

Truck Centers
Inc.

DRIVEN DRIVEN



P.32

LEADING THE CHARGE:
eCASCADIA & eM2

P.40

49X DELIVERING THE NEXT
LEVEL TO THE JOB SITE

P.44

DETROIT® ASSURANCE

P.48

WORK SMART AND HARD:
10 TIPS TO WORKING
MORE EFFICIENTLY



Truck Centers
Inc.

DRIVEN DRIVEN



DRIVEN to do more



MASTERS *of* METAL



FULL-SERVICE COLLISION CENTERS

Truck Centers
Inc.

TROY, IL > MORTON, IL > SOUTH BEND, IN

preface

pivoting to continue our forward-thinking mission

While our last issue celebrated 50 years of heart and heritage as Truck Centers, Inc. capstoned its golden anniversary, we are now pivoting to continue our forward-thinking mission to be a sustainable, progressive leader within our industry.

We are abundantly blessed to be in the small minority of companies that not only survive 50 years but thrive. We attribute this success to God's grace, great people, quality products, and business relationships cultivated through three generations of leadership.

As entrepreneurs, we are risk-takers who observe everything around us, seek solutions, question everything, and never settle. We start with the customer and work in reverse to analyze the how and why of everything that we do to deliver the best

possible service. We put it all on the line through early mornings and late nights to celebrate milestones like these, but without being content to accept the status quo.

Fifty years is a fantastic feat that we achieved together, but we are not stopping here. In this issue, you will notice a theme of innovation and continuous improvement because, as a company, we embrace change as an opportunity rather than a threat. As leaders, we seek to empower and inspire those around us. And as business partners, we are humbled to work with the real risk-takers, record-breakers, and difference-makers at Daimler Trucks North America, our vendor providers, and the best customers out there.

Thank you for being part of the Truck Centers' story. We are honored to be your partner for the next level.

CONTENTS

MANAGING
EDITOR:
MICHELLE PETROFF
DESIGNER:
FEE MCCASKILL



PROFILES

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12

News from TCI
Notes from our General Managers

22

Service Awards
Thanks for your commitment to our customers

28

The Highland Club
Recognizing team members who shared our journey for the past 50 years

32

Leading the Charge
Electric Freightliner eCascadia and eM2 take the stage

36

Leading the Charge X2
Two models lead Freightliner's electrification goals

40

Western Star 49X
Delivering safety and innovation to the job site

44

Detroit Assurance
Industry-first innovations contribute to safer roads & driver comfort

48

Work Smart and Hard
10 tips to working more efficiently

52

Ask the Tech
The eMobility impact on technical training



greetings

As a preface, I promise not to cover contentious topics, including labor and commodity shortages, COVID-19, vaccines, or politics, so everyone can continue reading at peace. Instead, I want to express how proud I am of our DTNA leadership and, especially, every TCI employee. They continue to respond with grace and perseverance to confront and overcome the challenges we face in trying to do the best for our mutual customers.

When not being consumed by those practical realities of business and life, Michele and I have had the distinct pleasure of enjoying quality time with each of our four grandkids. So for the Hopkins family, 2021 has had a lot to celebrate!

Devin is now 25 and blessed our family by growing it by one. In late summer, he married the love of his life, Megan, at Saint Joan of Arc parish in South St. Louis. Wow! It was a beautiful celebration of their marriage covenant before God during Mass. Megan and Devin wonderfully planned the entire event and reception. They shared their honeymoon journey with us through daily photos of their adventures. We are excited to watch their life together blossom. Devin continues to advance at CrowdStrike, a cybersecurity company, and will someday soon join TCI as the fourth generation of our family to passionately serve our company, team members, and customers.

This spring, we celebrated Madeline and her many accomplishments as she graduated from Tulane University. Her graduation in New Orleans was a fantastic family event. We are so proud of her and her passion for giving back to the community and helping others. She is now in her sabbatical year before entering law school and working as a paralegal for Chicago Aid, helping families-in-need receive fair and equitable legal advice and representation. She has a 400 sq. ft., one-room apartment near Chicago's Lincoln Park and is enjoying her free time safely exploring the city.

Annah is currently a sophomore at Western Kentucky University in Bowling Green. She is excelling in her early studies towards becoming a doctor and continues to play soccer. We have been fortunate enough to attend the majority of her games. We also shared ten days in May hiking in Yosemite and Lake Tahoe. It was fun and energizing to see the mountains every day. We also visited our friend Father Hezekias, a Melkite Catholic priest and father of seven, when we were in the Sacramento area.

And then there is our youngest grandson, nine-year-old Justin II. It is a joy that we get to see him often since we live in the same neighborhood. This summer, we

had a great time playing in the ocean in Florida. He and grandma were like two dolphins diving into the waves nonstop and having so much fun. He and I did our first fall bike ride together and covered 10 miles. Next time, we will aim for 15 miles and keep going from there. We also had the pleasure of watching him for an entire week of school, we had a lot of fun and dodged new-style, 4th-grade math that is unexplainable to me.

Together, we will celebrate the matriarch of our family, my lovely mom, for her 90th birthday with a party on November 14th. We are looking forward to celebrating her remarkable life of devotion to her faith, family, and friends. She continues to be an inspiration to us all. It is a privilege to have the gift of health and time to honor what is most important, especially in our current world.

May God continue to abundantly bless each of you and all who you touch.

John Hopkins
Chairman/CEO





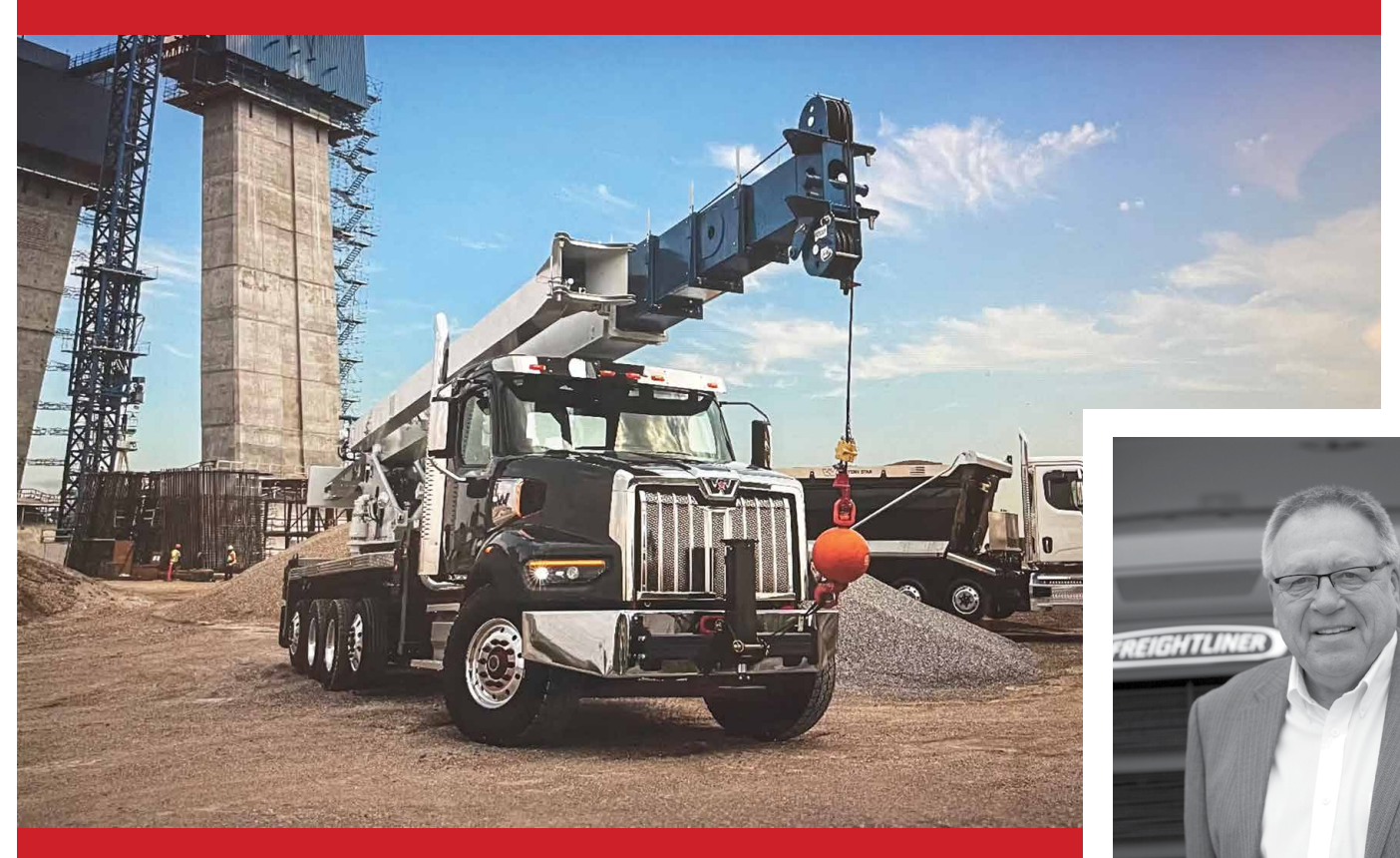
just the facts

Hello to everyone in hopes you had a great summer and the most positive 2021 available. We have experienced a combination of the most chaotic truck availability year and the toughest customer satisfaction climate that I have ever experienced. The pandemic created and left us with some of the strict rules and regulations to abide by.

Many things have developed through this COVID-19/Delta Variant period affecting us, and all businesses:

- work habits have been significantly altered
- hours of operation adjusted due to workforce availability
- state mandates on social distancing and mask wearing
- different levels of requirements for vaccines
- new ways of communicating with the workforces
- and much more

Due to manufacturing staff shortages and numerous parts supply issues (chips, etc.), we have experienced a global tailspin in recent months. In our case, it was announced that the existing order board was overbooked and orders we thought/hoped were going to be built in CY2021, were cancelled. Our manufacturer worked with all of us to accommodate as many units as possible, but they could not satisfy the needs for all. As the last few months have passed, and more supply/workforce issues surface, it is not faring well for those units that were planned to build by the end of the year. They will most likely roll over into the beginning of next, based on shortages being experienced today. This is a tough announcement to accept and an even more difficult message to share with our customers.



Then came our hope for 2022, a new year.

It was announced, that Truck Centers and other Daimler Truck dealers were presented a Reservation/Allocation Plan, based on customer order average over the last 3 years. It is a plan based on "X" units per quarter, by model and quantities, which include or Cascadias, M2/SDs and the Western Star lineup. We have worked diligently with our sales team and others to put a livable plan in place, which has taken many hours of planning and now the process of implementation to get our allocated units in the right quarterly slots available. It has been a constant moving target, but now coming to fruition.

Western Star is announcing a little brother truck to the 49X they introduced this year. The new family model will be the 47X, which will be taking the role of our existing 4700 model. The new model will be capable of handling all the electronics and safety features of the Cascadia, and build on a similar platform of the 49X. The new unit will be officially introduced in the next few weeks, but its photos were recently shared. It does have many similarities of the big brother 49X, only with a shorter hood.

It will be a very nice product for the future. Both products will be primarily targeted for the vocational markets, along with many of our Freightliner M2/SD product lines.

One other Western Star announcement will be shared later this year – the addition of the new 57X to the lineup. The 5700, as we know it today, has been eliminated from the product offerings for next year.

So, we are working to make this upcoming year as acceptable as we can, since the ability of changing anything this year is close to being immortal. We are learning daily of the new challenges we will most likely face, which are different than what we faced in years past. The need will continue, but ability to fill the need in a given time frame will be very challenged. With that in mind, we will look forward to working with our loyal customers to share what our ability is in providing equipment for you. We ask that you please bear with us, Daimler, and others, as we tread these rough waters and find a better way to meet your needs in the future.

Last, but not least, I wanted to share a short update on one of our own

mainstay salespeople within Truck Centers. For those who do not know him, Ron Donze has been with us for 30+ years and handles many of our vocational/municipal accounts through Troy. He has earned the Leland James Top Sales Award from Freightliner for the last 15 years and is the only salesperson who has earned this honor since its inception. Sadly, he suffered a medical issue a few months ago and has been in rehabilitation for the last 8 weeks. Ron has worked with many of us for several years, and we are wishing for a good recovery for him, but only time/rehab will tell. The pandemic and the never-ending changes have added to the recovery period for him. Please take a moment and say a short prayer for his recovery.

Thanks to ALL who continue to support us through these uncharted waters. This, too, shall pass, but business will remain different from what we were used to. Good luck to a successful year in a trying time!

Michael Yates

Mike Yates
Vice-Chairman

a note from



Katie HOPKINS

It is difficult to believe that we are entering our second holiday season marred by COVID-19 in the United States. Headlines continue to paint a bleak picture regarding supply chain struggles and labor shortages as the holidays are quickly approaching. A *Bloomberg News* article poignantly dubbed it "Christmas at Risk."



Before COVID-19, the sun never set on the global supply chain. A steady flow of raw materials and manufactured goods seamlessly moved between continents. However, today, the pitfalls of the globalization of our economy and supply chain dependence have become apparent. Shutdowns in Vietnam have limited our ability to buy products such as Lululemon and Yeti coolers. The ongoing electricity crisis in China results in rolling manufacturing shutdowns that throttle the supply of goods exported around the world. Record-high plastic prices, chip shortages, paper products, clogged shipping ports, and the lists continue to mount. And then there are labor shortages across all sectors and industries, including here in our own communities.

These factors continue to validate the importance of the trucking industry and its vital role in our economy. We celebrated National Truck Driver Appreciation

Week in mid-September to honor America's 3.6 million professional truck drivers. Early in the pandemic, truck drivers were some of the unsung heroes praised for their efforts in keeping our nation going. But so much has happened that a free cup of coffee or giveaway raffle seems passe, so please do not miss the opportunity to share a sincere "thank you."

Reiterating some of the hard truths from 2020 - without truckers and the trucking industry, our country would be in a dire position within a matter of days. In as little as two days, gas stations could run out of fuel. The U.K. has recently experienced pandemonium and a fuel crisis simply because of a lack of qualified drivers to deliver fuel rather than actual commodity shortage. Grocery stores would run out of food in as little as three days. Our shelves are already not replenished as quickly as pre-pandemic times, and product

availability waxes and wanes. Clean drinking water could become scarce in some parts of the country within 2-4 weeks. Basic human survival is reliant on trucking, and our land o' plenty quickly runs dry.

These are incredible reminders of our "why" and that what we do, as individuals and an industry, profoundly matters. Whether you are an assembly line worker for a manufacturer in the trucking industry, a load broker or dispatcher at a trucking company, supply vendor, trucker, or dealership employee at TCI, every role is valued and has a vital purpose. Thank you for being a part of the movement! **We are in this together.**

Katie Hopkins
President/COO

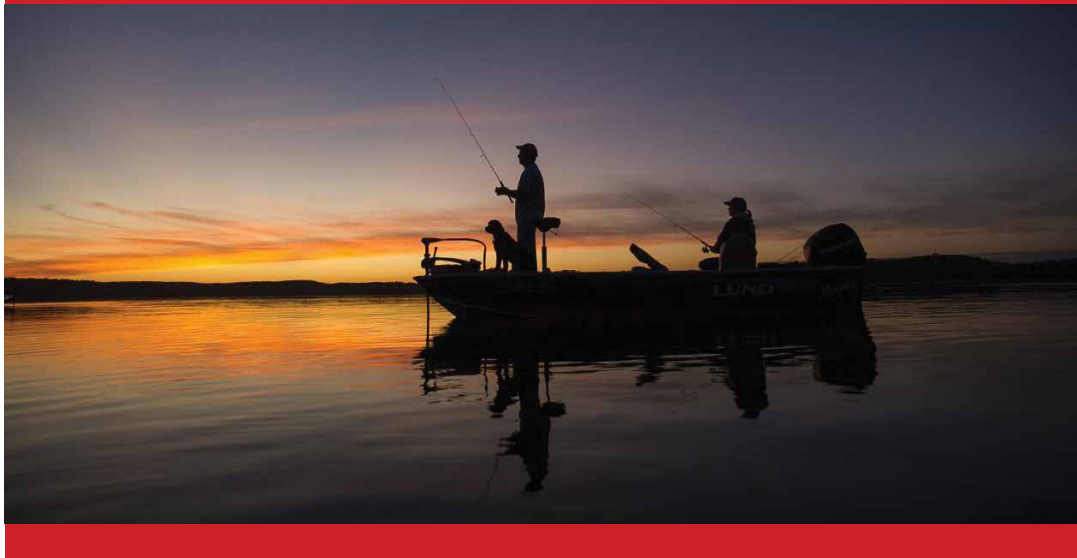


Do you ever get writer's block or run out of things to say? Well, I do unless we are discussing 10U hockey or bass fishing. And then Katie added to my tension by specifically saying those two topics are off-limits here. So that leaves me with an easy out answering some questions that I frequently get about trucks and truck sales while facing COVID-19.

Western Star has committed to the monumental task of remaking their entire product line to meet (and exceed) the demands of today's customers to retain their reputation as the toughest and most durable trucks on the road. That means legacy nameplates such as 4700, 4800, 4900, and 5700 will be retired soon. We will have very limited production of the legacy cabs in a few specific markets for next year, but Western Star's suppliers simply cannot source the parts to meet the production and service needs of a diverse product line. If you are struggling to accept the new X-Series or have questions about ordering a legacy model, please reach out to the TCI sales team as soon as possible. One of our Western Star brand experts can work with you to understand your specific application and needs and present differences in models and information between legacy and X-Series offerings.

Q: What are the shortcomings of the X-Series?

A: This sounds cliché, but there are none! The 49X has been exceptionally well received by customers, and I am confident that the recently unveiled 47X will not disappoint. The Western Star design and engineering teams kept the brand's best attributes and elevated them in a complete rebuild while also mitigating pain points. Reducing weight without sacrificing durability, introducing next-level materials to extend product life and reduce wear and tear, improving driver comfort and safety, and retaining ease of upfitting and operation were all met without compromise. The X-Series will be a gamechanger in the vocational market. We are also excited for what the 57X will bring to the on-highway segment, as it surely will not disappoint.



Q: What is a crucial change in the X-Series?

A: The best blessing and curse of the legacy Western Star models was their point-to-point wiring. While it is excellent for troubleshooting, it adds weight and limits the ability to remain current with the technological demands of today's users. So, we've moved to a multiplex system that now allows fast transmission speeds to accommodate industry-best safety systems but have retained the flexibility and ease of upfitting that bodybuilders love about the Western Star brand.

Q: What do supply chain issues mean for Western Star?

A: Supply chain issues are indiscriminately impacting all manufacturers and businesses. The issues Western Star or Daimler Trucks North America face are not unique. Raw material and supplier shortages have limited production capacity. While it is not an ideal time to transition to an all-new platform, moving forward, it may be the all-star move of the pandemic. All X-Series models will share similar DNA and attributes that should make the manufacturing process more seamless and even reduce downtime and disruptions to the line between model production. Of course, I am biased, but I believe that DTNA offers the best products and expertise available, so they are working through the issues we face from a global perspective and an innovative outlook.

Q: Why does Daimler have a reservation system for next year?

A: This is not a softball question, but I will do my best to try to explain it. DTNA, like all other OEMs, is suffering from a significant parts shortage. This is a global problem, not just a DTNA, truck manufacturer, or even a

North American issue. With Daimler being a global company, worldwide production makes sense in ideal conditions. We were sourcing fuel systems from Germany, engine blocks from South Africa, and widgets from India to maximize resources and output. Unfortunately, with a global pandemic in the equation, lockdowns, local calamities, and shipping disruptions eradicated our competitive edge and stockpiles of surplus goods.

In all honesty, with the current levels of high demand and existing supply chain, shortages are likely to continue into next calendar year, thus a reservation system to attempt to allocate as many trucks as possible to dealers based on ordering trends to satisfy the needs of as many customers as possible. I would say that we are also experiencing production limitations due to our substantial market share. With DTNA holding roughly a 40% stake in the market, we feel the fluctuation of supply shortages more acutely because our demand continues to increase. In strong markets, we reach max production capacity rather quickly and decide how the product can be sold off. It is a blessing and a curse to be the frontrunner, so it is a matter of perspective.

Q: What is Truck Centers, Inc. doing to mitigate the shortages in our current economic climate?

A: Throughout the pandemic, TCI has proactively handled various aspects of our business for our team members and customers to the best of our abilities. From my perspective, we have continued to work together to continually adapt and maximize resources, staffing, and opportunities whenever and wherever possible. For example, we have worked diligently with our vendors to increase our

stocking levels, and Daimler has been a great partner in expediting critical orders. In addition, we identified pinch points and collaboratively worked to find alternative solutions.

From the truck sales standpoint, the reservation ordering systems have worked adequately for us as we can maximize the resources of the entire TCI dealer family rather than as independent dealership locations. This capability allowed us to allocate products and distribute them throughout the markets in which we are privileged to sell. Of course, this does not mean that we are doing everything perfectly, as we are still limited in the products and resources available to us. However, we are squeezing every drop out of the lemons that we have to make lemonade!

Q: What makes you such a good fisherman?

A: While it would be a great reward for finishing this article to share some of my angling secrets and tips, Katie was very clear that I have to keep this about work. Feel free to let her know that a bit of *Field & Stream* is a good thing! :)

Thank you for reading and for being a part of the TCI story. We appreciate everyone reading this magazine as it means that we have the opportunity to work together or serve you. It has been quite a year but hang in there! I am afraid to ask what next year will bring, but together, we can do more!

Justin Hopkins
Executive Vice President

NEWS FROM THE GMCs



TRUCKS MOVING AMERICA

TROY

2280 Formosa Road
Troy, IL 62294
(618) 667-3454

M-F: 6AM-12AM
SAT-SUN: 6AM-6PM

General Manager:

Travis Dunn

Parts Manager:

Steve Bartels

Service Manager:

Antonio Buckley

Body Shop Manager:

Kent Zobrist

During the pandemic, truckers were recognized as one of the great American heroes.

The public accepted what we already knew – that trucks deliver the essential materials and goods that we all rely on. Thus, our goal is to keep trucks moving across America because delays and critical shortages occur when they are not moving. We take pride in our industry and the ability to serve our customers. I would personally like to thank all of the Troy team members and customers for their hard work, patience, and ongoing support during these challenging times.

When thinking about this time last year ago, our team was in fight mode to stay open and operational. Through countless weeks of hands that burn from constant sanitizing,

breathing through a mask and sounding like Darth Vader, and crash courses on using Zoom, we made it. I was honored to watch the resilience and strong will of the Troy team. Together, they supported one another, managed shift changes and constant policies modifications, and remained focused on our customers. I just wanted to publicly recognize them for their resolve and professionalism because the hard work and dedication were not unnoticed, but appreciated by myself, TCI, and our customers.

While we want our customers to keep on truckin', we have a great team and amenities here to serve you with minimal downtime when you need a new truck, parts, service, or even collision repair.

Travis Dunn



HONORS AND HOMECOMINGS

While life slowly starts to resume some normalcy as we navigate this pandemic, it is nice to have our team interacting more, customers coming back into the store, and vendors traveling to see us. Plans are underway to resume our popular vendor-led technical training nights to help strengthen product knowledge and developments. Stay tuned for more info on those events!

We were honored with a visit from Freightliner Custom Chassis Corporation (FCCC) representatives to acknowledge our 2019 "Dealer of the Year" award that was delayed due to COVID-19. This award is earned by FCCC dealers across the nation who provide exceptional facilities and service to custom chassis and RV customers. Our team continues to work very hard for recognitions like this, and it is a well-deserved honor. We appreciate customers taking the time to complete the surveys and acknowledging our team.

As our industry continues to face product and staffing shortages, we continue to innovate and

do what we can to improve customers' ease of doing business with TCI. For example, DTNA's Excelerator eCommerce parts purchasing program has had platform upgrades to improve customer experience. In addition, Inner Circle Rewards is a hassle-free, cost-savings program offering upfront parts pricing discounts on multiple vendor product lines. If you have not yet signed up, please inquire with our Parts department to take advantage of instant savings. And Aurora Parts & Accessories has formed a strategic partnership with Great Dane Trailers for parts distribution, so we are excited to enhance our trailer parts capabilities.

You will see our valued top performers and many new team members eager to serve you if you have recently visited us. Our facility is also going through several updates; please pardon the mess as we continue to upgrade. And while every one of our dedicated team deserves a shoutout, we have one standout that we are honored to have back with us. We are pleased to welcome Ian Mundstock back from a year-long tour of duty in Afghanistan and Jordan. Thank you for your service!

Jeremy Williams

SPRINGFIELD & DECATUR

2981 East Singer Ave.
Springfield, IL 62703
(217) 525-1280

M-F: 7AM-12AM
SAT: 7AM-3:30PM

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

Parts: M-F: 7AM-6PM
SAT: 8AM-12PM
Service: M-F:
7:30AM-3:30PM

General Manager:

Jeremy Williams

Parts Manager:

Marc Lindsey

Service Manager:

Charlie Melvin

NEWS FROM THE **GMS**



ILLINOIS

MT. VERNON

621 South 45th Street
Mt. Vernon, IL 62864
(618) 244-2545
M-F: 7AM-10PM
SAT: 7AM-5PM

General Manager:
Julie Klebba
Parts Manager:
Webb Eastham
Service Manager:
Dee Sledge

CHANGE IS THE ONLY CONSTANT

As our CIC, Robert Warren, stated, "Times are changing, not just for our facility, but business as we know it." This is true for so many American businesses, from large conglomerates to mom-and-pop shops. The way of doing business throughout and after COVID will continue to look quite different for many, including TCI-Mt. Vernon.

We quickly modified processes to reduce unnecessary contact and improve operational efficiencies. Many of these updates will remain to minimize downtime and burdens on our workforce. In addition, thanks to new technology, our location was the most recent TCI store to upgrade to a new phone system. Our new system will allow us to analyze call volume better to reduce hold times and properly staff for times of high call volume.

We are also increasing staffing to get parts to customers quicker and complete repairs



in the most efficient ways possible. TCI is facing staffing shortages, and we are continually hiring, but we are pleased to have several new team members eager to serve you. Additionally, Dee Sledge has been a valuable team member in our Service department for seven years. She assumed the role of Service Manager earlier this year and has done an exceptional job.

Our hours of operation have also changed. We are now open from 7:00 a.m. to 10:00 p.m. during the week. Our Saturday hours remain 7:00 a.m. to 5:00 p.m. These new hours were best to serve our customers' needs during peak times and maximize scheduling availability for our workforce. Please allow us to help you soon!

Julie Klebba

CONTINUED PROGRESS

This year has improved many processes for operating efficiency and customer ease of use that we launched in 2020. Like the rest of the world, we are changing policies almost as much as changing oil last year as situations evolve and codify best practices. Like the rest of the world, we were changing policies almost as we were changing oil last year as situations rapidly evolved and we codified best practices.

Thankfully, that flexibility means we can continue to drive efficiencies through facility upgrades, training initiatives, and process improvements to deliver the best customer experience, products, and services. So, if you happen to see fresh concrete or

temporary barriers for projects underway, please pardon the inconvenience. You will also see several new, smiling faces when you next visit us! We have new team members in various positions that have done a remarkable job of integrating into the team thanks to the mentorship of their dedicated peers, including several who have recently celebrated milestone anniversaries from 10 to 30 years.

We sincerely appreciate your continued support and look forward to our next interaction. Don't forget that we also offer vehicle pickup and delivery service!

Cassandra Caccia

MORTON & HUDSON

300 East Ashland St.
Morton, IL 61550
(309) 263-4240
M-F: 7AM-12AM
SAT: 7AM-3:30PM

19336 North
1425 East Road
Hudson, IL 61748
(636) 614-3470
M-F: 7AM-11PM (Parts Only)

General Manager:
Cassandra Caccia
Parts Manager:
Jeff Blane
Service Manager:
Mark Allen
Body Shop Manager:
Cheryl Williams

ILLINOIS

NEWS FROM THE **GMS**



SOUTH BEND

NEW LOGOS AND NEW FACES

EFFINGHAM

1700 Gillenwater Avenue
Effingham, IL 62401

(217) 342-3300
M-F: 7AM-12AM
SAT: 7AM-3PM

General Manager:
Anthony Johnson
Parts Manager:
Jarod Talbert
Service Manager:
Chris Webb

It has been an exciting year in Effingham! I am pleased to share that this was our inaugural year as part of the Freightliner Custom Chassis Corporation's (FCCC) Oasis Service Network. This distinction means that Effingham now has access to FCCC's nationwide parts distribution system to expedite parts and technicians received specialty training specific to the FCCC chassis to better support our RV customers. But I am so proud of our team to be the most recent TCI dealership to earn Oasis "Dealer of the Year" honors. We set the bar high for ourselves and succeeded in our first year as part of the network. Thank you to everyone who made this honor possible and for all of the supportive customers who shared their valuable feedback with FCCC!

We have also welcomed Jarod Talbert to our team as Parts Manager and Todd Briggs joined us as a Parts Sales Rep at the front counter. Both gents bring 15+ years of parts experience to their new roles and have done a remarkable job integrating into our team and assisting customers. In addition, we have three team members in Service that possess over 70 years of experience, welcome Dan Stewart (Service Advisor), Chris Bowers (Maintenance), and Jack Montgomery (Dispatch Driver). Our new hires embrace the TCI spirit of passion and customer service.

Please stop by and say "hello" if you are in the Effingham area. We enjoy seeing our customers and having a chat because we have become friends through business. Thank you for the opportunities!

Anthony Johnson

TOGETHER WE CAN

One of the core values at TCI is the commitment to one another and our communities. We believe that need to give back to the communities where we live, work, and raise our families. While 2020 limited many events and activities, it is great to see some of that communal spirit coming back.

TCI team members participated in the Chiara Home golf outing, teamed up with the Indiana Toll-Road crew to donate school supplies for local teachers, and helped the South Bend Fire Department with the Survive Alive annual fundraiser. The Survive Alive Fundraising Drive is where a modular home is set up to simulate a house fire. Then, it visits local schools to teach students how to escape a fire alive. In

addition, the donations raised support the Hoosier Burn Camp to help children deal with the physical and emotional scars that remain from fire trauma.

We have also seen our very own team grow through new hires, engagements, and babies. It is rewarding to see our TCI family thrive and enjoy exciting new phases in their lives. We are blessed to have one another, exceptional customers, and great communities. We are always looking for ways to serve our customers better and recently added a new driveline machine to provide another value-added service. Please stop in and say hello or let us know what we can do for you.

Tyler Yates

4145 Ameritech Drive
South Bend, IN 46628

(574) 289-4065
M-F: 6AM-12AM
SAT: 7AM-3PM

General Manager:
Tyler Yates
Parts Manager:
Dave Almack
Service Manager:
Michael Stahly
Body Shop Manager:
Mitch Pearish

ELKHART

2000 Cassopolis Street
Elkhart, IN 46514

(574) 262-3441
M-F: 6AM-6PM
SAT: 8AM-12PM
(Parts Only)

General Manager:
Tyler Yates
Parts Manager:
Dave Almack
Service Manager:
Eric Dushane

ILLINOIS

INDIANA

NEWS FROM THE **GMS**



HEART OF
THE CITY

A YEAR OF OPPORTUNITY

EVANSVILLE

325 Rusher Creek Road
Evansville, IN 47725
(812) 868-2700

M-F: 7:30AM-12AM
SAT: 7:30AM-4PM

General Manager:
John Kobylanski
Parts Manager:
Alex Butler
Service Manager:
Jason Powell

It is hard to believe that we are steaming towards 2022. However, when summarizing 2021, one word that comes to mind is "opportunity." Truck Centers continues to shine in our market as a great partner to our customers because we continually deliver customer service, premium products, and services at a reasonable cost. We have also continued to earn the opportunities to work with local and transient customers because of our team's hard work and dedication.

The demand for new and used trucks continues to outpace the supply. As a result, our dedicated sales team is continually working to find new leads or equipment available as our products continue to pace the industry. In addition, we have added parts delivery drivers and increased the implementation use of the Elite Extra GPS delivery program to aid our customers in planning and scheduling

efficiency. Similarly, our Service department has continued expanding and implementing new processes and software to reduce downtime and improve repair status transparency through Service Tracker.

As 2021 has proven to be a good year for our store, I would like to thank the outstanding individuals who make Evansville shine. While things slowly open, it is refreshing to see so much joy around graduations, weddings, new family members, team activities, and well-deserved retirements. People make the difference in any industry, and the people that comprise TCI-Evansville and all of those that we have the privilege to serve are what makes my job truly rewarding. Thank you for the opportunity!

John Kobylanski

The TCI-St. Louis location has a small footprint compared to some of our sister branches, but you would never know it from our output. The St. Louis team also has a unique location compared to other branches. As most have sprawling campuses in small towns, suburban areas, or alongside the open roads, we are tucked in the heart of the city.

While we are right off the interstate, it isn't easy to find us in the urban sprawl, but our customers know that they can always count on us being here. Our location in the city yields a diverse customer base of both on-highway and vocational segments as well as transient and local customers. Part of our business model focuses on the local companies that sustain routine business and with whom we have built strong relationships through the decades. At any given time, you will find a local customer in our Parts department, one of their trucks in our shop, or a TCI employee at their facility. We are honored to be a trusted partner to so many businesses and that many of these relationships extend beyond just business.

Just as we have forged strong relationships with customers, the same is true within our team. We have welcomed many new faces to our team in recent years, making influential contributions to TCI and customers. But our "Old Guard" remains the mainstay of our team for three decades and provides consistency, experience, and mentorship that we all continually rely on. When you work with the same individuals for more than half of your life, relationships tend to be more like family. That feeling is present throughout TCI-St. Louis.

With several well-earned retirements on the horizon, you will start seeing more new faces here. Please give them a chance to develop their relationships with you, but rest assured that they are as passionate and committed to customer service as those who coached them. It is a season of change for us since our recent retirees are genuinely more than team members but part of the heart and soul of TCI-St. Louis. They left us in a great position to continue growing our existing customer relationships through the next generation to carry on what they started. It is an honor to be a small part of what this little facility in a big city did and continues to do for our customers and our families.

Jim Pennington

ST. LOUIS

747 East Taylor Ave.
St. Louis, MO 63147
(314) 381-3800

M-F: 6AM-11PM
SAT: 6AM-4PM
SUN: 6AM-4PM
(Parts Only)

General Manager:
Jim Pennington
Parts Manager:
Ryan Lawrence
Service Manager:
Neil Yahl

NEWS FROM THE

GMS



BEST OF BOTH WORLDS

MISSOURI

FORISTELL

720 North Service Road
Foristell, MO 63348
(636) 978-3870

M-F: 7AM-12AM
SAT: 7AM-3PM

General Manager:
Gerald McCombs
Parts Manager:
Jason Brown
Service Manager:
Doug Pennington

As you have read in the previous pages, TCI stores vary in size and location from capital cities and metropolises to Midwestern towns and rural areas.

Like our stores, our customer base is as varied as we are. Our convenient highway location between rural open spaces and the sprawling St. Louis area lends itself to an excellent stop for on-highway customers passing through and various local customers, including a sizeable vocational market. We have the best of both worlds here in Foristell!

Similarly, we can continually improve how we serve our customers by maintaining a knowledgeable staff of professionals and integrating the latest technology and operating efficiencies to save you time, stress, and money. Since COVID-19 first appeared, we have continued to adapt and refine processes to be as efficient as possible while putting the customer experience at the forefront of everything we do. For example,

real-time parts delivery tracking, contactless curbside pickup, and vehicle delivery service are some of our TCI value-added customer service amenities.

Our team has grown together from a brand-new store of strangers to family. We are happy to celebrate milestone service anniversaries, professional achievements, celebrations, life events, and new adventures together once again. There are too many to mention, but I am beyond proud of this Foristell family. In closing, I would like to thank our friends at Montgomery Sales, Inc. for donating two custom dump truck planters. We appreciate neighbors and partners like all of you!

Our temperatures change daily in the Midwest, but our customer service will remain the same high quality you expect and deserve, so we look forward to serving you soon!

Gerald McCombs

*Truck Centers
Inc.*



SALES
GO UP AND DOWN
SERVICE
STAYS FOREVER

Elite Support Certified Dealerships in Illinois, Indiana & Missouri

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THANKS

for your dedication



5 YEARS

- David Almack (TCI-South Bend)
- Jordan Altgilbers (TCI-Effingham)
- Lucas Althoff (TCI-Decatur)
- Joseph Brady (TCI-Effingham)
- Brandon Dahnke (TCI-Effingham)
- Justin Elmore (TCI-Effingham)
- Lisa Goodwin (TCI-Troy)
- Gary Greene (TCI-Effingham)
- Paul Harmon (TCI-Troy)
- Gary Harrington (TCI-Effingham)
- Thomas Healea (TCI-Effingham)
- Derick Heinzman (TCI-St. Louis)
- Anthony Hill (TCI-Effingham)
- Jon Mann (TCI-Mt. Vernon)
- Jordan McCreary (TCI-Springfield)
- Phillip McCartney (TCI-Hudson)
- Cindy Meinhart (TCI-Effingham)
- Michael Pentecost (TCI-Mt. Vernon)
- Jesse Potter (TCI-Troy)
- Corey Reynolds (TCI-Effingham)
- Donald Rogers (TCI-Corporate)
- Roger Standerfer (TCI-Mt. Vernon)
- Kevin Stewart (TCI-Effingham)
- Christopher Webb (TCI-Effingham)
- Ray Witges (TCI-Mt. Vernon)

10 YEARS

- Brien Benson (TCI-Evansville)
- Matthew Bruhn (TCI-Troy)
- Michael Conlee (TCI-Troy)
- David Elmore (TCI-St. Louis)
- Charles Herron (TCI-Evansville)
- Neil Johann (TCI-Evansville)
- Brett Krider (TCI-Morton)
- Steven Loepker (TCI-Troy)
- John Milcherska (TCI-South Bend)
- Michael Perry (TCI-Evansville)
- Wayne Peters (TCI-Decatur)
- Adam Petrich (TCI-Troy)
- Jennifer Price (TCI-Corporate)
- Robert Rayborn (TCI-Troy)
- Sabahudin Smailhodzic (TCI-St. Louis)
- Joey Talbert (TCI-Mt. Vernon)
- Michael Vose (TCI-Springfield)

15 YEARS

- Jason Brown (TCI-Foristell)
- Adam Cunningham (TCI-Troy)
- Toby Dove (TCI-South Bend)
- Philip Fahs (TCI-Springfield)
- John Finlay (TCI-South Bend)
- Jeffery Fowler (TCI-Morton)
- Marc Lindsey (TCI-Springfield)
- Michael Lindsey (TCI-Foristell)

15 YEARS (cont.)

- Lori Schmitt (TCI-Evansville)
- Trevor Yates (TCI-Troy)

20 YEARS

- Brian Basham (TCI-South Bend)
- Todd Jones (TCI-Troy)
- Jan Krieger (TCI-Morton)
- Irene Molinar (TCI-Troy)
- Timothy Nolan (TCI-St. Louis)
- John Pacotti (TCI-Morton)
- John Pryor (TCI-Corporate)
- Ryan Seibert (TCI-Corporate)

25 YEARS

- Joseph Braunagel (TCI-St. Louis)
- Douglas Burgess (TCI-St. Louis)
- Katie Hopkins (TCI-Corporate)
- John Patkunas (TCI-Springfield)
- William Regnier II (TCI-St. Louis)
- Christine Schaller (TCI-Corporate)
- David Stolle (TCI-Foristell)
- Greg Wiles (TCI-Springfield)

35 YEARS

- Webb Eastham (TCI-Mt. Vernon)

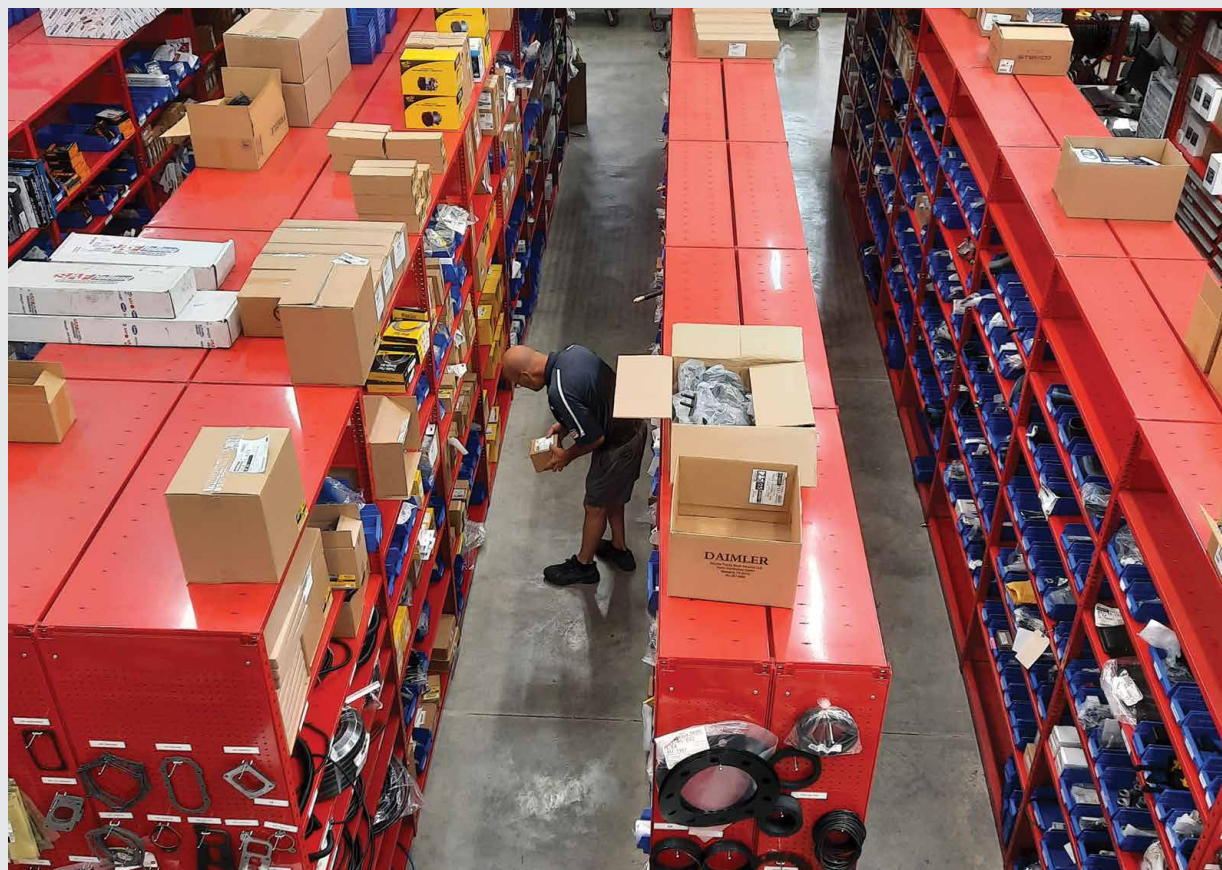


The Parts

YOU NEED

AT THE VALUE
YOU DESERVE!

Our full line of OEM, Alliance, and reman parts plus an extensive product lineup of aftermarket parts and accessories are **easy to order and get delivered to your door.**



Truck Centers
Inc.

ONLINE ORDERING & DELIVERY

EXCELERATOR

Your parts ordering is now as easy as
SEARCH - FIND - BUY - DELIVER!

The new **Excelerator Parts Program** offers our preferred customers:

- One-click access to order history & favorite items
- Customer-specific pricing
- Powerful search by VIN, part number, partial number, VMRS & more
- Dealer & PDC part availability
- Links to EZ Wiring items

ELITE EXTRA

Elite Extra enhances your delivery process with:

- Real-time, cloud-based tracking of your TCI deliveries
- Text or e-mail alerts to know exactly when you can expect your delivery
- Electronic capture of delivery photos and signatures
- Proof of Delivery documents that can be automatically e-mailed

Contact your OPS or Parts Salesperson for free registration!

TRUCKCENTERSINC.COM

N

2021 HIRES >>

CORPORATE

- Emir Aksamovic, *Parts Driver*
- Alexander Aubel, *Chief Financial Officer*
- Jordan Gress, *Accounts Payable*
- Amanda Hornacek, *Executive Assistant*
- Isabelle Kolvek, *Accounting Intern*
- Amanda Thomas, *Recruiter*

EFFINGHAM

- Kimberly Ashton, *Service Writer*
- Christian Bowers, *Facility Maintenance*
- Todd Briggs, *Parts Counter Sales*
- Daniel Stewart, *Service Writer*

ELKHART

- David Britton, *Parts Driver*
- Seth Crocker, *Service Tech*
- Albert Strawbridge, *Porter*
- Kodey Wormuth, *Porter*

EVANSVILLE

- Tabitha Calhoun, *Parts Driver*
- Gabrielle Devine, *Service Writer*
- Robert Golec III, *Parts Counter Sales*
- Gerald Happe, *Parts Driver*
- Brenda Lentz, *Housekeeper*
- Michael Robertson, *Service Tech*

FORISTELL

- Stephanie Brown, *Inventory Control*
- Dean Frye, *Parts Driver*
- Zachary Gabris, *Service Tech*
- David Gilmore, *Service Foreman*
- Mike Holguin, *Parts Driver*

- Daniel Irwin, *Parts Driver*
- Brennan Logan, *Parts Warehouse*
- Grant Pennington, *Parts Driver*
- Dominic Studebaker, *Service Writer*

HUDSON

- Jason Tosh, *Parts Counter Sales*

MORTON

- Amber Allen, *Receptionist*
- Jordan Anderson, *Service Tech*
- Gregory Bessler, *Parts Counter Sales*
- Zachary Bogner, *Parts Counter Sales*
- Conner Briggs, *Trailer Tech*
- Boguslaw Czesak, *Dispatch Driver*
- Michael Gourley, *Parts Warehouse*
- Ethan Hoshor, *PDI Detail Tech*
- Kody Huff, *Service Tech*
- Logan Schumacher, *Service Tech*
- Jennifer Thomas, *Service Foreman*
- Gwennyth Welsh, *Service Writer*
- Darlene Whiteman, *Parts Driver*

MT. VERNON

- Nathan Bergman, *Parts Driver*
- David Daniels, *Service Tech*
- Eric Hawthorne, *Parts Driver*
- James Hess, *Porter*
- Teresa Koenig, *Service Writer*
- Denise Roemer, *Receptionist*
- Trevor Stewart, *Service Tech Apprentice*
- Jack Wright, *Parts Counter Sales*

SOUTH BEND

- Shawn Amor, *Body Shop Tech*
- Michael Burzynski, *Parts Counter Sales*

- Stacey Buss, *Service Writer*
- Ronald Gasaway, *Mobile Service Tech*
- Kyle Govaert, *Parts Driver*
- Stephen Herald, *Body Shop Estimator*
- Matthew Howell, *Parts Counter Sales*
- Rickey Jordan Jr., *Parts Counter Sales*
- Matthew Kizer, *Service Tech*
- Eugene Korn, *Parts Warehouse*
- Christopher Krempec, *Parts Warehouse*
- Austin Litke, *Parts Driver*
- Felipe Martinez, *Service Tech Apprentice*
- Angel Moser, *Parts Warehouse*
- Lauren Paul, *Parts Counter Sales*
- Patrick Ruch, *Service Writer*
- Eric Shirtz, *Service Tech*
- Tim Tropsic, *Body Shop Tech*
- Dylan Wood, *Dispatch Driver*

SPRINGFIELD

- Andy Burdette, *Service Foreman*
- Isaac Ferrill, *Service Tech*
- Keri Heinemann, *Invoice*
- Chance Hurt, *Service Tech*
- James Long, *Parts Counter Sales*
- Cathy Lumb, *Receptionist*
- Alexander O'donoghue, *Service Tech*
- Chase Ramirez, *Parts Counter Sales*
- Tricia Thomas, *Office Manager*
- Alek Votava, *Parts Driver*
- Brenden Williams, *Parts Driver*

ST. LOUIS

- Angelica Hales, *Inventory Control*
- Sydney Krehbiel, *Receptionist*
- Michel Maghamez, *Parts Counter Sales*
- Dameon Mayes, *Parts Driver*

ST. LOUIS (CONT.)

- Marvin Mayes, *Parts Driver*
- Marshall McBain, *Parts Driver*
- Dominik Mowery, *Service Tech Apprentice*
- Donovan Reed, *Service Tech*
- Alex Ricotta, *Parts Driver*
- Edward Sampa IV, *Parts Warehouse*
- Clinton Shultz, *Service Writer*
- Derek Van Loenen, *Service Tech Apprentice*
- Darren Webb, *Service Foreman*

TROY

- Larry Adams, *Dispatch Driver*
- Amanda Bettis, *Body Shop Foreman*
- Kevin Blackburn, *Dispatch Driver*
- Savannah Brewer, *Inventory Control*
- Camden Cline, *Service Tech Apprentice*
- Colton Conner, *Service Tech Apprentice*
- Robert Dauderman, *Parts Counter Sales*
- Kenyon Davis, *Porter*
- Justin Douthit, *Parts Driver*
- Cole Eddy, *Service Writer*
- Michael Edwards, *Parts Counter Sales*
- Sheila Gehner, *Service Writer*
- John Goedecke, *Parts Driver*
- Kenneth Grigg, *Porter*
- Nathan Hopper, *Parts Warehouse*
- Larry Huffine, *Dispatch Driver*
- Hailey Landmann, *Parts Warehouse*
- Andrew Miller Runge, *Body Shop Tech*
- Devin Pace, *Housekeeper*
- Tyler Skinner, *Service Tech*
- Payne Smargiassi, *Parts Driver*
- Reid Tiemann, *Service Tech Apprentice*
- Joseph Ufert, *Body Shop Tech*
- Travis Voss, *Service Tech*
- Christopher Wilson, *Parts Driver*

RETIREMENTS

OUR PEOPLE EXEMPLIFY THE BEST THAT TCI HAS TO OFFER.

THEIR COMMITMENT TO OUR CUSTOMERS AND WILLINGNESS TO ALWAYS GO THE EXTRA MILE IS COMMENDABLE. IT HUMBLER US TO REFLECT ON THE GREAT PEOPLE WHO MAKE TRUCK CENTERS THEIR FINAL EMPLOYER. CONGRATULATIONS TO OUR RECENT RETIREES... YOU MAY NO LONGER COME THROUGH THE DOOR TO WORK, BUT YOU ARE ALWAYS PART OF OUR TCI FAMILY!

HAPPY RETIREMENT

- Billy Baker (TCI-Troy)
- James Beaver (TCI-Troy)
- Benny Bicanich (TCI-Mt. Vernon)
- Samuel Bumgarner (TCI-Troy)
- Robert Evans (TCI-South Bend)
- Donald Junge (TCI-St. Louis)
- David Meyer (TCI-St. Louis)
- Michael Moran (TCI-Troy)
- Michael Schmeiderer (TCI-St. Louis)
- Jack Scott (TCI-Mt. Vernon)
- Donald Willis (TCI-South Bend)

THE HIGHLAND CLUB

2020-2021

“THE SUMMIT IS WHAT DRIVES US, BUT THE CLIMB ITSELF IS WHAT MATTERS.”

— CONRAD ANKER

INDUCTEES

In the fall of 2019, we announced a plan to recognize team members who have been a crucial part of our shared journey, both peaks and valleys along the way, over the past 50 years. The Highland Club harkens back to where it all began in Highland, Illinois, and was created to recognize team members with 25+ years of service to Truck Centers and our customers. Unfortunately, we had delays for some inductees due to the pandemic, but we would like to recognize the men and women who have helped build TCI into the company that it is today. Thank you for your lasting contributions, wisdom, and commitment to our customers.

51 YEARS

- M. John Hopkins, IV (TCI-Corporate)

49 YEARS

- Leonard Thole (TCI-Corporate)

48 YEARS

- Lynnette Miller (TCI-Elkhart)

47 YEARS

- Bernard Stanhaus (TCI-Corporate)

43 YEARS

- Gary Bingaman (TCI-Troy)
- Michael Yates (TCI-Corporate)

42 YEARS

- David Bradstreet (TCI-Troy)
- Alan Wilson (TCI-Troy)
- Doral Witt (TCI-Troy)

41 YEARS

- Bruce Beavers (TCI-Morton)
- Michael Kuhner (TCI-Mt. Vernon)
- David Trader (TCI-Elkhart)
- Ronald Wiegmann (TCI-Troy)
- Kent Zobrist (TCI-Troy)

39 YEARS

- Douglas Switzer (TCI-Troy)

38 YEARS

- Alan Carpenter (TCI-Corporate)

37 YEARS

- Steven Bartels (TCI-Corporate)
- Randy Dees (TCI-Mt. Vernon)
- Nathan Holle (TCI-Mt. Vernon)

- David Klockow (TCI-Elkhart)
- Steven Loyet (TCI-Troy)
- Steven Spihlman (TCI-Corporate)
- Luke Wellen (TCI-Troy)

36 YEARS

- Darrin Laird (TCI-Mt. Vernon)
- Michael Tiemann (TCI-Mt. Vernon)

35 YEARS

- Webb Eastham (TCI-Mt. Vernon)
- Mark Eilers (TCI-Troy)

34 YEARS

- Robert McNees (TCI-St. Louis)
- Joseph Switzer (TCI-Troy)

33 YEARS

- David Bigham (TCI-Troy)
- Daniel Gebke (TCI-Mt. Vernon)
- Clarence Kachuba (TCI-St. Louis)
- Kelly Loyet (TCI-Troy)

32 YEARS

- Eric Atkins (TCI-South Bend)
- James Bradbury (TCI-Troy)

31 YEARS

- Mary Daiber (TCI-Troy)
- Ronald Donze (TCI-Troy)
- Nancy Highlander (TCI-Corporate)
- Jeremy Williams (TCI-Springfield)

30 YEARS

- Janet Krieger (TCI-Morton)
- Randy McPheeters (TCI-Mt. Vernon)

29 YEARS

- Timothy Curran (TCI-Elkhart)
- Michael Gehner (TCI-Troy)
- Kenny Mell (TCI-Troy)
- Joseph Voyles (TCI-Corporate)
- Mary Witt (TCI-Corporate)

28 YEARS

- Ryan Burton (TCI-Troy)
- Angela Fickert (TCI-Corporate)
- Lynn Kovach-Kohlbrecher (TCI-Corporate)

27 YEARS

- Dirk Abeln (TCI-Springfield)
- Andrew Lebros (TCI-Troy)
- Kevin Loepker (TCI-Troy)
- Donald Smith (TCI-Foristell)
- Timothy Stellhorn (TCI-Corporate)
- Philip Thole (TCI-Troy)

26 YEARS

- Mary Deuser (TCI-Corporate)
- Sheri Eveland (TCI-Troy)
- Robert Ferry (TCI-Troy)
- Joseph Gowen (TCI-St. Louis)
- Michael Grawe (TCI-Troy)
- Donald Junge (TCI-St. Louis)
- Michael Krieger (TCI-Troy)
- Jack Scott, Jr. (TCI-Mt. Vernon)
- Michael Shaw (TCI-Troy)
- Amy Evans-Tribble (TCI-Elkhart)
- Jimmy Thwing (TCI-Corporate)

25 YEARS

- Joseph Braunagel (TCI-St. Louis)
- Douglas Burgess (TCI-St. Louis)
- Katie Hopkins (TCI-Corporate)
- John Patkunas (TCI-Springfield)
- William Regnier II (TCI-St. Louis)
- Christine Schaller (TCI-Corporate)
- David Stolle (TCI-Foristell)
- Greg Wiles (TCI-Springfield)



⚡ Change isn't just on the horizon.
It's on the road.

eCASCADIA

All-Electric Freightliner eCascadia and eM2 Take the Stage

Daimler Trucks North America (DTNA) has continued to invest in innovation and be early adopters of technological enhancements that have bolstered the customer experience from fuel mileage and safety to telemetry and service after the sale. Thus, it should be no surprise that the Freightliner eCascadia and Freightliner eM2 are the first all-electric trucks available for order. In addition, the eCascadia and eM2 are the longest-range commercial battery electric vehicles currently used by select North American customers.

"From reveal of proof of concept in 2018 to a demonstration fleet that's in the hands of real customers, running real freight in the real world, to today's moment where we are ready to formally welcome the nation's fleets to all-electric freight movement, the entire team at Daimler Trucks North America is incredibly proud of our progress," said Richard Howard, senior vice president of DTNA's on-highway sales and marketing. "Moreover, we are very excited to take this next important step into the future of carbon-neutral freight transportation with our great customers and dealers."

ADAPTED AND EDITED FROM "MOVING THE ELECTRIC NEEDLE" BLOG ENTRY ON FREIGHTLINER.COM



PHOTO CREDIT: DTNA

While the introduction of all-electric trucks into the market requires strategic positioning, the industry's commitment to reducing its carbon footprint is firmly rooted. The construction of charging infrastructure and initial investment costs are real-world complexities targeted by strategic investments, partnerships, and subsidies. Industry disruptors such as Schneider, one of the Top-10 largest for-hire carriers in North America, have set aggressive sustainability goals to reduce their carbon footprint through continued diesel improvements, the adoption of battery-electric and zero-emission vehicles, and a fleet of efficient Cascadias. Schneider's deployment of 50 Freightliner eCascadias at its



LEADING the CHARGE

As a prelude to e-series production, Freightliner partnered with the South Coast Air Quality Management District (South Coast AQMD) and the Bay Area Air Quality Management District (Bay Area AQMD) to place 38 trucks into fleetings operating in a variety of applications, including beverage and food delivery, drayage, and regional LTL for 1,000,000 miles of real-world data and customer feedback. This collaborative effort allowed customers to test electrification integration into their existing fleet operations. At the same time, DTNA benefitted from customer feedback and additional data to deliver the best products to market.

Order boards are currently open for production slotted to begin in late 2022. Both the Freightliner eCascadia and eM2 will come equipped with industry-leading proprietary technology from Detroit. DTNA's significant investment into the Detroit portfolio has already delivered cutting-edge technologies via Detroit Connect's advanced telematics, Assurance safety suite, transmissions, and integration solutions to provide the highest level of performance, efficiency, uptime, and quality. Customers can also harness the optional benefit and resources of an eConsulting team to assist in developing the electrification ecosystem needed to integrate electric vehicles into their fleets successfully.

Southern California intermodal operations makes it one of the largest battery-electric trucking fleets currently in the nation. In addition, NFI's Ontario, California, fleet is poised to become the state's first 100% zero-emission fleet. NFI will operate 30 eCascadia units shuttling between the Ports of Los Angeles and Long Beach and the Ontario terminal.



PHOTO CREDIT: DTNA

FREIGHTLINER eCASCADIA PROFILE

- Class 8 heavy-duty, on-highway tractor designed for local and regional distribution or short-haul, last-mile logistics
- 80,000-lb. gross vehicle weight
- 525 hp (391 kW) horsepower
- 250-mile range (up to 475 kWh usage capacity)
- 80% recharge in 90 minutes
- Sloped hood for better visibility
- Industry-leading aerodynamics
- Ergonomic driver cockpit with integrated controls on the steering wheel and power-adjustable seat
- Detroit® Assurance and Connect proprietary safety and telemetric offerings
- North America's largest dealer and service provider network for unparalleled customer support for parts and service
- Innovative eConsulting services

FREIGHTLINER eMOBILITY

The eCascadia and eM2 deliver emissions-free technology with the performance and capability that customers expect from Freightliner. The eMobility team comprises more than 700 expert engineers committed to evolving the global trucking industry by reducing emissions, not performance. Both electrified vehicles exemplify DTNA's commitment to developing world-class commercial vehicles that reduce emissions and improve customers' total cost of ownership.

FREIGHTLINER eCASCADIA

The Freightliner Cascadia has earned its place as the best-selling Class 8 on-highway platform in North America because of its efficiency and proven performance. The eCascadia is built on the same platform renowned for driver comfort and safety. The eCascadia is scheduled for mid-2022 production at DTNA's Portland Truck Manufacturing Plant, a zero-waste-to-landfill facility powered by 100% clean energy.



PHOTO CREDIT: KJ JONES

FREIGHTLINER eM2 PROFILE

- Class 6-7 medium-duty chassis ideal for local distribution, food and beverage, and last-mile logistics applications
- 26,00-33,000-lb. gross vehicle weight
- 300 hp (224 kW) horsepower
- 230-mile range (up to 315 kWh usage capacity)
- 80% recharge in 60 minutes
- Agile and highly maneuverable
- Spacious daycab for comfortable operation as a daily driver you can depend on
- Detroit® Assurance and Connect proprietary safety and telemetric offerings
- North America's largest dealer and service provider network for unparalleled customer support for parts and service
- Innovative eConsulting services

FREIGHTLINER eM2

Freightliner's first medium-duty electric truck, the eM2, is a 100% battery-electric truck entering production in early 2023 with zero emissions and approaching one million miles logged through customer partners. The eM2 is an emissions-free workhorse that provides maneuverability, power, and size ideally suited for dedicated routes or pickup and delivery service. The eM2 production begins in early 2023 at DTNA's Portland Truck Manufacturing Plant, a zero-waste-to-landfill facility powered by 100% clean energy.



LEADING THE CHARGE

ADAPTED AND EDITED FROM
"MOVING THE ELECTRIC NEEDLE"
BLOG ENTRY ON FREIGHTLINER.COM

All-Electric Freightliner eCascadia and eM2 Take the Stage

Electric trucks are robust, efficient tools of the future. They're already integrating into real fleets to help lower carbon emissions, save fuel, and improve the day-to-day experience for drivers. But how do these benefits affect the bottom-line goals of businesses? In several applications, they can improve them by miles.

USING ELECTRIC TRUCKS IN YOUR FLEET TODAY

Battery-electric trucks continue to push the boundaries of efficiency, power, and torque. However, the applications in which they excel the most have a few things in common.

Local and Regional Range

While electric trucks are already logging real-world miles, the charging infrastructure is still developing. Thus, many electric trucks tend to travel within a 200-mile radius before returning to a central charging location. Engineering advancements have extended range, but a limited charging network shackles the long-haul sector at present. However, a 2018 US Department of Energy report found that two-thirds of America's freight ships less than 100 miles, good news for the alternative fuel segment.

Dedicated, Repeatable Routes

Since electric trucks generally return to a central charging location at this time, their routes tend to be calculated and predictable. With proper planning, a fully-charged electric truck can be paired with a route that is optimized to the mile for dependable, green coverage.

Keep It Short and Simple

With shorter trips, drivers also have time to recharge their proverbial batteries. Without long-haul shifts, a sleeper cab is unnecessary at this time in an electrified truck. That also helps keep the entire setup more straightforward all around.

KEY TAKEAWAYS

While commercial fleet electrification can yield tremendous benefits, it still requires substantial planning and up-front charging station and equipment costs. DTNA's eConsulting service supports customers in integrating Freightliner electric trucks into their fleet. NFI was one of the early adopters of electric workhorses for their drayage operations in Southern California. Their phase one integration of electric yard trucks and eCascadias resulted in more than 220,000 logged miles.

Beyond fuel savings and lower carbon emissions, NFI noted additional benefits of running the eCascadias. Drivers who were reticent about using electric trucks became enthusiastic supporters because of the power, smooth ride, and clean emissions. In addition, the company has indicated that battery-electric trucks eased the maintenance burden because vehicles have fewer parts than diesel trucks and no aftertreatment systems. On the Freightliner blog, Jim O'Leary, NFI vice president of fleet services, noted that the eCascadia trucks managed the same loads (72,000 lbs.) as diesel trucks and thus far have not had any issues running out of charge.

To learn more about what customers such as NFI have learned during the real-world operation of Freightliner electric trucks, visit www.freightliner.com.



S&G Financial

PUTTING THE NEXT LEVEL

WITHIN YOUR REACH

Truck Centers, Inc. now offers expanded financing and leasing options through S&G Financial to fit your bottom line. Visit www.sgfinancial.org to learn more, calculate payments, or apply online.

MERLIN SOLAR

RETURN ON INVESTMENT IN LESS THAN **1 YEAR**

HDJSA 165X HEAVY DUTY SOLAR CHARGER & JUMP START AVOIDANCE

MERLIN® PATENTED DESIGN, MILITARY GRADE, SOLAR SOLUTIONS OPTIMIZED FOR CLASS 8 VEHICLES

MILITARY GRADE

MERLIN® TECHNOLOGY

Industry Leading Power Output | Enhanced Performance Under all Light Conditions | Designed and Engineered in USA | Outstanding Aesthetics | Redundancy by Design | Robust Module Integrity and Performance Under Extreme Conditions | Military Grade Design, Materials and Approvals

PRODUCT FEATURES

Peel & Stick easy to Install Heavy Duty Solar Charger | Jump Start Avoidance | Battery Management Maintenance Free | Fully Integrated MERLIN® Solution with Patented Design, Optimized for Maximum Performance in scattered light & extreme weather conditions with Integrated charge controller.

CUSTOMER BENEFITS

MERLIN® solar systems can save fuel, effectively eliminate jump starts, extend battery life, increase reliability and increase power available to offset parasitic loads. It also provides drivers with the extra power to run hotel loads reducing the number of auto-start features. *Impressive ROI numbers, Customer Validated, with Thousands of Deployments in North America and Asia.*

CUSTOMER BENEFITS

- Increase Profits
- Reduce Operating Expenses
- Reduce Cost of Ownership
- Eliminate Jump Starts
- Minimize use of Auto-Start Feature
- Reduce Maintenance Expenses
- Reduce Vehicle Downtime
- Increase Fuel Savings

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Truck Centers Inc.

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THE NEXT GENERATION OF
TOUGH
COMES TO LIFE WITH THE ALL-NEW

WESTERN STAR

EDITED FROM WESTERN STAR 49X INTRODUCTORY
ANNOUNCEMENT ON WESTERNSTARTRUCKS.COM

49X



**MILLER INDUSTRIES RECENTLY UPFITTED
THE FIRST 50-TON ROTATOR ON THE ALL-NEW
WESTERN STAR 49X FOR TEN-WEST TOWING**



The all-new Western Star 49X is living up to its reputation as the next generation of toughness on the job site.

The 49X was built from the ground up to meet the needs of the most demanding vocational applications and has recently expanded its range. Underpinned by a more robust, lighter chassis and equipped with an all-new X-series cab, the 49X delivers maximum versatility in a purpose-built package. In addition, the all-new Detroit DT12 Vocational series of transmissions and industry-leading Detroit Assurance suite of safety systems offer proven innovation for best-in-class safety, improved productivity, and maximum uptime.

“...Our customers rely on the dependability, reliability, and sheer toughness of Western Star trucks,” said David Carson, senior vice president, Vocational segment, Daimler Trucks North America. “With the 49X, Western Star delivers on our promise of tough, while introducing segment-first safety features, an operator-focused experience, and easier upfit solutions that will keep our customers’ businesses running smoothly.”

Purpose-Built to Get on the Job Fast

The clean-sheet design of the Western Star 49X enables total weight savings of over 350 pounds in like-for-like spec'ing versus the current Western Star 4900, and that weight savings starts with an all-new vocational frame. Single-channel frame rail options are available in various thicknesses and feature best-in-class RBM (Resisting Bending Moment) strength rating for a single channel of up to 3.7 million inch-lbs., yielding greater durability and weight savings. For added strength, C-channel frame reinforcements are available that reach an RBM rating of 5.4 million inch-lbs. Multiple parent rail front frame extension options are available for applications requiring front-mounted equipment, such as a plow.

Clear back-of-cab packaging for the 49X allows for easier upfit and features including, forward-mounted DEF tanks, standard in-cab battery box, multiple air tank mounting locations, air dryer mounted under hood (SBA) or under cab (SFA), optimized fuel tank sizes, a compact Detroit aftertreatment system, and functional dual vertical exhaust stacks.

Ready to Tackle the Toughest Jobs

The all-new X-series cab was explicitly designed for vocational applications and provides additional vehicle weight savings while delivering long-term durability and operator comfort.

Advanced topology optimization was utilized to ensure additional material was present where needed for rigidity and strength in the steel-reinforced aluminum cab. The cab development was the most extensive in Western Star history and included multiple cab crush tests to ensure cab integrity

in case of a rollover. Additionally, full-vehicle shaker tests replicated 800,000 miles of use to test the innovative cab mount system that uses outboard-mounted, vocational cab isolators for optimal stability and reduced fatigue to both the operator and the cab. It is the segment's largest cab and offers 10-13 percent greater space than competitors for ample operator comfort.

All 49X models have all-metal exterior brightwork for a premium look and long-term durability and a standard interior with upscale appointments featuring metal accents. An optional premium trim package introduces richly crafted materials, including woodgrain and diamond-stitched seating. In all models, a wrap-around dash puts the driver command center and B-panel in easy line of sight of the operator. A flex panel can be prepped for a tablet or configured for an additional 12 switches or 10 gauges on the B-panel.

The hood of the 49X is constructed of high-strength, lightweight molded composite for superior impact resistance and durability. The new hood uses an innovative and patented ISO Tech Hood Suspension system that behaves similarly to a typical coil-over shock suspension with spring and damper. The system isolates, absorbs, and dissipates vibrations from the chassis when driving over uneven terrain to protect the hood from damage and cracking.

The Detroit® Advantage

Under the hood, the 49X debuts the all-new and work-ready Detroit DT12 Vocational series of automated manual transmissions. Available as either the DT12-V or the DT12-VX and rated up to a GCWR of 330,000 pounds, the DT12 Vocational series was validated in over 35 million miles of testing to deliver performance and durability and can be mated to the venerable Detroit DD15 Gen 5 engine or workhorse Detroit DD16 engine, the largest and most powerful diesel engine available in the North American heavy truck market. Both engines come equipped with Detroit Connect Virtual Technician remote diagnostic services to increase uptime and productivity.

Notably, the DT12 Vocational series of transmissions include side PTO capabilities that allow for added flexibility and unique work application modes plus shift map strategies for all types of terrain. For example, a Rock-Free Mode allows the 49X to free itself from wheel stuck situations, an Off-Road Mode enables smooth driving on extreme terrain like logging roads and rock quarries, Power Launch provides powerful takeoffs while protecting the clutch and driveline, and a Paver Mode which allows the truck to shift from Neutral to Drive without depressing the brake pedal when pulling away.

Best-in-class safety in the 49X is enabled thanks to the Detroit Assurance suite of safety systems, which features the most advanced collision mitigation system in the vocational market. Detroit Assurance in the 49X offers Side Guard Assist (SGA), Active Brake Assist 5 (ABA5), Tailgate Warning, Adaptive Cruise Control (ACC) to 0 mph, Lane Departure Warning, Video Capture, Intelligent High-Beam, and Automatic Wipers and Headlamps.

Protecting the Most Important Assets on the Job Site

“The real stars of every job site are the men and women working at it, which is why the Western Star 49X was engineered to deliver best-in-class safety with Detroit, easier entry and exit to reduce workplace injury, and best-in-class visibility to benefit not only the operator, but the entire crew,” said Carson.

With slips, trips, and falls serving as the second most common type of workplace injury, and with applications like a concrete mixer where an operator may enter and exit the truck fifty times in a shift, Western Star design-engineered ergonomic ingress and egress for the 49X. Door opening angles of 70 degrees, five handholds, and step treads widened by half an inch and constructed as a staircase help facilitate safer entry and exit from the cab. The steps start closer to the ground and use a volcano tread for secure footholds with high traction, added toe clearance, and mud, dirt, and debris pass through.

The 49X's best-in-class visibility comes from a sloped hood that is enabled by splayed frame rails, a lowered engine position, underhood engine air filtration, a 28 percent larger single-piece roped-in windshield, and an optional three-piece rear window that is 77 percent larger versus the 4900.

Optional Borofloat® glass in the front windshield and optional polycarbonate in the rear windows provide impact resistance from debris. An innovative C-bar mirror system features door-mounted mirrors that mitigate the effects of chassis and engine vibration to keep them stable and usable in off-road or paving applications where visibility by the operator to the crew at the back of the truck is critical.

The 49X also debuts a dual-stage LED headlight system featuring an internally printed heat grid and ambient air temperature sensor, which can melt three millimeters of ice in less than ten minutes at 40 degrees below zero or burn through condensation in warm, humid environments. Combined with a 45-degree light pattern, the 49X headlight system provides smooth, uniform illumination that shines long and wide to improve visibility and safety on the road or at the job site.

“Our bottom-line intent was to deliver a truck that benefits our customers’ bottom lines,” said Carson. “We know the conditions our customers are working in, we know the challenges of their operations, and we know that productivity at the site matters most. That’s why the all-new 49X is purpose-built for durability, safety, and maximum uptime – and for our customers.”

Contact a Western Star brand expert at your local Truck Centers, Inc. dealership to learn more about the 49X or take a test drive.

THE NEXT GENERATION OF TOUGH COMES TO LIFE WITH THE ALL-NEW
WESTERN STAR 49X

OUR SAFEST & MOST ADVANCED TRUCK. EVER.

WORK STRONGER – AND SAFER.

SEE AND BE SEEN WITH DUAL-STAGE LED INTELLIGENT HEADLIGHTS AND STAINLESS-STEEL AIR INTAKES WITH INTEGRATED, HIGH-VISIBILITY TURN SIGNALS.

WORK HARD WITH A STATE-OF-THE-ART, STEEL-REINFORCED VOCATIONAL CAB.

SEE WHAT'S AHEAD. GET MORE DONE.

KEEP THE JOB SITE SAFE AND PRODUCTIVE WITH INDUSTRY-LEADING FUSED CAMERA AND RADAR TECHNOLOGY.

DETROIT ASSURANCE

COVER YOUR BLIND SIDE.

DETROIT ASSURANCE

WORK CONFIDENTLY WITH A SIDE RADAR THAT DETECTS MOVING, PASSENGER-SIDE PEOPLE AND OBJECTS.

TAKE ON ANY TERRAIN WITH NEW VOCATIONAL TRANSMISSIONS.

IMPROVE PERFORMANCE WITH THE DETROIT® DT12® VOCATIONAL SERIES – RUGGED TRANSMISSIONS DESIGNED FOR THE JOB SITE.

THE ALL-NEW WESTERN STAR 49X – POWERED BY DETROIT.

Engineered for ultimate safety and performance in the most extreme environments. The 49X is the only truck to bring the latest generation of Detroit's legendary lineup to the job site – from new vocational transmissions to cutting-edge technology that keeps workers safe. With seamless integration of the powertrain, safety systems and connectivity technology, the 49X is changing the game on job site productivity.

Discover the future of tough at WesternStar49X.com.



DAIMLER

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“We are focused on manufacturing the best trucks in the industry, and our customers tell us that there is nothing more critical than the safety features included in our Freightliner and Western Star trucks,” said David Carson, senior vice president of sales and marketing, Daimler Trucks North America. “The ongoing evolution of our Detroit Assurance offerings is based on our unwavering commitment to developing purposeful technologies and solutions that will help protect truck drivers, other motorists, and pedestrians.”

Best-in-class safety in the 49X is enabled thanks to the Detroit Assurance suite of safety systems, which features the most advanced collision mitigation system in the vocational market. Detroit Assurance in the 49X offers Side Guard Assist (SGA), Active Brake Assist 5 (ABA5), Tailgate Warning, Adaptive Cruise Control (ACC) to 0mph, Lane Departure Warning, Video Capture, Intelligent High-Beam, and Automatic Wipers and Headlamps.

With optional SGA, radar technology detects moving objects and pedestrians on the passenger side of the 49X that may otherwise fall in the operator’s blind spot and alerts them with both auditory and visual warnings, providing game-changing technology for safety on the job site or on the way there.

ABA5 detects distance and speed to moving and stationary objects in the driving path of the 49X and determines if a warning or automated braking is necessary. ABA5 with Detroit Assurance is the only system on the market that works down to 5 miles per hour, making it ideal for busy job sites and in congested urban areas. It also recognizes moving pedestrians crossing the truck’s path, alerting and applying the brakes if the operator does not react.

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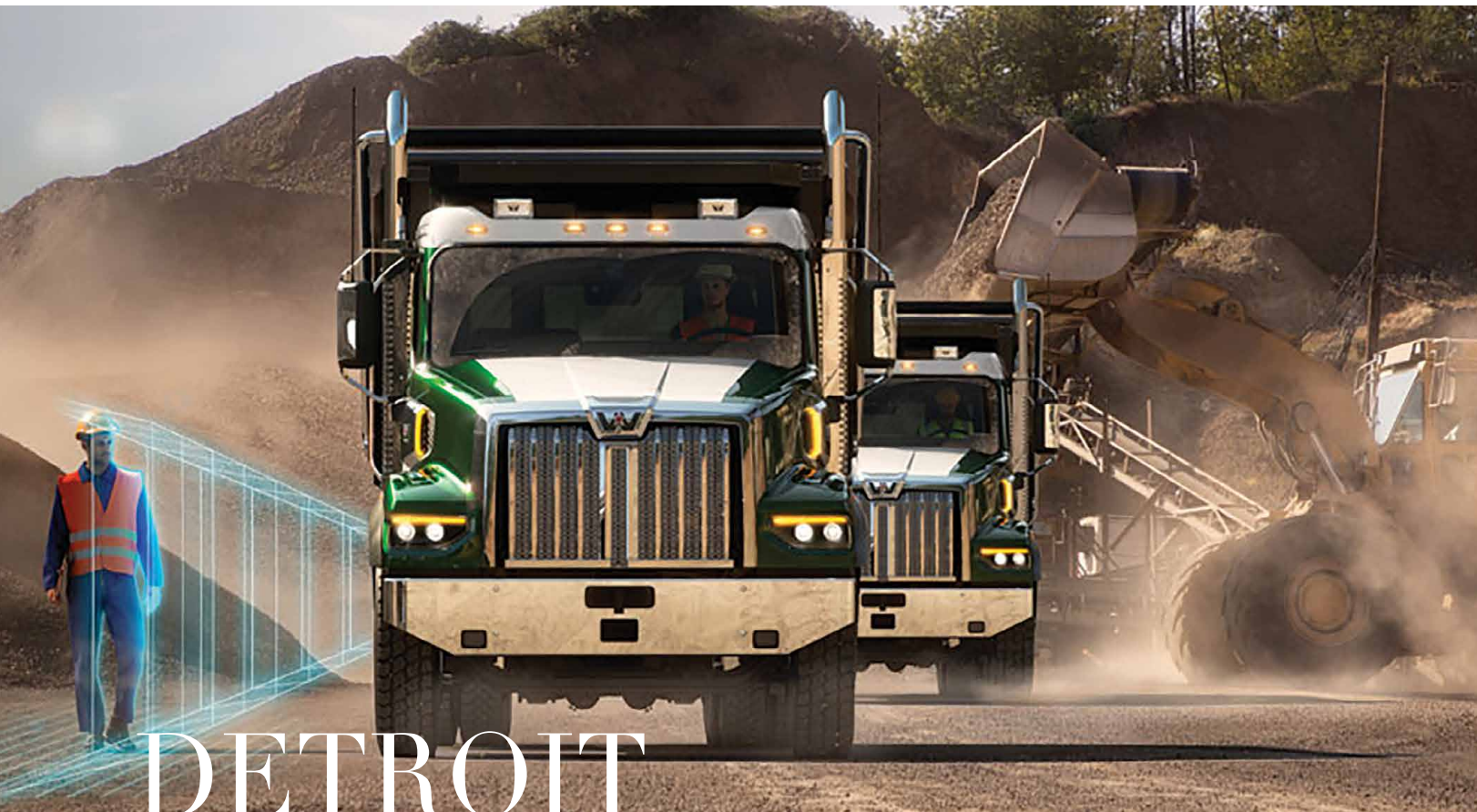
DRIVER COMFORT



Detroit® has added new features to the Detroit Assurance suite of safety systems, including enhanced and industry-first capabilities to improve the overall driver experience and keep drivers and the public safer.

AMENDED FROM JUNE 3, 2021, PRESS RELEASE
FEATURED ON WESTERNSTARTRUCKS.COM

DETROIT ASSURANCE



DETROIT ASSURANCE

Additional Detroit Assurance features available on the 49X spec'd with a Detroit® powertrain to reduce driver fatigue include:

- **Active Speed Intervention (ASI):** If the truck exceeds the posted speed limit, ASI issues visual and auditory warnings to actively alert the driver. Once the warning is issued and depending on how far above the truck is over the speed limit, ASI will go into effect and de-throttle the engine for two seconds, adjust Adaptive Cruise Control (ACC) to the posted speed limit, or cancel ACC. ASI is useful on trucks that routinely travel in and out of various speed zones throughout the day.

- **Active Lane Assist (ALA) with Auto Stop:** ALA with Auto Stop actively brakes the truck to a safe stop rather than letting the truck roll to a stop in case of an incapacitated driver or if the driver's hands are off the steering wheel for more than 60 seconds, which can help protect the driver as well as other vehicles on the road. When ALA's Auto Stop function activates, Lane Keep Assist (LKA) keeps the truck centered in its lane while the truck safely and gradually brakes, all the way down to 0 mph, further contributing to ALA's effectiveness and safety. After coming to a stop, the vehicle doors automatically unlock, and the interior lights flash in an S.O.S. sequence, alerting other motorists that assistance is required.

- **Brake Hold Mode:** After coming to a stop, the driver further presses the brake pedal to activate the Brake Hold Mode function, reducing the need for the driver to continually press the brake pedal down in prolonged periods of standstill. The brake will not get deactivated if the driver's foot is removed from the brake pedal due to fatigue or slippage. Tapping the brake pedal or pressing the accelerator starts moving the truck again. This is exceptionally driver-friendly in work environments that involve waiting periods in the truck while at a standstill, such as at weigh scales and in heavy traffic.

“By providing drivers with tools such as Detroit Assurance, we help mitigate potential accidents, as well alleviate driver fatigue and strain, which will help drivers stay more aware and make their jobs a little bit easier,” said Carson.

The advantages of these advanced safety features are amplified by the full Detroit Assurance suite of safety systems, including access to the Detroit Connect portal. Detroit Connect provides fleets access to critical information on the performance of their vehicles, such as vehicle location, fault codes, diagnostics, and fuel performance. Detroit Connect also offers valuable safety insights into driver behavior and safety-critical information when Detroit Assurance features are activated, such as providing a detailed event report when Active Lane Assist with Auto Stop brings the vehicle to a complete stop. With this information, fleets can intervene to help their drivers that require immediate assistance.

Truck Centers Inc.



Honoring All Who Served **VETERANS DAY '21**



WORK ~~AND NOT~~ SMART HARD

10 TIPS TO WORKING MORE EFFICIENTLY

In today's climate, demands for multitasking and increased productivity on a strained workforce pushes some to the end. There are simply not enough hours in the day to keep up with it all. Even working more hours is not a compelling answer.

So, what is there to do? Research has shown that the hours worked beyond a 50-hour workweek do not yield additional productivity. Plus, the risk of burnout significantly increases. Thus, the best solution relies on not just working smarter. This next level requires leaders to work both smart *and* hard.

Whether you are a corporate executive, departmental manager, truck driver, or safety director, we can all benefit from 10 easy tips to be more efficient in the way we work to maximize productivity and output.

1 Keep It Simple

It is easy to become overwhelmed or bogged down when your mind races with pages of to-do lists. You are putting more energy into managing the inventory than the tasks. Instead, focus on five. Only list and track your Top-5 most important, time-sensitive, or critical tasks each day. From there, you can savor the satisfaction of completing those, feeling more accomplished and less anxious, and move on to the next five target items.

2 Be a Master of Routine

As humans, we are wired for habits and routines. Predictable habits, predictable results. Find a couple of practices that work for you and allow you to work more efficiently. For example, rather than getting overwhelmed by a constant barrage of emails, set filters, and a schedule to check all messages on routine intervals throughout the day but have specific emails filtered so only "must-read" messages alert you for immediate response. Our culture has demanded a constant level of communication, and, in some areas, it is necessary. Still, you cannot continually sacrifice the performance of the job that you were hired to do for a purpose to be repeatedly pulled from essential tasks. The same can be said for open office hours, drop-in visits, or helping colleagues. Collaboration and support are great, but you have to be aware of boundaries to support the business that you serve.

3 Accept Automation

We are not just talking about gadgets and tech wizardry but reducing the number of decisions that you have to make daily. Apps, electronic devices, and technology have automated many tasks in our industry and revolutionized how we do business, from record-keeping and accounting to electronic

logs and vehicle diagnostics. Still, there is more to it than that. Accepting automation in our daily interactions can help reduce fatigue. Why do you think Steve Jobs constantly donned his black turtleneck? Less energy put into clothing choices means more energy put into making something good become great. Habits, key vendors, preferred routes, daily routines, meeting schedules, etc., all allow you to build practices that reduce unproductive time.

4 Serial-Tasking vs. Multitasking

Once again, blame it on biology! Humans are not great multitaskers. Yes, some of us may pride ourselves on multitasking, but it is not natural to our survival as a species. MIT neuroscientist Earl Miller states that people cannot multitask well, and we are simply refocusing our attention from one task to another quickly. Researchers claim that they can see the brain struggling when multitasking. Rather than fighting nature and trying to shift focus repeatedly, try to focus on a series of tasks, individually and altogether, in a more systematic manner to maximize your focus and mental strain.

5 Attitude Is Your Greatest Limitation

Many believe that talent is the most vital determinant of success, but it is attitude. Individuals with a strong will and positive attitude are capable of anything because they do not get in the way of themselves. The persistence and power of a good attitude empower team members to become leaders. They are willing to pick up the slack without praise, do their work to the highest standards, accept responsibilities without being asked, and continually go above and beyond. These types of natural change-makers are hard to find but necessary to keep. But, like any skill, attitude can be practiced. As we say, "approach things with a solution-focused attitude." It is easy to say, no

way or that cannot happen today, but what if you paused and accepted the challenge? Maybe the results will be the same that something could not happen, but customer service, empathy, and a little effort of "it doesn't seem likely, but let me see what I can do for you" sounds a lot better. Instead of listing five reasons that something will not work, just pause and think of the real cost of looking at one way it simply may. In many instances, perspective limits us far more than time.

6 Communication > Collaboration

As adults, it seems ridiculous to even think that communication has to be something on a list of "soft skills" to strengthen. I mean, we have made it through life for decades. Clearly, we know how to communicate! It isn't about what to do, but how to do it more effectively. One step better is actively listening and speaking with purpose. In a culture where collaboration is woven into most workplaces, we cannot neglect the overarching power of communication. By strengthening your communication skills, you eliminate misunderstandings, unclear objectives, and the time wasted remedying rabbit holes. Repeat agreed-upon dates, times, estimates, or important information to ensure that you heard something correctly and the other party had the opportunity to respond. Use specific email subject lines and keep messages focused. In a digital world, remember that your smartphone can also be used to dial out. Often, verbal communication is necessary to clarify or repair miscommunication from emails that may be interpreted differently than intended. And listen and respond from your perspective. Rather than using charged you statements, like "You never gave me a chance to speak in the meeting." Stating how something made you feel or perceive something is more likely to foster understanding and the opportunity to work through challenging scenarios more collaboratively. Rephrase and diffuse, "I felt like my suggestions were not welcomed in the meeting when I did not have a chance to speak, and that makes me feel not a part of the team."

7

More Minutes in the 11th Hour

Have you ever needed to get something done and waited until the 11th hour to tackle it? Did you have laser focus and a sense of urgency that allowed you to complete something you were amazed you could do in such a short amount of time? As counterintuitive as it seems, sometimes, the focus, efficiency, and dedicated work ethic are the push needed to get things done. It isn't recommended to push everything to the last minute, but we are innately wired to go through and accomplish an urgent task with high stakes.

8

Defuse the Ticking Time Bomb

Stressful work situations and demanding schedules plague today's workers. This stress is a detriment to both physical and mental health. Rather than coping in a manner that inflicts self-harm or relies on unhealthy habits, look beyond work. A self-imposed "timeout" even amid stressful situations is healthy for a limited, planned amount of time. Do some exercise, take a walk, attend a child's sporting event, listen to music, spend time with a hobby, whatever it is. An hour can completely ease your mental strain, energize you, and allow you to manage your stress. You may also benefit from asserting more control over a situation. For example, if you are an owner-operator managing 80,000-lb. going down roads with distracted drivers, heavy traffic, construction, and multitasking with record-keeping, brokering loads, and scheduling, you are overloaded before you even hit the driver's seat. A brief walk or meditation before bed may help, but you still have responsibilities. Planning as much of tomorrow's schedule, communications, needs, future pickups or deliveries, routine maintenance, etc., as possible will hopefully help you feel like you are ahead of the game rather than constantly fighting to catch up.

9

Remember Why You Do What You Do

Life is not all sunshine and fairytales, and not everyone is privileged enough to do what they genuinely love. However, we are blessed to be in America and have the freedom of choice. There is a reason you chose to be doing what you do, with the company you work at or with the team you work alongside. If you didn't, you could decide to leave. It may be less money, not as nice of equipment, or the hours may be a drag, but each opportunity is a choice. If you are in customer service and take pride in helping people and meeting new folks every day, that is your why. When you remember why you do what you do and the fact you are empowered to do that in your work, it makes the challenging parts of your job more manageable because you feel fulfilled.

10

Measure Results, Not Time

When we think of productivity, we focus on the time of completion much more than the output. For example, suppose you work in Parts and are trying to track necessary parts for multiple repairs in today's climate of shortages. In that case, it is easy to feel overwhelmed that you only satisfied the needs of a handful of customers. However, when you look at the amount it takes to communicate with the Service department, Warranty, customer, warehouse staff, and perhaps reps at other dealers located who have the part, your perception may start to change. Add in preparing and changing quotes, handling expedited deliveries, email correspondence, calls, or walk-in customers, and you can quickly see how an entire shift went by in a blur and realize how much you completed.

However, we all must please our boss and there is natural anxiety in confronting those who may be focused on volume. Adobe's Behance team conducted research that found, "placing importance on hours and physical presence over action and results leads to a culture of inefficiency and anxiety."

Do not let fear paralyze your productivity! As an employee, be a producer of high-quality results. As a manager, remember to focus on the end goal and product rather than a manager of time or work style.

10

GOLDEN RULES OF EFFECTIVE MANAGEMENT

- 1 Be consistent.
- 2 Focus on clarity, accuracy, and thoroughness in communication.
- 3 Set the goal of working as a team.
- 4 Publicly reward and recognize hard work.
- 5 Be the example.
- 6 Never go with one-size-fits-all.
- 7 Remain as transparent as possible.
- 8 Encourage all opinions and ideas.
- 9 Help people enjoy work.
- 10 Listen and ask questions.

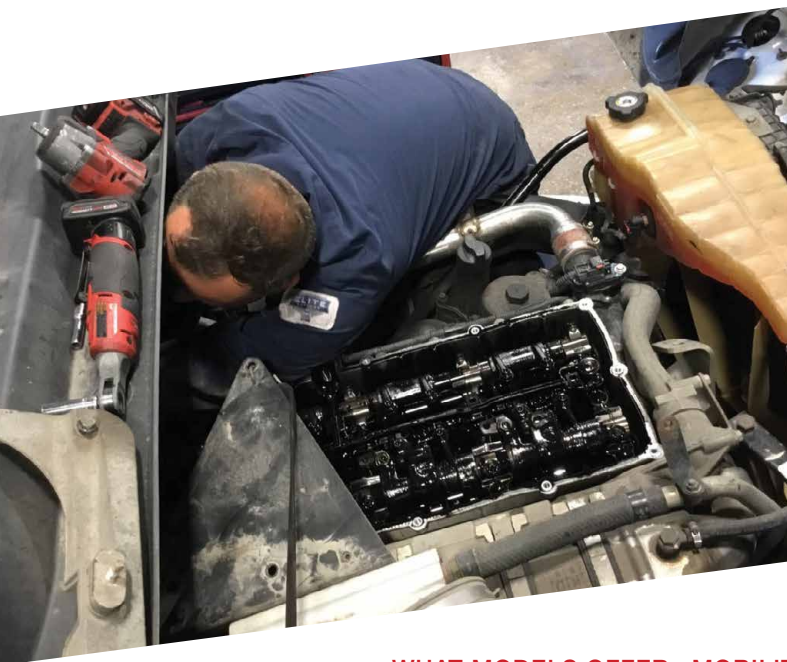
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ASK THE TECHNICIAN THE eMOBILITY IMPACT ON TECHNICAL TRAINING

With DTNA's development of the eMobility all-electric vehicle platform, we face new technical training needs within dealerships. We have compiled a list of some of the current most frequently asked questions. The eMobility platform is sure to be a topic that will continue to dominate the tech space for years to come.

WHAT MODELS OFFER eMOBILITY?

Current models that offer eMobility are eCascadia and eM2. However, we already have hybrid vehicles with a diesel engine and that utilize a transmission with electric components incorporated into them. Additionally, some technicians may already be certified to troubleshoot or repair hybrid vehicles.

HOW DOES eMOBILITY DIFFER FROM CURRENT HYBRID SYSTEMS?

This is a topic that requires exhaustive explanation, but simply eMobility is a fully-electric system without the conventional engine, fuel system, or transmission. Instead, these vehicles utilize lithium-ion battery packs that transfer electrical power to the axles through an eCarrier unit rather than a driveshaft.

WHAT IS "LIVE-WORK"?

"Live-Work" refers to any work on an energized electric truck as there is exposure to an energized High Voltage part that exceeds 50 volts. Currently, no DTNA service location will perform "live-work" until further training is available. DTNA will release technical training updates strategically when they are in that phase of product development.

WHAT TYPE OF TRAINING IS NEEDED?

We can only share information that is available at this time regarding anticipated training updates. These requirements may be subject to change. For technicians and appropriate dealership personnel, the following courses/classes will be required:

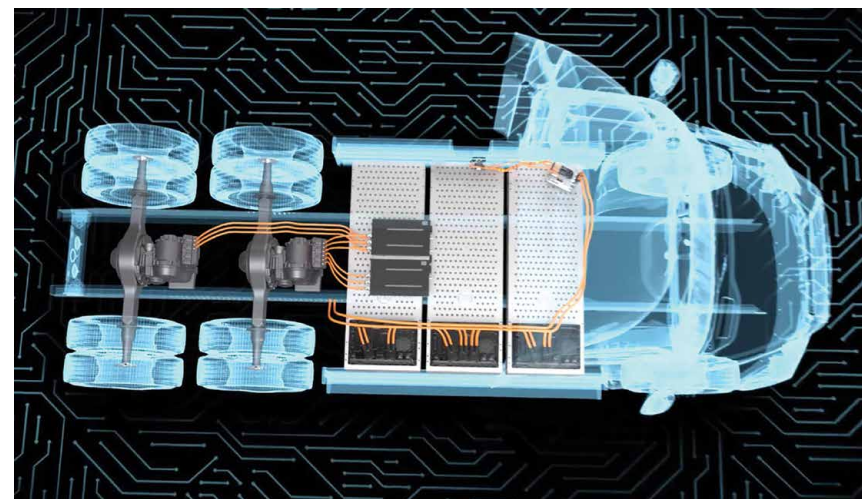
- **HV1 - OVE54** is an introductory course to familiarize participants with general safety awareness and introduce specifications and systems of the unit, charging an HV (high voltage) unit, and test-driving an HV unit.
- **HV2 - OVE57** is a more detailed safety awareness course that will also allow technicians to work on all non-HV components, assist an HV3-trained technician with procedures involving high voltage components in a safety-focused setting.
- **HV3 - CVE13** is an advanced, 3-day course that teaches technicians how to decommission (de-power) and recommission (re-power) a unit and perform tests of high voltage systems.

- **OVE55 and OVE56** courses are for Parts personnel to teach safe and proper handling and shipping techniques for lithium-ion battery packs.

There will also be additional service and maintenance courses, but they are still in development at this time.

WHERE CAN I FIND MORE INFORMATION ABOUT eMOBILITY?

General information is continually updated at <https://daimler-trucksnorthamerica.com/emobility>, and individuals with DTNA Connect access can find additional updates under Distribution Network > Dealer Facilities > eMobility Guidelines.



OCTOBER - DECEMBER 2021

TRAINING SCHEDULE OF EVENTS

DATES	DAYS	SEC	COURSE	CLASS DESCRIPTION	PRICE
Oct. 5-8	4	02	CVL05	Cascadia P3/P4	\$1,400.00
Oct. 8	1	03	CVL01W	Western Star Update	\$350.00
Oct. 11-15	5	01	CEP43	DD Heavy Duty – Major Repair	\$1,750.00
Oct. 26-29	4	02	CVL02	Business Class M2	\$1,400.00
Oct. 26-29	4	01	CEP45	DD Heavy Duty – Air & ATS Diagnostics	\$1,400.00
Oct. 25-29	5	03	CVG01	Heavy Duty Truck Systems	\$1,750.00
Nov. 2-4	3	01	CVG18	DT12™ Transmission	\$1,050.00
Nov. 2-5	4	02	CVH02	HVAC Service & Repair	\$1,400.00
Nov. 2-5	4	03	CVL05	Cascadia P3/P4	\$1,400.00
Nov. 9-11	3	02	CVE06	Common Electrical and Electronics Architecture	\$1,050.00
Nov. 12	1	02	CVL01W	Western Star Update	\$350.00
Nov. 9-12	4	01	CEP42	DD Heavy Duty – Basic Diagnostics	\$1,400.00
Nov. 9-12	4	03	CVE12	Electrical Troubleshooting	\$1,400.00
Nov. 16-19	4	01	CEP70	Medium Duty - Diagnostic & Major Repair	\$1,400.00
Nov. 22-23	2	02	CVD13	Advanced Diagnostics Vibration Analysis	\$700.00
Nov. 24	1	02	VVL01W	Virtual Western Star Update	\$350.00
Nov. 30-Dec. 2	3	02	CVG18	DT12™ Transmission	\$1,050.00
Nov. 29-Dec. 3	5	01	CEP44	DD Heavy Duty – Fuel System Diagnostics	\$1,750.00
Nov. 30-Dec. 3	4	03	CVE05	Electronic Systems	\$1,400.00
Dec. 7-10	4	02	CVE12	Electrical Troubleshooting	\$1,400.00
Dec. 7-10	4	01	CEP42	DD Heavy Duty – Basic Diagnostics	\$1,400.00
Dec. 7-10	4	03	CVH02	HVAC Service & Repair	\$1,400.00
Dec. 14-17	4	03	CVL05	Cascadia P3/P4	\$1,400.00
Dec. 21-22	2	02	CVD13	Advanced Diagnostics Vibration Analysis	\$700.00
Dec. 20-22	3	01	CVG18	DT12™ Transmission	\$1,050.00
Dec. 20-22	3	03	CVE06	Common Electrical and Electronics Architecture	\$1,050.00



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