



# DRIVER

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Delivering  
World-Class  
Customer  
Service [PAGE 34]



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Construction Progress

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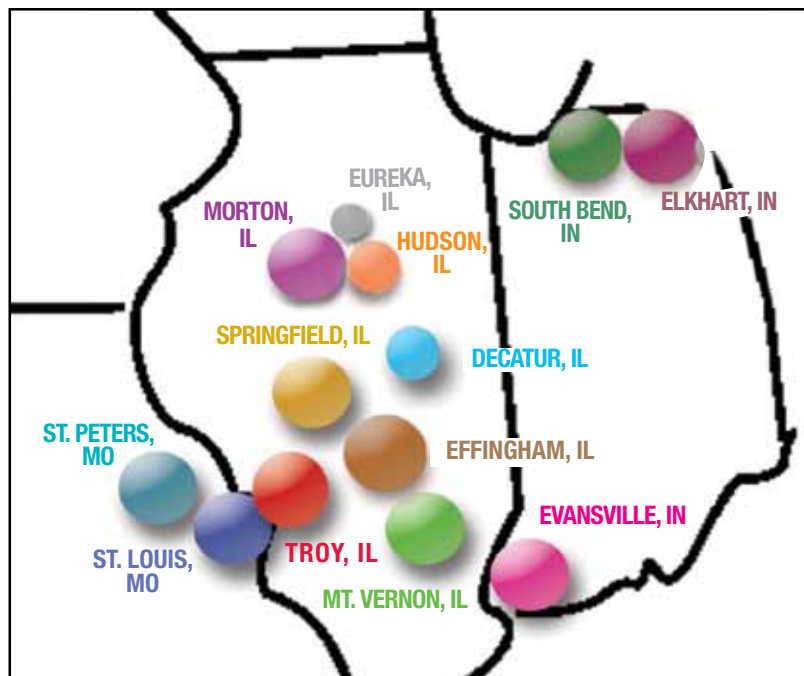
**'Tis The Season TCI Gives Back**

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# DID YOU KNOW

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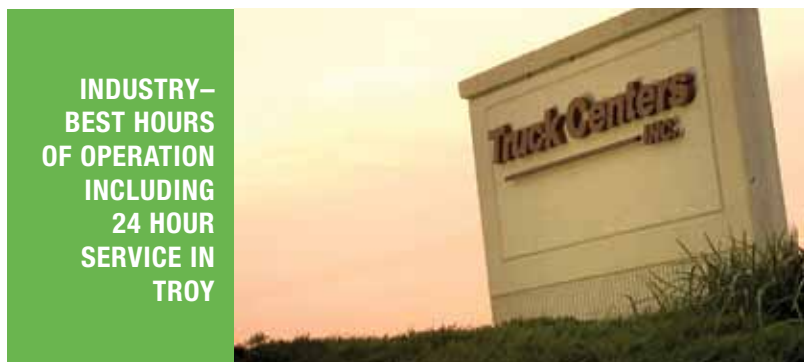
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# GREETINGS

I hope everyone had a very blessed Christmas and is looking forward to a wonderful 2018. Our company continues to be blessed beyond imagination with opportunities and the chance to say thank you over and over for all that we have.

One of the many highlights of 2017 was surprising my mom on her 86th birthday by having 55 of her children, spouses, grand and great grandchildren all in the lobby of her church when she walked in to begin her normal duties of ushering for the 5pm mass. In her shock, she said "I never thought I would get all of you here except for my funeral." After mass the celebration of her wonderful life continued by having 14 of her neighbors and friends join us at her retirement communities clubhouse for a full Thanksgiving meal we had catered in for the night. My mom has never been happier and she is always a very happy and thankful lady.

On September 1, TCI was struck with a companywide malware attack that had spread throughout all of TCI's 14 locations. In the matter of 24 hours, we had brought back to Troy from 4 states - 600+ computers and 75 servers to be wiped clean and completely reimaged to the very latest Windows 10 and Office 365 software and the latest anti-virus protection money could buy. Being a small part of the team that rallied to set up an IT crisis assembly station at Troy that saw literally 40-50 people show up the first weekend working 24-48 hours straight and then 80-90 hours a week for 4+ weeks to get us back in business, was the greatest blessing I have ever seen in my soon-to-be 48 years with TCI. Just incredible the passion and teamwork that took place. We continue to recover each and every day but have made great progress for sure.

We have learned so many lessons from all of this about cyber security and the multi-layers of defenses that one must deploy and have openly shared them with so many of our dealer and customer friends to help them avoid the same catastrophe. I thank every single TCI employee and our outside vendors who supported us through this extreme challenge and a special thanks for Dieter Haban, Freightliner's head of IT, who immediately jumped in during the first weekend to offer his counsel and support and remained throughout the next 90 days offering his team's help.

TCI has 4 salesmen and 1 sales manager that have won the Freightliner Leland James sales award which goes to only the top 44 salesmen in the USA and Canada in 2017. We are so proud of them and the 675 employees that support them. Congratulations to Ron Donze (13 years), Joe Switzer (7 years), Dave Klockow (10 years), Trevor Yates (1 year) and Mike Yates (1 year). Well done men. Enjoy Maui in late January compliments of Freightliner. Ron is the only salesman in all of Freightliner's realm that has won this award in the 13 straight years that the program has existed. Amazing and well deserving to each of you!

I am so proud of our company's service performance of providing industry leading UPTIME to our customers. We recently were honored on the national stage by CR England and New Prime executives sharing their experiences with TCI and how we have performed extremely well for them. We are built on service, first and foremost, and to receive this recognition from our Freightliner customers who use us as they pass through our locations is a true blessing. Thank you TCI team.

Our newest location in Effingham is really humming along after opening in April 2017 offering great service and UPTIME at one of the busiest truck interchanges in the USA. We are really proud of the job they are doing right out of the box.

Our Foristell location, which will replace St. Peters, is really progressing well in the construction phase and we continue to target a late spring 2018 opening. Next on the list to get built is a new facility in South Bend, Ind., on the 19.5 acres we acquired fronting Interstates 80/90 and US 31 interchange. All of these are really exciting endeavors for our employees and customers.

Michele and I are doing the first half of the El Camino de Santiago Pilgrimage walk in August 2018 which will cover almost 250 miles in 14 days. We hope to complete the second half of the Pilgrimage in August 2019.

I wish everyone a wonderful 2018 and we look forward to continuing to serve your needs as our most valued customers. Thank you for the opportunities you each have given to us in 2017. We are grateful.

*John Hopkins*

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# DOWNTIME vs. SEAT TIME



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# TCI TOC

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# TWO ENGINES. ZERO COMPROMISES.

Cummins is reinventing the heavy-duty engine category with two unique X15 engines for 2017. The X15 Efficiency Series has the highest compression ratio in the industry, for unmatched fuel efficiency and responsiveness, delivering up to 1850 lb-ft of torque starting at 1000 rpm. The X15 Performance Series delivers unprecedented power, with up to 605 hp and 2050 lb-ft peak torque. Plus, every X15 engine comes with over-the-air calibration capability, a Single Module™ aftertreatment system, the most powerful engine brake in the industry and extended service intervals, for maximum uptime. Two X15 engines. Zero compromises. Learn more at [cumminsengines.com](http://cumminsengines.com).





# JUST THE FACTS

I hope everyone has had a wonderful 2017 and we wish each of you a belated happy holiday season!

We seem to be on such a fast pace this calendar year with the last few months streaking past making it tough to remember everything that transpired over these months.

The last few months have brought about some additional challenges, with the most devastating being the malware that hit our computer system late August/Early September. At first, I imagined it would be something that would quickly be corrected and we could move on. Not at all.....we were hit hard and it shut us down completely. It took us weeks to get back online and we are still attempting to restore files that were lost. I personally lost my many, many years of files, thousands of emails and still recognize, on a weekly basis, other storage I can no longer access. I had customers calling and asking about information I could no longer put my hands on and provide. Better yet, I was

calling customers to ask them how we priced a truck and other transactions we had discussed. I mention this because it was one of the more trying times I have experienced in my business career. We (!) would like to THANK EACH AND EVERY ONE OF YOU (OUR CUSTOMERS, VENDORS, OEM REPRESENTATIVES, AND OUR TEAM MEMBERS for your understanding, assistance, tolerance and, most of all, your loyal support through the trying time. We truly appreciate it! The efforts of our team headed up by John, Katie, Andrew, Steve, Alan and many others made this as seamless as possible.

We have been working diligently with our customers in bringing the New Cascadia into their fleets over the past many months. Upcoming in

2018, we will be working with our midroof customers to also provide them with what we believe to be "The Best New Truck in the Industry". The end of CY 2018 we will no longer offer our Classic Cascadia, so we will be working to make these additional transitions in the months ahead. It is a very interesting time in our industry and it just keeps evolving more each and every month. We are also in the process of bringing on board the different PTO applications for our DT12 Transmission and hope to have many different applications in place through 2018 Calendar Year.

A few alternate fuel sources are hitting the press and many players want to become a part of our industry. With the EPA being disrupted by the current administration, alternative fuels only seem to be an issue of diesel prices would rise. Otherwise, it doesn't seem to have the same sense of urgency.

• **Electric:** Please stay tuned as the adventure with Telsa's Electric Truck supposedly becomes a reality in 2018. It is being designed to run a minimum of 500 miles with a complete load. The jury is still out on how this type unit will operate in the over the road environment, so we shall see. Daimler is also deeply involved in this technology, working on a battery that can withstand



the demand for longer periods of run time and much shorter charging times. Many other manufacturers are also experimenting with the electric and electric hybrid units with more to come in upcoming months.

• **Natural Gas:** This fuel has had it's ups and downs over the last several years but it is still a viable alternate fuel that several different fleets have experimented with. In our experience, it has not been a good choice because of the maintenance of the engine in a HD operation.

• **Propane Gas:** Seems to be a better alternative for Class 6 & 7 units, especially those fuel haulers that transport the propane for heating purposes.

Our new Forstell project is well under way and we hope to be in the new facility sometime spring of 2018. It is looking great and starting to take shape.....look forward to all utilizing it when we open for business.

Needless to say, our Effingham operation is up and running strong. They have done a magnificent job of growing the business and making the Truck Centers name a strong player this market.

I know the following gentlemen were recognized elsewhere in the magazine but I wanted to recognize and thank several of our Sales team who were honored by Freightliner as Leland James Elite Award Winners. The recognition is for truck sales throughout the year in the Freightliner Heavy and Medium Duty Trucks in their markets.

#### LELAND JAMES ELITE "TRIP" WINNERS:

- Ron Donze (Troy, Ill. Location) – who has been recognized with the top honor for the 13 years it has been in existence.
- Dave Klockow (Elkhart, Ind. Location) – who has been recognized with the top honor 10 times.
- Joe Switzer (Troy, Ill. Location) – who has been recognized with the top honor 7 times
- Trevor Yates (Troy, Ill. Location) – who was recognized for the top honor for the first time.

#### LELAND JAMES ELITE WINNER

- Jeff Osborne (Evansville Location) – recognized as Elite status 13 times.

It is a great honor that of the 44 sales professionals recognized with the "trip" award, we actually had 4 on our team. Truly a very nice surprise..... Congratulations to all who were honored!

Last, but surely not least, I want to once again thank everyone who supported us throughout the 2017 Calendar Year. We appreciate you giving us the opportunity to support your team on a daily basis. We once again look forward to working hard to earn your business again in the upcoming year.

HAPPY HOLIDAYS AND GOOD LUCK IN 2018!

*Mike Yates*

# WE HAVE YOU



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IS YOU

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## TROY

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



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### Notable Highlights

- Our team has been busy with Detroit factory tours and DTNA sales training
- The holidays are in full swing at Troy with Christmas decorations up thanks to some employee volunteers and we are busy with holiday luncheons for the team and customers. On behalf of all of us at TCI-Troy, we hope you have a very Merry Christmas and Happy New Year!
- Thank you to Ed Gresky from Bendix for hosting our tech night

### Team News

- Our Service Department is geared up for the cold weather and is ready to support you as needed. Remember that we do offer mobile service
- Winter essentials are stocked and many items with special pricing in our Parts Department
- Our Collision Center offers full-service paint and body repairs including on-site estimates
- With so many demands on your schedule, we do provide pick-up and delivery service to ease your scheduling load if a unit comes in for service or repair

### Facility Updates

- Some customer service focused graphics have been added to our Service atrium
- We have repaired some concrete at our entrances
- Our tech lockerroom is getting a bit of a makeover
- Upgrades are underway at the Collision Center with HVAC in the employee lounge area

### New Hires

- Shawn Connoyer (Body Shop Tech)
- Mark Knowles (Driver)
- Samuel Kueker (Parts Warehouse)
- Jered Martin (Shop Cleanup)
- Matthew Pokojski (Service Tech)
- John Poletti (Parts Driver)
- Clifford Schaefer (Driver)
- Tyler Thiems (Service Tech Apprentice)

## SPRINGFIELD / DECATUR

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



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### Notable Highlights

- The Springfield team is proud to be a part of TCI's Giving Campaign to help our deployed soldiers through Operation Support Our Troops. We are pleased to be the leaders for the Giving Tuesday bonus match incentive!
- Members of our team attended the DTNA Tech Pro event in Detroit to test drive new units with the DD8 engine, tour the factory and learn more on the all new DD5 and DD8 engines.
- Stemco graciously conducted a wheel end training for customers at TCI-Springfield
- Our annual employee Thanksgiving and Christmas luncheons brought our team together for great fun and fellowship

### Team News

- Longtime technician, Dave Dillon, has transferred to the rear parts counter to bring his years of technical experience to the parts team and to better serve our team

- Mike Jacobs has moved into a dedicated phone room for parts customers and this move has worked well to bolster our customer service

### Facility Improvements

- We are expanding our parts warehouse storage capability in both buildings to maximize space and improve efficiency
- The parking lot was recently resealed and striped

### New Hires

- Judith Boggs (Receptionist)
- Andy Burdette (Parts Counterman)
- Alexander Chambers (Service Tech)
- Benjamin Ferrill (Service Tech)
- Gary Fore (Service Tech)
- Jared Hayes (Parts Counterman)
- Steve Little (Driver)
- Coody Stoldt (Parts Driver)
- Jeffery Westenhaver (Service Foreman)

## ST. LOUIS

I-70 & BROADWAY –  
DOWNTOWN ST. LOUIS  
(800) 325-8809



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(800) 985-0380  
M-F 7A-11P SA 8A-4P



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### Notable Highlights

- Thank you to Ed Gresky from Bendix for hosting our tech night that our team and customers enjoyed
- Our St. Louis team hosted another successful supply drive for the Herzog Elementary students in North St. Louis City and the St. Peters' team did as well for their local schools
- Our sales team participated in the Freightliner Tech Pro Sales Meeting in Detroit
- In October, we sponsored the 7th Annual Missouri Military Memorial Foundation Walk in memory of Amanda Pinson, sister of TCI's Bryan Pinson
- We had another visit from Optimus Prime on November 29th as they were passing through to their next destination
- Our team enjoyed their holiday luncheon and we decorated for the season

### Team News

- We had several team members move shifts in recent weeks. Bryan Pinson (service writer) moved from night shift to days while Tim Robertson (service writer) moved from 2nd shift to nights. Melody Graham (service office) and Dan Ray (parts counterman) moved from days to 2nd shift.

- Congratulations to Eric Maytas on his promotion to St. Peters' Service Foreman
- Two St. Peters' team members got married in late summer. Congrats to Tech Jeff Lindsey and Parts Salesman Cliff Burr on their recent weddings
- Lots of babies are arriving for our St. Peters' team as well. Jimmy Holguin, Field Service Tech, and his wife, Amanda, welcomed their 2nd little girl (Savannah) in July; Mike Lindsey and his wife, Brittney, welcomed their 2nd baby girl (Bobbi) in November; Parts Manager, Jason Brown, and his wife, Stephanie, are expecting their first child in May while Zach Wells, Service Tech, and his wife Molly, are expecting their first baby in June
- Congratulations to Chasity Macklin (receptionist) on her nuptials to Jerry White on October 28th
- St. Peters' Receptionist, Brandi Akers, traveled to New York City to cheer on her husband, Ben, who competed in the NYC Marathon
- Rob Long (back parts counterman) and his family enjoyed a cruise over the Thanksgiving holiday

### New Hires (St. Louis)

- Adam Carmichael (Service Tech Apprentice)
- Brian Johnson (Parts Warehouse)
- Kelly Krakosky (Service Writer)
- Glen Yahl (Facility Maintenance)
- Joey Norris (Parts Warehouse)

### New Hires (St. Peters)

- Joshua Butler (Parts Warehouse)

## MOUNT VERNON

I-57/I-64 & RT. 15 • (800) 786-2545  
M-F 6A-12A, SA-SU 7A-7P



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### Notable Highlights

- Once again our team partnered with Jefferson County Toys for Kids. We were able to purchase over \$1,700 in toys thanks to \$1,000 raised and coupons.
- We had a great time for our TCI Christmas luncheon on December 6th
- Lyndel "Hutch" Hudgens will retire at the end of the year. Hutch has worked the front parts counter for years and went part-time in 2014 helping us with inventory control. We will miss him but wish him all of the best in his retirement!

### Team News

- Congratulations to Sunny (Kachuba) and Tyler Campbell on the arrival of Oaklynn Marie at 8:03pm on November 24th. She weighed 7lb13oz and both mom and baby are doing great!

### New Hires

- Neil Kachuba (Service Tech Apprentice)
- Jessica Metje (Receptionist)
- Jace Webb (Service Tech)



## MORTON

I-74 & EXIT 102B  
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M-F 7A-12A, SA-SU 7A-3:30P



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### Notable Highlights

- We are honored to have receive an FCCC Oasis Top-5 Dealer Award thanks to the feedback from our valued motorhome and RV customers
- We sponsored the Transportation Club Clam Bake again this year
- We are participating in holiday charity campaigns including Toys for Tots and OSOT
- In September, Morton once again passed our Elite Support spot check
- We are enjoying several team and customer appreciation luncheons for the holidays

### Team News

- We are stocked up and ready to go for the winter months ahead so please stop by and see us for all of your services and parts needs. Don't forget that we have a full-service body shop and trailer shop in Morton too!
- In the Bloomington area? Our Hudson location can help you with all of your parts needs.
- Our team had fun for our Halloween costume contest
- Farewell to Dan Hieronymus after 23 wonderful years. Happy retirement, Dan!

### Facility Improvements

- Upgrades to our file storage area to maximize space and efficiency
- Remodel of our Shipping/Receiving office
- Upgrades to our parking lot

### New Hires

- John Bromhold (Body Shop Tech)
- Caitlyn Caccia (Housekeeping)
- Jame Cisneros (Detail Bay Tech)
- Michael Edwards (Dispatch Driver)
- Tyler Hamm (Detail Bay Tech)
- Larry Hood (Dispatch Driver)
- Lina Jones (Parts Runner)
- Ken Malcolm (Parts Counterman)
- Ashley Zimmerman (Body Shop Administrator)

## EVANSVILLE

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



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### Notable Highlights

- We are proud to announce that we passed our 8th annual Elite Support certification
- Our team is participating in a fundraiser to feed 100 families. Our parts counterman, Ronnie Burton, is always finding a way to help the community and he is spearheading the campaign to feed 100 families.

### Team News

- Our service team participated in an Express Assessment Workshop to further improve our 2 hour communication commitment to our customers
- Brian Johnson was promoted from Parts Delivery Driver to OPS – well done!

### Facility Improvements

- Two new eyewash stations were installed in our service shop

### New Hires

- Kyle Julian (Body Shop Tech)
- Debra Knight (Parts Delivery Driver)

### DAWN JORGENSON (Nov. 16, 1976 – Sept. 30, 2017)

In September, we tragically lost one of our own team members in a motor vehicle accident. Dawn was an OPS for our Evansville location. She was dedicated and had the biggest heart and truly cared for her customers, coworkers and family. She is greatly missed by us all but we continue to keep her and all who loved her in our prayers.



## SOUTH BEND

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(800) 589-7364  
M-F 8A-5P, SA 7A-3P



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## ELKHART

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(800) 686-7364  
M-F 7:30A-6P,  
SA 7A-12P

### Notable Highlights

- Our team had a Notre Dame tailgate for the first game of the year against Temple
- Optimus Prime visited our Elkhart location
- Our team is proud to be collecting donations for both Toys for Tots and Operation Support Our Troops
- After 25 years, controller Denny Ziolkowski will be retiring at the end of the year. We hope that he enjoys his well-deserved retirement!
- We participated at Indiana Toll-Road Tech/Driver Training at 5 ITR facilities

### Team News

- Congratulations to two team members on their weddings! Best wishes to Richard & Sandy Clark and Ed & Kayla Cleveland!
- Dave Klockow's son, Nathan, was student of the month. Way to go, Nathan!
- Lynne Miller is a first-time grandma. Her daughter welcomed baby Gavin on 10/6/17.
- Eric Dushane became a grandpa for the 5th time.
- Another first-time grandma, Dawn Kohler, is overjoyed with granddaughter, Paxtyn, who was born on 7/31/17.
- Body Shop Tech, Steve Howell, is in the band See This Through. The band has a large following and their single "Not the Same" is available on iTunes, Spotify, Google

Play and Pandora. The band played several top events in the Midwest and their upcoming schedule is available at [www.seethisthrough.com](http://www.seethisthrough.com)

### Events

- Indiana Governor Eric Holcomb was a keynote speaker at the RV Industry Power Breakfast

### Facility Improvements

- We have updated our Tech Library to improve efficiency
- Signage has been updated at Elkhart's entries
- Our parts showroom has had a little remodel – stop by and check it out

### New Hires (South Bend)

- Benjamin Kwakye (Service Tech)
- Mark Schricker (Service Foreman)

### New Hires (Elkhart)

- Matthew Litwiller (Driver)
- David Martin (Parts Counterman)
- Cordall Schoning (Service Tech Apprentice)

## EFFINGHAM

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



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### Notable Highlights

- Our team had a fun Halloween and fantastic employee Thanksgiving luncheon
- We added some holiday cheer to our facility with Christmas decorations
- Watch for the new TCI billboards on each direction of I-70
- We had the privilege of selling our first 50th anniversary edition Western Star to Transport Services – what a slick looking truck!

### Team News

- Rodney Golden, one of our parts delivery drivers, won a new BBQ grill that we raffled
- Congrats to Cindy Meinhart on the arrival of her new granddaughter, Avery!

### Facility Improvements

- Our technicians built a new tool rack for our shop tools
- We stocked our pond and are already looking forward to some fishing in the spring!

### New Hires

- Most of us are a new hire other than a few internal transfers – thanks to everyone who has joined us to make this possible!



# GM SPOTLIGHTS

## FROM THE DESK OF KATIE HOPKINS: EXECUTIVE VICE PRESIDENT

As we approach the end of 2017, it's hard to believe another year has gone by. These last few months have been full of challenges and opportunities. I read a quote from Colin Powell that is so fitting for the last four months of 2017. It said, "The best method for overcoming obstacles is the team method."



which equated to about 1000 machines. There were many TCI employees that worked 30 days straight without a single break. Many employees worked through the night, literally around the clock, during this time. I might have thought this would cause people to become edgy and frustrated with the situation and each other. However, the opposite was true. The team bonded together unlike anything I have ever experienced and forged a path forward. One of my favorite bonding moments was probably when Paul Harmon (Troy Body Shop Asst. Manager) shared his music play list with the crew working late one evening and we found that it included several top Billboard songs by Britney Spears like "Oops! I Did It Again" and "Baby, One More Time."

While this was a major hurdle to overcome, the experience also was full of growing opportunities. We were able to update nearly all of our equipment and systems to more advanced technology. Rebuilding our entire network infrastructure could have taken many years to do and instead has been done in four months. We were able to witness how strong our partnerships are with key suppliers

and vendors. Daimler Trucks North America was so supportive to our leadership in working through the challenges, it made me very proud to be a part of their network. From the director of DTNA's IT department calling us over the holiday weekend to provide support to the warranty leadership team offering to assist with claims and documentation. We could not have had a better support partner than DTNA through this time. At the end of the day, our team is stronger and better than ever before and I look forward to 2018 being a great year!

Sincerely,

*Katie*

This Labor Day holiday was the beginning of a true test of the strength of the team at TCI. I didn't realize how integral technology was to our business day to day, until we had to operate without it. It was as if we all jumped in a time capsule and landed 30 years earlier. Our team had to operate day to day in the business without computers and technology to guide. Overnight, the "old school" methods had to be brought back from time clock punches to handwritten repair stories.

The TCI team was absolutely incredible in the way everyone pulled together to do whatever was needed to bring our company business systems back online. Every single computer, server, copier, switch, phone system had to be rebuilt in some manner

## ST. LOUIS & ST. PETERS



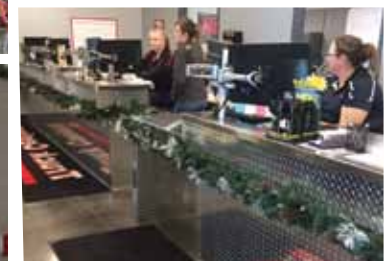
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## SOUTH BEND



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# FROM THE DESK OF

## JUSTIN HOPKINS: VP OF SALES



As I sit here thinking about all of the new technology in the market today as well as what is coming in the near future, I couldn't help but get a little excited and nervous at the same time. I think that feeling would be duplicated in countless offices across the country.

Recently, Tesla has unveiled their potential new day cab truck for short haul situations. Nicola unveiled a sleeper truck powered by electricity and natural gas. Daimler unveiled a completely electric Fuso box truck capable of doing local city delivery. Oh, and if you didn't see the Mercedes launch of the semi-autonomous truck, please google it! It is the Mercedes Benz Long Haul Truck of the Future.



### Where does this all lead? I don't know but it sounds fun!

While talking to different folks, I have come across things called Plasma Actuators. What are they, you ask? Well these things create a force field of sorts (think Star Trek) and will potentially eliminate the need for hard surface gap fillers. Imagine the weight that could be saved if we were able to just have a force field! I also came across a potential hybrid system that Daimler used in our super truck. This electric drive axle would basically be like a giant energy store that, as you go downhill, it stores energy and translates that to the wheels going up the next slope. This system is a mechanical version of what I would call predictive cruise or integrated powertrain management, which Daimler has already implemented into our DT12 transmissions. The mechanical version costs north of \$37,000 and our IPM design is roughly \$700. That should make our customers glad Daimler didn't jump at the first new technology in the market but continued to develop and perfect a solution for our transportation needs. This methodical deliberate approach to bringing solutions to market is what has allowed me to represent the best brand in the world with confidence!

I made the mistake only once when a customer asked if I would bet my future on Daimler. I wasn't sure if the DT12 transmission would be perfect. So, we delivered 5 DT12s and 5 Eaton 13 speed manual transmissions. It wasn't long and I was buying the 13 speeds back and replacing them with the DT12s. I won't make that mistake again!

So, what is the next offering Daimler has coming to market that will be a game changer? Will we have something other than Diesel powering our freight down the road in the future? When will we see it? Those are questions that I can't answer, but I can assure you Daimler will continue to lead the way as we have for the past century, and Truck Centers, Inc. will be there standing proudly behind the products we sell providing value added service to our customers!

Please have a safe and happy holiday season and Happy New Year!

*Justin Hopkins*

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# Industry NEWS



House members listen to Greer Woodruff, senior vice president of safety, security and driver personnel at J.B. Hunt. Photo via ATA Twitter.

## HOUSE COMMITTEE HEARS TESTIMONY ON AUTONOMOUS TRUCK TECH

By Jack Roberts, *TruckingInfo.com*, December 7, 2017

Autonomous automotive technology has the potential to attract new talent to trucking, but it will eventually reduce the number of truck drivers needed and require retraining programs for displaced drivers. That was the takeaway from a subcommittee hearing on Emerging Highways and Transit in the U.S. House of Representatives on Dec. 7.

Industry experts spoke to lawmakers to outline the advantages several emerging automotive technologies will have for the trucking industry, including advanced safety systems, vehicle-to-vehicle communication systems, platooning, and autonomous driving technology. Greer Woodruff, senior vice president of safety, security and driver personnel at J.B. Hunt, told the committee that it is vital to include commercial vehicles in any new legislation concerning emerging technologies, and specifically autonomous vehicle technology, in order to make sure eventual state and federal laws do not conflict or impede the safety and efficiency of interstate commerce as new technology enters into common use.

Woodruff made a point to emphasize the adoption of safety technology by J.B. Hunt and the industry at large in reducing driving accidents and

fatalities. Woodruff noted that trucking spends over \$9 billion annually on advanced vehicle safety systems that have dramatically reduced accidents nationwide, and that these technology investments help ensure that drivers and passengers of all vehicles make it safely to their destination.

Susan Alt, Volvo Trucks North America senior vice president of public affairs, told lawmakers that "trucking is a tough job," a reality that makes it difficult to attract ample numbers of drivers to move the nation's goods. But, Alt noted, younger generations are attracted to, and enjoy working with, new technologies, meaning autonomous vehicle technology has the potential to "lure more drivers into trucking."

Larry Willis, president of the AFL-CIO's Transportation Trades Department, countered that trucking's ongoing driver shortage is mainly due to low wages and benefits. Willis also expressed serious concerns about the loss of truck and bus driving jobs due to autonomous vehicle technology in the coming years, noting that, "Our economy is not prepared for the job dislocation and downward pressure on wages that will result from the adoption of autonomous vehicle systems."

Building on his remarks, Willis urged lawmakers to move proactively to develop wage and labor policies that will protect human workers as autonomous technology is deployed on commercial vehicles.

Willis warned representatives that "millions of jobs" were threatened by autonomous vehicle technology in particular and stressed that they should "think strategically" about the training programs that a new economy created by autonomous vehicles would require.

Lawmakers expressed concern that new vehicle technologies and subsequent driver displacement would require national job training programs to help unemployed drivers find new jobs.

J.B. Hunt's Woodruff said he felt job disruption on the scale presented by Willis was "decades away," even though he noted that in the future, it was likely autonomous trucks would haul freight long distances, with human drivers in strategically locations taking over for regional and last-mile operations.



## FCCC HEAD CARSON NAMED TO LEAD WESTERN STAR TRUCKS

By Daimler Trucks North America, December 5, 2017

Daimler Trucks North America has announced that David Carson, current president of Freightliner Custom Chassis Corporation, has been appointed president of Western Star Trucks and chief diversity officer of DTNA.

Carson succeeds Kelley Platt in the role, who has been promoted within Daimler AG global to president and CEO of Daimler's Chinese truck joint venture, Beijing Foton Daimler Automotive.

"While we will miss Kelley's leadership and her significant contributions as a member of the Daimler Trucks North America operating committee, we are confident that David's dedication and proven track record as a leader position him well as the new leader of Western Star as we look to the future for the vocational truck brand," said Roger Nielsen, president and CEO, Daimler Trucks North America.

In his role leading the Western Star team and the strategic direction for the company's commitment to diversity and inclusion, Carson will become a member of the company's operating committee. He was appointed president of FCCC in 2015, where he oversaw engineering, operations, and sales and marketing for DTNA's chassis business.

## DAIMLER TRUCKS TO DELIVER 3D PRINTED PARTS IN TEST PROGRAM

By Daimler Trucks North America, December 4, 2017



Mercedes-Benz Trucks already successfully produces 30 spare parts with the latest 3D SLS printing processes. Photo: Daimler

Daimler Trucks North America has announced will make its first delivery of plastic parts produced using 3D printing technology in the coming weeks as part of a pilot program.

During the pilot phase of the 3D printed parts program, DTNA will release a controlled quantity of 3D printed parts and will invite feedback from customers and technicians that receive them. The company will collect data on the parts performance and assess potential future demand for 3D printed parts.

DTNA sees 3D printing as an opportunity to better service customers, particularly those customers in need of parts that have been difficult to provide through traditional supply chain models, such as for older trucks or parts with low or intermittent demand.



# IndustryNEWS

To print the parts, DTNA partnered with the 3D printing service bureau, Technology House, which has over 20 years of experience in additive manufacturing. The companies have made the first parts available to customers with Selective Laser Sintering. The SLS process refers to layering powder in a print chamber and then “selectively” melting a pattern with lasers before adding the next layer. The 3D printed parts have been validated to meet durability requirements and many will appear no different to the untrained eye, according to DTNA. During the pilot phase, only parts such as nameplates, map pockets, and plastic covers will be printed and delivered.

Parts that are eligible for 3D printing are being stored in DTNA's digital warehouse. This allows a part to be printed on demand with shorter lead times. Without the need to maintain tooling, these parts will remain available to customers when needed.

On-demand 3D printing also removes the need of holding physical inventory. Currently, the order process takes 2-4 weeks, but once the program is fully launched, parts will be able to be shipped in just a few days, according to DTNA. This capability has the potential to increase uptime for our customers who may otherwise experience long wait times for a hard-to-find part.

**“Over the past five years, DTNA has made significant financial and intellectual investments in the supply chain network in order to deliver parts to our customers faster than ever before,” said Jay Johnson, general manager, aftermarket supply chain, Daimler Trucks North America. “What DTNA is launching today with 3D printing is only the beginning as we continue to develop this technology in our quest to be the benchmark for parts availability.”**

## WESTERN STAR 5700XE DELIVERS TREE TO MICH. STATE CAPITAL

*By Daimler Trucks North America, November 29, 2017*

The 2018 Western Star 5700XE, which was showcased at the North American Commercial Vehicle (NACV) show in September, traveled from Atlanta to Stephenson, Mich., so a 61-foot white spruce Christmas Tree could be loaded onto a flatbed trailer and delivered to the Michigan state capital.

The truck was driven from the Upper Peninsula to Lansing by Denny Olson, a long-time logger and user of Western Star trucks.

The 5700XE was equipped with a Detroit DD16 engine with a Detroit DT12 automated manual transmission, which together gives the truck more power to transport the heaviest of loads. The truck, which has an 82-inch High Roof Stratosphere sleeper, sported Western Star 50th anniversary red-and-white paint job with wings on either side of the cab. It was only fitting that a Western Star delivered the Michigan state tree, according to the manufacturer. The engine, transmission, and axles were built in-state by Detroit Diesel Corp., a Daimler Trucks North America subsidiary located in Redford, Mich.

This marked Olson's 16th year delivering the state tree, a project of the Great Lakes Timber Professionals Association and the Michigan Association of Timbermen.

## FREIGHTLINER AIMS TO STAY ON TOP IN MEXICO

*By Jack Roberts, TruckingInfo.com, November 29, 2017*

Freightliner is maintaining an impressive 39% share of the Mexican commercial truck market as 2017 draws to a close — and is looking to build on that standing in 2018.

That's according to Freightliner Mexico President and CEO Flavio Rivera, who spoke to North American trucking journalists at a press briefing here on Nov. 29.

Noting that Freightliner Mexico is in a unique market that faces challenges and competitors unknown north of the border in the United States, Rivera outlined the strategies the company is using to not only maintain its market share but also to expand its role as the truck “pacesetter” in Mexico going forward.

He began with an overview of Freightliner Mexico's operations, which include a robust manufacturing presence in Saltillo and Santiago, as well as a proprietary dealership network. According to Rivera, Mexico is the eighth largest builder of trucks in the world today, and the fourth largest exporter of trucks globally. Additionally, he said the country is projected to build 5 million passenger cars over the next two years.

This potent manufacturing presence has kept the Mexican trucking industry strong, Rivera added, despite slowed growth in other key economic sectors, such as construction and oil fields. However, he was optimistic that the Mexican construction truck market would soon heat up again, citing major government infrastructure projects including the high-profile development of a new, ultra-modern airport as well as a key rail network connecting port facilities to Mexico City.

Rivera also noted that the unique realities of the Mexican market are prompting Freightliner Mexico to develop new models and strategies to maintain its competitive edge in the country. He said the top challenges include poor infrastructure, heavy congestion, and narrow, European-style streets.

On top of those concerns, Rivera added that Freightliner Mexico must also compete against 12 different truck manufacturers. Those include a host of brands that do not currently play in the U.S. market, including Chinese OEMs Foton and FAW, South Korea-based Hyundai, and the co-owned European marques MAN, Scania, and Volkswagen.

In response to these challenges and competitors, Rivera said that Freightliner Mexico was investing heavily in new cabovers, including two newly introduced Freightliner 360 models, the Class 6 1217 and the Class 8 2528. Those two trucks joined the existing Class 4 715, introduced back in 2008, in the Freightliner 360 family, which is aimed at urban trucking applications.

Rivera pointed out that, currently, many Mexican fleets and drivers view cabover trucks as unsafe and lacking adequate crash protection. In addition, he noted, Mexico is a highly price-sensitive market. He said that means the challenge for Freightliner Mexico and its dealer network is to educate its customer base on the reliability of cabover truck models as well as the long-term benefits of a brand such as Freightliner, including greater fuel economy, driver comfort, and reliability, and fielding an effective dealer network.



Image of 5700XE being loaded up with the Michigan state capital Christmas tree courtesy of Western Star.



# TEAM AWARDS

# DPFS CLEANED HERE



## SIX MEMBERS OF TRUCK CENTERS, INC.'S SALES FORCE HONORED WITH LELAND JAMES HONORS

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

Created in 2003 and named after Freightliner Trucks' founder, Leland James, the program recognizes and rewards outstanding sales executives from dealerships in the United States and Canada. Achievement is based on successful sales in on-highway, medium-duty and severe-duty categories as well as other criteria including their total customer base and ongoing training and certifications. Each winner will receive a custom plaque and gift and the Top-32 brand experts will be honored at a special awards ceremony and a trip to Hawaii with a guest.

Three members of the Troy sales team consisting of Ron Donze, Trevor Yates, and Joe Switzer have been recognized as best in class as a Top 32 Elite trip winners. Ron continues his streak as the only Freightliner sales executive to receive this honor since the program was founded. Elkhart's Dave Klockow is also recognized as a Top 32 Elite trip winner for his wide variety of customers and dedication to going the extra mile for them.

Additionally, Mike Yates, our corporate Sales Manager, has also earned the well-deserved trip to Hawaii for his ongoing leadership and expertise. Jeff Osborne, from our Evansville dealership, was also named a Top 100 Elite award recipient for his continued commitment to excellence with his 13th year.

We truly believe that our sales professionals are the best of the best and continually display the work ethic and professionalism that it takes to be at the top of the industry. They are directly invested in their customers' ongoing satisfaction and are very hands-on long after the sale in the name of customer service. Not only do they stay current with trends, OEM certifications, and training; but also, coach and mentor our entire team. However, these awards would not be possible without the ongoing commitment to unparalleled customer service and hard work put forth by every TCI employee throughout our entire organization. Job well done!



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# TCI Service

# AWARDS >>

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

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

## JULY

### 5 YEARS

**Tim Marks** (Troy – Parts Counterman) was presented with his 5 year award. Tim and his wife, Casey, live in Maryville, Ill., and have two sons. Tim is also a second generation body shop parts man. His father, Terry, was the first parts specialist dedicated to the body shop many years ago. Tim enjoys sand volleyball, golf simulator, deer hunting and loves fishing.

**Kelen Treiz** (Springfield – Night Service Technician) also received an award for five years of service. Kelen lives in Taylorville, Ill. In his free time, Kelen enjoys riding Harley-Davidson motorcycles and spending time with friends and family. He also helps out with William Walter “Catch a Fish Day for Children” and the memorial run.

### 10 YEARS

**Travis Dunn** (Troy – General Manager) received his 10 year award. Prior to joining TCI, Travis worked at the Children’s Home in Peoria and was also the Executive Director of Campfire USA-Springfield. Travis’s home city is Campbell, Mo., and he currently lives in Edwardsville, Ill. Travis likes fishing, hunting, camping and playing with his three dogs, Truman, Hershey and Yorle. One very interesting thing you may not know is that Travis was his high school homecoming and prom king.

**Bill Rinaldo** (Morton – Night Service Foreman) also was presented with a 10 year award. Bill and his wife, Michelle, live in Bloomington, Ill. An interesting note is that they met when Bill was stationed in Germany. Bill has 3 sons and a daughter. In his free time, he enjoys going to concerts, golf and traveling with his wife.

**Tyson Schultz** (Morton – Night Service Technician) also was presented with his 10 year award. Tyson and his wife live in Sparland, Ill., and have two young sons. Prior to working at TCI, Tyson developed software for CAT engines. Tyson enjoys hunting and mud bogging in his free time.

### 15 YEARS

**John Winterrowd** (Mt. Vernon – Service Technician) received his 15 year award. John lives in Carlyle, Ill., and is the father of six children. He joined TCI right after completing his degree at Nashville Auto Diesel College. As you can imagine with six children, John’s free time is spent with his kids and their activities. He is also on the TCI Mt. Vernon softball team and enjoys hunting and fishing.

### 20 YEARS

**Joe Voyles** (Troy – Centralized Warranty Invoicer) was presented with his 20 year award. Joe and his wife, Kathy, live in St. Louis, Mo., and have a daughter (Megan) who currently completed her MBA degree and son (Jacob) who enjoys cub scouts, baseball and basketball. Joe’s hobbies include genealogical research, coin collecting and is an avid history buff.



### 40 YEARS

**Tom Dascotte** (Troy – Parts Counterman) was recognized with his 40 year service award. Tom and wife, Ann, live in Highland, Ill. They have four sons, Dean, Lance, Jonathon and Sean plus 6 grandchildren. Tom enjoys fishing and hunting and he is also an avid coin collector.

## AUGUST

### 5 YEARS

**Jason Powell** (Evansville – Service Foreman) was presented with his 5 year award. Jason calls Morganfield, Ky., his home city. He and his wife have two children, ages 17 and 18. In his free time, Jason enjoys hunting, fishing, collecting cars and being outdoors.

**Andrew Glover** (Evansville – Service Technician) also received his 5 year award. Andrew also lives in Evansville, Ind., and enjoys watching dirt racing and riding his Harley-Davidson motorcycle in his free time.

**Roger Clark** (Evansville – Parts Delivery Driver) received his 5 year service award. Roger calls Chandler, Ind., home and enjoys camping in many national parks with his wife and golf in his free time.

### 10 YEARS

**Stacey Collman** (Corporate – Accounts Payable) received her 10 year award. Stacey and her husband, Chris, (and dog Puddin) live in Rosewood Heights, Ill. In Stacey’s free time she enjoys being with her family including her two nieces and four nephews. She is an avid Kansas City Chiefs fan along with the good of St. Louis Cardinals.

**Mike Jacobs** (Springfield – Parts Counterman) was presented with his 10 year award. Mike lives in Pawnee, Ill., and has two children, ages 8 and 10. Some interesting tidbits on Mike - he is a very good artist, he likes customizing Chevy trucks and Jeremy says he is a comedian most days.

**Marie Gibler** (Evansville - Accountant) also received a 10 year award. Marie lives in Evansville, Ind., and has 2 sons and 3 grandchildren. In her free time she enjoys doing crafts and is very active in her church.



## AUGUST (CONT.)

**Andrew Ross** (St. Louis - Service Technician) was presented with his 10 year award. Andrew lives in St. Jacob, Ill., and was part of the TCI co-op program at Triad High School while he attended there. In his free time, Drew enjoys spending time on his Razor, an off-road vehicle.

### 15 YEARS

**Paul Lawrence** (St. Louis - Parts Counter) received his 15 year award. Paul calls St. Mary’s, Mo., his home city. Paul’s son, Ryan, works in St. Louis as the parts manager and he has two other children, Mandy and Michelle, as well as 5 grandkids. Paul loves to fish, boat and work on cars in his spare time.

### 20 YEARS

**Doug** (Morton – Service Technician) and **Cathie Jenkins** (Morton – Service Manager), one of our married teams, received their 20 year awards. They live the quiet country life in Lacon, Ill., and have 3 daughters (2 that also work at TCI) and 10 grandchildren. Interesting tidbits on Doug and Cathie - Cathie very much enjoys Facebook games, Doug enjoys the Hallmark channel especially at Christmas time.

**Jeff Buffington** (Springfield – Dispatcher) received a 20 year award. Jeff is the all-around go-to guy - picking up customers, delivering parts, ground maintenance, whatever it takes. In free time, Jeff enjoys being outdoors, walking, biking, yard work, etc.

**Clint Gordon** (Mt. Vernon – Service Technician) was presented his 20 year award. Clint and his wife, Sarah, live on 10 acres in Salem, Ill., and have one daughter (10). He enjoys drag racing, hunting, fishing and spending time with his family.

### 25 YEARS

**Mike Gehner** (Troy – Service Technician) received his 25 year award. Mike and his wife live in Hamel, Ill., and have a son (11 years old). Mike actually began his career at TCI while in high school. Interesting tidbit on Mike: he likes to waterfowl hunt in wintertime.

### 30 YEARS

**Kenny Blank** (St. Louis – Service Technician) was recognized with his 30 year award. Kenny and his wife, Joyce, live in Arnold, Mo., and have one daughter, two sons and 6 grandchildren. In his free time, Kenny spends a lot of time with the younger grandchildren. He is also a car specialist and he has an answer for most questions on cars.

## SEPTEMBER

### 5 YEARS

**Dan Ray** (St. Louis Parts Counterman) received his 5 year award. Dan lives in Highland, Ill., but he grew up in Troy and attended Triad High School. Prior to becoming a counterman, Dan worked as a driver and in the parts warehouse. Dan also currently does a great job of handling the cores in St. Louis.

**Roger Crossley** (Troy – Service Dispatcher) also received his 5 year award. Roger lives in Collinsville, Ill., and has three sons. Roger is an avid Blues and Cardinals fan.

### 10 YEARS

**Bryan Pinson** (St. Louis – Third Shift Service Supervisor) was presented with a 10 year award. Bryan and his wife, Sarah, have three children, Emma (9), Cole (6) and Adam (3). Bryan lost his sister, Amanda, who was the first intelligence officer killed in Iraq and he was very active in helping his mother to build a memorial for Missouri soldiers killed in action. The memorial now stands at Jefferson Barracks.

**Mark Eilers** (Troy – Parts Phone Specialist) also received his 10 year award. Mark and his fiancée, Chris, live in Fairview Heights, Ill., and have two children. In his free time, Mark enjoys helping family and friends with projects around their house.

**Brandon Lamke** (Troy – Service Technician) received a 10 year award. Brandon lives in Union, Mo. In his free time, Brandon enjoys engine work on high performance car engines. He also enjoys spending time on the water.

### 25 YEARS

**Kenny Mell** (Troy – Parts Counterman) was presented with a 25 year award. Ken and his wife, Sharon, live in Fairview Height, Ill. Ken has two daughters, Jessica and Julia, and two stepsons, Josh and Justin. Ken enjoys softball, golf and pool time in his free time.





# TCI Service AWARDS



## OCTOBER



### 15 YEARS

**Jerry Grim** (Morton – Parts Back Counterman) was presented with a 15 year award. Jerry's home city is Delavan, Ill. He and his wife, Wendy, have 4 children and 17 grandchildren. Jerry is a veteran of the US Army. In his free time, Jerry is an avid NASCAR fan.

### 20 YEARS

**Marcus Maguire** (Morton – Service Technician) received his 20 year award. Marcus primarily works in the new and used truck lane. Marcus and his wife have one daughter and live in Princeville, Ill. Marcus loves to deer hunt.

**Gary Bingaman** (Troy – Dispatch Manager) also received a 20 year award. Besides his normal duties, Gary is also the project manager for the Forstell building project. In Gary's earliest days with TCI, the company was called Central Illinois Truck Center and he started out changing tires on used trucks. Gary and his wife, Linda, live in Highland, Ill., and in his free time he enjoys doing outdoor projects including gardening.

### 25 YEARS

**Denny Ziolkowski** (South Bend – Controller) was presented with a 25 year award. Denny and his wife, Barbara, have been married for 39 years and have three sons and one grandson. Denny is a train enthusiast with a HO model train layout in his basement. One lesser known fact about Denny is that he was a drummer in a local band in high school and beyond.

### 30 YEARS

**Joe Switzer** (Troy – Truck Sales Executive) received a 30 year award. Joe and his wife, Peggy, live in Highland, Ill., and they have 2 children and 4 granddaughters. Joe grew up in East St. Louis until high school when he relocated to Highland wearing skin-tight leather pants, boots with heels and John Travolta shirts. Joe is a very avid bike rider at a competitive level and spends a lot of time training, he also teaches a spinning class.

### 35 YEARS

Finally, **Doug Switzer** (Troy – Body Shop Technician) received his 35 year award. Doug and his wife, Pat, have two children and 4 grandchildren. Doug is an integral part of the body shop and will always help out on whatever is needed with building maintenance, safety committee, long hours to take care of customer needs, etc. In his free time, Doug enjoys time with his grandchildren as well as gardening and woodworking.

## NOVEMBER/ DECEMBER

### 5 YEARS

**Jerry Cameron** (Troy – Dispatch Driver) was presented with his 5 year award. Jerry is married with several grandchildren. He is a veteran who served the country in the United States Army. Jerry loves motorcycles and previously raced them.

**David Foster** (South Bend – Body Shop Technician) received a 5 year award. He lives in South Bend with his longtime girlfriend, Allison, and they have a boxer named Doc. David's hobbies include snowmobiling and snowboarding. He also loves to mushroom hunt with his Uncle Jimmy.

### 10 YEARS

**Shane Missel** (Morton – Service Technician) received a 10 year award. He lives in Lacon, Ill., and has two children and one granddaughter. In his free time, Shane enjoys rebuilding vintage vehicles and going to old car shows.

**Jacob Hamil** (St. Louis – Service Technician) was presented with a 10 year award. Jake and his girlfriend live in High Ridge, Mo., and have a 3 ½ year old son, T.J. In his free time, Jake loves to get out in the hills and trails and is an avid Jeep guy.

**Jarod Talbert** (Mt. Vernon – Back Parts Counterman) was presented with a 10 year award. Jarod has also recently been working in the IT department. Jarod and his wife live in Waltonville, Ill. In his free time, he enjoys fishing and hunting and is also a big fan of the St. Louis Cardinals.

### 15 YEARS

**Richard Clark** (South Bend – Service Technician) received a 15 year award. Richard's home city is South Bend. He married the love of his life, Sandy Barbera, in August 2017. Richard has two boys, Warren and Chris. In his free time, he enjoys playing the guitar, fishing and apparently makes some great moonshine.

**Colin Becker** (Troy – Service Technician) received a 15 year award. Colin's home city is Collinsville, Ill., and he has one son Landon (age 8). In his free time, Colin enjoys helping out at his dad's farm.



## NOVEMBER/ DECEMBER (CONT.)

### 20 YEARS

**Spencer Francik** (St. Louis – OPS) received a 20 year award. Spencer and his wife, Amy, live in Barnhart, Mo., and have three children, Jacob (21), Justin (21) and Sophia (10). In his free time, Spencer enjoys fishing, boating and riding his Harley. Spencer has graciously donated his time to successfully co-lead the Jerry Duft Memorial bass tournament for the last 9 years.

**Laurie Klockow** (South Bend – Office Manager) received a 20 year award. She and her husband, Dave, live in Edwardsburg, Ind., and have four children - Jordan, Nicole, Brian and Nathan. Laurie loves to dance, sing, travel, ride motorcycles with Dave and is actively involved with their church teaching Sunday school.

**Dan Newman** (South Bend – Body Shop Technician) was presented a 20 year award. He and his wife, Diane, live in Niles, Mich., and have 4 children. In his free time, Dan enjoys shooting guns, snowmobiling and spending time with friends and family.

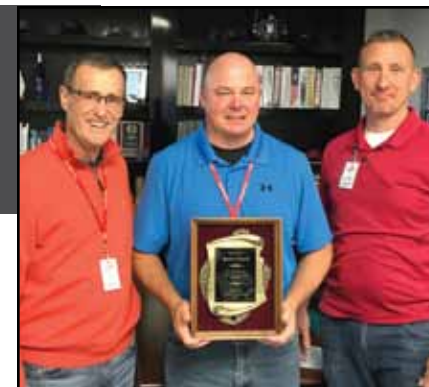
**Cheryl Williams** (Morton – Body Shop Manager) received a 20 year award. Cheryl is married and has 5 kids and 7 grandkids. She and her husband live in Delavan, Ill. Cheryl enjoys camping, boating, snowmobiling and spending time with friends and family.

**Dave Sakash** (Morton – Parts Delivery Driver) was presented a 20 year award. Dave and his wife, Cindy, live in Bartonville, Ill. He recently became a grandpa, and Alice is the twinkle of his eye. His dog, Izzy, is his second pride and joy. Dave is a huge fan of the St. Louis Cardinals and St. Louis Blues. He and Cindy also enjoy traveling to all the Disney theme parks.

**Julie Klebba** (Mt. Vernon – General Manager) received a 20 year award. Julie and her husband, Ben, have been married 33 years and have two children and one granddaughter. They live in Woodlawn, Ill. In Julies' free time she spends a lot of time on the farm taking care of their cattle. She loves spoiling her granddaughter, Avery, as much as she can.

### 25 YEARS

**Mary Witt** (Corporate – Centralized Warranty Manager) received a 25 year award. Mary is married to Dwane Witt for nearly 40 years and they have three children and three grandchildren. Mary lives in Pocahontas, Ill. In her free time, Mary enjoys spending time with her family and being outdoors.





# TCI GIFTS IN ACTION

## ST. LOUIS CHILDREN'S HOSPITAL



With the holidays in full swing, it is heartwarming to see how some of our corporate gifts are used. St. Louis Children's Hospital is one of the beneficiaries of TCI donations. Thanks to Purina and Truck Centers, Inc., hospitalized children are now able to receive visits from their four-legged family members in the Pet Center. The Pet Center opened in 2016 and only the third of its kind in the nation. Additionally, an \$11,000 gift from TCI provides two SleepSack swaddles for each NICU baby upon discharge. In 2017, the hospital is on track to have a record number of Newborn Intensive Care admissions numbering 884.

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**HERE'S WHAT YOU NEED TO KNOW:**

**When can we visit?** Patients who stay overnight or more may be able to have their pet visit, if medical staff approves.

**How do I request a visit?** Visits are coordinated and scheduled by our child life team. You can talk to your child life specialist, call the Purina Family Pet Center at 314.219.8075 or email FamilyPetCenter@slc.org. Families will be given a pre-visit questionnaire to complete before a visit is scheduled.

**How does the visit work?** Once families request a visit and your child's medical staff approves, families will receive a confirmation by phone or email with instructions.

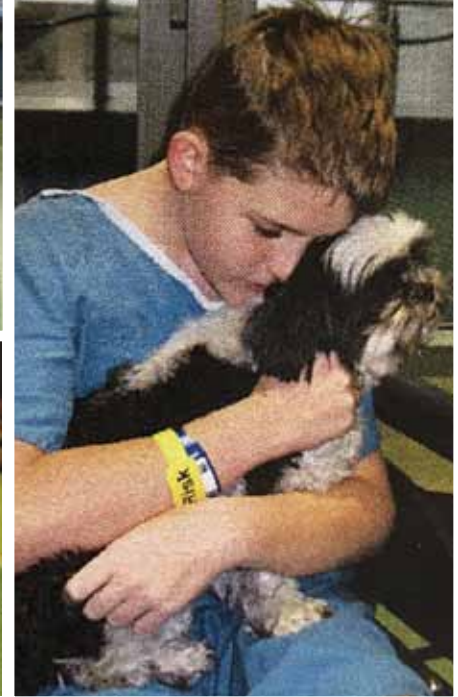
**On the day of the visit,** family members may unload their pet at a drop-off area on the 2<sup>nd</sup> floor of the St. Louis Children's Hospital visitor garage. A child life staff member will bring your child to the Purina Family Pet Center.

**One adult family member must escort the visiting pet.** Pets cannot be left in a car unattended.

**Which types of pets are allowed?** Only dogs and cats are allowed to visit. Families must answer questions about the pet before visits are approved. Pets must be current on vaccinations and leashed before a visit. All pets must be on a leash or in a pet carrier when moved from the car to the Purina Family Pet Center.

**Contact us:** For more information, talk to your child life specialist, email us at FamilyPetCenter@slc.org, or call 314.219.8875.

**Only kind of its kind in the United States and the fourth in the world,** the Purina Family Pet Center was made possible by a gift from Nestlé Purina.



# Truck Centers Inc.

# HONORING THOSE WHO SERVED

## VETERAN'S DAY



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Jack Draper  
Robert French  
Onis Harper  
Jim Moose  
Joseph Norris



Ken Abbadusky  
Charles Adamson  
Ron Adamson  
Don Ashley  
Joe Aud

Billy Baker  
Benny Bicanich  
Jim Bradbury  
Tom Bryson  
John Cain  
Jerry Cameron  
Kathy Cochran  
Marshall Conner  
Thomas Coryell  
Charles Crowell  
Anthony Darian  
Ron Donze  
Dennis Faitz  
Josh Flatley  
Mickey Fravell  
George Freeman  
Rodney Golden  
Junior Grant  
Mike Grawe  
Dan Green  
Jerry Grim

John Hopkins  
Charles Hubly  
Larry Hughes  
Michael Klopmeier  
Chris Low  
James Martin  
Richard Mast  
Kenton McGrath  
John Meredith  
John Milcherska  
Doug Pennington  
Jim Pennington  
Wayne Peters  
Corey Reynolds  
Stephen Richardt  
Bill Rinaldo  
Mike Schneiderer  
Gene Smith  
Francis Skubiszewski  
Sydney Throne  
Corey White  
Cleophus Williams



Paul Buehrle  
Doug Burgess  
John Coleman  
Jim Crosier  
Andrew Glover  
Tim Hametz  
James Wood



David Dillon  
Bernard Harrison  
Charles Herron  
Faleniko Isaia  
Timothy Wayman



Jim Beaver  
Fred Bownes  
Joe Braunagel  
John Draper  
Bob Ferry  
Joe Gowen  
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# FORISTELL



Our St. Peters, Mo., location will be expanding and relocating to a newly constructed facility in late Spring 2018. The Morton Buildings' team and a slew of vendors continue their steady pace through winter to keep construction moving along. We are excited for this opportunity to better serve our local and transient customers.



When completed, the 57,911 sq. ft. facility will use solar power to help offset our electrical demands and have 14,000 sq. ft. of parts warehouse space as well as a spacious shop that can accommodate 21 trucks at a time plus team cleaning bay and detail bay. There will be dedicated motorhome parking areas with hook-ups for our RV customers.

If in the area, you can watch progress as our new location is conveniently located on the North Service Road just west of Mr. Fuel and the TA Travel Plaza at exit 203 on I-70.

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\*Applies to all applications with Standard and Flex models in the U.S. & Canada. Please refer to the Roadranger Warranty Guide (TCWY0900) for the latest warranty time and mileage offerings.



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# 5 STEPS TO DELIVERING WORLD-CLASS CUSTOMER SERVICE

In today's interconnected world, one of the key differentiators for dealerships is customer service. Equipment and services can often be obtained from another dealership, but customers often bring their business back because of the quality of care that they receive. One thing that the top dealers have in common with one another is a commitment to "World-Class Customer Service." This is no longer exception; it is the standard expectation of every customer who visits a dealership. In order to be competitive today, you must exceed, not just meet, the expectations of your customers.

There are many elements that can cause a business to succeed or fail but something that should be modeled from every successful business is the "customer experience." World-class customer service is the most dramatic element of your business that builds value for the customer without costing you anything other than time and commitment. And, as many of us know, most dealerships are lackluster at creating a fantastic customer experience.

Granted, with the nature of the business we are in, customers are not often happy to be here because it is a disruption to their service with costs to their productivity and bottomline. However, we can make it the best experience possible with the given scenario. Extended hours of operations, a full-range of services, extensive parts availability to reduce unnecessary downtime, customer amenities to make use of their time from Wi-Fi to laundry facilities all are features of a premier customer service experience. And then, the best asset that we all have are our people. Having a well-trained, attentive, proactive team who can understand the needs and perspectives of our customers and do their best to communicate and reduce stress and downtime are vital to continuing to being at the top of our industry.

## FIVE SIMPLE POINTS TO CONTINUALLY EVALUATE TO BOLSTER CUSTOMER SERVICE ARE:

### 1 View your business from the customer's perspective.

Since leaders and team members have a bias, encourage and welcome customer's feedback. The glowing reviews are nice rewards for a job well done, but less than perfect reviews are valuable tools to learn from. Improve your flaws, fix them and discover what makes your dealership unique and sets you above the competition.

Don't only focus on the routine procedures like the meet and greets since everyone does the ordinary ordinarily well. Look for the exceptional opportunities that can make our business stand out. These exceptions and extraordinary problem-solving skills are what make us rise to the top. Anyone can train their staff to follow a procedure, but great companies train their staff to think and empower them with decision-making authority. A customer problem is like a fumble for a football team; it's everyone's job to get the ball back and regain momentum.



### 2 Actively listen to everything that can help you see what the customer sees.

Very few people will give you direct feedback so you have to investigate and look deeper for the clues. Active listening means taking and hearing all verbal and non-verbal cues given to you. Taking the opportunity to really listening to your customers' reactions to your sales processes, departmental experiences, staff and facility give you a wealth of feedback to fine-tune your efforts.

When you walk in the door, what is the first impression of your dealership? Then think of your first impression of other good businesses in your area. What is it that they do well? What makes them memorable? Is there music in the background? Is it offensive and loud? Are your customers greeted pleasantly or are they left unattended?

Note the feedback that you receive, ask questions while talking to customers to understand what they like/don't like, welcome suggestions with gusto. Feedback and continued improvements drive innovation.



### 3 Measure everything from the customer's perspective.

How fast does your website load? Have you considered a responsive website for mobile users? What features do you offer at your dealership while customers are waiting? Are there any amenities for pets or children?

Is a customer's newly-purchased truck perfectly cleaned and prepared for delivery? Does your staff enthusiastically and sincerely say thank you to each customer?

Your number-one job is to exceed each and every one of your customer's expectations and do so with sincerity to make the customer feel welcome and valued. For 47 years, we pride ourselves on being a place where handshakes and our word still have value, that is part of our culture and tradition. It is our responsibility to make sure each of our customers feel a valued part of that legacy.



### 4 Be human – have fun.

Have you ever wondered if a fast food restaurants paid an extra buck an hour, could they get counter help with a little more pleasantness or attention to detail? A smile, enthusiasm, manners, and "can do" attitude go a long way with a customer

and you should expect every employee to offer that to every customer who visits your dealership. Chik-Fil-A is a prime example of small details to an enthusiastic greeting, pleasant interaction and prompt service making all of the difference in a customer experience.

The atmosphere of your dealership should be warm, professional, friendly, inviting and fun. Don't forget that last word - it makes a huge difference for your staff and, in turn, your customers. By relaxing the environment, productivity and customer satisfaction increase exponentially. A warm, energetic smile with a personality genuinely overflowing with enthusiasm is hard to leave with a negative opinion of.

### 5 Be dedicated to continual improvement.

If you haven't fixed something in the last 48 hours, you have fallen two days behind your best competitor. Focus on the smallest improvements that you can find and use them for stepping stone opportunities for continual improvement. If your office is dreary or dated, give it new life. If your staff treats customers like an interruption, fix it with retraining. If your branding is boring or dated, be willing to go outside of the box and change it.

There are a thousand ways to turn your mindset inside-out and start running your dealership the way your customers would like. What may have worked 5 years ago may not be relevant now – times and needs change. Free Wi-Fi was a luxury just a decade ago and is now an expected standard. Customer satisfaction leads to customer loyalty and that increases repeat business, referrals and creating customers for life. "World-Class Service" isn't just an action but a commitment and way of thinking and conducting business.



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# THE LATEST EVENTS INSIDE THE >>



## RICH "STOPPER" STOPCZYNSKI (SOUTH BEND TRUCK SALES EXECUTIVE)

recently delivered a fleet of new Freightliners to the Indiana Toll Road team. This is a first look since the official media day will occur after this issue is published.

## JOHN PACOTTI (MORTON TRUCK SALES EXECUTIVE)

delivered the first EPA 2010 Detroit powered unit to the Truck Driver Training School at Illinois Central College. Directors Connie Smith and Ellen George received a donation to make this purchase possible.

## CONGRATULATIONS TO PAUL BUEHRLE (TROY SERVICE MANAGER)

on his completion of CIC certification



CIC1 Class 52 | Left to Right from Front Row: Amber Sanes, \*Kathryn Baker, Sean Stebbins, Stuart Christopher, Tiffany Gooch, Katelyn Duperron, Melanie Walker, Heath Lowinske, Chris Chaffee, JB Swanson, Jeremy Conaway, Stephanie Nowicki, Greg Henderson, Howard Richards, Paul Buehrle, Sarah Fontaine



## ED GRESKY (ACCOUNT MANAGER FOR BENDIX)

provided training at TCI-Troy and TCI-St. Louis that included newer technology such as: reduced stopping distance (RSD) brakes, automatic slack adjusters including Versajust reduced drag technology, electronic stability control and air disc brake repair and maintenance. There was also training of regulations and industry safety information. All attendees will receive a certificate from Bendix that counts as required brake training under 49 CFR 396.25.



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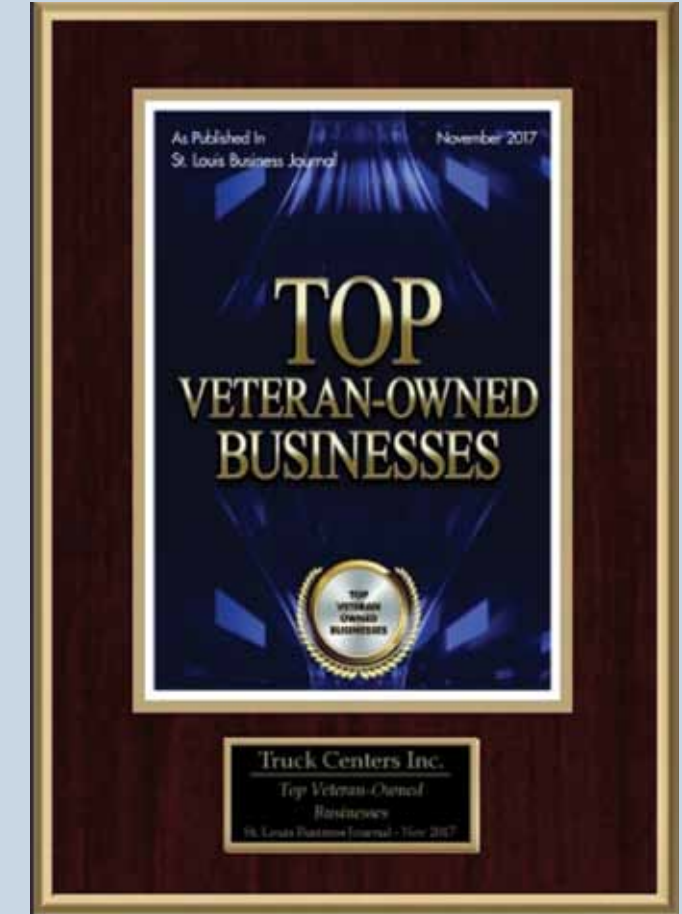
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# TCI NAMED 2ND LARGEST VETERAN-OWNED BUSINESS

BY ST. LOUIS BUSINESS JOURNAL

In November, a list of the largest area veteran-owned businesses was published in the St. Louis Business Journal and TCI is proudly in the second spot. The list was ranked by 2016 revenue.

1. HUNTER ENGINEERING
2. TRUCK CENTERS, INC.
3. METALSCO INC.
4. POETTKER CONSTRUCTION CO.
5. SUMNER ONE | DATAMAX | COPYING CONCEPTS
6. NGG LTD. INC. DBA NATIONAL GLASS AND GLAZING
7. TRUE NORTH MANAGEMENT SERVICES
8. AEGIS STRATEGIES LLC
9. BRANDT CONTRACTING INC.
10. GLASPER PROFESSIONAL SERVICES INC.
11. CALLIER'S CATERING
12. FOX ARCHITECTS



Rank	Company	2016 Revenue	2015 Revenue	Total Employees	Total Local Employment
1	<b>Hunter Engineering Co.</b> 11250 Hunter Dr. St. Louis, MO 63044 314-731-3020 <a href="http://hunter.com">hunter.com</a>	\$480 million	\$460 million	1,010	375
2	<b>Truck Centers Inc.</b> 2280 Formosa Rd. Troy, IL 62294 618-667-3454 <a href="http://truckcentersinc.com">truckcentersinc.com</a>	\$380.98 million	\$382.15 million	556	262
3	<b>MetalSCO Inc.</b> 11006 Manchester Rd. St. Louis, MO 63122 314-997-5200 <a href="http://metalSCO.com">metalSCO.com</a>	\$125 million	\$150 million	11	10
4	<b>Poettker Construction Co.</b> 380 S. Germantown Rd. P.O. Box 207 Breese, IL 62230 618-526-7213 <a href="http://poettkerconstruction.com">poettkerconstruction.com</a>	\$120.92 million	\$121.6 million	124	120
5	<b>SumnerOne   Datamax   Copying Concepts</b> 6717 Waldemar Ave. St. Louis, MO 63139 314-833-8000	\$65.5 million	\$60.5 million	364	177





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**MOUNT VERNON**



# Tis the Season

Nine of our dealerships are collecting wish list items for care packages to send to our deployed troops via Operation Support Our Troops. We did a #GivingTuesday incentive drive whereby TCI donated \$5 for every item donated from Tuesday-Friday to help bolster support and we are so proud of our generous team members for their giving spirit. The bonus drive netted 550 items and an \$2,765 incentive perk. As a veteran-owned company with 81 veteran employees, we appreciate you!

Additionally, our Mt. Vernon team once again completed their annual Jefferson County Toys for Kids' drive. With \$700 in donations, a TCI boost and creative couponing, they were able to get \$1,700 in toys for local kids. Way to shine!



**EFFINGHAM**



**Truck Centers Inc.**  
**GIVING**  
campaign  
**2017**

OPERATION SUPPORT  
AMERICA  
OUR TROOPS

Founded in 2003, Operation Support Our Troops-America is a grassroots effort based in Naperville, IL, that has become one of the largest volunteer-based military support organizations in the country. Over 500 volunteers give well over 10,000 hours each year in service. As a 4-Star rated, 501(c)3 non-profit organization, we endeavor to provide comfort and care at home and away to our active duty military, families and veterans. Members of the military community from all across the United States have been served by the programs of Operation Support Our Troops America.

**HOW YOU CAN HELP**  
We will host donation drives at each participating TCI location for wish list supplies for comfort and care packages that the OSOT volunteers will sort and distribute to mail off to our active-duty military members. We will collect donations between November 20-December 18, 2017. All supplies will be packed and delivered to the OSOT warehouse in Lisle, IL. Please consider adding a few items to each shopping trip during the next month for the men and women deployed from home. They also welcome iTunes gift cards, calling cards, letters and notes/pictures from children. Thank you for opening your heart to this great cause!

*Thank you!*



**DECATUR**



**SPRINGFIELD**







# NORTHERN INDIANA

# MORTON



# TROY



# EVANSVILLE



# ST. PETERS





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**FOUNDED 1997**

**OWNERS: RICHARD L. SAXE/JERRY L. POGUE**

Arrowhead Building Supply is a market leader in the distribution of roofing, siding, windows, doors, decks, stone, even interior trims and other specialized building products that customers usually do not find at the typical lumber yard. The company offers value-added services like free, 3-hour delivery service, shingle recycling bins and job lockers for securing worksites. Their fleet of 63 custom units consist of Freightliner, Western Star, Peterbilt and Sterling trucks to deliver materials. With strong considerations for price, durability and brand support/service, they value the Truck Centers' team at our St. Peters' location. Owners, Jerry Pogue and Larry Saxe, praise the team for their knowledge of the industry, ease of doing business and great support from the sales and service departments. Arrowhead Building Supply now has six, full-service locations throughout Missouri, Illinois and Arkansas and is poised to continue being recognized as the industry leader in building supplies for decades to come.





**Continental**  
BATTERIES  
Powering **Your** World

# TRUE FLEET POWER

**HD31/XHD31/HC31**  
Heavy Duty Performance and Powerful Value



**SUPPLYING YOU WITH THE  
BEST BATTERY FOR EVERY VEHICLE IN YOUR FLEET**

**Continental**  
BATTERIES  
**C31AGM**



Dual Purpose AGM

**ODYSSEY**  
Extreme  
SERIES  
**PC2150**



Premium AGM  
Pulse Cranking Technology

**Trojan**  
BATTERY COMPANY  
MASTER DISTRIBUTOR  
**OVERDRIVE**



Best In Class AGM  
Legendary Cycling  
and Durability



**NO MATTER HOW YOU GET FROM POINT A TO POINT B  
WE HAVE THE BATTERY TO GET YOU THERE**



**SPRINTER**

## THE RIGHT VAN FOR THE JOB.

NEW MODELS HAVE INCREASED FUEL ECONOMY, SERVICE INTERVALS, AND NOW 4X4 OPTIONS TO MEET ALL OF YOUR NEEDS AND BE A SOLID PERFORMER. WITH MULTIPLE WHEELBASES AND HEIGHTS, YOU CAN CUSTOMIZE THE SPRINTER TO HAUL CARGO OR TRANSPORT PEOPLE.



CALL OUR SPRINTER  
BRAND MANAGER  
**STEVE TEMME (812) 868-2700**  
TO BECOME PART OF THE  
SPRINTER FAMILY TODAY.



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



**Doug Pennington (St. Peters – Service Manager) ▲**

My daughter, Faith, made this thank you for some Western Star owners, Greg Bonnett and Katie Hopkins for helping her. Faith's market rabbit, a blue ribbon winner, was the highest auction rabbit of the night - \$1,400! Faith has a passion for animals and 4-H. She puts in all the hard work to get these rabbits "show ready" for the St. Charles County Fair.



**Michelle Petroff, (Corporate – Marketing Manager)**

My "babies" just turned 5 on November 20th. So many of us at TCI remember the difficult road to get them here and still think of them as babies but they are officially big kids now and loving Pre-K.

# TCI TEAM

**▼ Katie (Corp – Accountant) and Clint Schmollinger (Troy – Service Tech)**

Tori Jane Schmollinger was born November 14th at 7am and measured in at 8lb2oz and was 20in long. Congrats to big brother Troy!



**▲ Mike Lindsey, (St. Peters – Service Tech)**

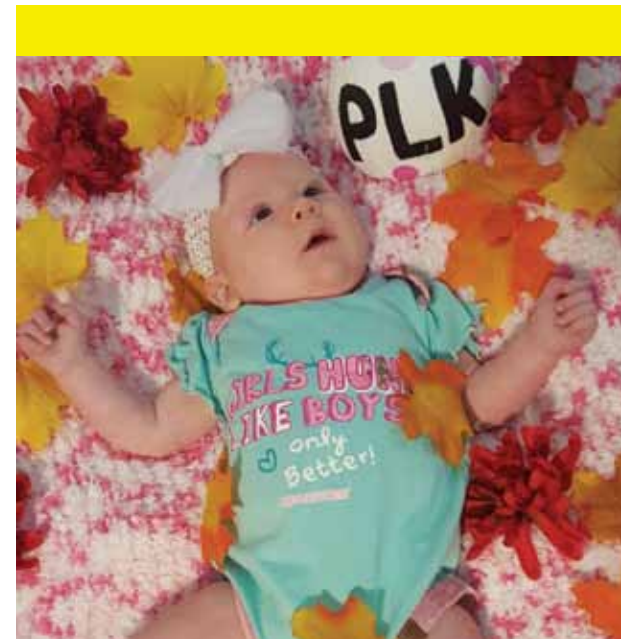
Bobbi Jaclyn Lindsey came into this world on November 10th at 6:09am and weighed 7lb14oz. She was eagerly welcomed by big sister Holley.

**Paul Harmon (Troy Body Shop – Asst. Manager) ▼**

My wife, Dakota, and I welcomed the newest member of our family, Paul Joseph Harmon, on July 30, 2017. PJ was 7lb12oz and 20in long. Since then, we have been enjoying road trips to see family and embracing all of Baby PJ's first milestones.



# NOTABLES!



**▲ Dawn Kohler (Elkhart – Service Warranty Administrator)**

My first granddaughter made her arrival on July 31, 2017, at 10:44 pm. She was 8lb3.5oz and 20.5in long. Paxtyn Lee Kohler stole my heart on that day. She is the daughter of my oldest child, Shaharazia.



**Brandi Akers (St. Peters – Receptionist)**

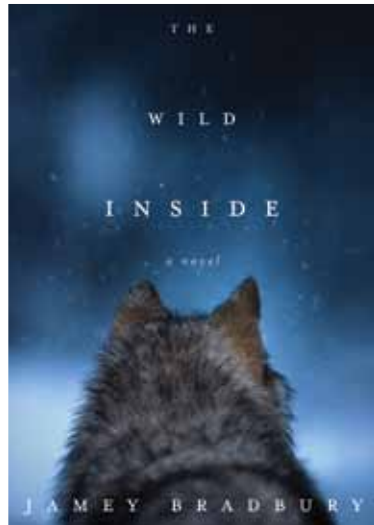
My husband, Ben, ran the NYC Marathon on November 5th for a charity called TEAM FOR KIDS. Team For Kids is a non-profit organization that provides children nationwide the opportunity to participate in free running and fitness programs that they may not otherwise be able to. He and a teammate from his company raised \$7,000 for the cause. This was his 2nd official Marathon and his "Dream Race" since it was the prestigious NYC Marathon.

**Justin Hopkins, (Corporate – VP Sales)**

Justin Hopkins, II, recently participated in his first real hockey game! Way to go!







< **Jim Bradbury (Troy – New/Used Truck Service Supervisor)**

My daughter, Jamey, will have her book *The Wild Inside* published and available March 20, 2018, from William Morrow, an imprint of HarperCollins. The book is "A promising talent makes her electrifying debut with this unforgettable novel, set in the Alaskan wilderness, that is a fusion of psychological thriller and coming-of-age tale in the vein of Jennifer McMahon, Chris Bohjalian, and Mary Kubica."

# TCI TEAM NOTABLES!

> **TJ Moore (Troy – Service Invoicer)**

Phoebe is 2 years seizure free and weaning off of her seizure meds. Prayerfully, the seizures stay away. She has proven the doctors wrong and is beginning to talk and can say many words already. Hayden decided to give golf a try. He made the freshman team at Edwardsville with a score of 37 on nine. He eventually moved to JV and also played in a varsity tourney where he finished with a 79 on 18. He was voted player of the year. And Evan finished his first quarter of middle school with straight A's. He was selected by Scot Gallager Soccer to attend special professional training this year. He is leading his academy team in goals scored.



< **Linda Landman (Troy – Accounting Clerk)**

My daughter, Hailey, graduated from Highland High School in May 2017. She is attending Southwestern Illinois College in Granite City, Ill., where she is pursuing an Associate's Degree in Welding. Her picture was taken and put into SWIC's new brochures for their Welding Technology program. My son, Logan, received a scholarship that will help him continue attending Chamberlain School of Nursing in St. Louis. He will graduate in Dec. 2018 with his BSN. My husband and I are very proud of both of our children for pursuing such challenging careers.

**Welding Technology**  
SOUTHWESTERN ILLINOIS COLLEGE



**TUITION AND FINANCIAL AID**

SWIC tuition and fees are subject to change at any time. For the current tuition rate, contact the SWIC Business Office at 618-235-2700, ext. 5367 or visit [swi.edu/students/business\\_office](http://swi.edu/students/business_office).

Information about student scholarships, grants, loans and employment is available from the Office of Financial Aid and Student Employment by calling 618-235-2700, ext. 5268 or visiting [swi.edu/students/financial\\_aid](http://swi.edu/students/financial_aid). Workforce Investment and Opportunity Act funding also may be available to qualified students. For WIOA information, contact 618-235-2700, ext. 5466.

For details about scholarships available specifically to SWIC students, visit the SWIC Foundation website at [swi.edu/community/foundation](http://swi.edu/community/foundation).

**GRADUATION REQUIREMENTS**

Students in the Welding certificate program receive 800 hours of lecture and laboratory instruction. Those who earn an Associate in Applied Science degree are

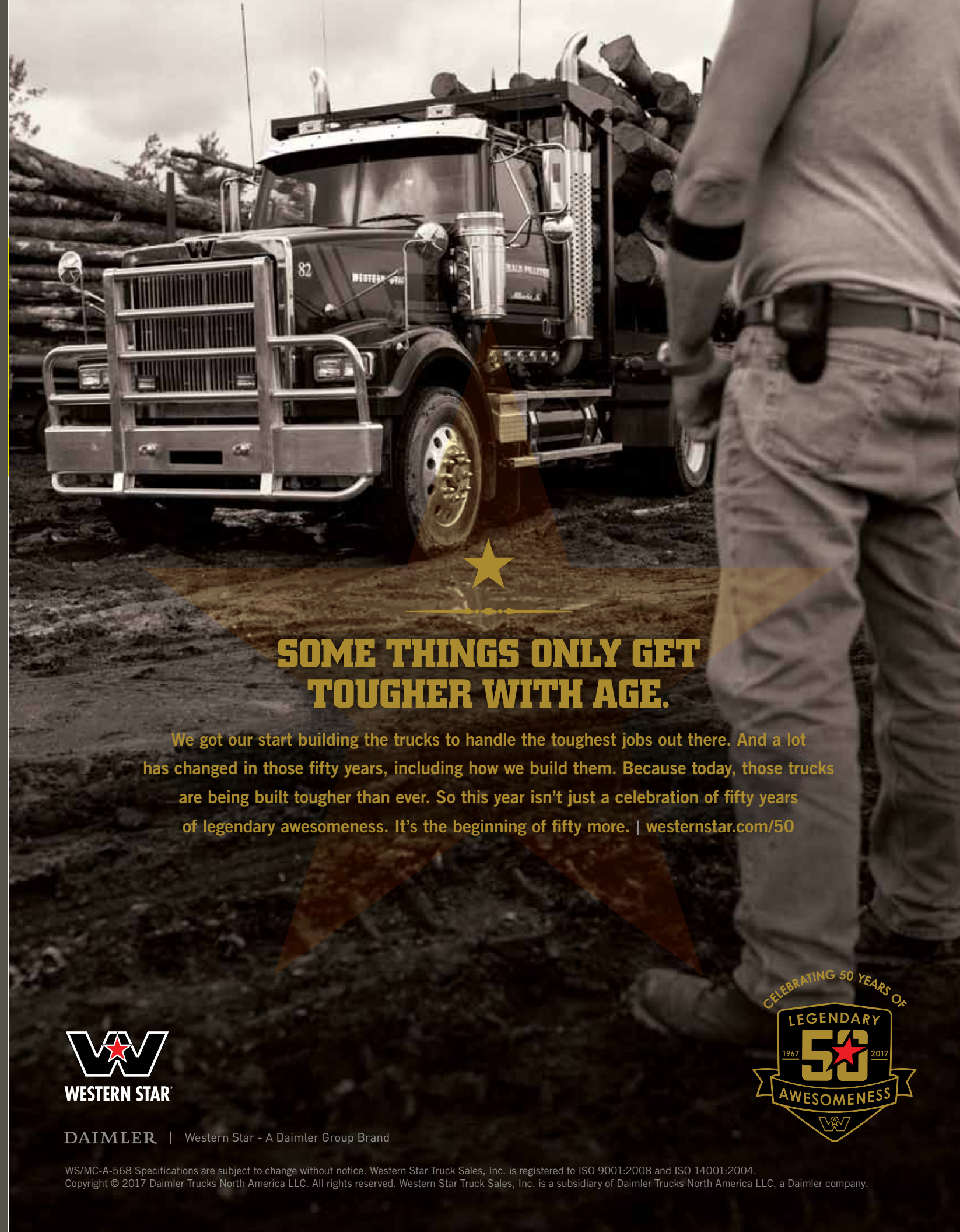
required to enroll in academic and Welding courses. Students must complete 70 semester credits to earn an Associate in Applied Science degree in Welding.

The program is divided into four semesters that full-time students can complete in two years.

Those earning the Welding Technology Certificate must complete 14 semester credits, 12 semester credits for the Welding Technology Advanced Certificate, 10 semester credits each for the Welding Technology Specialized Certificate and the Advanced Welding Technology Certificate.

Day students will complete this program in nine months; part-time night students will complete it in two years.

Hands-on work will be graded pass/fail on the basis of code standards. Lecture work will be graded on the college grading system.



★  
**SOME THINGS ONLY GET TOUGHER WITH AGE.**

We got our start building the trucks to handle the toughest jobs out there. And a lot has changed in those fifty years, including how we build them. Because today, those trucks are being built tougher than ever. So this year isn't just a celebration of fifty years of legendary awesomeness. It's the beginning of fifty more. | [westernstar.com/50](http://westernstar.com/50)



**WESTERN STAR**

DAIMLER | Western Star - A Daimler Group Brand



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# TRUCK CENTERS 2017 WINTER SPECIALS

## How much are you willing to risk?

In the past, you didn't need to think too much about your air dryer. You could get by with "good enough." You could simply "wait and see" before committing to advancements like oil coalescing technology.

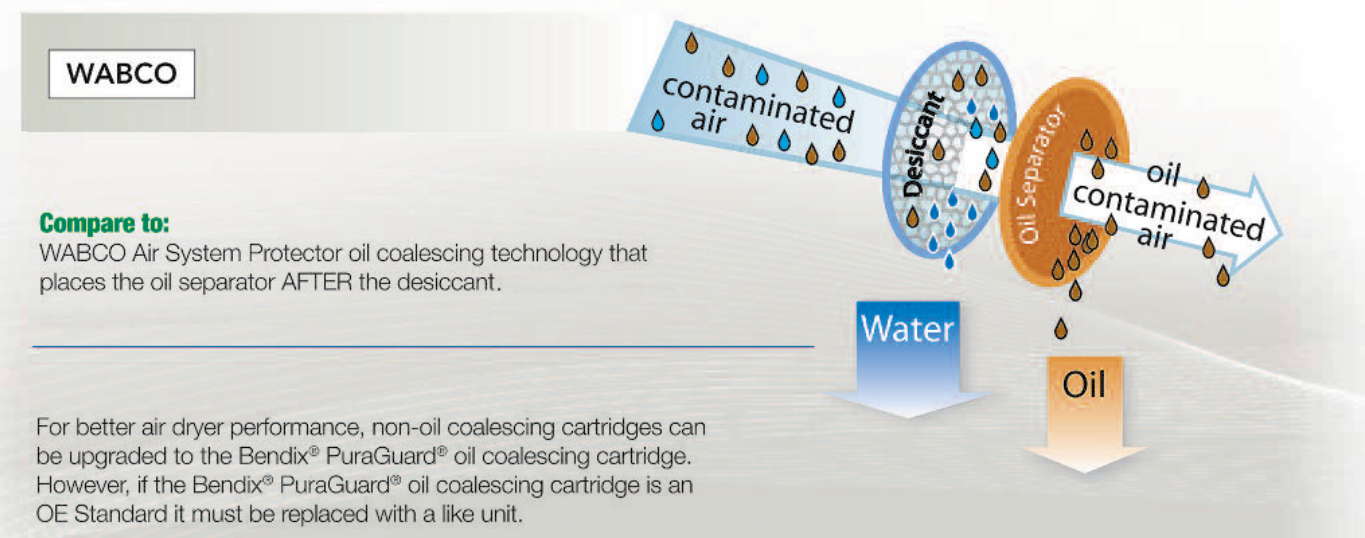
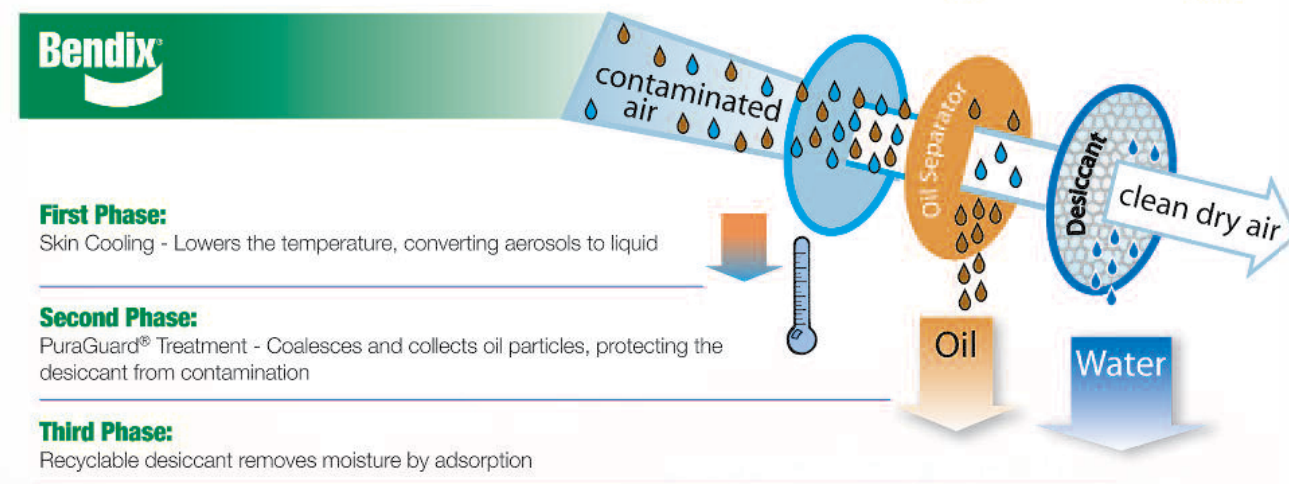
### But those days are now gone.

Whether you're an OE, fleet, or owner-operator, you operate in a world of increasingly strict emission standards and higher costs of running your business. EPA regulations in 2007 and 2010 dramatically reduced the allowable diesel engine emissions of nitrogen oxides (NOx) and particulate matter (PM).

Manufacturers responded to EPA '07 and '10 with major technical advances to their vehicle systems. These advances – including Advanced Exhaust Gas Recirculation (EGR), Selective Catalytic Reduction (SCR), and the Diesel Particulate Filter (DPF) – have added a total of \$10,000 to \$15,000 to the cost of each commercial vehicle. As costs rise, so does the pressure to protect your investment.

**When air contaminated with oil is sent into these systems, you risk considerably shortening its life and possibly spending a great deal to repair it.**

## Proven Bendix PuraGuard Oil Coalescing Technology



# TRUCK CENTERS 2017 WINTER SPECIALS

## MAKE IT A DRYER SEASON

### GENUINE

#### BW AD-9 DRYERS & KITS:

BW 065225	NEW AD-9	\$259.95
BW R5009378	REMAN W/ BRACKET & HARNESS	\$182.40
BW R109685	REMAN W/O BRACKET & HARNESS	\$149.95
BW R5004341	REMAN PURGE VALVE ASY	\$ 50.52
BW R107794	REMAN CARTRIDGE	\$ 22.48
BW 107794PG	REMAN PURAGUARD CARTRIDGE	\$ 46.42
BW 109578	HEATER KIT	\$ 36.55
BW 5005037	PURGE KIT	\$ 31.47
BW 107800N	CHECK VALVE ASY	\$ 26.96

#### BW AD-IP DRYERS AND KITS:

BW K026596	NEW AD-IP	\$443.53
BW R109477	REMAN AD-IP	\$230.15
BW R109493	REMAN CARTRIDGE	\$ 69.00
BW 109493PG	REMAN PURAGUARD CARTRIDGE	\$101.67
BW K022105	PURGE VALVE ASY	\$ 81.21
BW 109495	HEATER KIT	\$ 61.67

#### BW AD-SP DRYERS AND KITS:

BW 800887	NEW AD-SP	\$368.33
BW 5008414	CARTRIDGE	\$ 51.59
BW 5008414PG	PURAGUARD CARTRIDGE	\$ 96.44
BW 109995	PURGE KIT	\$ 66.84
BW 109495	HEATER KIT	\$ 61.67
BW 109993	TURBO CUT-OFF MAINT. KIT	\$ 36.78
BW 5005624	CHECK VALVE KIT	\$ 16.14

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

BW R5004050	AD-IS DTNA DRM VERSION	\$297.25
BW 5008414	CARTRIDGE	\$ 51.59
BW 5008414PG	PURAGUARD CARTRIDGE	\$ 96.44
BW K022105	PURGE VALVE ASY	\$ 81.21
BW 5004049	GOVERNOR AND CHECK VALVE KIT	\$ 73.85
BW 109495	HEATER AND THERMOSTAT KIT	\$ 61.67
BW 109993	TURBO CUT OFF KIT	\$ 36.78
BW 800361	NEW GOVERNOR	\$ 46.42

#### MERITOR WABCO:

TDA R955205NX	SS1200 DRYER	\$188.79
TDA R955205X	REMAN SS1200	\$149.95
TDA R950015	HEATER KIT	\$ 62.47
TDA R950011	CARTRIDGE	\$ 47.19
TDA R950068A	COALESCING CARTRIDGE	\$ 49.99
TDA R950014	PURGE KIT	\$ 39.95

### AFTERMARKET

#### AD-9 DRYERS & KITS:

TDA R955065225X	REMAN AD-9 DRYER	\$125.39
TDA R9555004341X	REMAN PURGE VALVE KIT	\$ 40.59
TDA R955107794X	REMAN AD-9 CARTRIDGE	\$ 19.95
TDA R955107794PGX	REMAN AD-9 COALESCING FLYER	\$ 20.04

#### AD-IP DRYERS AND KITS:

TDA R955109477X	REMAN AD-IP	\$179.80
TDA R955109493X	REMAN CARTRIDGE	\$ 55.38
TDA R955K022105N	PURGE VALVE ASY.	\$ 65.07

#### AD-SP DRYERS AND KITS:

TDA R955109991X	REMAN DRYER	\$160.75
TDA R109994	CARTRIDGE	\$ 19.95
TDA R955109995N	PURGE KIT	\$ 51.96

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

TDA R9555004050X	AS IS DRYER	\$241.65
TDA R109994	CARTRIDGE	\$ 19.95
TDA R955K022105	PURGE VALVE ASY.	\$ 65.07

#### MERITOR WABCO:

TDA R109994	CARTRIDGE	\$ 21.42
DN P951413	COALESCING FILTER	\$ 40.56





# 2017 WINTER SPECIALS

# 2017 WINTER SPECIALS

## ENGINE HEATERS



8605556	Series 60	\$44.23
3500077	Series 60 (2007-Newer)	\$40.31
3500095	DD15 (2008-Newer)	\$36.96



3500022	ISB, QSB	\$39.10
3500032	ISC, QSC	\$44.12
3500107	ISX, QSX (2007-Newer)	\$46.68
8600015	ISM, M11	\$68.20



3500098	MaxxForce 9&10 (2007-Newer)	\$46.92
3500095	MaxxForce 11&13	\$36.96
3500044	DT466, DT466E, 530 (19942006)	\$49.04



3500046	MBE900	\$56.74
3500080	MBE4000	\$61.47
3500082	New MBE4000	\$68.96



3500013	C10, C12	\$49.03
3500111	C13,C15 Acert (2007-Newer)	\$46.93
8605556	C15, C16 3406	\$44.23
3500077	C9, C15, C16 New Acert	\$40.31
3500081	C7 New Acert	\$69.92
3500033	3406E	\$58.55



## CORDS & RECEPTACLES

3600008	6' HD Replacement Cord	\$15.65
8606080	Receptacle Only (4 Hole)	\$35.83

A few basic winterizing guidelines to help you maintain peak performance and dependability as the temperature drops.

### FUEL ADDITIVES

Diesel fuel contains parafin that causes fuel to gel as it cools and that leads to engine malfunctions. Check the fuel's cetane rating at the pump - the higher the number, the easier your truck will start in the cold winter months. Also, anti-gel additives during each fill up will boost engine performance.

### FUEL FILTER & WATER SEPARATOR

Fuel contaminants including condensation shorten the service life of your engine and lead to costly repairs. To minimize risk, check your water separator daily and invest in a new fuel filter.

### COOLING SYSTEMS

Visit your local Truck Centers' store for a comprehensive winterization check including inspection of the cooling system - radiator, hoses & belts - to check for issues that may worsen in cold temperatures and lead to engine damage. Additionally, coolant tests will make sure your coolant is at the optimum freeze point.

### ENGINE

Diesel engines are harder to start in cold weather than gasoline-powered vehicles because of their need for higher cylinder temperatures. Consider investing in electric-powered block heaters such as those offered in this flyer to keep your engine warm overnight and minimize large fluctuations in engine temperature.

### AIR DRYER

The air dryer collects and removes air contaminants before they enter the brake system to prevent water freezing in the lines and causing brakes to become inoperable. TCI Service Departments are offering winterization specials and can schedule your truck for an air dryer inspection or filter change in preparation for icy roads.

### BATTERY

Cold temperatures drain batteries faster so it is important to check the age and life-cycle of your battery before winter. TCI Parts Departments maintain a large inventory of Continental Batteries for Heavy-Duty and Xtreme-Duty applications with superior cold-cranking ability.

### VISIT THE PROS AT TCI

Preventative maintenance maximizes performance and minimizes costly downtime. If you will be heading into colder climates during winter months, prevent problems from arising and schedule a comprehensive winterization service at any of our dealerships.



## WINTER THAW EMERGENCY DIESEL TREATMENT

PIC 202132 \$4.37



## AIR BRAKE ANTIFREEZE (QUART)

PIC 5632 \$2.48



## WINDSHIELD SPRAY DE-ICER

PIC 5216 \$1.99



## STARTING FLUID

PIC 5301 \$1.66



## WINTER POW-R-PLUS DIESEL FUEL TREATMENT

PIC 202032 32oz Treats 250 Gallons \$ 5.36

## WINTER POW-R-PLUS BIO-DIESEL FUEL TREATMENT

PIC 202632 32oz Treats 250 Gallons \$ 7.95



ULSD compliant, prevents gelling of diesel fuel, enhances cetane, stabilizes fuel to prevent corrosion and improves fuel economy



## OIL PURGE

PIC 200264 \$11.41



# TRUCK CENTERS 2017 WINTER SPECIALS



**FINAL CHARGE® GLOBAL**  
COOLANT / ANTIFREEZE

## FINAL CHARGE GLOBAL (OAT) EXTENDED LIFE

OWI FXA003	1 GAL	CONCENTRATE	\$14.18
OWI FXA001	55 GAL	CONCENTRATE	\$12.95/GAL
OWI FXA053	1 GAL	50/50	\$ 8.68
OWI FXAW51	55 GAL	50/50	\$ 8.32/GAL

### DESCRIPTION:

FINAL CHARGE® Global Extended Life Coolant/Antifreeze is an Organic Acid Technology (OAT), globally formulated, ethylene glycol based coolant, which uses organic acid inhibitors (non 2-EH) to provide guaranteed protection for all cooling system metals. With proper maintenance, Final Charge Global Extended Life Coolant/Antifreeze delivers guaranteed cooling system protection for ONE MILLION MILES of on-road use (8 years or 20,000 hours of off-road use) without the use of Supplemental Coolant Additives (SCAs). Final Charge Global Extended Life Coolant/Antifreeze is nitrite-free, phosphate-free, silicate-free and borate-free.



**FLEET CHARGE® SCA PRECHARGED**  
COOLANT / ANTIFREEZE

## FLEET CHARGE SCA PRECHARGED

OWI FCA0B3	1 GAL	CONCENTRATE	\$ 9.35
OWI FCAW51	55 GAL	CONCENTRATE	\$ 9.22/GAL
OWI FCAB53	1 GAL	50/50	\$ 5.84
OWI FCAB51	55 GAL	50/50	\$ 5.66/GAL

### DESCRIPTION:

Fleet Charge SCA Precharged Coolant/Antifreeze is a Fully Formulated, ethylene glycol-based coolant, precharged with advanced technology Supplemental Coolant Additives (SCAs). Because it is SCA precharged, Fleet Charge SCA Precharged Coolant/Antifreeze requires no SCAs at initial fill and ensures proper chemistry at every top-off. Fleet Charge SCA Precharged Coolant/Antifreeze uses a low silicate and phosphate-free formulation.

### ALLIANCE GREEN COOLANT

OWI AAA003	1 GAL	CONCENTRATE	\$ 8.95
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OWI AAA001	55 GAL	CONCENTRATE	\$ 8.40/GAL
OWI AAAW51	55 GAL	50/50	\$ 5.76/GAL

# TRUCK CENTERS 2017 WINTER SPECIALS

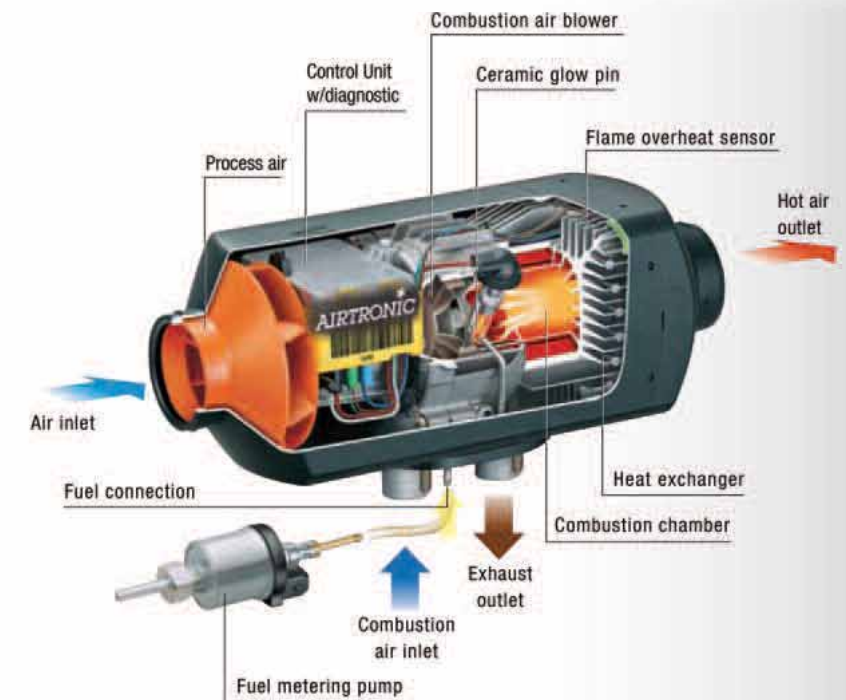
## AIRTRONIC D2

AIR HEATER

The AIRTRONIC heaters are designed for many types of applications. They are especially suited for cab and sleeper heat in trucks, workshop vehicles, freight compartments and interior heat in general.

These air heaters cycle quietly through four heat levels to maintain a desired temperature range, without idling your engine.

**ESPAR AIRTRONIC D2 W/DIGI MAX CONTROL**  
202820690263 **\$1250.00\***



## HYDRONIC D5

COOLANT HEATER

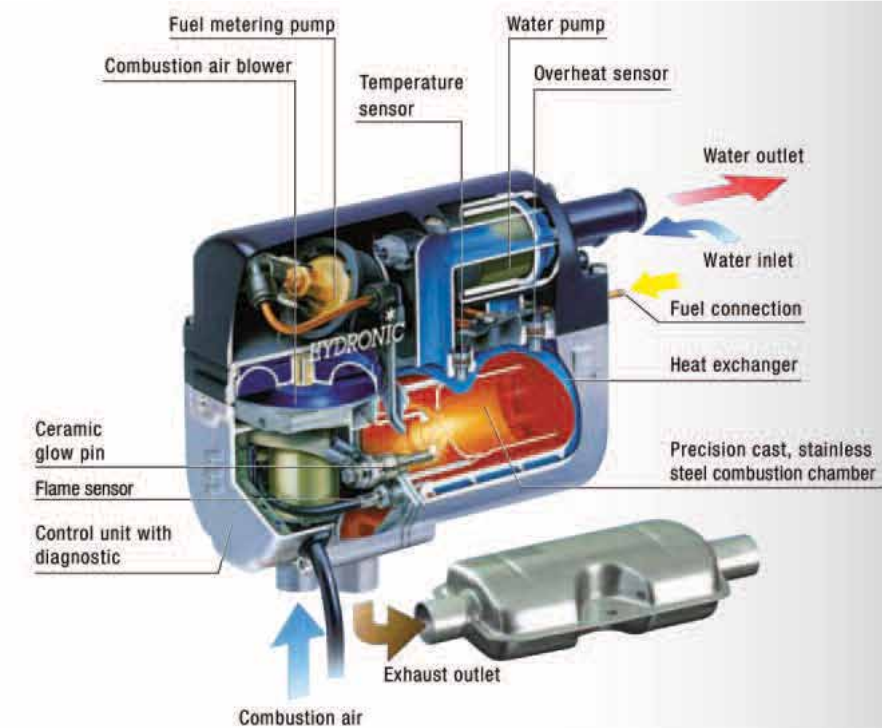
Espar's HYDRONIC D5 independent auxiliary coolant heaters offer affordable pre-heating and supplemental heating solutions for trucks, off-road equipment, boats and buses.

Their compact size enable a simple installation and eliminates the need for electrical plug-ins.

The Hydronic 5 can supply supplemental heat in almost any application needing auxiliary heat.

**ESPAR HYDRONIC D5 BOXED UNIT W/TIMER**  
252823250541 **\$1549.95\***

\* Quantity Discounts Available





# TRUCK CENTERS 2017 WINTER SPECIALS

# TRUCK CENTERS 2017 WINTER SPECIALS



## AGM BATTERIES The Right Battery For the Right Application



**EPM/AE8A31 \$145.46**  
AGM Dual Purpose/Deep Cycling Battery  
HVAC, APU, Reefer Units, Extra Auxiliary Loads

**EPM/AEN9A31 \$181.76**  
AGM Starting/Dual Purpose Battery  
Day Cab, Sleeper, P&D, Vocational

### The Premium Starting and Cycle Service Battery

Today's heavy-duty trucks depend on batteries to provide power for electronics, tailgates, extra lights, heating and cooling systems, and many other power drains, as well as start the engine.

Starting batteries aren't designed to withstand the continuous discharge that new auxiliary equipment demands, often when the engine is not running.

Alliance premium starting and cycling service batteries can accommodate multiple auxiliary loads without shortening the battery's performance and life. Its advanced AGM design is not only built for power, but is vibration-resistant, spillproof and leakproof, maintenance-free, and delivers faster recharging and longer cycle life.

### Features & Benefits

- **Lower internal resistance** provides quick starting and saves considerable wear on your vehicle's alternator and entire recharging system.
- **High reserve capacity** means more power for electronic loads especially when key-off power is crucial.
- **AGM tight-packed construction** resists vibration damage for better performance and longer life.
- **Hard-impacting polypropylene case and cover** resists external damage for extended use.
- **Tough, stainless steel terminals** prevent corrosion for more power and better performance.
- **Spillproof and leakproof design** protects your hard-used, expensive equipment.

Reliable starting power for any commercial service vehicle. Heavy-duty construction reduces damaging effect of vibration for long service life.

Alliance O.E. Maintenance-Free Starting Batteries assure quick, reliable starting power for any commercial service vehicle. Anchorlocked elements, radial grids and tight-pack, heavy-duty construction significantly reduce the damaging effects of vibration, resulting in maximum power-per-pound and long service life.

Alliance O.E. Starting Batteries are completely maintenance-free and never need watering, dramatically reducing maintenance costs. And the popular Group 31 size fits most types of commercial equipment for easy replacement. All our batteries pass more than 250 quality checks during manufacture, ensuring superior performance and long life. And Alliance Batteries are made in the U.S.A., your assurance of quality!



**AE1031MF 760CCA \$76.33**  
**AE1131MF 950CCA \$84.75**  
**AE1131XMF1000CCA \$94.65**

Now, one battery provides all the cold cranking power you need for starting, plus abundant deep cycle power.

Today's trucks demand much more power to operate all the on-board auxiliary equipment. Typical starting batteries are designed to deliver quick bursts of electricity for engine starting. But operating this new auxiliary equipment calls for long, slow power draws over a period of hours, or even days... often when the engine is off. Starting batteries can't handle these increased power requirements, and may fail.

Now, one battery provides all the cold cranking power you need for starting in any climate, plus abundant deep cycle power for your typical auxiliary demands. Alliance Dual Purpose Batteries feature full frame, compu-cast power path grids and high density oxide, providing the most dependable high cycling service. Heavy duty components and a reinforced case assure long battery life, built to endure normal commercial abuse.



**AE7T31 \$101.40**



### SUPERIOR COLD CRANKING ABILITY



**HD31C 750CCA Heavy Duty Battery \$67.95 EXCHANGE**  
**XHD31C 950CCA X-Treme H/D Battery \$71.22 EXCHANGE**

The Trojan OverDrive AGM 31™ battery is a true deep-cycle battery. Engineered to withstand the rigors and abuse of deep discharge applications, the OverDrive AGM 31 incorporates a series of design features essential to deliver the long duration energy storage required for heavy-duty APU, inverter and liftgate applications.



**T310D 730CCA Battery \$189.95**





# PHILIPS

WE MAKE PRODUCTS THAT MAKE A DIFFERENCE™



## Phillips PolarAir®

...the answer to cold weather brake problems.

- ▶ Perfect for extreme weather conditions - Hot & Cold!
- ▶ Remains flexible at -85°F to 195°F (-65°C to 91°C)
- ▶ Excellent recoil memory, chemical resistance & abrasion resistance
- ▶ POWER GRIP™ gladhand extension provides superior coupling/uncoupling leverage
- ▶ Large coil diameter prevents kinking and provides greater recoil
- ▶ Jacketing prevents fractures and provides durable, rubber feel



Featuring Phillips Ultra-Protective PolarAir® Jacketing



# PHILIPS

www.phillipsind.com

PHM 11 5150	PolarAir 15' Red/Blue CoilSet	\$67.99
PHM 11 5400	PolarAir 15' Red/BlueCoil Set w/40" leads	\$79.52
PHM 11 315	HD 15' Red/Blue Coil Set	\$39.85
PHM 11 340	HD 15' Red/Blue Coil Set w/40" leads	\$49.37
PHM 11 8115	Straight Rubber 15' Set w/ Red/Blue Grips	\$46.38
PHM 12 006	Gladhand Service (Blue)	\$ 2.59
PHM 12 008	Gladhand Emergency (Red)	\$ 2.59
PHM 12 012	Glandhand Seal Rubber	\$ .20
PHM 12 0161	Gladhand seal Poly Blue	\$ .75
PHM 12 0162	Gladhand Seal Poly Red	\$ .75

PHILLIPS INDUSTRIES

# TRUCK CENTERS 2017 WINTER SPECIALS

## PEERLESS SECURITY TIRE CHAINS

### HIGHWAY SERVICE SINGLES

QG2243CAM 275,285,295/75-22.5 SINGLES (PAIR) \$66.81

QG2247CAM 275,285,295/75-24.5 SINGLES (PAIR) \$66.81



**AutoSock**  
...brings you home!

## SUPER Z SECURITY TIRE CHAINS



• Greater durability and weight savings of at least 20% compared to conventional "link" tire chains.

• Approved by CalTrans under minimum chain-up requirements over I-80 at Donner Pass.

### ZT897

445,455/50-22.5 SUPER Z CABLE  
\$180.37

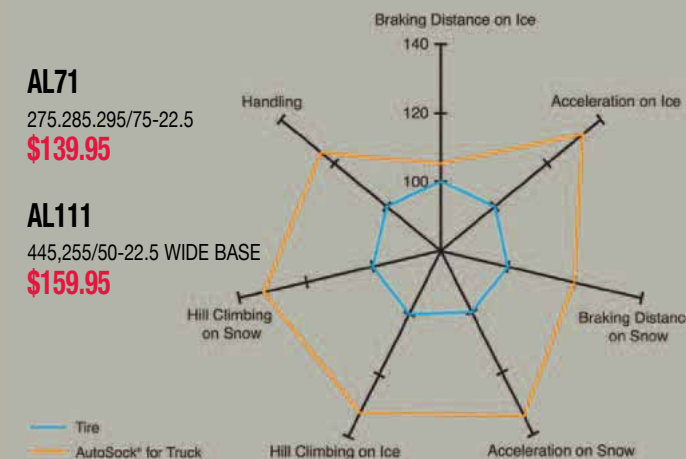
### Performance Profile Summary: AutoSock® for Trucks vs Tire

#### AL71

275,285,295/75-22.5  
\$139.95

#### AL111

445,255/50-22.5 WIDE BASE  
\$159.95



## GOODYEAR WIPER BLADES

ENGINEERED PRODUCTS

### GOOD

GYB 670-15	15"	\$ 1.75	GYB 670-16	16"	\$ 1.95
GYB 670-18	18"	\$ 1.95	GYB 670-20	20"	\$ 2.25
GYB 670-22	22"	\$ 2.25	GYB 670-24	24"	\$ 2.25

### BETTER

GYB 728-16	16"	\$ 4.15	GYB 728-18	18"	\$ 4.15
GYB 728-20	20"	\$ 4.95	GYB 728-22	22"	\$ 4.95
GYB 728-24	24"	\$ 4.95			

### BEST

GYB 770-18	18"	\$ 7.32	GYB 770-20	20"	\$ 8.04
GYB 770-22	22"	\$ 8.04	GYB 770-24	24"	\$ 8.04

### WINTER BLADES

GYB 758-16	16"	\$7.95	GYB 758-18	18"	\$7.95
GYB 758-20	20"	\$8.75	GYB 758-22	22"	\$8.75
GYB 758-24	24"	\$8.75			





# USED TRUCK SPECIALS & NEW TRUCK DEALS



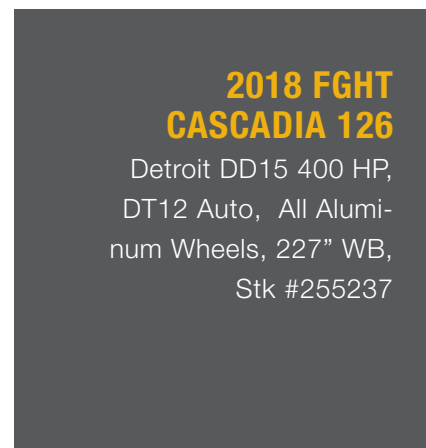
## 2008 FGHT M2 106

Cummins ISC, 330 HP, Auto., 82K Miles, Like New! Loaded, Leather, Must See! Stk #Y59291



## 2017 FGHT CASCADIA 125

Detroit DD13, 470 HP, 10 Spd, 210" WB, 48" MRXT, Alum. Wheels, Stk #226384



## 2018 FGHT CASCADIA 126

Detroit DD15 400 HP, DT12 Auto, All Aluminum Wheels, 227" WB, Stk #255237



## 2011 FGHT CASCADIA 125

Cummins ISX 450 HP, 10 Spd, 212" WB, 14.6K# FA/45.8K# RA, Dbl. Frame, Stk #263232



## 2014 PETE 579

Cummins ISX, 450 HP, 13 Spd, New Virgin Drives, Fridge, Local Trade, Well Maintained, Stk #266227



## 2018 WESTERN STAR 4700SF

Detroit DD13, 470 HP, 8LL, 220" WB, 20K# FA, 40K# RA, Full Lockers, Stk #260428



## 2015 FGHT M2 112

Single Axle Day Cabs, Det. DD13, 410 HP, Ultrashift, 152" WB, 102K Miles, Stk #265190



## 2013 FGHT CASCADIA 125

Detroit DD15, 455 HP, 10 Spd, 72" RR, 328K Miles, Warranty Included! On-Guard! Stk #262359



## 2018 FGHT CASCADIA 126

Detroit DD13, 455 HP, 10 Spd, 3.23 Ratio, 180" WB, 12K# FA, 40K# RA, Stk #261048



## 2018 FGHT CASCADIA 126

Detroit DD15, 400 HP, DT12 AUTOMATED, All Alum. Wheels, 228" WB, Stk #253868



## 2014 FGHT CASCADIA 125 EVOLUTION

Detroit DD15, 455 HP, 9/13 Spd, 389K Miles, Wabco Collision Avoidance! Warranty! Stk #262361



## 2017 MITSUBISHI FUSO FE160

161 HP, AMT, Spring Susp., 151" WB, 6,390# FA, 12,700# RA, Stk #262084

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### MORTON, IL

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**INVENTORY FEATURED ON OUR WEBSITE:**

**TRUCKCENTERSINC.COM**





# STRIVE FOR 5

THANK YOU TO ALL OF OUR CUSTOMERS WHO TAKE THE TIME TO LEAVE US VALUABLE FEEDBACK AND JOB WELL DONE FOR OUR TEAM MEMBERS WHO DELIVER 5-STAR CUSTOMER SERVICE AND MAKE TCI SHINE!

**Kevin Freeman**  
2 reviews  
★★★★★ 2 months ago  
This is the friendliest and most helpful service center I have ever been to. They were very courteous and understanding of my time. They understand that a truck driver needs to be driving not sitting around. They fixed my problem and had me out of there in under two hours. They let me know all of my options up front and did not surprise me in the end. I would recommend them to anyone that needs their freightliner serviced. Thank you for the professionalism. Keep up the good work! I really mean it.

**Giovanni Socci**  
12 reviews  
★★★★★ a month ago  
I initially thought I'd be towed in, but I managed to drive in. The lady at the counter was polite and friendly. The technician was an experienced, knowledgeable hand who explained the ins and outs of my issue and put me at ease. He fixed it in about 3 hours. Beyond that, the facility has the amenities that we need and enjoy: showers, laundry, an ample, clean drivers' lounge, plus restaurants and hotels within walking distance. Breaking down is always a negative, having facilities such as this adds a little bit of good to what can be a horrible day(s). I liked the place.

**Ridge Runner**  
Local Guide · 35 reviews · 4 photos  
★★★★★ 2 months ago  
It's very rare that I feel that any place is deserving of five stars. Truck Centers of Milton has definitely earned it. Brought the truck in on a Saturday afternoon for some DPF and/or electronic problems. Was out the door in less than two hours with a price more reasonable than I ever expected. Keep up the good work guys! It is appreciated.

**Ali Khan**  
1 review  
★★★★★ in the last week  
Very nice people my truck was ready next day Mr Jim manager thanks you so much

**Johnny Triplett**  
2 reviews · 14 photos  
★★★★★ 4 weeks ago  
Very informed, and in on the job. Liked the people. Very friendly and very go mec. And was in and working on truck. On the next day. Not a bad wait. Jlt

**Jaime Garza**  
Local Guide · 33 reviews · 19 photos  
★★★★★ a month ago  
The staff was super friendly and the service was great went in for a clutch replacement got in and out in a short time

**Richard Chance**  
4 reviews  
★★★★★ a week ago  
My truck was having a reoccurring check engine light and emissions derate issue. I checked in at 0800 Monday, had a general diagnosis by about 10, and decided to get some sensors replaced. I was out of there by 1800, with about 7 hours total labor done. They seem to be appropriately staffed and accurate with their time and price estimates, which helped me keep my carrier informed. According to my recent experiences, if I had gone anywhere else, I would have been there for at least 48 hours.

**Manu Singh**  
1 review  
★★★★★ 3 weeks ago  
We had engine check light and broken air conditioning. We came here without any appointment but they took good care of us. They checked our truck replaced a few sensors. Recharged our refrigerant. It was very fast and people here are very nice and cooperative. They did everything under warranty and didn't charge us nothing

**EC**  
25 reviews  
★★★★★ a week ago  
You cannot take your class 8 truck to a better place. PERIOD!! I live just over 100mi away and have no reservations about driving there for repairs. There is a dealership a lot closer to me but I do not go there any more because of the level of service I receive when I come here. I have sent many of my owner operator associates here to have their needs met. Laurie, Steve, Dallas, and the whole maintenance crew ARE THE BEST!! They are the Paragons of Excellence!

**Richard States**  
4 reviews  
★★★★★ 2 months ago  
Mechanic did a good job working on my truck. I needed a slave cylinder replaced for my clutch.

Like Comment Share

**sebastian lata**  
Local Guide · 12 reviews · 21 photos  
★★★★★ 2 weeks ago  
Very friendly staff and good prices on parts, actually the best prices in a 300 mile radius. If you are looking for parts, give them a call and get a quote, you won't be sorry. Easy access with the 18 wheeler.

**Travis Smith** reviewed Truck Centers, Inc. - Effingham — 5 stars  
October 27 ·  
Top notch. Nathan top notch mechanic overhaul my engine and have me running good. Truck Center thank you all.

Like Comment Share

**Joe Hunt** reviewed Truck Centers, Inc. - Mt. Vernon — 5 stars  
November 25 at 9:21am ·  
To me Jeremy was awesome to deal with. He treated me like a guest in his house and not a customer. 🙌🙌🙌🙌

Like Comment Share

**John McCallum** reviewed Truck Centers, Inc. - Morton — 5 stars  
August 29 ·  
Got me right in and took care of my problem wonderful shower facilities

Like Comment Share

**Quincy Tambo** reviewed Hill Truck Sales - South Bend — 5 stars  
October 14 ·  
Awesome guys, Caston Johnson and Davin Garrison went out of their way to get me in to have the steering pump replaced on my truck. I mean on a Saturday afternoon at 215pm and they close at 300pm. They're true professionals and friendly, greatly appreciated!

Can't Thank-you enough!

Like Comment Share

**William Stark**  
Local Guide · 9 reviews  
★★★★★ in the last week  
The service done on my truck took half the time I expected. Add in that this shop is a better truck stop than most truck stops. Laundry, showers, easy chairs in the tv room, free hotdogs, popcorn and coffee.

WHEREVER YOU ARE

IS WHERE WE CAN BE 24/7

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### 12 ROADSIDE REPAIR LOCATIONS

THE SAME FAST, FRIENDLY SERVICE THAT YOU EXPECT FROM TRUCK CENTERS, INC. BUT MOBILE!

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- Effingham (217) 836-0636
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- Hudson (309) 397-3208
- Morton (309) 263-4240
- Effingham (217) 342-3300
- Mt. Vernon (618) 244-2545
- Springfield (217) 525-1280
- Troy (618) 667-3454
- Evansville (812) 868-2700
- St. Peters (636) 978-387
- St. Louis (314) 381-3800



WWW.TRUCKCENTERSINC.COM



# ASK THE TRAINER:

In today's world, we want and need to get information as fast as we can. I am going to discuss a few topics that can help you obtain important information promptly and be able to monitor your truck more efficiently.

## THERE'S AN APP FOR THAT



### DTNA eLink

Daimler Trucks North America LLC Tools

Everyone

This app is compatible with all of your devices.

DTNA eLink provides important features to the driver/operator of a Freightliner or Western Star truck. These features help the driver connect the phone to the diagnostic port and monitor the vehicle health status and increase the truck uptime. And if a check engine light is on, the app can help the driver understand the cause and seek assistance if needed.

#### Some features include:

- Vehicle Guides
- Dash Light Library
- Maintenance Schedules
- Manuals
- Connect to Vehicle
- Fault Codes
- Fluid Levels
- Service Locator

### WITH A NEXIQ BLUE-LINK MINI OR USB-LINK2 WIFI ADAPTER,

you can connect to your vehicle for more comprehensive information. These adaptors are available and can be purchased from [diagnosticlink.nexiq.com](http://diagnosticlink.nexiq.com)



#### Nexiq Blue-Link Mini™

Product Number: NQ126015

Nexiq Blue Link Mini™ Vehicle Communication Interface

### TERMINAL PART NUMBERS

Determining electrical connector/terminal part numbers is another timely task that we have resources available to help you search and retrieve this information a bit quicker. Yes, you can always use PartsPro to look up parts by serial number. But, anyone can also look up generic numbers without logging into DTNA Connect with a feature called Components.

There are two easy ways to get to eComponents. If you have a DTNA Connect login, use the link under the "Customer Assistance Center" tab. If you do not have a DTNA Connect login, simply go to [www.dtnaeComponents.com](http://www.dtnaeComponents.com). Either way, the website is the same.

Welcome to DTNA eComponents

Please click on the "Feedback" link, in the upper right-hand corner of each page, to report any items that are not functioning or to suggest enhancements to this site.

Food Heavy Truck, Freightliner, Freightliner Custom Chassis, Sterling

Talk to Us... We Are Listening! <Click Here>

Where is that connector? Click here for a listing of where to find some electrical connectors.

eComponents Purpose & Overview

\* This site contains generic information. In some cases part number information may be needed. \* You will need to log into DTNA Connect in order to view the links to drawings. \* You must refer to the first notes on harness prints to determine if a special terminal (such as gold) is required. \* All 1939 connectors require gold terminals.

Once there, you just select which make and model truck you are working on and then pick what area of the truck you want to search. In the picture below I have selected an EPA 2010 M2 112.

Back to Previous Screen DTNA eComponents Feedback

Business Class M2 112 EPA 2010

Please click on the "Feedback" button at the top of the page to report problems or to give general feedback whether good or bad.

After-Treatment Systems, Anti-Lock Brake System, Cab, Dash & Front Wall, Chassis

Features, Miscellaneous Items (Items Not Found In The General Categories), Power Distribution (Wiring & Chassis Modules, Batteries, CAC-OC, FDMs, PDU, etc.), Transmissions

Once the unit is selected, you choose the area you are working on. In this example, I selected chassis, then chassis aft and selected the tail light wiring.



I then clicked on the red connector at the taillight and, from there, you can get the connector, terminal, seals, locks and plug part numbers. It also gives you pictures of each part.

There are several other topics and resources available on this website and all of this information can be accessed without a single login. I hope that these two tips can help you get the information that you need quicker and with less stress.

Tim Stellhorn  
Dealer Trainer, Troy, IL

Back to Previous Screen DTNA eComponents Feedback

Connector Part Number	Color	Terminal Part Numbers	Seal Part Numbers	Terminal Lock	Connector Lock	Plug Part Number
23-13142-500	Gray	23-13213-120 (16-20 GA) Female (Tin)	23-12497-400 (Light Gray) 23-12497-402 (Green) 23-12497-419 (Purple)	23-13302-090	23-13302-400 (Optional)	23-13218-001
		23-13213-121 (12-14 GA) Female (Tin)	23-12497-400 (Light Gray) 23-12497-401 (Blue) 23-12497-402 (Green)			
		23-13213-122 (10-12 GA) Female (Tin)	23-12497-401 (Blue)			

23-13142-500 Connector Cavities Fem MP2803 CBL OD MM: 0-4.2 A, B, C, D, E

23-13213-120  
23-13213-121  
23-13213-122

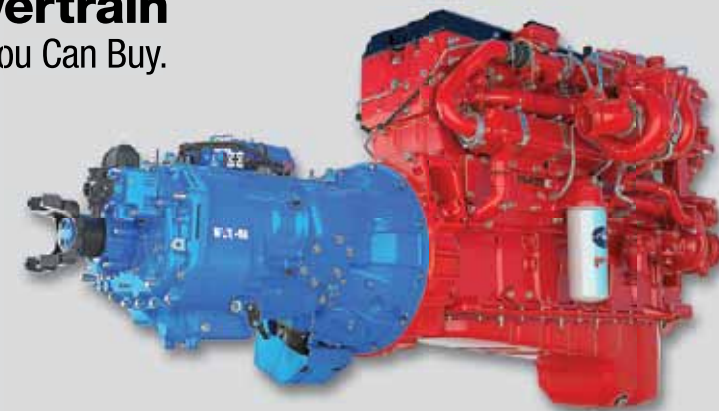
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# ALL TRUCK MAKES ALL TRUCK MODELS\*



When it comes to heavy-duty trucks and buses, if you drive it, we probably offer parts for it. All truck makes. All truck models\*. All across the country. Sold at affordable prices and designed to OES specs for quality, fit and finish. That's the Alliance Advantage that you'll find at Freightliner, Western Star and Thomas Built Buses dealers nationwide.

**Find your fit using the Alliance Truck Parts cross-reference tool at [alliancetruckparts.com](http://alliancetruckparts.com)!**

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