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DRIVER UNIVERSE

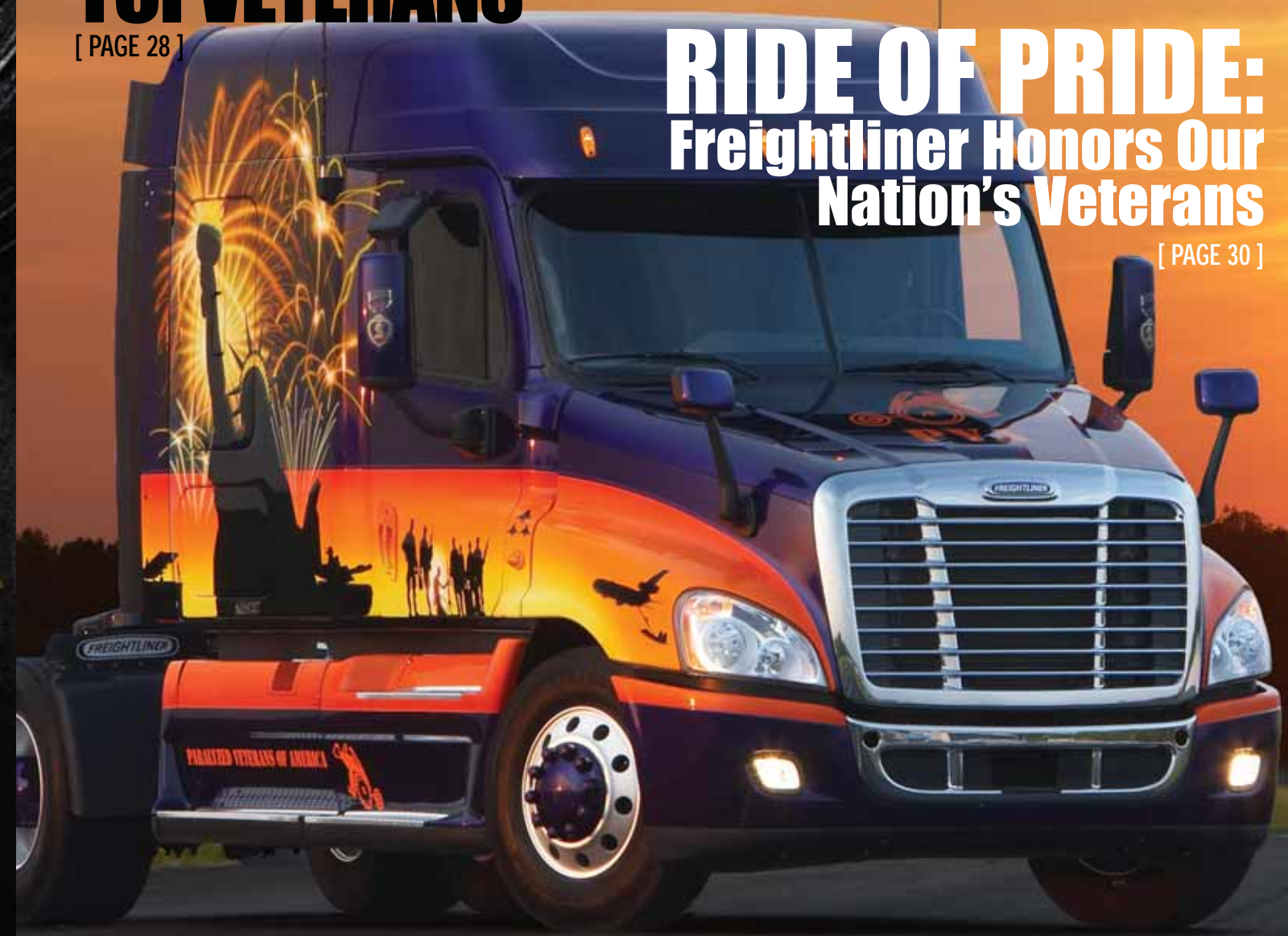
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RIDE OF PRIDE: Freightliner Honors Our Nation's Veterans

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ST. PETERS: TCI Opens New Store

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TCI AWARDS SCHOLARSHIPS, BIGGEST LOSER & Poker Tournament

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

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621 S. 45th St.
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2981 E. Singer Ave.
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2280 Formosa Rd.
Troy, IL 62294
(618) 667-3454
(800) 669-3454



PROUD

It comes with incredible pride and honor that we can offer our own Truck Centers' "Salute" to all the military members of our company with some very fond memories from several of them.

There were so many lessons learned and I cherish the experiences and memories today even if I was not too fond of some things at that time. Even being forced to leave home and be thousands of miles away helped me learn to write and communicate better since it was a means to stay in contact with loved ones back in the USA.

As for myself, I was one of the very last 5,000 draftees on October 25, 1972. The military provided an amazing learning opportunity for me where I learned how to face the real world. From the moment that I arrived to be inducted in downtown St. Louis, it was a shock to the psyche. From the mass physicals given to each of us to the bus ride to Ft. Leonard Wood, Mo., and the crew cut – it was clear that life was about to change!



I went through basic and advanced training at Ft. Leonard Wood in the late fall and spent the brisk winter with forced marches and sleeping in pup tents to learn the importance of teamwork and accepting (and respecting!) our leaders and their orders. It was at this time that I also learned how much I hate cigarette butts. I never smoked but picking up hundreds every day made me despise them even more!

I recall the relief when I was advised that I was going to Germany for my remaining 18 months. Many of my friends were heading to Korea and had no chance of having their spouse/family with them. Even though I was only a Private, I knew I was going to find away to have my wife with me. Of course this meant living on the basics and sharing an apartment with four other Turkish families. My first child, Katie, was born in Weisbaden at the Air Force Hospital in January of 1974.

Serving as a Legal Clerk for the battalion was a great personal honor and one I was never trained for. I was actually trained as a Combat Engineer to build bridges. Being thrown into a job that I had ZERO knowledge of taught me that we can learn anything that we put our minds to if we put in the extra effort. This lesson has benefitted me for the rest of my life.

For me, the opportunity to serve our country in the military was perhaps the greatest and most positive influence in my life. I worry that today most of our nation's young adults will never experience what so many of us did. Certainly any sense of entitlement that one has is thrown right out of the window as we all had to stand shoulder to shoulder. It seems that in today's world, our country could use every opportunity possible to get closer to our roots of working hard and earning (and appreciating) the freedoms and opportunities that we have each day.

Please enjoy our tribute to our former military members who are part of the TCI team. We are proud of each and every one of them and all of you who also served. Thank you! This issue also recognizes several other outstanding individuals including our Biggest Loser participants, scholarship recipients and team members who received milestone service awards. I am very proud of each and every person who participated in these programs!

With sincere thanks,
John Hopkins
Chairman/CEO

MEMORIES

**WORTH
THE WEIGHT.**



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TCI TOC

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MANAGING EDITOR: MICHELLE PETROFF | EDITOR: AMANDA BERG | DESIGNER: FEE MCCASKILL

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MOVING RIGHT ALONG



you have probably seen in most publications, all manufacturers new order intake has decreased over the past 60 days, which has also helped in getting new trucks built in a more timely fashion. However, as the order intake gains momentum again, it will move the projected deliveries out further than today.

We have all recognized that the new technology has presented some challenges for each of us as it is continually being fine-tuned. As the manufacturers experience different issues on certain components, they have moved to update these components in the field as well as during the manufacturing process. As we presumed, the newer products have been tested vigorously prior to introduction. However, it is almost impossible to test a new product 100% in a limited environment and that is why there are modifications once feedback is received from customers in the field. Different applications, duty cycles, weather, load factors, drivers, plus many other factors put extreme pressure on the new product's performance. Each of these or a combination thereof make it very difficult to make the product fault-free. On a positive note, we are seeing fewer failures but our manufacturers will continue to improve the training and products that we represent in order to assist our valuable customers in keeping their equipment operating at peak performance and with minimal downtime.

In closing, I would like to thank each of our loyal customers for the support that they have shown us over the 35-year tenure I have had as a Truck Centers' team member. Yes, I did recently celebrate my 35th anniversary! I have been fortunate enough to play a role with the majority of our customers and employees. I still get up every day with an excitement of somehow making us better than we were the day before. Some of those days are much more successful than others but overall

we make progress. I do want to assure everyone that we are working every day to improve our customer service and communication. It may be in a different manner than we did it a few years ago but with the rapid speed of technological change, we are continually working on making all services and interactions more fluid for our customers.

With that said, we wish you continued success in your business endeavors and look forward to seeing you in the near future! <<

Best Regards!

Mike Yates
President

// I would like to thank each of our loyal customers for the support that they have shown us over the 35 year tenure I have had as a Truck Centers' team member. //

How quickly time flies when you seem to be busy! Another few weeks have passed and the economy just keeps lugging forward with a few signs of "TRYING to get better."

Truck Centers' business seems to be following the same course as the economy. We just keep lugging along. Indicators are very hard to rely on because of their daily fluctuations. In our case, a few locations seem to be busier in service than others, while a few have more parts business than others. It is very difficult to calculate what our workloads are from day to day but we are making all efforts to adjust as the fluctuation continues.

We are in the process of delivering some of our new products to customers that were mentioned in previous publications. The Freightliner 114SD and 108SD are finally being delivered to our customers as well as our long-awaited Western Star 4700. The new products are being accepted well and our customers feel that these are great trucks for future orders. We have been able to secure several more orders because of the acceptance and appearance of the new models. The new products have allowed us to reach a broader market when competing in the construction, municipality and special hauler applications. We will be working towards a few special events in the 3rd quarter to better showcase these products to you.

Our manufacturers' order boards that were previously backlogged due to the availability of after treatment systems and other component shortages, has somewhat cleared itself up and we are back on track for the majority of deliveries and/or new orders. With the exception of certain axles, we can now deliver newly-ordered Class 8 trucks within a 90-120 day time frame, while our medium-duty line is within a 90-day time frame. As

TCL Awards

Service Awards

Truck Centers, Inc. and the Hopkins and Yates families take great pride in recognizing the outstanding contributions and service of our team members. For the second quarter of 2012, we have six notable recognitions.

Larry Knebel Larry Knebel recently received his recognition for 35 years of service. Larry is a key technician in our Troy Body Shop. He takes great pride in his work and boasts excellent productivity. Larry is also one of those people who is always smiling, has a great attitude and is a true pleasure to work with. An interesting fact about Larry, he and his wife Connie were partial winners of a million dollar lottery. Apparently he's a lucky guy! And apparently he didn't win enough to retire... just yet... so lucky for our customers and us! Thank you, Larry, for 35 years of excellence!



Mike Yates It seems like yesterday that Mike Yates started with TCI in Highland as a taper/sander apprentice in our 2-bay body shop. Over the past 3 1/2 decades, it is remarkable the positive impact and difference that he has made to our company doing literally every job imaginable and earning the respect of everyone that has had the pleasure of working with him. Mike's direct presence has helped make TCI a better company to do business with and work for. Each and every one of us has benefitted from his leadership, wisdom and passion. Thank you, Mike, for 35 years of leadership and pride!



Steve Brachear Steve Brachear is another three-decade veteran on the Truck Centers' team. Steve is a face that most TCI team members and customers know because he is one of the trainers at our Training Center in Troy and is a valuable source of knowledge. Steve was working at our Springfield location when we purchased that dealership and he relocated to the Troy area when a second training position was added. Because of his humble nature, you may be surprised to know that Steve has won the ASE "Freightliner Technician of the Year" Award for two consecutive years! Thank you, Steve, for your commitment to TCI, your peers and our customers!



Kim Trout Kim Trout of TCI-St. Louis received her 15-year service award in April. Kim has worked in about every capacity during her tenure at TCI. She started off on the parts side of the business and has since worked in sales and service as warranty manager. She also fills in for us at the reception desk, helps with crafts and events around the dealership, and is ALWAYS there when we need her! Kim and her husband Don live in Bourbon, Mo., and spend free time camping and enjoying the open roads on a Harley. Thank you, Kim, for always going above and beyond to get the job done!



Jeffrey Robinson Jeff Robinson recently received his 10-year service award for his work in our Morton Body Shop as a technician. Jeff was tapped as the 'lucky' guy to do a complete school bus rebuild in recent months and has stated he would rather not see another one for awhile. However, the bus looks fantastic - almost like brand new! Jeff has two children - a son, Steven, who is 9 and daughter, Savannah, who is 11 and both keep him very busy with their activities and sports. Thank you, Jeff, for your hard work and workmanship!



Mike Schmeiderer Mike Schmeiderer is another 10-year veteran at TCI and is a key member of our St. Louis team where he is a service technician. Mike is one of those guys that everyone likes because he is just a great person to be around. Mike is one of our weekend warriors and he has been on that weekend shift during his entire career at TCI. He is our "go to guy" on the weekends and puts in incredibly long hours to make sure all of our customers are taken care of and back on the road. Mike and his wife Dora live in Perryville, Mo., and stay busy with their grandchildren, Calvayn (11) and Trevious (5). Thank you, Mike, for all of your hard work and dedication to TCI and our customers!



New Hires

You may notice some new faces around TCI. We are pleased to welcome twenty new employees to our corporate office and 5 TCI locations since our last issue. Welcome to the Truck Centers' team!

Global/Corporate

James Moose (IT)

Morton

Adam Ford (Technician)
Travis Fort (Technician)
James Stevens (Dispatch Driver)
John Timerman (Dispatch Driver)
George Wagner (Technician)

Mt. Vernon

Emily Heins (Receptionist)
Jacob Moseley (Technician)

Springfield/Decatur

Stephen Boucher (Technician)
William Denham (Technician)

St. Louis/St. Peters

Paul Buehrle (Service Foreman)
Anthony Darian (Service Writer)
Collin Ellsworth (Parts Driver)
Anthony Stanley (Parts Driver)

Troy

Michael Dauderman (Parts Counter)
Melanie Herrington (Housekeeping)
John Jablonski (Body Shop Maintenance)
Timothy Mayer (Shop Maintenance)
Lanny Ribers (Service Dispatch)
Nathan Rozycki (Parts Warehouse)

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.



KATIE HOPKINS
General Manager
khopkins@truckcentersinc.com

STEVE BARTELS
Parts Manager
sbartels@truckcentersinc.com

BRYAN JUBELT
Service Manager
bjubelt@truckcentersinc.com

KENT ZOBRIST
Body Shop Manager
kzobrist@truckcentersinc.com

DARREN WEBB
Customer Service Rep
dwebb@truckcentersinc.com



JIM PENNINGTON
General Manager
jpennington@truckcentersinc.com

LARRY KING
Service Manager
lking@truckcentersinc.com

RUSS JARMAN
Parts Manager
rjarman@truckcentersinc.com



JUSTIN HOPKINS
General Manager
justinhopkins@truckcentersinc.com

RANDY MELVIN
Service Manager
rmelvin@truckcentersinc.com



JUSTIN HOPKINS
General Manager
justinhopkins@truckcentersinc.com

JAN KRIEGER
Business Manager
jkrieger@truckcentersinc.com

KEITH KRIDER
Parts Manager
kkrider@truckcentersinc.com



JULIE KLEBBA
General Manager
jklebba@truckcentersinc.com

WEBB EASTHAM
Parts Manager
weastham@truckcentersinc.com

KENNY JONES
Service Manager
kjones@truckcentersinc.com

TROY

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

Well it seems that summer is nearly here again! And there have been several exciting things that have happened since our last edition of *Driven* magazine. In early March, most of TCI's department managers attended DTNA's "Momentum" conference that focused on parts and service operations. There were 1,700 other attendees at this conference to participate in seminars on hundreds of different topics and learn about the latest advancements at DTNA and within the industry. We were able to train on various topics and bring that information back to TCI and apply it in serving you.

In March, we hosted the 2nd Annual TCI Easter Egg Hunt. Around 50 kids came out to hunt for eggs and search for the golden egg here at Troy! The honorary Easter Bunny again made a special appearance. Special thanks to Mike Yates for being such a good sport as the bunny even in the hot sun! Several children and grandchildren of employees showed their artistic skills in our coloring contest and their artwork added so much life to our service lobby.

Mid America Trucking Show was also in March and many TCI employees and some of our customers attended the show in Louisville. TCI hosted a lunch at the show for customers and employees that were able to attend. Brian Cota, VP of Freightliner Sales, was the featured speaker at our luncheon and he shared a lot about what is going on with the brand, new technologies and projects that will be forthcoming. It was a great show and opportunity to see our competitors' products and compare them to the DTNA lines.

On the wellness front, TCI had great participation in our "Biggest Loser" contest and poker tournament. Nearly 25% of our employees participated in the 12-week program and lost around 1/2 ton. WOW! Our Springfield location earned the distinction of winning the branch title for the most weight loss. It was great to see so many employees dive in to try to be healthier!

On the educational side of things, TCI had 14 applicants for the 2nd Annual Scholarship program. It was incredible to see the talent and skills that this group of students exhibited! Seven students earned distinction and special awards with this program. All of the parents of the students that applied should be super proud of their accomplishments and congratulations on their success!

We updated our website and took the new site "live" in May. If you have not visited our site recently, please check it out! We have all of our new and used truck inventory listed online, industry tips and news, employment opportunities, upcoming training courses, service appointment availability, body shop gallery pictures and much more.

The last piece of big news is that we did open up our newest outlet in St. Peters, Mo., in May. This facility's smaller size allows us to offer a personalized experience for customers in the western part of the St. Louis area. The location is our first Western Star branded facility and has a lot of special finishes that if you are in the area, whether employees or customers, please take a moment and check it out.

On the employee front, we have had quite a few new additions to our team in Troy that I want to acknowledge. Michael Dauderman joined our team to learn the parts counter to fill in for Jake Meyer, who moved back to his roots in Springfield, Ill., and transferred there. Melanie Herrington joined our team in the housekeeping department of Troy. Lanny Ribes, rejoined our team in the Troy service department as a dispatcher. Since he was with TCI for many years in the past, he has been able to jump right in after learning our new computer system to help our service customers and team. John Jablonski and Tim Mayer joined our team as maintenance support in the body shop and service departments. In our ongoing efforts to keep the TCI facilities up to the "Elite Support" standards, cleanliness is critical. Both of these guys have done an incredible job at keeping the shops shining and organized! Nathan Rozycycki joined the Troy team to work in the parts warehouse most recently and he has a claim to fame in that he will be Dave Bigham's "future" son-in-law. On the IT front, we have hired Jim Moose as our help desk extraordinaire. Jim is well known at TCI as he was our technician on our phone system for many years while with his previous employer.

In closing, I would like to say thank you for taking the time to read this edition of *Driven* and thank you for providing the TCI team the opportunity to do business with you!

Sincerely,
Katie Hopkins

ST. LOUIS

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

Here we are already kicking off summer in the month of June - where has the time gone? Many of our team members have been working diligently for quite awhile preparing to open a new, full-service dealership in the St. Charles/O'Fallon, Mo., area. Our store is conveniently located on Veterans Memorial Parkway between exits 220 and 219 off of I-70.

The new St. Peters location is unique in that it is a Western Star branded store. Very rare! Customers can rest assured that the entire DTNA product line including Freightliner and Detroit can also be sold and serviced there but our Western Star customers will hopefully enjoy and benefit from a team that has extensive product knowledge in the Western Star line. This location has many amenities for enhanced, personalized customer service including the smaller scale. Secure gated lots, custom amenities and modern appointments on the interior, stocked Western Star inventory, brand sales experts, skilled parts and service technicians, Mobile Service truck, and so much more are available. We are now open for Sales, Parts and Service so please stop by for a visit - it is definitely worth it!

Our St. Louis branch is still offering the same quality customer service 7 days a week. The location has undergone significant remodeling efforts but we are still working on continuous upgrades and maintenance processes to ensure that we can provide the best possible customer experience. Not to mention that we are the driveline store and have technicians and the equipment to promptly repair driveshafts even on the weekends. Please contact us if we can ever be of assistance!

Best regards,
Jim Pennington

SPRINGFIELD

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

Welcome to summer! We have had a very busy start to 2012 and a mild winter but are ready for warmer weather. We have had more ongoing improvement projects at the store including upgrades to our loading dock area in Shipping & Receiving. The team is also committed to the continuous cleaning and 5S process from our Elite Support validation.

I am also pleased to let everyone know that we are adding a new Mobile Service unit for the Champaign area. This brings our fleet up to 6 trucks for the two northern stores!

After visiting the MATS show in March and other activities, I have to say that I am very excited about the future of Freightliner and Detroit products and what that means for Truck Centers and our customers! I firmly believe that we are able to deliver small-town service with industry-best resources and can offer the best products available at competitive prices. I hope that you give us the opportunity to serve you again in the near future.

Sincerely,
Justin Hopkins



JEREMY WILLIAMS
Parts Manager
jwilliams@truckcentersinc.com

MORTON

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

Summer is here! We had an unseasonably mild winter but the temperatures are rising and we are ready for a great summer. Our team is committed to the continuous cleaning and 5S process from our Elite Support validation and recent improvements include repainting the facility. After 13 years, we have a bright, clean slate again and it looks great!

I am also very excited to let everyone know that we are adding a new Mobile Service truck that will serve customers in the Champaign area. This brings our fleet up to 6 trucks for the two northern stores so please remember us if you are ever in need!

After visiting the MATS show in March and speaking with others in the industry as well as DTNA leaders, I must say that I am very excited about the future of Freightliner and Detroit products and what that means for Truck Centers and our customers! I firmly believe that we are able to deliver small-town service with industry-best resources and can offer the best products available at competitive prices. I hope that you give us the opportunity to serve you again in the near future.

Sincerely,
Justin Hopkins



CATHIE JENKINS
Service Manager
cjenkins@truckcentersinc.com



CHERYL WILLIAMS
Body Shop Manager
cwilliams@truckcentersinc.com

MT. VERNON

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

Greetings from sunny Southern Illinois!

We have a couple of new faces in our Mt. Vernon store that I would like to introduce you to. Emily Heins joined us in March as our receptionist. Emily was raised here in Jefferson County and spends her free-time planning her wedding to her fiancé, Chris, for next May. When you walk in, Emily will be greeting you with a friendly hello and a big smile.

Also new to our team is Jacob Moseley. Jacob resides in Centralia with his wife, Ashley, and daughters, Kayleigh and Aurora. Jacob served in the US Army from 2005 to 2010 and is now a service technician and we are thrilled to have him as part of our team.

Those are the new faces but remember our management team here in Mt. Vernon has years of experience. Webb Eastham, our parts manager, has been with TCI for over 26 years. Webb started as a parts runner and then worked in shipping/receiving before being promoted to counter man and then outside parts sales until becoming parts manager 14 years ago.

Our service manager, Kenny Jones, has 10 years of experience with Truck Centers. Kenny started in our parts department in shipping/receiving and then worked as a parts counter man and service writer on midnights being a one-man show. After a short stint in outside parts sales, he found his niche as the service manager.

Stop in and let us work with you for all your sales, parts and service needs. We look forward to seeing you soon!

Have a safe and enjoyable summer!

Best wishes,
Julie Klebba



[AP PHOTO]

INDUSTRY News

I-70 BRIDGE CONSTRUCTION WILL DETOUR DRIVERS

Starting this summer, various weekend projects will close multiple lanes of the Blanchette Bridge near mile marker 230 over the Missouri River between St. Louis and St. Charles, Missouri. These weekend projects are just a prelude of the delays that drivers can expect when the bridge construction will ramp up starting in November for the next 12 months. Due to the construction, commercial motor vehicles are advised to detour using I-270 and 370 as an alternate route.

Summer road closures are tentatively scheduled for the weekends of June 22-24, June 29-July 1 and July 21-23. The week of July 13-25, two lanes of I-70 will close in each direction just east of the bridge to build crossover lanes in the median to utilize in November.

To learn more about the project, visit www.modot.org/blanchettebridge. For Truck Centers' customers that are located west of I-270, please do not forget that our new St. Peters location is now open for parts and service!

THE RACE IS ON, DON'T MISS OUT!

Alliance Truck Parts, title sponsor of the June 16th NASCAR Nationwide® Series race at Michigan International Speedway, is offering 50% off a pair of tickets to the race to the first 250 CDL holder purchasers as a reward and recognition of all the hard work truck drivers do to make the race possible.

"Long before we get to the track to watch the excitement, truck drivers are doing the hard work of hauling team trailers, cars, food and everything else to the speedway for our enjoyment," said Jamie Heck, manager of marketing communications for Daimler Trucks North America. "To show our respect for the tough jobs they do, we're offering CDL holders discounted tickets and \$25 Alliance Truck Parts gift cards."

Commercial Drivers License holders can call 866-451-7223 to claim their discounted tickets to the NASCAR Nationwide "Alliance Truck Parts 250" at Michigan International Speedway. Following their ticket purchase, CDL holders will receive a free parking pass for their rig at the event. Alliance is even going a step further by offering CDL holders, who show their license at the booth in the Fan Zone, a \$25 Alliance Truck Parts gift cards at the event. The gift card can be used for Alliance parts purchases at over 800 locations in the U.S. and Canada including all TCI locations.

Alliance Truck Parts also sponsors the bright black-and-yellow NASCAR Nationwide Series' No. 12 Dodge Challenger driven by Sam Hornish, Jr. Hornish and his crew chief Chad Walter have proven they are contenders for the championship already this season, holding a solid top ten position in the points standings.

The "Alliance Truck Parts 250" will be televised live starting at 3:30 pm ET Saturday, June 16, on ABC.

For more information, visit alliancetruckparts.com/racing

JOHN FORCE RELIES ON FREIGHTLINER

Freightliner Trucks presented John Force, legendary Funny Car driver and chief executive officer of John Force Racing, with the keys to the team's first new Freightliner Cascadia® hauler.

The key ceremony took place at the Freightliner Trucks manufacturing facility in Cleveland, N.C., and featured several John Force Racing team drivers including Robert Hight, Mike Neff, Brittany Force, Courtney Force and Ashley Force Hood. The team toured the plant and visited with Freightliner employees. Freightliner Trucks is an official sponsor of John Force Racing, the John Force "Travelin' Road Show" and the John Force Racing Sponsorship Midway program.

John Force Racing's new Cascadia raised-roof sleeper is equipped with a Detroit™ DD15® engine and Detroit™ axles. The 17-time National Hot Rod Association (NHRA) Funny Car championship team will use its Cascadia hauler to transport equipment to races and events throughout the United States. Eventually, the team's entire fleet will be comprised of DD15-equipped Cascadia trucks.

// We are all over the country racing and doing Road Shows, so I want my team to have a safe and comfortable ride. There's nothing better out there than our new Cascadia trucks, //

said Force. "With Freightliner Trucks, John Force Racing has a winning combination off the track just like we have success on the track."

"Because John Force started his career as a truck driver, he not only understands the benefits of a driver-friendly and efficient vehicle like the Cascadia, but he truly connects with our core audience," said TJ Reed, director of product marketing for Freightliner Trucks. "We are proud of our partnership with John Force Racing, and are looking forward to an exciting season."

[PHOTOS COURTESY OF FREIGHTLINER TRUCKS]



FREIGHTLINER INTRODUCES NEW APP

Freightliner Trucks introduced a new application for smartphone users in mid-May specifically designed for iPhone and Android users to commemorate the company's 70th anniversary.

The free app also offers a suite of functional tools for drivers and is an extension of FreightlinerTrucks.com/70years, which provides a snapshot of Freightliner's legacy of innovation with videos and a detailed timeline that celebrates the company's products and technological milestones.

Additionally, the new app includes the following:

Dealer locator: This tool delivers a complete listing of Freightliner Trucks dealerships based on the driver's current location or by entering a city, state or zip code. The interactive locator features a map, contact information, services, hours of operation and real-time, dealer-specific special offers.

Event listing: App users can access Freightliner's schedule of trade shows and special events. Show hours, special guest appearances and booth events are included with each listing.

Product information: For a speedy reference, Freightliner's truck models and base specs are presented on the app, including a gallery of truck images.

// We've spent 70 years developing products to help simplify our customers' lives, and this app is yet another innovative solution from Freightliner Trucks, // said David Marx, manager brand development for Freightliner Trucks.



WESTERN STAR DEBUTS CUSTOM GRAPHICS PACKAGES

In March, Western Star announced its new custom graphics package to reinforce the brand's identity that is available for the full product line. Western Star partnered with Kelowna, British Columbia-based IRON Graphix, Inc. to develop the graphics packages.

Each vinyl package offers various aesthetic customization possibilities and is designed to supplement Western Star's standard finishes. Customers can choose from a range of possibilities including black, white, viper red, blue or green. Another exciting addition allows for customers to add their company logos and colors to the graphic designs.

Themes available for customers range from torch, smoke, flare, razor and ripped designs. With these customization tools in mind, Western Star has emphasized their "one of a kind" reputation with customers in a big way. All the designs reinforce the rugged and tough personality Western Star Trucks have come to be recognized with and showcase the brand's unique style.



The custom graphics packages are now available to order through a local dealer. For more information, contact your Truck Centers' sales expert today!

[ALL PHOTOS COURTESY OF WESTERN STAR TRUCKS]

WESTERN STAR MARKS 10-YEAR ANNIVERSARY OF PORTLAND MANUFACTURING PLANT

Ten years ago Western Star relocated from Kelowna, British Columbia, to the Daimler Trucks North America (DTNA) Portland Plant producing its first 4900 model truck in June of that year. A decade later and the brand's potent reputation remains. The relatively new location currently employs more than 1,000 people working two full shifts and producing the entire line of Western Star products including the 4700, 4800, 4900 and 6900 models.

"It is because of the hard work and dedication of our team at the Portland plant that enables us to always provide our customers with the highest quality of hand-built, custom trucks," said Paul Erdy, Portland plant manager of Daimler Trucks North America. "We are very thankful for every employee that has helped to produce Western Star trucks and look forward to many more years of building and distributing premium products."

Todd Hauge, a 34-year veteran of the Western Star manufacturing team and current supervisor, is very proud of his tenure with Western Star.

"Being part of the Western Star team is a source of pride for me. Every employee puts forth such great effort to maintain quality in their workmanship and it shows in every truck we produce," said Hauge.

For more information about Western Star, visit www.WesternStar.com

Additionally, Western Star announced numerous new options for the 4700 product line. These include:

Hendrickson and Watson Chalin lift axles: Several new lift axle solutions from Hendrickson and Watson Chalin increase the customization options for vocational applications. The benefits include varying weight savings, SPIF compliance, optimized packaging and added durability, to name a few.

New roof fairings and side extenders: The addition of roof fairing and side extenders help to improve aerodynamic performance and maximize fuel efficiency.

Chalmers Suspension: The durability of the Chalmers rubber spring suspension offers increased stability and traction for off-road applications, and lower maintenance costs on suspensions and other components such as tires.

The 4700 tractor and additional product updates are now available to order. Contact your Truck Centers' Western Star brand expert to learn more. <<



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EASTER AT TCI >>

Truck Centers, Inc. hosted their second annual Easter Egg Hunt for the families of employees on March 31, 2012. With amazing weather, nearly 50 wee ones participating in the hunt and over 1,000 candy-filled eggs up for grabs, the event was a smashing success. There were a dozen special eggs mixed in the hunting grounds that were divided into three age groups and the special eggs contained slips for bigger Easter basket prize packs.

TCI President Mike Yates made sure that the Easter Bunny made an appearance and once again arrived in a Freightliner. Children were thrilled to see the Easter Bunny, enjoyed photos with him and getting a jumbo egg gift.

The Easter fun didn't end there. Truck Centers also brought back a coloring contest by popular demand. The executive team judged the coloring sheets for winners in each division for special prizes while everyone received a participation gift. The entries were featured in the service lobby at our Troy location as well as on the TCI Facebook page.

We would like to thank everyone who joined in on the fun during these events and hope that you and your family had a great time!



TRUCK CENTERS, INC. ANNOUNCES 2012 SCHOLARSHIP AWARD RECIPIENTS



[TCI Executive VP Katie Hopkins, Winner David Wiegmann and President Mike Yates]

After careful review of highly qualified applicants, a committee has reached the difficult decision of determining the recipients of our CORPORATE SCHOLARSHIP PROGRAM.

All Truck Centers, Inc. team members and their dependents were eligible for three awards major awards. While several individuals shined, the passion, dedication and commitment to excellence by a diverse group of students was impressive. In fact, after much deliberation, the Hopkins and Yates families have generously put forth additional special awards.

"On behalf of the TCI management team, I would like to thank all of the applicants for their submissions and congratulate each and every one of them on their impressive accomplishments. It was a difficult task to select the recipients because we had such an amazing pool of individuals who applied and a diverse group of skills, strengths and career paths," stated executive vice president,

Katie Hopkins. "While we gave everyone in last year's inaugural program \$500 towards their academic goals, this year we added three special awards and established a new, recurring program. Again, I would like to express how difficult of a decision it was to select the recipients and once again say we are proud of everyone who applied and encourage them to apply for subsequent programs to help them continue to pursue their dreams."

After careful review of the application packets including complete academic records, standardized test scores and personal statements along with awards/accomplishments and a letter of recommendation, we are proud to present the 2012 Truck Centers, Inc. Scholarship recipients.

1st Place (\$2,000) - DAVID WIEGMANN

David is the son of Ron Wiegmann, Service Technician at TCI-Troy. David is a college student at Southwestern Illinois College and will graduate in May 2012 with an Associate's degree. He has been accepted to Saint Louis University's Doisy College of Health Sciences for the Fall 2012 term and was awarded a transfer scholarship to pursue his dream of being a physician. While at SWIC, he was on the Dean's List with a near perfect GPA and was the college men's basketball team captain. David is a member of Phi Theta Kappa and recipient of the Kahall Award for excellence in academics and athletics. David also boasts a stellar high school record including Illinois State Scholar honors and recognition as the 2010 Class Valedictorian for Central High School.



2nd Place (\$1,500) - MEGHAN WRIGHT

Meghan is the step-daughter of Joe Voyles, Invoicer at TCI-Troy, and will graduate from Lindbergh High School in May 2012. Meghan managed to have a 4.1 GPA on a 4.0 scale due to an impressive curriculum that has included 10 honors classes and 11 Advanced Placement/International Baccalaureate courses to jumpstart her college career. Meghan received numerous academic honors while in high school and participated in an array of extra circular activities. She was the recipient of an Award for Excellence in Art as well as the Platinum Award, the highest award of the Honor Roll, every semester for all for years of high school. Meghan was admitted into the National English Honor Society, nominated as the German Representative in International Club, DECA Secretary and was the varsity wrestling manager. In spite of all these responsibilities, she volunteered as a nursery teacher at the Gateway Homeless Shelter and was a counselor-in-training. Meghan plans to study international business/marketing starting the Fall 2012 semester at Missouri State University and plans to enhance her knowledge with study abroad experiences.



3rd Place (\$1,000) - NICK DAIBER

Nick is the son of Mary Daiber, Sales Assistant at TCI-Troy, and will graduate from Highland High School in May 2012. Nick is in the top 10% of his class and boasts perfect attendance. He is a member of the National Honor Society and was on Honor Roll for 15 consecutive quarters. In addition to his impressive academic career, Nick still found time to participate in four different sports - track, soccer, basketball and football. His passion for sports is a perfect fit with his intended major, industrial design, with a specific focus on athletic shoes. In fact, Nick excelled when he was a finalist in the 2010 Nike Future Sole Design Competition and returned to the competition in 2011 to win the grand prize for his Jordan brand design. Nick has been accepted to four different colleges including University of Illinois, University of Cincinnati, Lawrence Technological University and the College for Creative Studies and received various scholarships. He recently chose to attend the University of Cincinnati.



[L-R: Mike Yates, Nick Daiber, Sydney Wellen, Josh Warren and Katie Hopkins]

Spirit Award (\$500) - SYDNEY WELLEN

Sydney is the daughter of Luke Wellen, Parts Specialist at TCI-Troy, and will graduate from Highland High School in May 2012. She has a strong GPA and has taken AP courses to prepare her for her future college career. Sydney has maintained perfect attendance from 3rd-12th grade and was a recipient of the Prairie State Achievement Award for Science. She has also been a member of the National Art Honor Society and the Academic Honor Roll. Sydney was diagnosed with dyslexia in grade school and has worked diligently to thrive in spite of her disability and has been a strong advocate for herself in school. Her teachers praise her for her hard work, dedication and positive attitude and see her as a great role model for others. In addition to her commitment to her studies, Sydney was also a member of the Art Club, Tech Club, Tudor Reading Program and track team. She plans to study Environmental Forensics at Southern Illinois University at Edwardsville, where she has already been accepted.

TCI F.I.R.S.T. (Future in Repair Service Technology) Award (\$500) - JOSH WARREN

Josh is the son of Rick Warren, Service Technician at TCI-Troy, and although he will graduate from Highland High School in May 2012, he is already taking evening college courses at Southwestern Illinois College to get ahead and has earned his welding certificate. Throughout his years in the Highland Community School District, Josh was always on the high honor roll or honor roll and has had perfect attendance for 10 years in a row. He boasts an impressive GPA, belongs to the FFA and Power Hour Christian Group as well as working at Marc's Truck Repair. Josh aspires for a career at Truck Centers by developing trade skills in mechanics and auto body repairs. To help students like Josh cultivate their talents and be prepared to join our team, TCI leadership is working to develop a recurring TCI F.I.R.S.T. internship program.



Post-Graduate Award (\$500) - RACHEL WILSON

Rachel is the daughter of Al Wilson, Outside Parts Sales Representative at TCI-Troy. She is currently a first-year graduate student at Saint Louis University and is expecting to graduate with a Master's degree in Communication Sciences and Disorders in May 2013. Rachel completed her Bachelor's degree in Speech Language Pathology and Audiology at Southern Illinois University at Edwardsville with cum laude honors in May 2011. She was granted the Research Assistant Award from SIUE Department of Special Education and Communication Disorders and was a member of the Dean's List for several semesters. Rachel is now a Graduate Assistant and has a perfect 4.0 GPA in her Master's studies at Saint Louis University to become a speech language pathologist.



Highest Standardized Test Score Award (\$500) - JACOB PACOTTI

Jacob is the son of John Pacotti, Outside Parts Sales Representative at TCI-Morton, and will graduate from Deer Creek-Mackinaw High School in May 2012 with cum laude honors. Jacob's academic record was very competitive and included a variety of Advanced Placement courses and a strong standardized test score. He was elected Vice President of his 2012 graduating class and has been actively involved in extracurricular activities including football, wrestling, band, art club and French club. Additionally, Jacob was the Safety Captain of the F.I.R.S.T. Robotics team. While he excelled in his own ventures, he was still able to see the importance of helping others and attended a youth mission trip in the summer of 2009 to help with Hurricane Katrina clean up. Josh was accepted into Bradley University's Mechanical Engineering program for the fall semester and was awarded the Dean's scholarship as well as the F.I.R.S.T. Robotics scholarship. His particular area of interest is fuel-efficient engineering and alternative fuel driven engines.

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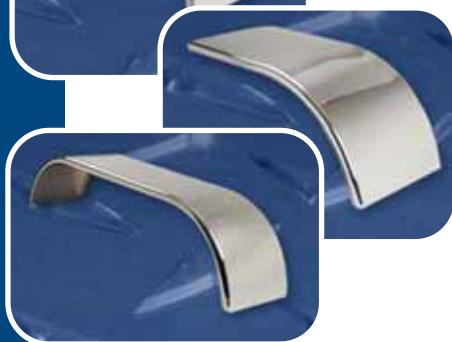
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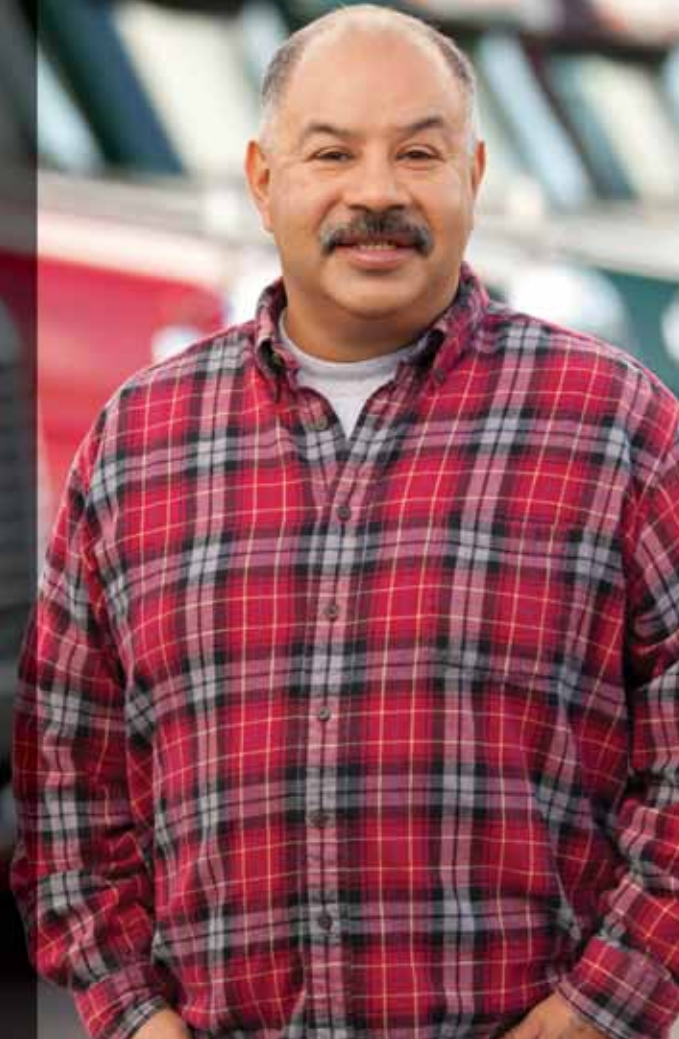
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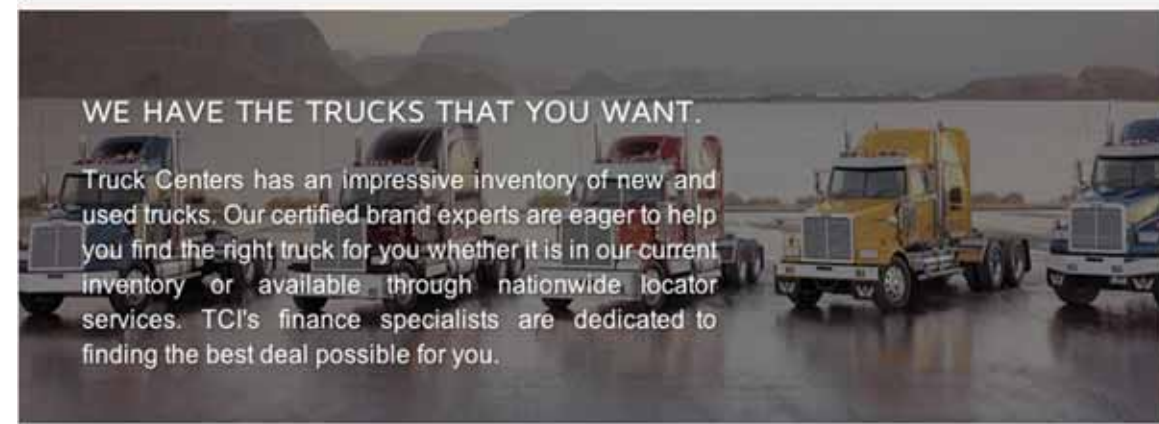
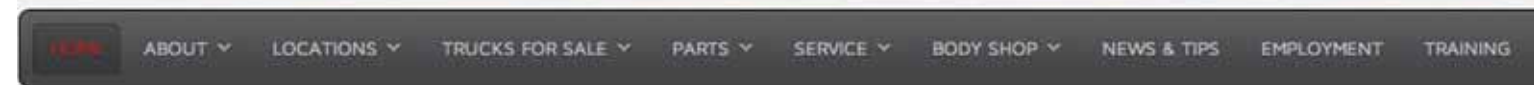
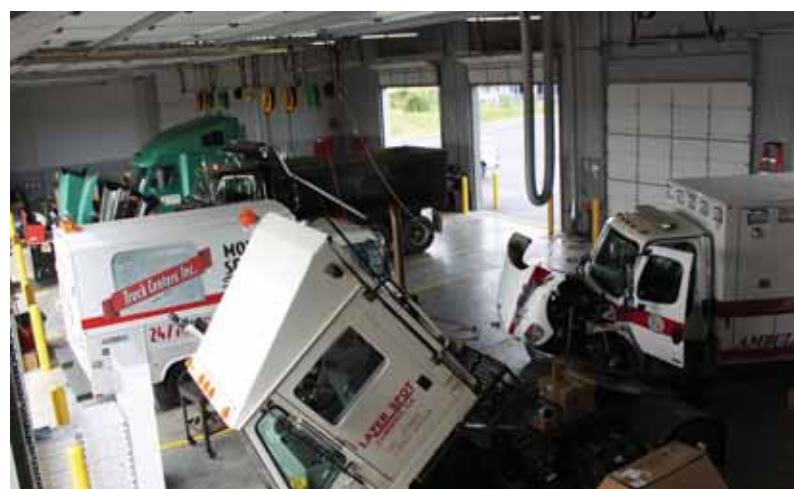
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TRUCK CENTERS, INC.

LAUNCHES

A NEW WEBSITE

Truck Centers, Inc. has launched a newly redesigned website with improvements for a more enjoyable visitor experience. The dramatic changes to the site embody Truck Centers' commitment to customer service and satisfaction. The homepage welcomes visitors with a clean, uncluttered design that features prominent, rotating images featuring content on the company's services and product offerings. The site showcases the values of teamwork, commitment, integrity, passion and flexibility that are cornerstones of TCI's philosophy.

Whether you are looking for what other customers have to say about Truck Centers or a TCI location near you, our new site will easily lead you to it. Some of the key improvements include user-friendly navigation, prominent links for TCI social media sites such as Facebook and Twitter for customers to be able

to stay current on news and special promotions, before and after body shop photo gallery, new and used truck inventory with photos, and training center information including course schedules and online enrollment forms. Information on career opportunities and an online application for available positions as well as online credit applications for TCI customers are also resources available on the upgraded website. Additional usability upgrades include the ability for customers to conveniently schedule service appointments online as well as the "Ask the Technician" feature that allows customers to direct questions to service experts. Our goal at Truck Centers is to exceed customer expectations by offering innovative products and service solutions.

Check out the new site today at www.truckcentersinc.com



MATS SHOW RECAP

Welcome to a **HISTORY of FIRSTS.**

[Freightliner focused on their 70 Years of Innovation theme]



- 1 The Freightliner Coronado received a few subtle refinements to its elegant exterior
- 2 The fuel-efficient Cascadia in different configurations was on display
- 3 Old Shovel-Nose Freightliner and the Revolution Innovation Truck
- 4 The Argosy is still in production for the Australian/South African market but was put on display to gauge interest
- 5 Freightliner offers CNG and LNG alternative fuel options



[Western Star was center stage again this year with a Roaring 20's Hollywood theme]



[The Western Star 4700 and several other vocational units were mixed in their booth along with over the road tractors]



[Detroit Diesel had their full product line of engines and powertrain options on display]



FREIGHTLINER, WESTERN STAR & DETROIT brought a wide array of new and popular products to the 2012 Mid America Trucking Show in Louisville, Ky. From medium-duty trucks to extreme-duty rigs and engines to axles, the three Daimler Trucks of North America brands have you covered!

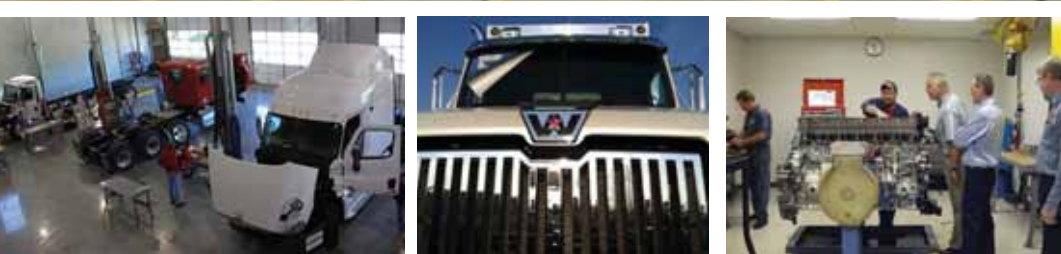
The Freightliner Revolution Innovation truck was the focus of the Freightliner's "70 Years of Innovation" theme celebrating seven decades in the industry. The Revolution is aimed at reimagining the face of commercial trucking with an aerodynamic body, cold-rolled aluminum frame that is 200 pounds lighter than a steel equivalent, low-slung engine placement, strategically designed LED lights and grille, and an intelligent rear axle that can automatically switch between four- and six-wheel drive. The concept is making a more fuel-efficient truck for the future without compromising functionality. The rest of the display trucks had a modernized version of a retro 1970s orange and white paint scheme.

Western Star always presents a dynamic display and did not disappoint again this year with a Roaring 20's Hollywood theme with movie lights, a red carpet and pop art posters. The bold custom paint designs with heavy metallic flake shined brightly and highlighted the new Custom Graphics Packages that are available to all Western Star customers now to complement the brand's standard finishes for a little unique flare for owners.



[Whether you need a Western Star to be a work star or road star, the 4900 offers plenty of options... but CLASS comes standard]

TCI TRAINING CENTER



MAY-JULY 2012



DATE	COURSE DESCRIPTION
May 1-4	CVL02 (4 Days) Business Class M-2
May 7-11	CEU02 (5 Days) EPA 2010 Update
May 17	N/A (1 Day) Counter Bore Cutting Class
May 8-9	Private Customer Training
May 15-16	Private Customer Training
May 21-25	CVG01 (5 Days) Heavy Duty Truck Systems
May 22-24	EATON (3 Days) Transmission Perf. & Failure Analysis
May 30	CVH05 (1 Day) Park Smart Training
June 5-8	CVE12 (4 Days) Electrical Troubleshooting
June 12-14	CEN03 (3 Days) MBE 900 Major Repair V.2
June 12-15	Private Customer Training
June 19-21	CVE05 (3 Days) Electronic Systems
June 26-29	CED01 (4 Days) EPA 04 Engine Diagnostics
July 9-13	CVH02 (5 Days) HVAC Diagnostics

Truck Centers, Inc. proudly 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, conference rooms and a dining facility. In addition to offering scheduled courses on key topics, we also are capable of creating private training sessions for your group or providing the convenient facility for your conference or event.

For more information or to confirm availability and scheduling, contact Len Thole or Steve Brachear at the TCI Training Center.

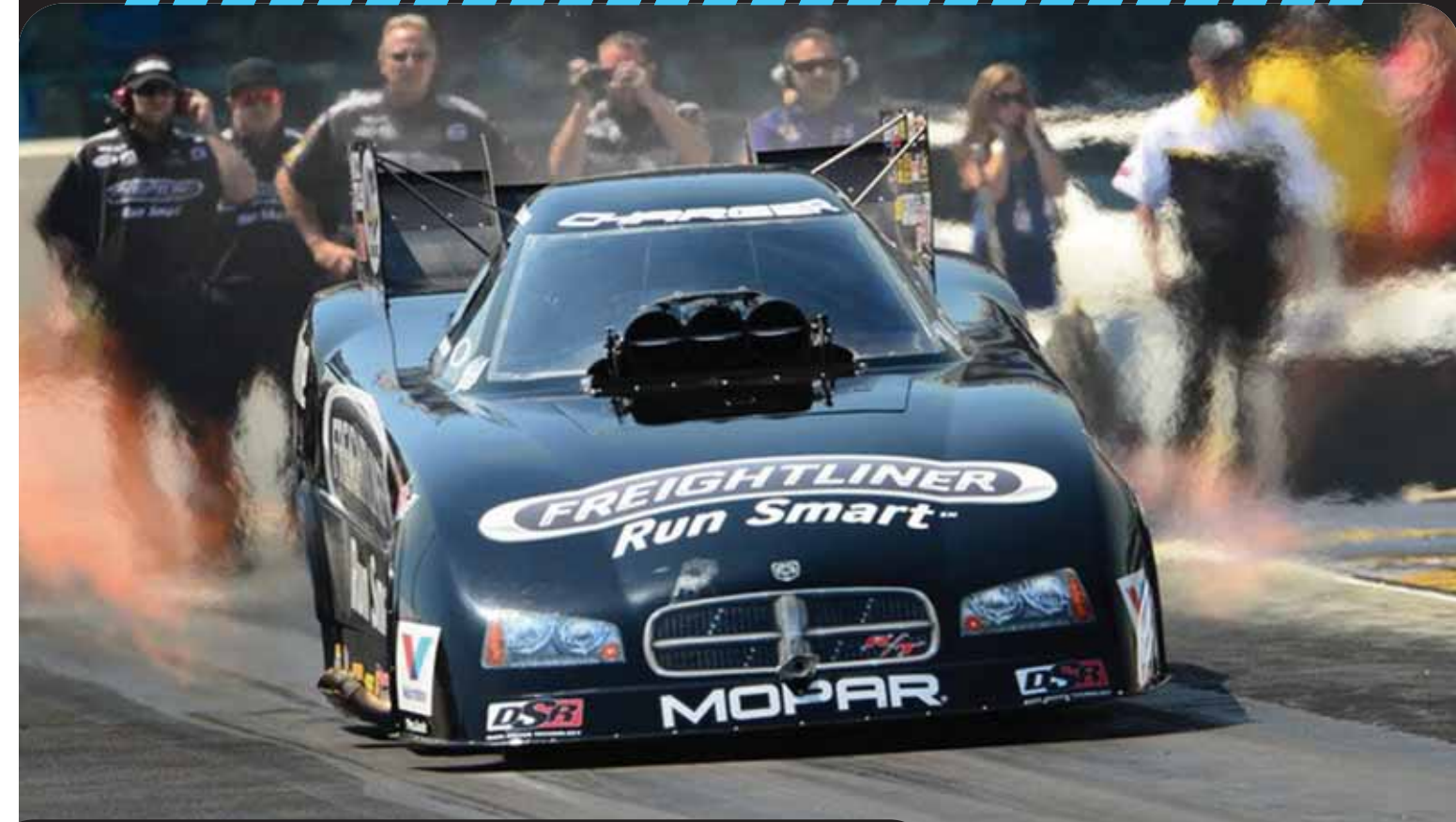
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[CECIL BRATHWAITE]

[Rolling Thunder approaching our nation's capitol and receiving a military salute.]

RIDE OF PRIDE

Back in 2001 with Memorial Day approaching, Ed Keeter, a shift manager at Freightliner's Cleveland, N.C., manufacturing plant and Vietnam veteran, proposed a clever idea to honor our military veterans. His idea to decorate a Freightliner truck and drive it to a local veterans hospital was a success and the concept exceeded all expectations when the Freightliner Cascadia with a Detroit Diesel DD15 engine was customized with brilliant graphics and dazzled the audience. This original concept has now expanded into an annual event and is part of a national effort that includes participation in Rolling Thunder's "The Ride for Freedom" to publicize POW-MIA issues. Each Memorial Day, the convoy travels through Washington, D.C. to bolster awareness for their cause.

// Ride of Pride symbolizes respect for and great pride in our service men and women, and our employees take a great amount of pride in building these trucks, //

says Michael McCurry, Cleveland plant manager for Freightliner Trucks.

Plant employees volunteer their time to coordinate and execute the truck design and join in on the ride from the plant to the nation's capitol for the "Ride of Pride" event. Prior to the D.C. trip, the eye-catching truck tours various North Carolina communities for their tribute ceremonies. Then, the one-of-a-kind Freightliner is escorted by hundreds of motorcyclists as part of the remembrance honoring our veterans.

Freightliner began awarding a military-themed "Ride of Pride" truck each year to a trucking company. Schneider National's ongoing commitment to the military has earned the honors of adding five customized trucks to its fleet since 2007. In addition to the Schneider units, Claremont, N.C.-based Cargo Transporters recently

received their newest Cascadia "Ride of Pride" truck as well. Cargo Transporters' fleet also includes one of the customized trucks from 2010. Both trucks are new Freightliner Cascadias that are equipped with Detroit DD15 engines and customized graphics that pay homage to POWs, MIAs, the American Legion Honor Guard and all veterans.

Now in its 25th year, Rolling Thunder is a non-profit organization with the mission of publicizing and educating the public about prisoners of war and those missing in action. Rolling Thunder provides financial aid, food, clothing and other essential resources to veterans and their families. The organization also advocates for legislation designed to improve the plight of POWs and MIAs. To learn more about Rolling Thunder, visit www.rollingthunder1.com

PARALYZED VETERANS OF AMERICA

Freightliner Trucks also proudly supports the Paralyzed Veterans of America (PVA). The PVA is a congressionally chartered veterans service organization that helps secure better health care and benefits along with career opportunities and access to adaptive sports for veterans who return from military service with a spinal cord injury. The organization also helps educate clinics about the conditions that result from these injuries. For more than six decades, the PVA and its 34 chapters have been working to build an America where all veterans as well as people with disabilities and their families have the necessary tools and resources needed to thrive.

To help promote this remarkable cause and publicize awareness of the Paralyzed

Veterans of America, Freightliner also customizes a Freightliner Cascadia for tours and special events. The brilliant craftsmanship and customized artwork on the truck is captivating and illustrates the company's commitment to this great cause. You can learn more about the PVA by logging on to their website at www.pva.org



[Amazing pride in the paintwork is evident in Freightliner's PVA Truck.]



[2012 "Ride of Pride" Trucks for Cargo Transporters and Schneider National.]





HEROES Work Here.

[BY MICHELLE PETROFF]

In recognition of Memorial Day and upcoming Independence Day holidays, Truck Centers, Inc. is proud to acknowledge those who have served selflessly for our freedoms and those of others around the world. While we pause to remember the men and women who have made the ultimate sacrifice, we must remember those who sacrificed and acted in valor for our country. Truck Centers is honored to have 55 individuals who have proudly served our nation in active-duty service and combat.



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

We have in our small, family-owned business, all five branches of the military represented – Air Force, Army, Marines, National Guard and Navy. Four men proudly served in Vietnam while three others did active-duty service in Japan and the South Pacific (Cambodia and Korea during the Vietnam Era). Two others were veterans of the Gulf War. And two of our younger employees have completed multiple tours in Iraq and Afghanistan. Team members were asked to complete information slips with their name, years of service, rank/duties for this article.

I still recall the poignant moment when I saw the simple description under duties and notes of "Vietnam Veteran. Purple Heart." Those are four powerful words tucked on a little slip of paper. No fanfare and definitely no desire for it... these are the amazing individuals that have stood up for us all and we are honored to have as part of our team.

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

ALL GAVE SOME; SOME GAVE ALL.

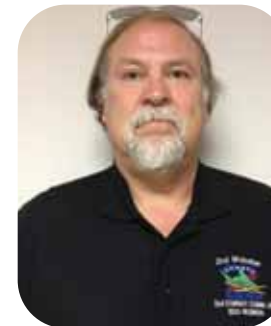


[John Hopkins during his Army days]

CORPORATE



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



JIM MOOSE
TCI BRANCH – CORPORATE
POSITION – CORPORATE IT HELP DESK
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – 2ND COMBAT
COMMUNICATIONS GROUP

HEROES

WE HAVE 55 VETERANS!

- Air Force – 8
- Army – 29
- Marines – 6
- National Guard – 1
- Navy – 11

SEVERAL MEN DID ACTIVE-DUTY SERVICE OVERSEAS IN COMBAT AREAS

- 4 Vietnam Veterans
- 2 Gulf War Veterans
- 2 Iraq War Veterans (Iraq War and Operation Iraqi Freedom)
- 1 Operation Enduring Freedom Veteran (Afghanistan)
- 1 Purple Heart Recipient
- 1 Cambodia
- 1 Korea (during Vietnam)
- 1 Japan

TROY



FREDERICK BOWNES

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



JOHN COLEMAN

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



JIM BRADBURY

POSITION – SERVICE DISPATCHER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS



RON DONZE

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



RANK/DUTIES – E-5 SERGEANT
SERVED WITH THE 82ND
AIRBORNE, 3RD INFANTRY



TOM BRYSON

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



ANTHONY FERGUSON

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – AIR FORCE
YEARS OF SERVICE – 26 YEARS
RANK/DUTIES – MAJOR, COMMUNICATIONS /
COMPUTER OFFICER. ENLISTED FOR 12 YEARS
AND WAS PROMOTED TO TECH SERGEANT
WORKING AS A RADIO MAINTENANCE TECH
BEFORE FINISHING COLLEGE AND WAS
ACCEPTED TO OFFICER TRAINING SCHOOL



DELMAR BUSKE

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – SP-5



BOB FERRY

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



ROBERT FRENCH

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



JERRY CAMERON

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



JUNE "JAY" GRANT

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – SERGEANT, DRIVER
FOR GENERAL



JUNIOR GRANT

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



MIKE GRAWE

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



DAN GREEN

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



ONIS HARPER

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



JOE MILLER

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



LARRY WALCHECK

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



VIRGIL WHITTINGTON

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 2 YEARS
RANK/DUTIES – PRIVATE, ENGINEER



CHUCK MCCUTCHEM

POSITION – DISPATCH DRIVER
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 6 YEARS
(4 ACTIVE DUTY, 2 RESERVES)
RANK/DUTIES – E-4, CONSTRUCTION
EQUIPMENT OPERATOR



ST. LOUIS



DOUG PENNINGTON

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



JIM PENNINGTON

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



JOE BRAUNAGEL

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



MIKE SCHMEIDERER

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



PAUL BUEHRLE

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



DOUG BURGESS

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



JEROME WILSON

POSITION – APPRENTICE TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – E-4, TRACK/WHEELED
VEHICLE MECHANIC



JOE GOWEN

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

MORE HEROES >>

SPRINGFIELD



JAMES CROSIER
POSITION – TECHNICIAN
BRANCH OF MILITARY – MARINES

YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-3, LANCE CORPORAL



WILLIAM DENHAM
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 1 YEAR
RANK/DUTIES – PFC



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



JAMES HOLDERLY
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-4



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



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



EVERETT MCGLOSSON
POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 2 YEARS
RANK/DUTIES – E-5



DON TURNBULL
POSITION – TECHNICIAN
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 3 1/2 YEARS
RANK/DUTIES – E-5



ART HOLLOWAY
POSITION – OUTSIDE PARTS SALES
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS

RANK/DUTIES – AK-3,
AVIATION STORE KEEPER.
RESPONSIBLE FOR KEEP-
ING AIRCRAFT READY
FOR FLIGHT OPERATIONS



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



JACOB MOSELEY
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 5 YEARS 9 MONTHS
RANK/DUTIES – E-4, WHEELED VEHICLE
MECHANIC. SERVED IN IRAQ
(IRAQ WAR) AND AFGHANISTAN
(OPERATION ENDURING FREEDOM)



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



DOUG REININGER
POSITION – PARTS SPECIALIST
BRANCH OF MILITARY – MARINES
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – HM2 CORPSMAN,
MARINE COMBAT CORPSMAN.
VIETNAM VETERAN



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

MORTON



KEN ABBADUSKY
POSITION – SERVICE FOREMAN

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



RAY ATKINSON
POSITION – PARTS DRIVER
BRANCH OF MILITARY – ARMY



JACK DRAPER
POSITION – TECHNICIAN



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

ADAM FORD
POSITION – TECHNICIAN
BRANCH OF MILITARY – ARMY



YEARS OF SERVICE –
3 YEARS, 8 MONTHS
RANK/DUTIES – E-4, SERVED IN IRAQ
(OPERATION IRAQI FREEDOM 3 & 5)



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



DOUG JENKINS
POSITION – TECHNICIAN

BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 4 YEARS
RANK/DUTIES – E-5



BILL RINALDO
POSITION – TECHNICIAN

BRANCH OF MILITARY – ARMY
YEARS OF SERVICE – 11 YEARS
RANK/DUTIES – E-5



BILL SHEPLER
POSITION – SALES SPECIALIST
BRANCH OF MILITARY – NAVY
YEARS OF SERVICE – 3 YEARS
RANK/DUTIES – E-5, 2ND CLASS
PETTY OFFICER, AIRCRAFT ENGINE
MECHANIC. VIETNAM VETERAN



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

MT. VERNON



JOE AUD
POSITION – SALES SPECIALIST
BRANCH OF MILITARY – ARMY

YEARS OF SERVICE – 5 YEARS
RANK/DUTIES – E-5 SERGEANT,
4.2 MORTAR, RECON
PLATOON LEADER



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



EXPRESS Assessment

VEHICLE ROUTING



INCOMING VEHICLE



SERVICE ADVISOR WRITE-UP



DIAGNOSIS



DIAGNOSIS COMPLETE?

YES



SIMPLE REPAIR?

NO

YES

NO



MAIN SHOP



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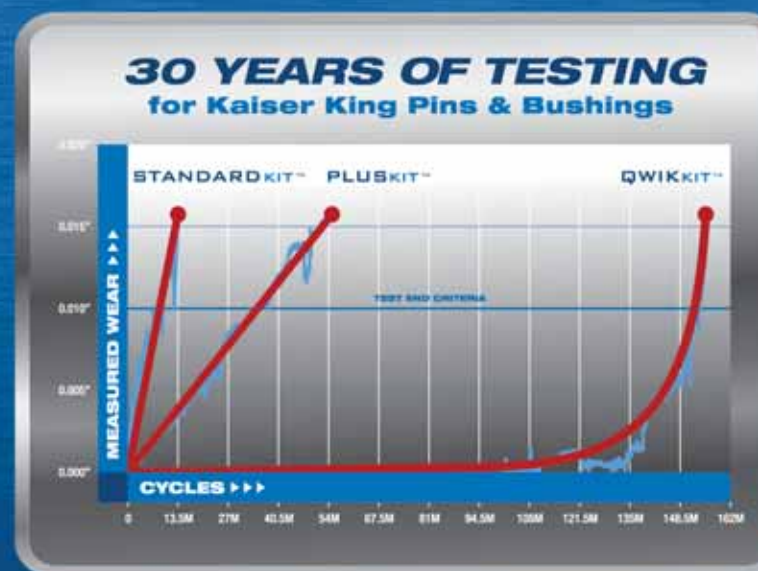
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On the MAT



“Once you have wrestled, everything else in life is easy.”

[Jarrid (left) received All American honors in 2012.]

That is a quote that Jarrid Braunagel, son of TCI-St. Louis OPS specialist Joe Braunagel, lives by as he makes his mark in the wrestling world at the tender young age of 14. Braunagel puts his heart and soul into the sport he has grown to love.

Braunagel began wrestling at a mere 7 years old and has not looked back since accomplishing 112 takedowns and over 200 career wins. While currently competing in the 95-pound division, he holds an impressive record of 45-3 and has won numerous tournaments including the Millstadt Invitational, Jacksonville Invitational as well as the Chatham and Tri-County District Championships. He was also runner-up at the George Nemeth Invitational and Indiana State Championships.

Jarrid's list of accolades doesn't end there. He was selected to represent Team Illinois at the National Middle School Duals and finished with an impressive 7-1 record, earning "All American" honors because of his

accomplishments. He continued to make a name for himself when he was named the "Athlete of the Week" and was only the second non-high school student in over 20 years to receive the title.

In 2012, Jarrid won regional, sectional and state competitions, making him the only student to ever win the state championship from O'Fallon Junior High School. In fact, in recognition of his remarkable record and victory, O'Fallon Mayor Gary Graham proclaimed April 2, 2012, Jarrid Braunagel Day.

Jarrid plans to attend Althoff Catholic High School in the fall and will remain dedicated to his wrestling career. Congratulations on all your accomplishments, Jarrid, and best of luck!

[(TOP RIGHT) Jarrid with Senator Kyle McCarter, (MIDDLE RIGHT) Wrestling Coach Rob Stoelzle, Jarrid Braunagel & O'Fallon Mayor Gary Graham at the proclamation of Jarrid Braunagel Day, (BOTTOM RIGHT) IHSA bracket showing Jarrid's matches en route to his state championship, (BOTTOM LEFT) Jarrid (center) shined throughout the 2012 season]





Gene Slay's BOYS' CLUB



community. Growing up on Hickory Street in St. Louis, Gene spent many hours at the Boys' Club of St. Louis and learned firsthand the positive influence that the organization can have on young lives. He became a member as a young boy, was elected Director in 1973 and President in 1993. His passion for the positive atmosphere and personal growth that the Boys' Club provided to its members has helped the organization thrive.

The Boys' Club of St. Louis was started on October 3, 1929, by Father Charles P. Maxwell on the second floor of St. Vincent's Parochial School, making it the first officially affiliated Boys' Club in the state of Missouri. The Club provides opportunities for young boys to stay off of the streets and become active in a positive educational environment. As President of the Boys' Club, Gene sought to improve the organization's facilities through numerous renovation and expansion programs as well as helping make the entity financially self-sustaining to ensure that the programs would still be available to make a positive difference in the lives of future generations.

During his inaugural year as President, Gene launched the first Boys' Club of St. Louis Golf Classic. With Gene's generous gifts and the philanthropic support of his friends in the business and political communities, the annual tournament has become the Club's primary fundraiser. On the tenth anniversary of the Golf Classic, Gene summarized his life's mission for the Boys' Club, "We have stood together for ten years supporting the valuable programs of the Boys' Club of St. Louis. Our tournament sponsors, hole sponsors, advertisers, donors and golfers ensure that this organization can continue to help boys and young men reach their potential – physically, intellectually and emotionally while having fun in a safe environment."

In March 2006, the golf classic was renamed the Gene Slay's Boys' Club of St. Louis Annual Golf Classic to recognize Gene for his dedication and hard work. And in May of the same year, to honor Gene for his passion and commitment to the organization, the Club was renamed the Gene Slay's Boys' Club of St. Louis.

Today, the Gene Slay's Boys' Club of St. Louis has about 800 card-holding members. When adding in participants of sporting leagues and visitors, that number soars to roughly 5,000 boys between the ages of 6 and 18. The Boys' Club's sporting leagues provide all uniforms and equipment to participants and include baseball, basketball, kickball, flag football, indoor soccer and floor hockey. Several Boys' Club alumni have even gone on to play collegiate and professional sports thanks in part to the support that they received here including St. Louis University alumnus and Orlando Magic Guard Larry Hughes. Additional activities center around community service projects and volunteer efforts. The children also have access to numerous entertainment options including a gym, video game room, craft room, weight room, indoor pool and outdoor track and field for only a \$20 annual membership.



Membership data illustrates the need for the Boys' Club in the community. Records show that 42% of members are from a single parent household, most often with a female head of household; 97% of parents brought their sons to the Boys' Club because of the safe environment that it provides; 13% of members have jobs to financially help their family; 88% participate in most or all of the Club's activities; 93% joined the Boys' Club of St. Louis by age 11; and 81% regularly attended the Club year round. The Boys' Club provides opportunities for young boys to stay off of the streets and become actively engaged in various extracurricular activities, enrichment programs and learn positive traits to become future leaders and role models.

Truck Centers, Inc. Chairman and CEO John Hopkins has routinely supported the Boys' Club's activities personally and through

AT TRUCK CENTERS, WE ARE PROUD OF THE LONG-STANDING RELATIONSHIPS THAT WE HAVE WITH OUR FRIENDS AND CUSTOMERS.

Through the years, we have been fortunate to know many great people who are not only strong business leaders; but also, exceptional individuals who help make the world around them a better place. One such person was the late Gene Slay, Chairman and CEO of Slay Industries.

Gene worked with his father in growing their business into a nationally-recognized trucking and logistics powerhouse but never lost touch with his

// No Man Stands So Tall That He Can't Stoop To Help A Boy. //

- Gene Slay

leadership at TCI at the urging of his dear friend, Gene. While everyone will greatly miss Gene's presence at this year's 20th Annual Gene Slay's Boys' Club of St. Louis Golf Classic, he would be proud that his legacy continues with his son Gary as he carries the torch as Chairman of the organization. As there is always financial need for ongoing programs as well as the development of educational scholarship programs, improvement and

expansion efforts. Truck Centers is proud to once again join the cause to help make a difference as a Tournament Sponsor. John Hopkins and his wife, Michele, have also made a hearty personal contribution to celebrate the 20th anniversary event.

The Gene Slay's Boys' Club of St. Louis relies on such donations at all levels to help provide positive opportunities for young boys to learn and grow to be influential young men and citizens. The 20th Annual Golf Classic will take place on May 29th at Norwood Hills Country Club. For additional information on the Boys' Club or to make a donation, visit www.geneslaysboysclub.org



[(L-R) RON RIBOLZI, General Manager of Dave Mungenast St. Louis Acura, RAY MÜNGENAST, President of Dave Mungenast St. Louis Acura, GENE SLAY, President and CEO of Gene Slay's Boys' Club, BRANDY WISE, of Dave Mungenast St. Louis Acura, and PAUL J. SIMON, Missouri Court of Appeals, in an archived file photo during Christmas activities at the Boys' Club]



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TRUCK CENTERS' BIGGEST LOSER

Studies have shown that healthy individuals are happier and more productive employees. In fact, healthy employees have an improved ability to concentrate on their jobs and make fewer errors than those in poor health. And then there are additional benefits such as fewer sick days, rates of hospitalization for serious illness or lower insurance premiums.

Truck Centers, Inc. employees concluded the 2012 installment of the Biggest Loser competition and lost a staggering 1,340.5 pounds of excess weight in 12 short weeks! The company distributed numerous awards and distinctions. The male and female with the highest percentage of weight loss received \$750 gift cards. **Congratulations to Mike Kuhner and Cassie Caccia!**

Our **Springfield** location earned the distinction as the branch with the largest percentage of weight loss and now possesses the **Biggest Loser** traveling trophy.

In addition to the three prizes being awarded at each branch, the company raised the stakes and kept employees motivated during the competition through opportunities to earn weight loss cards. Cards earned could then be used during the **TCI Poker Playoff** that was held at our Troy headquarters on April 14th.

Terry Marks from TCI-Troy took home championship honors in the poker tournament along with a \$300 check and poker chip set. With a pair of aces, Terry was able to seal the deal against second place finisher, **Michelle Divert**, from TCI-Morton who earned \$200. **Kenny Mell** from TCI-St. Louis came in a close third and won \$100.

Employees dieted, learned healthy eating habits and took advantage of our company workout room during the program and remark about how much better they feel. **We are proud of everyone who participated in the program and hope that they have a lot of success with continuing their healthier lifestyles!**



MORTON WINNERS



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PETROFF Towing

The Heavy Duty Towing & Recovery Professionals



[Two rotators can be used to upright loaded tractor trailers without closing all lanes of traffic]
 [Part of our headquarters in Caseyville, IL]
 [Freightliner Coronado featured in the 2012 Freightliner calendar at our Caseyville headquarters]

1	2	[1950s Petroff Towing fleet]
3	4	[Partial fleet]
5	6	[Uprighting and pulling out a loaded concrete mixer that fell into a basement]

TCI CUSTOMER SPOTLIGHT

PETROFF

THE HEAVY DUTY TOWING AND RECOVERY PROFESSIONALS

In 1948, Thomas G. Petroff started a small towing company in metropolitan Saint Louis and he cultivated the company for twenty years until undertaking new endeavors in 1968. The business was dormant until 1975 when Edward and Debra Petroff rejuvenated Petroff Towing, Inc. Because he grew up around the industry, Ed was always interested in towing and mechanics. This personal drive when combined with youth and ambition proved to be a masterful success.

The company, which started small, soon expanded into the multi-million dollar venture that it is today. The towing and recovery field became so vast that they could not manage to maintain their reputation as "The Best" in all facets, so the Petroffs chose to specialize in emergency services and heavy-duty work. Specific areas of expertise include air cushion recovery, specialized recoveries, heavy-duty towing, load work, nationwide long-distance towing for fleet customers, roadside services, specialized cargo handling and emergency recovery services.

Petroff Towing specializes in all aspects of heavy-duty recovery and is continually recognized for cutting-edge procedures and superior service. In addition to a diverse fleet of heavy-duty tow trucks, we boast two of the industry's largest and most potent recovery vehicles available. Our units include 60- and 75-ton rotators that act as mobile cranes and are capable of lifting heavy objects (coils, tractor trailers, stationary objects, concrete mixers, railcars, etc.) without the need to backup to the item or close all thru traffic lanes because the boom is capable of rotating 360 degrees.

We often provide on-site load assistance but we also have a covered, climate-controlled dock facility that is equipped with forklifts, pallet jacks and all other necessary materials to rework shifted or damaged loads at our Caseyville terminal. If there is a need, we also have our own fleet of specialized trailers from cattle trailers to lowboys. Many large fleets have deemed Petroff Towing as a "super vendor" or "5 Star Service Provider" for this region because of our experience not only in towing or accident recovery but also roadside repair and load capabilities. With one call, we can efficiently handle a variety of real world concerns from our four St. Louis metro locations.

At Petroff Towing, Inc., we strive to consistently provide the superior care and service that our customers have come to expect and are proud to maintain our distinction as "The Heavy Duty Towing & Recovery Professionals". We proudly have a fleet of Freightliner tow trucks and tractors and rely on Freightliner and Truck Centers, Inc. to keep us going so we can promptly assist our customers 24 hours a day and 365 days a year. To learn more, please visit www.petrofftowing.com.

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Det. 14.0L, Engine Brake, 10 Spd, 3.58 Ratio, 234" WB, Polished Alum Wheels, 72" Condo, Only 349,000 Miles, APU, Wide Base Drive Tires!, Stk #: 140958



Low Miles!



Coronado!

2006 FREIGHTLINER CC132- CORONADO

Det. 14.0L, 470 HP, 10 Spd, 3.58 Ratio, 260" WB, 6 Alum. Wheels, 70" Condo Sleeper, Dual 150 Gal. Fuel Tanks, 644,351 Miles, Stk #: 101952



Detroit T/A Day Cab

(5) 2007 FREIGHTLINER CL120-COLUMBIA
Det. 14.0L, 455 HP, 10 Spd, 3.58 Ratio, 160" WB, Air Maintained Day Cabs. 423K - 551K Miles, Stk #: 147035



Matched Group!

(7) 2007 FREIGHTLINER CL120-COLUMBIA
MBE4000, 450 HP, Eng. Brake, 10 Spd, Air Slide 5th Wheel, 3.58 Ratio, 70" Mid Roof XT Sleeper, 560 - 650K Miles

2006 INTERNATIONAL 9200i EAGLE
Cat. C13, 430 HP, 10 Spd, 3.42 Ratio, LP22.5 Tires, 51" Lo Rise Pro Slpr, P/Winds, Mrs & Locks. Air Slide 5th, Fully Serviced and Detailed!, 601K Miles, Stk #: 144116



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(3) 2012 FREIGHTLINER 114SD
Det. DD13, 450 HP, 8LL Trans, 4.11 Ratio, 20 # FA, 40 # RA, 46K TuTrac susp., full lockers, trailer pkg, dbl frame, 385 steer tires, p/windws, tilt/tele, 16' Bibeau BFL Body, electric tarp, Stk #: 138934

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(8) 2012 FREIGHTLINER CORONADO SD
Det. DD13, 450 HP, 10 Spd, Air Ride, 3:42 Ratio, 199" WB, 22.5 Tires, Alum Wheels, 13,300 # FA, 40# RA, 15,400 # Wt, p/wndws, htd mirrors, 3yr towing warranty, Stk #: 139632

2012 WESTERN STAR 4900FA
Det. DD13, 450 HP, Eng. Brake, 8LL, Chalmers Susp. 4.11 Ratio, 252" WB, 22.5 Tires, Alum. Wheels, Quad Axle, 20 # FA, 40 # RA, 2-13,200# Steerable pushers, full lockers, 162" CT, Stk #: 143677



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ASK THE TECHNICIAN: THE TRUCKS



[PHOTO BY BOGDAN TEODORESCU]

HERE

Starting next August, the second phase of new federal stopping distance requirements take effect for all new heavy-duty trucks. Phase one was enacted August 1, 2011, and was only based on GVWR. The new heavy-duty standard stopping distance for trucks traveling at 60 mph to make a full stop will be reduced by 30% from 355 ft. to 250 ft. With this change, the braking systems need to be enhanced with larger brake drums to increase brake shoe contact surface area or the optional use of disc brakes.

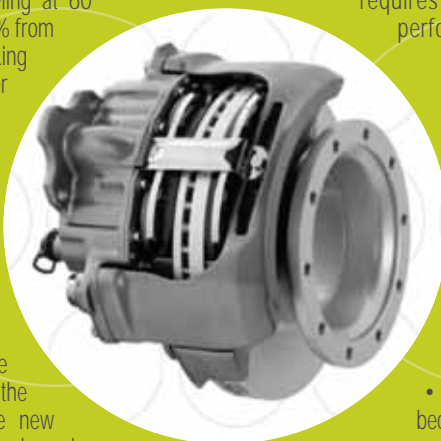
The new regulations will also make routine maintenance of braking systems and inspections more important than ever. With the increased demands on shorter braking standards, the amount of load transfer to the front of the truck increases considerably and shifts more weight to the steer axle and front brakes. The increase in the size of brake drums and shoes for these new requirements will add weight to the vehicle and require other design modifications.

Disc brakes do offer advantages in weight and performance. We have not seen the wide use of disc brakes in heavy-duty trucks but this specification will be increasingly popular in coming model years. Some truck manufacturers will be offering trucks with disc brakes as standard equipment. This change will require increased awareness and training on maintenance requirements and proper service

procedures. Even though disc brakes have been around for years, their limited use in trucks and specialized service requires training to ensure optimal performance and durability.

DISC BRAKE SERVICE PRIMER:

- Check for free movement of floating calipers on the support pins is critical for proper operation and pad life
- Inspect and check running clearance
- Inspect for proper adjustment
- Check brake pad for wear, uneven applications and thickness
- Inspect rotors for parallelism, run out, cracks and heat damage or scoring
- Inspect all boots and seals on the pistons and support pins
- Check wheel bearing adjustment and wheel seals
- Continually review maintenance procedures and protocols because not following all of these important inspection practices can cause improper braking and decreased lifespan



HAVE A QUESTION? Submit it online at truckcentersinc.com for "ASK THE TECHNICIAN"



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