LOGISTICS SPECIALIST. AWARDED
NAVY ACHIEVEMENT MEDAL TWICE



JACOB MANGOLD
POSITION – TECHNICIAN
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4



CLEOPHUS WILLIAMS
POSITION – DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-5, PERSONNEL
SPECIALIST



ALLEN SCARBOROUGH
POSITION – SERVICE WRITER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 2 YEARS
RANK/DUTIES – SPECIALIST, 4TH
CLASS. DRIVER FOR COMPANY
COMMANDER, SERVED IN KOREA
DURING VIETNAM ERA



JERRY GRIM
POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 13 YEARS
RANK/DUTIES – E-6

MORTON



KEN ABBADUSKY
POSITION – SERVICE FOREMAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 9 1/2 YEARS
RANK/DUTIES – E-5



DOUG JENKINS
POSITION – TECHNICIAN
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-5



BRETT KNELLER
POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-5, SERGEANT



RAY ATKINSON
POSITION – PARTS DRIVER
BRANCH OF MILITARY – ARMY
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – E-5



SAM MARSHALL
POSITION – DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 21 YEARS
RANK/DUTIES – INFANTRY,
PODIUM INSTRUCTOR



JACK DRAPER
POSITION – TECHNICIAN
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-5



BILL RINALDO
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 11 YEARS
RANK/DUTIES – E-5



JOHN DRAPER
POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – E-6



JIM WOOD
POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4



JOSH FLATLEY
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – RESERVE SPECIALIST

SPRINGFIELD



JAMES CROSIER
POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-3, LANCE
CORPORAL



DAVE DILLON
POSITION – TECHNICIAN
BRANCH OF MILITARY –
NATIONAL GUARD
YEARS OF SERVICE – 14 YEARS
RANK/DUTIES – E-5



GARY FULTZ
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-4

MT. VERNON



JOE AUD
POSITION – SALES SPECIALIST
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – E-5 SERGEANT,
4.2 MORTAR, RECON
PLATOON LEADER



BENNY BICANICH
POSITION – PARTS DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 2 YEARS
RANK/DUTIES – SPECIALIST, COMBAT
INFANTRYMAN. VIETNAM VETERAN
AND PURPLE HEART RECIPIENT



HUTCH HUDGENS
POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4,
COMMUNICATIONS TECHNICIAN



JOE NORRIS
POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – SERGEANT, SERVED
IN JAPAN

EVANSVILLE



RON ADAMSON
POSITION – DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-5, MEDI-VAC.
VIETNAM VETERAN



DON ASHLEY
POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-4, TRUCK DRIVER



RAY CASHEN
POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-5, MEDI-VAC.
VIETNAM VETERAN



RUSTY CROWL
POSITION – DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4

MORE HEROES



EVANSVILLE (CONT.)



ANDREW GLOVER

POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 13 YEARS
RANK/DUTIES – AIRCRAFT MECHANIC.
SERVED IN IRAQ, AFGHANISTAN,
JAPAN AND THE MEDITERRANEAN



GLENN GOAD

POSITION – PARTS COUNTERMAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 7 YEARS
RANK/DUTIES – STAFF SERGEANT.
SERVED IN IRAQ



BERNARD HARRISON

POSITION – SHOP CLEANUP
BRANCH OF MILITARY – NATIONAL GUARD
YEARS OF SERVICE – 22 YEARS
RANK/DUTIES – E-5, COOK AND INFANTRY



CHARLES HERRON

POSITION – PARTS WAREHOUSE
BRANCH OF MILITARY – NATIONAL GUARD
YEARS OF SERVICE – 21 YEARS
RANK/DUTIES – FIRST SERGEANT,
INFANTRY



LARRY HUGHES

POSITION – DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-6



JOHN MEREDITH

POSITION – BODY SHOP TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 11 YEARS
RANK/DUTIES – E-4, VULCAN ANTI-
AIRCRAFT GUNNER



STEVE RICHARDT

POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-4, DIESEL TECHNICIAN



TIM WAYMAN

POSITION – TECHNICIAN
BRANCH OF MILITARY – NATIONAL GUARD
YEARS OF SERVICE – 8 YEARS
RANK/DUTIES – DRIVER, GUNNER, RADIO
TRANSMITTER OPERATOR. SERVED IN
BOSNIA AND IRAQ

DECATUR



WAYNE PETERS

POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
RANK/DUTIES – E-4, LIGHT-WHEEL
VEHICLE AND GENERATOR MECHANIC



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TCI EXPANDS DEALER NETWORK



PURCHASE ADDS TWO NORTHERN INDIANA FULL-SERVICE DEALERSHIPS TO FAMILY-OWNED, FREIGHTLINER DEALER NETWORK

Truck Centers, Inc., which operates an expansive family-owned network of Freightliner/Western Star/Sprinter dealerships in Illinois, Missouri, and southern Indiana, announced today that it has inked an agreement to purchase the assets of Hill Truck Sales, Inc.

The addition of the two Hill dealerships in South Bend and Elkhart to the Truck Centers' family expands the 45 year-old dealer network into northern Indiana. This latest venture bolsters the company to 9 full-service dealerships, two auxiliary locations and one on-site customer parts facility with 202 technicians working in 217 bays to expedite the repairs of our customers and maximize their uptime. The acquisition also adds a fourth collision center to the TCI network and 57 employees will be welcomed into the Truck Centers' family that is now 611 team members strong.

"Allen and Dave Hill have cultivated a strong team in their 54 years of business serving northern Indiana and we are looking forward to continuing their legacy as well as adding 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 South Bend, Elkhart, and surrounding communities," stated John Hopkins, Chairman and CEO of Truck Centers, Inc.

"The South Bend and Elkhart locations will remain under the current leadership including Dennis Ziolkowski and department managers, so team members will continue normal business operations for continuity and seamless customer service," added Hopkins.

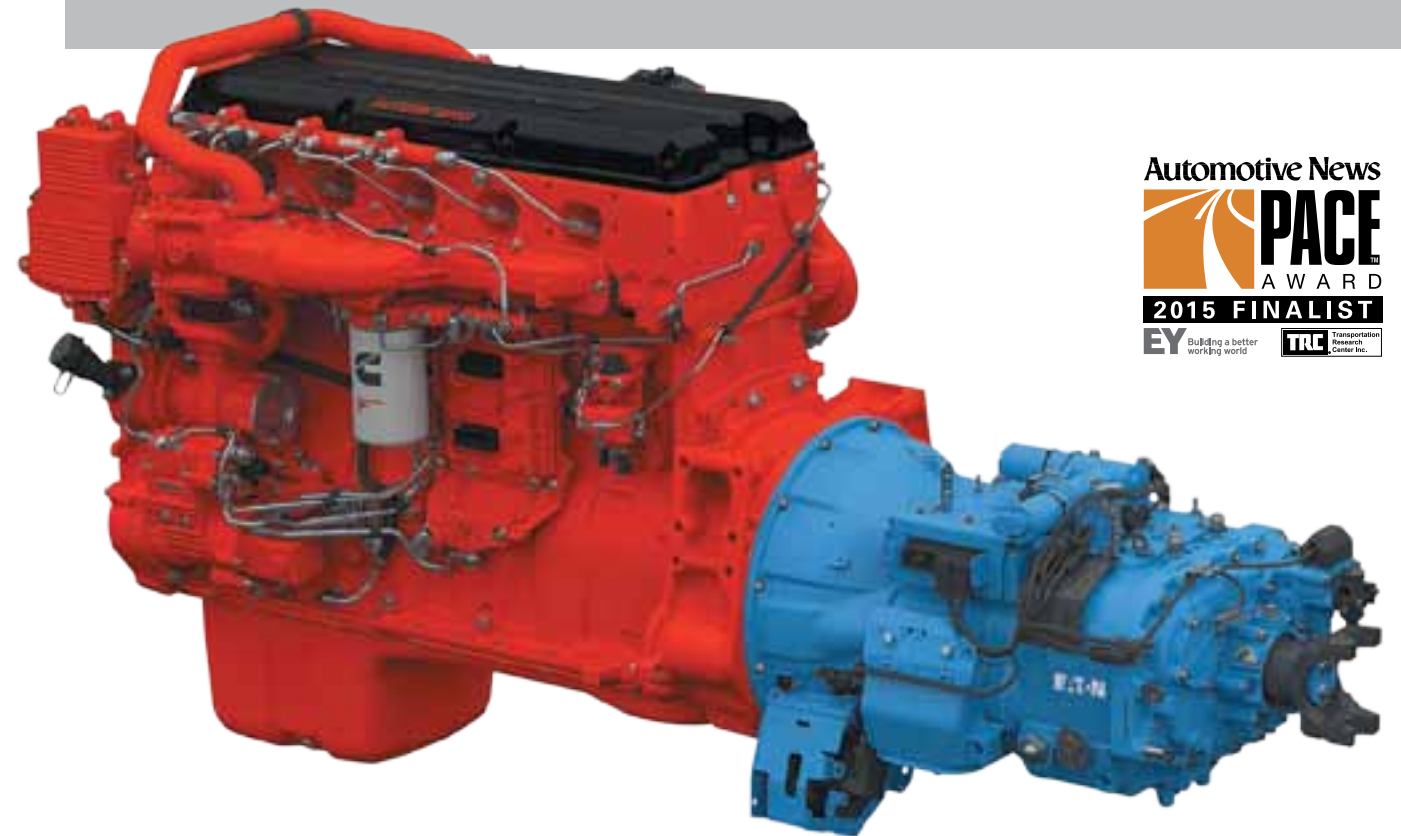
Tyler Yates, of the TCI leadership team, will also be relocating to the area to help integrate the Hill operations into the Truck Centers' family for a smooth transition for the team and our customers. As common with family businesses, Tyler has been with TCI for his "entire life" - working over the years in parts delivery, warehouse, service advisor, assistant GM, and, most recently, outside service sales. Tyler holds a bachelor's degree in business administration and MBA from William Woods University as well as the distinction of graduating from the ATD Truck Dealer Academy. Dennis and Tyler will have the privilege of working closely alongside Dave Hill. Dave will work closely with the management team to ensure a smooth transition into the next phase of the business's growth while retaining the service that our mutual customers are accustomed to.

John Kobylanski has accepted the Customer Support Manager position to assist our leadership team and will be a critical asset to the TCI/Hill team. John has been part of the TCI team since October 2014 in the role of Sprinter Brand Manager. John graduated from Missouri Valley College along with Justin Hopkins (TCI Vice President of Sales) and Travis Dunn (TCI-Morton General Manager) and earned a bachelor's degree in business management.

"While we are leaving a key part of who we are in the company that we developed over the last five decades, we are happy to leave our valued employees and customers in good hands, reflected Dave Hill, the second-generation owner of Hill Truck Sales. "Years ago at an industry event, my dad, Allen, caught up with John Hopkins as he was boarding a bus. John was a real mover and shaker in the industry and took time to chat with us and not be in a rush as many would have been and that left an impact because dad said if he were to ever sell his business, he would want it to be to John Hopkins. Here we are with many years between then and now and we still have the same confidence and look forward to a bright future for our company as it becomes part of something greater."

The cornerstones of Truck Centers' success have been our retention of small-town values, award-winning team of dedicated employees, diverse resources, and willingness to continually grow and adapt to new technology to better service our customers. The addition of the pair of Hill Truck Sales' dealerships is the next step on our proven path of commitment to the products, people, and communities that we serve. It is an exciting time at Truck Centers and we look forward to what the future holds for our current stores and especially our two newest dealerships. Thank you all for your support and being a key part of the TCI story.

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Cummins and Eaton have joined together to deliver fully integrated powertrains with unprecedented performance and fuel economy. The SmartAdvantage Powertrain takes the efficiency of Cummins ISX15 and ISX12 with SmartTorque2 (ST2), and combines it with the smooth-shifting Eaton Fuller Advantage™ 10-speed Automated Transmission, for 3-6% better fuel economy for the ISX15 and 2-4% better fuel economy for the ISX12. The engine and transmission share critical data, determining the torque required to deliver the power level drivers need. Error-free, guess-proof shifting makes every driver in your fleet as efficient as your best driver — so you save more money on every haul.

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LELAND JAMES ACHIEVEMENT

AWARDS

Donze and Switzer Repeat as Leland James Top-20 Elite Award Recipients with Three Others Earning Top-100 Honors

For 45 years, the cornerstone to success at Truck Centers, Inc., is always going above and beyond for our customers and doing our best for them each and every time. This commitment to superior customer service is evident once again with industry accolades for five members of our Sales' team. The Leland James Sales Achievement Award was created in 2003 in memory of Leland James, the founder of Freightliner Trucks. The award recognizes the brand's top-performing sales professionals whose sales excellence, superior customer service, and industry leadership set them apart from others.

To no one's surprise, Ron Donze of TCI-Troy is once again in the top tier of Leland James "Top 20 Elite" honorees. Ron is the only person to earn this distinction every year since it's inception and there is no one more deserving of a 13th award. Ron is a true sales professional who specializes in the vocational segment and has extensive knowledge in various sectors and his experience guarantees that our customers receive the best truck for their needs and application each and every time. Ron is a valued mentor for our entire sales force and his dedication to customers and work ethic is admirable. His honesty, customer trust, and dedication are why he has such a loyal customer base.

Joe Switzer, also of TCI-Troy, joined Ron as part of the "Top 20 Elite" award winners for the 8th time. Joe has been an integral part of the Truck Centers' team for 28 years and his genuine personality, dedication, and can-do attitude put him in high regard with his customers. While Joe sells to various vocational customers, his expertise is helping major, on-highway fleet customers maximize their performance and profitability with proper specifications. Joe remains a key player after the sale and works closely with other departments to personally ensure that his customers' needs and expectations are met.

We are also honored to have three other vital members of the TCI Sales team honored once again as Leland James "Top 100" award recipients. Trevor Yates (TCI-Troy), John Patkunas (TCI-Springfield), and Jeff Osborne (TCI-Evansville) all possess the same commitment to excellence, passion, knowledge, and commitment to their customers.

These five gentlemen and the hundreds of others behind them are what set the Truck Centers' team apart from our competitors and we are privileged to have them as part of the driving force of TCI. Congratulations Ron, Joe, Trevor, John, and Jeff on your Leland James Sales Achievement Awards. We appreciate you!



Leland James Elite Top 20 Winner
RON DONZE



Leland James Elite Top 20 Winner
JOE SWITZER

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

Paige Wallace

Just wanted to give a shout out to my husband, Brad Wallace, who is also a teacher, farmer and father! He turned 40 in October and has already made a huge impact on so many people. In October we hosted the German Club picnic for his students and the German exchange students and their host families. There were about 100 people and all of them had nothing but wonderful things to say about him and what a great role model he is for their children. He is the type of person that would give you the shirt off his back or grab his tractor without hesitation to assist a neighbor whose combine was on fire. I'm proud to call him by husband and I'm very grateful for the positive impact he has on our youth.

TCI TEAM

Justin Hopkins

Justin, Jr. enjoying playing outside and all of the fun that 4 year-old preschoolers have.



Buddy Shires

My daughter, Ashley, and her golf team made it to the Indiana State Golf Tournament held at Prairie View Golf Club in Indianapolis. The team finished 4th out of 15 teams and this is their best finish to date at State. Ashley is in the center of the bottom row.



Stacey Marks

In September, we went to Mexico for my cousin's wedding and the day after they were married, Chris and I took a morning walk out on the pier that overlooked the ocean. It was September 8th. He kept asking me if I wanted to sit down and finally when I did, he was down on one knee asking me to marry him. It was perfect and I was not expecting it at all!



Jeanette Sheffer

I am a newcomer to Truck Centers, Inc. I started at the Evansville Body Shop in April 2015. I am married to my high school sweetheart, Daren Sheffer. We will be married 30 years December 26, 2015. We have one daughter, Stephanie, who graduates in December from Murray State University with honors and a special education degree. In my spare time, I help my husband with our business, Sheffer Performance HD, LLC. We do comprehensive dyno tuning and performance upgrades for Harley Davidson bikes and Trikes. We love riding Harleys.



Melinda Harris

My son, Ryan Harris, is a freshman football player at Freeburg High School and plays on both the JV and Freshman teams. Go Midgets! And yes, he is taller than me. :)



Katie Hopkins

On August 17th, Devin Cargill was sworn in as a Midshipman in the University of Missouri Naval ROTC. I'm a proud mama!

NOTABLES!



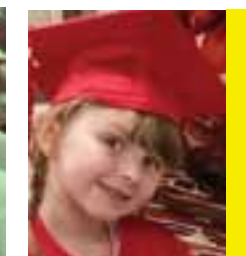
TJ Moore

Our family continues to overcome challenges – thanks to everyone for their thoughts and prayers for Phoebe.



Michelle Divert

Our second daughter, Liliann Jean Divert, was born in April 2015. In May, big sister Kathlynn, graduated pre-school and started kindergarten this fall. She loves being a big sister! Liliann is Doug & Cathie's 9th grandchild!



Stan Miller

I married my beautiful wife, Tommi, on October 17, 2015.



Don Lawrence

My son, Carter, got his first deer. And my daughter, Saylor Mae Lawrence, was born on August 20th and weighed 6lb1oz.



Brandy Rassi

My husband, Brent, and I participated in the St. Jude Rides motorcycle rally from Peoria to Memphis to raise money to fight childhood cancer. 114 motorcycles left Peoria on September 17th and satellite groups joined us along the way.



TCI TEAM NOTABLES!

Denise Kruckeberg

My son, Butch, had a special paint scheme on his dirt late model for the World 100 at Eldora Speedway over 9/11 weekend. The theme was patriotic and to honor our military, veterans, and first responders. He had the highest number of fan votes for the "best appearing" car.



Steve Bartels

My grandson Zachary turned 1 on October 16th.



Sue Blattel

Our granddaughter, Charlie Lowry, is a 15 year-old sophomore at Alton High School. She and her 11 year-old sister/assistant, Mayson, took 1st place in the High School division of the Highland Street Art Festival.



Devin Bushrow

I have brought back to life the Hamel Area Jaycee's chapter. We are now an official state-recognized non-profit. For those who are not familiar with the Jaycee's, our mission is to provide development opportunities that empower young people to create positive change. We are currently the newest chapter in the region and we are very eager to get involved with the community a look forward to doing our part to promote a positive change.



Tom Dascotte

Tom and Elizabeth Ann Dascotte celebrated 50 years of wedded bliss in March of 2015. Congratulations on your golden anniversary!

Michelle Petroff

It was such a journey to get these double blessings that it is tough to believe that they just turned 3. Everyone still asks about the "babies" but we are big kids now and with attitudes to match!



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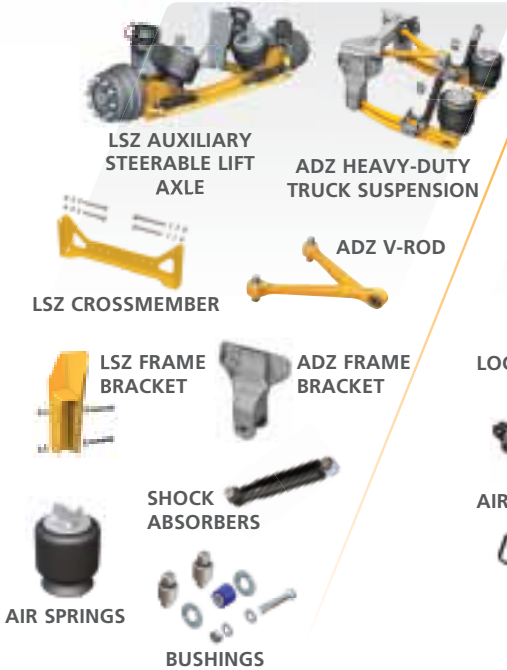
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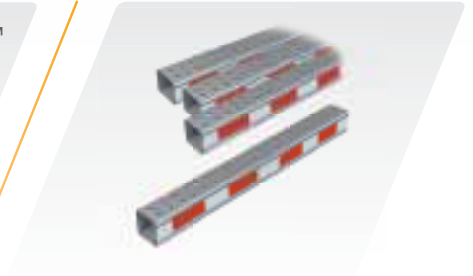
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Local Fire Departments take advantage of the lake at TCI-Troy to conduct some water testing.



PUTNAM APPRECIATION PICNIC

Putnam Trucking is a proud customer of TCI-Mt. Vernon and we were honored to be a part of their Driver Appreciation Picnic. Like Truck Centers, Putnam Trucking is a family-owned and operated business and they are in their second generation of leadership. John and Barb Putnam started the company in 1988 after 30 years in the trucking industry and their son, Matt, is now the President and his wife Jeanine handles various administrative and support roles within the business. Their other son, Pete, is the Service Manager and his wife Tasha oversees dispatch. With 42 units currently on the road and operating authority in 48 states, they are poised for continued growth and we are honored to be a small part of their success story.

- Randy Dees, TCI-Mt. Vernon, Sales Brand Expert



[L-R Randy Dees, Matt Putnam and wife Jeanine, John and Barb Putnam, Tasha and Pete Putnam]

DETROIT TOUR

As a part of our commitment to ongoing education and training, 16 TCI team members just traveled to Michigan to tour the Detroit Engine, Transmission, and Axle plant as well as the Ford Museum. We are proud to represent DTNA products and excited that members of our team got the opportunity to see the manufacturing process and hard work that goes into the products that we sell and service.



ANNUAL ANTIQUE TRUCK SHOW
 PRESENTED BY THE GATEWAY AND LINCOLN TRAILS CHAPTER OF THE AMERICAN TRUCK HISTORICAL SOCIETY

SEPT 26 TRUCK CENTERS, INC.
 2280 FORMOSA RD.
 TROY, IL 62294

9AM-4PM ALL ARE WELCOME

COME SEE A WIDE VARIETY OF ANTIQUE TRUCKS ON DISPLAY AND ENJOY SOME REFRESHMENTS! ANYONE WITH A TRUCK OVER 25 YEARS OLD IS INVITED TO PARTICIPATE. NO COMPETITION OR ENTRY FEES! WANT MORE INFORMATION? CONTACT JOHN LANKE (314) 376-9626 OTHER CHAPTERS ARE WELCOME!

Truck Centers, Inc.

ST. LOUIS' TIM STELLHORN'S GOING AWAY



MT. VERNON MEETING

Mt Vernon Service Manager Anthony Johnson's weekly team meeting with technicians



ST. LOUIS PAVING

While the weather was ideal, TCI-St. Louis underwent some parking lot improvements including fresh asphalt. Thanks to our customer, West Contracting, for a job well done!



THE LATEST EVENTS **INSIDETCI**



SUMMER BBQ We love our BBQ here in the STL. Our TCI-St. Louis team got to feast on great bar-b-que and all the fixins this summer.

CHILI COOK OFF

TCI-Troy Collision Center manager, Kent Zobrist, and Chuck Hubert don their aprons each fall for their annual chili and funeral dog luncheon for employees and customers. The homemade chili and a local favorite from our Highland origins – the funeral dog – are big hits with the crowd. What is a funeral dog? It is a boiled hotdog in natural casing. Why it is called that? We need to ask Kent since he's a Highland native. :)

TCI-St. Louis had a fall Chili Cook Off and Doug Burgess took 1st and 3rd place honors with his entries. Devin Bushrow earned 2nd place. Great job guys!



FOOD TRUCK FRENZY

Popular food trucks from St. Louis brought their fare to TCI-Troy on three occasions this fall for the team to nosh on. The tasty perk was a token of thanks for record-setting performances by our team. Yum!



NHRA DRAG RACING IN ST. LOUIS AND INDIANAPOLIS

Many of our customers enjoy auto racing of all types and NHRA drag racing is always a hit because of the cars, pit access, and hospitality amenities. Groups from St. Louis/Troy attended the races at Gateway Motorsports Park while Steve Temme from TCI-Evansville and longstanding customer George Morgan of Country Mark Energy got to enjoy the U.S. Nationals at Lucas Oil Raceway in Indianapolis.



ANNUAL TCI OPS GOLF OUTING

Each September marks the annual TCI OPS Golf Outing and then the other is Hogan Leasing, one of our valued customers, hosted a premier golf outing that even put their Freightliner Cascadias in the spotlight.



INDY



THE LATEST EVENTS **INSIDETCI**



CARDS VS. CUBS RIVALRY

With locations divided between Cardinals and Cubs territory, there is a bit of a schism and rivalry that exists with the expected smack-talking and record-boasting banter. This year, the Cubs were on a tear and set to make their first ever post-season matchup against their southern rivals. Chicago advanced beating the Pirates with their first postseason victory since 2003 and ultimately beat the Cardinals (in spite of their 11 World Series titles). This made for a lot of ribbing and jokes within the TCI network after the Cards defeat. Enjoy the banter following the Cubs' victory! :)

← CARDINALS BASEBALL

St. Louis is a baseball town and our customers enjoy the experience at one of the most energetic ballparks in America. TCI-Evansville GM Buddy Shires got to accompany guests from Brenntag to a Cardinals-Pirates game.



GO CUBS!!!

WE REMEMBER OUR 1ST TIME TOO...

THE BETTER TEAM BEAT A GREAT TEAM... THIS TIME.

WOULD THE CUBS' FANS LET US CARDINALS' FANS KNOW WHAT YOU DO WITH YOUR SPARE TIME IN OCTOBER? WE ARE ALWAYS BUSY WATCHING THE CARDS!!!

DO WHAT I DID AND BECOME A WHITE SOX FAN. THAT WAY YOU CAN MAKE YOUR OCTOBER PLANS ALL OF THE WAY BACK IN JUNE.

NEVER DOUBT MARTY MCFLY!

WE HAVE A CAKE UP HERE IN MORTON.

NICE CAKE SHOWING THE CUBS' WORLD SERIES' WINS.

WE HAVE HAD SO MANY CAKES DOWN HERE FOR OUR ST. LOUIS CARDINALS FOR WINNING DIVISION SERIES, NATIONAL LEAGUE, AND WORLD SERIES THAT WE HAD TO JOIN WEIGHT WATCHERS. ENJOY!

ENJOY YOUR MOMENTS! FEEL THE FEELING CARDS' FANS ENJOY ALL OF THE TIME!



HALLOWEEN FUN AT TCI



ALSO AT THE >>

TCI'S TWO NEW ATD TRUCK DEALER ACADEMY GRADUATES >>

The Truck Centers' team is pleased to announce that Cassie Caccia (TCI-Morton) and Randy Melvin (TCI-Springfield) have both successfully completed the coursework required for graduation from the ATD Truck Dealer Academy.

The Truck Dealer Academy is a unique program that is especially designed for managers and/or successor candidates of medium- and heavy-duty truck dealerships. The program consists of six one-week classroom sessions at NADA offices in McLean, Va., that are separated by eight weeks of in-dealership program assignments over a 16-month timeframe. Dealership operations are taught using these specialty areas:

- Financial Management
- Fixed Operations I – Parts
- Fixed Operations II – Service
- Variable Operations I – Used Trucks
- Variable Operations II – New Trucks
- Business Leadership

CONGRATULATIONS CASSIE AND RANDY ON YOUR ACHIEVEMENTS!



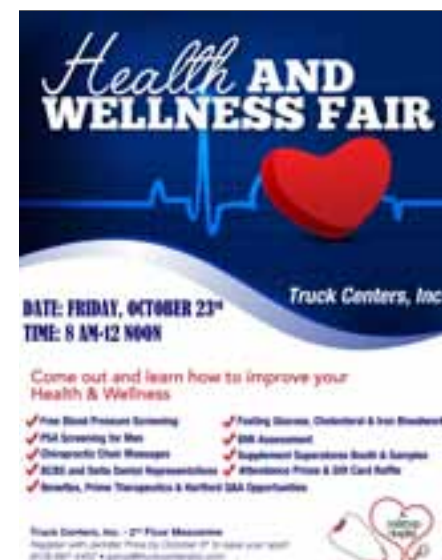
BEST PRACTICES MEETING



JUDY BURASKI RETIRED

After 30+ years with TCI, Judy Buraski retired from TCI-Springfield administration in September. The TCI team and our customers will greatly miss you, Judy. Thank you for being an integral part of our team for three decades!

ENJOY YOUR RETIREMENT! >>



TRUCK CENTERS, INC. FOCUSES ON CUSTOMER EXPERIENCE WITH A DYNAMIC **NEW WEBSITE**

Truck Centers, Inc. recently launched a cutting-edge, new website for their family-owned network of Freightliner and Western Star truck dealerships. The new portal has been an extensive undertaking with Dealer Spike, a Portland-based web marketing and development firm that is broadening their dealer resource tools to offer solutions for the heavy truck industry. The new TruckCentersInc.com website is the crown jewel in the Dealer Spike truck portfolio as we have had many hours working together to customize features to accommodate the diverse products and services offered at the expansive TCI network.

Customers will enjoy expansive sales resources that allow them to easily search new and pre-owned inventory as well as options to compare vehicles, print brochures, obtain trade quotes, and determine financing options. Customers can also order parts online, schedule service appointments, apply for credit accounts, view company information, and TCI's DRIVEN magazine archives. Business partners and potential employees can obtain additional company information, review job opportunities, training availability, and access a robust events calendar.

"We are excited to roll out our new website after months of ongoing development and testing," stated Michelle Petroff, Truck Centers' Marketing Manager. "This website is cutting-edge with robust functionality and design but is extremely easy to navigate and offers a user-friendly interface. We worked hard to create a portal that offers visitors all of the information they are seeking but in an intuitive, modern format."

To experience it for yourself, log on to www.truckcentersinc.com from your computer or mobile device.



DECEMBER 2015

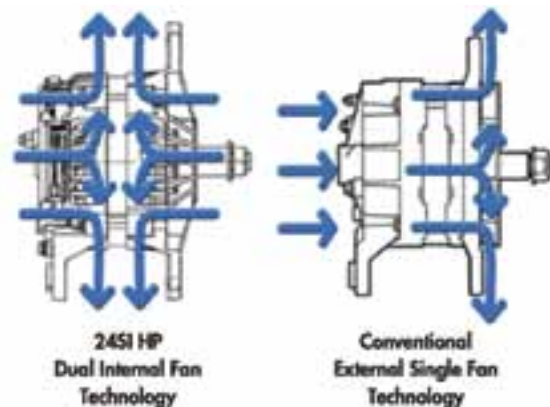
PARTS SPECIALS

STARTER AND ALTERNATOR SPECIALS



MAXIMUM COOLING TECHNOLOGY

Delco Remy alternators utilize a new Maximum Cooling Technology that is specifically designed for today's higher under-hood temperatures. The 24SI HP has a dual internal fan (DIF) design that provides Maximum Cooling Technology. Dual fans mean greater air circulation over the alternator electronics that allow the unit to run at lower temperatures for improved operating efficiency and durability.



24SI HP™ ALTERNATORS

Cool New Standard for the Aftermarket

DR 8600310 160 AMP- HINGE MOUNT	NEW	\$161.95
DR 8600889 160 AMP- PAD MOUNT	NEW	\$161.95

35SI HP® ALTERNATORS

DR 8700016 140 AMP- HINGE MOUNT	ReMan Exchange	\$267.00
DR 8700018 140 AMP- PAD MOUNT	ReMan Exchange	\$267.00

35SI

Delco Remy 35SI HP Heavy Duty Brushless Alternator

The 35SI HP alternators are designed with fewer moving parts and internal connections for superior performance, contamination resistance and a longer lifespan compared to traditional brush-type alternators.

Features

- Premium brushless design for extended service life and optimized performance
- Oversized heavy-duty bearings and premium quality steel shaft to withstand high vibration and heavy belt loads
- Available with Remote Sense Technology for improved battery life

39MT™ STARTERS

New Rotatable Flange™ Models

DR 8200308 Rotatable Flange Fits ISX, DS60, C13, C15 and Mack E7	NEW	\$295.00
DR 8200434 Rotatable Flange Fits MBE 4000, DD13 and DD15	NEW	\$295.00

All the new Delco Remy service models come standard with Over Crank Protection (OCP). OCP monitors the internal temperature and prevents thermal damage to the starter by preventing overcranking.

These models also feature an Integral Magnetic Switch (IMS). IMS reduces voltage drop and ensures the solenoid receives the maximum available voltage in any starting condition.

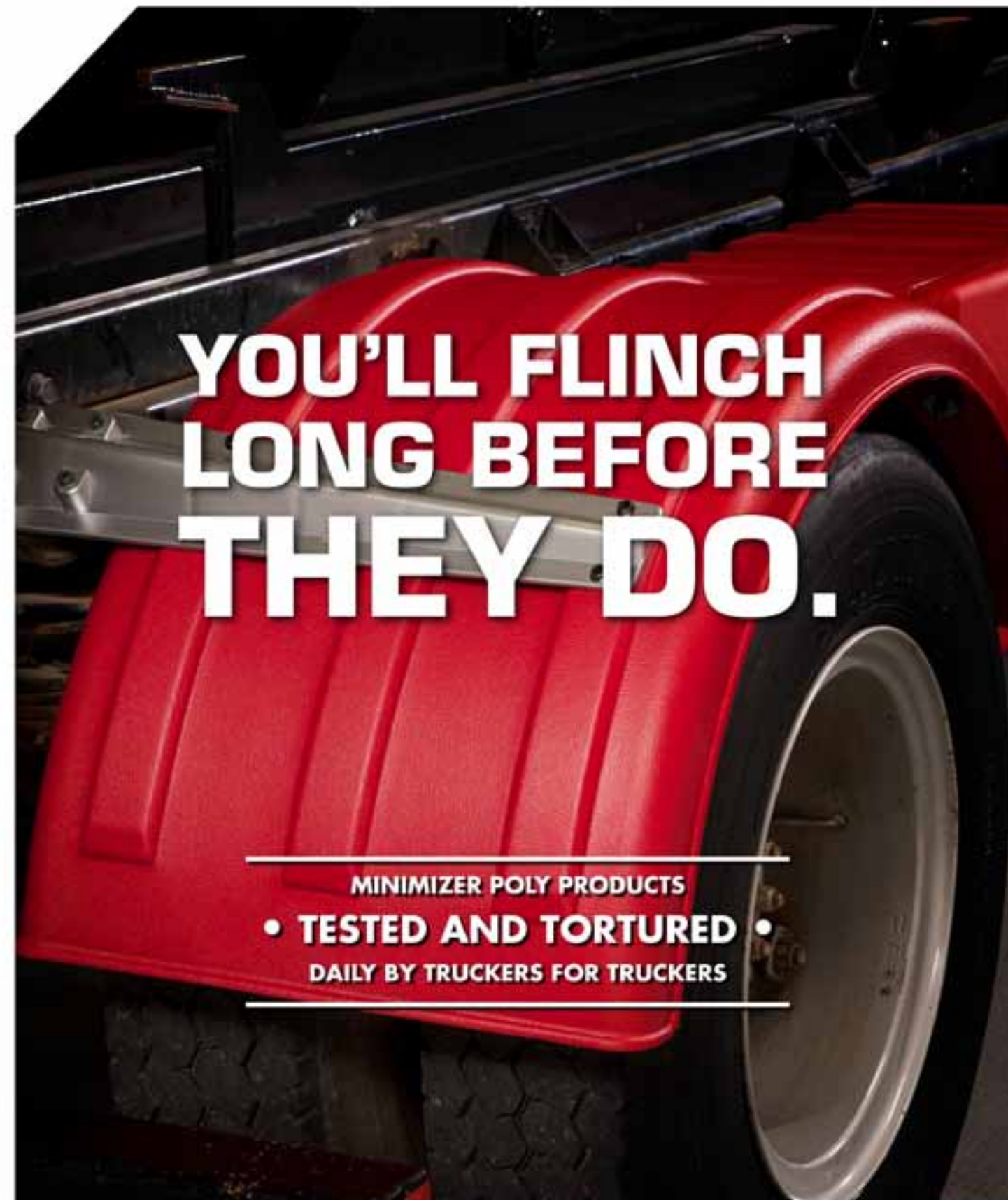
CRANKING SPEED PERFORMANCE

The Delco Remy 39MT engine cranking speed (RPM) is 30% faster than other starters on the market.



Prices good through 12/31/2015

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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 nine locations with three 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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4.0" ROUND FLANGE MOUNT STOP-TAIL-TURN LIGHT

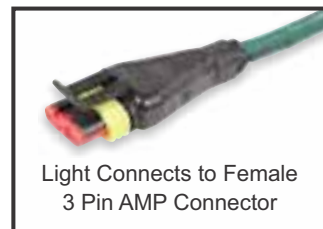
The redesigned 4.0" Round Flange Mount Stop-Tail-Turn LED Light with BOARDFREE® technology has a bold, sleek, new design that is brighter, but still just as rugged as the first generation round stop-tail-turn light. The patented BOARDFREE® technology produces a streamlined thin profile for flexible surface mounting. The design minimizes additional components, eliminates opportunities for damage and reduces weight. The robust composite material constructed of ABS and acrylic creates a sealed housing that provides superior protection from harsh chemicals and corrosion.

- ABS and acrylic construction
- Resistant to impact, corrosion, harsh chemicals and UV exposure
- Sealed and greased male 3 Pin AMP connector
- BOARDFREE® technology with 9 diodes
- Meets SAE S2 and T2
- Slotted low stress mounting holes with standard mounting dimensions
- Can be mounted any direction and meets DOT specifications
- Stainless steel trim ring available (optional)



Color	Red
Voltage	12V
Current	.37A / .02A
Connector	3 Pin AMP
Mounting Holes (3)	0.28"
Material	ABS / PMMA
FMVSS 108	S2 & T2
Number of LEDs	9

Part No.	Description
51-40202	4.0" Round Flange Mount Stop-Tail-Turn Light, Red
51-40904	Trim Ring for 4.0" Round Flange Mount Stop-Tail-Turn Light



4.0" ROUND GROMMET MOUNT STOP-TAIL-TURN LIGHT AND GROMMET

The 4.0" Round Grommet Mount Stop-Tail-Turn Light with BOARDFREE® technology is bold and sleek, but still durable and impact resistant without compromising functionality. The PERMALITE™ XT grommet, necessary for mounting the light to the trailer, offers additional protection against shock and vibration.

Grommet Mount Light*

- ABS and acrylic construction
- Resistant to impact, corrosion, harsh chemicals and UV exposure
- Sealed and greased male 3 Pin AMP connector
- BOARDFREE® technology with 9 diodes
- Meets SAE S2 and T2
- Can be mounted any direction and meets DOT specifications

Grommet

- Grommet provides additional protection to the light against vibration and shock
- Fits in standard 4.5" openings
- Grommet mounts up to a .25" plate
- Made of UV protected EPDM

Color	Red
Voltage	12V
Current	.37A / .02A
Connector	3 Pin AMP
Mounting Type	Grommet
Material	ABS / PMMA
FMVSS 108	S2 & T2
Number of LEDs	9

Part No.	Description
51-40212	4.0" Round Grommet Mount Stop-Tail-Turn Light, Red*
51-40500	4.0" Round Stop-Tail-Turn Light Grommet

*Grommet sold separately from light

(L-RGMSTT-AFT-ENG Lighting) REV0 9-28-15



(L-RFMSTT-AFT-ENG Lighting) REV1 9-25-15

Manufactured by Innotec for exclusive distribution by Phillips Industries - A California Corporation
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800.423.4512 Fax 800.597.7757

BOARDFREE® is a registered trademark of Innotec Group

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2016 FREIGHTLINER 122SD
 Det. DD13, 450 HP, 10 Spd, AirLiner, 3:42 Ratio, 225" WB, Alum Wheels, 48" Mid Roof, Stk #188740

NEW TRUCK SPECIALS!



NEW 2014 FREIGHTLINER BUS. CLASS M2 106.
 Cummins ISL, 350 HP, 185" WB, 4 x 4, Allison 3000RDS w/PTO Gear, Stk #166220



2016 FREIGHTLINER CASCADIA
 Detroit DD15, 505 HP, 10 Spd, AirLiner Susp, 3:36, 240" WB, 72" Mid Roof XT, Stk #189066



2016 WESTERN STAR 4700SF
 Det. DD13, 470 HP, 10 Spd, 205" WB, Full Lockers, Air Slide No-Tilt Fifth Wheel, Stk #191974

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2016 FREIGHTLINER CASCADIA EVOLUTION
 Det. DD15, DT12, Integrated Powertrain Concept!



2013 PETERBILT 386
 Cum. ISX, 450 HP, 13 Spd, Dbl. Bnk, Ultra, Espar Heater, Fridge, 249K Miles, Stk #196365



2012 PETE 587
 Cummins ISX, 450 HP, 13 Spd, Dbl. Bunk, Espar Htr, Fridge, In Dash Navi, 268K Miles, Stk #194364



2016 FREIGHTLINER CASCADIA EVOLUTION
 Detroit DD15, 455 HP, DT12 Trans, 72" Condo, Stk #194793



2016 WESTERN STAR 5700XE
 Det. DD15, DT12 Trans, 68" Strat. Sleeper, Integrated Detroit Power Train Package, Stk #195583

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2011 FREIGHTLINER CASCADIAS
 Detroit DD15 455 HP, Ultrashift, Fridge, Park Smart, Warranty! Stk #130678

2013 PETERBILT 386
 Cum. ISX, 450 HP, 13 Spd, Dbl. Bnk, Ultra, Espar Heater, Fridge, 239K Miles, Stk #196367



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No, it's not rocket science...
but it is **brake science**



NEW Patent-Pending CRT™ vents increase air-flow to reduce operating temperatures.

Patented design features cooling fins that increase surface area for improved heat dissipation.

Patented wear indicator saves time and helps you get maximum life from your drum.

"Real world" data acquisition



Over-the-road data acquired from anemometers and thermal sensors show trailer skirts reduce air flow and increase average brake temperatures 41%.

**Trailer skirts mean higher brake temperatures...
Webb Vortex® with CRT™ is the solution.**

- Acquired data scientifically gathered from anemometers show trailer skirts reduce crosswind air flow 31% and straight line airflow 40% on average
- This reduced air flow does improve aerodynamics as intended, but it also accelerates brake wear with 41% higher average brake temperatures
- Webb Vortex® brake drums with CRT™ vents run cooler and last 25% longer in trailer skirt applications
- Your Webb representative can help you determine the potential savings your fleet can expect by switching to Vortex... only from Webb!



www.webbwheel.com

Contact your local Webb Wheel Products supplier for training that can cut your operating costs!

A Marmon Highway Technologies®/Berkshire Hathaway Company



Scan this QR code to get certified on brake drum selection and wheel-end installation. We'll send a token of our appreciation.



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July 2015 • SD-122

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ASK THE TECHNICIAN: TESTING ALTERNATORS



When testing alternators, the common complaint is the volt gauge showing low voltage. It is difficult to try and decide if there is a problem with the amp gauge (if equipped) showing a lower or higher charge rate than normal, a problem starting due to low batteries, or dim lights during night driving that indicate a problem with the charging system. The alternator is designed to provide power to the vehicle when the engine is running and maintain battery voltage. In other words, when the amperage needs of electrical loads exceed the needs of batteries, it is the job of the alternator to replenish the battery and provide appropriate power.

Now back to the complaint... most of our trucks have a volt meter to indicate the condition of the charging system. When operating the engine, the normal range for the volt meter is approx. 13.7 to 14.1 (ref. Cascadia driver's manual) and during extreme conditions of high electrical use such as wipers, headlights' high beam, cab & bunk HVAC fan on, it is normal for the volt gauge to be slightly lower but still within the normal range. If you see that the volt gauge is at a lower than normal reading, you will need to have the alternator output checked for proper performance or some other electrical or mechanical, condition causing the lower than normal reading. Numerous things can be faulty and displaying as an alternator problem from a slipping belt, battery shorts or failures, your dash gauge is inaccurate, high resistance in the truck wiring between the alternator and the batteries, poor ground or power connections.



Dirty alternator
lack of air flow
caused failure,

To properly test the alternator, you will have to have test equipment capable of providing a load on the alternator, a tool to measure the amperage output, and a volt meter to measure voltage at the alternator. One of the simple tests with a volt meter is to compare the voltage at the batteries engine running and the voltage at the alternator connection, they should be the same; however, this test is sometimes not going to isolate a high resistance in the wiring due to the amount for load on the cables. The ideal method would be to load the alternator to its rated amp load and measure the voltage drop across the cables. For example, if your alternator is rated at 160 amps, using a carbon pile load tester apply 160 amp load to the system and remeasure the voltage you shouldn't see more than approx. .5 volt drop across either the power or ground portion of the cables. Another test you should perform is the amperage output on you alternator it should be able to produce 80% of its rated amperage and maintain an acceptable voltage output 14.2.

Another problem you might have with your alternator could be overcharging and damaging the batteries; which also cause the alternator to overheat and possibly causing a premature alternator failure. Some alternators use a remote sense wire that is a dedicated circuit from the sense post connected to the internal voltage regulator of the alternator to control output. If this circuit fails, the alternator will go to maximum output, overcharging the batteries, and overheating the alternator. Another failing point of an alternator is dirt and contaminants, most alternators have a cooling fan as part of the drive pulley assembly and poorly maintained alternators covered in dirt oil and dust restrict the air flow through the alternator causing an overheating condition and failure. Most all alternator diagnostics can be performed while on the vehicle with common shop tools, look for the obvious things first; but remember, if the failure has happened before, look for the root cause of the problem such as poor cables, remote sense wiring, bad batteries that are overworking the alternator, or issues from its dirty working environment.

Til next time,
Steve Brachear
Training Department Truck Centers, Inc.

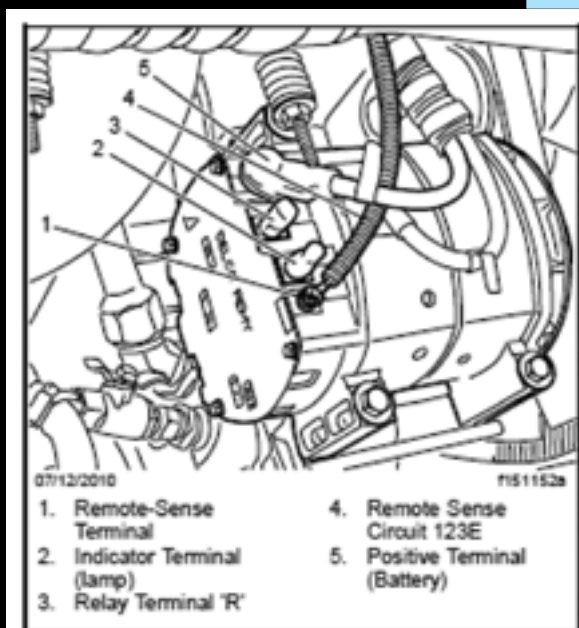


Fig. 1. Delco Remy Alternator with Remote Sense

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WHEREVER YOU ARE.

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12 ROADSIDE REPAIR LOCATIONS

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- On-Site Laser Alignments: 3 Axle
- Fleet Maintenance & DOT Inspections
- Warranty Repairs

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Effingham (217) 294-1026
Evansville (812) 868-2700

Fairview (309) 620-6954
Hudson (309) 397-3208
Morton (309) 263-4240
Mt. Vernon (618) 244-2545

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