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Truck Centers, Inc.

DRIVEN DRIVEN

>> SPRING/SUMMER 2014 VOL. 4, ISSUE 1

REMEMBERING John Kaburick

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Good MAN DOWN!

John Kaburick took Henderson Trucking from a small fleet of 30 trucks and grew that business into over 400 power units. That's no easy feat! John had a great business sense and his opinion was sought after and valued by his peers. Having participated in many industry associations, divisions, and task forces within the trucking industry at ATA and the state level, his leadership as TCA's Chairman 2010/11 was one of his proudest.

I have in the past, written about the loss of industry members and what the impact on their loss might mean to the industry. This time though the loss is much more personal. I have lost a close friend, a confidant and a person I could always count on for the truth, no matter how much it might hurt or be contrary to my own opinion. The plain hard truth as John saw it. That's not so easy to come by these days. My buddy, Johnny Kaburick, knew no other way to communicate but by being dogged and determined in all his beliefs.



Dear Friends,

Our industry has lost a darn good man. By now, I am sure that you have all heard of the loss of John Kaburick on April 22. John was a dear friend and confidant for me for 40+ years. Our families have shared so many of the good and challenging times together over those 4 decades.

John came from very humble roots on the family farm in Carlinville, Ill., and never ever forgot those roots. He remained a friend and mentor to so many people from all walks of life and this was witnessed by the several hundred people who showed their love and support for his family at his wake and funeral.

Separately in this edition of *Driven*, please find additional letters written about John and a recap of the eulogy that I was so humbled to be asked to give at his funeral. It is so hard to capture the entirety of John's 61 years of life, 40 years of marriage, 3 children, 8 grandchildren as well as 14 years of Freightliner sales leadership followed by 22 years of growing and leading Henderson Trucking along with his industry leadership as TCA chairman in only 20 minutes.

He was a man's man with so much conviction, confidence, caring, passion, integrity, trust and loyalty.

I will deeply miss the many hours of discussions about ALL we encountered in life.

Good bye my dearest friend.

- JOHN HOPKINS

Remembering JOHN KABURICK

Trying to move this man off of a conviction he owned was impossible, believe me I tried. We went toe-to-toe on a couple occasions and it couldn't be done. What he also did, to go with this though, was to be able to appreciate that, although we might not agree, he could live with someone else's opposing opinion if it came from a place of integrity and conviction. He could separate that difference in opinion and that let our friendship flourish and grow in spite of where we differed. That made him great in my eyes.

Seeing his son, Josh, lined up to eventually play the role of future TCA Chairman was a source of great pride for John. During my last few conversations with John, I detected a different tone to his voice. It was a tone of optimism and relief. Having lived through the health threat to Carolyn and her challenges and seeing that she was taking on those challenges so vibrantly and in such a determined fashion, I think he felt great relief and new appreciation for those around him. Those were sobering times and although the aftermath of surviving such serious surgery is just the beginning of the next challenge, John felt some relief and success at having Carolyn pass the first hurdle. He still had his Carolyn and they still had a future.

Those around TCA know that Kevin Burch (President of Jet Express), Johnny,

and I called ourselves the three amigos as we made our way through the officers' ranks and eventually into the Chairman's role one after another. We formed deep bonds of friendship sharing the trials and tribulations of leadership in the association and in our own companies and personal lives. I will miss our talks and I suspect many of you, along with Kevin and myself, have lost a great confidant and a great resource of opinion and candor.

My last conversation with John was a few weeks ago. I told him of the outstanding job that Josh had done hosting the scholarship gala event at TCA's annual convention that he could not attend. His voice cracked when we talked about the bursary Josh started in his name, he was truly touched.

Kevin and I have lost a close friend, the industry has lost a staunch supporter, Henderson Trucking and its people have lost their stately leader, and, more importantly, the Kaburick family has lost their beloved patriarch. Deepest sympathy to Carolyn, John's boys, the many grandchildren, and to the entire family as you try and rationalize this devastating loss.

You are all in our hearts and prayers.

- RAY HAIGHT

F A R E W E L L TO MY BEST FRIEND!

As we go through life, we meet some great people and many not so great. Seldom do we meet one that remains a friend for the remainder of one's life.

Many years ago after my leaving Cummins Missouri Diesel Sales, I begin selling trucks and was having a tough transition from the transportation support group into the other side of the business. I had left Cummins and joined the Ford Heavy Truck sales Group in St. Louis but times were tough and the Ford was not the industry's choice of tractor. I was offered a sales position in Highland, Illinois, selling White and Freightliner Trucks. Things began looking up! The man that gave me the job in Highland had been one of my customers when I was at Cummins, Milton Hopkins!

I began to build a clientele and a year or so after joining the Truck Centers' sales force, a young man came to work for us. He was a few years my junior but was a great truck salesman and could sell circles around most of us. He and I became good friends. His name was John Kaburick.

John grew up in Carlinville, Illinois, and relocated to Highland to be close to his job. Many truck salesmen are "skaters", a phrase used to refer to one that will "steal" the deal you are working. The design of truck sales

requires the salesman to spend many hours out of the sales office on the road in his territory and while out, these unscrupulous types remaining in the office. In the event your customer shows up while you are absent, he will work your deal and put his name on the sale, this was quite common. Many companies kept logs of one's customers with the dates of the work done to maintain ownership of the deal - keeping a log for proof of ownership! The progress of the deal, if it is a new or used truck, and if money is placed down will all be listed on the board with the salesman's name and the customer. When a sale is made the name is erased. Until then, if no money was deposited, another person could sell the same unit. My friend, John Kaburick, was the man that would work your deal for you in your absence and the papers would be placed on your desk. It's just who he was!

He was loyal to his friends, honest to his customers and friendly to all that he met. John was one in a million and my true friend. How often does one work with someone that becomes your friend that lasts a lifetime?

We lost him today. He had been feeling bad and I visited the hospital this morning thinking he perhaps had pneumonia. They begin a dialysis on him and his heart flat-lined. John was a giant in the trucking industry. His peers elected him as the Truck Load Carriers' organization's Chairman for one term, an honor that few ever enjoy. He was afflicted by the demon diabetes and he will be solely missed in the industry and very surely in the daily operations of his company. His son, Josh, is a chip off of the old block and is the President of the company and doing a great job. The business is left in good hands and John will remain in our fond memories. We sold together and when he purchased the Henderson Trucking Company, he invited me to join in 1992. I have been there since I suffered a liver failure and had a transplant in 1993. John was there at the hospital. My wife passed in 2002. John was there! I have worked for John one day a week since 1992; I have never worked for a better, more honest person! I will cling to fond memories of this fine man!

I close this dialog with an old Irish Blessing:

Dear Friend,
May you be in Heaven for one day before the Devil knows you're dead!

- JAMES W. "MAC" PATTERSON

GREETINGS

Please find below my attempt to capture as much of John Kaburick's life as possible in 20 short minutes of presenting his eulogy at St. Paul's United Church of Christ in Carlinville, Ill., on April 25, 2014.

John was our dear friend, father, husband, brother, papa and so much more. He and Carolyn celebrated 40 years of marriage last fall. Carolyn - you must know how much John so deeply loved you, even if at times it was not so easily shown. You were the one and only true love of his life. He was so scared for you when he learned of your stage III lung cancer and he was committed beyond imagination at getting you the best care humanly possible to give you a long and healthy life. Nothing was more important to him. Nothing.

To John's brothers, Jimmy and Larry, he loved you guys so, so, so much. He cherished all of the years with you both as brothers and he was so proud of each of you.

To the kids and grandkids, your papa loved you to pieces and always wanted the very, very, very best for each of you. He always told me the story of how you grandkids would come by his home in Salem and try to catch him sitting on the couch watching television in his BVDs with his bestest friend ever, Blackie, sitting right next to him while he petted her non stop. He always laughed and laughed about those stories. We have to make sure to take care of Blackie now for papa.

John was a man with so many facets to his larger than life personality. He was filled with integrity, loyalty, friendships and family. He always said that his mommy injected him with truth serum so he could never ever tell a lie.

I want to try and capture John's life with a few key words and share a brief story or two about each:

Controlling/Convincing • Confidence • Conviction • Competing • Caring

Controlling, or let's use the softer version - convincing. Perhaps Josh might recall the college earring story. Josh had decided he was going to wear one while at school playing football. Little did he know that was not possible with his pops. What seemed like a minor event quickly escalated to, "Son, do you want your college paid for or wear an earring?" Miraculously the earring disappeared.

John K had a way of telling me when we went on truck sales calls together that I could talk about service, parts or finance but never, ever talk about price... that was his domain. I paid attention and we made a great team. Another time, he wanted to gather \$50,000 cash that we had financed on trucks for one of our fleet owners for add-on equipment that the customer was doing in his shop. We were going to buy a briefcase and put the money in and deliver it to the owner. Well we did just that since it was the customer's money anyway. We would wash trucks in the evenings/weekends and then deliver them to our customers. We would paint the fifth wheels that we just installed in our shop without any masks or protection - back then we all just did what we had to do.

Confidence. John was never short of confidence. He started life on the farm, then an ironworker to mechanic to truck driver/part owner and then he came to me and asked for job selling trucks. I said, "John, we have no jobs open." He said, "You do not understand, I want to sell trucks and you only pay me if I actually sell something and make the company money." So John sold trucks for 14 years and was always a top 5 salesman for Freightliner. He was darn good!



He then decided to buy one of our customers - E.L. Henderson in Salem, Ill. We helped him get started with our CPA and attorney and the rest was history. He took a very small company and turned it into one with 400 trucks and providing several hundreds of good paying jobs to people who needed them. He was so proud, rightfully so, on what he was able to do with Henderson and perhaps the only thing that made him prouder in his business career was rising through the ranks of TCA as an officer to become Chairman. I do think this was his proudest business moment when he officially became Chairman all the way from the farm in Carlinville. He loved working with his TCA compadres, especially Ray and Kevin who were before and after him, and that is why they were known as the three amigos.

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Conviction. John never knew the meaning of the phrase "I can't" in business. He always mentored and led by the absolute belief it can be done. There were times when after a long day, he would just sleep in his car to be at work early the next day to be able to take care of his Freightliner customers.

John touched so many lives because of his can do attitude as we witnessed last night at the wake and today, here at the packed church, that he touched the lives of so many people from all walks of life from the "neighborhood". His neighborhood of influence and friends covered all of the USA and Canada and from his drivers and parts/shop staff, office personnel, industry friends and peers, state legislators, congressmen, governors, U.S. senators and more. Last night at the wake, I heard many people say that John was like a father to them and some even more so than their own fathers. He loved, loved, loved being papa!

Competing. John absolutely loved being in the game! He missed that dearly while in Florida. He was so ready to be back in Illinois and in the game. John loved coaching junior football and had many a championship teams and touched so many lives of young men along the way. One is here today. Mr. Bircher, where are you here in church? You shared as you entered the church just how much you loved John and what a difference he made in your life.

Caring. Perhaps the most endearing quality of all was how John cared so much about others and how he could help them. I suspect John helped every one of us here somewhere along the line. I remember back in the 1970's that John came to me and needed \$35,000 to avoid bankruptcy and the IRS from a previous business partnership. Everyone told him to file bankruptcy but he refused saying he owed the money and he was paying it back. I gave him the money and, of course, in 2001-2 when my own business got in huge trouble when customers could no longer take their trucks we had on our lots for them and \$13M in used trucks values collapsed 50% overnight, I called John and asked for his help. Within 10 minutes, he had written me a check for \$500,000 to help us get through a really rough time. He did things like this for so many people quietly behind the scenes.

He never cared more about anything in this world than you, Carolyn, and when he learned of your illness, he was going to move mountains to make sure you got well and had a lot of life left to live. During our visit to Tampa to see you after your surgery, he said that he could not ever live life without you and after all of these years of you caring for him, it was his turn for you. Nothing would stop him.

John was a great listener for all of us. When I went through a terrible time in my personal life, he was there for me whenever I needed him and that was often over the span of a few years. He genuinely cared about my well being and that of everyone around me.

John never ever forgot his roots and loved people of all walks of life. Last night at the wake, I even saw a Democrat tell his daughter-in-law Kim how much John loved him and helped him out. I nearly fainted when I heard that! John supporting and truly liking a Democrat (other than his own family members/brothers, of course) - now this is a miracle! ☺

John was intensely loyal. He was very LOYAL and it served him well throughout his entire life.

John was prayerful in his own way. He was a private man about his faith and love for God; but let there be no doubt that John fully knew God in his own heart. We prayed often together during these past several years as he and Carolyn were fighting illness and disease.

Carson and Gabby - I know that you loved to Facetime papa and make funny faces at each other and I know papa is not answering his phone any more but we can still all Facetime him the old fashioned way since Heaven doesn't have those fancy iPhones. We just have to go outside like your Mom says and look to the heavens and talk to papa anyway. He will hear us.

I close by reiterating just how much John would share how much he loved you, Carolyn, and all of his family. And I ask that you carry that in your hearts knowing he loved each of you the very best way he knew how. So lets now all say together the prayer that John and I would. *Our Father, Who art in Heaven...*

John Hopkins

Goodbye
TO A DEAR FRIEND: JOHN W. KABURICK

Truck Centers, Inc. has lost a dear friend, former team member and customer. John Kaburick, owner of Earl L. Henderson Trucking, passed away on April 22, 2014. With heavy hearts, we extend our deepest sympathies to his family, friends and employees but his strong work ethic, savvy business sense and sense of humor will not be forgotten. Rest in peace.

MARCH 04, 1953 - APRIL 22, 2014

John W. Kaburick Jr., 61, of Naples, Florida, formerly of Carlinville, passed away Tuesday morning, April 22, 2014. John was born March 4, 1953, in Carlinville, Ill., a son of John W. Kaburick Sr. and Lois Harms Kaburick. John married Carolyn Adcock in 1973 at St. Paul's United Church of Christ in Carlinville. John was preceded in death by his parents and sister, Sherry Jean Genetti.

John graduated from Carlinville High School with the class of 1971 and worked at Truck Centers, Inc. selling trucks until purchasing Henderson Trucking in 1990. John was a member of the Illinois Trucking Association as well as the American Trucking Association. John was also the Past Chairman of the Board of the Truckload Carriers Association from March 2010-2011. John was an avid sports fan and enjoyed golfing, watching football, and spending time with his grandchildren. Surviving are his wife, Carolyn Sue Kaburick of Naples, Florida; sons Rodney (Tracy) Cameron of Highland, Ill.; Clayton (Amanda) Cameron of Troy, Ill.; and Joshua (Kim) Kaburick of Glen Carbon, Ill.; 8 grandchildren; brothers, Larry (Pat) Kaburick of Carlinville, Ill., and James (Carol) Kaburick of Carlinville, Ill., along with several nieces and nephews.



Epitaph On A Friend

An honest man here lies at rest,
The friend of man, the friend of truth,
The friend of age, and guide of youth:
Few hearts like his, with virtue warm'd,
Few heads with knowledge so inform'd;
If there's another world, he lives in bliss;
If there is none, he made the best of this.
- Robert Burns



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TCI TOC

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JUST THE FACTS

A heartfelt THANKS to every one of you who have supported the Truck Centers' team over the past many months. We experienced a treacherous winter where the low temperatures and snow just wouldn't cease. I believe we set records for snow removal this year! The piles reminded you of being on a ski slope; only our insurance wouldn't cover the idea of the slope being open for business!

I hope that 2013 was positive for both you and your company! The Truck Centers' year ended in a whirlwind with many positive things happening in the industry. We finished the year stronger than we started. As each of our readers know, trying to read the economy has been somewhat of a wii board, not knowing where the magic play piece was going to land next. Fortunately, it has been steady and business seems to be moving along without many bumps to contend with. We have all experienced some unusual circumstances and changes over the past few months:

- A very tough, cold, snowy & longer than usual winter
- The Affordable Health Care Act's current and future impact on our businesses
- The bonus depreciation rules changing for CY 2014
- And none more impacting than changing of the FET rules on the Glider Kit qualifications

In reference to the building of gliders, our understanding is that the building of any glider kit, whether with a donor or not, will be applicable to new IRS-FET Guidelines. They are stating the 75% Safe Harbor Rule is no longer accepted with a glider. Those guidelines state that the FET should be calculated based on the purchase price of the glider along with the components and labor to assemble the glider. If the dealer should sell and assemble the glider, then it would be the dealer's responsibility to collect the FET as they do on new trucks today. If the customers should choose to assemble the glider themselves, then they should be able to buy the glider w/o paying FET; but will most likely be responsible for the tax at a later date when the glider is assembled. All this is, to the best of our understanding, from the sources that we have received our guidance.

On a positive note, we have had some very good reports over the last many months concerning our products. Our Detroit engine and Cascadia tractor just keep setting new levels of market penetration and deliveries. Our true introduction (on the assembly line now) of the new Detroit-D12 Automated Transmission has taken off like wild fire and we are sold out for the rest of the year. Very positive results in the market and for our DTNA customers!

We have had additional good news over the last several months. We have won long-term contracts with several accounts, including two existing customers and one brand new contract. We have also been able to land quite a few large orders from new and established accounts. 2014 has started off as a pretty good year and we hope to keep the momentum as the year progresses.

A few saddened times have also hit home over the past couple of weeks. Ironically, they came at the time we were preparing our next magazine for print. I experienced the loss of several people who were close to me – a good friend from my college days, a close relative, and a local friend; but none more devastating than the loss of John Kaburick, the owner of Henderson Trucking in Caseyville, Ill. John and I date back to when he came to work for us at our original location in Highland. He and I somewhat became team members at/or near the same time when he joined us as a sales person after owning his own truck fleet located in Carlinville, Ill. John was a

character of his own - he was a proud, tough, truck savvy guy and, most importantly, very customer oriented. He was a tough negotiator and had a knack of working to get his customers the best pricing through the manufacturer. He was very good at getting the deal structured in order to get the customer's business.

He achieved many milestones while working for us and was continuously rated one of the best sales people in the Freightliner organization. While in our midst, we had many adventures together that will always be remembered by my family and me. He got us involved in Youth Football League in Highland where he served as the head of the organization. With us being from another school district, it allowed my sons to create some long-term relationships with others who would eventually be our archrivals. He taught me a lot about the value of relationships with customers and always finding a way to resolve the issues that may have arisen. He was a mentor for me as well as a sounding board as I worked to understand the industry. Our families were able to participate in many outings together where we became not only work colleagues but also very good friends. We watched as each of our children grew and developed into good men. And then watching them establish families and identities of their own.

As his success continued, he eventually purchased Earl L. Henderson Trucking from Leon Henderson. He grew the company from what it was then (30 trucks) to the 375+ trucks that they run today. His integrity and truck savvy, along with knowing what it took to satisfy a customer, assisted him in his success as he grew his new company. He had an uncanny way of leading his people that only he could do in his masterful way. We watched from a short distance as he led his company and made it a viable entity in the trucking industry. We had our discussions and disagreements along the way, but John remained loyal to those he could "count on" to be there when he needed them. He was sometimes brash and very demanding, but we always ended in a hug, no matter how tough the situation.

I had the opportunity to spend several years with John in a YPO type forum (even after we were too old to be members) and was always pleasantly surprised by his knowledge of the trucking industry. He was always working to be on the cutting-edge of technology and ways to make his operations more efficient.

He was even so adventurous that he purchased a golf course in Murphysboro, Ill., to say that he had a golf course! It also portrayed the characteristics of John with its wide openness and country setting. He did love this adventure and took a lot of pride in making it a better place under his leadership.

As many may already know, John's health had suffered over the last few years. He had a few close calls in the past but it was truly shocking to hear of his passing - it went so quickly! I attended the wake and saw so many trucking related people pay their respects to John's family. I was fortunate enough to attend the funeral and hear the wonderful eulogy that was presented by John Hopkins, my partner, and true friend to John K. As I listened to the words, I pictured John giving Mr. Hopkins the approval of what was said and then felt this too shall pass and make us all stronger.

It is now up to Josh, Carolyn and the family to carry on his legacy. He has built a tough act to follow, whether that is truck owner, golf course owner, dad or just being a grandpa. The pride that he built into his company was a characteristic he was very proud of. It stood out on most occasions.

With all this said, my memory of John will be one of gratefulness, which I don't believe crossed my mind until the present time. Gratefulness for what I learned (some good, some not so good) from him in our experiences together. I will also speak of him with great loyalty and thankfulness for his relationship with us. He was a true friend and business partner for all of us.

Thank you John, for being a part of our lives and your friendship will live on with many of us.

Mike Yates
President



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NEWS FROM TCI

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



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team as a technician. We also have 3 new dispatch drivers - Lindel Walker, James Beaver and Thomas Watton. Welcome to all of these men!

And, in closing, I would like to take a moment and express my condolences to the friends and family of John Kaburick. John was one of those "larger than life" types of people. I will always remember some of the very fun times that I spent with John and his wife, Carolyn, including wonderful times in Germany, tailgating before Rams games or dinners at Porters. I know that John was a very dear friend to so many, especially here at Truck Centers, and he will be sorely missed. I can only imagine the sadness his family is experiencing and his dedicated team at Henderson Trucking. I just want them all to know that our hearts are with you as you go through this time and John Kaburick will always be remembered as someone who made a true difference in the lives of many people.

All the best,
Katie Hopkins

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

After a long winter, it is really nice to see the sun again. And like spring, we will begin some new programs at TCI that I am really excited about. Truck Centers will be launching our new technician training program this summer for entry-level technicians. This program we are calling TCI F.I.R.S.T for Future in Repair Service Technology and our inaugural class will be composed of recent high school graduates. The students will be learning in our Training Center in the first 14-16 weeks of the program, alternating between web-based courses and courses led by our TCI Trainer, Steve Brachear, on the Freightliner products. After the students complete their training program, they will move into the shop and work alongside our mentor technicians for an additional 12 weeks as apprentices. We recently hosted 25 students from area high schools to tour our facility and discuss the program. The excitement was contagious as these students learned about our industry and the opportunities for great careers inside it. I look forward to great things as the F.I.R.S.T. program evolves into the future.

Business has been very robust this winter and I have to say that I sincerely appreciate all the extra hours that our team has worked in order to take care of our customers' needs. It is a great thing to see employees from one location or department, jumping in to fill in the gaps at other locations and go the extra mile, whether it be technicians or service office staff working 14 days straight, parts counter men filling in on the service counter, or employees taking long road trips to pick up parts or fix trucks at customers locations. I could go on and on about the great things I have seen our employees do through this long winter to do everything possible to meet our customers' needs.

Since our last magazine, we have added some new members to our team in Troy and in the corporate group. Jeremy Griffin has joined our team as an IT assistant. We have a new technician, Keith Rhodes, and an apprentice, Braden Niehaus. Brandon Anderson also rejoined our



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With the trucking industry being the lifeblood of the U.S economy and nearly 70% of all freight tonnage moved by trucks, we know that uptime is critical. Truck Centers realizes this and is committed to getting our customers back on the road quickly.

As with the rest of our facilities, St. Louis sailed through our third validation as an "Elite Support Dealer" with DTNA. We pride ourselves on the fact that we continue to meet and exceed the requirements of the Elite Support network. Meeting the criteria of an Elite Support dealer is assurance to our customers that we are 100% committed to our customer's needs and expectations for world class service.

As part of Elite Support, we offer Express Assessment to minimize your downtime. We will Express Assess your unit within 2 hours of arrival so that you can make an informed decision for your driver and for your load. Increasing your uptime and profitability through superior products and services is our ongoing commitment to you and your company.

We strive every day to ensure that your customer experience is the best in the industry every time you are in our facility. I welcome any feedback or suggestions that you may have since we strive to provide the best service possible. Thank you and we look forward to exceeding your needs and expectations the next time you are here.

God Bless!
Jim Pennington

ST. LOUIS

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

Where has the time gone since our last edition of *Driven* magazine? We made it through a tough and crazy Midwest winter even though it is trying to hold



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ST. PETERS

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

Wow, is it really 70 degrees or should I pinch myself?

What a wild ride we've all had over the past few months dealing with the elements and pushing to keep our customers' trucks turning miles and making money, I'd like to tip my hat and thank every member of our team for giving 110%, as they do day in and day out, to deliver the best customer service possible.

In March, we launched our new Fuso franchise here at the St. Peters store and initial results show outstanding sales opportunities and a service niche that is greatly needed in the medium duty class 3-5 GVW market.

We've had a great 1st quarter and just recently started our 2nd shift and are now open until 11 PM through the week and until 4 PM on Saturdays. This has been in the works for the past several months but it was important that we had the best skilled and dedicated staff on board to carry it off without a hitch. There are more plans on the drawing board to increase our coverage and raise our service levels even higher in the near future. More on this as it unfolds in the months ahead.

Moving forward, Marc Lindsey will be covering the territory to continue servicing your parts needs. We will sure miss him inside at the counter but know he will take great care of you on the route!

We welcome some new changes and faces at our location. Brad Blackley will take care of your parts requests at the front counter, Ian Mundstock in our Shipping and Receiving Dept., and Charlie Melvin as an evening Service Foreman.

For now let's enjoy this beautiful spring weather. It won't be long before the St. Louis sizzler sneaks up on us and we're all put to the test again.

Until Next Time,
Steve Lanier

SPRINGFIELD

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

WOW! What a crazy winter season we have endured throughout the Midwest and the plains of Central Illinois. Tow truck after tow truck were arriving many days rescuing customers from the elements. Our shops were filled to the tilt most days with units either gelling up or in accidents. I am very thankful to not hear of fatalities affecting families of our customer base due to the horrendous climate.

Speaking with our techs and service support personnel throughout the winter, I was pleased to receive information about how the DD platform engines performed and not having the issues that other brands experienced. Everyone experienced and was faced with anti-gel additive/emergency thaw chemical shortages from our suppliers. More sales on this segment were recorded this season than the prior three years.

TCI Springfield was revalidated for the Elite Support Program via Daimler Trucks North America (DTNA) on February 19, 2014. This particular program was instituted approximately four years ago in order to better serve YOU, our customers, which evolved into complete participation by all members of our team. The objective is to be Customer Driven - whether it be signage to direct the customer to the proper area of dealership; amenities such as laundry, showers, shuttle service to hotels or restaurants, etc.; and, most importantly, the primary goal is Express Assessment to diagnose the vehicle within two hours of arrival to our dealership and advise of the needed repairs to promote uptime for you.

There have been a few changes you may have already noticed recently at our Springfield location. Our west territory Outside Parts Sales rep. (OPS), Lynn Knapp, has retired after 40+ years in the auto/truck parts industry. We wish him luck on improving his golf score and handicap! If you have any woodworking special projects, contact him as this is one of his additional hobbies ☺

Moving forward, Marc Lindsey will be covering the territory to continue servicing your parts needs. We will sure miss him inside at the counter but know he will take great care of you on the route!

We welcome some new changes and faces at our location. Brad Blackley will take care of your parts requests at the front counter, Ian Mundstock in our Shipping and Receiving Dept., and Charlie Melvin as an evening Service Foreman.

Thank You for Your Support!
Jeremy Williams

MORTON

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



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JAN KRIEGER
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A teacher of mine once said, "How you deal with the unknown is leadership. Any ass can tell you the result once all of the variables and data is known." I hope that he is right because I am once again beginning a journey into the unknown.

It was decided some months ago that I need to focus more on our sales and allow others to lead the day-to-day operations at our northern stores. With this in mind, we put together a plan for Jeremy Williams as well as transition Travis Dunn into the General Manager role at our Morton/Hudson locations. But for those of you cheering that I am gone and you know who you are... Doug! I will not be leaving our northern teams. I will now have the pleasure of working with our entire sales crew on better ways for us to bring value to the customers both up north and down south. This is something I am extremely passionate about! Our Freightliner, Western Star, Fuso, and Ottawa lines that we represent are truly first class products!

With all this in mind, I am proud to be able to say I have been a part of our Morton/Springfield operations for the past 10 years. Both stores have continued to grow by leaps and bounds! I had a running bet with our Assistant Service Manager in Morton that if they ever hit a certain mark I would have Red Lobster catered in. As it turns out, they upheld their end of the bargain but I didn't realize when I make a bet I should first verify it is even possible to do. None the less, we were able to have part of the meal from Red Lobster!

So to try and bring this thing full circle and save everyone else some space on the page for their articles, I will close my note out by saying that everyone here at our Morton/Springfield teams sincerely appreciate working with our customers each and every day! Oh, and if you ever need parts in the Bloomington area, swing by our parts department inside Nussbaum Transportation's new location!

Sincerely,
Justin Hopkins



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MOUNT VERNON

I-57/I-64 & Rt. 15
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M-F 6A-12A
SA-SU 7A-7P

Where does time go? With a record setting harsh winter behind us, we are in full swing of getting a ton of A/C work in the shop getting

ready for summer. I think we are all ready for some sunshine!

I would like to take the opportunity in these articles to introduce some of our team members. In the past, I have introduced new management, our outside parts salesmen, our mobile technician and some long term employees retiring.

This time, I would like to introduce a new parts counter man that we were lucky enough to have join our team this past year, Craig Patterson. Craig handed me his resume and his career overview read, "Committed and motivated in parts and service with over 20 years experience and exceptional customer relations, decision making skills, strong work ethic, professional demeanor and great initiative." And he has proven this to us and, most importantly, to our customers! Craig graduated high school in 1986 and got his first job in June of that year at an auto parts store. He eventually managed that store. Ten years later, he went to work for a heavy-duty truck dealership and advanced to the service manager position. From there he worked as a parts manager for a truck repair service center for 11 years. That is 28 years of experience that he brings to the front counter to serve our customers. On a personal note, Craig was raised in the Centralia area. He and his wife, Crissy, have three daughters - Katelyn, Kelsey and Cassidy. When not taking care of our customers, Craig enjoys camping, boating and off-road riding.

Craig is just one of the 50+ employees here in Mt. Vernon who are dedicated to serving our customers with years of experience. We are proud of the partnerships that we have developed with our customers over the years to keep their equipment operating well and on the road. I hope you all have a safe and fun summer and if you have any truck needs, please stop in and see us!

One final note - remember that I told you that I was going to be a grandma in our last edition? I got a Valentine's Day grandbaby! Her name is Avery Lynn and she is going to be one spoiled baby if I have anything to do with it!

Until Next Time,
Julie Klebba



INDUSTRY NEWS

FREIGHTLINER TRUCKS HIGHLIGHTS "EVOLUTION OF INTEGRATION" AT MATS

Freightliner Trucks showcased its commitment to integrated solutions at the 2014 Mid-America Trucking Show (MATS). The booth featured a selection of Freightliner's customizable solutions that maximize customer profitability. Themed "Evolution of Integration," show attendees were immersed in an interactive experience at the booth highlighting Freightliner's integrated solutions that lower its customers' Real Cost of Ownership.

"Fuel efficiency, uptime, connectivity, safety and quality are what determine Real Cost of Ownership," said Mary Aufdemberg, director of product marketing for Freightliner Trucks. "But Real Cost of Ownership is truly defined by our customers. Every business has different priorities and we provide optimized solutions that help our customers achieve their goals."

The focal point of the Freightliner booth was the Cascadia® Evolution with a 72-inch raised roof. The Cascadia Evolution delivers an impressive performance that fulfills its promise to lower the Real Cost of Ownership.

"By always focusing on what matters most to our customers we have developed the industry's most advanced products for every application that make a real impact," said Aufdemberg. "Our MATS booth clearly demonstrates how lowering the Real Cost of Ownership factors into everything we do."

DAIMLER BRANDS DISPLAY 'STAR POWER' AT MATS

From show-stopping tie-ins to Optimus Prime, NASCAR and tire-smoking tractors, to more mundane matters such as fuel efficiency improvements and automated transmission sales, Daimler Trucks North America used its press preview hour at the Mid-America Trucking Show to highlight a wide range of industry-leading products from the company's various brands – and to hint at more to come.

Among the more interesting items, Daimler's Western Star booth featured a set of very serious trucks with plenty of chrome and color. The standout and star of the show, was Optimus Prime, the heroic lead in the upcoming "Transformers: Age of Extinction" movie.

And while the wow factor was high, Western Star officials hinted that if you imagine Optimus Prime without some of the movie makeup, you'll catch a sneak peak at the new, Western Star-badged highway tractor – one meant to carry the marque's cachet and still hold its own against the industry's most fuel efficient tractors. To be unveiled in the fall, the new aero-styled Western Star will be badged as a 5700.

In other announcements that were more about fun than freight, the Freightliner Trucks booth screened the newest Mike Ryan stunt video, "Size Matters 2," and Ryan was also on hand to sign autographs during MATS. Also revealed on Wednesday, Alliance Truck Parts – DTNA's private label, all-makes parts brand – will upgrade its NASCAR sponsorship from the Nationwide series to a Sunday Sprint Cup car with Team Penske and driver Brad Keselowski.

Back in the real world of trucking, the noteworthy news included word that the Detroit DT12 automated manual transmission has received 17,000 orders in less than a year since it became available in the Freightliner Cascadia Evolution.

"Within the first several months of the DT12 being in the market, we were already hearing from our early adopters that not only were they seeing performance and fuel economy benefits, but that their drivers particularly appreciated the transmission's safety and operational features," says Richard Shearing, vice president of National Accounts for Daimler Trucks North America. "Many of those customers have since made additional purchases for their fleets due to that initial success."

Freightliner Trucks also announced additional features for the Cascadia natural gas-powered tractor, including a 48-inch sleeper cab and factory-installed CNG fuel tanks. The Meritor WABCO OnGuard Collision Safety System is also now available on Cascadia natural gas-powered tractors spec'd with a manual transmission.

Equipped with the Cummins Westport ISX12 G heavy-duty natural gas engine, the Cascadia natural gas tractor features a variety of CNG fuel tank configurations, up to 190 diesel gallon equivalent (DGE) capacity with an anticipated fill-range of about 800 miles.



Also for the top-selling Cascadia, several new options are aimed at enhanced driver performance and safety.

THESE INCLUDE:

- ParkSmart HVAC system combined with Optimized Idle: An integration of two systems, this new feature automatically starts the engine if both the main and auxiliary battery packs are depleted.
- Yellow B-Pillar Grab Handle: This brightly colored handle option is more visible for cab entry, especially when it is dark outside.
- Spring Suspension Rating: The new 12.5K rated leaf spring suspension complements the Detroit front axle offering and provides a smoother ride and is lighter weight than a 13.3K suspension.
- Genuine Bendix AD-9SI Air Dryer: More than 40 percent lighter with an additional 25 percent increase in capacity over the current AD-IP dryer, this new air dryer has a spin-on cartridge, enabling faster replacement.
- Bright Finish Aero Mirror (for the Cascadia Evolution): This new bright finish option adds to the other stylish options offered by Freightliner, giving customers more options to customize their trucks.
- LED Flush Mounted Lights: Providing bright and clean light, the new back-of-cab flush mounted LED lights also draw less amperage and have a longer life than incandescent lamps.
- New Daycab Roof Fairings: Redesigned to optimize aerodynamics for non-Evolution models, the new Cascadia day cab roof deflector improves aerodynamics, resulting in up to a 3.7 percent increase in fuel economy.
- Bulb Out Detection: The bulb out detection system automatically performs a check to determine if exterior lamps are functioning, and notifies drivers via an in-dash light if an exterior lamp fails to turn on.
- A-Pillar Grab Handle: A great option for drivers who frequently get in and out of their tractor or who can't reach the door handle easily, this additional grab handle can make it easier to enter the cab.

LEDS LIGHT THE WAY

If you were in trucking about 30 years ago, you might remember the switch from incandescent sealed-beam headlamps to halogens, which were so much better that some truck operators stopped using auxiliary fog and driving lights. A more recent step up was projector-beam lamps, whose optics better aim the lumens from halogen bulbs and even more effectively light the way for drivers.

Now we have the light-emitting diode headlamp, which dramatically eclipses the halogen. LED headlamps cost considerably more than older designs but provide greater safety. They also offer much longer service life and lower maintenance costs.

Truck-Lite originated the LED headlight with a 7-inch-round size for military trucks during the Iraq and Afghanistan wars, replacing the technologically ancient incandescent sealed-beam headlights that had been used since World War II. The LED head- and auxiliary lights saved lives allowing soldiers and marines to spot threats like roadside bombs.

LED headlamps have now migrated to the civilian world. Truck-Lite began selling the round LEDs as replacements for existing lights and other suppliers soon followed with other offerings. The Freightliner Cascadia comes standard with custom-fitted LED lamps.

"We haven't heard a single negative thing about the LED headlamps we have out there, and we have 10,000 pairs out there," reports Brad Van Riper, Truck-Lite's chief technology officer. "We use a sophisticated optical software package to design the lenses. They're shock- and vibration-resistant, have low current-draw, and are much longer lasting."

INDUSTRY NEWS

FREIGHTLINER TRUCKS ENHANCES ONLINE COMMUNITY WITH "RUN SMART REWARDS" PROGRAM

Freightliner Trucks recently announced that Team Run Smart (www.TeamRunSmart.com) would offer rewards for participation in the online community. "Run Smart Rewards" is an additional offering that the community will provide among the wealth of industry resources and tools that help owner-operators, company drivers and fleet managers advance in the business of trucking.

"Run Smart Rewards" are awarded to the more than 15,000 Team Run Smart members who share their time and advice within the community. The more a member participates, the more "miles" they earn, and the more rewards they can redeem.

"Run Smart Rewards" is a great opportunity for us to recognize our community members for their loyalty to and participation in Team Run Smart," said Mary Aufdemberg, director of product marketing for Freightliner Trucks. "This program will allow us to show appreciation to our members, and help us to facilitate a rewarding community experience overall."

Once a Team Run Smart member hits a major milestone, they will be able to choose between merchandise and on-the-road tools as a gift. The "Run Smart Rewards" include everything from custom water bottles and hats, to mud flaps and truck decals.

DAIMLER FORGES AHEAD WITH SOLID GLOBAL PRODUCTION NUMBERS

Daimler Trucks continues to reap the rewards of a highly successful global strategy. A briefing was presented at the Mid-America Trucking Show by Dr. Wolfgang Bernhard, Board of Management, Daimler AG, Daimler Trucks and Buses, Martin Daum, president and Chief Executive Officer, Daimler Trucks, North America, (DTNA) who both indicated that the company is leveraging its global reach and economies of scale to develop and deploy intelligent vehicle platforms for common markets.

According to Dr. Bernhard, the outlook for DTNA in North America continues to be outstanding, citing "solid" 4th quarter growth in 2013 that has carried over into the 1st quarter of 2014. Bernhard noted that Daimler built a total of 587,000 trucks last year including models produced for the company's new Auman division in China. Building on this trend, Bernhard predicted the company would see 10 percent growth in the NAFTA region this year compared to 2013, citing the company's current marketshare leadership of 41 percent of Class 8 sales in North America today.

Looking ahead, Bernhard said DTNA would, in the short term, be working hard on active safety systems for commercial vehicles as well as vehicle connectivity, which he called "the next frontier in the evolution of heavy truck development."

Martin Daum began his presentation with a more in-depth look at current DTNA marketshare figures. The company, he said, is now enjoying solid growth in all markets, including a 40 percent share of all NAFTA trucks in Classes 6 – 8. If current sales trends hold, Daum expressed confidence the company would be close to 50 percent marketshare in Classes 6 and 7 in North America by year's end.



Looking at specific DTNA products, Daum noted proudly that the company already has 40,000 orders in hand for its Class 8 Cascadia Evolution aerodynamic tractor as well as 17,000 orders for its Detroit DD 12 diesel engine. As DTNA production ramps up to approximately 100 trucks being built a day, Daum predicted that 2014 will see a Class 8 market of around 261,500 trucks built this year.

In a final piece of news, Daum noted that to keep up with demand, the company was moving some Western Star 4700 production to its Cleveland, N.C., plant and teased the introduction of an aerodynamic Western Star tractor, slated for introduction later this year. Hints of the new truck could be seen in the company's Transformers' Optimus Prime Western Star truck that was on display in its MATS booth.

DIESEL PRICES EXPECTED TO SLIDE THIS SUMMER

The average price of diesel should fall more than a dime over the course of the summer, according to projections released this week by the Department of Energy. The projected average price per gallon is \$3.87.

Per the EIA, average prices dropped in all regions but two, with the Lower Atlantic region and California being the standouts. The Lower Atlantic region had a one-tenth of a cent decrease, and California's price was flat.

New England led all price decreases with a 2-cent drop, followed by the Rocky Mountain's 1.3-cent drop and the Central Atlantic's 1.2-cent drop. The New England region still has the country's most expensive diesel (\$4.22), while the Gulf Coast still has the U.S.' cheapest diesel (\$3.790) followed by the West Coast less California's \$3.893 and the Midwest's \$3.932.

MARK LAMPERT RETIRES AS DAIMLER TRUCKS NORTH AMERICA'S SENIOR VICE PRESIDENT OF SALES AND MARKETING; RICHARD HOWARD NAMED AS SUCCESSOR

Mark Lampert, senior vice president of sales and marketing for Daimler Trucks North America, retired on March 31, 2014.

As Daimler Trucks North America's senior vice president of sales and marketing, Mark Lampert was responsible for the development of sales and marketing for Freightliner Trucks, the Detroit™ components brand of on-highway engines, axles and transmissions and the company's proprietary components sales. Additionally, he had oversight of the company's used truck operations as well as export sales.

For over 20 years, Lampert has thrived during his tenure with the company beginning with his first position in 1993 as vice president of sales for Freightliner Canada, to subsequent positions of increasing responsibility managing the company's dealer operations, product planning, marketing and retail truck operations and used trucks.

"I am extremely grateful to have spent over 20 years with this great company, and I am deeply honored to have had the opportunity to lead Freightliner to its present position as undisputed market leader across each and every commercial vehicle segment," said Mark Lampert. "Working for Daimler Trucks North America has been a blessing and a privilege; however, I am resolute that 2014 is the right time for me to retire for a variety of reasons. First, the company's future sales success is assured through a robust product pipeline, as well as the Freightliner Cascadia Evolution – the industry's flagship in terms of total cost of ownership. Second, I look forward to spending more time with my wife, children and grandchildren. And lastly, the company has identified an excellent successor, Richard Howard, who is capable of executing the company's sales and marketing vision well into the future."

"Daimler Trucks North America owes a huge debt of gratitude for Mark's unwavering commitment to sales and marketing excellence. His goal

of achieving undisputed market leadership is unquestioned as he leaves the company's sales and marketing team positioned for continued prosperity," said Martin Daum, president and CEO, Daimler Trucks North America. "Mark's retirement is well-earned and his career will be unmatched in our industry. We will always consider him a valued member of the Daimler Trucks North America family and wish him the best for his retirement. I look forward to continuing my close personal relationship with Mark and will remain a supportive confidant and trusted friend throughout his future endeavors."

Richard Howard assumed the position of Daimler Trucks North America sales and marketing senior vice president on April 1, 2014. Richard was formerly Member of the Board of Management of Daimler Financial Services AG responsible for the Africa & Asia/Pacific region. Richard brings over 20 years of management experience to the senior vice president of sales and marketing position at Daimler Trucks North America. Additionally, prior to his current assignment in Asia, Richard was the vice president of Daimler Truck Financial USA with specific responsibility to support Daimler Trucks North America's sales and dealer network.

On behalf of everyone at Truck Centers, Inc., we would like to wish Mr. Lampert a long and enjoyable retirement. We appreciate all of his support and leadership over the years and are proud to consider him a friend.

DAIMLER TRUCKS NORTH AMERICA READIES NEW LOYALTY PROGRAM

Daimler Trucks North America (DTNA) announced a new customer loyalty program for owner-operators and small fleets. Known as Truck Bucks, this loyalty program will be aimed at rewarding customers with parts and service specials at Freightliner, Western Star, Detroit and Thomas Built Buses service locations.

Customers enrolled in Truck Bucks will receive discounts and special product incentives. Specials will include discounts on select parts and services designed to introduce customers to the full breadth of DTNA's aftermarket offerings. This program is designed to be customer-friendly with discounts applied at checkout without the need for coupons or further action by the customer.

"Truck Bucks is a great opportunity for us to reward our customers for their loyalty to the DTNA network," explains Todd Biggs, director, aftermarket parts and service marketing for Daimler Trucks North America. "We recognize that today owner-operators and small fleets have a lot of options for parts and service. They are very conscious of total cost of ownership. To us, that means our parts and service operations have to be exceptional in both quality and value. Truck Bucks is an example of our commitment to put the customer first."

Drivers can now sign up for Truck Bucks online at www.mytruckbucks.com

INDUSTRY NEWS

DAIMLER TRUCKS NORTH AMERICA RECOGNIZED FOR OUTSTANDING ENVIRONMENTAL EFFORTS

North Carolina Department of Environment and Natural Resources (NCDENR) today recognized the Daimler Trucks North America (DTNA) plant in Cleveland as an Environmental Steward. The award recognizes DTNA's superior environmental performance, commitment to continued reduction of its environmental impact, and demonstrated commitment to exceed compliance. The facility joins only 16 other commercial facilities in the state to have achieved this recognition.

"Daimler Trucks North America demonstrates what it means to be a successful business with a strong environmental ethic," said John Skvarla, secretary of the N.C. Department of Environment and Natural Resources. "By achieving significant reductions in waste generation and energy usage, the North Carolina facility has shown that the demands of a growing business can go hand-in-hand with environmental protection."

Using the company's continuous improvement program, DTNA employee teams who are located at the plant, which produces Class 8 Freightliner trucks including the Cascadia, identified the best options for reducing waste and recycling each material, whether reusing cartons for shipping, reclaiming solvent, working with supplier partners to reduce packaging, or turning waste into energy.

"This achievement required a commitment by each and every one of the employees here," said Freightliner Environmental Engineer Heather Callahan. "Everything received or produced by the company is used, reused, recycled, or sold, and nothing is sent to a landfill. Today, the facility joins an elite group of landfill-free manufacturing facilities in the United States and is one of five DTNA facilities to do so."

The title of Environmental Steward is the highest honor of NCDENR's Environmental Stewardship Initiative (ESI) based on a decision by its 10-member advisory board that recommended the recognition of the Daimler Trucks North America's Cleveland Truck Plant. Advisory board membership consists of individuals from industry, trade groups, environmental and citizen nongovernmental organizations, government, academia and small business.



ELITE SUPPORT DEALER NETWORK RAISES SERVICE BAR FOR 2014

The Daimler Trucks North America (DTNA) network of Elite Support Certified dealers has agreed on new criteria for ongoing certification, promising a superior customer service experience at certified dealers. Based on successful continuous improvement practices, Elite Support focuses on enhancing dealership processes that address customer concerns, leading to higher standards of customer satisfaction throughout the DTNA network.



The Elite Support Dealer Network collected feedback from the current 122 certified dealers on initiative improvements. The ones determined to have the most positive value network-wide were added to the standard. The new standard raises the number of criteria that dealerships must measure themselves against from 127 to 135, covering areas of superb customer service, exceptional turnaround times, overall quality of workmanship, rapid diagnosis, consistent communication and robust parts availability.

"We're very proud of where Elite Support has come in less than four years, but these new standards are not the end," said Jennifer Stevenson, director, distribution development at Daimler Trucks North America. "This collaborative initiative between DTNA and our dealerships will continue to raise network standards so our end customers benefit from improved customer service across the whole network."

New criteria adopted include enhanced tracking standards for Express Assessment, which is designed to deliver the customer with an accurate service diagnosis, availability of needed parts, estimated cost and estimated repair time all within two hours of the service write-up. Other additions include improved stocking of mission-critical parts, new web-based training for all staff, formalized change management team processes, and a new set of standards for truck sales and delivery processes.

DEALER CERTIFICATION TAKES AN AVERAGE OF EIGHT MONTHS. SOME OF THE MAJOR STEPS ARE:

- Orientation for dealer ownership and general managers
- Completion of a self assessment by the dealership Change Management Team
 - Completion of a two-day Elite Support boot camp
 - Completion of a three-day Continuous Improvement Coordinator level 1 course
 - Completion of all Elite Support requirements by dealership
 - Validation of standards by an independent company to achieve certification
 - Post certification, dealers are required to complete quarterly continuous improvement events and monthly audits along with specific monthly metric tracking
- Annual recertification

"Elite Support is a truly dealer-driven initiative, and it's great to see our dealer network pushing to be even more competitive," said Stevenson. "Their participation and high-level engagement is what makes this initiative sustainable for the long-term, with on-going improvements for all of our customers to experience."

To learn more about Elite Support, visit www.EliteSupportDealer.com.

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PREPARING YOUR TRUCK FOR SUMMER DRIVING

BY CRAIG MCCUE, TEAMRUNSMART.COM

Even though it seems like winter is never going to end, the long, hot days of summer are just around the corner. During the winter of 2014, parts of the country have seen temperatures below -40 and those same areas likely will see summer temperatures above +100. That is a temperature swing of 140 degrees and while that doesn't happen in one day, we do expect our trucks to operate and be profitable through all these temperature changes.

With proper planning and maintenance they will do just that and April and May are the perfect time to prepare your truck for hot weather. Below are the areas I pay particular attention to in preparing for summer driving in addition to my regular lube, oil and filter changes.

TIRE PRESSURES

It has been discussed on this site several times but it's always worth repeating: running the correct tire pressure is always ex-

remely important but even more so in the summer months with the relentless heat of summer. Everyone knows your tires get hot in the summer but they can easily reach explosive temperatures if they are under inflated or over inflated; we are all familiar with the gators on the freeways. Excessive speed and weight also contribute to high tire temperatures. Assuming no injuries occur during a tire explosion, they almost always cause collateral damage, sometimes very expensive damage.

BATTERIES

These very important items are often overlooked during the summer because cold weather starting problems typically don't exist. However, as I mentioned in a previous article titled "Truck and Automotive Batteries", hot weather is more damaging to your batteries than cold weather and weak batteries can fail during excessive heat. It is important to make sure the batteries are accepting a full charge and the electrolyte levels are full. Clean your battery terminals and wire ends while you are checking your batteries.



AIR CONDITIONER

Check your air conditioner for proper operation and, if necessary, have the system pressure tested to check for leaks. Fix any items that are leaking such as Schrader valves or cracked hoses and recharge your system as needed. You'll be happy you did when the thermometer hits the 90s and above.

WINDSHIELD WIPERS AND WINDOW WASHER FLUID

Sometimes these items can be overlooked or you may decide to put them off until fall because we are entering good weather driving. Windshield wipers in good condition and plenty of washer fluid are very important in summer for when you pass through the swarm of flying insects in your path. Not enough fluid or wipers that smear will cause decreased visibility, which is a safety hazard.

In certain areas of Oregon, we have short-lived, but very large, midge populations. These are tiny gnat-like creatures that congregate and create what looks like large dark clouds. They are completely harmless to humans but devour mosquito larvae; when you pass through one of their clouds, the front of your vehicle, windshield included, will very rapidly turn solid green.

COOLANT AND COOLANT HOSES

As discussed in a recent article here on *Team Run Smart* titled "The Relationship Between Lube Oil, Coolants, and Biodiesel" by Tom Jackson, and to quote Bill McClusky's comment, "the coolant system is one of the most overlooked systems on a diesel engine," it is so important to ensure your antifreeze is in good condition and ready to handle the demands of summer driving. In addition to the actual antifreeze, it is important to inspect all coolant hoses. If you bought a used truck like I did, then you really don't know the age or condition of your coolant hoses. A couple years ago I replaced all my coolant hoses, which gave me peace of mind and now I know how old the hoses are as time progresses. It was relatively inexpensive and I flushed and replaced the coolant at the same time. It is far cheaper than a breakdown and tow bill, or worse yet, an overheated and blown engine.



So the pulley is traveling 2.09 ft/revolution + therefore the belt is traveling 2.09 ft/rev

Now with a few simple conversions we can come up with a belt speed in miles per hour. (2.09 ft/revolution) x (1200 revolutions/1 minute) x (60 minutes/1 hour) x (1 mile/5280 ft) = 28.5 miles/hour belt speed.

Belt speed in miles/hr :

$$\frac{2.09 \text{ ft}}{1 \text{ Rev}} \times \frac{1200 \text{ Rev}}{1 \text{ Min}} \times \frac{60 \text{ min}}{1 \text{ hr}} \times \frac{1 \text{ mile}}{5,280 \text{ ft}} = 28.5 \text{ mi/hr}$$

Keep in mind this is an average based on fictional numbers and I am assuming this speed even when the truck is sitting still in traffic or idling all night. You can estimate the hours your engine has ran or if your truck is equipped with an hour meter you can simply use that number to determine how many miles your belt has traveled.

Just for fun let's assume 10 hours per day, 5 days per week, 4 weeks per month and 11 months per year (everyone needs a little time off). Therefore (10 hours/day) x (5 days/week) x (4 weeks/month) x (11 months/year) = 2200 hours per year assuming zero downtime idling.

$$\frac{10 \text{ hr}}{1 \text{ day}} \times \frac{5 \text{ days}}{1 \text{ wk}} \times \frac{4 \text{ weeks}}{1 \text{ month}} \times \frac{11 \text{ months}}{1 \text{ year}} = 2,200 \text{ hours/yr}$$

So if we take (28.5 miles/hour) x (2200 hours / year) we get 62,700 miles per year.

$$\frac{2,200 \text{ hr}}{1 \text{ yr}} \times \frac{28.5 \text{ mi}}{1 \text{ hr}} = \frac{62,700 \text{ miles}}{1 \text{ yr}}$$

Now just think about how many times that belt flexes back and forth during its cycle. We replace our tires when they become worn at maybe 100,000 miles if we are lucky but people don't think about replacing belts on a timely basis. Based on the calculations above but using your own numbers and how many years between belt changes, you can get a good idea of how many miles you are getting from your engine belts. And, remember belts are cheap compared to a tow bill.

Do your due diligence with maintenance and hopefully you will have safe and profitable summer travels without any breakdown time. I would like to know what you do to prepare your truck for summer operations so please provide comments and suggestions.

For more tips and articles, visit Freightliner's Team Run Smart website at www.teamrunsmart.com

ENGINE BELTS

Inspect all belts and replace any that show signs of wear such as cracks on the inside surface. You might not think about your belts very often, but without them your day is over. I find it interesting to think about how many miles the belts have traveled. In order to calculate this, measure the diameter of the main pulley connected to your crankshaft that drives your belt and pick an average engine RPM.

For this discussion let's assume your pulley is 8 inches in diameter and you choose 1200 RPM as your average engine speed.

First calculate the pulley circumference in feet - Circumference = (Pi x pulley diameter) / 12 inches per foot.

- PULLEY CIRCUMFERENCE = 3.1416 X 8 IN / 12 IN/FT = 2.09 FEET CIRCUMFERENCE

Belt Pulley Circumference (in feet) :

$$C = (\pi \times D) = (3.1416 \times 8 \text{ in}) = 25.13 \text{ in}$$

$$\frac{25.13 \text{ in}}{12 \text{ in}} = 2.09 \text{ ft circumference}$$

Therefore every time your engine makes one revolution the pulley has traveled 2.09 feet in a circle and assuming a properly tensioned belt with zero slip your belt has also traveled 2.09 feet.

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In 1984, Truck Centers moved from Highland, Ill., to Troy, Ill., for direct frontage on I-55/I-70 at the I-270 interchange to better serve our growing customer base. After continued expansion, the company simply outgrew the original building and constructed a new 161,000 sq. ft. facility in 2000 for corporate offices, parts, sales, and service while the body shop and emergency services' departments remained in the original building. Simultaneously, a state-of-the-art Training Center was also built on the Troy campus. The 24,000 sq. ft. Training Center is recognized as one of DTNA's best dealer-owned training facilities and managed by two fully-certified instructors that offer classroom and hands-on training for Truck Centers' employees as well as technicians from other dealerships and customer fleets.

While Truck Centers has grown exponentially over the last 44 years and the past three decades in Troy, the dedication to superior customer service and products remains as strong as in the early days and is an integral component to the company's continued success and strong relationships with customers, manufacturers, related industries, and the local communities that they serve. This kindred spirit and traditional values keep morale and employee satisfaction exceptionally high.



THE ABC'S OF DRIVING SAFETY

BY ELIZABETH BRIGHT, TEAMRUNSMART.COM TRUCK SMART FEATURE FROM 7/20/2012

Every year approximately 600 truck drivers die in highway accidents, thousands more are injured, and thousands of citizens die or are injured in accidents involving a truck. The most important element in avoiding accidents out on the road and how you can be safe starts with y-o-u. It's up to you to know and follow regulations and practice safe driving.

Here are our ABC's of Driving Safety to keep you and other motorists driving safe:

Awareness.

Always be aware of your surroundings.

Braking.

Give yourself enough time. (It's recommended to leave one second for each 10 feet of vehicle length.)

Checks.

Inspections are not only important but often required by your carrier and the law.

Defensive driving.

Avoid aggressive drivers and maintain a safe speed. Excessive speed increases your chance for an accident. (Two thirds

of all traffic fatalities are caused by aggressive drivers.)

Effective fuel management.

Manage fuel consumption by buying fuel within your company's fuel network, limiting idle time and slowly accelerating and decelerating. Have your fuel stops planned ahead of time so you don't have to quickly switch lanes to exit for a truck stop when you're low on fuel.

Fasten your seatbelt.

Buckle up. It's the law!

General health.

According to the Massachusetts DOT, things such as arthritis, poor vision or hearing, mental abilities and drugs and alcohol can significantly impair your driving abilities. And they recommend if you are sick, you should take some time off to feel better before you get back on the road. Remember to read those warning labels if you are on any medication, they can impair your driving as well.

Hoses, clamps and belts.

Make sure they are not worn, loose, or in need of replacement. Add checking these items to your pre-trip and post-trip inspections.

Intersections.

According to the DOT over 20% of roadway fatalities in the US happen in intersections or are intersection related. Be cautious of the drivers around you when crossing through an intersection.

Jumping from the cab to the ground.

Don't do it! Your body is not prepared for the impact. Climb down from the cab.

Keep your distance.

The best and safest following distance can vary for each truck. (Again it's recommended to leave one second for each 10 feet of vehicle length.)

Lane departure systems.

This system uses video cameras to monitor the road and provides an audible warning if your vehicle begins to drift out of its lane. (Ask your dealer for more information.)

Mirrors.

Use your mirrors before making a turn or switching lanes. In a truck you need more turning area and more room for lane changes.

No-Zone awareness.

The "no-zone" represents the danger areas around trucks where crashes are more likely to occur. You may know your "no-zone" but other drivers may not. Some are blind spots and can make vehicles disappear. Be aware of all of your no-zones to avoid accidents.

Obey the law.

You should have a working knowledge of the laws for heavy trucks created by the Federal Motor Carrier Safety Regulations (FMCSA). Your CSA score can be affected if you do not pass their roadside inspections and it's been found that poor performance in the safety areas they test causes crashes the most. The categories tested are: unsafe driving, driver fatigue (hours of service), driver fitness, controlled substance and alcohol, vehicle maintenance, cargo related, and crash history. Violations can count against you and your carrier.

Parking.

The USDOT found that more than half of truck drivers could not find adequate parking at truck stops that gave them enough space to safely pull in and out. You cannot change the situation at truck stops but here are some tips on how you can be as safe as possible when you have to park elsewhere:

- Avoid using the shoulder for parking unless an unsafe vehicle condition or mechanical situation requires you to do so.
- Never park on soft shoulders, blind curves or off ramps.
- Use reflective devices or flares to warn other drivers of your vehicle location if you are 10 feet of a right of way.

Quick lane changes.

Always be alert to other drivers on the road.

Road Vibrations

Cab seats should have good anti-vibration characteristics. Some of the natural vibration frequencies that vehicles operate at are also frequencies at which the spine is more likely to be injured long-term. Tilt the seat back a little from vertical may reduce the amount of vibration and road shock that travels directly up the spine. Maintain proper tire pressure and suspension systems as well as lower the back part of the seat so that the "sit bones" don't bear all your body weight.

Speed.

Watch the speed limits and adjust your speed appropriately. Speed alone is rarely the cause of accidents. Differences in speed are the main problem according to The National Motorists Association. So make sure you are going the appropriate truck speed limit and with the flow of traffic but keep in mind the speed where you get the best fuel efficiency.

Tires.

They need to be properly inflated and not worn. Look for cuts, cracks and excessive wear in your pre-trip check. Get a tire pressure gauge and inflate your tires to the recommended psi stated in your handbook.

Unusual Sounds.

As part of your pre-trip check, listen for unusual sounds after you turn on the vehicle.

Vehicle Inspection.

Besides your pre-trip checks, once a week perform a thorough inspection and follow the checklist from your handbook. The list should include checking the tire pressure, oil, windshield washer fluid, antifreeze, transmission fluid, power steering brake fluid and windshield wiper blades. Check your belts for cracks, dry rotting and shredding threads.

Weather.

Poor weather conditions can be dangerous and cause thousands of accidents each year. Check the weather before a trip and be prepared for the conditions ahead. For example, fog is one of the many hazardous road conditions that require you to be extra alert. Double check all of your lights and maybe get a cup of coffee before you hit the road to keep you focused.

X-pect the UneXpected.

You never know what other drivers are going to do, what hazards the road might present and what natural obstacles might come into your path.

Your lights.

Turn them on in low light as well as darkness. In your pre-trip check make sure your turning lamps are blinking and the headlights are burning so drivers see you coming.

Zzzzz.

Get a good night sleep. Numerous studies have found that sleep deprivation can affect driving as much as (and sometimes more than) alcohol.

Truck driving can be a dangerous job but if we do our part to be safe while on the road, we can help decrease those highway accidents. Drive safe out there!

THE LATEST INSIDE



TCI



TCI RECOGNIZED WITH ELITE SUPPORT RENEWAL

All eligible Truck Centers' locations passed our third annual Elite Support recertification inspections. Elite Support certification is earned by superior Freightliner and Western Star dealerships that are committed to providing the industry's best truck maintenance and repairs with an unmatched level of customer service.

Walt Medina from the Elite Support program toured all facilities and was very impressed with the quality and care that has been taken to uphold the Elite Support promises to our customers. From the cleanliness and organizational standpoint, he placed us among the best dealerships that he has seen. Walt quickly recognized that the management of Truck Centers has embraced Lean Principle #1 (Take the long view, invest in tomorrow's profits today) for many years. The full-length overhead cranes, dust collection systems in our body shops, investment in computers with wireless nexiq in the bays, on-site training center, professional development offered to technicians, state-of-the-art paint facilities and much more all were great examples of the investment that TCI leadership has made to ensure our customers truly receive a world class "Elite Support" experience.



JOHN PRYOR RECEIVED DTNA'S ELEPHANT AWARD FOR CHANGE MANAGEMENT

John Pryor of our Troy location was honored at the Elite Support Customer Service Coordinator (CIC) Summit with an Elephant Award. The uniquely named award is bestowed in recognition of effective Change Management and Process Improvement processes by referencing the quote "eat the elephant one bite at a time" for the tedious and ongoing efforts to make lasting change possible in an efficient and successful manner. Congratulations John on a job well done!

TCI TEAM COMPLETES EMAIL PHISHING TRAINING TO PROTECT OUR CUSTOMERS

As part of ongoing training in online security and Internet training, our team recently completed specialized training on e-mail phishing schemes that attempt to illegally obtain critical information through various security breaches and hacker's malware. Please know that we remain current on training and security updates to keep our data and yours safe. If there are ever any questions, please do not hesitate to contact us!

TCI HOSTS SOUTHWESTERN ILLINOIS COUNCIL OF MAYOR'S MEETING

Truck Centers, Inc. hosted the Southwestern Illinois Council of Mayor's dinner meeting on February 27, 2014, at our Troy campus. The Council allows mayors of the region to exchange viewpoints and experiences on key issues in our local communities and governments.

TCI ST. LOUIS RETROFITTED WITH SOLAR PANELS

Our St. Louis facility recently had rooftop solar panels installed to reduce electric consumption. Projected savings of 13% in electric bills during the first year alone is already showing dividends since our February statement already showed a reduction in 1,599 kilowatts. The carbon dioxide saved over the system's life is estimated at 893 tons, which is the equivalent of driving 1,786,000 miles!

TRUCK CENTERS, INC. ONCE AGAIN RANKS IN TOP-150

Truck Centers, Inc. was once again tapped for the *St. Louis Business Journal's* "Top-150 Privately Owned Business" list. This year TCI was ranked #89 for the region. Below is the write up from the paper:

When the economy is doing well and there's rising demand for goods – that's good news for the trucking industry, according to Katie Hopkins,

executive vice president of Truck Centers, Inc. "Our industry basically mirrors the U.S. economy," she said. So in 2013, when the nation's economy grew a modest 1.9 percent, TCI saw similar "limited" gains in revenue, according to Hopkins.

Based in Troy, Ill., TCI is a family-owned business that sells heavy-duty trucks representing Freightliner, Western Star, Fuso and Ottawa. TCI also offers repair service, body work, parts and training for technicians.

TCI's seven stand alone locations, include five sites in Illinois, plus two in Missouri – St. Louis and St. Peters. In 2013, TCI opened two additional locations, satellite stores inside the facilities inside two customer key accounts in Hudson, Ill., and Eureka, Ill.

Looking ahead, Hopkins predicted steady gains for TCI through 2014. "Based on our first two months' results... we are seeing significant increases across all segments," she said.

John Hopkins IV, chairman and CEO, is the majority owner of TCI, and Michael Yates, president, is minority owner. The children

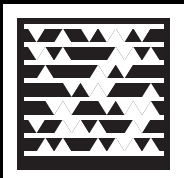
of both executives are also involved in the business. In addition to Katie Hopkins (John Hopkins' daughter), there's Hopkins' son, Justin Hopkins, who is a general manager of northern locations in Illinois – Springfield, Morton, Decatur, Eureka and Hudson. Michael Yates' son, Trevor Yates, is a truck sales executive; his other son, Tyler Yates, is an assistant general manager.





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TCI'S FUTURE IN REPAIR SERVICE TECHNOLOGY **(F.I.R.S.T.)**

TCI'S FUTURE IN REPAIR SERVICE TECHNOLOGY (F.I.R.S.T.)

The program is a new initiative designed to provide training opportunities for high school or vocational graduates as well as military veterans for a successful career as a service technician in our dealerships. Hopeful candidates can request application materials for the program that will provide an introduction to the industry, forecasted career path and necessary training modules.

Over 14 weeks, participants will learn fundamental concepts via a combination of instructor-led and web-based training modules. Each module will include a final examination and the program will end

with a capstone course prior to apprenticeship. A 12-week apprenticeship program will pair participants with a senior technician mentor to work together on the shop floor. Mentors, instructors, student advisors and company leaders will comprise a graduating board of review. Upon program completion, successful graduates may receive an employment opportunity from TCI and receive a Tool Assistance Program to help kickstart their career.

We are excited for this new endeavor and the opportunities to use our renowned Training Center, skilled trainers and diverse resources to help cultivate our industry's next generation of service technicians.

For more information on the program, please contact Steve Spihlman or John Pryor at (618) 667-3454.

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For the Freightliner Trucks Dealer nearest you, call 1-800-FTL-HELP. FTL/MC-A-999. Specifications are subject to change without notice. Copyright © 2010, Daimler Trucks North America LLC. All rights reserved. Freightliner Trucks is a division of Daimler Trucks North America LLC, a Daimler company. *Comparing a DD15 EPA 2010 engine with BlueTec emissions technology to similarly spec'd DD15 EPA 2007 engine with comparable engine ratings and load weights.



CUSTOMER SPOTLIGHT:



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While we routinely do a fleet customer spotlight, we would like to recognize dedicated owner operators. This is for the men and women who spend more hours behind the wheel than at home. For the long hours, cups of coffee, late nights and early mornings. For the log books, mileage tracking, pre-trip inspections and countless loads. For the rising costs of equipment, quest for fuel efficiency and calculating total cost of ownership. For all of it, **THANK YOU!**





EFFICIENCY

HOW TO CUT INSURANCE COSTS AND IMPROVE YOUR CSA SCORE

From a "Drive Smart" article by George Matta featured at TeamRunSmart.com on 6/5/2013

Did you know you could improve your CSA score and cut insurance costs at the same time? After your truck payment, insurance is one of the biggest fixed costs for an owner-operator. Insurance is a necessity, but it is often not given enough attention. Continue reading to learn our tips to cut insurance costs and start improving your CSA score.

GOOD HABITS FOR INSURANCE POLICY HOLDERS:

Know your insurance policy terms. Know your insurance policy terms. Know exactly what you're covered for in the event of an emergency. Also, leased operators should know if they are held responsible for a portion of carrier liability or cargo damage.

Mind your insurance deductible. Often people choose to increase their deductible in order to decrease their premium rate. While this may seem like a good way to cut costs, in the event of an accident, a separate deductible of \$2500 for your tractor, trailer, and cargo will get you a \$7500 bill. Weigh the potential risk against the monthly rate to determine the best plan for your business.

Include aftermarket items in your stated value. Keep the insured value of your rig up-to-date. Before your policy renews, determine the value of any aftermarket add-ons and their affect on your rig's resale value. Save your receipts! Also note that adding certain equipment to your truck that will lower the insurer's risk, like an anti-theft device, could potentially reduce your rates.

Compare rates. Compare insurance rates at least once a year. When your policy is coming up for renewal, get a few rate quotes from different insurance companies. This will ensure you are getting the coverage for the lowest price possible.

Frequently update your business information. Keep your insurance company apprised of your business specifics. Things like the type of freight, miles driven and the area of haul can all affect your rates.

Keep your credit history clean. Insurance companies will sometimes pull your credit history to determine what they will charge. Pay your bills on time so they don't have a reason to raise your rates.

Maintain a good safety record. Don't be afraid to brag a little. If you've got a great track record of safe driving, make sure your insurance provider knows it.

Consider using a log app. Nearly 98% of drivers still use paper-based log systems. In today's society, it's easy and more efficient to keep your logs either on a computer or smartphone. There are several free log apps for smartphones such as iDDL and Driver's Daily Log, which can improve your accuracy and help lower your CSA score and insurance premiums. Apps like these might also reduce your compliance liability.

Know your CSA score. A good CSA score can lower your insurance rates. And, in a somewhat circular manner, having good insurance can help keep your CSA score low.

Investigate insurance outside of what your carrier provides. Many times, it is cheaper to go outside of the carrier for one type of insurance. Physical damage, for example, could be cheaper but bobtail might be cheaper through your carrier.

Make sure you aren't paying twice! I've talked with some drivers who pay for it directly and do not realize the same insurance is being deducted from their settlements. Check with your carrier to see exactly what coverage you have and ask for a breakdown of the coverage. Many times the descriptions are vague.

Try not to wrap the insurance into the price of the truck. (If possible, as some lease agreements require this.) Why pay interest charges for the insurance premiums within the truck note?

It's required that you have insurance but it's up to you to make the best of the insurance you have. Don't end up paying high premiums just because you didn't shop around for a better price. Also, make sure you're communicating with your insurance provider so that your coverage is accurate. All insurance is not equal, so do your research and see how it can affect your CSA score and your bottom line.

The ideas shared in this article should not replace professional insurance consultation. Please seek the advice of your insurance representative.



10 TRENDS IN FLEET EFFICIENCY

1 MANAGE FUEL SPENDING

Fuel spending is the largest component of operating costs for fleets so it is an ongoing focal point for cost-saving strategies. Volatile fuel prices keep managers continually searching for ways to improve fuel efficiency. Many fleets, to control costs, have implemented multifaceted management strategies such as those outlined below:

Revising Vehicle Specifications

Feasible reductions in vehicle platform or engine size can save fuel costs.

Modifying Driver Behavior

Many large fleets are implementing programs to train employees on more efficient driving styles. Reducing fast starts, hard stops, speeding and excessive idling can significantly improve fuel efficiency.

Using a Managed Fuel Program

Certified Transportation Professionals advise fleets to use a managed fuel program to automatically limit spending at the pump.

Adopting Apps to Find Lowest Fuel Prices

Several smartphone fuel apps exist to help find the lowest-priced fuel. Using these "find fuel" apps on the road can mean as much as 30-cents a gallon difference within a few miles.

Taking Advantage of Fuel-Efficient OEM Offerings

OEMs have responded for the demand for fuel-efficient vehicles with various offerings to allow fleets to better customize their specific units.

Using APUs

Many fleets are using auxiliary power units to provide driver comfort features and electric power without idling the vehicle to reduce fuel consumption.

2 INITIATIVES TO RIGHTSIZES TRUCKS AND ENGINES

Not downsizing but getting the best truck and engine package for your specific needs can reduce initial purchase cost and improve fuel economy as part of the total cost of ownership. Sales experts can help customers find the right fit for their needs.

3 TRUCK ACQUISITION TRENDS

Fleet managers are working to stretch their vehicle's life and budgets. This translates to strict preventative maintenance plans and truck refurbishment programs to allow for a longer service life and, in turn, lower overall maintenance costs compared to new acquisitions. Companies are also

reacting to the rising acquisition costs by exploring financial alternatives including fixed-term leasing or locked-in lower interest rates.

4 TOP UPFITTING TRENDS

Upfitters are responding to demands for lightweight alternatives and more flexibility in modifying upfits with new options including modular bodies.

5 TRUCK REMARKETING TRENDS

Projections for the wholesale market for used trucks remains strong. The vitality of the construction industry is projected to continue to keep the demand high.



7 REPLACEMENT TIRES & RECAPS

The costs of raw materials greatly influences the price of tires. The increasing prices for oil and rubber that drive up the prices of tires with a 14 percent increase over the past three years means that many fleets investigate recapped tires as a cost savings measure.

8 TELEMATICS FLEET APPLICATIONS

Telematics Fleet Applications – Fleet telematics is an emerging resource for fleets to consider increasing efficiency. Obstacles from identifying at-risk driver behavior and excessive idle time to creating more efficient delivery routes or avoiding traffic delays can be corrected by using telematics. Using new technology to improve efficiencies and monitor data. Detroit's Virtual Technician On-Board Diagnostic System captures diagnostic data and vehicle performance, sends automatic communications to fleet managers and dealers if there is an anticipated program, logs idle time and driving style to help give fleet managers the data necessary to manage a modern fleet.

6 TRUCK MAINTENANCE TRENDS

While engineering improvements and new technology implemented by OEMs improve the vehicle lifespan and reduce overall cost of ownership, segmenting maintenance costs alone can show some increases because of lubricants, motor oils and filters that offer improved fuel efficiency or longer service life. Additionally, increases in raw materials, emissions regulations and components such as diesel particulate filters contribute to the maintenance bottomline. The new technology in these trucks also demands skilled technicians because of the complexities of repairs. To avoid being in a costly dilemma for pricy repairs and downtime for repairs, it is important to have a strong relationship with your dealer. Dealers such as Truck Centers offer Express Assessment service and are Elite Support certified showing our commitment to ongoing customer satisfaction and excellence.

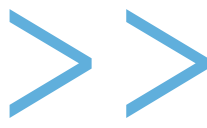
9 TRENDS IN TRUCK SAFETY & ACCIDENT MANAGEMENT

Identifying and limiting accident risk and avoidance measures provides significant opportunities for cost reductions via insurance costs, repairs and downtime. Telematics and driver training combined with Bluetooth technology, navigation systems and reverse sensing technology are utilized by some of the most efficient fleets.

10 GROWING USE OF ALTERNATIVE FUELS

With volatile diesel prices, there is increased interest in alternative-fuel vehicles including CNG, LNG, propane or electric hybrid options. Dealer sales experts can help fleets identify which, if any, alternative-fuel truck option is best for their fleet. Factors including cost savings, performance, maintenance and support infrastructure are critical in determining an alternative-fuel powered vehicle.

(Compiled from a *Work Truck* article of the same name by Mike Antich, March 2013. Read the full version online at www.worktruckonline.com)



LIGHTING THE WAY WITH SIMPLE & EFFECTIVE BUDGETING SYSTEMS

By Casey Barlow, ATBS, originally featured in Business Smart - TeamRunSmart.com on 8/9/2012

Budgeting is one of the most important things any Owner-Operator can do to ensure financial stability and freedom in their business. Without a budgeting program in place for your business and personal life, it is like driving your 80,000-pound rig down the highway at night with no lights on. It might be a straight shot to your destination, while vaguely seeing the white line on the shoulder of the road to keep you on track, but what about unforeseen obstacles, speed bumps and construction zones? It is the exact same idea when handling your business and personal cash flows. It's time to get out of the "I'm living paycheck to paycheck" mentality and start budgeting for the future and the unexpected with a financial road map.



BUDGETING FOR YOUR SMALL BUSINESS

You can only guess how viable the business will be if you don't put a budget in place. There are many factors to consider when calculating an operating budget. These include: How many miles a month will you run, pay per mile, fuel surcharge, miles per gallon, fuel cost per gallon, truck/trailer payments, insurances, escrow fund per mile, communications (cell phone, XM radio, internet, etc) and pre-passes/tolls. Here is a list of some budgeting do's and don'ts.

BUDGETING DO'S

- Set up a separate checking/savings account for your business and related expenses (taxes, repairs, etc.) This is also a reserve account that's separate from your carrier's escrow account.
- Know the difference between fixed and variable expenses. Determine all your fixed costs such as truck payment and insurances. Your fixed costs will incur whether the truck moves or not!

- When calculating your budget multiply weekly expenses (truck lease payment) by 4.33 weeks to compensate for months with 5 weeks.
- Always be conservative in your calculations. For example, budget miles per gallon based on heavier loads and not based on when you're bobtailing.
- Establish yourself a salary, pay yourself a set percentage of each check so you can save for taxes and build that business reserve account.

BUDGETING DON'TS

- Do not take cash advances, limit them if you must. If you haven't heard it before, I guarantee you'll hear it again and often. It's not much different than a credit card except you don't have an option to pay smaller monthly minimum payments. It gets taken out of your next check!
- Don't wait to pay your tax bill at the end of the year if you are an Owner/Operator. Uncle Sam wants his cut four times a year. It's almost guaranteed that you will have trouble paying your tax bill in full at the end of the year, not to mention penalties and interest that will be assessed.

Don't live in the "paycheck to paycheck" cash flow. Life will happen; there will be setbacks and unforeseen expenses inevitably. More times than not these situations will put drivers out of business. Have an emergency fund in your reserve account to cover fixed expenses when the truck is down. Preferably 4-6 weeks worth of fixed costs.

PERSONAL BUDGETING

In addition to budgeting and monitoring business operations, drivers need to formulate a personal budget as well to eliminate the need for cash advances and the urge to dip into the business account for personal uses. A simple and effective way drivers can implement a personal budget is by following the 50-30-20 rule.

- 50% - Bills and monthly obligations
- 30% - Disposable income (Sanity Money – always treat yourself to the simple wants in life)
- 20% - Savings (A smart budgeter always saves in the event of an unexpected expense)

Depending on personal situations it may not be feasible to follow these percentages. Bills might be 60% or even 75%! If so, cut back first on disposable income. It's important to keep the 20% savings for unforeseen medical expenses, car repairs, etc.

Instituting a personal emergency fund is also imperative to a budgeting plan. A good rule of thumb for anyone is to have at least \$1,000 in their personal emergency fund. If you find yourself using emergency fund money, you need to build it back up immediately! Use the 20% savings money to build it back up and once you have done so, keep saving!

MONEY MANAGEMENT IS 20% KNOWLEDGE AND 80% DISCIPLINE

It doesn't take a personal money manager or a CPA to ensure financial stability. All it takes is inner motivation, a goal setting and goal seeking attitude and, most of all, discipline. A budget is in theory and only as good as the budgeter's discipline. As the saying goes, Rome wasn't built in a day and same goes for being financially fit. Time and discipline are the most important variables when it comes to measuring financial success. Above all else remember this when budgeting; it's not how much you make, it's how much you save.

With the change of seasons, the amount of idle time can dramatically increase to keep comfortable cab temperatures and to prevent start-up problems. But just because idling is common, doesn't make it smart.

Idling on average costs \$3,500 or more in fuel alone per year. This doesn't include the added engine maintenance expense that results from excessive idling, which is harder on your truck's engine than highway driving. In addition to operating costs, many governments impose no-idling laws with fines as high as \$25,000.

Instead of idling, it is time to choose an alternative. The solution could be as simple as an extra blanket for moderately cold temperatures. For about \$80, you can buy a remote starter with a temperature sensor that will start the truck at a specified temperature. Throughout the past year many truck stop electrification (TSE) installations came online for the first time.

There are bigger components, such as auxiliary power units (APU), that can pay for themselves in a reasonable amount of time. A mobile generator costing as little as \$200 will burn less fuel and provide heating and cooling. Not idling is even a point of pride for many truckers who have long realized the benefits of shutting down the engine.

Which idle reduction technology should you choose? This can be a difficult decision. Systems and costs vary widely. If you go shopping for the cheapest system on the market, you may be disappointed with the features or overall quality. Buying an APU that doesn't match your needs is a poor investment.

A study by the American Transportation Research Institute put diesel-fired heaters at the bottom of the cost range for purchase (\$888) and annual maintenance (\$110). Full-function diesel APU/gensets are at the top, up to \$8,000 or more.

SEARCH WITH TWO MAIN GOALS:

- A system that fits your application
- A system that gives a healthy return on investment

No one has cornered the market with a one-size-fits-all system. When deciding whether to go all electric, diesel-powered or hybrid, the decision comes down to practical power-supply needs and personal preference.

Evaluate your idle-reduction need by keeping a detailed idle log. Write down every time you idle and why. Keep track of hours idled and sort them by reason, such as air-conditioning, heat, A/C power, warming the engine, etc. Try this for a year, accounting for all seasons. That may not be practical, but if you keep this

log for three months and are disciplined in your records, you will be able to make good estimates for the other seasons.

If you skip this first step, you will drastically underestimate the amount of time you idle; you'll also fail to understand the reasons you idle. Idling solutions have pros and cons and most revolve around the reason for idling; if you idle only because you need heat, then a full-blown APU is overkill. A better solution is a small diesel-fired heater, which is easy and inexpensive to use.

Once you have a clear understanding of how often you idle and why, research the options in today's market. Then calculate the break-even point and return on investment for each solution. This methodical approach will reward you with an idle-reduction technology that fits your operation and budget.

LIMITING IDLE TIME

By Chris Harrington for TeamRunSmart.com on 10/13/2013



CHOOSING THE BEST BUSINESS STRUCTURE FOR YOU!



By Gloria Lorenz, Accountant, ATBS, originally published on 1/26/2014 at TeamRunSmart.com

It is commonly heard around the truck stop that owner-operators will save thousands of dollars after they incorporate their business. You could save from incorporating but you should not rush into this important step in the life of your business.

The legal form under which you set up your business can have a significant impact on:

- The way you run your operation
- The costs of running your operation
- How you are taxed

It is critical to understand the business structure options that are available to you and when each is most appropriate for your business. Owner liability and income taxation are two main factors that determine which business structure to choose. The most common forms of business are sole proprietorship, corporation, S corporation and limited liability company (LLC). Because each business structure comes with different tax consequences, you will want to make your selection wisely and choose the structure that most closely matches your business's needs. Contact a business service provider, such as ATBS, to discuss your needs to help you choose the best option for your business.

Below is a list of the most popular business structures:

SOLE-PROPRIETOR. The simplest structure is the sole proprietorship, which usually involves just one individual who owns and operates the enterprise. If you intend to work alone, this structure may be the way to go.

The tax aspects of a sole proprietorship are pleasing because the expenses and your income from the business are included on your personal income tax return. Your profits and losses are recorded on a form called Schedule C, which is filed with your 1040. This is can be desirable because business losses you suffer may offset the income you have earned from your other sources.

Some of the disadvantages of operating as a sole proprietor are that you need to calculate how much self-employment tax you owe. You pay both employee and employer portions of employment taxes on your self-employed income, which can add up to a large amount depending on your net profit. Selecting the sole proprietorship business structure means you are personally responsible for

your company's liabilities. As a result, you are placing your assets at risk and they could be seized to satisfy a business debt or a legal claim filed against you.

In addition to paying annual self-employment taxes, you must make estimated tax payments if you expect to owe at least \$1,000 in federal taxes for the year after deducting your withholding and credits and your withholding will be less than the smaller of: 1) 90 percent of the tax to be shown on your current year tax return or 2) 100 percent of your previous year's tax liability. The federal government permits you to pay estimated taxes in four equal amounts throughout the year on the 15th of April, June, September and January.

Some advantages of the sole proprietorship are that your business earnings are taxed only once unlike other business structures. The employer portion of the self-employed tax paid is deductible above the line, which reduces your taxable income. Also, health insurance costs for you, your spouse and dependents can be deducted up to your net self-employment income as an above the line deduction.

CORPORATIONS. The corporate structure is more complex and expensive to set up than most other business structures. A corporation is an independent legal entity, separate from its owners, and requires complying with more regulations and tax requirements.

The biggest benefit for a business owner who decides to incorporate is the liability protection he or she receives. A corporation's debt is not considered that of its owners, so if you organize your business as a corporation, you are not putting your personal assets at risk. A corporation also can retain some of its profits without the owner paying tax on them.

A C Corporation does have some negative aspects. C Corporations are formed under the laws of each state with its own set of regulations and must follow more complex rules and regulations than a sole proprietorship. Another downside to forming a corporation is the owners of the corporation pay a double tax on the business's earnings. Not only are corporations subject to corporate income tax at both the federal and state levels, but any earnings distributed to shareholders in the form of dividends are taxed at individual tax rates on their personal income tax returns.

A corporation is not required to pay tax on earnings paid as reasonable compensation, and it can deduct the payments as a business expense. However, the IRS has limits on what it believes to be reasonable compensation.

S CORPORATIONS. The S corporation is more attractive to small-business owners than a regular (or C) corporation. That's because an S corporation has some appealing tax benefits and still provides business owners with the liability protection of a corporation. With an S corporation, income and losses are passed through to shareholders and included on their individual tax returns. As a result, there's just one level of federal tax to pay.

S corporations do come with some disadvantages. S corporations are subject to many of the same rules corporations follow, which also involve higher legal and tax service costs. They also must file articles of incorporation, hold directors and shareholders meetings, keep corporate minutes, and allow shareholders to vote on major corporate decisions. The legal and accounting costs of setting up an S corporation are also similar to those for a regular C corporation. A corporation is not required to pay tax on earnings paid as reasonable compensation, and it can deduct the payments as a business expense. However, the IRS has limits on what it considers to be reasonable.

To become an S Corporation and be treated as one for income tax purposes, the shareholders need to make an election with the federal government to be taxed as an S Corporation, which is an election that is frequently missed. By not filing the S election, you will be taxed as a C Corporation and subject to double taxation rules.

LIMITED LIABILITY COMPANY (LLC'S). Limited Liability Companies have become one of the more popular structures in recent years especially with entrepreneurs.

LLC's were created to provide business owners with the liability protection that corporations benefit from without the double taxation. Earnings and losses pass through to the owners and are included on their personal tax returns. If there is only one member in the LLC it is considered a disregarded entity and is taxed the same way as a sole-proprietorship unless you elect to be taxed as an S Corporation.

To set up an LLC, you must file articles of organization with the secretary of state in the state where you intend to do business. Some states also require you to file an operating agreement, which is comparable to a partnership agreement.

Even after you settle on a business structure, remember that the conditions that make one type of business structure favorable are always subject to changes in the laws. It makes sense to re-examine your form of business from time to time to make sure you are using the one that provides the most benefit to you, which your ATBS Business Consultant can assist you with.

DEPRECIATION AND SECTION 179. Section 179 doesn't increase the total amount you can deduct, but it allows you to get your entire depreciation deduction in one year, rather than taking it a little at a time over the term of an asset's useful life. This is called first-year expensing or Section 179 expensing. (Expensing is an accounting term that means currently deducting a long-term asset.)

• **EXAMPLE:** In 2013, Bill buys a \$25,000 trailer for his trucking business. Under the regular depreciation rules, Bill would have to deduct a portion of the cost each year over its five-year useful life. By deducting the trailer under Section 179, Bill can deduct the entire \$25,000 expense from his income taxes in 2013. So he gets a \$25,000 deduction in 2013 under Section 179, instead of the normal deduction he would get using regular depreciation methods.

• **WHAT PROPERTY QUALIFIES:** You qualify for the Section 179 deduction only if you buy long-term, tangible personal property that you use in your business more than 50% of the time. Under Section 179, you can deduct the cost of tangible personal property (new or used) that you buy for your business. Examples of tangible personal property include computers, business equipment and machinery, trucks and trailers.

• **PROPERTY USED PRIMARILY (51%) FOR BUSINESS.** To deduct the cost of property under Section 179, you must use the property primarily for your business. The deduction is not available for property you use solely for personal purposes or to manage investments or otherwise produce non-business income.

You can take a Section 179 deduction for property you use for both personal and business purposes, as long as you use it for business more than half of the time. The amount of your deduction is reduced by the percentage of your personal use. You'll need to keep records showing your business use of the property. If you use an item for business less than half the time, you will have to use regular depreciation instead and deduct the cost of the item over several years.

Another limitation regarding the business use of property is that you must use the property over half the time for business in the year in which you buy it. You can't convert property you previously used for personal use to business use and claim a Section 179 deduction for the cost.

• **ANNUAL DEDUCTION LIMIT.** There is a limit on the total amount of business property expenses that you can deduct each year under Section 179. The limit was increased in 2013 to \$500,000. In 2014, the Section 179 limit is scheduled to go to \$25,000.

You don't have to claim the full amount, it's up to you to decide how much to deduct under Section 179. Whatever amount you don't claim under Section 179 must be depreciated instead over the life of the asset.

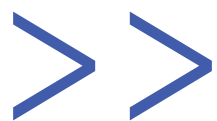
• **ADVANTAGES AND DISADVANTAGES OF TAKING SECTION 179.** The main advantage of Section 179 is it lets you take a higher deduction immediately. By receiving a higher depreciation deduction today, a business will reduce its current tax bill. This deduction is especially helpful for new businesses that may be having cash-flow troubles. Section 179 lets businesses maximize deductions today and avoid delaying deductions to the future when the business may no longer exist.

Two of the major disadvantages are as your income increases, it will move into a higher tax rate. By accelerating your business's deductions, you will have fewer options in the future to reduce your taxes when your business may be in a higher tax bracket.

Another disadvantage of the accelerated method, is it has a greater risk of recaptured depreciation. You may decide to sell a long-term asset before it is considered worthless according to its depreciation schedule. If you sell the asset for more than its current accounting value, your profit will be considered recaptured depreciation. The IRS will take back your depreciation deductions as the asset did not lose value as quickly as planned. Your recaptured depreciation profits will be taxed as income. Accelerated systems have a higher cost of recaptured depreciation because they recognize more depreciation upfront.

The advice and viewpoints contained in this article are shared from TeamRunSmart.com and are not necessarily the views of Truck Centers, Inc. This information should not substitute professional advice so please consult your own accounting professional for specific information regarding your business.

MAKING 10 MPG A REALITY



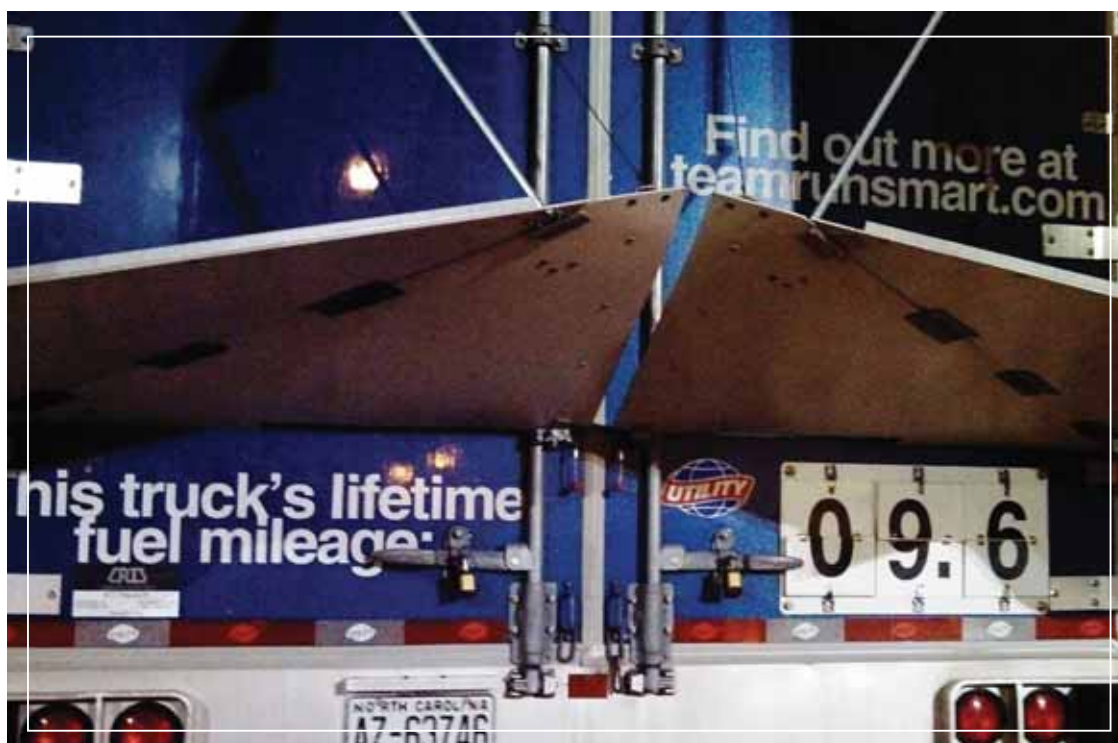
Compiled from information and footage by Henry Albert on TeamRunSmart.com

Henry Albert, one of Freightliner's Team Run Smart Pros, is a renowned expert on fuel efficiency. Henry has maximized his fuel economy with a variety of equipment and behavioral modifications. He was joined by Jack Roberts, *Overdrive* Equipment Editor, on a trek from Tuscaloosa, Ala., to the Great American Trucking Show in Dallas, Texas, for a look into if 10 miles per gallon is an attainable goal.

When questioned how he has been able to meet the average 10mpg benchmark, Albert credited everything from bumper closures, moving antennas, truck and trailer aerodynamics, and even small modifications such as mounting the license plate to the frame rather than below it to reduce drag. But he credits the aerodynamics and new technology of the Freightliner Cascadia Evolution along with DT12 transmission and new Detroit engine technology for the consistent performance.

Albert noted that out of 58 trips, he achieved or exceeded his 10mpg goal on 18 trips. He averaged 9-10mpg 26 times, 8-9mpg 12 times and only below 8mpg twice – in Hurricane Sandy and heavy snows with a 7.75mpg average. These numbers are clear that 10mpg is attainable in real world situations. With equipment and parts available to anyone, he discussed that paying attention to the small details is the critical factor. Favorable conditions are necessary for peak performance days like 12.3mpg that Henry Albert achieved. He attempts to take breaks on level ground rather than inclines or valleys, tracks his performance on paper to see patterns on behaviors to replicate or avoid, and has modified driving behavior to minimize hard accelerations or stops.

With the way you drive and adopting new technology, there is real money to be saved with aerodynamics and integrated drivetrains. Please contact the Truck Centers, Inc. sales team to learn more about the Cascadia Evolution, Detroit engines and transmissions to make 10mpg a reality for you.



HOW MUCH SHOULD YOU PUT AWAY FOR MAINTENANCE?

By Bill McClusky as featured at TeamRunSmart.com on 7/16/2012

If you make repairs only when your truck breaks down, then you aren't running your truck, it's running you. Preventative maintenance (PM) done on a regular basis and performed properly puts you in charge. P M can be expensive but neglect is even more costly. Systematic PM saves you money in the long run by reducing the chances of equipment failure on the road and reducing time lost to repairs.

So how much should you really be putting away for maintenance? When a major engine repair can cost \$22,000, it's hard to determine how much you should save. Every good PM schedule begins with establishing a maintenance escrow savings account. Here is our recommended maintenance escrow savings schedule:

MAINTENANCE ESCROW SAVINGS SCHEDULE

AGE OF TRUCK	MAINTENANCE SAVINGS
NEW	5 CENTS PER MILE
1 YEAR OLD OR 150,000 MILES	6 CENTS PER MILE
2 YEARS OLD OR 300,000 MILES	7 CENTS PER MILE
3 YEARS OLD OR 450,000 MILES	8 CENTS PER MILE
4 YEARS OLD OR 600,000 MILES	10 CENTS PER MILE
5+ YEARS OLD OR 750,000+ MILES	15 CENTS PER MILE

If you are spending more than 13-14 cents per mile on maintenance, it may be a good time to look into investing in a new truck.

By following this savings schedule, you should be prepared with the appropriate funds to perform routine PM and pay for those unplanned costs that always seem to pop up. If you save too much and don't have to use it, it's money in the bank! Save for maintenance and it will save you time and money in the long run.



AERODYNAMICS 101: STREAMLINING YOUR TRAILER

By Steven Rodger for TeamRunSmart.com on 7/25/2013

The worst thing for your fuel economy is to pull a big rectangular box down the highway. While this may be the best shape for hauling goods, it is the worst for aerodynamics. In fact, 65% of the energy used to pull a trailer is used to overcome the effects of aerodynamic drag. While the trucking industry has been relatively slow to adopt aerodynamics as a whole, the most competitive fleets are reaping the benefits of improved trailer aerodynamics with savings of over 15%. This equates to thousands of dollars per day for larger fleets, and a quick ROI for smaller fleets and owner-operators.

Choosing which aerodynamic technology to implement can be confusing and complicated as there are now dozens of emerging companies offering very similar products. Customers should be sure to do their homework to make sure the product is:

- Proven
- Smartway Verified
- Durable
- SAE Tested

HERE ARE SOME KEY QUESTIONS TO ASK WHEN EVALUATING FUEL-SAVING AERODYNAMIC TECHNOLOGIES:

- How long has product been on the market?
- How many have been sold to date?
- Which fleets have already tested and implemented the product?, i.e. Ask to speak directly to current 'Aero Customers' and hear feedback
- What are your SAE-tested, fuel-saving results, i.e. Ask for SAE J1321 verified third-party test results
- How durable is the aerodynamic equipment?
- What is the product's ROI?

Ideally, you'll find a durable product with a quick ROI that has been SAE tested and installed by top trucking fleets. While skirts are now a popular option to improve fuel efficiency by 4-5%,



you should consider installing both a skirt and rear-drag aerodynamic technology for maximum trailer efficiency. It is important to think about the lifespan of the product and the warranty offered. For example, the Transtex MFS (maximum flex) side skirts offer the industry's longest skirt warranty of seven years. ATDynamics leads the market in rear-drag aerodynamics with TrailerTail®, which is proven to improve fuel efficiency by over 6% at highway speeds. When combined with skirts, TrailerTail® will improve fuel efficiency by over 10-12%. This equates to an ROI ranging from 6 to 18 months depending on annual mileage or about 6 cents per mile in savings. With aerodynamics, the largest variable to consider is mileage and speed. Since fuel efficiency best practice is to reduce speeds, the more miles you travel at highway speeds, the more you will benefit from aerodynamic improvements. Most aerodynamic technologies will pay off

relatively quickly so it's really a matter of evaluating the technology based on durability, performance and costs to maintain the system.

Finally, ask the aerodynamics supplier that you are considering if they will offer a risk-free trial with a money-back guarantee if you are not satisfied with the product's performance. With fuel prices expected to continue to rise in the future, you should consider the benefits of aerodynamics now before your competitors do.



TIPS FOR FUEL EFFICIENCY FROM SCHNEIDER NATIONAL

By Rob Reich, VP of Maintenance Operations at Schneider National, featured at TeamRunSmart.com on 11/20/2013

With 2,000 owner-operators and 11,100 company drivers, Schneider National is one of the largest carriers in North America. To stay ahead in the industry they teach their drivers how to drive for fuel efficiency to keep this variable cost low.

Here are Schneider's top-5 fuel efficiency tips from Rob Reich, Vice President of Maintenance Operations.

1. SLOW DOWN. We set our trucks to cruise at 60 MPH. For every 1 MPH above 60, you will lose 1 percent MPG. This can add up to a minimum of \$1,100 per year in unnecessary fuel costs. One of our owner-operators slowed down his speed by 10 MPH and realized he could take an extra 40 days off each year and make the same amount of money!

2. CONSIDER UPGRADING YOUR TRUCK. At Schneider we have tested all of the trucks in the market and have found that new trucks are becoming increasingly more aerodynamic. Manufacturers are focusing on fuel efficiency and are in compliance with Greenhouse Gas (GHG) environmental regulations. Look into the numbers and find out if a higher payment for a new truck will save you money, not only on maintenance but also on fuel. We have found that the Freightliner Cascadia Evolution with the Detroit engine is the most fuel-efficient truck on the market today. Freightliner continues to be our provider of choice because of their consistent performance, commitment to innovation, driver comfort, safety and fuel economy.

3. INVEST IN TRAILER SKIRTS. If you own a trailer, trailer skirts provide great fuel efficiency improvements for the best ROI (return on investment). For our fleet we have seen a 5-6% increase in MPG at highway speeds.

4. AVOID IDLING. Idling can cost thousands more on fuel alone per year. This doesn't include the added engine maintenance expense that results from excessive idling, which is harder on your truck's engine than highway driving.

5. MAINTAIN YOUR TIRES. Maintaining proper inflation is free, relatively easy, and the highest cost-saving maintenance you can perform on your truck. Improper inflation is the greatest reason why tires fail or wear out prematurely. It also wastes fuel and weakens performance. Perform a daily pre- and post-trip inspection to check pressures, look for leaks, punctures, broken valve stems or embedded objects such as nails.



FOLLOW THESE TIPS FOR FUEL EFFICIENCY AND YOU WILL SEE YOUR FUEL COSTS DECREASE AND YOU WILL BE ABLE TO KEEP MORE MONEY IN YOUR POCKET.



Beat the Heat

by PREVENTING TIRE BLOWOUTS

By Bill McClusky for
TeamRunSmart.com
on 8/22/2012

Summer's high temperatures cause excessive tire blowouts and many fleets and owner-operators see their tire repairs increase up to 8 percent. With tires being one of the highest costs for owner-operators, an 8 percent increase may not seem like much, but this can really affect your bottom line.

Tires and excessive heat are a bad combo for every driver from NASCAR to Owner/Operators. NASCAR drivers use nitrogen instead of compressed air in their tires for increased pressure stabilization on excessive runs. Unfortunately, the transportation industry has not caught up with this technology and nitrogen is not easily accessible to truck drivers as of today. Even though nitrogen is not conveniently available to the transportation industry, there are some pre-emptive measures you can take to protect your tires from the heat, which means protecting your bottom line.

Proper inflation pressure significantly helps to reduce tire blowouts. It's not typically the wear that causes a tire to blow, but over or under inflation. You should frequently conduct tire inspections, as often as twice a day in the summer. Do not neglect tire inspections in the winter, though, because an under-inflated tire in the winter will likely blowout when the summer heat hits.

A Tire Pressure and Temperature Monitoring Systems (TPMS) alerts you when one of your tires has low pressure, giving you the opportunity to adjust the pressure before it blows. Prime, Inc. created a TPMS specially designed to meet the professional truck drivers needs - the TST 507SCE TPMS. The TST 507SCE TPMS system runs on industrial-grade, sealed tire sensors with brass threading and military-grade 5-7 year lithium-cadmium batteries. This system is sold directly from DTNA and costs anywhere from \$299 - \$1099 depending on how many tires your truck rides on. The TPMS system can also be purchased with an optional flow through sensor that allows you to check and monitor the tire pressure easily. I recommend that every driver purchase a TPMS, especially if you are running on recap tires. It is worth the investment and the monitor will pay for itself within a year due to your decrease in tire blowouts.

Another clear advantage from purchasing a TPMS is that consistently having the correct pressure in your tires will also increase your fuel efficiency. The Pros at Prime claim the TST 507SCE TPMS will save you an average of over \$2800 a year in fuel!

Beat the heat the rest of the summer by monitoring your tire inflation pressure. Perform a tire inspection twice a day and invest in a TPMS to ensure your tires are properly inflated. These few pre-emptive measures will protect your tires and protect your bottom line.

NEW GENERATION WIDE-BASE SINGLE TIRE FACTS

By Paul Johnston, business segment manager for Michelin Americas
Truck Tires, for TeamRunSmart.com on 8/25/2013

For over 12 years, new generation wide-base singles (NGWBS) have gained popularity and wheel positions in the industry. More fleets and owner-operators are seeing the benefits that this new wave of technology provides. The number of tire manufacturers now producing and delivering wide-base singles to the trucking market has increased dramatically. Yet despite this trend, many uncertainties still exist.

Here are our wide-base singles facts exposed:

- **AVAILABILITY:** Currently, seven tire manufacturers produce wide-base singles for the North American market. Wide-base singles are available at locations across the U.S., Canada, and Mexico including most truck tire dealerships and truck stops.

- **DOWNTIME:** Response times for wide-base singles calls are comparable to that of dual tires at MICHELIN® ONCall™ Emergency Road Service. There is normally less than a 15-minute wait difference between duals and NGWBS. Numerous roadside breakdown services also offer wide-base singles. As an example, there are almost 2,000 service dealers and travel plazas across the country currently carrying the MICHELIN X One tires. Less downtime translates into happy drivers who are driving more miles and delivering more loads.

- **PREVENTATIVE MAINTENANCE:** Tire pressure monitoring is a key component of a complete tire maintenance program. Utilizing tire pressure maintenance programs consistently will reduce the number of tire-related failures and roadside events. Pressure monitoring will alert the driver and help eliminate many situations of inadequate pressure and catastrophic events. As a result, downtime on the side of the road can be reduced. Depending on the nature of the truck's route and application, carrying a spare may be to the advantage of the carrier if the load is not weight-sensitive or if the tractor and trailer are similarly equipped. If the operator is more concerned about fuel efficiency, then carrying a spare may not be a viable solution.

Proactive tire maintenance is, in many cases, the best action to prevent being "dead in the water." According to the Federal Motor Carrier Safety Association (FMCSA) rules, the driver is the most important individual in making sure tires are not the cause for a citation. Pre-trip inspections are the most important thing that can be done to:

- Maintain proper tire pressure
- Monitor tread depths
- Watch for irregular wear
- Inspect suspension components



- **FUEL SAVINGS:** The fuel savings advantage of NGWBS stems from the fact that they reduce the number of tires on a truck. By doing so, the number of flexing sidewalls is also decreased, lowering overall rolling resistance and increasing fuel economy. In comparison to fuel-efficient dual tires, some NGWBS provide a fuel efficiency improvement of up to 10 percent on a fully loaded tractor-trailer. With fuel costs escalating, this has a significant impact on the bottom line.

- **WEIGHT SAVINGS:** In addition to the fuel savings, trucks using wide-base singles experience weight savings as well. Trucks with NGWBS can save over 700 pounds per truck, allowing you to carry more payload and adding to the bottom line. Online calculators can help determine how much weight you would save in making the switch.

- **RETREADING:** NGWBS are retreadable, lowering the overall cost of operation. Depending on the retread provider, there may be multiple NGWBS retread options available. High-quality wide single casings can be retreaded several times, so the original casing's quality should factor in the decision when selecting the right NGWBS.

- **EASE OF MAINTENANCE:** It's simple: ten is less than 18. This advantage is fairly obvious, but it has helpful implications. One up-front consequence is with fewer tires to deal with, there are fewer to mount, dismount, inspect or rotate, resulting in less maintenance and downtime.

Another factor is the ease of air pressure maintenance and pre-trip inspections. The majority of rapid air loss situations stem from poor pressure maintenance on the inside dual tire—a problem that is eliminated when switching to NGWBS. You can remove the need to get to and check that pesky inside dual tire.

- **CONVERSION FROM DUALS:** New and used truck dealers often times can convert a used truck currently on dual tires to wide single tires and work the conversion cost into the truck loan. Certain NGWBS are listed as a value-added option by *The Truck Blue Book* adding value to a used truck. The used truck market is seeing an increased number of trucks with wide single tires. This presents an advantage to used truck purchasers to be able to acquire the new technology of wide single tires without the conversion cost of retrofitting.

- **OPTIONS:** NGWBS can deliver the fuel efficiency, traction and tread features whether you operate on-highway, off-highway or even in a regional or urban application. Michelin, for example, offers six different NGWBS treads as well as six different retread options to serve various applications.

- **TRACTION:** Traction is a function of application, vehicle type, road conditions, etc. and there generally is not a specific difference between a dual tire and a wide base single when it comes to traction concerns. The key is to choose the correct tread for the correct application. There are many tire choices for each application and owner-operators should select a tire based on their specific needs.

For example, if the owner-operator is looking for fuel savings, their most appropriate Michelin selection would be the X One Line Energy D. Alternatively, the best choice for the longest-wearing application would be the XDN 2, and the best urban regional selection would be the XZUS, and the best on/off road choice would be the XZY 3. Each application has a number of options for choosing either NGWBS or dual tires for the appropriate product.

Through fuel, weight and maintenance savings, NGWBS can help lower your total cost of ownership, which puts more money back in your pocket.

Information and articles were compiled from a variety of expert contributors on Freightliner's cutting-edge web portal, www.TeamRunSmart.com. Team Run Smart connects industry experts and professional drivers in a user-driven online community hub. Visit www.TeamRunSmart.com for the latest news, information, industry tips and trends.

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



TIM ROBERTSON (ST. LOUIS SERVICE FOREMAN)
Tim Robertson and wife Cindy are proud grandparents! Raeleigh Marie was born at 12:45am on January 29th in Ft. Knox, Kentucky, to parents Tyler and Morgan Robertson. Raeleigh weighed 6lb11oz.

MIKE YATES (TCI PRESIDENT)
Since our last issue, we were thrilled to celebrate the 60th birthday of Mike Yates (TCI President). Congratulations young man!



MIKE LINDSEY (ST. PETERS SERVICE TECHNICIAN)
Mike Lindsey is quite proud of his daddy's girl! Holley Ann turned one on January 11th and her first word was "Dada". She likes to cruise in her custom wagon that her dad built her!



MIKE HOLGUIN (CORPORATE MAINTENANCE)
Mike Holguin is a grandpa yet again and is expecting another grandbaby this summer from daughter Lisa. Jimmy Holguin (St. Peters Service Technician) and wife, Amanda, welcomed Julia Ruth Holguin on February 3, 2014, as she measured in at 6lb13oz and 19.5in. Julia spent the first 3 weeks of her life at Children's Hospital in St. Louis but is at home and doing well... especially keeping mom and dad awake at night!



BRYAN JUBELT (TROY SERVICE MANAGER)
Bryan Jubelt and wife, Valarie, welcomed their first daughter, Caroline Elizabeth, on January 11, 2014, at 2:00pm. She weighed 7lb12oz.

TCI TEAM

NOTABLES!



TREVOR YATES (TROY SALES)
Big brother Braxton along with his parents Cristy and Trevor Yates welcomed Lochlyn Christine on January 25, 2014, at 7:46am. And we can't forget proud grandparents, Mike Yates (TCI President) and wife Linda.



JULIE KLEBBA (MT. VERNON GENERAL MANAGER)
Julie Klebba is a proud grandma! Avery Lynn Metje was a Valentine's Day bundle born to Jarred and Jessie Metje. She weighed 7lb15oz and was 21 1/2 inches long.

MIKE SHAW (TROY SERVICE TECHNICIAN)
Mike Shaw and fiancée Brandy Boerckel welcomed their daughter, Aubrey Renee, on January 7th at 2:35pm. She measured in at 6lb10oz and 20" long. And we can't forget proud grandpa, Ray Shaw (Troy Shop Foreman).



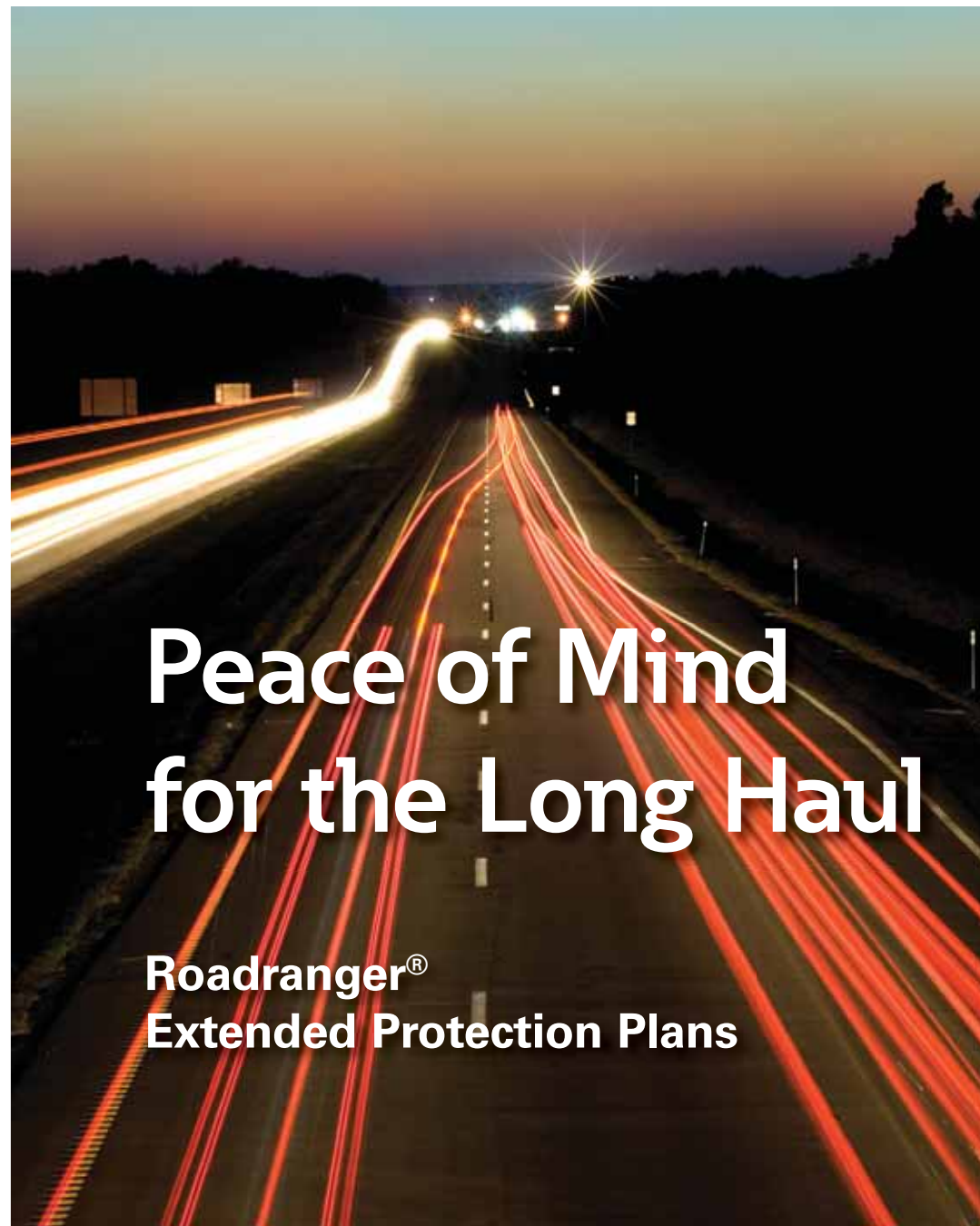
MICHELLE PETROFF (CORPORATE MARKETING MANAGER)
Liljana and Roman, 1 1/2 year old twins of Michelle Petroff and husband Mike, are working on their twin bond and overcoming sibling rivalry.



JAKE HAMIL (ST. LOUIS SERVICE TECHNICIAN)
Jake Hamil is a proud new dad! Son, Timothy Jacob, entered the world at 10:28am on April 22, 2014. He weighed 7lb9oz and was 20" long. Mom and baby are both doing well!



JUSTIN HOPKINS (GENERAL MANAGER/SALES)
Justin Hopkins, Jr., son of Justin Hopkins and wife Sarah, was on skates this winter warming up for hockey season at the ripe age of 2. We know dad is proud!



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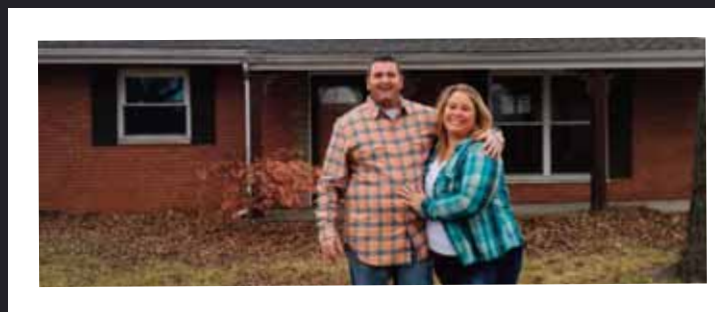
TCI TEAM NOTABLES!



CHUCK MCCUTCHEON (CORPORATE DISPATCH DRIVER)
Chuck McCutcheon is a proud grandpa! Pa Pa Chuck-a-Chuck (even what the Springfield evening crew calls him) loves his 5 grandkids (Colton, Jackson, Nora, Julian and Ben) who are the light of his life.



JOHN PACOTTI (MORTON SALES)
John Pacotti was pleased to take a photo with his pride and joy – his massive woodpile!



STACEY MARKS (CORPORATE ACCOUNTS PAYABLE)
Stacey Marks and her boyfriend, Chris, recently closed on their first home! Congrats!!!



LANNY RIBES (TROY SERVICE DISPATCH)
Anthony Ribes, son of Lanny Ribes and wife Dena, once again won first prize by selling the most popcorn for Cub Scout Pack 3051 this past fall selling over \$3,500 worth of popcorn! As always, TCI employees generously helped out by purchasing nearly \$1,200 of that total. This is Anthony's final year in Cub Scouts as he will earn his Arrow of Light award this spring, the highest achievement a Cub Scout can earn. In his five years of Scouting, he has sold over \$12,000 worth of popcorn, raising nearly \$8,500 for his local scouting organization. Anthony again would like to thank everyone at TCI for their continued support.

Anthony also placed 1st in his den in the 2014 Pinewood Derby with his Paul Konerko/Chicago White Sox themed car and placed 3rd overall in the Pack. He finishes his Cub Scout Pinewood Derby career with seven total trophies over those five years. Congratulations to Anthony for everything he has accomplished in Scouting!



KELLY MUELLER (TROY HOUSEKEEPING MANAGER)
One of TCI's first scholarship recipients, Katherine Mueller, is pursuing her love of travel and writing. Katherine, daughter of Kelly Mueller (Troy Housekeeping Manager), currently has an internship writing for an online travel/wedding magazine called Destination42.com. Katherine has also studied abroad during her college career and Kelly shared, "Thanks again to TCI for the scholarship, it has made a difference in Katherine's ability to travel and communicate across the globe." Keep up the great job, Katherine!

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TCL Service

Awards >>

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

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

OCTOBER

Mike Shaw in the Troy service department received his **5 year** award. Mike began at TCL as a lube bay technician and has moved to the front shop earlier this year. Mike and his fiancé, Brandy, live in Mt Olive, Ill., and are proud new parents to darling daughter Aubrey. In his spare time, Mike enjoys riding his Harley and working out at the gym.

Randy Janssen from the Morton location also received his **5 year** award this month. Randy is a truck sales executive for TCL and, prior to being here, he worked at Mack in truck sales. Randy and his wife have 2 daughters and he lives in Pekin, Ill. Randy is really starting to establish a solid customer base in the vocational markets and has sold several mixers, plows and other trucks that historically not selling in the Morton area. One "quirky" note about Randy is that he and Gary Moore go to lunch every day at 11am on the dot if Gary is in Morton that day.

Bud Talbert received his **10 year** award this month. Bud works in the Troy parts department delivering parts to our customers. Bud and his wife, Jan, have been married for 48 years and live in Troy, Ill. They have 4 children, 13 grandchildren and 6 great grandchildren that he enjoys spending time with. One interesting note about Bud is that he and his wife enjoy country & western dancing. And when they celebrate their 50th wedding anniversary they will be enjoying a Disney cruise.

John Coleman also received a **10 year** award in October. John is a Troy service technician and prior to his career here, he was in the US Marine Corps for 20 years. John retired from the Marines as a Staff Sergeant and was a plane technician specializing in the F4 Phantom and F18 Hornet. John lives in Belleville, Ill., has two children and enjoys fishing.

Brian Wibbenmeyer received his **15 year** award this month. Brian is a service foreman in the St. Louis shop and prior to that position he was a technician. Brian and his wife, Nicole, have been married for 5 years and they live in St. Genevieve, Mo. One thing you may not know about Brian is that he is a Chevy car enthusiast. He has a 1988 Monte Carlo SS that he shows at events and takes on the June Hot Rod Power Tour each year.

Carol Sigrist received her **15 year** award this month. Carol works in the Troy service office as a dispatcher. Before her career at TCL, Carol drove a truck for 17 years as an owner operator. Carol has 2 sons and a daughter and 6 grandkids and resides in Highland, Ill. She enjoys spending her free time with her grandkids, helping with homework, taking walks, riding bikes, etc.



NOVEMBER

Tyler Yates received his **5 year** award this month and that's just his full-time years of service after completing his education at William Woods and earning his MBA. Tyler worked as he was growing up in different areas of our business by helping out over summers in parts. In the last five years, he has worked in several different locations and departments. He was the assistant parts manager in St. Louis, he was a service writer in Troy, and has helped Julie and the Mt. Vernon team as the assistant GM there. On the personal side, Tyler recently bought a house in Troy, Illinois, and is recently engaged to fiancée Nicki. Tyler is one of those people who will dive in and do whatever it takes. Like today, he is working in Mt Vernon in the morning and then covering the overnight service shift in Troy.

Shane Morgan received his **15 year** service award this month. Shane is a parts counterman at the Morton store and currently is working in the body shop parts department. Shane came from the automotive industry before joining TCL. Shane and his wife, Amber, have 4 children and live in Creve Couer, Ill. You may not know that Shane has been a midget racer for several years and he occasionally likes looking upside down from the seat of his race car. Shane is also the Pack Master for the Cub Scouts. One thing you DEFINITELY probably did not know is that Shane enjoys line dancing and he is in the process of teaching his wife, who he says has 2 left feet. I wonder what Amber would say about Shane's left feet? All kidding aside, Shane is a great asset to the team always willing to go the extra mile to find what is needed and always willing to help others.

Jeremy Hemen received his **15 year** service award this month as well. Jeremy is a body shop technician working in our Troy location. Jeremy is our lead second shift technician and he assists Bruce with customers as well when needed. Jeremy originally enrolled in Ranken auto repair tech school to learn more about painting and body repair. His hobby is restoring old tractors. However, it stuck and once he graduated he decided to make that his career. Jeremy lives in Millersburg, Ill., and has 2 sons, Kyle (14) and Gage (2). In his free time, Jeremy enjoys restoring antique tractors, four wheeling, watching dirt track racing and spending time with his sons.

Dave Busse also received his **15 year** service award this month. Dave works in our St. Louis location as a technician. Dave is one of those guys that always has a can-do attitude. I was lucky to work with Dave in St. Louis and I can say first hand, I have never seen him with anything other than a positive attitude. Before he joined TCL, Dave worked with his father and brother at their family service station. Dave and his wife, Deena, live in Granite City, Ill., with their 14 year-old daughter Megan. Dave also has two older children, Holly (28) and Luke (26). Some things you may not know about Dave, he enjoys baseball and football and has recently taken up paintballing!

NOVEMBER (CONT.)

Ryan Burton received his **20 year** award this month. This may seem surprising because Ryan looks so young. But he actually started at TCL when he was 16 by cleaning up trucks and the shop area. Ryan works in Troy as a body shop technician and one of those great success stories of starting out at zero and over time becoming one of our best body shop technicians. Ryan and his wife, Janette, have 3 sons - Brenden (13), Jerin (8) and Braden (4). In his free time Ryan enjoys gardening, collecting guns and spending time with his family.

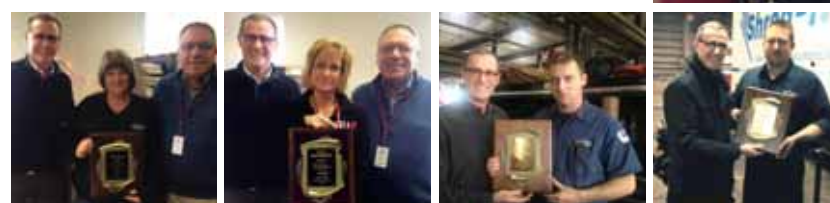
Dan Gebke of our Mt Vernon Parts department received his **25 year** service award this month. Dan has worked in parts for his 25 years at TCL and, according to Webb, he is the best of the best back-counter men. He is very knowledgeable about trucks and keeps up to date on training to stay on top of things. Dan and his family live in Germantown, Ill. His wife, Lynn, runs the Flavors Café Wine Bar in Breese, Ill. He also has two children, Adam (22) and Kristin (16). In his free time, Dan enjoys fishing and hunting.

Rick Warren also received his **20 year** award this month. Rick works in our Troy location as a service technician. Prior to working at TCL, Rick worked at Mayflower. Rick and his wife, Karla, have three children - Tim, Joshua and Nichole. They reside in New Douglas, Ill. Rick is also one of those guys in the shop with a positive attitude. He is always willing to help out anyone that needs a hand and he never refuses any challenge given to him. In his free time, Rick enjoys buying and repairing vehicles to ultimately to sell them after he enjoys them for awhile. He also enjoys camping with his family when he can.

DECEMBER

Linda Landmann received her **10 year** service award. Linda works in accounts payables in the corporate group and also handles Daimler floor plan audits and vehicle receivables. Linda lives in Pochontas, Illinois, with her husband, Mark, and children, Logan and Hailey. The entire family loves to hunt and camp. When Logan graduates from high school, they are planning a family hunting trip to celebrate. It's pretty much a guarantee that any vacation time will be used during hunting season!

Lynn Kohlbrecher received her **20 year** service award this month. Lynn is the Accounts Payable Manager in corporate. Lynn lives in Highland with her daughter Harley. Harley also works at TCL in the corporate group while she attends SIUE. Lynn enjoys riding her bike in any weather, going to Cardinals games and going for motorcycle rides (especially Harleys). Lynn is an amazing baker and the dispatch guys in Troy swoon when she brings down her brownies. She is also a talented artist and has won the Highland Street Art Fair several times.



DECEMBER (CONT.)

Allen Scarborough also received his **20 year** service award this month. Allen works in Mt Vernon as a service writer. Before working at TCL, Allen worked in the coal mines as a mechanic for 15 years. Allen has a son and a daughter. His daughter is the assistant state's attorney for McLean county. Allen lives in Centralia and is a big fan of NASCAR and NHRA drag racing.

Al Wilson received his **35 year** award this month. Al and his wife, Kathy, have three daughters - Rebecca, Rachel and Hanna and they live in Highland, Ill. Al is a fan of NASCAR racing. Al is also considered a workaholic in terms of taking great care of his customers and he is a dedicated team player who is always willing to do whatever it takes, even if it is driving the interbranch truck when Chuck is on vacation, deliver parts or fill in at the parts counter. His reputation is high among the customers that he handles as he always goes the extra mile for them!

JANUARY

Congratulations to **Greg Bonnett** on his **5 year** anniversary. Greg is a sales executive at our St. Peters store. Greg and his wife, Kim, are the proud parents to three children - Liam (8), Maxwell (5) and Stella (1). Greg spent 9.5 years with Tom Boland Ford/Western Star in Hannibal, Mo., where he learned the ins and outs of spec'ing and truck sales. Greg has been a great asset to building the Western Star customer base at TCL. Most of Greg's free time is spent with his wife and kids jumping between school activities, church and cub scouts. Greg enjoys fishing and golf and has been restoring a '53 Chevy pickup on the last couple of years.

Troy parts counterman **Lance Smith** received his **10 year** award this month. Lance lives in Mount Olive, Illinois. Lance is a "weekend warrior" for TCL and does a great job of working with the techs on that shift. Lance enjoys fishing in his free time and has a nine year old daughter, Maci, who keeps him pretty busy!

Mike Hedrick, a technician in our St. Louis store, received his **15 year** service award. Mike and his wife, Amanda, have two children, Morgan and Jack, and they live in Arnold, Mo. Mike spends his spare time working in his garage on cars and his kids keep him super busy with their activities.

JJ Busch also received his **15 year** award this month. JJ is a service technician in our Troy store. He lives in Troy, Ill., and has a daughter, Rebeka (11), and a son, Dylan (9). JJ is one of those techs who is always willing to do special projects specifically like Conway and Clean Uniform refurbishes. He is one of those guys with a great attitude and sense of humor. When Bryan asked him for something he could share with the team about his hobbies, he said, "the less we know about him the better." Ha!

TCI Service Awards (cont.)

JANUARY (CONT.)

Paula Yount in our corporate accounts payable was a **15 year** award recipient as well this month. Paula is a very proud grandmother of four girls - Bre, Emilee, Ashley and Madison. She also is now a great grandma to Aiden. Aiden lives in Japan with his mom and dad, Bre and Jimmy. In her free time, Paula enjoys watching her grandkids play softball, is very involved with her church, enjoys reading and playing golf.

Our final **15 year** award for the month was presented to **Debbie Harper**. Debbie is the TCI Credit Manager and she has worked in commercial credit for over 25 years in the St. Louis area. Debbie married her high school sweetheart, Rick, 35 years ago and they live in Millstadt, Ill. They really enjoy their time with their 2 sons, daughter-in-law and 4 amazing grandchildren. Debbie's father-in-law also works at TCI in the dispatch department - the ever jovial, Onis Harper. Debbie is very active in her church and is currently serving as the Relief Society President. She also enjoys bowling with her hubby in a couples' league during winter and, in nicer weather, enjoys boating, fishing, walking and golfing.

Randy Dees was recognized for **30 years** of service this month. Randy is a truck sales executive in our Mount Vernon store. Prior to his career at TCI, Randy worked 800 feet underground in the coal mines for 10 years. Randy and his wife, Elaine, live in Waltonville, Ill., where he is actually the mayor. Randy and Elaine have 2 sons and 3 grandchildren. Randy enjoys auto racing (especially sprint cars and NASCAR) and Waltonville Spartan basketball. One thing you may not know about Randy is he that he suffers from "bango bango". This is a condition that when he hears a story about a gory medical situation or sees blood, he "bango bangos" (aka passes out). So the first person everyone at our Mt. Vernon store likes to share their wounds and stitches with is Randy. He always has an interesting tidbit in our sales meetings, I will definitely vouch for that. Congratulations on 30 years!

FEBRUARY

Dave Kromer works as an outside parts salesperson in Troy, Ill., and received his **15 year** award. He began his career in Springfield as an OPS and then transferred to Troy after 1 year. Prior to joining TCI, Dave worked at Schien Body and Equipment, Graham Truck & Trailer and Brake and Spring.

Dave has two daughters, Kayla and Kara, and calls Hettick, Ill., home. In his free time, Dave is an avid hunter, enjoys shooting pool and spending time with family.

Jim Bradbury received his **25 year** award this month. Jim works in Troy as our new and used truck service manager. Prior to his career at Truck Centers, Jim served in the US Army, was a bricklayer and worked in a couple of shops (Tom's Truck Repair and Kohrs Auto).

Jim and his wife, Kit, celebrated their 36th anniversary this year and have a daughter, Jamey, and son, Kyle. They call Bethalto, Ill., home. In his free time, he enjoys fishing, hunting, hiking, camping, wood-working and gardening.

Lastly, **Steve Spihman** received his **30 year** award this month. Steve is TCI's service director and corporate CIC. Prior to his career at TCI, Steve worked for 5 years on International farm equipment.

Steve and his wife, Kathy, have been married for 31 years and they have two kids, Andrea and Joe. They call the corn fields of Trenton, Ill., home. Some thing you may not know about Steve, is that he has a hard time sitting still and says he sleeps a whopping 5 hours a night. Steve enjoys spending as much time as possible with his family, he loves to cook from scratch and spending time outdoors including hunting fishing and hiking.

MARCH

Michelle Divert received her **10 year** award this month. She currently holds the position of the Morton receptionist and has worked in multiple roles over her 10 years at TCI including service invoicing, body shop receptionist, truck detail and housekeeping.

Michelle is related to several folks at TCI Morton. Her parents are Doug and Cathie Jenkins and her sister is Cassie Caccia. Michelle lives in Peoria, Ill., and her daughter, Kathlynn, is the love of her life.

Prior to her beginning with TCI, Michelle aspired to be a veterinarian because of her love of animals.

You may not know that Michelle enjoys sewing but I can attest to her abilities. Last year for the Ugly Sweater contest in Morton, she knitted it herself and let me say that it was quite a sweater!

New Hires

You may notice some new faces around TCI. We are pleased to welcome 39 new faces to our corporate office and 6 TCI locations since our last issue. Welcome to the Truck Centers' team!

Corporate

Jeremy Griffin (Corporate - IT Assistant)

Eureka

David Wilder (Eureka - Parts Counter Sales)

Morton

Zachary Anderson (Morton - Service Technician)

Stephen Florie (Morton - Dispatch Driver)

Leotis Hughes (Morton - Service Trainer)

Joshua Jones (Morton - Customer Service Rep)

Jerry Lochbaum (Morton - Dispatch Driver)

Kevin McCready (Morton - Body Shop Technician)

Jason Rathbone (Morton - Service Technician)

Todd Reginald (Morton - Parts Counter Sales)

Nathan Schmid (Morton - Service Technician)

Theodore Turpin (Morton - Parts Driver)

Mt. Vernon

Nicholas Dillow (Mt. Vernon - Service Technician)

Kyler Kibler (Mt. Vernon - Parts Driver)

Steven Loman (Mt. Vernon - Parts Driver)

Eric Peterson (Mt. Vernon - Service Technician)

Allen Reed (Mt. Vernon - Service Technician)

Deanna Sledge (Mt. Vernon - Service Writer)

Robert Warren (Mt. Vernon - Parts Driver)

Springfield

Jason Coe (Springfield - Parts Counter Sales)

Jesse Farley (Springfield - Service Technician)

Gary Fultz (Springfield - Mobile Technician)

Charles Melvin (Springfield - Service Foreman)

Ian Munderstock (Springfield - Parts Driver)

Zachary Wise (Springfield - Service Detail)

St. Louis

Goefrey Coleman (St. Louis - Parts Driver)

Ermin Omerovic (St. Louis - Service Technician)

Joseph Polak (St. Louis - Parts Driver)

Travis Schneider (St. Louis - Parts Driver)

St. Peters

Dennis Jennings (St. Peters - Parts Driver)

Jim Rose (St. Peters - Service Technician)

James Vallero (St. Peters - Fuso Sales)

Zachary Wells (St. Peters - Service Technician)

Troy

Brandon Anderson (Troy - Service Technician)

James Beaver (Troy - Dispatch Driver)

Braden Niehaus (Troy - Service Technician

Apprentice)

Keith Rhodes (Troy - Service Technician)

Lindel Walker (Troy - Dispatch Driver)

Thomas Watton (Troy - Dispatch Driver)

Retirements

Lynn Knapp (Springfield - Parts OPS)

William Shepler (Morton - Truck Sales)





ANTIQUE TRUCK SHOW

Truck Centers once again hosted our fall Antique Truck Show where owners from the Gateway and Lincoln Trails Chapter of the American Truck Historical Society proudly displayed their vintage trucks and shared their knowledge with guests.



HOLIDAY FESTIVITIES

Our team had numerous events to mark the holiday season including an Ugly Stocking Contest at Troy and a Secret Santa Program in our Morton Store. The creativity of the TCI team was on display in both programs!



TCI EVENTS



CHILI COOKOFF AND HALLOWEEN COSTUME CONTEST

Kent Zobrist, Chuck Hubert and the Troy Body Shop team hosted their popular Chili Cookoff once again and shared their delicious goodies with the team and customers. There was also a little surprise for Kent's birthday. Meanwhile, our Morton and Springfield teams had a costume contest with some pretty heated competition amongst some classic entries.



MARDI GRAS PARADE

St. Louisans celebrate Mardi Gras in a big way! In fact, our festivities are second only to New Orleans. The Krewe TCI from our St. Louis location are proud of their annual float in our Mardi Gras parade. This year's theme celebrated the 250th birthday of St. Louis.



TCI EVENTS



SANTA FOR A SENIOR

TCI Corporate and Troy hosted a Santa for a Senior gift drive along with Home Instead Senior Care to collect gifts for local seniors that are without family and receiving in-home care for conditions for Alzheimers or Madison County nursing homes. We gathered enough gifts to brighten the day of 62 special individuals.



MISSOURI DUMP TRUCK SHOW AND MIDWEST TRUCK SHOW

The TCI team was in attendance at two popular Midwestern truck shows to kick off 2014 and show our diverse product lineup.



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CONTACT

Michelle Petroff

EMAIL

mpetroff@truckcentersinc.com

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

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



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(217) 877-0152

Hudson, IL

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(855) 287-1228

Morton, IL

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

Mt. Vernon, IL

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Springfield, IL

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GROWTH & CHANGE

While the only constant in life is change, true leaders are the ones who possess the ability to continually adapt and thrive in changing environments.

Justin Hopkins has worked at Truck Centers, Inc., his entire life. Different departments. Different locations. Same strong work ethic. From the parts warehouse and detail shop to even handling housekeeping one summer, Justin has been a true team player.

In 2004, he joined the TCI team full-time and worked hard to learn about truck sales while working in our Morton, Ill., location. In May 2008, Justin was promoted to the General Manager of Springfield and continued to sell trucks in Morton as well. Two years later, he also assumed the General Manager responsibilities for Morton. During all of this growth and change, Justin continued to learn about trucks, our product offerings, specific customer needs and tools necessary to continue to succeed as a sales professional.

Recently, the decision was made that his knowledge and expertise could best serve our valued customers by freeing up some of his day-to-day business responsibilities and administrative tasks of his General Manager roles. The addition of two new General Managers up north will allow Justin to work alongside Mike Yates to better engage with our customers to maximize their fleet efficiency and returns on their equipment purchases in all markets but he will remain very active in and directly responsible for the northern territory.

TCI veteran, Jeremy Williams, was recently promoted to General Manager of our Springfield location. Jeremy has been with Truck Centers for 24 years and has worked in numerous positions over his career but was most recently our Parts Manager, a role he will continue to hold. Jeremy graduated from the American Truck Dealer's Dealer Academy in April 2013 and resides in Rochester, Ill.

Travis Dunn, an 8-year employee of Truck Centers, has assumed the General Manager role of our Morton store. Travis was our Customer Service Representative at Morton and has worked diligently to assist customers, reduce downtime and foster strong working partnerships. His experience and skills will be a strong benefit to our Morton team and our customers. Travis graduated from the American Truck Dealer's Dealer Academy in 2012.

We are confident that Justin's oversight along with Jeremy, Travis and their teams will continue to provide TCI with the opportunity to grow and better serve our existing customers as well as acquire new accounts by showing the quality products, services and people that have made Truck Centers successful for 44 years. Congratulations to everyone in their new opportunities!

JUSTIN HOPKINS
justinhopkins@truckcentersinc.com

JEREMY WILLIAMS
jwilliams@truckcentersinc.com

TRAVIS DUNN
tdunn@truckcentersinc.com



JUSTIN HOPKINS



JEREMY WILLIAMS



TRAVIS DUNN

TRACKER BAR SPRING KIT with CABLE CLAMP

**Cable Support for
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Electrical and Air Assemblies
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- ▶ Stretches to 35" at 30 lbs. pull force
- ▶ Great spring memory
- ▶ Durable PVC sleeve for protection



Part No.	Description
17-1488	20.5" Extra heavy-duty spring kit with cable clamp holder

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ABS LECTRAFLEX™ & NON-ABS DURAFLEX™

- Spring-wrapped compression contact pins
- Chemical and abrasion resistant
- QCP™ assemblies are field repairable in seconds!
- WEATHER-TITE™ seal blocks all contaminants from entering the electrical system

Air

Rubber Air Lines

- Large grips for easy coupling/uncoupling and hose support
- Tractor end includes swivel fitting for easy installation
- Provides excellent abrasion-resistance and resists cracking, kinking and weathering

1/10 & 6/12 ga NON-ABS Applications

Part No.	Description
22-2151	12 Ft., NON-ABS DURAFLEX™, Zinc Die-Cast Plugs, Rubber Air Lines
22-2171	15 Ft., NON-ABS DURAFLEX™, Zinc Die-Cast Plugs, Rubber Air Lines

1/8, 2/10 & 4/12 ga ABS Applications

Part No.	Description
30-2150	12 Ft., ABS LECTRAFLEX™, WEATHER-TITE™ PERMAPLUGS™, Rubber Air Lines
30-2170	15 Ft., ABS LECTRAFLEX™, WEATHER-TITE™ PERMAPLUGS™, Rubber Air Lines
30-2190	20 Ft., ABS LECTRAFLEX™, WEATHER-TITE™ PERMAPLUGS™, Rubber Air Lines
30-2151	12 Ft., ABS LECTRAFLEX™, Zinc Die-Cast Plugs, Rubber Air Lines
30-2171	15 Ft., ABS LECTRAFLEX™, Zinc Die-Cast Plugs, Rubber Air Lines
30-2191	20 Ft., ABS LECTRAFLEX™, Zinc Die-Cast Plugs, Rubber Air Lines
30-2154	12 Ft., ABS LECTRAFLEX™, QCP™ (Quick-Change Plug), Rubber Air Lines
30-2174	15 Ft., ABS LECTRAFLEX™, QCP™ (Quick-Change Plug), Rubber Air Lines
30-2194	20 Ft., ABS LECTRAFLEX™, QCP™ (Quick-Change Plug), Rubber Air Lines
30-2155	12 Ft., ABS LECTRAFLEX™, (1) QCMS2™ and (1) QCP™ (Quick-Change Plug), Rubber Air Lines
30-2175	15 Ft., ABS LECTRAFLEX™, (1) QCMS2™ and (1) QCP™ (Quick-Change Plug), Rubber Air Lines
30-2195	20 Ft., ABS LECTRAFLEX™, (1) QCMS2™ and (1) QCP™ (Quick-Change Plug), Rubber Air Lines

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ABS LECTRAFLEX™

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ISOFLEX™ Cable

- For auxiliary connections
- Twisted pair of brown & green wires reduces signal noise
- Spring-wrapped compression contact pins

Air

Rubber Air Lines

- Large grips for easy coupling/uncoupling and hose support
- Tractor end includes swivel fitting for easy installation
- Provides excellent abrasion-resistance and resists cracking, kinking and weathering

Single Pole, Liftgate Cable 1/4 ga.



ABS LECTRAFLEX™ 1/8, 2/10 & 4/12 ga with QCP™ and QCMS2™ (Quick-Change Plugs)

Part No.	Description
30-2259	12 Ft., ABS with (1) QCP™ (Quick-Change Plug) and (1) QCMS2™, Single Pole, Rubber Air Lines
30-2279	15 Ft., ABS with (1) QCP™ (Quick-Change Plug) and (1) QCMS2™, Single Pole, Rubber Air Lines
30-2299	20 Ft., ABS with (1) QCP™ (Quick-Change Plug) and (1) QCMS2™, Single Pole, Rubber Air Lines

ABS LECTRAFLEX™ 1/8, 2/10 & 4/12 ga with QCP™ (Quick-Change Plugs)

Part No.	Description
30-2254	12 Ft., ABS with QCP™ (Quick-Change Plug), Single Pole, Rubber Air Lines
30-2274	15 Ft., ABS with QCP™ (Quick-Change Plug), Single Pole, Rubber Air Lines
30-2294	20 Ft., ABS with QCP™ (Quick-Change Plug), Single Pole, Rubber Air Lines

ABS LECTRAFLEX™ 1/8, 2/10 & 4/12 ga with WEATHER-TITE™ PERMAPLUGS™

Part No.	Description
30-2250	12 Ft., ABS with WEATHER-TITE™ PERMAPLUGS™, Single Pole, Rubber Air Lines
30-2270	15 Ft., ABS with WEATHER-TITE™ PERMAPLUGS™, Single Pole, Rubber Air Lines
30-2290	20 Ft., ABS with WEATHER-TITE™ PERMAPLUGS™, Single Pole, Rubber Air Lines

ABS LECTRAFLEX™ 1/8, 2/10 & 4/12 ga with Zinc Die-Cast Plugs

Part No.	Description
30-2251	12 Ft., ABS with Zinc Die-Cast Plugs, Single Pole, Rubber Air Lines
30-2271	15 Ft., ABS with Zinc Die-Cast Plugs, Single Pole, Rubber Air Lines
30-2291	20 Ft., ABS with Zinc Die-Cast Plugs, Single Pole, Rubber Air Lines



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TCI **BIGGEST LOSER** POKER TOURNAMENT

TCI team members again had the opportunity to participate in a "Biggest Loser" style weight loss competition. Sixty-five employees took steps towards a healthier lifestyle and lost a whopping 955.4 pounds!

Our Mt. Vernon dealership was the "Biggest Loser" with 9.6% of overall weight lost. Good job!!! Our Morton team swept top honors for both the male and female "Biggest Loser" titles. Congratulations to Travis Dunn and Brandy Rassi!

CORPORATE

1ST PLACE: Terry Marks

2ND PLACE: Chris Schaller

POKER WINNER: Terry Marks

MOST POUNDS: Jennifer Price

FEMALE BIGGEST LOSER: Brandi Rassi

TROY

1ST PLACE: Kevin Loepker

2ND PLACE: Mary Daiber

POKER WINNER: Mary Daiber & Kevin Loepker

MOST POUNDS: Adam Cunningham

MOST POUNDS: Bob Earley

MORTON

POKER WINNER: John Pacotti

MALE BIGGEST LOSER: Travis Dunn

FEMALE BIGGEST LOSER: Brandi Rassi

SPRINGFIELD

1ST PLACE: Mike Jacobs

2ND PLACE: Brad Blackley

MOUNT VERNON

1ST PLACE: Darrin Laird

POKER WINNER: Mike Tiemann

MOST POUNDS: Mike Tiemann

ST. LOUIS

1ST PLACE: Devin Bushrow

2ND PLACE: Spencer Francik

POKER WINNER: Daniel Ray & Spencer Francik

MOST POUNDS: Daniel Ray

ST. PETERS

1ST PLACE: Jason Brown

MOST POUNDS: Don Smith

POKER WINNER: Don Smith

Dealership poker winners converged at our Troy campus for a championship poker tournament and catered lunch. It was a battle of the borders as Kevin Loepker (TCI-Troy) and Daniel Ray (TCI-St. Louis) played the final hand for top honors. Congratulations to our new poker champ, Kevin Loepker! Kevin won a nice set of poker chips and \$300 while Daniel earned \$150. And we would like to extend a hearty congrats to all participants on their achievements. Weigh to go!



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If you're looking for the very best team to keep your truck and your business up and running, look for Elite Support. Every dealership earning this certification is committed to the highest levels of service and performance. The industry's best-trained technicians and Express Assessment, our two-hour diagnostic process, will help you ensure loads don't sit idle. It's all a part of why elite drivers and fleets demand Elite Support.

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TRAINING CENTER

JANUARY-JUNE 2014

TRAINING

DATE	COURSE DESCRIPTION
Jan. 6-10	Private Training
Jan. 13-17	Private Training
Jan. 21-24	CVL03 (4 Days) Cascadia
Jan. 28-30	CEU14 (3 Days) GHG '14 Engine Update
Feb. 3-7	CVL01 (5 Days) Western Star
Feb. 11-13	CEU14 (3 Days) GHG '14 Engine Update
Feb. 17-21	CVG01 (5 Days) Heavy Duty Truck Systems
Feb. 24-28	CEP02 (5 Days) DD15 Diagnostics
Mar. 3-7	No Training Available
Mar. 11-14	CVL02 (4 Days) Business Class M-2
Mar. 18-20	CEU14 (3 Days) GHG '14 Engine Update
Mar. 25-28	CVE12 (4 Days) Electrical Troubleshooting
Mar. 31-Apr. 4	CEU02 (5 Days) EPA 2010 Update
Apr. 8-11	CVE05 (4 Days) Electronic Systems
Apr. 14-18	CEP01 (5 Days) DD15 Major Repair
Apr. 22-24	Private Training
Apr. 29-May 1	CEU14 (3 Days) GHG '14 Engine Update
May 5-9	CVH02 (5 Days) HVAC Diagnostics
May 12-16	CEP02 (5 Days) DD15 Diagnostics
May 20-23	CVL03 (4 Days) Cascadia
May 27-28	Private Training
June 2-6	CVL01 (5 Days) Western Star
June 9-13	CEU02 (5 Days) EPA 2010 Update
June 17-20	CVL02 (4 Days) Business Class M-2
June 24-26	CEU14 (3 Days) GHG '14 Engine Update



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 60 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, conferences rooms and a dining facility.

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

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TCI TEAM ACCOLADES

Gary Moore I really think Gary Moore should be nominated. People do not realize all that he does for the OPS to help these guys out. He goes above and beyond for TCI.

Randy Melvin I want to give an attaboy for Randy Melvin in the push for recertification in Springfield. He really made sure that Brad was able to get the place looking good. Had people come in and also came in himself to paint and shine the place up.

Cassie Caccia again went above and beyond for Elite Support revalidation. She was in the store on the weekends and her days off getting everything ready.

John Pacotti should be recognized for always carrying in Jan's office bag in and back to her car so she doesn't have to pick it up due to the weight.

John Patkunas Way to go John Patkunas for literally being a one man wrecking crew! He handles our major accounts with virtually no need for interaction from others and puts out countless fires every day without even batting an eye.

Judy Buraski is about as automatic as any person I have ever met. She does her job and then some every time. Plus she is a huge Cards fan!

Travis Dunn Because he really does do a great job in so many different aspects. Really works hard to make it right for the customer.

Candy Beach I am nominating Candy Beach because of her "Can Do" attitude each day. She works very hard at ensuring our A/R numbers are where they need to be each month. She understands that having our accounts current is key to cash flow for our company. She also took on the role of CIC last year and did a wonderful job of ensuring that we were validated for our 3rd year.

Jeff Robinson should be recognized for coming in on Saturday & Sundays plus putting in extra hours during the workweek due to the craziness that had hit the body shop business. Jeff has custody of his two kids & they both have busy schedules with their extracurricular activities. I know that makes things hectic at home trying to get all their needs met as a single father.

Jason Brown I would certainly like to put a spotlight on Jason Brown for the time and dedication that he has put into making St. Peters successful. I feel he has taken responsibility and ownership for far more than the normal duties of a parts counterman.

Matt Lane is our estimator. He has been so busy with estimates here, there & everywhere that I don't think he can see light at the end of the tunnel yet! He has been working a tremendous amount of hours including weekends. Plus trying to make all of his son's basketball game. Plus he is a dreaded Cubs fan so we gotta make sure he gets the chance to see them get beat by the Cards! ;) (fingers crossed) I know how much stress this puts on your family life when you have to work longer than normal hours and I want them to know how much I and the Truck Centers family appreciates all they do! I do have add all my body shop techs have stepped up to the plate & worked theirs tails off!

Paul Buehrle I would like to nominate Paul Buehrle for always being there for our team. He does not get recognized for half of what he does for the employees, customers and managers.

Mike Holguin I would like to nominate Mike Holguin. Talk about a guy with amazing talent, he is it. He can build almost anything and is always ready to help when needed. Mike is a very good asset to TCI and I am so thankful that he is here.

Mike Holguin I would like to nominate Mike Holguin as my hero! We couldn't function without our Tim "The Tool Man" Holguin! This guy has all my respect for the pressure he

endures each day from both sides of the river. This guy is a hard worker and dedicated to the cause of keeping TCI in top running condition. He shouldn't be over looked for any reason. Mike is our man! A true Cardinals fan to the max - he is TCI's no-hitter. The harder you throw at him the harder it is to strike him out!

Ricky Hamm is always offering to work on Saturdays (even when it is not his weekend to work) and helps our customers get back rolling down the road again. He is constantly offering help to our newbies wherever and whenever needed. He gets phone calls all hours of the nights and helps out the techs on second shift. He is an amazing tech!!!

Jacob Essenpreis I would like to nominate Jacob Essenpreis as my hero for this past quarter. Since we have been extremely busy these past few months, several techs have stepped up and added hours and days to their workload and the office staff is greatly appreciative of each and every one of them. Jacob was available and willing to come in each and every time we asked him to and, although he likes to complain most of the time, he was willing to do almost any job that we handed him. So thanks to Jake and the rest of the service tech crew for getting us through some of the busiest times I can remember here at TCI.

Thank you to all the people who helped fill in on the Troy Service counter when a team member was out for an extended period of time! Basically that shout out goes to every single person in the Troy service department office who did fill in at one point or another. Special thanks also to those who helped from other locations and other departments. Russ Jarman (St. Peters Parts), Brian Wibbenmeyer (St. Louis Service), Anthony Darian (St. Louis Service), Stephen Adcock (Springfield Service) and Brad Dobson (Springfield Service)!

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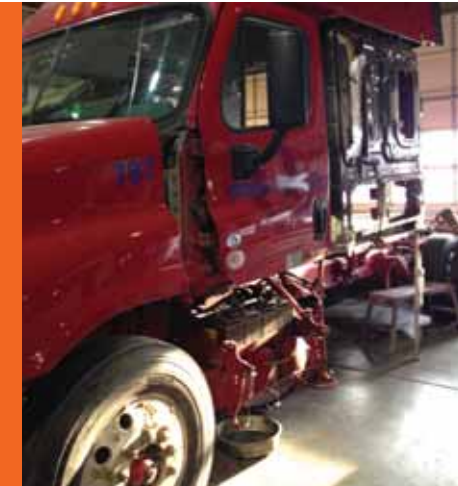
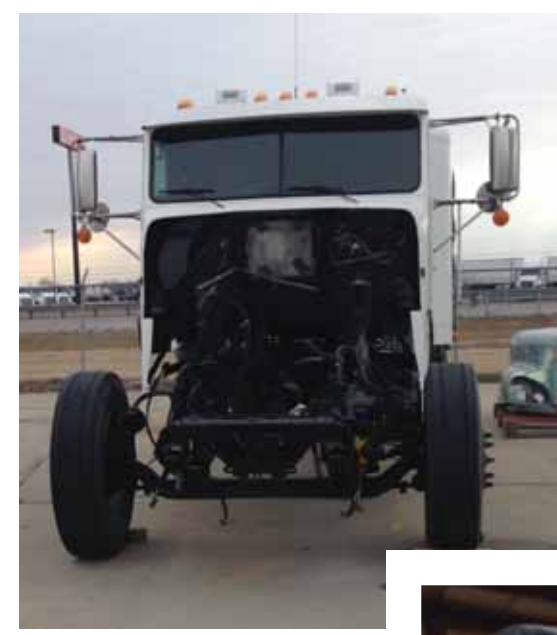


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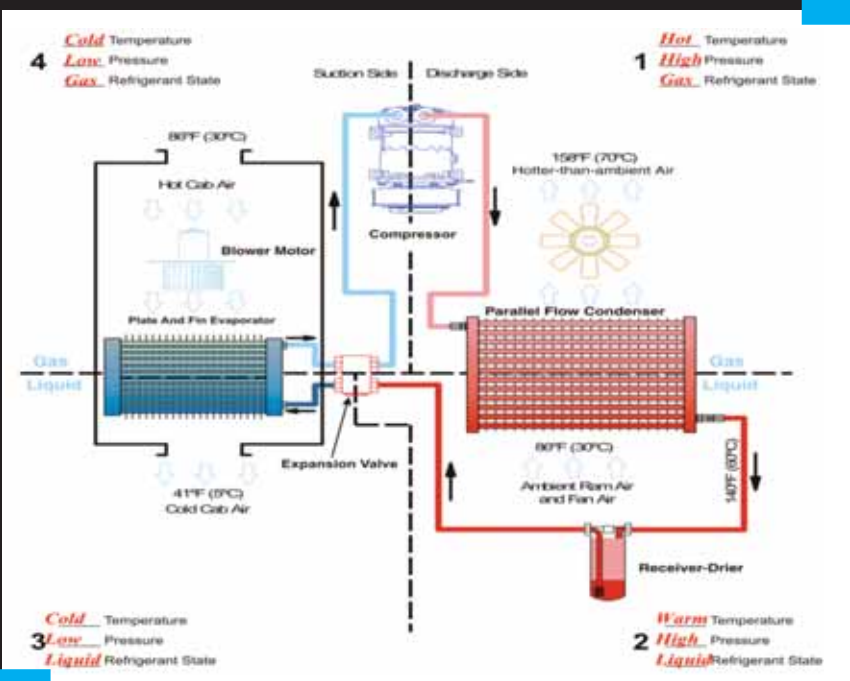
TO REMEMBER

BODY SHOP

The frigid temperatures, heavy ice and snow that plagued much of the region brought back memories of the early 1980's and the repetitive bursts of thunder-snow and severe weather. Our two on-site body shops were jammed full of trucks needing repairs with overflow into storage lots. It was just like the glory days! We are proud of our collision repair teams and their long hours dedicated to getting the job done so customers can get back to trucking. This winter is one that we will remember!



ASK THE TECHNICIAN: HVAC System Maintenance



It is that time of year again when we start using the air conditioning in our vehicles again. It can be costly to keep your A/C system operating and performing correctly. As with other types of refrigeration systems, its performance relies on several components – a compressor to produce adequate pressure, condenser for heat transfer, receiver drier that refrigerant flows into, evaporator that cools the cab air, and, of course, the refrigerant itself that is the lifeblood of the system.

Understanding the components of the system and the continual flow of high pressure gas into high pressure liquid and low pressure liquid to low pressure gas is beneficial in understanding what can go wrong and cause the system to fail. The system relies on good airflow to operate correctly and needs unobstructed air flowing through the condenser and the evaporator cores to work efficiently. Bent fins or damage from dirt or debris will cause problems. Similarly, at low vehicle speeds where you have little ram air effect to cool the condenser, the engine cooling fan has to operate correctly to allow air to flow through the condenser.

Proper maintenance of the cab air filter system is critical in evaporator performance. Some vehicles have two filters – one for external air entering the cab and a separate filter for recirculation. These filters have to be serviced and replaced or cleaned on a regular basis. If you neglect proper maintenance and restrict the airflow, performance suffers and the system may freeze up.

During your inspection, make sure the ductwork is unobstructed and the blower motor is operating well. A key concern is often the compressor drive belts and electrical wiring to the compressor clutch. If the belt is loose or slipping, performance will suffer. Low voltage can cause the compressor clutch to slip, causing overheating of the clutch and eventual failure. The wiring to the compressor can often be a culprit with poor or corroded connections.

It is critical for your system to have the correct amount of refrigerant in the system to operate properly. Engineers carefully calculated the specific amount of refrigerant needed for optimum performance for that specific vehicle so it is important to follow those guidelines. The only way that you can be sure that your truck has the correct amount of refrigerant is by weight. If your system starts to lose performance, it could be from a refrigerant leak in the system. Look for oil stains around the fittings or hose connections since there is typically a sign of oil or dampness at a leak site. Most of our vehicles are also equipped with tracer dye from the factory and you could see a yellow or green tint at a leak site. These leaked dye illuminated brightly when ultraviolet light is used. In concealed areas or the cab area, electronic leak detectors may have to be used to sample air.

And lastly, the control system cannot be ignored. For the system to function properly, there are numerous controls that interact with the air conditioning system. There are typically switches that monitor the pressures in the system and regulate component functions. There are switches to operate the compressor in order to prevent the evaporator from getting too cold and freezing and some vehicles use electronic modules with electronic transducers and thermistors to operate the compressors. If any of these switches fail, again your system may fail or not operate well.

And please remember other factors such as ambient temperature and humidity play key parts in the system's performance. Additionally, solar load, cab condition, well sealed doors and windows and even the color of paint (with lighter colors reflecting more heat) all impact how well your vehicle cools. The service technicians at TCI are always available to help you stay cool!

Steve Brachear
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