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# DRIVER UNDRIVEN

>> SPRING 2013 VOL. 2, ISSUE 1

THE ELITE SUPPORT  
**DIFFERENCE**

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**REMEMBERING  
Kyle Deatherage**

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**DETROIT'S  
Virtual Technician**

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**FREIGHTLINER & TCI  
35 YEARS TOGETHER**

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# DID YOU KNOW



TRUCK CENTERS, INC. HAS...7 CONVENIENT LOCATIONS IN ILLINOIS & MISSOURI



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# GREETINGS

Having been blessed for 43 years in this great business, enjoying multiple generations of families actively involved at Truck Centers, and with our fine customers and suppliers, one thing remains constant – this is a people-to-people business where long term relationships make a difference along with the products and quality services that we provide.

We all know that we can never rest on our laurels or we will be passed by and become irrelevant in short order. I am more proud today than ever in my 43 years of being a part of Truck Centers and Freightliner/ Western Star because of the industry leading miles per gallon achievements and overall quality of the products that we have the privilege of selling and servicing. DTNA continues to push engineering hard to further improve the industry leading MPG so that our huge fuel cost savings edge will only continue to get better and better and the new DT12 transmission will really enhance our advantage.

Not only is Freightliner recognized as the premier choice for customer satisfaction for On-Highway and Vocational Class 8 truck segments in the J.D. Power and Associates rankings for 2012, but our superior hours of service, locations and quality of service have also resulted in commendation within their Dealer Services category. We are NOT satisfied stopping here! We are part of the 95 dealers that are currently certified as part of DTNA's Elite Support National Program, which has meaningful actions for a premier customer service experience as well as our recognized 2 Hour Express Assessment service that guarantees customers receive a prompt diagnosis and parts check at over 380 locations to minimize downtime. It seems that we are starting to see alignment efforts take root amongst Freightliner dealers to work cooperatively together to improve our customer's experience and pushing us even farther ahead of the competition.

Detroit's new Virtual Technician software is now dramatically shortening the diagnostic time for those hard-to-find issues and alerting the customer immediately of the potential failure as well as the closest dealer location with parts in stock to make the necessary repair. This is just one of many innovations that DTNA continues to pioneer to make your job easier and more efficient.

At Truck Centers, we take great pride in having the best hours of service and broadest parts inventory, which means more uptime (and profitability) for our customers. It is not easy to staff the 2nd, 3rd and weekend shifts but it is something that we feel our customers deserve and we are pleased to do what is necessary to work for them. Our ten road service trucks are another added service available to customers to minimize downtime. For 43 years we have prided ourselves on having the most meaningful service for our local and national transient customers. We will never waiver from that commitment to you, our customer.



Boasting the largest Freightliner Dealer Training Center is an asset to TCI as well as our customers because

our technicians are thoroughly trained and certified to work on your trucks and the industry's latest technological updates. Additionally, our Training Center is available for customers to utilize with private instruction courses to properly train their mechanics on various facets of equipment maintenance and repair.

Thank you for allowing us to continually earn your business 24 hours a day and 7 days a week!

Sincerely,  
*John Hopkins*  
Chairman/CEO

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# TCI TOC

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# WELCOME ABOARD

It has been a few months since our last correspondence and this writing finds us welcoming Spring as the 1st Quarter of 2013 has established itself as history.

Welcoming 2013 has brought some real challenges to Truck Centers and I am sure to your businesses as well. The difficult business climate that we are experiencing has been fueled by the sequester and our government not being able to come to terms with each other, let alone the budget, in order to move forward as a unified force instead of as a separated front. It has become very evident that they often forget they are working for us, the people, not themselves or their party. With that being said, it has been a slower start to the year than we had hoped. Even though we have been fortunate enough to procure a few truck orders, we are experiencing a lot of uncertainty in many of our territories. One day it seems to be improving and by the end of the week, it has softened again. This has led us revisit our business model and prepare to revamp in areas where we need to change.

Our manufacturers have prepared themselves for a softer truck market in 2013. They have positioned themselves to cut back on production and follow suit of several manufacturers where this has already taken place. There is an outside possibility of some vendor shortages should demand

increase for immediate delivery - nothing we haven't been used to in years past. The catch here will be to keep the vendors in a position to deliver quality parts to build quality trucks.

On a more positive note, we have all been reading publications on what the next alternative fuel will be to help offset the use of diesel in our markets and whether that will be CNG, LNG, LNG/Diesel Combination or a Hybrid Application. Adding to the mix, we have been fortunate enough to be working with one of our body distributors on a propane application. The engine is presently being installed in two of our medium-duty rolling glider kits with the installation performed by the modification center near the factory. We hope to have this engine in drive test mode immediately and then displayed at the Southeastern Convention and National Propane Expo in Atlanta, Ga., on April 13-15. Two finished units will actually be on display with a propane tank body as well as a independent chassis for better participant viewing. This seems to have become a hot topic in certain market segments. We would hope to share more of this opportunity for medium-duty applications as it progresses.

Freightliner has also been very active in continually improving the fuel economy of our Cascadia to remain at the forefront. As I mentioned in our last publication, many of the new GHG features are now in full production at the factory. The Cascadia is establishing itself as the fuel economy leader in the on-highway segment market and is building the reputation as the truck of choice by many fleets. We are excited to be a part of the Cascadia push!

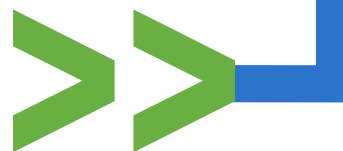
However, we must not forget that our DTNA products, both Freightliner and Western Star, are making a strong presence in many other market segments including Vocational, Regional Haul and LTL markets just to mention a few. Detroit is making a very strong statement with our DD13 & DD15 engines as well as our medium-duty offerings with the Cummins ISB and ISL engines. Market share for the DTNA products in 2012 finished first in both the heavy- and medium-duty categories. The JD Power Survey for customer satisfaction also rated also our products very high in both categories. So overall, it seems we are headed in a positive direction with our lineup.

We have also come a long way from the introduction of the EPA '04 rules requiring EGR. Today, with our EPA '10 engines with SCR and DEF additions, we are continuously working on improving our diagnostics and fault code errors when it comes to Check Engine Light (CEL) instances. We will continue to improve this process in the days ahead with our goal being to troubleshoot the real issue on the first repair.

Once again, it is going to be a somewhat challenging year. But each and every day brings on a new adventure and, in turn, an opportunity for a positive solution!

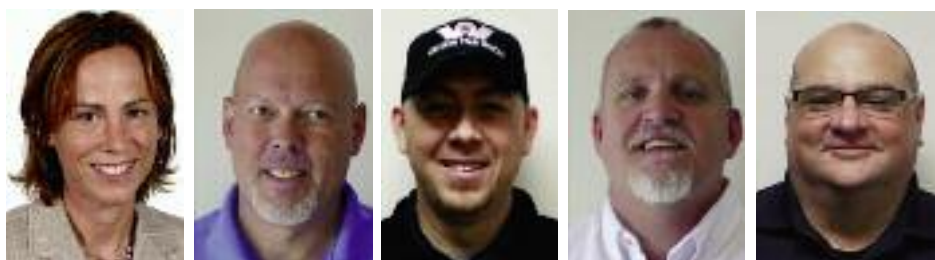
Have a great spring!

Mike Yates  
President



# NEWS FROM TCI

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



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

The smell of freshly popped popcorn cooked in all that hot oil is one of my earliest memories of Truck Centers. Some traditions have not changed 43 years later. You still will find that freshly popped popcorn at Truck Centers! The mission of Truck Centers has also remained constant after four decades in business – "Total commitment through superior people, service, facilities and products."

People...Our people are our best asset! Did you know that 45% of our team has been employed at TCI for over 10 years and we had turnover of less than 6% in 2012. A 2012 Benchmark Pro survey by CompData showed total turnover of all industries at 15.2%, so we are very happy to be hitting well below that mark. One of the most fun things I do in this job is distribute service awards with John, Mike, Justin, Jim and Julie. The stories of the team in early days are always fun to hear as well as the opportunity to get to recognize and congratulate the employee on their award.

Service...It is our goal to limit our customers' downtime by all means possible. We stock parts based on our sales locally as well as based on trends by the national fleets. So even if we have not seen a certain repair type in our shop or sold a part over the counter, ordering suggestions based on national trends means we will still have that part available on the shelf. We also are very committed to a 2-hour diagnosis for all customers coming for repairs at TCI to allow them to make decisions on that truck/load. We are open 362 days a year but even on the 3 days we are closed, our dedicated team will be available if needed. On New Years Day 2013 (Tuesday), an owner operator from California had a failure and needed

to be back on the road to deliver a load in New York by Wednesday. The Troy parts manager Steve Bartels, service manager Bryan Jubelt, and senior technician Ray Shaw all came in to open up shop and were able to work together to get the customer back on the road. Our team will do what it takes to keep our customers rolling.

Facilities...TCI has long strived to have state-of-the-art facilities. Our goal is to always be cutting-edge in our facilities in ways that serve our customers and employees better. Recently, we invested in a very innovative technological solution that allows all of our technicians to have access to all of the OEM diagnostic programs on a one-to-one basis in the shop. Compared to the days of past where shop laptops were always broken or being used by others, this is a whole different world and dramatically improves our efficiencies.

Products...DTNA offers the lowest cost of ownership in their products and TCI represents their full line up of Western Star, Freightliner, Fuso and Detroit to accommodate a broad spectrum of customer needs and applications. When you consider fuel efficiency, cost of replacement parts, residual values, etc., DTNA is second to none.

So back to the popcorn... You will still find that at Truck Centers. I'll warn you in advance, it's not that healthy but I can attest to the taste! And our commitment to superior people, service, facilities and products does not waver. Enjoy this magazine and learning more about the people and products that are a cornerstone to TCI's success!

All the best  
Katie Hopkins



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## ST. LOUIS

I-70 & Broadway – Downtown St. Louis  
(800) 325-8809  
M-F 6A-11P SA-SU 6A-6P

And another midwestern winter is behind us. You never know what the winter days will hold for you with the rain, snow and 30-40 degree temperature swings that we see here. All in all, it was a mild winter in the St. Louis area.

As most of you already know, the TCI network of stores were added to an elite group of DTNA dealers in 2012. The Elite Support network of dealers grows each month giving our customers an extended network of dealers that they can count on for the best and most consistent customer service experience in the industry.

With the Elite Support badge also comes a yearly revalidation process that each dealership has to go through. Like our stores in the Illinois territories, St. Louis went through a successful Elite Support revalidation in February. This is a process that we are all proud to go through successfully and prove that we are still one of the crown jewels in the DTNA network. These accomplishments are just part of the reasons we are all proud to be part of the TCI team of stores and employees!

With spring here and summer just around the corner, the A/C season will soon be upon us all. Our stores

are ready for the many stresses and failures that the summer heat can cause to your vehicles. With all of our stores offering Express Assessment, we are ready to service your needs and maximize your uptime with prompt diagnosis and repairs.

Our St. Peters location has been a welcomed addition to the TCI network and continues to grow each month. With recent additions to our parts and service teams, we are positioning ourselves to serve the ever-growing needs of our West St. Louis territory.

Our goal is to minimize your downtime with superior parts and service departments manned by some of the most talented employees in our industry. We are able to offer this level of customer service because our employees ongoing training and education to stay at the forefront of the industry.

To our customers, I would like to say thank you for the opportunity each day to bring you industry-leading customer service with superior facilities, employees and service. You are the reason we strive each and every day to be a cut above and the very best in our industry.

Sincerely,  
Jim Pennington



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## SPRINGFIELD

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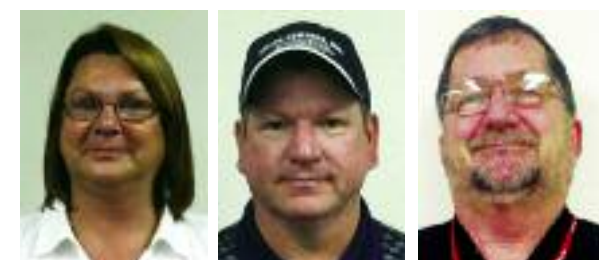
**JEREMY WILLIAMS**  
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Another spring is upon us here in Central Illinois. The March snows are finally gone and the corn is popping up all over!

This has been a very busy first quarter for our team. We have been extremely fortunate to have the most fuel efficient truck on the road – the Freightliner Cascadia. This has afforded us many opportunities to meet a variety of new people interested in our products and we are truly appreciative of those opportunities. We also are now able to offer an extremely reliable combination of proven Detroit Diesel Engine Technology combined with our new Detroit DT12 Automated Transmission. This is an extremely impressive combination to drive!

While we all continue to face a tough economic environment, I am pleased to report our customers have continued to report extremely healthy business for themselves and our products and services are directly contributing to their continued success. I would like to close with a saying from one of our great customers - "We look for partners and we have found that in Truck Centers." If you would like a partner in transportation instead of just another vendor, we would love an opportunity to work with you and help you improve your bottomline!

Sincerely,  
Justin Hopkins



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## MT. VERNON

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

Greetings from Southern Illinois!

We have had some exciting recent changes that I'd like to share. With the knowledge that customer service is number one, we have hired a new service manager, Anthony Johnson. Anthony comes to us with over 40 years experience on the fleet side. He has been on the opposite side of the phone/counter and knows what the customer expects and needs. He is adamant about doing everything possible to serve our customers. Recently, we had a call that came in 5 minutes before midnight - our closing time. With tough winter conditions, we had a technician offer to go work on this customer's truck that was broke down on the interstate ramp. He and the shop foreman stayed until 2:30 am to get the customer back on the road. Our team is prepared to go the extra mile!

Another exciting change for us here in Mt. Vernon is that Mike Kuhner has accepted the Outside Parts Sales position. Mike has been with TCI since 1979. Mike began his career with TCI in the body shop of our original Highland facility and moved to the parts department in shipping and receiving a year later. Mike moved to Mt. Vernon in 1984 and has been instrumental in our parts department ever since. Many of you have talked with Mike behind our parts counter for years and now he is taking all of that experience on the road. Mike is truly excited about getting out and sharing with our customers all that TCI has to offer.

With spring upon us and summer around the corner, watch for our parts and service specials. And as always, we are here when you need us!

Sincerely,  
Julie Klebba



[ COURTESY OF FREIGHTLINER ]

## FREIGHTLINER INTRODUCES HIGH-VISIBILITY TRUCK-LITE LED HEADLAMPS

Freightliner Trucks recently announced the availability of high-performance LED headlamps custom-engineered for the Freightliner Cascadia® by Truck-Lite Co. LLC. The new headlamps will also be available as an aftermarket retrofit option from Freightliner dealers across North America.

“We’re proud to add Truck-Lite LED headlamps to the Freightliner aftermarket parts offering,” said Todd Biggs, director, aftermarket parts and service marketing for Daimler Trucks North America. “The new LED technology delivers lighting performance far and above the traditional halogen systems currently in use on most heavy-duty trucks.”

The new Truck-Lite LED headlamps were initially developed for military use and offer increased durability, visibility and safety to the heavy-duty truck platform. Manufactured in the USA, Truck-Lite’s forward-lighting technology has been proven on vehicles serving in Iraq and Afghanistan since 2007.

Brian Kupchella, Truck-Lite president stated, “The overwhelmingly positive response to our LED forward-lighting products from military and light-duty operators opened the door to the heavy-duty commercial transportation sector and this new partnership. We’re looking forward to providing Freightliner’s customers with the highest performing visibility systems available on the market.”

For trucks other than the Freightliner Cascadia, easy-to-install aftermarket retrofit options include traditional 7” round and 5”x7” alternatives.

Truck-Lite’s LED forward-lighting headlamps offer improved driver visibility through its more natural light spectrum, leading to improved object recognition at night and increased daytime visibility. Truck-Lite’s LED beam pattern also reduces eye-strain for drivers and reduces harsh headlight glare to oncoming traffic. An additional benefit is a significant reduction in amperage draw on the vehicles electrical system, freeing up power for other uses and resulting in a 50-times longer lighting system life than conventional halogen technology.



[ COURTESY OF FREIGHTLINER ]

# INDUSTRY NEWS

## FREIGHTLINER TRUCKS SHOWCASES FIRST CNG CONCRETE MIXER AT WORLD OF CONCRETE

Freightliner Trucks showcases its first 114SD concrete mixer with compressed natural gas (CNG) technology at the 2013 World of Concrete. The 114SD CNG concrete mixer was on display among a diverse complement of severe duty mixer chassis at the Freightliner Trucks booth.

The 114SD CNG concrete mixer is equipped with the Cummins Westport ISL G natural gas engine, which is designed for superior fuel economy, performance and dependability with near-zero emissions. Built on Freightliner’s severe duty platform and designed for a variety of applications, the 114SD CNG concrete mixer is available in a wide range of vocational rear suspensions and frame options up to 5 million RBM. A heavy-duty frame, steel reinforced aluminum cab and flexible specs make the 114SD CNG concrete mixer ideal for the most demanding jobs. Freightliner Trucks collaborated with McNeilus Companies to build the truck.

“The combination of our severe duty concrete mixer with natural gas technology is the ideal blend of power, performance and efficiency,” said Robert Carrick, manager, natural gas sales, Freightliner Trucks. “We are providing the mixer market with another solution for customers seeking an economical way to reduce emissions and fuel costs.”

## PRESIDENT OBAMA VISITS DETROIT DIESEL CORPORATION HEADQUARTERS

In December, President Barack Obama visited Detroit Diesel Corporation to recognize that the company’s Detroit™ DT12™ automated manual transmission and the new Detroit DD15® proprietary asymmetric turbocharger will be produced at the Detroit brand manufacturing headquarters in Redford, Michigan. The addition of the Detroit DT12 automated manual transmission and DD15 proprietary asymmetric turbo to the full line of Detroit brand engines and axles at the facility represents a capital investment of \$120 million and will result in the addition of 115 direct jobs to UAW 163, these unions represent the Detroit brand axle and engine production workers.



Detroit’s integrated powertrain – which includes Detroit Engines, Detroit Axles and the new Detroit DT12 Transmission – is part of Daimler Trucks’ Global Excellence Strategy to have uniform production standards and processes worldwide, resulting in the most efficient, highest quality and lowest cost of ownership products in the industry.

[ OFFICIAL WHITE HOUSE PHOTOS ]



“The choice of Redford as the location for full production of the new DT12 automated manual transmission and DD15 proprietary asymmetric turbocharger was obvious – manufacturing of a fully integrated, optimized powertrain belongs together both in manufacturing and ultimately in our products,” said Martin Daum, president and CEO, Daimler Trucks North America.

“The Detroit brand has long been synonymous with power and economy, and the addition of these components to our complete optimized powertrain offerings manufactured at the Detroit brand headquarters will add substantial benefit to our customers’ bottom lines.”

Optimized powertrain design and engineering is critical to DTNA’s environmental leadership. An example of this leadership is evident with DTNA’s GHG14 (Greenhouse Gas 2014) compliance, which was achieved one full year ahead of the mandate for certification by the Environmental Protection Agency (EPA) and the Department of Transportation’s National Highway Traffic Safety Administration (NHTSA). DTNA’s complete portfolio of model year 2013 on-highway, vocational, and medium duty vehicles and Detroit brand engines are fully compliant with the new GHG14 regulations. The Detroit brand headquarters in Redford is also a leader in environment stewardship focusing on reducing, re-using and recycling. The facility has reached its goal of achieving zero waste to landfill and recycled over 20,000 tons of material in 2012.

Ground breaking fuel efficiency results of the new components were exemplified during Freightliner’s Evolution of Efficiency Tour earlier this year. The new 2014 Cascadia® Evolution powered only by the newly designed Detroit DD15 with the new proprietary asymmetric turbocharger and the DT12 automated manual transmission achieved an impressive 10.67 miles per gallon.



## NASCAR

Sam Hornish, Jr. and the No. 12 Penske team have started the 2013 NASCAR Nationwide season strong. Hornish represented Detroit with a special paint scheme in Phoenix where he finished 7th.



[CONT.]

# INDUSTRY NEWS

## DAIMLER TRUCKS NORTH AMERICA ACHIEVES MARKET SHARE, FUEL EFFICIENCY MILESTONES

[ Edited from a compilation by Deborah Lockridge ]

Daimler Trucks North America outlined a number of milestones and achievements it accomplished over the past year, including being the market leader in Class 6 and 7 for the first time ever, completing Phase One of the SuperTruck program and announcing a new international export goal. This announcement was made during an event for North American trade press in mid-February in Cabo San Lucas, Mexico.

### MARKET SHARE

Gaining the top market share position in NAFTA Class 6 and Class 7 was "probably the achievement we're most proud of in 2012," said Mark Lampert, senior vice president, sales and marketing for DTNA. Freightliner, Freightliner Custom Chassis and Thomas Built Bus combined for a 36.9% market share, he said, while Navistar dropped to 34.7%.

Just looking at U.S. sales, he said, Freightliner was also on the top with 37.7% share. Lampert acknowledged that Navistar's recent struggles accounted for part of the switch, but also credited Freightliner's vocational/medium-duty initiative it announced two years ago. Looking at the Class 6-8 NAFTA marketplace, last year saw 344,227 trucks sold and DTNA is expecting around the same number for this year. Freightliner had 111,932 of those last year and its goal is to grow its market share in 2013.

“Our forecast for 2013 is January's going to be the toughest quarter, and we will work our way up so where it's within 10% up or down of the 2012 marketplace," Lampert said. "It is far from dead out there. We're not saying it's strong, but there's a pretty good level of orders and quoting activity.”

Lampert said DTNA "hit it out of the park" when it comes to Class 8 January truck sales with 44.6% market share for Freightliner trucks. The nearest competitor was International with 14.9%, followed by Peterbilt with 12%, Kenworth 11.7%, Volvo 7.9%, Mack 6.5% and Western Star 2.4%.

Freightliner also had a stellar month in medium-duty in U.S. Class 6-7, DTNA almost hit 50% market share in January with 48.7%. Navistar International was a distant second at 24.4%.

Why has Freightliner been so successful? Lampert credited excellent products and a lower total cost of ownership. "We feel for the first time in our history, if you look at all the segments we participated in across North America, we have a superior product in every one of those segments, and honestly we couldn't say that before."

## FUEL ECONOMY AND VEHICLE INTEGRATION

Much of the work Freightliner is doing for the DOE's SuperTruck program has already found its way into the fuel-saving Cascadia Evolution package.

Another major development last year was the expansion of the Detroit brand from simply an engine to include axles and the new DT12 automated manual transmission. This allows for an integrated drivetrain that can be tuned for maximum fuel efficiency.



“We are intentionally calling it vehicle integration, not vertical integration,” said David Hames, general manager of marketing and strategy for DTNA. "There's a lot more to this when it comes down to customer value." That integration, he said, also will help DTNA to hit the next round of greenhouse gas emissions/fuel economy regulations due in 2018.

The integrated drivetrain is a key factor in Freightliner's new Cascadia Evolution package, which bundles together a number of aerodynamic and efficiency improvements in the cab/chasses and drivetrain. An extensive customer demonstration unit program, 100 units, has shown customers are getting the promised 5% fuel efficiency improvement and more, even on trucks that aren't fully broken in yet. Those results, DTNA officials said, are driving demand for the Evolution, with 9,300 Evolutions sold (built or on backlog). The Cascadia Evolution went into production on Jan. 21.

## SUPERTRUCK PROGRAM

DTNA announced that it has completed Phase One of its SuperTruck program. In this initial phase – which marks the halfway point of the program – DTNA has validated a 25% freight efficiency improvement in real world testing conditions.

Sponsored by the Department of Energy (DOE) under the American Recovery and Reinvestment Act of 2009, DTNA and other project partners including national labs, universities and suppliers, are examining opportunities that significantly improve freight efficiency, reduce fuel consumption and greenhouse gas emissions of Class 8 trucks.

DTNA is focusing on a multitude of areas that impact freight efficiency, including aerodynamics, powertrain integration, weight reduction, energy management, reduction of parasitic losses, electrification of components and hybridization. To date, the program has worked through development and testing phases from computer modeling to component bench testing, and most recently, in vehicle validation. Many of the concepts developed with the SuperTruck, such as an integrated powertrain, 6x2 optimization and

enhanced aerodynamics have already been transferred to the market through recent introductions such as the Freightliner Cascadia Evolution, which delivers top fuel economy performance.

## NEW EXPORT GOALS

Daimler Trucks North America launched a new international market growth strategy it's calling Vision 15,000. The approach brings recently launched internationally focused DTNA products to new markets in the Middle East and Africa and extends existing regional programs in Australia, Latin America and South Africa. Vision 15,000 calls for an increase in the company's international sales (outside of NAFTA) to a level of 15,000 units. DTNA already exports approximately 10,000 vehicles annually. In addition, the company is eyeing further market entries in Asia and Africa where Freightliner and Western Star vehicles fit local operating requirements.

## EXPANSION OF THE TEAM RUN SMART PROGRAM

Freightliner has named five drivers to its Team Run Smart Pros program.

Team Run Smart ([www.TeamRunSmart.com](http://www.TeamRunSmart.com)) is an open online community offering a wealth of industry resources. The Run Smart Pros program gives select owner-operators the opportunity to drive a Freightliner Cascadia truck equipped with a Detroit DD15 engine in exchange for blogging about the vehicles as well as offering tips to other drivers on topics from keeping operating costs low to staying healthier on the road. The drivers are Henry Albert, Linda Caffee, Jeff Clark, Jimmy Nevarez and Joey Slaughter. Freightliner Trucks accepted applications from professional drivers to become Team Run Smart Pros, and selected the drivers who had distinguished themselves as industry experts.

## NEW STAR NATION FAN SITE CONNECTS WESTERN STAR TRUCK ENTHUSIASTS

Fans of Western Star trucks can now join a new website, [www.StarNation.com](http://www.StarNation.com), devoted to the custom truck brand. Featuring news, forums, galleries and more, Star Nation connects Western Star truck owners, operators and enthusiasts by providing an interactive platform to share topics of interest. Created in collaboration with Western Star and managed by Western Star owners and fans, Star Nation joins the widespread Western Star community together to exchange maintenance tips, locate hard to find parts for older trucks, share experiences on the road and learn about new products and services available to the trucking community.

Online registration is free and members can personalize their profile with a picture and brief bio. Visitors to Star Nation can access news, blogs and photo galleries. Members-only sections feature special access to exclusive website content, monthly newsletters and an expanded community forum.

## WESTERN STAR INTRODUCES 4700SB ALL-WHEEL DRIVE MODEL

Western Star Truck Sales, Inc. introduced its new 4700 set-back all-wheel drive truck at the 2013 Work Truck Show. Now available to order, the Western Star 4700SB AWD is ideal for construction and utility applications requiring a lightweight truck with rugged, off-road traction.

Maintaining key attributes from Western Star's 4700 model, the new all-wheel drive truck features a 110-inch BBC - the shortest in its class - and a 42-degree wheel cut to provide excellent maneuverability on tight job sites. Additionally, 4700SB AWD is engineered with premium, lightweight components suited for the rigors of vocational applications including 16,000 lb. front axles and 40,000 lb. rears. It can also be spec'd with a half-inch, 3.2 million RBM single channel frame rail option that further reduces truck weight while providing long-term durability in corrosive work environments. The 4700SB AWD also features Western Star's body builder friendly design for ease of upfit and reduced body installation time.

“We're meeting our customers' demands for a rugged, yet lightweight truck suited for the most challenging of job sites,” said Peter Schimunek, marketing segment manager, Western Star. "Our 4700SB AWD combines the best in performance, customization and durability in an affordable package. Complemented by Western Star's roomy, comfortable interior, this truck is the ultimate workhorse."

[www.freightlinertrucks.com](http://www.freightlinertrucks.com)  
[www.westernstartrucks.com](http://www.westernstartrucks.com)



# LEGISLATIVE BRIEFS

## NEW CONGRESS MEMBERS TAKE OFFICE

On January 3, the 113th Congress was officially sworn in at the nation's Capitol Building. The 435 Congressional Members included 6 new members of Congress from Illinois: 8th District – Tammy Duckworth (D), 10th District: Brad Schneider (D), 11th District: Bill Foster (D), 12th District: Bill Enyart (D), 13th District: Rodney Davis (R) and 17th District: Cheri Bustos (D).

The new members of Congress from Illinois join incumbents Democrats Bobby Rush (IL-1), Dan Lipinski (IL-3), Luis Gutierrez (IL-4), Mike Quigley (IL-5), Danny Davis (IL-8), and Jan Schakowsky (IL-10), as well as incumbent Republicans Peter Roskam (IL-6), Randy Hultgren (IL-14), John Shimkus (IL-15), Adam Kinzinger (IL-16), and Aaron Schock (IL-18).

Senator Mark Kirk returned to Washington for the first time since suffering a major stroke last January. Freshmen Congressmen from Illinois Rodney Davis (R-Taylorville) and Cheri Bustos (D-East Moline) were each appointed to serve on the Transportation & Infrastructure Committee, joining IL Congressman Dan Lipinski (D-Chicago).

## ILLINOIS LEADS THE NATION... IN DIESEL TAX RATE

The American Trucking Association reports that Illinois has the highest diesel tax rate in the nation at 42.2 cents/gallon. Two other states have rates above 40 cents/gallon – California and New York.

Diesel tax rates for Illinois' neighboring states are:

- Indiana – 27.0 cents/gallon
- Wisconsin – 32.9 cents/gallon
- Iowa – 23.5 cents/gallon
- Missouri – 17 cents/gallon
- Kentucky – 38.1 cents/gallon

## ILLINOIS TRUCKING FAST FACTS

### TRUCKING DRIVES THE ECONOMY

• **Employment:** In 2010, the trucking industry in Illinois provided 266,280 jobs or one out of 18 in the state. Total trucking industry wages paid in Illinois in 2010 exceeded \$12.0 billion, with an average annual trucking industry salary of \$45,134. The U.S. Bureau of Labor Statistics reported in May 2010 that truck drivers, both heavy and light, held 93,550 jobs with a mean annual salary of \$36,835.

• **Small Business Emphasis:** In 2011, there were over 19,470 trucking companies located in Illinois, most of them small, locally owned businesses. These companies are served by a wide range of supporting businesses both large and small.

• **Transportation of Essential Products:** Trucks transported 78 percent of total manufactured tonnage in the state in 2010 or 1,665,727 tons per day. Over 70 percent of Illinois communities depend exclusively on trucks to move their goods.

### TRUCKING PAYS THE FREIGHT

• **As an Industry:** In 2009, the trucking industry in Illinois paid approximately \$1.7 billion in federal and state roadway taxes and fees. The industry paid 43 percent of all taxes and fees owed by Illinois motorists, despite trucks representing only 12 percent of vehicle miles traveled in the state.

• **Individual Companies:** In 2011, a typical five-axle tractor-semitrailer combination paid \$8,986 in state highway user fees and taxes in addition to \$7,771 in federal user fees and taxes. These taxes were over and above the typical taxes paid by businesses in Illinois.

• **Roadway Use:** In 2008, Illinois had 139,491 miles of public roads over which all motorists traveled 106 billion miles. Trucking's use of the public roads was 12.7 billion miles.

### TRUCKS DELIVER A CLEANER TOMORROW

• **Fuel Consumption:** The trucking industry continues to improve energy and environmental efficiency even while increasing the number of miles driven. In 2009, combination trucks consumed over 57 billion fewer gallons of fuel than passenger vehicles in the U.S. and accounted for just 17 percent of the total highway transportation fuel consumed.

• **Emissions:** Through advancements in engine technology and fuel refinements, new diesel truck engines produce 98 percent fewer particulate matter (PM) and nitrogen oxides (NOx) emissions than a similar engine manufactured prior to 1990. Sulfur emissions from diesel engines have also been reduced by 97 percent since 1999.

• **Partnerships:** Through the U.S. EPA's SmartWay Transport Partnership, the trucking industry is working with government and businesses to quantify greenhouse gas emissions and take steps to reduce them.



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# TCI Service

CONGRATULATIONS TO THE 29 TEAM MEMBERS WHO HAVE RECEIVED SERVICE AWARDS SINCE OUR LAST ISSUE.

## SEPTEMBER

**Bryan Pinson**, a service writer in the St. Louis service department, received his **5 year** award. Bryan started originally in the parts warehouse and moved to the service writer position last year. Bryan and his wife, Sarah, have 2 children and live in Arnold, Mo. Bryan is very involved in the Missouri Military Memorial Foundation that was started by his mother and aunt after his sister was killed in Iraq. The Foundation is working to raise money to build a memorial at Jefferson Barracks for fallen soldiers. Bryan had the honor of the cutting of the ribbon at the unveiling of the newly named Sgt. Amanda Pinson Memorial Training Center at Fort Leonard Wood, Mo., recently.

**Mark Eilers** also received his **5 year** award in September. Mark works in the Troy phone room for parts. Mark has 2 children - Chelsea, 17, and Bryan, 15. Mark lives in Fairview Heights, Ill., and has 32 years of truck parts experience. One thing you may not know about Mark is he enjoys tinkering on cars and motorcycles on the side.

And our last award for September goes to **Kenny Mell** for **20 years** of service. Kenny works in St. Louis at the back parts counter. Kenny and his wife, Sharon, have 2 daughters and his step-son Josh now works in the St. Louis warehouse. Kenny and his family live in Troy, Ill. You may not know that Kenny is an avid softball player because I believe he was out of town at the St. Louis vs. Troy Softball tournament a couple of years ago.



**Gary Bingaman**, our Dispatch/Facilities Manager in Troy, received his **15 year** award. Gary is married to Linda for 28 years. Gary has 2 children, Kyle and Jared, and three grandchildren Olivia (age 8), Logan (1.5 years) and Payton (1.5 years). Gary has done many different jobs in his career at TCI including as the service manager in both Troy and St. Louis. Gary was very instrumental in the facility expansions at Troy and in helping our Springfield store in their rebuilding project. He now does a great job of leading our Troy dispatch drivers as well as being in charge of the Troy building. He has a very hard work ethic that is greatly appreciated and one thing you may now know is that Gary is a cancer survivor and underwent surgery in 2006!



**Marcus McGuire**, our new/used technician in Morton, also received his **15 year** award. Marcus came to TCI straight from Nashville Auto Diesel College and has "grown up" with us at TCI. He resides in Princeville, Ill., with his wife and daughter. Marcus has great attention to detail and organizational skills that have helped him to excel at getting new and used trucks through our system quickly and delivered to customers. You may not know that Marcus is a big fan of country music and apparently believes the TCI mantra that the opening day of deer season is a national holiday.



In October, we had one **25 year** award recipient - **Joe Switzer**. Joe is a sales executive in Troy who handles many of our larger fleet customers in the Metro East and surrounding St. Louis market and he brings an incredible amount of sales expertise to TCI. He has been an Elite Leland James Sales Award winner on many occasions with our Freightliner product line. He enjoys making new contacts and involving our entire team when selling to a customer. Joe has been able to break into accounts for Truck Centers where others previously could not. Joe came to us from his grandfather's food sales business and adapted his talents to selling trucks and Truck Centers very quickly. Joe is married to his best friend, Peggy, and they have 2 grown children - son Joey has established a successful video filmography business (Switzer Films) and daughter, Jessie, also has a successful career in the athletic uniform sales industry and is the mother to Joe's pride and joy, granddaughter Lucy. Joe originally grew up in E. St. Louis and moved to Highland, Ill., while he was in high school and still resides there. Joe is an avid biker and competes regionally in many competitive bike races. He is also a pretty good fisherman, which is shown by the number of times he and his partner (young Joe) have won the Truck Centers' fishing tournament. One thing you may not know about Joe is that he loves to try and experiment with any and all new fangled gadgets or truck options.



This month, **Doug Switzer** received his **30 year** award. Doug is a body shop technician in Troy. Doug started working as an auto mechanic at his dad's speed shop at the ripe age of 11. (Child labor laws never apply to immediate family, nice how that works out!) Doug is born and raised in Troy, Ill., and has been married to his wife, Pat, for 30 years and they have 2 children. Daughter Ashley is married and lives in Iowa and son Brandon lives in Troy. They have a granddaughter, Karlee, who is 2.5 years old and they love to spend time with. Doug works a TON of hours and is always available to service customers on the weekends if they need it. He has been straightening frames for over 25 years and is often contacted by insurance companies and customers for his knowledge on frames and alignments. Doug is the right-hand man for Kent on all building maintenance items at the body shop building. Doug and Pat did a lot of landscaping work at the body shop this past fall. Doug is an avid fisherman and enjoys drag racing. He loves playing with his dog, Autumn, and attending craft events with his wife (I didn't make that up ☺).



## OCTOBER

**Brandon Lamke** received his **5 year** service award. Brandon works in Troy as a service technician. Brandon began his career in the lube bay and worked his way up to the front service shop last year. Brandon was born and raised in Union, Mo., and is the son of "Buster" Lamke, who also works in Troy, as well as the brother of Tim Lamke, Troy technician. Not too long ago, the Lamke's were one of the families at TCI that had 3 generations working at once. Brandon's grandfather John Lamke, Sr., worked in St. Louis driving for us for many years until he recently retired. Brandon enjoys spending time at the shooting range and also spending time at their lake house on Lake St. Clair.

In the **10 year** category this month we have one recipient, **Bill Johnson**. Bill is a sales executive who actually works out of Troy and St. Louis locations. He works with many of our Emergency Vehicle customers (Freightliner Ambulance and Fire Truck Chassis) as well as many new and used medium- and heavy-duty customers. Prior to moving to this position, Bill was our main sales person for our American LaFrance line. Bill is single and has 2 grown children, Bill and Ashley. Bill lives in Collinsville, Ill., and enjoys visiting with his friends and others at a local Collinsville pub. He also enjoys spending time with his children when they are in town. He is an avid attendee at his local health club and tells us he is working out, but may just be visiting. One thing you may not know about Bill is he has a knack for knowing what's going and if he doesn't know, he will work on a way to find out!

# Awards

## NOVEMBER

**Jerry Grim**, who works the back parts counter in Morton, received his **10 year** award. Jerry has worked in the parts business for more than 40 years and brings a vast knowledge of all makes from his previous experience and shares that with the customers of TCI. He is from Delavan, Illinois. Jerry loves to ride his motorcycle and is a big fan of NASCAR racing. On a very positive note, Jerry recently underwent a major hip surgery and heart surgery and both were successful, thankfully!

**Colin Becker**, TCI Troy technician, also received his **10 year** award this month. Colin began his career at TCI in the lube bay and worked his way up to the main shop. Colin and Megan have a 3 year old son, Landon. Colin enjoys bowling on Monday nights and he works with his father, Ron, at the Becker family farm in Alhambra in his spare time. The family farm has been in existence for over 100 years.

**Spencer Francik**, TCI St Louis Outside Parts Sales, recently received his **15 year** award. Spencer has 20+ years of experience in the truck parts business and is committed to the belief that world class service is what it takes to succeed in our industry. Spencer is a dedicated husband to his wife, Amy, and father to sons Justin and Jacob and their daughter Sophia. Spencer is an avid fisherman and has helped make TCI's "Jerry Duft Annual Memorial Bass Tournament" a success for the last 4 years by helping to coordinate the tournament. Spencer also recently got back into riding motorcycles with his purchase of a 2008 Harley Davidson "Night Train".

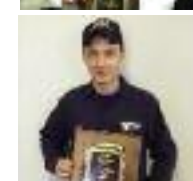
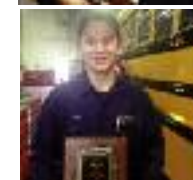
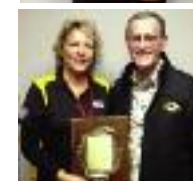
Another **15 year** recipient this month was **Cheryl Williams**. Cheryl is the TCI Body and Trailer Shop Manager in Morton. Cheryl also worked as an OPS at TCI in Morton years ago. She lives in Hopedale, Ill., and her husband, Scott, works for the Tazewell County Highway Department. They enjoy spending a lot of time at the lake during the summer. Justin reports Cheryl is a Steelers fan "but don't ask me why?" so I thought I would plug that in verbatim! Cheryl and Scott have 5 kids and two of their sons serve in the military - one in the Army and one in the Marines.

We had ONE **40 year** recipient this month at TCI! **Garry Jarrell** works in TCI Troy in the new and used truck department as a technician. Garry has been a valuable technician in our service department for these last 40 years! Garry and his wife, Lois, have 4 kids - Jerry (Jay), Steven, Mary and Christina plus 11 grandkids! Garry and his family live in Marine, Ill. Garry's meticulous attention to detail has been very valuable to TCI and our customers these last 40 years! Congratulations Garry!

## DECEMBER

**Jake Hamil**, a St. Louis technician, recently received his **5 year** award. Jake grew up in Arnold, Mo., and started with TCI after graduating from UTI in Glendale Heights, Ill. Jake currently resides in Imperial, Mo., and spends his spare time hunting, riding motocross and working on two mud truck projects - a 1996 Jeep Grand Cherokee and a 1984 Chevy pickup.

**Jarod Talbert**, a parts counterman in Mt. Vernon, received his **5 year** award also. Jarod originally started out in shop clean up and moved to parts/shipping and receiving before advancing to the parts counter. He started with TCI at a mere 19 years old. Jarod and his bride, Holly, live in Waltonville, Ill. Jarod is a whiz on the computers and was extremely helpful with the Procede conversion. And I am going to go on a limb and mention that Jarod did win the Jerry Duft Fishing Tournament one year.



## DECEMBER (cont.)

**Shane Missel**, a Morton technician, was honored this month for his **5 years** of service. Shane came to TCI from Apache Truck Lines and has moved through the training quickly to become one of our strongest engine techs. Shane was married in Sept. 2009 and is a father to a baby girl born last August and he also has an 18 year old son. Shane and his family recently moved to Lacon, Ill., where they have some property and horses.

**Dave Sakash**, Morton parts runner, received his **15 year** award in December. Dave and his wife, Cindy, have been married for 33 years and have a son, Josh, who also recently married. They recently became proud owners of a new dog named Izzy. Izzy apparently has a liking for chewing work shoe laces? They live in Bartonville, Ill. Dave and Cindy are avid Disney followers and they have a time share in Orlando so are able to enjoy the Walt Disney experience regularly.

And Mt. Vernon GM, **Julie Klebba**, received her **15 year** award this month. Julie and Bennie have been married for 28 years and have 2 children, Jessie and Ben. Her hometown is Woodlawn, Ill. Julie lives on a farm where they raise cattle, grain farm and are part owners in a livestock consignment barn. Julie started her career at TCI as our F&I manager in Mt. Vernon. Julie is one of these amazing people that when she takes a day off to relax she will have on her schedule: power wash the deck, open the pool, chase down cows that get loose, prepare a big family meal and invite her kids and all their friends over. This is literally no exaggeration - Julie is a serious go-getter!

# TCl Service

## JANUARY

**Candy Beach** received her **5 year** award this month. Candy handles the St. Louis location's account receivables as well as assists with parts posting and anything else needed in St. Louis for the team. Candy is still a "newlywed" with Craig and they live in Swansea, Ill. Candy enjoys softball, darts, pool league and golf in her spare time. I can remember when Candy was working in Troy as a part-time weekend receptionist and was always willing to do whatever was needed to help out. She is really a motivated person so it is great to see her progression at TCl.

**Don Turnbull**, Springfield technician, received his award for **10 years** of service. Don has recently moved from full-time to a part-time position with TCl and takes care of some key Ameren locations with his service truck. Don is an avid fisherman and is described as incredibly dependable and a great asset to the Springfield team.

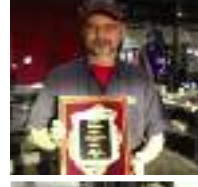
## FEBRUARY

**Connie Paschedag**, Troy A/R, received her **5 year** award this month. She previously worked for TCl in St. Louis also in A/R and sales administration for 4 years. When the opportunity presented itself for her to come back to TCl, we were thrilled to have her join our team again. Connie has one daughter, Megan, who also works at TCl in our St. Peters location. You may not know that Connie has a twin brother named Tom and she is a devoted Blues fan!

**Pete VanKleef**, Troy technician and part of the "weekend warrior" team, received his **10 year** award this month. You may guess it by the last name but Pete is originally from Holland. Pete was in the Dutch army and was sent to Bosnia as a part of the UN Protection Force. While in Bosnia, he met his wife, Jody, who was in the US Navy as a nurse in the Navy fleet hospital. Just like the old story goes, they fell in love and he came to the good ole USA. He and Jody have one daughter, Briana, aged 14 and they live in Pocahontas, Ill., on their farm. Pete is known in the shop in Troy as an electrical genius. He is one guy who loves working on trucks that were struck by lightning.

Also receiving a **10 year** award this month was **Everett McGlasson**. Everett works in Springfield on the parts delivery team. Everett is a veteran who served in the Army and spent 18 months in Vietnam. In his former careers, he worked for 13 years at Henry Technologies and 16 years at Franklin Life Insurance. Everett and his wife, Carol, live in Springfield and have 4 children, 13 grandchildren and 1 great-grandchild. I'm sure Christmas is fun at their house! You may not know that Everett is quite savvy on computers and building web pages and has his own radio station listed.

**Gabe Kline**, Morton emergency equipment and motorhome technician, received his **15 year** service award this month. I can tell you when I was there for his award presentation, Gabe is a very CLEAN technician - his bays were spotless! He works on roughly 90% of the motorhomes and emergency equipment that makes its way to the Morton shop as well as a majority of the Allison work. Prior to working at TCl, Gabe worked at a Ford dealership in Chillicothe. Gabe has 3 kids - 2 boys and one girl - and he lives in Chillicothe, Ill. Gabe is the assistant coach for his kids' teams for T-ball and midgets baseball.



# Awards (cont.)

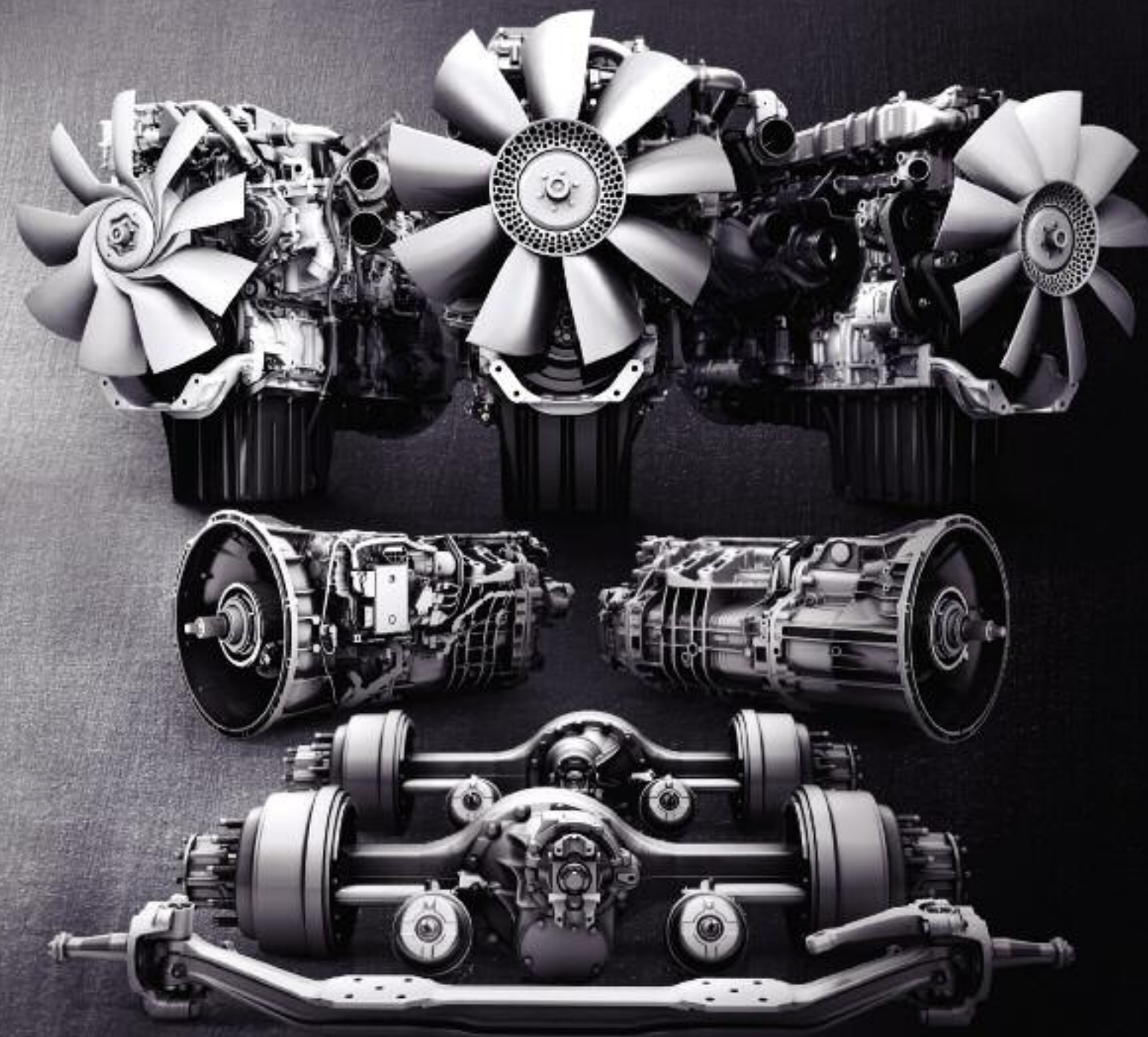
## FEBRUARY (cont.)

**Corey Knebel**, Troy Body Shop's engine technician, also received his **15 year** award. When we were giving Corey his award, Kent said he is the rubber band tech - always getting bounced from truck to truck on mechanical repairs and is the "go-to" guy for technical issues in the Body Shop. Corey started at TCl in the clean up department and moved to the warranty department with parts and then into the shop as a technician. When the new facility was built in 2000, Corey moved to the body shop. Corey attended Nashville Auto Diesel College and lives in Pocahontas, Ill., with his wife, Stacey, and two kids - Karlie (5) and Chase (7 months). In our last magazine you may have noticed the 1948 pickup Corey rebuilt from the ground up. He enjoys going to car shows and riding his motocross bike; however, most of his spare time now is spent with his kids doing their activities (dance, cheerleading, ballgames, etc).

Our one **25 year** award recipient this month was **Dave Rexroat** Springfield parts counterman. Dave now works at the rear counter but over his 25 years he has been in every facet of the parts department including parts manager and corporate director of parts for TCl. Dave and his wife, Marilyn, live in Springfield, Ill. Dave is described by Jeremy as a very knowledgeable and motivated person and has always been a great trainer to our new parts countermen. You may not know that Dave has recently purchased his first ATV, a Yamaha Grizzly 4x4. Dave enjoys landscaping projects and collects painting/sculptures of Native American Indians.

**Dwane Witt** Troy Body Shop technician, recently received his **35 year** award. Dwane started with TCl in Highland working in the body shop and over his 35 years, Dwane has been a foreman in the body shop and as a service manager in the Springfield location. Dwane is married to Mary, who also works at TCl again, and they have 3 children - Suzie, Dusty and Kaylin and have 2 grandchildren. Dwane and Mary live in Pocahontas, Ill. Kent described Dwane as a great asset to the Troy body shop with all of his experience as a foreman and manager. He is able to help in the office writing estimates as well as work on the floor. Dwane is a diehard Minnesota Vikings football fan and he spends a lot of time with his horses and helping Kay compete at horse shows.

Last but not least, **Tom Thole** received his **40 year** service award this month. Tom works in the Troy service department as a technician on the 3rd shift. Obviously with his tenure, he could come off of that shift but we are very lucky that this works with his lifestyle because he is incredibly productive and he gets a TON of work moved through the 3rd shift at Troy for our customers and us! Tom and his wife, Rita, live in St. Rose, Ill. They have 2 sons - Phil and Ryan. Phil also works in Troy as a technician. Bryan describes Tom as being able to do any and all types of work and is very knowledgeable. Tom always gets the job done right. Tom enjoys riding his motorcycle and camping in free time.



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# DETROIT'S VIRTUAL TECHNICIAN

## MANAGING FLEETS ELECTRONICALLY AND EFFICIENTLY

**D**etroit has once again pioneered a performance-driven innovation with their new Virtual Technician onboard diagnostic system. Whether you are wandering on the open road or tackling the job site, engine issues plague operators because they can cause costly downtime to diagnose and repair unless you have the right tools. This is where Virtual Technician comes in – it's like having a technician in every truck.

The Virtual Technician onboard diagnostic system is available on EPA 2010 and newer Freightliner trucks equipped with Detroit™ engines and provides remote diagnostics to capture the vehicle's performance data relating to a Stop or Check Engine Light (CEL) event. Unlike competitor's trucks without this platform, the Virtual Technician dives into action from the time that a fault code is recognized giving the driver, fleet maintenance contact and Detroit Customer Service Center (CSC) an exact snapshot of what happened at the time of the code.



**SERVICE NOW** events are automatically relayed to the CSC for further analysis. A trained representative will evaluate the data and recommend possible solutions. If required, the CSC will provide listings of the nearest service locations and parts availability to the customer, who then makes the decision on which location to seek service.

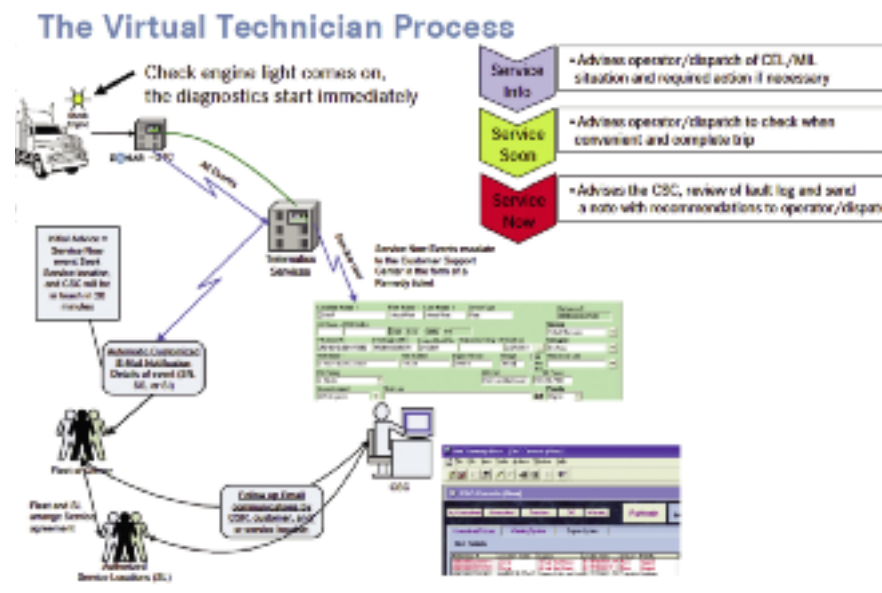
**SERVICE SOON** events send the email notification, as well as recommended service and contact information for the Detroit Customer Support Center (CSC).

**SERVICE INFO** events send a notification of the code via email to the operator, owner and/or fleet manager

Key information is immediately collected when the check engine light comes on and a technical snapshot of the engine's operating status 30 seconds before, during and up to 2 minutes after a fault code event is gathered and transmitted. This capture information is relayed back to CSC includes the vehicle's location, altitude, mileage, powertrain control units, date/time of the incident and customer data. The remote DDEC flight recording data is then viewable and compatible with the DDDL Diagnostic Tool to help identify the cause of the code and establish the proper corrective action. If the fault code is serious enough to warrant a prompt repair, a case is then automatically opened with the Detroit CSC for review. A trained representative will diagnose the issue based upon the information received, recommend a service repair and contact the nearest authorized repair facility with the required parts in stock.

When the customer or CSC schedules the advised service, the advance notification system eliminates the need for in-shop diagnostics. Virtual Technician takes the guesswork out of engine repair and helps maintenance supervisors with the legwork of trying to find an authorized repair facility to reduce costly downtime, diagnostic expense and added burden on our customers.

In addition to the standard Virtual Technician program, customers may add the companion Visibility Package for a comprehensive vehicle management system. The Visibility Package provides web access that allows users to access GPS data for reporting and tracking various vehicle operations. Remote access to vehicle location, odometer readings, state-by-state mileage records, routes traveled, idle times, vehicle speed and stops are available with a simple Internet connection. The ZAlert feature notifies you of any vehicle incidents that require immediate attention including low battery warnings, hard braking events, excessive speed warnings or panic alerts. The flexibility offered with the Virtual Technician/Visibility Package provides superior functionality that is on par with other vehicle management systems on the market.



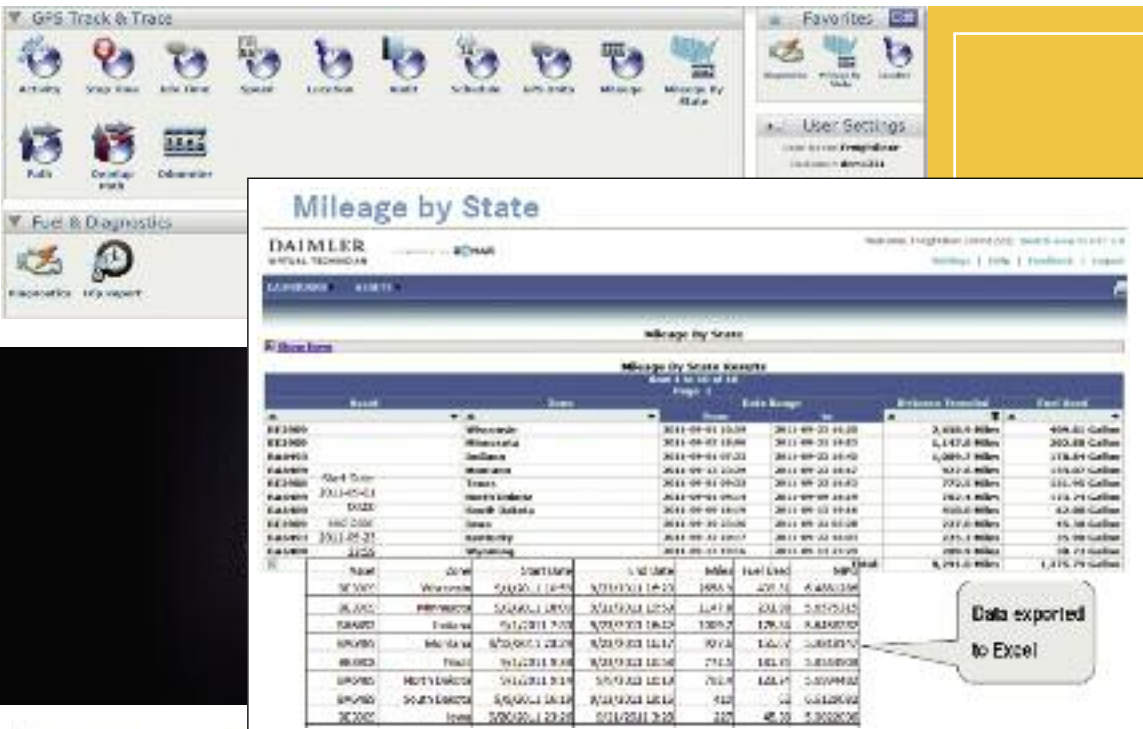
### VIRTUAL TECHNICIAN BENEFITS

- Avoid or reduce truck downtime
- Provide real-time communication to the fleet/operator regarding performance
- Provide fleet choices on repair facilities and notification of Detroit trained and warranty-approved service centers
- Repair scheduling system notifies the service provider of the recommended procedure and parts requirements to expedite the diagnostic process
- Accurate diagnosis assists technicians in fixing the problem correctly the first time
- Provides a fast, detailed and accurate communication of the event

### VISIBILITY PACKAGE BENEFITS

- Live vehicle operation information – location, status and odometer reading
- Pinpoint accuracy of vehicle routes traveled, stops and travel speeds
- Recording of mileage by state and fuel consumption
- Alerts of excessive idling, hard braking events, speed sensors or driver panic alerts
- Real-time access of your fleet's information allows companies to make decisions faster
- Fuel consumption by state and mileage logs enable you to assess inefficiencies and assist with tax reporting

**If You Demand It All,  
Demand Detroit.**



Virtual Technician's optional Visibility Package offers comprehensive vehicle management with an easy-to-use web interface. With a few simple clicks, users can access GPS tracking data for the vehicle including odometer reading, routes traveled, idle times, vehicle speed, fuel economy and state-by-state mileage records.



[ SOME INFORMATION PROVIDED COURTESY OF DETROIT. ]

# IT'S SCHOLARSHIP TIME AT TCI!

The 3rd Annual TCI Scholarship Competition is underway. We are pleased to offer three scholarships to TCI employees and their dependents for college, specialized programs or camps. These cash awards have touched the lives of nine amazing students and we recently got updates on how they are doing. Apply now for your chance to win! Applications are available from your store's general manager or on the TCI Intranet and accepted through April 15th. Recipients will be announced on April 30th. Good luck!

## 2013 TCI SCHOLARSHIP COMPETITION

All Truck Centers' employees and their dependents are eligible for our scholarship program!

TCI will award three scholarships based on the personal statement, reference, academic record, demonstrated need (for special programs) & personal achievements.

Graduating high school seniors, enrolled college students or students seeking assistance for special programs or camps are encouraged to apply. Past recipients are eligible to reapply.

- 1st Place - \$2,000 cash
- 2nd Place - \$1,500 cash
- 3rd Place - \$1,000 cash

Applications are available from the GM of each TCI branch or downloadable from the TCI Intranet. Please return to the attention of Michelle Petroff at Troy. Questions? E-mail [mpetroff@truckcentersinc.com](mailto:mpetroff@truckcentersinc.com)

Good Luck!

Application Deadline: April 15, 2013

## CATCHING UP WITH OUR PREVIOUS SCHOLARSHIP RECIPIENTS...

**NICK DAIBER** Nick is in his second semester at Lawrence Technical University in Southfield, Michigan. He continues to maintain great grades and participate in activities and the Industrial Design Program. The TCI Scholarship has been a great help with his tuition costs.

**TONY LOEPKER** Tony is currently in his second year of studies at the St. Louis College of Pharmacy and has four more years ahead of him to be a pharmacist. He continues to maintain great grades and also works for an engineering firm reclaiming coal mines. The TCI Scholarship has helped fund some of his tuition fees.

**KATHERINE MUELLER** Katherine is in her second year at Eastern Illinois University majoring in English. She is currently studying abroad this semester at the National University of Ireland at Maynooth. She is a member of the honors college at EIU and hopes to pursue a career in law. The TCI Scholarship has helped Katherine with her tuition and fees to study abroad.

**JACOB PACOTTI** Jacob is currently in his second semester at Bradley University studying mechanical engineering and carrying a full load of intensive math and sciences. He completed three classes over the summer and a mini-semester over the holiday to try and complete his engineering degree in four years. The TCI Scholarship has helped ease the financial burden on Jacob and his parents.

**JOSH WARREN** Josh recently completed the auto body repairs and painting program at Southwestern Illinois College and still hopes to work in the automotive repair field. He continues to work at a truck repair shop and hopes to have the opportunity to be an apprentice at TCI. The TCI Scholarship helped Josh pay a portion of his tuition.

**SYDNEY WELLEN** Sydney is in her second semester at Southern Illinois University-Edwardsville and is majoring in chemistry with a minor in environmental forensics. She currently maintains a 3.0 GPA and works part-time on campus. The TCI Scholarship helped Sydney purchase a computer and extra software needed for her program.

**DAVID WIEGMANN** David is currently a junior attending the University of Albany in New York majoring in human biology with a minor in neurology. Not only does he have a perfect 4.0 GPA and plays forward in Division I basketball, but he also is active in Doctors 4 Hope, the American Red Cross and is on the Executive Board of the Student Athlete Advisory Committee. The TCI Scholarship has provided David with the opportunity to enroll in the MCAT Review and Study Course as he is applying to medical schools this spring.

**RACHEL WILSON** Rachel will graduate from St. Louis University on May 17th with a Master of Arts in Speech Language Pathology. She currently has two internships and got married on August 11, 2012, and is now Rachel Massa. The TCI Scholarship has helped Rachel with tuition costs.

**MEGHAN WRIGHT** Meghan is in her second semester at Missouri State University and is already classified as a sophomore because of her Advanced Placement credits. Meghan plans on majoring in international business and will study abroad in Aachen, Germany. She is a member of the Alpha Chi Omega sorority, the College Republicans and Leadership Conference. The TCI Scholarship has helped Meghan pay a portion of her tuition and purchase a laptop.

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Truck Centers' full-service dealerships were recently recertified as Elite Support dealers and we are very proud of this achievement. Only 95 dealerships in North America have achieved this status and it shows our ongoing commitment to providing a superior customer experience. We always welcome feedback on how to better serve you!

### ROBUST PARTS AVAILABILITY

Elite Support Certified dealers stock the most critical repair parts by using a regularly updated, locally customized stocking list. These steps minimize your downtime by ensuring quick access to the necessary parts. At Truck Centers, we have over nearly \$10M in stocked parts inventory to minimize your downtime.

### SUPERB CUSTOMER SERVICE

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

### CONTINUOUS IMPROVEMENT

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

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

# ELITE SUPPORT DIFFERENCE



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

### RAPID DIAGNOSIS

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

### EXCEPTIONAL TURNAROUND AND QUALITY

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

### CONSISTENT COMMUNICATION

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



Truck Centers, Inc. is proud of our distinction as an Elite Support Certified dealership and our team is committed to ongoing improvements.

Each TCI location has a Continuous Improvement Coordinator (CIC) and Steve Spihlman also oversees the CIC efforts for the entire dealer group. Steve and TCI-Morton's CIC, Cassie Caccia, were recognized for their achievements at the second annual Continuous Improvement Coordinator (CIC) Summit for Elite Support Certified and in-process dealers in San Antonio on January 16th-18th.

The CICs hold the important position of leading their dealership in achievement of the criteria required to become Elite Support Certified. The responsibility does not stop



there as they are also responsible for sustainment of the Elite Support criteria on an ongoing basis and for leading Continuous Improvement activities at their dealership. CASSIE CACCIA was one of 8 individuals who received the Elephant Award in recognition of effective Change Management and Process Improvement. STEVE SPIHLMAN was one of only two individuals who received a premier Summit Club Award in recognition of outstanding leadership in Continuous Improvement. The selection criteria was competitive as the leader must exemplify the 9 Lean Principles, overall implementation of CI tools, create and lead a CI culture, and contribute to his/her peers and network.

Thank you to everyone who helps make TCI an Elite Support dealer and congratulations to Cassie and Steve on their well-deserved recognitions!



# SPECIALS

SAF-Holland  
Landing Gear Kit  
LG4001-70K  
\$389.95



Jost top plate  
JSK37FSL  
\$639.95

Jost top plate  
JSK37HSL  
\$639.95

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WARRANTY!



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- Improved heavy duty bearings
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LN 110-555JHO \$154.95



LN 110-555PHO \$169.95

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- 15-Degree reclining back
- 20-Inch, 4-Position seat cushion
- 7-Inch tracks
- Standard air parallelogram suspension

### OPTIONAL FEATURES

- Glide-A-Lator™ - Isolator
- Mid-Back or High-Back
- Available in Microfibre™ Cloth, vinyl, and Tuff-Tex™ covering materials
- Armrests
- Rubber Bellow (Only available on Heritage Gold or Silver)



- SET 189800KA11 HERITAGE SILVER W/ ARM REST, BLACK, MF
- SET 189800KA12 HERITAGE SILVER W/ ARM REST, BLUE, MF
- SET 189800KA15 HERITAGE SILVER W/ ARM REST, GRAY, MF
- SET 178800KA14 HERITAGE SILVER W/ ARM REST, BURGUNDY, MF

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\$59.95

## STEMCO TRAILER CAP



300-4009  
6 HOLE TRAILER CAP  
WITH GASKET  
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Decatur, IL 62526  
(217) 877-0152

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FREIGHTLINER  
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INC. FOR

# 35 YEARS TOGETHER



Truck Centers, Inc., a premier Freightliner and Western Star dealer serving Illinois and Missouri, was recognized on January 25, 2013, by Daimler Trucks of North America for 35 years of service and commitment to the Freightliner nameplate. The family-owned dealer network was one of the inaugural dealers awarded a Freightliner franchise after 8+ years representing White Motors.

John Georgoulis, Central Region Distribution Operations Manager for Daimler Trucks North America, presented owners M. John Hopkins, IV, and Mike Yates with the "35 Years Partnership Award" in front of a crowd of TCI team members and the next generation of Hopkins and Yates family leaders. Chris Lampert, Central Region General Manager, and Ray Strother, Central Region Service Manager, were also in attendance along with other Daimler representatives.

Truck Centers, Inc. was formed in 1970 when the Hopkins family and two partners purchased a White Motor Truck franchise in Highland, Ill. Over the course of 43 years, the Hopkins family acquired sole ownership before long-time President Mike Yates became a minority owner. The Hopkins and Yates families now have their second and third generations working in the family business and alongside 450 dedicated employees to serve Freightliner, Western Star, Fuso and Detroit customers at seven locations in Illinois and Missouri.

"Over the course of 43 years, Truck Centers, Inc. has been successful because of our stellar team members whose commitment to superior customer service and support for the brands that we proudly represent," stated Katie Hopkins, executive vice president. "This recognition from Freightliner is a testament to our employees and ongoing commitment to excellence."



# Truck Centers Inc.

## OIL CHANGE SPECIAL

<p><b>Standard PM Service</b> Includes labor, 3 Donaldson filters and bulk oil</p> <p><b>\$199.<sup>00</sup></b></p>	<p><b>Medium Duty PM Service</b> Includes labor, 3 Donaldson filters and bulk oil</p> <p><b>\$174.<sup>00</sup></b></p>
<p><b>MBE 4000 PM Service</b> Includes labor, 3 Donaldson filters and bulk oil</p> <p><b>\$235.<sup>00</sup></b></p>	<p><b>DD15 PM Service</b> Includes labor, genuine Detroit filters and bulk oil</p> <p><b>\$270.<sup>00</sup></b></p>

Additional charge for coolant filter replacement

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**Decatur** (217) 877-0152

**Troy** (800) 669-3454  
**truckcentersinc.com**

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[FreightlinerTrucks.com/Evolution](http://FreightlinerTrucks.com/Evolution)



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# 2012 TECH CHALLENGE



The 2012 installment of the "TCI Tech Challenge" competition was unique compared to the previous two years where the top 2 finishers from each location on a written qualifying exam automatically advanced to the hands-on finale at our state-of-the-art Training Center. This time, all technicians at our five full-service dealerships at Troy, Morton, Mt. Vernon, Springfield and St. Louis completed ballots for one or two technicians from each store to participate in the finale on behalf of that store. The nominated techs competed for cash prizes for themselves and for rewards for technicians at their home location.

## STATION WINNERS >>



**OVERALL CHAMPION**  
Rob McNeess

**Rob McNeess**  
ENGINE MECHANICAL

**Don Blaney**  
ENGINE ELECTRONICS

**Mike Gehner**  
LITERATURE

**Rob McNeess**  
CHASSIS ELECTRONICS

**Don Blaney**  
BRAKE SYSTEMS

The competition was stiff at the five hands-on challenge stations that covered an array of chassis, engine, brake systems and electronic problems prepared by our two trainers, Len Thole and Steve Brachear. Rob McNeess, the inaugural 2010 "Tech Challenge" winner, once again bested the field representing the St. Louis shop and earned two station honors. However, Don "Always the Bridesmaid" Blaney finished a very close second place for the third straight year with two stations wins while fellow Springfield technician, Dirk Abeln, finished third making a strong haul for the Springfield techs. Mike Vose, of TCI-Springfield, also earned company-wide Rookie of the Year honors.



**2ND PLACE**  
Don Blaney



**3RD PLACE**  
Dirk Abeln



**ROOKIE**  
Mike Vose

Our champion, Rob McNeess, received a check for \$1,000, an extra vacation day and \$100 bonus for all technicians in the St. Louis shop. Runner-Up, Don Blaney, earned a \$500 bonus, half-day vacation and \$50 for all technicians in the Springfield shop while third place finisher, Dirk Abeln, also earned \$25 for the Springfield team as well as \$250 for himself. And the other finalists present – Mike Gehner (Troy), Tom Guppy (Morton), Rick Hamm (Morton), Mike Hedrick (St. Louis), Ray Shaw (Troy) and John Winterowd (Mt. Vernon) received \$100 for their performance and the distinction of being some of the best techs at TCI.

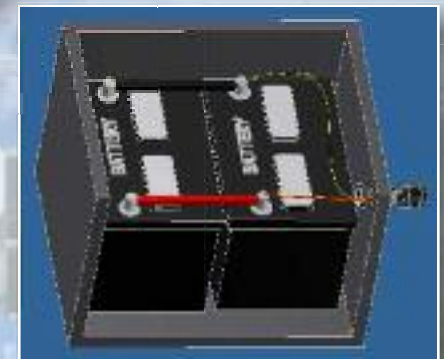
**CONGRATULATIONS** to our finalists, rookie nominees and everyone for their support!

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- Displays voltage of the batteries from 9-16 volts
- Digital voltage count will appear every 15 seconds
- Very easy to install
- Water-proof

### How it works:

- If voltage is below 9v, display will read SOS
- If voltage is above 16v, display will read FUL
- Unit will go into sleep mode after 2 days
- Unit will wake when voltage fluctuates +/- 0.2v

Phillips items are available at Truck Center.

Part No.	Description
60-9100	Battery Status Indicator PLUS, LED

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- ▶ Patent# 6,483,200

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30-2055	12' Straight ABS LECTRAFLEX™ QCMS2™ with QCP™
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30-2095	20' Straight ABS LECTRAFLEX™ QCMS2™ with QCP™
30-9334	12' ABS LECTRACOIL™ QCMS2™ with QCP™
30-9634	15' ABS LECTRACOIL™ QCMS2™ with QCP™
30-9934	15' w/48" lead ABS LECTRACOIL™ QCMS2™ with QCP™

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Part No.	Description
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16-9510	Nosebox without circuit breakers
16-9520	Nosebox with 20 amp circuit breakers
16-9530	Nosebox with 30 amp circuit breakers

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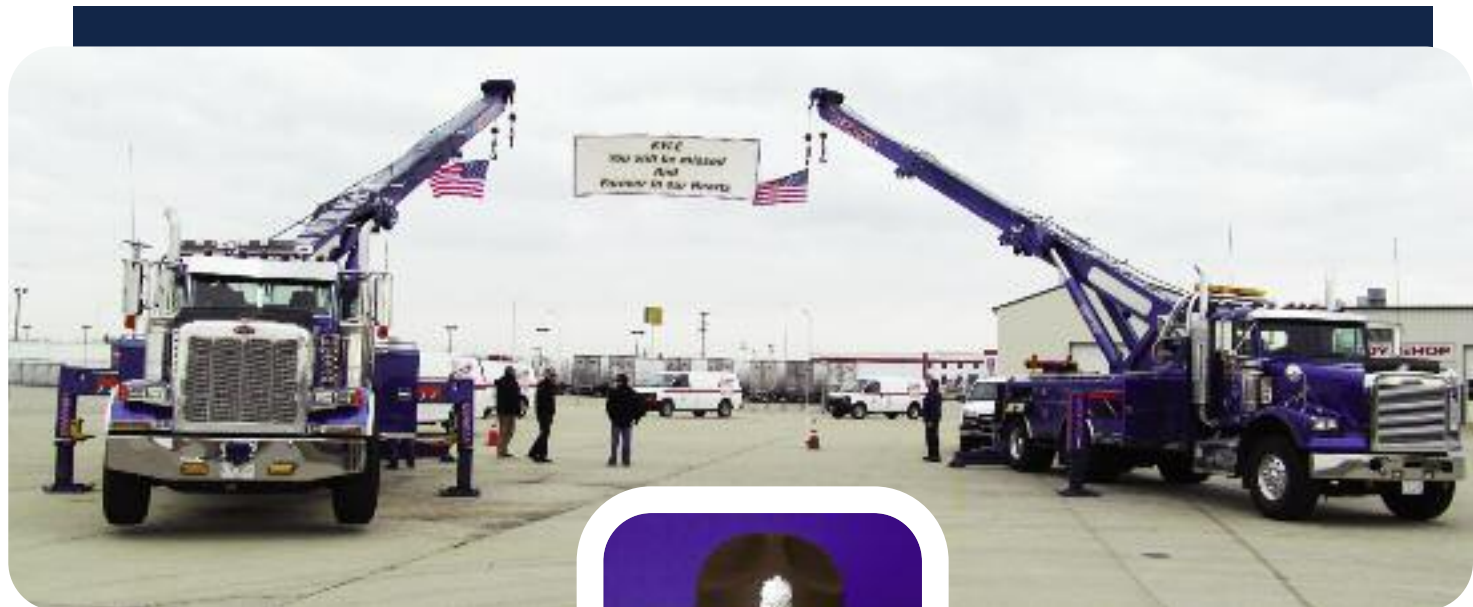
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[ Tpr. Kyle Deatherage ]

[ The funeral procession came through TCI's Body Shop where team members and equipment were present as we paid our last respects. ]



[ Hundreds of law enforcement officers from across the country attended Tpr. Deatherage's funeral. The Illinois State Police motorcycle unit that he was a part of escorted the motorcade. (CHRISTIAN GOODEN PHOTOS) ]

Deatherage, 32, of Highland, Ill., transferred to the Illinois State Police motorcycle unit just prior to his death in order to spend more time with his young family. Just after 9 a.m. on November 26th, Tpr. Deatherage was parked alongside the northbound lanes of I-55 near mile marker 62 conducting a routine stop. He had parked his motorcycle along the highway and was talking to the driver of the other vehicle when a passing tractor trailer struck Kyle, killing him instantly.

Kyle's funeral procession came through Truck Centers and our thoughts and prayers are with his parents; wife, Sarah; their two young children; and his siblings and extended family. The TCI team and others are continuing to rally for their support with charitable activities including an upcoming poker run on April 20th. Please obey the laws and always move over for emergency vehicles and avoid distracted driving.

*God Speed Kyle!*

On November 26th, 2012, the Truck Centers' family sadly lost one of our former team members in a tragic accident. Kyle Deatherage worked doing shop clean up and then as a technician in our Troy Body Shop for 7 years and went on to become a Madison County Sheriff's Deputy and then an Illinois State Trooper in 2009.

# Remembering KYLE DEATHERAGE



## O B I T U A R Y

Trooper Kyle W. Deatherage, 32 of Highland, Ill., born April 11, 1980, in Maryville, Ill., died Monday, Nov. 26, 2012, in Raymond, Ill.

He was a member of First Congregational Church, Highland, Ill., and the Fraternal Order of Police 43 - Springfield, Ill.

Kyle was born in Maryville, Ill., and as a youth lived in Collinsville, Ill., moving, with his family, to St. Jacob, Ill., in 1990. He graduated from Triad High School in 1998, and received his Associates Degree in Criminal Justice at Lewis & Clark College. He worked for Trucks Centers in Troy, Ill., and began his career in law enforcement for the Staunton Police Department, Staunton, Ill. He worked for the Madison County Sheriff's Office from July 7, 2004 until May 28, 2009, and on May 31, 2009, he became an Illinois State Trooper with District 18, as a motorcycle officer. He enjoyed fishing, hunting (turkey, deer and birds), and loved his children so very much. He enjoyed time with close friends and officers from the departments he worked with.

He was preceded in death by his paternal grandfather, Ralph M. Deatherage; and maternal grandparents, Casimir and Rose Anna Karpowicz.

Surviving are his wife, Sarah A., nee Gregory, Deatherage whom he married Sept. 16, 2006, Highland, Ill.; a daughter, Kaylee Ann Deatherage of Highland, Ill.; a son, Camden Kyle Deatherage of Highland, Ill.; father - Barry W. Deatherage Sr. of Staunton, Ill.; mother, April Kay, nee Karpowicz, Deatherage of Marine, Ill.; two brothers, Barry W. Deatherage Jr. of Highland, Ill., and Kenneth M. (Ashleigh) Deatherage of Highland, Ill.; a sister, Anna B. Deatherage of Springfield, Ill.; and much loved family.

Memorial contributions may be made to a scholarship fund for his children's education or the Kyle W. Deatherage Criminal Justice Scholarship Fund at Triad High School, Troy, Ill.

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

**GO TO WESTERNSTAR.COM/TOW**



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# TRUCK REFURBISHMENT PROGRAM

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



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

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

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

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



[www.truckcentersinc.com](http://www.truckcentersinc.com)

# TRUCK REFURBISHMENT PROGRAM



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



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 (314) 381-3800 • (800) 325-8809

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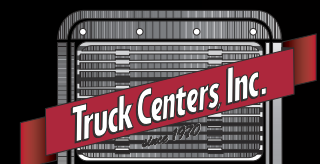
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 (217) 877-0152

**Morton, IL**  
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 (309) 263-4240 • (800) 397-4292

**Mt. Vernon, IL**  
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**Springfield, IL**  
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 (217) 525-1280 • (800) 786-1280

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



[www.truckcentersinc.com](http://www.truckcentersinc.com)

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





Good for a few hundred thousand miles, or until the end of time. Introducing the new Advantage Series clutch. **EATON** Powering Success Worldwide



## Providing Coverage with EPG Insurance

Daimler Truck Financial is working with EPG Insurance to offer industry-specific coverage for both Owner Operators and Fleets.\*

For Owner Operators	For Small/Medium Fleets
<b>GAP</b> – Provides coverage in a total loss where there is a balance on the vehicle loan.	<b>GAP</b> – Provides coverage in a total loss where there is a balance on the vehicle loan.
<b>GAP Plus</b> – Provides GAP coverage plus additional financial resources to help defray the costs related to replacing the totaled vehicle.	<b>Physical Damage</b> – Provides insurance for physical damage to the covered truck or trailer.
<b>Physical Damage</b> – Provides insurance for physical damage to the covered truck or trailer.	<b>Primary Liability</b> – Provides protection against legal liability arising out of the ownership, maintenance or use of any insured truck.
<b>Non-Trucking Liability (NTL)</b> – Provides limited liability coverage when the vehicle is operated specifically for personal and non-business purposes.	<b>Cargo</b> – Provides coverage for freight that is damaged or lost while in transit.
<b>30-Day Drive-Away</b> – Provides temporary coverage for customers leasing with a carrier who plan to purchase insurance through the carrier.	<b>Business Owners Policy (BOP)</b> – A money-saving insurance package combining both property insurance and business liability insurance.

There is no need to wait until your existing contract expires to discuss coverage options.

Contact Truck Centers for more information at 800-669-3454 or [www.truckcentersinc.com](http://www.truckcentersinc.com).

\*Holdings and policies administered by EPG Insurance, Inc. (EPG) are underwritten by entities with an AM Best Rating of 'B' or better. Savings vary by customer and are subject to the standard coverage and exclusions of the EPG policies and associated underwriting requirements. Insurance provided by Daimler Truck Financial (Daimler Truck Financial) is not an insurance company or agent. All insurance information is provided through EPG, a licensed insurance agency. Daimler Insurance Agency LLC, a subsidiary of Mercedes-Benz Financial Services, is the licensed insurance agency supporting the above-described products. ©2012 Daimler Truck Financial is a registered trademark of Mercedes-Benz Financial Services USA LLC. All rights reserved.



Daimler Truck Financial



## TRAINING CENTER

JANUARY-JUNE 2013

DATE	COURSE DESCRIPTION	
Jan. 14-18	<b>CVG01</b> (5 Days) Heavy Duty Truck Systems	\$1000
Jan. 21-25	<b>CVL01</b> (5 Days) Western Star	\$1000
Jan. 29-Feb. 1	<b>CE508</b> (4 Days) S-60 Major Repair	\$800
Feb. 5-8	<b>CVE12</b> (4 Days) Electrical Troubleshooting	\$800
Feb. 11-15	<b>NO CLASS</b> (5 Days) Detroit Train the Trainer	
Feb. 18-22	<b>CEP01</b> (5 Days) DD15 Major Repair	\$1000
Feb. 26-28	<b>CVE05</b> (3 Days) Electronic Systems	\$600
Mar. 4-8	<b>CEU02</b> (5 Days) 2010 Update	\$1000
Mar. 11-15	<b>CVH02</b> (5 Days) HVAC Diagnostics	\$1000
Mar. 19-21	<b>NO CLASS</b> (3 Days) Eaton Transmission Training	
Mar. 19	<b>CVH05</b> (1 Day) ParkSmart	\$200
Mar. 21	<b>CVH05</b> (1 Day) ParkSmart	\$200
Mar. 25-29	<b>CVL01</b> (5 Days) Western Star	\$1000
Apr. 2-4	<b>CEU14</b> (3 Days) GHG '14 Engine Update	\$600
Apr. 9-10	<b>TCI02</b> (2 Days) Truck Vibration	\$400
Apr. 15-19	<b>CEP02</b> (5 Days) DD15 Engine Diagnostics	\$1000
Apr. 23-26	<b>CVL03</b> (4 Days) Cascadia	\$800
Apr. 30-May 2	<b>CEU14</b> (3 Days) GHG '14 Engine Update	\$600
May 6-10	<b>CVH02</b> (5 Days) HVAC Diagnostics	\$1000
May 14-16	<b>CEP01</b> (3 Days) MBE 4000 Major Repair	\$600
May 20-24	<b>CVL01</b> (5 Days) Western Star	\$1000
May 28-30	<b>CEU14</b> (3 Days) GHG '14 Engine Update	\$600
June 4-7	<b>CVL02</b> (4 Days) Business Class M-2	\$800
June 11-14	<b>CEU01</b> (4 Days) EPA '04 Engine Diagnostics	\$800
June 18-19	<b>TCI02</b> (2 Days) Truck Vibration	\$400
June 25-27	<b>CEU14</b> (3 Days) GHG '14 Engine Update	\$600
July 1-5	<b>NO CLASS</b> 4th of July	

TRAINING



### Truck Centers' Industry-Best Training Center

Truck Centers, Inc. boasts the industry's premier dealer-owned Daimler Trucks of North America Training Center. Two, fully-certified instructors with over 50 years of experience lead instruction and certification training for Truck Centers' technicians as well as teams from other dealerships and customer fleets. The 24,000 sq. ft. facility is located on the Troy campus and contains 4 state-of-the-art classrooms, high-tech computer lab, 4 hands-on classrooms, shop training facility, conference room and a dining facility.

Contact Len Thole or Steve Brachear with additional questions, to confirm pricing or to check available on current courses.

Len Thole  
lthole@truckcentersinc.com  
Steve Brachear  
sbrachear@truckcentersinc.com

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

[truckcentersinc.com](http://truckcentersinc.com)

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



<<

A geyser appeared at **T.C.I.-ST. LOUIS** after our shop was flooded. The excess pressure built up in the storm sewer and blew the manhole cover off and erupted like Old Faithful right at Broadway and Taylor.



<<

Long-time TCI vendor and friend, **PETROFF TOWING**, was called upon for their specialized heavy-duty recovery trucks to lift a huge steel beam en route to the new Mississippi River bridge that fell from its trailer. The 100,000 lb. beam was safely put back on the chassis and transferred to the bridge deck.

# T.C.I. TEAM



^

**MIKE HOLGUIN** is a grandpa and **JIMMY HOLGUIN** is an uncle! Tinley Marie Chisholm was born October 16, 2012, to Steven and Lisa Chisholm. She weighed 6lb1oz and was 19 inches long. The family spent 3 weeks in the Columbia Women and Children's NICU for lung complications but are home now and everyone is happy and healthy!



<<

**BOB EARLEY** is a proud new grandpa of Avery Grace Early. Avery is the daughter of Brian and Marissa Early and was born on February 13, 2013, weighing 8lb13oz.

Justin Paul Hopkins II, son of Sarah and **JUSTIN HOPKINS**, loves his McDonalds. He has not seen the movie "Super Size Me" yet!



# NOTABLES!



^ TCI Marketing Manager **MICHELLE PETROFF** and her husband, Mike Potthast, welcomed their twins on November 20, 2012. Liljana Elise debuted first weighing 6lb7oz and was 19 1/2 inches long and Roman Elliott was a hearty 7lb9oz and 20 1/4 inches long. The babies' names are homage to their Macedonian heritage and Michelle jokes Liljana's name is pronounced Lil-yah-nah, she's not a rapper, Lil Jana. The twins have been helping Michelle at home with the TCI magazine. Ed and Debra Petroff are proud grandparents (to say the least)! ^

Jordyn Mae Giffin, new granddaughter of Cindy and **TIM ROBERTSON**, was born on January 24, 2013. She was big girl weighing in at 9lb 2oz and 21 inches long.



Brendan Fickert, grandson of Gary and **JAN KRIEGER**, recently committed to Lindenwood University. Brendan will be signing with Lindenwood in April after finishing his two year scholarship with Lincoln Land Community College in Springfield, Ill. Gary and Jan are very proud of him!



<<

Jarrid Braunagel, son of **JOE BRAUNAGEL**, earned 3rd place at the Illinois high school state wrestling competition. He is a freshman at Althoff High School and in his first high school season, he finished the season with a record of 34-4. He won regionals and sectionals on his way to third place at state.



Anthony Ribes, son of Dena and **LANNY RIBES**, had popcorn sales of \$2,903 to easily top the entire Cub Scouts Pack 3051 fundraiser for 2012. His sales resulted in over \$1000 being raised for Pack 3051 and over \$1000 for the Lewis and Clark Council of the Boy Scouts of America. He also received several patches and prizes including \$200 worth of Wal-Mart gift cards. And since he has qualified for the program in the past, 6% of all of Anthony's sales from this year and every year from now on will go into a college scholarship funded by the Boy Scouts of America. To make things even sweeter, TCI sales alone were enough to fill up two full order forms. Anthony said that he would like to thank everyone at TCI who purchased popcorn from him last year because he would not have done nearly as well without the 60 TCI employees who were kind enough to help him out. He hopes that everyone will remember him this fall when he is raising money for 2013!

<<



# TCI TEAM NOTABLES!

(cont.)



↑ Tyler Robertson, the youngest son of Cindy and **TIM ROBERTSON**, graduated from basic training at Ft. Benning, Ga., in December 2012. Tyler is stationed at Ft. Knox, Ky., and is recently engaged to Morgan Biesk.



↓ **RANDY DEES**, wife Elaine and son Justin took a trip to Daytona with some customers to watch some races and happened to meet Roger Penske while there. **BOB DICKEY** from the Mt. Vernon store also took in the races with the Dees' crew and some of his own family.



↓ **STEVE LANIER**, Used Truck Sales Manager, was nominated for the Dealer/Vendor Member of the Year Award at the Used Truck Association (UTA) convention in November 2012.



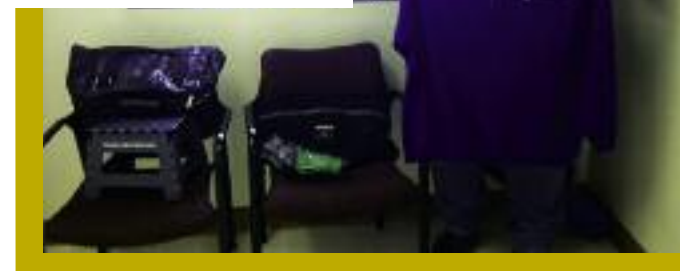
↑ **RON DONZE**, Troy Truck Sales Specialist, once again received the Leland James Elite Award distinction. Freightliner created the award named after the brand's founder in 2003 to recognize outstanding sales performers from across the U.S. and Canada.

**JIM MOOSE** and his wife will celebrate 30 years of wedded bliss on April 30, 2013.

# 12 Days of Christmas

For the third consecutive year, Truck Centers has given away thousands of dollars in prizes that include everything from travel mugs and apparel to gift certificates, truck parts and equipment during our "12 Days of Christmas" promotion. Hundreds of entries once again poured in to the TCI registration boxes that were placed at parts, service and body shop departments at each store for the 78 prizes being awarded during the 12 day blitz.

Thank you to everyone who entered and a special congratulations to our winners including grand prize winner, Jeff Meadors. Jeff registered at our Mt. Vernon location and won \$500 in TCI Truck Bucks, a Trucker GPS unit, Roadside flashlight, leather duffel bag, Winter Truck Prize Pack, water jug, fleece set, thermos, travel tool set, foldable step stool, high power professional binoculars, an insulated tumbler and hat.



**DAY 12 WINNERS:**  
Steven Bapp, Mike Conner, Tommy Sanders, Ken Wormington, Chris Coachman, Tony Koy, Jeff Bozic, Peter Onchieku, Dave Fouts, Jeff Lackamy, Jerry Detmer and Ivan Kondarov

**DAY 11 WINNERS:**  
Tom Luebbert, Zaim Mehic, Larry Crawford, Dennis Brown, Steve Stuckmeyer, Paul Griffin, Mark Reed, Blake Hardeman, Walter Garrett, Larry Woods and Chris Hopkins

**DAY 10 WINNERS:**  
Emin Osmahagic, Dave Storie, John Buckner, Tony Lofton, Jon Lock, Neil Wilms, Jon Hensley, Willard Fulton, Jim McKenney and Steve Van Dehy

**DAY 9 WINNERS:**  
David Click, Sean Vaughn, Eldar Beganovic, Ken Hurst, Jeremy Puckett, Edin Kahrmanovic, Jerry Banning, Galen Watts and Jason Cline

**DAY 8 WINNERS:**  
Brian Ramseyer, Jim Hanger, Russ Austin, Marcella Steiler, Jeff Fred, Travis Shell, John Buckner and Walter Frye

**DAY 7 WINNERS:**  
Chuck Foster, Ronald Phares, Senad Ahmetovic, Ismet Burgic, Tim Miller, Ron Rome and Randy Harrett

**DAY 6 WINNERS:**  
Lloyd Mollet, Dave Parrish, Jerry Fidorczuy, Mitch Schaffer, Les McCormick and Steve Martin

**DAY 5 WINNERS:**  
Dave Stremmer, Dan Medvec, Bobbie Sharkey, Andy Nash and Ron Vernon

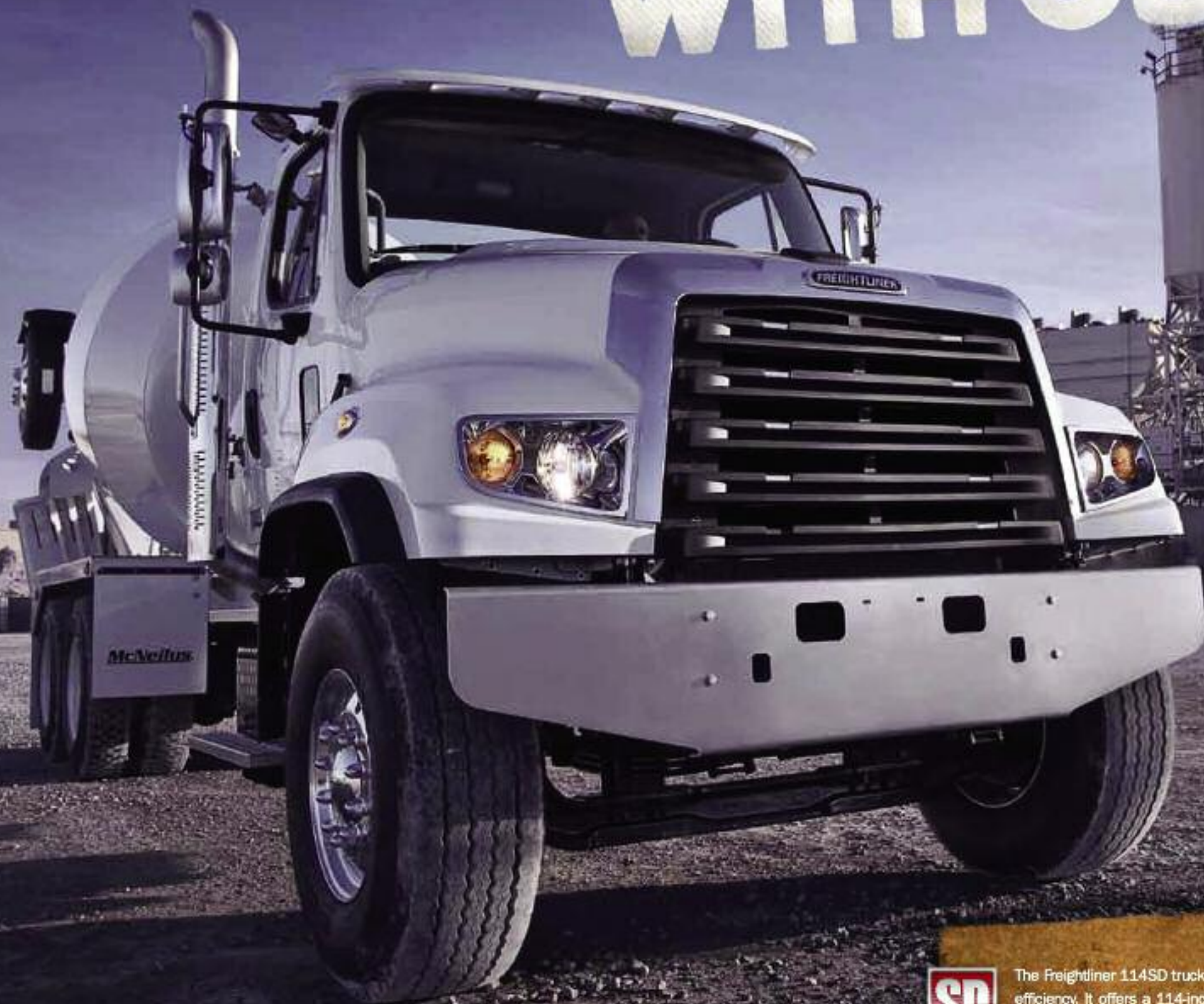
**DAY 4 WINNERS:**  
Mark Lawrence, Bert Taylor, Harry Rush and John Vollmer

**DAY 3 WINNERS:**  
Ken Novel, Ron Harper and Tammy Bomlery

**DAY 2 WINNERS:**  
Armin Karabas and Dave Reed

**GRAND PRIZE WINNER:**  
Jeff Meadors

# REINFORCE YOUR CONCRETE WITH OUR STEEL.



The Freightliner 114SD truck enables these guys to handle demanding paving jobs with greater efficiency. It offers a 114-inch BBC cab made of corrosion-resistant aluminum, reinforced with e-coated steel. It has a contoured hood slope for superior visibility and a 50-degree wheel cut for better maneuverability. Add key weight-saving components and our proprietary SmartPlex™ Electrical System, and you've definitely got the latest and greatest equipment for any construction job. To learn more, visit [FreightlinerTrucks.com/WorkSmart](http://FreightlinerTrucks.com/WorkSmart).

FREIGHTLINER

WORK SMART



## TCI CUSTOMER SPOTLIGHT

# COX TRANSFER, INC.

For over 40 years, Cox Transfer has been a family-owned business that provides reliable, cost-efficient transportation services regionally with dry van service and recently expanded into the national flatbed market. The Cox team serves a broad range of customers in various industries from heavy machinery to food products.

Cox Transfer, Inc. was born when founder William Honeg purchased Springfield, Ill., based Cox Transit Company from Billie Cox in 1972. The company continued to grow throughout central Illinois under the leadership of William's son, Mark. In January 2000, after 28 years, Cox Transfer moved into their present headquarters and spacious maintenance facility in Eureka, Ill.

The company expanded its operations by introducing a flatbed division in March 2002 and a brokerage division soon after. In November 2011, Mark Voudrie acquired 100% of the company's stock and assumed the role of president and has remained steadfast to the core values of timely delivery, a commitment to customer satisfaction and innovative shipping solutions.



“We are a family owned business and believe in treating all of our 142 employees as family. We focus on doing business in an ethical, professional manner and treating every employee and customer with respect,” stated Voudrie. “Our goal is not to be the biggest carrier but to deliver quality and service. Our sales focus is simple – we have better equipment, lower driver turnover (less than 20%) and deliver what we commit to. We will not accept loads that we cannot deliver and strive to deliver on time, every time.”

Cox Transfer has continued to be on the forefront of trends and new developments in the transportation industry. Since 1988, the company has voluntarily limited

the maximum speed on its trucks, which reduces fuel consumption and emissions and has contributed to their impressive safety record. By limiting maximum speeds to 64 mph, each Cox truck annually emits 20 fewer tons of carbon dioxide than identical trucks operating at just 4 more mph. Starting in 1994, when technology became available to prohibit discretionary engine idling, all new equipment purchases included these features and Espar heaters were added in 2008 to further enhance Temp-a-Start anti-idling capabilities.

Cox Transfer was also one of the area's first trucking companies to partner with the EPA's SmartWay program to promote innovative collaboration between the freight sector and the EPA to improve energy efficiency, reduce greenhouse gases/air pollutant emissions and improve energy security. Their efforts were rewarded with the program's highest rating (1.25) in the first year of participation. The fleet's careful selection of the equipment they choose to purchase, aerodynamic enhancements, strict maintenance schedule and aggressive equipment replacement program bolsters their operating efficiency and minimizes their carbon footprint.

With their strong track record, Voudrie and Fleet Maintenance Director Alan Laible are selective with the equipment that they purchase to maximize their efficiency. They have warmly received the Freightliner Cascadia and DD13 and DD15 engines because of their fuel-sipping performance, low operating cost and ease of maintenance.

**“In order to succeed as a regional trucking company, our equipment has to be reliable and dependability,**

**durability, efficiency and performance were strong selling points of the Freightliner Cascadia and Detroit engines. Our customers expect deliveries on time and have no tolerance for equipment breakdowns so we need reliable trucks and have been very pleased with our Detroit-powered Freightliners from Truck Centers,” noted Voudrie.**

Maintenance Director Alan Laible explained, “At Cox Transfer, our mechanics perform all basic fleet maintenance and PM services here in our shop. The design of the Detroit engines and ease of access points make the engines easy to service.” For fleets seeking to perform routine service on their equipment, Truck Centers, Inc. also offers professional, private training courses at our state-of-the-art Training Center or on-site.

Laible also praises Detroit's Virtual Technician technology. He added, “Virtual Technician is fantastic because it allows us to know about a problem with a truck before the driver even calls us. It just puts you one step ahead in resolving the problem sooner, more efficiently and with less risk for costly damage.”

At Truck Centers, we are committed to delivering superior products and service to our customers and working with you to find the best solutions for your needs and Voudrie summarized our key selling points well. He stated, “Our current fleet consists mostly of Detroit-powered Freightliners and this combination has continued to deliver performance and add profitability to our bottom-line.”

We are committed to helping our customers maximize their profitability and dependability just as fleets like Cox Transfer strive to deliver cost-effective, dependable transportation solutions to their customers. To learn more about Cox Transfer, log on to [www.coxtransfer.com](http://www.coxtransfer.com)

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**Hardworking  
Filters**



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Provide a Clear Solution**

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83mm and 100mm dia. replacement filters  
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- Dental Insurance – Delta Dental
- Voluntary Life/LTD, AD&D – Reliance Standard Life
- Short Term Disability
- Flexible Spending Accounts
- Technician Tool Insurance
- Personal Days, Holidays & Vacation
- 401k – Alerus Retirement Solutions



**EXPRESS  
Assessment** VEHICLE ROUTING



INCOMING VEHICLE

SERVICE  
ADVISOR  
WRITE-UP

DIAGNOSIS

DIAGNOSIS  
COMPLETE?

YES

SIMPLE  
REPAIR?

NO

YES

NO  
MAIN SHOP

NO YES  
EXPRESS REPAIR

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

Express Assessment is only offered during first shift weekdays unless otherwise posted.

**HEAVY-DUTY PARTS FROM THE MANUFACTURER OF  
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ALL DESIGNED TO REDUCE DOWNTIME

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For more information, visit  
[goodyearep.com/heavyduty](http://goodyearep.com/heavyduty).



# TCI SHOWS > EVENTS > PARTIES

Truck Centers has been active in numerous regional trade shows. These events provide us with opportunities to interact with customers, hear their feedback on our products/services and explain how we can work with them to maximize their efficiency and bottomline savings. Miss an event but want to learn more? Please contact your local TCI sales team or visit us online at [www.truckcentersinc.com](http://www.truckcentersinc.com)



**MIDWEST TRUCK SHOW**  
February 1st-3rd - Truck Centers had a large exhibit at the Mid-West Truck & Trailer Show (Peoria, Ill.)



**MIDWEST MAINTENANCE COUNCIL**  
February 20th - TCI hosted the February meeting of the Midwest Maintenance Council. TCI Trainer, Len Thole, spoke to the group on DD13/15/16 engines (Troy, Ill.)



**TROY / ST LOUIS SOFTBALL GAME**

Nothing fuels good ol' competitive rivalry like the Troy vs. St. Louis Softball Game! Two games were played and the TCI-Troy team swept both events taking the trophy! The first game ended with a score of 13-3 in the 6th inning. Game 2 is up for debate since Tyler Yates was doing a lot of wheeling and dealing with the St. Louis team. I believe they were credited with 3 runs but the fact remains the same... Troy won! Thanks to Trevor Yates and his wife for graciously welcoming everyone to their home afterwards for a celebration.



**MISSOURI DUMP TRUCK ASSOCIATION**  
January 25th-26th - TCI's Freightliner and Western Star brand experts were at the Missouri Dump Truck Association's 43rd Annual Convention & Trade Show (Columbia, Mo.)



**TCI CHRISTMAS: BEST DESSERT CONTEST**

Katie Schmollinger's Chocolate Covered Oreo Cake took top honors in our TCI "Best Dessert Contest". There was a tie for second place but no dessert was left to hold a tiebreaker! It is up to personal debate on who finished 2nd and 3rd between Lynn Kohlbrecher with her Caramel Streusel Pie and Ronda Wesemann's Italian Cannoli. Well done, ladies!

**UGLY SWEATER CONTEST**

This year's ugly sweater contest winner was from the Troy Body Shop. Congrats to Larry Knebel on having quite the sweater! Corporate's Stacey Marks finished 2nd and fellow Body Shop team member, Joe Rieken, was second runner-up.



**BENDIX TRAINING**  
TCI hosted two Customer Tech Nights with Bob Pawluk, Sr. Bendix Engineer, with over 135 customers in attendance. (Troy, Ill. and Morton, Ill.)



**CAREER FAIR**

St. Louis Service Manager, Larry King, was on-hand for the Linn State Technical College Career Fair to answer questions about TCI and explain more about careers in the heavy-truck repair industry (Linn, Mo.)



SIR,  
YOUR PROFIT  
MARGIN IS  
SHOWING.

**FREIGHTLINER**

*Run Smart*

No matter how big or small the job, you still have to squeeze every drop of profit out of your margins. We're here to help you do just that. We build trucks that drive your business forward. With BlueTec<sup>®</sup> SCR emissions technology that delivers up to 5%\* better fuel economy, maximized driver comfort and a support network other companies would swoon over, we're in it for your long haul. [FreightlinerTrucks.com/DriverSpotlight](http://FreightlinerTrucks.com/DriverSpotlight).

For the Freightliner Trucks Dealer nearest you, call 1-800-FREIGHTLINER. Specifications are subject to change without notice. Copyright © 2017, Daimler Trucks North America LLC. All rights reserved. Freightliner Trucks is a division of Daimler Trucks North America LLC, a Daimler company. \*Improving a 2015 440-hp 2017 440-hp 2017 440-hp engine with BlueTec SCR emissions technology to similarly sized 2015 440-hp 2017 440-hp engine with BlueTec SCR emissions technology. See [www.freightlinertrucks.com](http://www.freightlinertrucks.com) for more details.

# USED TRUCKS DONE RIGHT!



WARRANTY

**2007 STERLING ACTERRA**  
 MBE 900, 250 HP, Allison Auto, Air Ride, 224" WB, 21' Chevron Roll Back with Wheel Lift, 230K Miles, New Eng @ 120K, pwr Winds/Locks, Keyless Entry, Stk # 129892

# NEW TRUCK SPECIALS!



**2013 WESTERN STAR 4700SF**  
 Det. DD13, 450 HP, Eng Brake, 10 Spd, 3.42 Ratio, 195" WB, Alum Whls, No Tilt A/S 5th Whl, 60 Gal. Hyd Tank R/Side, 100 Gal L/Side, Dump Valve & Gauge, Stk # 156939

**2009 PETERBILT 386**  
 (Qty. 3) Cat C13, 430 HP, Jake Brk, 13 Spd, 3.36 Ratio, 240" WB, 63" Unibilt Slpr, 5 Yr/500K OEM ESC Wrty Remaining, Dual Exhst, Pwr Windows/Locks, Miles all in the 300's Stk # 159619



13 SPEED

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# ASK THE TECHNICIAN: UNDERSTANDING FAULT CODES & WARNING INDICATORS

In this article we will address diagnostics - what to do when you get that warning light on your dash? Today's trucks are equipped with electronic features on engines, transmissions, ABS systems and an array of body controllers so diagnostic warnings become a common complaint that we often hear at Truck Centers.

It is pretty straightforward if you get the yellow check engine lamp since you know there is most likely a problem with the engine. However, nowadays we also have a MIL lamp that is sometimes confused with the check engine lamp. What does the MIL lamp indicate? It alerts the driver to a problem with the emissions system on the vehicle. Sometimes, even both the check engine lamp and MIL lamp will both illuminate.

Once a dash lamp warning alerts an operator, they can often scroll through many of today's electronic dash displays to view numerical codes or a series of fault codes that show the fault ID. The process is relatively simple; however, there are several components to this code that must be accurately identified in order to determine the actual fault. Depending on the module that is experiencing the fault condition, it will determine the data protocol of how that fault message is then relayed and displayed.

Let's have the example of a message stating a 1587 data link protocol. The fault will be displayed with a MID as the first information provided. The MID (Message Identifier) is the module reporting the problem or fault (i.e., 128 would be the MID for the engine). Then as you scroll through the display, they next series of numbers appear that indicate the fault ID number - this fault ID is also called a PID (Parameter Identifier) or SID (Sub-System Identifier). As an example, PID 100 (engine oil pressure). And lastly, a third set of numbers indicates the FMI (Failure Mode) that is a 1 or 2-digit number (i.e., FMI 01 = pressure failed low). This fault would be displayed as 128 100 01 or MID PID FMI.

The example we just reviewed was for the 1587 data link protocol but most of DTNA's current vehicles are displayed on the 1939 data link protocol with a bit different interface. Using the 1939 protocol, the MID is replaced with the SA (Source Address) and the module reporting the fault has a different ID number on

some modules. The PID/SID are referred to as a SPN (Suspect Parameter Number) while the FMI remains the same. The SA for the engine is now 0 or 1 (depending on engine platform). SPN numbers remain the same as PID & SID on most faults; however, with the ever increasing number of faults, these can be up to 6 digits in length. Additionally, the number of possible FMI's has also increased. You would see a display of SA 0 SPN 100 FMI 01, this is the same low engine oil pressure fault only now in a 1939 protocol display.

One thing to keep in mind is that each of the modules on your truck has an ID associated with it on one of these data links. Understanding this and being able to determine what module is causing the fault message is the first step in accurately diagnosing the problem. In a dealership environment where technicians

have the access to different diagnostic software programs, they are able to go directly to the failed component for diagnostics. If you are stranded on the side of the road, knowing how to interpret the information available to you will improve your chances in getting the problem solved and you on your way to your final destination while preventing costly damage to your truck. Understanding the process of getting fault information from the vehicle is critical as incomplete information can be about the same as no information in these complex matters.

Til next time,  
Steve Brachear  
TCI Training Dept.



HAVE A QUESTION? Submit it online at [truckcentersinc.com](http://truckcentersinc.com) for "ASK THE TECHNICIAN"

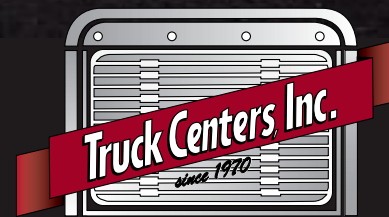


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