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Trucking and Politics Round-Up [PAGE 40]

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I continue to have the honor of presenting many of our milestone service awards to our employees at all nine of our dealerships. I recently had the opportunity to take my youngest grandson, Justin Hopkins II, with me on a recent trip to South Bend and Evansville, Ind. It was a busy day for a young guy who will turn 5 in late November.

Presenting these long time service awards is the most rewarding part of my responsibilities as CEO. When I look at the number of GREAT employees that we have been blessed with and the absolute passion they each have for aiding our customers 24/7 and how many of them have brought their sons, daughters, and now, grandchildren, into our family business, it makes me very proud to be part of our company. Again, I would like to thank each and every one of you for your ongoing commitment to our company and valued customers.

Recently, we were the victims of a phishing/social engineering attack in excess of \$100,000 via wire fraud. The attack occurred on a legitimate truck transaction with another dealer we have conducted business with before. We have processes and procedures in place that were strictly followed and we believed to be impenetrable; however, we unfortunately learned that these perpetrators phish accounts and socially engineer imposter accounts that impersonate the "trusted" party on the other end as well as our leadership and change the wiring information to an offshore account. I am sharing this as an example of how good these crooks are and how easy it is to get into any system if we, as employees, are not extremely aware of these phishing emails that they gain entry through. Thankfully, our loss was not even larger and, of course, now we have changed our procedures once again moving forward for added protection.

Credit Card fraud also remains a huge challenge to us as dealers and even in spite of our constant employee training on these matters, operating 24/7 can be a real challenge. Our losses in this area are caused by not following the clearly outlined procedures at all locations during all shifts. Our current loss stands at nearly \$60,000. More intensive training and safeguards are now in place; but, as always, it still comes down to each one of us following the necessary protocols and processes each and every time.

I would like to acknowledge our TCI Warranty Team for their continued advancements they are making to keep us current with our 2500 claims per month that we are filing and for working with DTNA JADs, fellow dealers, and DTNA leaders to simplify all the processes and rules that must be followed to be paid by our OEMs. In my 46 years of involvement with TCI and our OEMs, warranty has always been one of the Top-3 challenges that a dealer faces in meeting the extensive requirements and rules for warranty claims while also working diligently to get our mutual customers cared for in a timely manner. The workload in 24/7 operations for retail labor and warranty is continuing to increase but we are firmly committed to following the necessary protocols for warranty without compromising customer uptime. We recently completed a major warranty audit for Freightliner and Detroit for our two largest dealerships, Troy and Morton, and our Warranty Team did an exceptional job of meeting the audit requirements. Thank you! And I would also like to extend a special note of thanks to Luke Bazin, who represents all DTNA dealers through our

Customer Support Association, and works tirelessly by traveling non-stop on behalf of DTNA, all dealers, and our mutual customers to improve the customer experiences and services within our network.

We are nearing the end of several due diligence projects in conjunction with our planned purchase of 19.5 acres of property in South Bend, Ind., that will place us prominently at the interchange of US 31 and the I-80/90 toll road. We are excited about the easy on/off access to this major truck traffic corridor and the opportunities that it will bring to better serve our current and future customers via a new facility with supporting amenities nearby.

In early July, I had the opportunity to mark off one of my bucket list goals. Myself, my son Justin, several other employees, and customers were able to play/walk 85 holes of golf in 47 hours at Bandon Dunes Golf Resort in Oregon. The ocean views were everything that I imagined. Of course my golf game came and went about 85 times as well, but it did not matter playing in such magnificent surroundings. The layouts are very similar to the Scottish Links courses. If ever given the chance and you enjoy golf plus God's great beauty, put Bandon Dunes on your must-do adventure list!

On August 29-31, 2016, TCI's leaders will participate in the unveiling of the NextGen Cascadia in Colorado Springs. We are all excited to see firsthand the improvements Freightliner has built in to this product that is expected to once again exceed the expectations of our customers and offer them significant advantages with performance and efficiency. Daimler Trucks North America continues to lead our Industry with investments in developing new products that our customers want and need and we are extremely proud to represent DTNA and offer our customers the products that we firmly believe are the best available on the market both before and after the sale.

Thank you to each of our valued customers and we sincerely appreciate the opportunity to serve you and we will constantly strive to do better each and every day.

John Hopkins





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TCI TOC

NEWS & FEATURES

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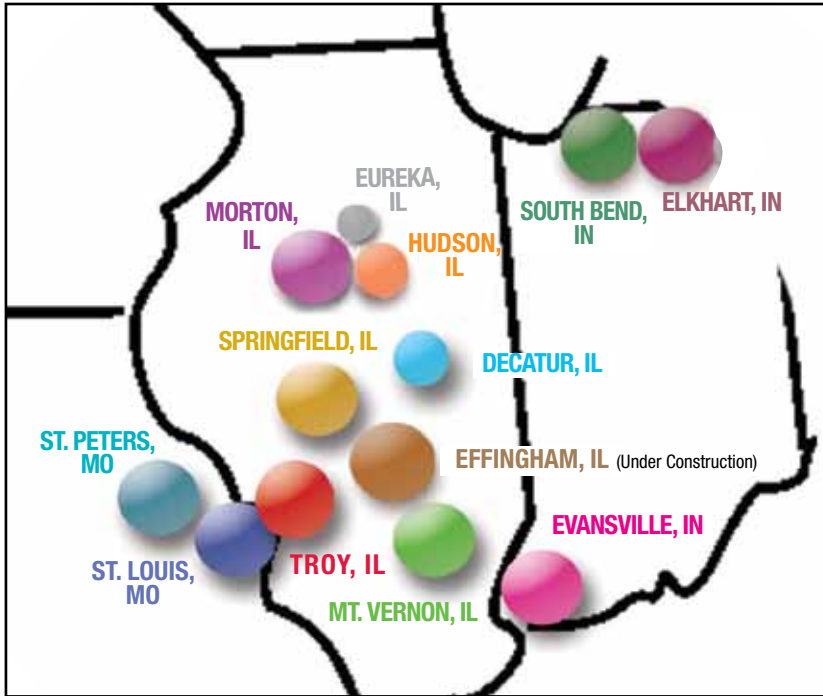
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JUST THE FACTS

Hello to all the dedicated people who have picked up our most recent publication of *DRIVEN* to catch up on any news!

I (we) would like to thank each of you for your support of Truck Centers and allowing us the opportunity to be your partner when it comes to power equipment, service, parts, collision repair, training, or wherever we may fit into your needs.

Since January, it has been a whirlwind of adventures during the first half of the year. Some of those events are:

- We closed on the acquisition of Hill Truck Sales and took possession of two locations in South Bend and Elkhart, Ind. My son, Tyler, and his young family moved up north to manage these locations. After several months of transition, everyone seems to be settling in and adapting well to the Truck Centers' culture.



- Our Effingham expansion is 100% underway and we have broken ground to build our new facility there. Justin has moved forward on filling several key positions including hiring Gary Greene as our new truck sales expert and tabbing Anthony Johnson from our Mt. Vernon store to be the General Manager of the new Effingham location.

- GHG17 Low RPM impact on vocational customers has been an issue we have diligently been working through by adjusting settings and reprogramming customers' units in order to get their PTO function to perform properly.
- As we, and it seems our industry, have been adjusting to the sluggish state of the economy, all of us have experienced significant decreases in customer orders during the first 6 months of 2016 for new truck sales.
- The slow down for new truck sales has also resulted in a throttling of our pre-owned truck sales, which has been a strong concentration for us since the new year. We have sold a significant amount of our pre-owned inventory and have limited stock remaining.

- Another factor in the sales equation is plummeting used truck values. Just since the start of the calendar year, the industry has experienced a 30-40% decrease in trade values and that is crucial when customers are looking at whether or not to sell, trade, or just continue running aged equipment.

- Freightliner will soon debut our new NextGen Cascadia and it will begin production in CY2017. We have been told this will be another significant benchmark improvement from our existing Cascadia with improved interior design, ergonomics for the driver, electronic cab upgrades and, yes, even more aerodynamic features in the cab design for maximum efficiency. We are eager to see the final product and share more of the new features and advancements with you in the near future.

- Our parts, service and collision departments have maintained a more stable workload and actually helped ease the fall-out from the bleak sales climate. Since many customers have been maintaining their existing fleet, we all know that means it takes a little more parts and service to keep an older fleet up and running.

- Knee replacement surgery has been an experience. I went down that road in early March and it has been quite an adventure. I now have a bionic knee and it seems to be getting more agile each day. I don't know why, but I didn't expect it to be such an extensive and exhausting recovery. I am told that it will take up to 12 months to feel completely comfortable. So, with that said, I am delaying my next replacement until I am feeling 100%! :)

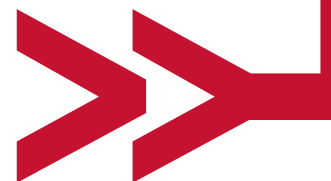
- My wife, Linda, and I were blessed with a new granddaughter, Isabella Yates. She joined the world on our nation's birthday thanks to my son Tyler and daughter-in-law Niki. They are now a happy family of three!

With some of the events mentioned above, I couldn't miss mentioning the presidential election that will take place in three months. As always, it will somewhat shape the outcome of the next few years on the direction of our country, the economy and the successes of our companies. No one can choose a perfect path but this election does present a challenge on how many of us will handle several aspects of our business, how our customers will manage during times of transition, and how it all will impact our daily business operations. Once again, it will be another new adventure!

We appreciate the opportunity to serve you and wish you well in the remainder of the year.

Until next time,

Mike Yates



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Springfield, IL 62703
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621 S. 45th St.
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MORTON, IL

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

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19336 N 1425 East Rd.
Hudson, IL 61748
(855) 287-1228

DECATUR, IL

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

ELKHART, IN

2000 Cassopolis Street
Elkhart, IN 46517
(574) 262-3441 • (800) 686-7364

EVANSVILLE, IN

325 Rusher Creek
Evansville, IN 47725
(812) 868-2700 • (800) 680-5910

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1011 West Sample Street
South Bend, IN 46619
(574) 289-4065 • (800) 680-5910

ST. PETERS, MO

8016 Veterans Mem. Pkwy.
St. Peters, MO 63376
(636) 978-3870 • (800) 589-7364

ST. LOUIS, MO

747 E. Taylor Ave.
St. Louis, MO 63147
(314) 381-3800 • (800) 325-8809



WWW.TRUCKCENTERSINC.COM

WHAT'S HAPPENING...

TROY

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



KATIE HOPKINS
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BRYAN JUBELT
Service Manager
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KENT ZOBRIST
Body Shop Manager
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Highlights:

- Our third session of TCI F.I.R.S.T. trainees started their program in July at our Training Center
- Our three new trainers are earning more class certifications each month – expanding our course offerings and availability to employees and customers
- We enjoy some fun team events including food trucks and BBQs

Facility Upgrades:

- New food kiosk with market fresh items for employees
- Summer plantings and planning for landscaping upgrades

Events and Notables:

- Parts merchandising expert conducted a thorough training session for parts managers and general managers to improve our retail parts displays
- Attend the Procede national conference to learn the latest technology and upgrades coming to our computer system and enhance our productivity

- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors

New Hires

- Brian Schmidt, IT Field Technician, January 2016
- Paul Harmon, Collision Center Foreman, January 2016
- Jared Grzywacz, Body Shop Technician, January 2016
- Joseph Varel, Dispatch Driver, February 2016
- Gary Greene, Effingham Truck Sales Exec, February 2016
- Mason Karsteter, IT Intern, March 2016
- Jason Johnston, Parts Warehouse, April 2016
- Delaney Clark, IT Field Technician, April 2016
- Andrew Williams, IT Help Desk Support, May 2016
- Josh Weber, Parts Driver/Driveline Repair, May 2016
- Austin Ing, Service Detail, May 2016
- Mark DeAvila, Shop Clean-Up, June 2016

SPRINGFIELD

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



JEREMY WILLIAMS
General Manager/Parts Manager
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RANDY MELVIN
Service Manager
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Highlights:

- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors
- Parts merchandising expert conducted a thorough training session for parts managers and general managers to improve our retail parts displays
- Team participation in Project Backpack to collect school supplies for students in need at our local elementary school

Facility Upgrades:

- Upgrades and modifications to our security camera system for enhanced customer and employee protection
- Installation of new concrete at entrances

Events and Notables:

- Replaced our aged mobile service unit with a new, fully-kitted Sprinter
- Completions of DTNA ARC testing for parts department staff
- Being more proactive with assisting our municipal customers with the informational, equipment, and bid needs to help them obtain the best trucks for their jobs
- Our very own Bob Earley once again chauffeured the country music stars that came in town to perform at this year's Sangamon County Fair

New Hires

- Luke Althoff, Decatur Parts Department
- Mike Bethard, Service Technician
- Zac Ragusa, Parts Department

NEWS FROM THE GMS

ST. LOUIS

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

M-F 24HRS, SA 12A-6P, SU 6A-6P



JIM PENNINGTON
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PAUL LAWRENCE
Parts Manager
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PAUL BUEHRLE
Service Manager
pbuehrle@truckcentersinc.com

ST. PETERS

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

Highlights:

- Our annual holiday party was a great time with bowling, dinner and enjoying an evening out together for the St. Louis team while our St. Peters' group had a nice celebration at Salvatore's
- St. Louis received our Elite Support revalidation in February and we are proud of our team for continuing to do all that we can to improve our store and customer experience
- St. Louis hosts the second largest Mardi Gras celebration in the country and only trails New Orleans so Crewe TCI once again had a float in the parade
- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors

Facility Upgrades:

- St. Peters received a refreshed look with some new paint
- St. Louis has extensive exterior renovations going on so please pardon the mess and inconvenience but soon, it will look completely transformed. Our truck sales building is getting a complete remodel, all 5 buildings in our unique downtown setting are getting fresh paint and signage, and there is new concrete being poured at the main shop and both warehouses

Events and Notables:

- MDTA convention in Columbia, Mo. And MoTA Night at Busch Stadium were both

great opportunities to interact with others in the industry and many of our customers

- Congratulations to St. Louis' team members on recent promotions – Devin Bushrow (Truck Sales), Melody Graham (Service Writer), and Candy Beach (Office Manager)
- Congratulations to St. Peters' team members Jason Brown and his new bride, Stephanie, on their recent nuptials and to Russ Jarman and his bride-to-be, Holly, on their upcoming wedding
- Congratulations to General Manager Jim Pennington on the birth of his new grandson, Jaxon Abel Masterson!
- Happy retirement to St. Louis former dispatch driver Paul Schulte!
- Both St. Louis and St. Peters locations collected school supplies with our Project Backpack program for children in need in our local elementary districts

New Hires

- Brandi Akers, St. Peters Receptionist, December 2015
- Cliff Burr, St. Peters Parts Counter Sales, December 2015
- Abbey Rose, St. Louis Warehouse, March 2016
- Derick Heinzman, St. Louis Technician, April 2016
- Gary Jarman, St. Louis Dispatch, May 2016
- Griffin Steins, St. Louis Porter, May 2016
- Miralem Kadric, St. Louis Parts Counter Sales, July 2016

MOUNT VERNON

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



JULIE KLEBBA
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WEBB EASTHAM
Parts Manager
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ANTONIO BUCKLEY
Service Manager
abuckley@truckcentersinc.com

Highlights:

- Congratulations to Antonio Buckley on his promotion to service manager!
- Joe Howard has transitioned to be our new mobile tech to help customers on-site or with roadside repairs
- The team worked hard and had a record-setting month in both parts and service and then broke that record again in May

Facility Upgrades:

- Install additional shelving and rearrange parts storage to accommodate our growing inventory of in-stock items

Events and Notables:

- Once again, our team participated in the "Stuff the Bus" program to gather school supplies for Jefferson County Schools

New Hires:

- Mike Pentecost, Shop Maintenance, April 2016
- Roger Standerfer, Parts Counter, April 2016
- Ray Witges, Service Technician, April 2016
- Jason Dart, Service Writer, April 2016
- Tim Harnetz, Service Technician, April 2016
- Kevin Kissner, Service Technician, April 2016
- Robert "Red" Friar, Service Technician, May 2016
- Dennis Kubicki, Service Writer, June 2016

WHAT'S HAPPENING...

MORTON

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



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CHERYL WILLIAMS
Body Shop Manager
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JAN KRIEGER
Business Manager
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Highlights:

- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors
- Key team members attended a Western Star training event in Chicago
- Parts merchandising expert conducted a thorough training session for parts managers and general managers to improve our retail parts displays
- We wanted to wish Dave Hasty well in his retirement!

Facility Upgrades:

- Upgraded our parts area following feedback from a parts merchandising expert
- New concrete was poured at our Collision Center

Events and Notables:

- We had a great time once again at TCI's Jerry Duft Memorial Fishing Tournament so

thank you to all of the vendors and sponsors to help make it possible each year

- Hosted the Maintenance Council meeting
- Enjoyed the Transportation Club golf outing and we are looking forward to August's Clam Bake
- Hosted a BBQ for customers and employees
- Team participation in Project Backpack to collect school supplies for students in need at our local elementary school and thank you Brandy Rassi for the extra help

New Hires

- Nathan Richey, Service, December 2015
- Nichole Duckworth, Parts, February 2016
- Richard Mast, Dispatch Driver, May 2016

EVANSVILLE

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



BUDDY SHIRES
General Manager
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SUZANNE TALLEY
Parts Manager
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RYAN SEIBERT
Service Manager
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Highlights:

- Our annual Christmas party is a great time. Everyone gets the opportunity to relax, enjoy one another's families, and enjoy the best fried chicken around at the Log Inn.
- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors
- Parts merchandising expert conducted a thorough training session for parts managers and general managers to improve our retail parts display

Facility Upgrades:

- With the addition of our TCI F.I.R.S.T. graduate, we added a ladies' tech locker room

Events and Notables:

- Congratulations to Dakota Schaefer, our 2nd Shift Parts Counter Salesman, and his fiancée Kate Paul on their engagement!
- Also congrats to Steve Miller, 2nd Shift Service Foreman, on becoming a new grandpa!
- We are extremely proud of our daytime Parts Counterman Ronnie Burton on his efforts to raise funds for autism awareness. Their Sock Hop event sold out quickly and raised \$3,806 for autism!

New Hires:

- Rick Arnold, Parts Counter Sales, January 2016
- Ryan Whittington, Collision Center Tech, February 2016

NEWS FROM THE GMS

SOUTH BEND

1011 WEST SAMPLE ST • (800) 589-7364
M-F 8A-5P, SA 7A-3P



TYLER YATES
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ELKHART

2000 CASSOPOLIS ST • (800) 686-7364
M-F 7:30A-6P, SA 7A-12P



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ERIC DUSHANE
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JIMMY BERRIDGE
Body Shop Manager
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CHUCK DAVIDSON
Sales Manager
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Highlights:

- Ongoing reorganization and staff transitions to improve our processes and utilize the strong skill sets that our talented team possesses. As the newest GM and coming in to a new environment, I also wanted to thank everyone for helping me also transition into my new role with solid support behind me
- Thank you to the entire TCI family on their support and assistance with coming up and getting both South Bend and Elkhart converted and online with Procede. It was a monumental task but everyone's support and experience made it possible for our teams up here to have a smooth transition
- Sales meeting for all truck sales personnel and general managers to review and discuss sales strategy and performance plus presentations from key vendors
- Team participation in Project Backpack to collect school supplies for students in need at our local elementary school

Facility Upgrades:

- Continual maintenance and functional improvements are ongoing at both locations to better serve our customers and be the best possible work environment for our team members
- A PDI Bay was recently dedicated at our Elkhart store to improve our workflow

Events and Notables:

- Our team was proud sponsors of the Elkhart County 4-H Fair and "Get Out Alive" event presented by the South Bend Fire Department
- We have several new appointments and transitions within our team and I would like to recognize each of them for their dedication to helping us grow and thrive in Northern Indiana – Kayla Batie (transitioning from Service to Parts), Kathy Christian (Warranty Manager for both locations), Tim Curran (Elkhart OPS), Greg McCauley (South Bend OPS), Lynne Miller (shift to Elkhart location for AP/Receptionist position), and Ron Paidle (South Bend Service Advisor)
- We would like to extend a happy retirement wish to Dave Hill. Enjoy the good times ahead, Dave!
- Congratulations to Jenna Stopczynski, daughter of Rich Stopczynski, on her recent nuptials – we wish you all of the best!
- Congratulations to my wife, Niki, on being my hero and bringing our lovely daughter, Isabella, into the world on Independence Day!

New Hires:

- Tyler Basham, South Bend Collision Center, June 2016
- Dave Almack, Elkhart Parts Sales, August 2016

GM SPOTLIGHTS

FROM THE DESK OF

KATIE HOPKINS: EXEC. VP/GM OF TROY



INTERIOR UPDATES & NEW PLANTINGS

TROY

As summer draws to a close and the school year is about to kick off, those back to school shopping trips are in full gear and I was thinking about how Truck Centers' values education and why this is so important to our future as a company.

Granted, I am slightly biased. My personal life is filled with a focus on education. My husband is a high school principal, my uncle was a college professor, my son is going into his sophomore year at Mizzou with a degree in computer science, and my daughter is a high school senior and diligently searching for her ideal college. And personally, I have always enjoyed taking courses, both those of a practical nature and those that stretch the mind to think about what "could be". But, while higher education is of particular interest to me, it is vital professionally to link to our community high schools and trade schools.

The third class our grassroots technician recruitment and training program called TCI F.I.R.S.T. (Future in Repair Service Technology) has recently started their first course. This program is geared towards high school graduates, entry-level technicians, or veterans transitioning to civilian careers to provide the technician foundation to start their careers as technicians in our industry. It is exciting to watch the enthusiasm of these students and our instructors as they dive into the wide variety of topics that it takes to be a successful technician today. I look forward to the continued evolution and growth of this program and expanding it into other departments to continue to feed the dealerships with the next gen of employees and offer great careers to those who are willing to work hard and be a part of a vital industry essential to the U.S. economy.

Speaking of back to school and supporting the educational system, our team is participating in school supply drives at all of our locations. These drives are being focused on the communities that we are a part of and provides school supplies to those families that are not capable of providing the supplies on their own. It's great to see our employees' generosity in assisting those students who are in need so they have a successful start to the school year.

As always, a lot has happened since our last issue of *DRIVEN*. On a solemn note, we lost one of our longest tenured employees, Garry Jarrell, after a valiant fight for his life. His family's wish was to have his TCI family be the pallbearers and wear their uniforms in doing so. That was one of the most heart-wrenching moments of my year as I watched that entrance and exit to the church and it really struck a cord with how much our team is really like a family away from our blood family. I am proud to be a part of the Truck Centers' family.

On a celebratory note, we continued our food truck events in Troy for the Cardinals home opener and just for fun. We have freshened up the exterior of the dealership with some new plantings and have more landscaping upgrades in the works since we haven't made any real updates to our plantings since we moved into the "new" building in 2000. We also added a market fresh vending kiosk for our employees to give more on-site food and drink offerings that includes pizzas, salads, sandwiches, etc. Based on the usage and my own experiences of grabbing a quick bite from it, it seems to be a welcomed addition.

Operationally, we have had a busy first half of the year. Most notably, the acquisition of the Hill Truck Sales locations in South Bend and Elkhart, Ind., by Truck Centers, Inc. These two locations now place Indiana as the second state with our most dealerships behind Illinois and surpassing Missouri. Learning from our experience in Evansville, we decided to tackle the necessary Procede computer system conversion early in the process. This required a lot of hands on deck to accomplish successfully, and we thrived together in getting things done. I would like to give a special shout out to Paige Wallace who led the conversion from ADP to Procede and John Pryor who spent weeks in South Bend assisting with the conversion. There were many other key players as well from all locations that were greatly helpful in this process. We are happy to have added the experience and knowledge of the South Bend and Elkhart teams as well as the valued customers and vendors to Truck Centers' team. On another note, our Troy and Morton dealerships were recently tapped to be part of a DTNA warranty audit that was an exhaustive and labor-intensive process for our warranty team. I am happy to report that the results were very positive and our team is doing a great job of following the very strict, regimented guidelines of warranty and still providing our customers the utmost care and service.

The remainder of 2016 has so much more on the horizon. A monumental project is our building project of a new dealership in Effingham, Ill. Our last fresh-dig new build was in 2000, so this is an all new experience for many of us, myself included, as well as my brother, Justin Hopkins, who is leading the project. Lucky for me, Justin has always enjoyed building things and he has taken the Effingham project like a duck to water. I am confident that finally locating a dealership in Effingham will serve our customers well and offer a truly state-of-the-art facility.

I can't wait to see what the second half of the year holds for our employees, customers, the industry, and TCI. Thank you for your continued support!

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TEAM HIGHLIGHTS

MT. VERNON



THANK YOU ITS & OUR NEW ALIGNMENT BAY



FROM THE DESK OF

JUSTIN HOPKINS: VP OF SALES

Wow, where has the time gone! We are already plowing through August, headed into the fall and, soon, winter! This year has been a whirlwind to say the least. We, as a company, have seen class 8 orders fall but, at the same time, have witnessed an uptick in medium-duty orders, which left us scrambling to supply the demand. To top it all off, DTNA is coming out with a new DD5 motor and the Next Gen Cascadia will soon debut. The truck will still run on the same chassis but be a complete interior overhaul. Oh and less I forget that we are in the middle of an election cycle and, this time, everyone has an opinion!



Ok enough about all that, I am excited to update everyone on our progress in Effingham, Ill. We have made some significant headway earning local customers' business with the help of Gary

Greene, our truck sales specialist for that territory. Also, we have officially broken ground over summer and will soon be putting the building up. We have our access plans laid out and we are moving quickly to get a dealership up and running with a full contingent of dedicated employees to address our new customers' needs. This is our first fresh dig new build project in over 15 years and I am truly in awe of the excitement and enthusiasm that we have seen both from potential employees and customers in the area. We have been blessed with such a demand in the area that we moved up our hiring schedule with the help of our newest General Manager Anthony Johnson. It is going to be quite an exciting and eventful time over the next twelve months!

I know that I am supposed to be tight-lipped about the Next Gen Cascadia but I feel the need to share just a little bit about it. I have been fortunate enough to see some of the early prototypes and it is a very slick truck in terms of driver comfort, amenities and even more aerodynamic refinements! The interior options that I have already seen will quickly take us far above the current industry standards. I know it is still a few months away until production begins but the official product launch is imminent and I am so excited for customers to see the direction we are moving!

In closing, I just want to say a personal thank you to each and every one of our customers as well as each and every team member. I am very lucky to have a chance to work with and work for each and every one of you!

Sincerely,

Justin Hopkins



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In Memory Of

GARRY G. JARRELL (JUNE 4, 1953 - MARCH 24, 2016)

Garry was born in East St. Louis, IL, and grew up in nearby O'Fallon. He graduated from O'Fallon High School in 1971 before attending Baily Tech School for 2 years to study diesel mechanics.

He joined the Truck Centers' family in November 1973 and was a dedicated employee, mentor, and friend over the next 4+ decades. Not only was Garry a valuable technician in our service and new/used truck departments during that time because of his meticulous attention to detail, but also he radiated positivity and quickly became a friend to all who had contact with him. Garry had the third longest tenure at TCI after Chairman/CEO John Hopkins and Len Thole.

He enjoyed being outside, playing horseshoes, and watching NASCAR. He especially enjoyed spending time with his family, friends, and his Truck Centers' family.

Garry is survived by his wife of 42 years, Lois; four children – Jerry (Jay), Steven, Mary, and Christina; 12 grandchildren; his mother, Caroline; 7 siblings; members of his extended family and many friends.

GARRY JARRELL – Coworker, excellent tech, helper, one who I could seek advice from; but, most of all, a very good friend. I have fond memories of Dave and Garry sitting on the rear tires of a new truck on break, drinking coffee and eating a snack. Garry helped me a lot when I started in the New and Used Truck Department. He was patient with me as I learned the different aspects of my job. He will be missed. Thank you Garry. - *Jim Bradbury*

Many of you will remember back in the day when the 2-cycle Detroit Diesel engines were around. The old 238's and 318's. Then along came the 92 series, the 6V92 and 8V92. Garry Jarrell loved working on those Detroit engines and he was very good at it.

When Garry was doing an out-of-chassis major overhaul on one of those engines, the rebuild room in the old shop back in Highland looked like an operating room in a hospital. Fender covers laid out on the workbench, all the many pieces and parts laid out, cleaned, painted, and ready to be reassembled. As the engine was being assembled on the engine stand, Garry made sure it was covered every night when he left for the day. And once he had the engine reassembled and put back in the chassis, his RPM adjustments and settings had to be perfect. He was just that kind of technician. He had a great attention to detail - no matter what kind of repair he was making.

Garry was a great guy to work with over the years. We will surely miss him.
- *Gary Bingaman*



Industry NEWS

DETROIT MARKS 5TH ANNIVERSARY OF VIRTUAL TECHNICIAN

Five years after its launch, Detroit has marked the 200,000th installation of its Detroit Connect Virtual Technician™ integrated remote diagnostic system hardware. The 200,000th Virtual Technician hardware unit was installed on a Freightliner Cascadia® Evolution truck equipped with a Detroit™ DD15® engine delivered to Penske Truck Leasing Co.

“The Detroit Connect team found a solution that provides the data we need from Virtual Technician and delivers it directly into our own IT environment. This is a great combination of the OEM’s knowledge of the truck applied to our own internal systems and processes,” said Paul Rosa, senior vice president, procurement and fleet planning for Penske Truck Leasing Co.

“We appreciate customers like Penske who have selected Detroit Connect for their remote diagnostics and performance data needs. We are not only providing them with the information to make service decisions, the data also helps them have better insights into what’s behind fault codes,” said Matt Pfaffenbach, director, telematics for Daimler Trucks North America. “Since our launch five years ago, our goal has always

been to provide connected solutions that contribute to uptime and lower maintenance costs.”

When Virtual Technician was introduced in 2011, parent company Daimler Trucks North America (DTNA) was the first truck OEM to deliver a remote engine and aftertreatment diagnostic service. Today, Virtual Technician serves as the foundation of the Detroit Connect suite of connected vehicle solutions. Virtual Technician is standard on all Freightliner and Western Star trucks equipped with Detroit heavy-duty engines.

Utilizing Zonar’s VTHU communications hardware platform, the technology records engine or aftertreatment fault code events and uses cellular communications to notify fleets of the severity of the problem within two minutes. This helps fleets make informed business decisions so that they only service their vehicles when needed, ultimately spending less time in the shop, reducing diagnostic time and increasing vehicle uptime. Detroit Connect is a central part of DTNA’s long-term vision for truck connectivity. Over the next several years, DTNA will continue to add new service packages to its telematics offerings. A new portal, launching in the second half of 2016, will provide Detroit Connect users additional information about overall fleet health, as well as let them take a deeper dive into specific fault events communicated through Virtual Technician.

“We are going to continue to develop new technologies that deliver vehicle performance and health insights to our customers that will have positive impacts on their businesses,” said Pfaffenbach. “By deepening our telematics offerings, we will remain on the forefront of integrating intelligent solutions with our vehicles to benefit not only our customers, but the transportation industry.”


For more information, visit www.DemandDetroit.com/Connect



FREIGHTLINER TRUCKS PRESENTS 2016 "RIDE OF PRIDE" TRUCK TO SCHNEIDER

Daimler Trucks North America (DTNA) recently presented the 2016 "Ride of Pride" truck to Schneider during a special ceremony commemorating military veterans. The "Ride of Pride" program was founded in 2002 by Ed Keeter, a Vietnam War veteran and former shift manager at DTNA's manufacturing plant in Cleveland, N.C., as a way to recognize military veterans.

This year's truck is a 2017 Freightliner Cascadia® Evolution equipped with a Detroit DD15 engine. The truck features a patriotic design with vivid graphics that depict epic war battle scenes, as well as badges honoring Gold Star Survivors, POW/MIA, and the Wounded Warrior Project. A special memorial plaque on each side of the cab honors deceased veterans.

 "The Ride of Pride truck is something that our team is proud to build and be associated with," said Henning O. Bruns, plant manager of DTNA's Cleveland Truck Manufacturing Plant. "This year's truck truly showcases that pride, and the amount of respect we all have for our service men and women, and their families. All "Ride of Pride" trucks in the past 14 years have been proudly built by the Cleveland team, which is completely assembled today here at our handover ceremony."

The truck, which was designed by HPG Hyperformance Graphics in Hickory, N.C., and built at the Cleveland Truck Manufacturing plant, will serve as a rolling memorial in Schneider's fleet of more than 10,000 vehicles.

Schneider driver Jon Ritscher of Crown City, Ohio, has been selected to drive this year's "Ride of Pride". Ritscher has driven with Schneider since July 2013 in the Van Truckload NE Regional division. He previously spent eight years in the U.S. Army as a petroleum supply specialist and used his GI Bill to obtain his Commercial Driver's License. Because Schneider has been accepted into the U.S. Department of Veterans Affairs' exclusive Apprenticeship Program, Ritscher was also able to earn a monthly educational benefit check during his first full year as a driver.

Ritscher, who completed two tours in Iraq, has a sense of nostalgia when he looks at his new tractor as he has manned the convoys depicted on the passenger side of the truck while he was in Iraq.

"I can't believe I get the privilege of driving this beautiful truck for a year," Ritscher shared. "Yet the truck doesn't really belong to Schneider or to me; it really belongs to everyone who has served or has family who have served. I look forward to the new experiences I will have with this truck and, particularly, all the interactions I'll have with the people who come to spend time with it."

"We at Schneider are so grateful that Freightliner Trucks once again chose us to receive the "Ride of Pride", said Rob Reich, Schneider senior vice president of equipment, maintenance, and driver recruiting and U.S. Army veteran. "This year's truck is yet another way we can express our military support and commitment to hiring those with military experience into our ranks. We couldn't be more proud and excited to showcase it across the U.S. in the coming year."

This is the seventh Ride of Pride truck in the Schneider fleet. Schneider also has two Canadian military-themed tractors in operation..



RON DONZE AMONGST WESTERN STAR HONORS TOP SALES PROFESSIONALS

Western Star Truck Sales, Inc., recently awarded its top dealer sales professionals who achieved "STAR Performer Class of 2015" status.

The STAR Performer program recognizes and rewards the top-selling sales professionals at Western Star dealerships in the U.S. and Canada. Recipients of the award met or exceeded goals relating to truck sales, financing, drivetrain specification, and training certification. In all, 62 Western Star sales professionals representing 55 dealerships achieved or surpassed STAR Performer criteria in 2015. TCI-Troy's Ron Donze was once again recognized as one of the top 25 finalists that were honored with a special awards trip to Turks and Caicos in April.

"Our dealers throughout the U.S. and Canada are working hard every day to promote our brand and sell Western Star trucks," says Ann Demitruk, vice president of marketing for Western Star. "To us, this elite group of STAR Performers represents the very best sales team in the industry."

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To learn more about the Liquid Trucking story, visit RCO.FreightlinerTrucks.com/Liquid

TCI Service

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

November

5 YEARS

Clint Koch is a technician who focuses on the Sprinter products at our Evansville location and received his 5 year award. Clint has one son, Lucas, and lives in Newburgh, Ind. In his time away from work, Clint builds and rides motorcycles, enjoys skateboarding and spending time with his son.

Tim Wayman is another Evansville tech recognized for 5 years of service this month. Tim and his wife have 4 children (2 girls and 2 boys) and live in Evansville, Ind. Tim has served our country for 8 years as a member of the National Guard and done tours in Bosnia and Iraq.

Tim Peterson works in our Springfield location as a technician and received his 5 year award. Tim and his wife, Cynthia, live in Springfield, Ill., and have a daughter, Desiree, and son, Christopher. Prior to working at TCI, Tim worked at one of our customers - Donley Trucking. In his free time, Tim enjoys hunting, fishing and spending time with family.

John Draper, Morton parts counterman, is recognized for 5 years of service. Prior to joining TCI, John served in the U.S. Navy. John and his wife, Saundra, have two sons, Danny and LJ, and live in Bryant, Ill. John and his father, Jack, who also works at TCI-Morton, have built race cars together and have competed with them very successfully.

25 YEARS

Jeremy Williams received his 25 years of service award in November. Jeremy is the General Manager at the Springfield location. He has worked in many positions at TCI over his 25 years of service - detail, shipping & receiving, parts counterman and part manager to name a few. Jeremy and his wife, Kathy, have a son, Jesse, who is in college at Western Illinois University studying to be a conservation police officer. Jeremy enjoys spending time hunting, hanging out with Jesse and is known to be a night owl.

December

5 YEARS

Jeff Boshers has been with TCI for five years and was presented his award this month. Jeff is currently an OPS for our Mt. Vernon location and is originally from the St. Louis area. Jeff had a prior career in flooring and Julie says he has put that talent to use in Mt. Vernon a time or two. In Jeff's free time, he enjoys riding his side-by-side in Parker Lake, Mo.

Fred Kachuba is also from the Mt. Vernon location and has been with us for 5 years as a technician. Fred also farms in Nashville, Ill. Fred and his wife, Diane, have been married for 25 years and they have three children - two of them also work at TCI, Zach as a technician and Sunny as a receptionist. In Fred's free time, he enjoys hunting.

Matt Lane has been a part of our Morton team for 5 years as a collision center estimator. Matt and his wife, Michelle, have been married for 20 years and have two sons in college, Zac and David. Matt is a huge Cubs fan - we will try not to hold that against him!

10 YEARS

Brad Blackley is our Springfield assistant parts manager and earned a 10 year award. Brad and his wife, Michelle, have one son, Alex, and two dogs, Chassis and Camber. They live in Auburn, Ill. Brad is a huge Cardinals fan (good call) as well as supporter of the Chicago Bulls and Oakland Raiders. He is an avid golfer and also enjoys a good game of Texas Hold 'Em.

20 YEARS

Bob Ferry is a service dispatcher at our Troy location and was recognized with his award for 20 years of service. Bob and his wife, Sherry, have been married for 33 years and have a son, Nathan, and daughter, Abigail, and they reside in Benld, Ill. In his free time, he enjoys spending time outdoors, fishing and hiking with his wife.

Joe Gowen also received his 20 year award this month. Joe is a technician at our St. Louis location. Prior to joining TCI, Joe was an airplane technician in the U.S. Navy. He and his wife, Becky, have been married for 14 years and have two children, Sarah and Sam. Joe spends most of his free time with his family.

Mary Deuser was also presented with a 20 year award this month. Mary works in the corporate office as the executive assistant to both John and Katie Hopkins. Mary and her husband, Dave, live in Highland, Ill., and between them have 3 kids and 3 grandkids. You may have seen her grandkids around the office since she has been bringing them in to work at times since they were barely able to walk. Mary enjoys spending time bowling, traveling, and being with her grandkids when she is not at TCI. John wrote a long list of everything Mary does behind the scenes that you may not know about; but the short version is she does a TON and does it very well!



AWARDS >>

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



January

5 YEARS

Brett Krider is a parts counterman in Morton and recently received his 5 year award. He has one son named Karter. In his free time, Brett loves to duck and goose hunt, as well as work on vehicles and four wheeling. He is an avid sports fan, in particular, the Chicago Cubs and Bears.

Mike Conlee was presented with his 5 year award in Troy. Mike works as a service technician. Mike lives in Gillespie, Ill., and has three children and two grandchildren. When Mike has free time, he likes to work out. Also one thing you may not know about Mike is he has a miniature pinscher named Reba that he adores!

Rob Rayborn received his 5 year award in Troy. Rob is our 'weekend warrior' service foreman/dispatcher. Rob lives in O'Fallon, Ill., and has a daughter Brandi. In his free time, Rob enjoys riding his motorcycle and is a sports fan. He spends a lot of time with his family that lives nearby and their children.

10 YEARS

Adam Cunningham received his 10 year award for 10 years as a service technician. Adam lives in Trenton, Ill., with his Rottweiler named Mac. Adam enjoys going to car shows with his father and, between them, they have quite a collection - '85 Camaro, '39 Chevy, '05 Corvette and '10 Camaro. Adam also enjoys going to drag races, dirt track races, and spending time hunting and fishing.

15 YEARS

Todd Jones was recognized for 15 years of service. Todd works in the Troy parts department working with cores. Todd and his wife, Mary, live in Worden, Ill. They have one son, Sam, who is 8 years old. Some of Todd's hobbies are hunting, fishing and spending time with his family.

John Pryor was also presented his 15 year award. John is the training director for TCI and also the CIC for the Troy location. John is one of those rare people who have worked in both parts and service departments in several different positions and he provides that well-rounded view from a thorough understanding of the entire dealership world. John and his wife, Myronna, live in Alton, Ill., with their son, John. Something you may not know about John is that he can make almost anything. He works with wood and metal. He has even made special parts for some of our refurbishment customers

Brenda Guppy is a service advisor in Morton and received her 15 year award. Brenda lives in Banner, Ill., and has 2 children and 4 grandchildren. Brenda is nicknamed the "hound dog" in Morton because she is great at getting payment and PO's from our customers. In her free time, Brenda enjoys spending time with her granddaughters (twins) and two grandsons.

20 YEARS

John Patkunas was presented his 20 year award in Decatur. John is a truck sales executive covering the Bloomington, Decatur, and Champaign areas. John and his family live in Bloomington, Ill. In his free time, John is an avid golfer and that love of golf carried on to his son who also played on his college golf team at Chicago State.

30 YEARS

Webb Eastham is the parts manager in Mt. Vernon and was recognized for 30 years of service. Webb and his wife, Lori, have been married for 30 years and have a 13 year-old daughter, Sophie. Webb and his family live in Waltonville, Ill. In his free time, Webb enjoys playing golf and is an excellent player. Every time there is a golf scramble, Webb is a top recruit for all teams! Webb also spends a lot of his free time attending his daughter's sporting events.

Steve Beckmeyer was presented his 30 year award in Mt. Vernon, where he is a service technician. Steve and his wife, Monica, have two children, Casey (29) and Haley (25). Steve and his family live in Hoyelton, Ill. In his free time, Steve enjoys drag racing.

40 YEARS

Randy Gall And our final award for the month for 40 years was presented to Randy Gall. This is the only 40 year award for 2016, so a special congratulations to Randy! Randy and his wife, Ellen, recently moved to St. Jacob, Ill. They also celebrated 40 years of marriage in July. Randy and Ellen have four daughters, one son and 8 grandchildren. One of Randy's hobbies is woodworking - he is in the middle of many projects that will keep him busy for years. Next time you are in Troy, check out the case holding the antique model trucks in the service atrium as it was one of his minor projects.

February

5 YEARS

Darren Webb is a service dispatcher in Troy and received a 5 year award. Darren has three daughters and one son. In his free time, Darren enjoys spending time at his children's sporting events (hockey, golf, swim meets) and he also enjoys working on cars. One thing you may not know about Darren is that he was a Harley certified technician in his previous career.

Wayne Peters also was presented with a 5 award. Wayne works in the Decatur location as a service technician. Wayne and his wife, Robbin, have 5 children and 8 grandchildren and live in Clinton, Ill. Wayne is an avid fisherman and is an active participant in TCI's Jerry Duft bass tournament each year. One interesting thing you may not know about Wayne is that he makes his own duck calls.



TCl Service

February (CONT.)

10 YEARS

Phil Fahs earned his 10 year award this month. Phil currently works in our Springfield location delivering parts to our customers. Phil and his wife, Lynette, live in Chatham, Ill., and Phil has one step-daughter, 2 grandchildren, and one foster grandchild. Phil has been on the board of directors for the local youth football team for the last 22 years. He is also a Jaycee member since 1986 and he volunteers each year at the Sweet Corn Fest in Chatham.

15 YEARS

John Pacotti is a truck sales executive at our Morton facility and earned a 15 year service award this month. John and his wife, Michelle, live in Mackinaw, Ill., and have two sons. John is an avid ping pong player and is apparently the president of the MPPA (Mackinaw Ping Pong Association). One interesting fact on John is that, at one time, he was a professional softball player but he had to retire due to injuries.

March

5 YEARS

James Garrison is a collision center technician at Troy and recently received a 5 year award. James and his wife, Susan, have three children - Cheyenne, Stephen, and Savannah. James is a guitar player in a band and he also enjoys gardening and fishing.

Adam Petrich is a parts counter man at our Troy location and was also presented with his 5 year award. Adam also does driveline repairs for TCl. He lives in Edwardsville, Ill. In his free time, Adam enjoys spending time fishing, hunting and he loves motorcycles.

Michael Vose works as a mobile technician based at our Springfield store and is another 5 year award recipient. Mike lives in Waverly, Ill., with his girlfriend, Sahnin, and their two children - Mackenzie (7) and Connor (19mo). In his spare time, Mike enjoys working on cars and electronic projects with micro-controllers.

Matt Bruhn is a parts delivery driver for our Troy store and he recently received his 5 year award. Matt and his wife, Stacey, live in Gillespie, Ill., and have one daughter, Kelcie. Prior to coming aboard at TCl, Matt worked at Menards Lumber Yard in Springfield.

10 YEARS

David Schenk is a parts driver for our Evansville location and our only 10 year award recipient this month. David has been married for 43 years and has 2 children and 6 grandchildren. In his free time, David loves playing golf and attending basketball games. He also spends a lot of time at sporting events for his 6 grandchildren.

15 YEARS

Jan Krieger is the business manager in the Morton location and is our sole 15 year award recipient. Jan has worked in many capacities at TCl - F&I, Executive Assistant to John Hopkins, GM in Troy, GM in Morton, and business manager - she's done a wide variety for our team! Jan and her husband, Gary, live in Pekin, Ill., on the golf course and are celebrating 49 years in 2016. They have two children, Angie and Mike, that both work at TCl and one grandson, Brendan. Jan is also the adopted grandma/mom for many including Justin Paul Hopkins, Jr., otherwise known as "Spunky" to Jan and she is "Nanna" to him. Over the years she has been an incredible support and rock for all of us Hopkins', and now she is doing the same for Travis.

20 YEARS

Bill Regnier was our final award recipient this month for his 20 years of service. Bill is a service technician at our St. Louis branch. Bill and his wife, Terri, have been married for 35 years and have two children and three grandchildren. Bill is an avid bow and rifle deer hunter and he has been kind enough to include several other team members on his hunts and helped put them on some very big deer. He helped Jim Pennington get a 10 pointer in the 2015 black powder season.

April

5 YEARS

Rita Williams, our office manager in the Springfield location, was presented her award this month for 5 years of service. Rita has one daughter (Nicole), a son (Jared), and four grandsons. She also has a rescue pup from the APL named Ronnie. Rita enjoys remodeling and interior decorating, cooking for friends and family, as well as target practice with firearms.

Sabahudin "Cuna" Smailhodiz received his 5 year award. Cuna came to the St. Louis area 7 years ago with his cleaning company and handled the St. Louis facility housekeeping. After a couple of years, he decided to move into truck sales for TCl. Cuna and his wife, Sanela, recently celebrated 20 years of marriage and have two children, Zarifa and Mirza. Cuna's home city is Stolac, Bosnia. He is an avid fisherman and loves camping.

Stephen Adcock is a service foreman at our Springfield location and recently received a 5 year award. Steve and his wife, Alice, have two daughters and one granddaughter and they reside in Carlinville, Ill. Steve enjoys golf and participants in weekly tournaments. He is also a big fan of college and professional football and basketball.

Jacob Mangold is a technician in the Springfield location and received his 5 year award this month. He and his wife, Laura, have three children - Matthew, Paige, and Memphis and live in Divernon, Ill. In his free time, Jacob enjoys attending his children's sporting events. Jacob also enjoys spending time restoring his 1985 Ford pickup.



AWARDS <<

April (CONT.)

10 YEARS

John Finlay is a collision center technician at the newly acquired South Bend location and received his 10 year award. John and his wife, Melanie, recently celebrated 10 years of marriage and they live in South Bend, Ind. John has a B.A. from Purdue University in electrical engineering and is very skilled with computers. In his free time, John is a local rock star and also enjoys skiing and snowmobiling.

Bob Cranmer is another 10 year award recipient from our new Indiana stores. Bob works in parts delivery at our Elkhart location. Prior to joining Hill Truck Sales, Bob worked for Napa Auto Parts in outside sales, counter sales, and parts delivery. Bob enjoys anything to do with golf; he is also involved with the yacht club and enjoys lake activities. Bob is a big fan of karaoke and often organizes karaoke events at the lake.

Dennis Vanalstine works in shipping and receiving in the Elkhart location and received his 10 year award in April. Dennis and his wife, Evelyn, have been married for 33 years and they have two children and one grand-daughter, Thea-Rose. Dennis also loves his four legged kids (his dogs). Dennis and Evelyn live in Elkhart. He enjoys tinkering around and fixing odds and ends and is always willing to help others



MAY

5 YEARS

Neil Johann received his 5 year award at our Evansville location. Neil works as a technician and is known to be meticulous with electrical jobs. Neil has many hobbies - remote control cars, disc golf, billiards, cutting down trees, fishing, canoeing, kayaking and swimming. And apparently he loves to sing at work - we have several musicians spread around the TCI network!

Jennifer Price also received her 5 year award in May. Everyone knows Jennifer because she is TCI's HR Manager. She and her husband, John, have one son, Jacob, age 6. Jennifer's hometown is Perryville, Mo. Jennifer loves to travel; in fact, her family recently went to see the Mouse. And she loves to shop so much she said that another career option for her would be a personal shopper. So we all know who to call for Christmas shopping assistance now... along with all those benefit questions!

10 YEARS

Jason Brown is a parts counterman at the St. Peters location and received his 10 year award. Jason started working at TCI in St. Louis when he was still in high school and worked his way up from dispatch driving, parts delivery, shipping and receiving and parts counter. Jason and his new bride, Stephanie, wed on June 18th. They have 3 full grown Great Danes. In his free time, Jason enjoys shooting, camping, 4 wheeling and pretty much anything outdoors.

Jeff Fowler is a 10 year service technician at the Morton location. He lives in Green Valley, Ill., and has 1 son and 3 daughters along with 5 grandchildren. Jeff is known in Morton as to "go to" guy for all CAT work. He is a founding member of Little Mossville in Morton (I think that is an inside Morton joke?). When Jeff has free time, he enjoys taking care of the wide variety of animals at home (pigs, goats, donkey, mini-horse, birds, dogs and fish).

Lori Coughlin was also presented with her 10 year award in May. Lori works as a service writer at the Evansville location and also lives in Evansville. She has a 21 year-old son. She loves to travel and especially loves the beach. Lori is the glue that holds together the Evansville service department - she goes above and beyond every day to take care of customers. She's definitely one of the best in the business, I will say without reservation!

Trevor Yates was presented also with his 10 year award a little late because of one of those "family life" scenarios where he started part-time and moved to full-time. Trevor works as a sales executive for TCI and he and his family live in Troy, Ill. Cristy and Trevor have two children - Braxton (8) and Lochlyn (2). Trevor is a coach of Braxton's baseball and basketball teams and when he's not coaching or watching the kids in activities, he enjoys woodworking and playing golf. Trevor is also a great chef, particularly at BBQ, and his dad says he is a neat freak.

20 YEARS

Dave Stolle is service foreman/supervisor at our St. Peters' store and was presented with his 20 year award. Dave also has worked in many capacities at TCI from collision center technician, collision center foreman, service writer and service manager prior to his current role that he took on when we opened St. Peters. Dave has 5 children and he and his long term girlfriend, Paula, live in Sillex, Mo. Dave enjoys fishing in his free time and raises cows on his 20 acre farm.

Chris Schaller also received a 20 year award in May. Chris is the TCI corporate controller and she is also an example of moving up from within the company. She started in accounts payable, moved into accounting and eventually became our controller. Chris and her husband, Al, have two kids, Neil and Emily, and live in Freeburg, Ill. One highlight for their family was Emily's recent high school graduation. Chris enjoys camping and boating in her free time and she loves watching Emily and Neil play sports

Katie Hopkins I feel really odd writing this about myself but I don't want to undermine the pride that I have working for Truck Centers and with many of you all for the last 20 years. My hire date is like Trevor's, a little odd because of working part-time from early ages. So the full-time date counts and apparently it has been 20 years already. My husband, Dave, and I live in Collinsville, Ill. I have two children, Devin and Maddie, and 4 step-children - Alisa, Kailey, Andrew, and Ryan. Not to be discounted, we also have 2 dogs and 3 cats, so good thing we don't live in Edwardsville because I understand that is over the allowable ordinance. In free time, I love to travel, take the dogs to training classes, read, pick up after my family (they are not all like Trevor), etc. I will say I had to ride a bicycle with John and Michele Hopkins for 26.5 miles to get my 20 year award! Count that as one of the fun family events I won't forget and I believe makes Truck Centers special - that family value.



TCI Service AWARDS

June

5 YEARS

Mike Moran is a parts driver for TCI-Troy and earned his 5 year award in June. Prior to working at TCI, Mike was a salesman for Roberts and Dybdahl, Inc. Mike and his wife, Kim, live in Edwardsville, Ill., and have two daughters, Lauren and Katie. His hobbies are golfing, fishing and traveling.



Brien Benson is an OPS at our Evansville store and also completed 5 years of service. Brien works the Evansville city market with accounts like Penske and Ryder and works hard to keep his customers happy. He lives in Evansville and has one son that he enjoys spending time with and is also an avid pool player.



10 YEARS

Mike Lindsey was presented with his 10 year award. Mike is a technician in St. Peters and started with TCI as an apprentice in St. Louis while he was still in high school. Mike and his wife, Brittney, live in Maryland Heights, Mo., and have a daughter, Holley Ann. Mike loves the outdoors and his hobbies including hunting and fishing.



15 YEARS

Keith Krider is the parts manager at TCI-Morton and was presented with his 15 year award. Prior to accepting the parts manager role, Keith was a customer service rep and OPS. He has also worked and retired from Caterpillar and has owned his own repair shops, gas stations and roofing company. Keith and his wife, Debbie, live in Chillicothe, Ill., and have 5 children, two of which also work at TCI. Keith is a big Cubs and Bears fan and he also loves fishing and NASCAR.



Ryan Seibert was also presented with a 15 year award. Ryan is the service manager at TCI-Evansville. He and his wife, Aubrey, live in Albion, Ill., and have a son, Drew. Prior to accepting the service manager role, Ryan also worked in sales and warranty. Some of his hobbies are vacationing with family, fishing or spending time with his son.



Brian Basham is the parts manager in South Bend and also was recognized for 15 years of service. Prior to accepting the manager position, he worked for 14 years at the parts counter. He also worked for Wise International as an OPS for 10 years and 10 years with a local Ford dealer. Brian lives in South Bend and is engaged to be married to Kristin. He has three children – Tyler, Ashlie, and Lyndsie - as well as three grandkids – Easton, Olivia, and Taytem. An interesting fact about Brian is that he went to high school with the Super Bowl Champion head coach, John Gruden, and his brother, Jay Gruden (head coach of the Washington Redskins).



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TOP-150 PRIVATELY-HELD COMPANIES

TRUCK CENTERS, INC.

2015 revenue:
\$382.15 million +20.3%

NO. 53



By Steph Kukuljan, *St. Louis Business Journal*, June 10, 2016

Growth across all departments led to a more than 20% estimated increase in revenue for Truck Centers, Inc. in 2015.

The company, which owns and operates dealerships that sell heavy-duty trucks, reported increased revenue in its new and used truck sales, parts and service divisions as well as training and collision repair. In addition, the company acquired a dealership in Evansville, Indiana, in 2014, and 2015 was the first full year that the dealership was part of TCI's network. TCI sells and services Daimler Trucks North America products such as Freightliner, Western Star, and Detroit Performance Parts. Katie Hopkins, executive vice president for TCI, said these manufacturers now hold a record-setting market share of nearly 40 percent "so there are more DTNA products on the road than ever before," which translates into increased sales and opportunities for TCI.

In 2016, TCI acquired the assets of two Indiana dealerships in South Bend and Elkhart from Hill Truck Sales. The company also recently announced

plans to open a dealership in Effingham, Illinois. The Effingham location will be TCI's 10th full-service dealership.

Locally, in 2015, 23 new jobs were added including eight new position at the Troy, Illinois, dealership; five new corporate positions; five new positions at our downtown St. Louis dealership; and five at our St. Peters dealership. Companywide, we added 36, primarily to fill increasing administrative, parts and service technician needs.

When asked if they were adding any jobs in 2016, the company stated they are planning to add one to two new truck sales executives in our local market as well as five to seven service technicians and two to four members to our retail parts sales team. Factoring in the 10 additional jobs in the St. Louis region that we forecast, plus the 65 new team members for the recently acquired locations in northern Indiana, and the projected 25 employees necessary to open our new location in Effingham, it is estimated that we will add 100 new employees to our team in 2016. These new openings will primarily be service technicians, retail parts specialists, administrative support and management positions.



QUICK LOOK AT TOP-25

1. Enterprise Holdings Inc. (\$19.4B)
2. World Wide Technology Inc. (\$7.4B)
3. Edward Jones (\$6.62B)
4. Graybar Electric Co. Inc. (\$6.1B)
5. Apex Oil Co. Inc (\$3.5B)
6. McCarthy Holdings Inc. (\$2.8B)
7. Prairie Farms Dairy Inc. (\$2.76B)
8. Schnuck Markets Inc (\$2.7B)

FASTEST GROWING COMPANIES

TRUCK CENTERS, INC.

Revenue growth:
78.58%

NO. 21



Truck Centers Inc.'s growth since 2012 has been almost as big as the heavy-duty trucks the company's dealerships sell. Revenue grew nearly 79 percent from 2013 to 2015.

"2015 was a strong year for trucking, our industry and our company," Executive Vice President Katie Hopkins said. "Now with three Indiana dealerships as part of our network, our reach has expanded some but we do so in a methodical manner as to be able to fully-integrate new stores without compromising quality, customer service, or our leadership's dedication to each branch."

"We still have a lot of work to do at our two newest acquisitions in northern Indiana in terms of facilities and behind-the-scenes resourcing, technical upgrades, training, and conversions to help our employees have

the best processes and resources available to utilize," Hopkins said.

The company is expecting growth to slow this year due to the cyclical nature of the trucking and transportation industries, Hopkins said. "Our manufacturers' order boards are already showing some throttling. And we are acutely aware that this is the nature of our business."

Local employees: 268

Total employees: 639

Leadership: John Hopkins, IV, chairman and CEO; Michael Yates, president; Katie Hopkins, executive vice president; Justin Hopkins, vice president of sales.

Founded in 1970 by the Hopkins family, Truck Centers is a family-owned business based in Troy, Illinois.

9. Alberici Corp. (\$2.47B)
10. Barry-Wehmiller Group (\$2B)
11. Piasa Enterprises Inc (\$1.8B)
12. CCA Global Partners Inc (\$1.7B)
13. UniGroup (\$1.7B)
14. Novus International Inc. (\$1.4B)
15. Center Oil Co. (\$1.37B)
16. Bommarito Automotive Group (\$1.35B)
17. Harbour Group (\$1.3B)

18. Maschhoff Family Foods LLC (\$1.3B)
19. Alter Trading Corp. (\$1.21B)
20. Kataman Metals LLC (\$1.2B)
21. Maritz (\$1.2B)
22. Scottrade Financial Services Inc. (\$1.11B)
23. Centric Group (\$1B)
24. CIC Group Inc. (\$952M)
25. TricorBraun (\$911.42M)

TOP-25 FASTEST GROWING COMPANIES

RANK	COMPANY	REVENUE GROWTH 2013-2015	LOCAL EMPLOYEES	TOTAL EMPLOYEES
1	MC Hotel Construction	1,526.4%	18	18
2	Classroom Library Co.	476.92%	25	NA
3	Keystone Construction Co.	474.57%	9	NA
4	NVision IT	467.37%	28	NA
5	American Testing & Inspection Services	297.22%	28	96
6	Facilitec Corporate Furnishings	290.63%	13	13
7	Murray Co.	203.54%	5	20
8	VIP Corporate Housing Inc.	191.69%	31	NA
9	CRB Builders LLC	177.62%	37	230
10	Mid America Logistics	163.44%	57	57
11	GadellNet	139.65%	45	NA
12	Trileaf Corp.	134.04%	32	110
13	Medical Transportation Management Inc.	133.06%	1,306	NA
14	SCORCH	126.08%	29	29
15	Vintech Solutions Inc.	121.96%	100	105
16	Engage	120.56%	19	NA
17	M+H Architects	114.39%	24	24
18	Kadean Construction Co.	112.15%	23	NA
19	Clearent LLC	97.65%	77	202
20	Evolve Digital Labs LLC	81.32%	14	16
21	Truck Centers Inc.	78.56%	268	639
22	Contegra Construction Co. LLC	78.12%	55	NA
23	Krilogy Financial	74.4%	32	32
24	Keeley Companies	71.07%	NA	750
25	Oculus Inc.	69.35%	32	NA



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UP CLOSE WITH WESTERN STAR'S



By Jason Cannon, *Commercial Carrier Journal*, May 24, 2016

It's not impractical to assume that when aero engineers get an eyeful of Western Star's 5700XE, they flinch. It's not exactly your cookie cutter aerodynamic truck, but that's exactly what makes this truck ooze Western Star – defying convention and doing things its own way.”

With efficiency and aerodynamics industry buzzwords – XE stands for extreme efficiency, after all – Western Star needed a seat at the aero table, but was unwilling to sacrifice its unique styling cues to get there.

In fact, as much work went into making sure the truck look like a Western Star as went into getting the wind to whip around it.

Western Star was the last OEM to the table with an aero model truck but trails only big sister Freightliner's Cascadia in terms of efficiency.

Mike Guarino, on-highway and municipal segment manager with Western Star, says the company wasn't interested in a “jelly bean” shape just for the sake of boosting MPGs. Instead, they clung tightly to refining Western Star's trademark boxy design and sharp edges and leaned heavily on Detroit powertrain integration.

Boosting powertrain efficiencies, coupled with exterior aerodynamics improvement, has made the 5700XE the second most efficient truck on the road behind only Freightliner's Cascadia.

And with the Phantom Package, a hot rod-inspired throwback decal kit available as an option, drivers can push 8MPG and look cool in the process. Kelley Platt, Western Star's president, calls the truck “badass.” She winces as the words come out of her mouth but she's right. Everything about this truck is uniquely Western Star and, yes, badass.



'BADASS' 5700XE



The hood's rear air ramp is designed to direct airflow over the cab. An unintended side-effect is that it has a very 70's muscle car feel behind the wheel.

Take, for example, the distinct visor. Rather than tossing the classic accent piece into the trash, Guarino says it was specifically re-engineered to work with the slope in the hood's rear air ramp to direct airflow over the cab.

Roof and cab fairings sweep back to tighten the trailer gap and direct air flow over and around the trailer. The Western Star Twin Force dual air intake feeds a large centrally mounted air filter to further improve efficiency, along with a new sweptback four-piece bumper with an under-bumper valance.

Recently, I was able to drive three models of the 5700XE around Michelin's Laurens, S.C., proving grounds – a day cab, a 68-inch high-roof and an 82-inch sleeper.

The DD15 engine (14.8 liters, 505 hp) powering the two larger units provided ample power for the two maxed out trailers, and the DT12 automated manual transmission (AMT) was more than responsive.

The day cab model was outfitted with an equally impressive DD13 (12.8 liters, 450 hp), again with a DT12 AMT.

As of this fall, Western Star Trucks will offer Eaton's UltraShift Plus transmission in the 5700XE, allowing the truck to operate with an AMT in several new applications that require PTOs and higher gross combination ratings. The new Eaton Advantage 10-speed AMT will be available for the 5700XE after the first of next year and available with multiple PTO locations. This transmission

model line-up lets customers spec a 10-speed transmission up to 110,000 lbs. GCWVR, a 13-speed transmission up to 140,000 lbs. GCWVR, and an 18-speed transmission with no published GCWVR limit.

Barely a quarter-mile into the drive and it's easy to see why many fleets have gravitated to the 5700XE as reward for top drivers. It's comfortable and not physically taxing to drive. And, of course, it's badass.

Cabin noise is shockingly low, even with the three-stage engine brake on the DD15 helping aggressively slow the truck ahead of a turn.

Western Star is going all-in with its aero-model truck, hitching its marketshare growth to the fifth wheel of the 5700XE. Dealers have 100 5700XE demo units in the field and fuel economy numbers have landed well into the 7 MPG range on many trucks. One of the company's largest fleet customers recently reported a 7.86 MPG average on their own independent fuel economy test.

Nearly 1,400 XE units were ordered in 2015 and through mid-March, more than 750 units have been delivered to 331 different customers.

With positive customer testimonies pouring in almost daily and dealers pushing one of the most efficient and comfortable trucks on the market, I think there are a lot of good things in store for Western Star and its badass 5700XE.

Boosting powertrain efficiencies, coupled with exterior aerodynamics improvement, has made the 5700XE the second most efficient truck on the road behind only Freightliner's Cascadia.



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WESTERN STAR UNVEILS 6900XD TRANSFORMER: MBT-40 SWITCHES BODIES IN MINUTES



Excerpts from article written by Jason Cannon, *Equipment World*, May 13, 2016, accessed online.

With the recent launch of Western Star's new Extreme Duty (XD) Off-Road package, the company that built the most recent iteration of Optimus Prime for the Transformer movies released a real "transformer" into the wild with the introduction of the 6900XD Off-Road Multi-Body Transformer.

Engineered for rugged environments, the Western Star XD Off-Road package is available on both 4900 and 6900 models, but the company says it plans to make it available on other models in the future.

Between the two models, the XD40 package will be the flagship spec with heavy-duty components designed for multiple applications. John Tomlinson, XD and vocational sales manager for Western Star, says the XD40 was developed to be a consistent and repeatable chassis spec which allows for easy parts availability and quick maintenance.

The all-wheel-drive or standard drive XD40 package gets a Detroit Series 60 Tier 3 engine or 2016 Detroit DD16, an Allison 4700/4800 Off-Road Series (ORS) transmission, 110,000 pound planetary rear axle, 28,000 pound planetary front axle and front engine skid pan.

But the real attention-grabber at this launch was the launch of the "Transformer" - Western Star's first XD Off-Road series offering and a new concept in the rugged, off-road equipment market. The 6900XD Multi-Body Transformer (MBT)-40 is dubbed transformer for its ability to quickly change from one fully functional in-cab controlled body application to another.

"What we've done is taken a demountable and turned it into a transformer," Tomlinson says. "Off-road chassis equipment can be expensive to buy and maintain and new emissions levels are making the investment even more costly."

Demountable bodies generally are simply uninstalled and replaced for various applications. Tomlinson adds that the MBT-40 is different because the bodies utilize the truck's electrical and hydraulic system, which translate to additional savings and functionality since those systems are equipped on the truck rather than the body.

The MBT-40 is designed to replace the need for multiple pieces of dedicated off-road equipment on a job site that sit for long periods of time when they are not needed. The unit is equipped with a generic in-cab control system and a self-adapting hydraulic system that also allows the operators to quickly and easily swap the controls of multiple body applications.

"I can water in the afternoon and dump all morning," Tomlinson says. "And it's quicker to change over than it is to fuel the truck. All of the switches turn into the switches for the new body. All of the hydraulics adapt to the new body."

During a demonstration Thursday, a two-man crew dropped a water tank and added a dump bed in less than 5 minutes.

"By maximizing the operation time, customers can have the equipment they need when it is required," says Tomlinson. "Mining, quarry and off-road construction industries are looking for better solutions right now and we have the answers for them with this new product."

Tomlinson adds he is still working with truck body builders to expand the range of bodies the truck can accept, but that possibilities are only limited by the willingness of body builders to design options and the weight capacity of 34 tons or less.

The 6900XD is available in both 6×4 and 6×6 configurations.

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ATA STATES TRUCKING INDUSTRY INVESTS \$9.5 BILLION IN SAFETY ANNUALLY

The trucking industry invests at least \$9.5 billion in safety annually according to a report released June 29 by American Trucking Association. The investments are primarily consolidated into four primary classifications.

- **On-board Technology:** Collision avoidance and mitigation systems, blind spot warning systems, stability control, video event recorders, electronic logging devices and other safety technologies.
- **Driver Training:** Safety training, staff wages and consultants, safety retraining and coaching and hazardous materials training.
- **Safety Pay:** Awards and bonuses based on improved safety performance.
- **Regulatory Compliance:** Motor vehicle and driver record checks, drug and alcohol testing, voluntary safety audits, safety staff wages and benefits as well as safety consultants.

Excerpt from Press Release, American Trucking Association, June 29, 2016.

ATA said the investment numbers were based on data compiled in two industry surveys taken in 2014 and the fall of 2015. The largest investment category is in driver safety training equaling 36% of all investment. Driver safety training was followed by expenditures in compliance with safety rules (26%), onboard safety technologies (25%), and driver safety incentive pay (13%), ATA said.

“We know this industry prioritizes and invests in improving safety on our nation’s highways,” said ATA Executive Vice President of National Advocacy Dave Osiecki. “With the results of this survey, we now can put a dollar figure on that investment and that figure is significant.”

ATA President Bill Graves added, “Since economic deregulation in 1980, we have seen marked declines in truck-involved crashes and crash rates on our highways, and in the past decade, those declines have been particularly steep.”

The \$9.5 billion figure does not include general and routine maintenance costs such as purchasing new brakes, tires, or trucks, which would increase the total significantly.

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CONDUCT BRAKE CHECKS SEPT. 11-17



Commercial vehicle inspectors will be out in force beginning Sept. 11 to conduct brake system inspections on large trucks and buses throughout North America.

The inspections will be part of the Commercial Vehicle Safety Alliance and Federal Motor Carrier Safety Administration's "Brake Safety Week" Sept. 11-17, according to CVSA. The annual outreach and enforcement campaign is designed to improve commercial motor vehicle brake safety throughout North America by identifying out-of-adjustment brakes and brake-system and anti-lock braking systems.

"Properly functioning brake systems are crucial to safe CMV operation," CVSA said in a statement. "CMV brakes are designed to hold up under tough conditions, but they must be routinely inspected and maintained carefully and consistently so they operate and perform properly throughout the vehicle's life."

CVSA said that improperly installed or poorly maintained brake systems can reduce braking efficiency and increase the stopping distance of trucks and buses, posing serious risks to driver and public safety.

Inspections conducted during Brake Safety Week will include checks of brake-system components to identify loose or missing parts, air or hydraulic fluid leaks, worn linings, pads, drums or rotors and other faulty brake-system components. Automatic Brake System malfunction indicator lamps will be checked. Inspectors also will inspect brake components and measure pushrod stroke where applicable. The CVSA said that defective or out-of-adjustment brakes will result in the vehicle being placed out of service.

More than 3.4 million brakes have been inspected since the program's inception in 1998. The out-of-service rate during Brake Safety Week last year was 12.3%, a decline from 16.2% the prior year. Of the 18,817 vehicles inspected in 2015, there were 2,321 vehicles placed out of service for brake violations in the U.S. and Canada.



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HOUSE LAWMAKERS KEEP HOS, CSA REFORMS IN VERSION OF FUNDING BILL



Excerpt from *Land Line* report, May 25, 2016, accessed online.

On Capitol Hill, the U.S. House Appropriations Committee recently approved a bill that includes funding for the Department of Transportation, Housing and Urban Development, and other related agencies. The House committee's legislation includes several important trucking provisions.

One of them clarifies and extends the prohibition on the 2013 changes to the 34-hour restart rule. The language eliminates the most recent 34-hour restart provision for truckers and reverts to the 2011 rule. The committee's version would allow truckers to use the restart as often as they want with no requirement to get two consecutive night's sleep between the hours of 1 a.m. and 5 a.m.

The bill would also require the agency to implement widespread reforms to the FMCSA's Compliance, Safety, Accountability program before resuming work on the Safety Fitness Determination rule.

The bill includes \$19.2 billion in discretionary appropriations for the DOT for fiscal year 2017. According to a House press release, this is \$540 million above the fiscal year 2016 level and \$4 billion below what was requested by President Obama.

In total budgetary resources, the bill provides \$76.9 billion to improve and maintain the nation's transportation infrastructure. The bill allows \$44 billion from the Highway Trust Fund to go to Federal-Aid Highways Program – an amount that is \$905 million more than last fiscal year's level. The amount of funding “mirrors the levels authorized in the Fixing



America's Surface Transportation Act (FAST).” The FAST Act was approved last year.

In the House Appropriations Committee press release, Chairman Hal Rogers said the bill's provisions prioritize programs and projects that make the “best use of every transportation dollar.”

Subcommittee Chairman Mario Diaz-Balart said the bill makes “tough choices” but recognized the need to “get critical infrastructure back on track.”

The bill is expected to go to the House floor later this summer.

Meanwhile the Senate version of the spending bill would require the U.S. Department of Transportation to issue a final rule on mandatory speed limiters within six months of the bill being signed into law. While the provision is part of the THUD appropriations bill, lawmakers can prevent it from becoming part of the final funding measure. OOIDA is calling on all members and their family members to call Sen. Johnny Isakson's office as well as their own senators and oppose the Isakson amendment, No. 4024.



THE PRESIDENTIAL CANDIDATES ON TRANSPORTATION



Excerpt from Special Report from *American Road & Transportation Builders Association*, prepared by Rich Juliano and Allison Rose, May 2016



The publication of this article or others in no way is an endorsement of a specific political candidate and/or their policies by Truck Centers, Inc., our officers, or employees.

As the 2016 presidential campaign season continues, ARTBA is carefully monitoring the candidates' positions on transportation policy. The candidates have made at least one substantive public statement on transportation or have included it in policy documents posted by their respective campaigns.

As we have done for the last two presidential election cycles, ARTBA has drawn this report principally from debate transcripts, public statements, legislative votes, writings and the candidates' official websites and social media postings from recent years. ARTBA will continue to supplement this information during the campaign with new information and positions from the candidates. While a wider range of federal policies affect ARTBA members in various ways, this report focuses exclusively on policies directly relating to transportation infrastructure and investment.

Over the course of this year, as in previous election cycles, ARTBA and its leadership will be in contact with the major candidates' policy staffs and the two parties' platform committees. We will make sure they are fully briefed on current transportation infrastructure issues and provide them material on ARTBA's vision for long-term solutions to the nation's transportation challenges.



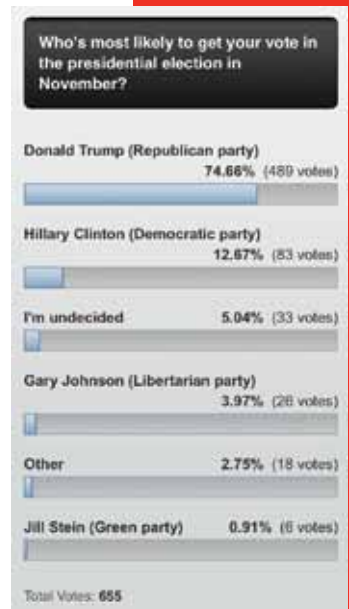
“

“I don't like what I see happening to America... The infrastructure of our country is a laughingstock all over the world... Our airports, our bridges, our roadways—it's falling apart... It's a terrible thing to see.” - TRUMP

“

“We have to make investments in infrastructure... This will create jobs, not only if we once again focus on our bridges, our tunnels, our ports, our airports, our mass transit—it will put millions of people to work—but it is also part of homeland security.”

- CLINTON



Poll was posted online by Todd Dills from Overdrive accessed with these results on July 16, 2016. For more information, visit <http://www.overdriveonline.com>.

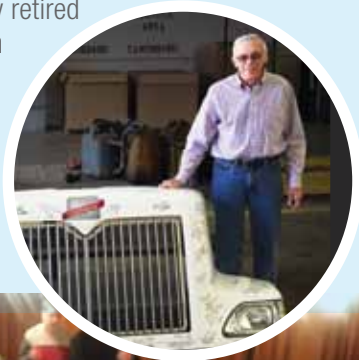


CUSTOMER NEWS

The National Baseball Hall of Fame teamed with IMAX and other partners to create a traveling exhibit with historical artifacts from Cooperstown plus state-of-the-art interactive digital media. A similar interactive display from Compassion International, a leading authority on child sponsorship that releases children from poverty, is also touring as "The Compassion Experience". Visitors journey through 1,700 square feet of exhibits showcasing vignettes from around the world while hearing each child's story of hardship and hope. These amazing experiential marketing displays are the work of our TCI-Evansville customers at **BREWCO/MOBILE MARKETING SOLUTIONS, INC.** Great work Todd, Shane and your entire team!



Forty-two years ago, **DAVE HASTY** began his career with O'Neill Bros. When G&D opened in 1984, he transferred there and has been a fixture there for the past 32 years. Dave recently retired to enjoy more time with his family, camping & fishing. Make sure you visit us when you can, Dave, and enjoy your retirement!



Congratulations to **ROGERS REDIMIX** on the delivery of their slick new Western Star mixer!



By Aaron Huff,
Commercial Carrier
Journal, June 3, 2016

DRIVING NEW FUEL SAVINGS



CCJ INNOVATOR NUSSBAUM TRANSPORTATION V

Brent Nussbaum, chief executive officer of Nussbaum Transportation, credits driver mpg improvements to a culture of respect and technology.

"Setting new ideas in motion" is more than a slogan at Nussbaum Transportation, especially with its plans to drive new fuel savings on top of already enviable results.

In 2012, CCJ first recognized the Hudson, Ill.-based truckload carrier as a CCJ Innovator for the cost-saving solution it created for a long-time customer, Electrolux. The household appliance manufacturer was bringing raw materials – primarily steel coils – inbound to its plants on flatbed trailers and then shipping finished product to distribution centers in dry van trailers.

The inefficiencies in Electrolux's supply chain led to inflated rates for carriers to cover deadhead miles, since dry vans weren't arriving loaded and flatbeds weren't leaving that way.

Nussbaum worked with a trailer manufacturer to develop and test a specialized heavy-duty dry van trailer. Once the project was complete, Nussbaum secured a new long-term contract with Electrolux and was able to use the same trailer equipment to haul steel coils in and finished product out.

Nussbaum's current fuel economy efforts are another example of successfully resolving inefficiencies and cutting costs. The company now is averaging close to 9.0 mpg with a fleet of 300 trucks, and few if any drivers are below 8.0 mpg, says Brent Nussbaum, chief executive officer.

Scoring Fuel

Starting in 2010, Jeremy Stickling, director of human resources and safety, began a project with the company's IT department to create an automated driver scorecard and performance-based pay program.

As part of the project, Nussbaum developed Excelsator, a proprietary software program designed to measure mpg data for each driver fairly and accurately. The scoring method is similar to a golf handicap, only much more scientific.

Drivers are spotted points according to the year and model of truck, the absence of an auxiliary power unit and the types of trailers they pull. Excelsator also awards points for load weights; heavier loads get a handicap, whereas light loads take points back. The software adds points for weather events by cross-referencing a database of past truck locations, reported in 15-minute increments, to a national weather database of temperature records.

Excelsator even matches truck locations from its PeopleNet mobile computing platform to a database of wind speeds and directions. If drivers claim they were fighting headwinds, Nussbaum instantly can tell the driver how many points they were spotted for that segment of their trip. It also accounts for topography and trip length; shorter trips are likely to lower mpg because of more stop-and-go activity.

"The reason we do all of this analysis is to measure what the driver's real situation was," Stickling says. "That has to be resolved in their mind for them to be properly motivated."

Once the external factors are considered, the conversation with drivers can focus squarely on results they can control, such as their speed and rpms.

Every month, drivers receive a four-page scorecard in the mail, and they also can view weekly statistics from the scorecard through their in-cab communications system. The scorecard is updated monthly in the company's mobile app, which drivers can access using their personal devices.

Going to the Next Level

Despite the highly accurate mpg results for Nussbaum's performance-based pay program, drivers still ask managers questions such as "Did I get enough credit for that factor?" Stickling says.

The new changes to the Excelsator application will give drivers metrics on their fuel-efficient behaviors.

Meanwhile, driver managers are not always certain what to prescribe to help drivers improve results. They also may struggle to explain why results changed from month to month. It's not unusual to see fuel scores change by 20 percent, Stickling says.

That's why earlier this year he initiated plans to take Nussbaum's fuel scorecard and driver performance monitoring to the next level. The idea is to have a scoring system based on "habits and behaviors" rather than mpg "results."

The change, Stickling believes, will remove any remaining subjectivity from driver fuel scores and focus the conversations solely on behaviors they can control.

Focused on Behaviors

In spring 2015, Nussbaum initiated a pilot project of a video-based driver safety platform from SmartDrive that quickly led to fleetwide implementation.

Besides using the critical event data and video recordings to coach for safety, Nussbaum plans to use the platform's expanded analytical and reporting capabilities to drive fuel performance improvements.

Nussbaum plans to use accelerometer "g-force" data in conjunction with granular vehicle telematics and sensor data to give drivers more specific coaching and action plans.

Specifically, the company will be capturing what a driver does with his right foot and steering wheel. Outside factors such as hills, wind, truck issues and load weight will become less relevant, Stickling believes.

Nussbaum plans to change its Excelsator fuel scoring to a five-prong system based on the following metrics:

Smooth driving. Nussbaum will use g-force data coming from all directions around the accelerometer. The setting will be sensitive and capture data at a frequency level that will "tell us which drivers are smooth and easy in their movements," Stickling says. "A smooth driver is often one who is gentle on takeoffs and uses the truck's momentum instead of accelerating and then hitting the brakes right before stopping."

Speed management. By using speed bracket data, Nussbaum will measure how much time a truck spends at certain speed levels. While the fleet is governed at 65 mph, the data show that drivers who run between 59-63 mpg save more fuel. "This will let us see very clearly which drivers are setting highway speeds in the low 60s versus those who run up against the governor all the time," Stickling says.

Throttle usage. Using the speed bracket data format, Nussbaum can monitor average throttle usage of drivers at certain lower speed levels, allowing it to see if throttle usage is comparatively high or low in the 6-10 mph bracket, for instance. A driver who eases into the throttle is more fuel-efficient. Even with a heavy load, a driver could accelerate at the same rate using 30 percent or 60 percent throttle.

Space management. When triggered by an excessive g-force and a warning from the fleet's radar-based collision mitigation system, the SmartDrive system will send event data for review by analysts, who will enter a "safety observation" for the driver's following distance at one of four levels: 0 to 1 second, 1 to 2 seconds, 2 to 3 seconds and 3 to 4 seconds. Drivers with only a few observations will receive points. Those with frequent following distance issues have poorer fuel economy results and will receive no points.

Idle time. Based on truck anti-idle technology and the time of year, Nussbaum sets an idle target percentage for the month. Drivers get points for hitting the target and extra points the further below the target they land.

Stickling says Nussbaum's new scoring system is simpler, but a learning curve is expected. "Drivers will still have to learn from the ground up what creates a smooth driving score and what they have to overcome," he says.

The company consistently has low annual driver turnover in the mid-30 percent range, and Brent Nussbaum says its driver retention success is a result of how the company treats them. Its culture of respect extends to its advanced technologies to improve performance.

"We believe that every driver wants to be a professional," he says. "When you teach them how to drive more professionally, that is something they can be proud of and is a reflection of our culture and belief that they are not just a truck driver."

[Learn more on industry-leading advancements and the CCJ Innovators at http://www.ccjdigital.com](http://www.ccjdigital.com)



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CUSTOMER NEWS



FATAL FOUR PUTS DRIVING SAFETY IN PERSPECTIVE



VALERIE WELLS,
Herald & Review,
April 14, 2016



Illinois State Police trooper Tracy Lillard made Eisenhower High School students laugh several times during her presentation at McLeod Express on Wednesday.

"I like you guys. You get my jokes," she said.

However, her message was serious: Wear a seat belt, put down the phone, keep a safe following distance and obey the speed limit.

She had several photos and videos to show them of people who had disregarded one or all of those common-sense rules. One video showed a pickup truck with the bed full of people driving down a road and suddenly overturning. All the people in the back went flying and while the video didn't show the aftermath, it was clear that the truck rolled over some of them.

"Three out of four people ejected in an accident will die," she told them.

To show them what it looks like, she took them outside and put two stuffed mannequins into the Illinois State Police's rollover demonstration car without restraints. The car can be spun with a crank to simulate a rollover crash. Both mannequins went flying, first inside the car and then through the windows, and the "driver" was also hit by the rolling car. In a real accident, that person would have been crushed.

The Fatal Four event was held for teens taking driver education classes in area schools, said Mitzi Hartman, director of safety and

maintenance for the Illinois Trucking Association. More than 500 students attended from 10 schools.

"We all love kids, and we want them to be safe," she said. The hope is that the event will be held annually.

Students listened to presentations and then went into one of McLeod's garages, where a semi truck was parked with cars and motorcycles around it.

Alan Cox, director of recruiting for McLeod, said that the idea was for students to sit in the car and learn where the blind spots are and then to sit in the truck and realize how many of the vehicles the truck driver would not be able to see from the driver's seat. If you can see the driver in his own rearview mirror on the side of the truck, he can see you. Otherwise, he can't.

"It's the awareness of the 'no-zone,'" Cox said. "If they can't see the driver, the driver does not see them."

Cox said that drivers passing a semi truck should be aware of those "no-zones" and move smoothly through them and into a place where the truck driver can see them and not just "hang out" in a blind spot.

"I've seen a lot of wrecks around my neighborhood," said Markesha Jackson, a freshman at Eisenhower High School. "This really opens your eyes."

V CITY OF HOBART

TCI-South Bend Sales Exec Rich "Stopper" Stopczynski shared a photo of a unique new truck that was recently delivered to the City of Hobart, Ind. The truck is the result of a joint project with Glenn Linhart's team at Best Equipment Company and is a combination snowplow, grapple crane, hooklift, and salt spreader. The unique Freightliner 114SD is powered by a Cummins ISL9-G engine with Allison automatic transmission and has dual, frame-mounted CNG tanks thanks to A-1 Alternative Fuels in Elkhart, Ind. This truck serves dual purpose as a year-round performer – snow removal functions in the winter and debris pickup during the rest of the year.

This truck was made possible thanks to the citizens of Hobart, Mayor Brian Snedecor, federal grant funds, the South Shore Clean Cities organization, Glenn and Best Equipment Company, and our Freightliner/TCI team. Great job everyone!



TCI TO OPEN NEW DEALERSHIP IN EFFINGHAM

TO BOLSTER CUSTOMER UPTIME ADDED SERVICE CAPACITY FOR FAMILY-OWNED, FREIGHTLINER/WESTERN STAR DEALER NETWORK WILL BENEFIT TRUCKING INDUSTRY.

Truck Centers, Inc. announced in early March that plans were underway to build a full-service dealership on the 13 acre site purchased nearly 18 years ago in Effingham.

The I-57/I-70 traffic corridor of Effingham is an ideal location for our newest dealership as it sees approximately 18,000 trucks traveling daily through there. The Effingham store will be the 10th full-service dealership in TCI's network that currently consists of 9 premier dealerships; 2 auxiliary locations; and 2 customer on-site parts facilities in tri-state area. TCI-Effingham has sister stores in Mt. Vernon, Ill., and Evansville, Ind. The dealership is anticipated to bring 25 new jobs in administration, operations, parts and service roles at the time of opening and the company forecasts intended growth to double in the subsequent 48-60 months.

"We are excited to announce our plans to develop the property that we have held in Effingham and build the newest addition to the Truck Centers' family," stated Justin Hopkins, Vice President of Sales for Truck Centers, Inc. "It is the perfect capstone for TCI's 46th year and a market that we have planned to enter into for several years and everything has finally aligned to make it happen. Not only will our customers benefit from the convenient access and amenities of the new dealership; but also, the greater community with new employment opportunities, tax revenue and customer traffic. With Freightliner holding roughly 40% market share, we are continually working to exceed our mutual customers' needs and expectations as well as those of all other manufacturers."

Truck Centers, Inc. has a proven 46-year tradition of excellence and has grown from a single store into the existing network under the leadership of Chairman/CEO John Hopkins, President Mike Yates, and their families. The cornerstones of the company's success are their small-town values, award-winning team of dedicated employees, diverse resources and willingness to continually grow and adapt to new technology to better serve our customers. The addition of a new dealership in Effingham is the next step on our proven path of commitment to the products, people, and communities that we serve.

FIRST TCI-EFFINGHAM TEAM MEMBERS ANNOUNCED

Truck Centers has always been a company that promotes from within because we believe that we have some of the best candidates in the industry already working for us. We continue to grow and thrive as a company because of the team that we have and that embody the values of Truck Centers. With that being said, I am pleased to announce that Anthony Johnson has accepted the position of General Manager for our new Effingham location.

Anthony is the ideal candidate for the role because of his extensive experience in the industry, strong performance record during his tenure at TCI, and that the Mt. Vernon and Effingham stores will work closely together to serve our mutual customers and help us expand our market share in Southern Illinois. Anthony has over 43 years of experience in the trucking industry and relocated to join TCI-Mt. Vernon three years ago as a Service Writer and was then promoted to Service Manager.

Prior to joining us, he worked for DeBoer Transportation to turn around a failing service facility and had a long tenure with CalArk. He held roles as Truck Coordinator, Terminal Manager and President of Operations.

Anthony has continued to show impressive leadership qualities and has received favorable feedback from his peers, service team and managers so we are confident that he is the right fit for the job. As the Effingham project is a new build, there are still many unknowns on timeframe and loose ends to be addressed, so he will continue in his role as Service Manager at Mt. Vernon and working closely with Julie so operations

continue to operate without any disturbance. Together, they, along with our executive team, will formulate a transition plan.

Also we are pleased to share that Cassie Hollenkamp will be promoted into the position of Office Manager when the new Effingham location opens. In the meantime, she will continue in Mt. Vernon working with Julie and team handling A/R and CIC roles. Cassie has done a great job in both the A/R role and CIC role in her time at TCI. She is always willing to assist in any area, is very warm and friendly with customers, and excellent at keeping processes and procedures in place.

We are excited for what the future holds for these locations and are confident that the strong working relationships that already exist will benefit both teams and allow us to better serve the region, existing and new customers.



Justin Hopkins, TCI VP of Sales, presented information to the Effingham City Council on March 1, 2016. Greg Sapp Photo

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COST YOU DOLLARS.
THERE ARE CHEAPER OPTIONS BUT
I PREFER UPTIME."**

MICHAEL MOST
PRESIDENT, MICHAEL MOST TRUCKING INC.



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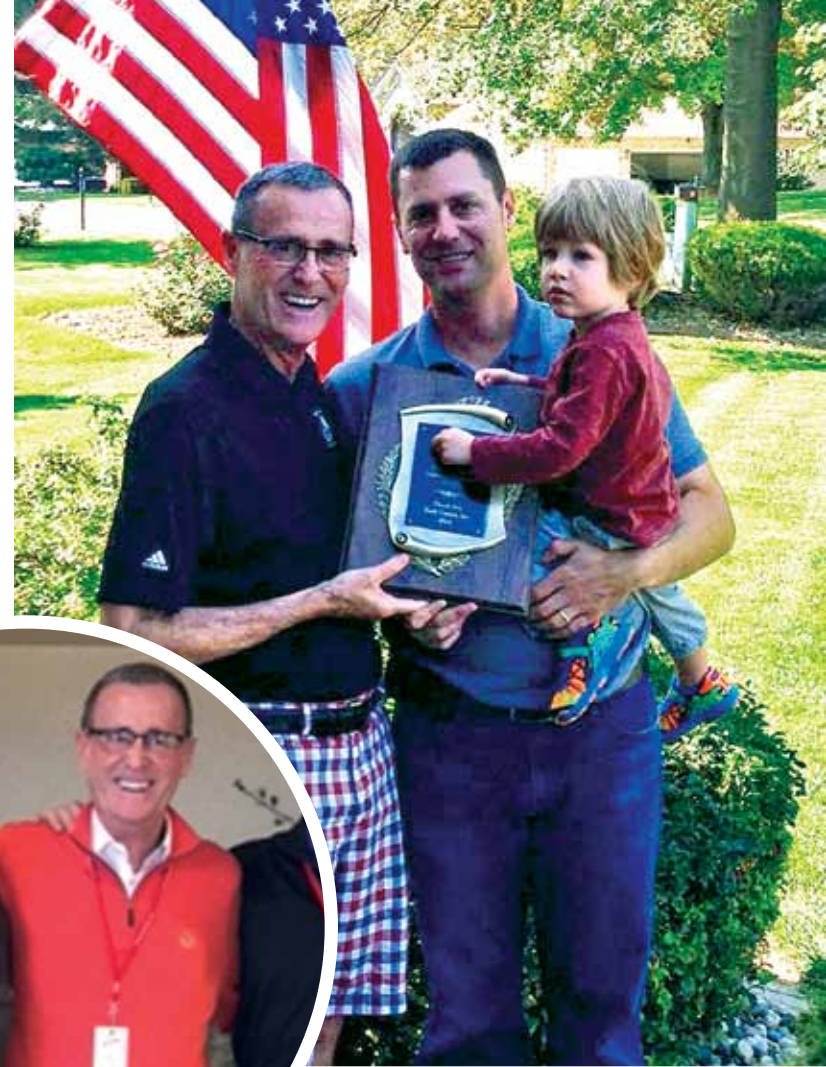
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MOTHER'S DAY

& FATHER'S DAY





TCI FAMILIES

We have several multi-generational families working at Truck Centers – some at the same location, some at different ones. Spouses, siblings, grandchildren, and in-laws – I can think of at least 20 family units. As we celebrated Mother’s Day and Father’s Day, a few gave us photos.

John Hopkins and two of his children, Katie and Justin, and Katie’s son, Devin, all work out of the corporate office in Troy.

Mike Yates and his son, Trevor, both work on the front lines of our sales force in Troy while younger son, Tyler, recently located to South Bend.

Terry Marks and his kids, Tim and Stacey, all work at our Troy location.

Fred Kachuba and his son, Zach, and daughter, Sunny, all work at our Mt. Vernon dealership.

Thanks to all of the employees and families who help make TCI wonderful.



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

Jacob Essenpreis

Caraline Noel Essenpreis was born on January 30, 2016, and weighed in at 7lb14oz. She is the adorable princess of Troy Technician Jacob Essenpreis.

Mary Witt

Walker John DuBoise, grandson of Mary Witt (TCI-Corporate Warranty), was born on May 23rd and was 7lb7oz and 19.5". Both precious baby and mom, Susan, are doing well.

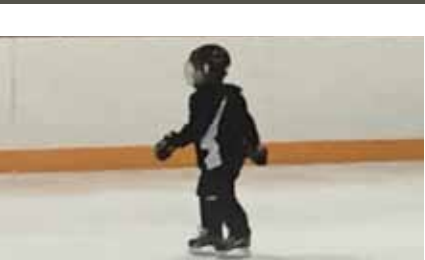
Andrew Moorman

Henry Alan Moorman was born at 7:37 am on June 8, 2016. The handsome fella weighed 7lb15oz and is the son of TCI's IT Manager, Andrew Moorman.

TCI TEAM

Justin Hopkins

Justin Paul Hopkins, Jr., is a chip off the old block and already picking up hockey skills at the ripe young age of 4! (Justin Hopkins – TCI-Corporate VP Truck Sales)



Tyler Yates

Congratulations to Tyler & Niki on the birth of their little Miss America, Isabella Renee, on July 4, 2016. Isabella was born at 3:05pm and measured in at 6lb11oz and 21" long. Both mom and baby are doing well and dad is on Cloud 9. And we can't forget that proud grandpa is TCI's President, Mike Yates.

Chuck Davidson

I have noticed there seems to be a real affinity amongst some TCI family members for a certain National League baseball team. My wife, Shirley, and I have a 1 year-old grandson (our first grandchild) named Patrick Quinn Davidson. Just so there is no misunderstanding of where our loyalties lie here in "The Tundra". Here is PQ in a onesie he got when he was born. We start them young – Go Cubbies! (Chuck Davidson – TCI-South Bend/Elkhart Truck Sales Manager)



Travis Dunn

We are big fans of St. Jude here in Morton and a few of us participated in Lewston's St. Patty's Day 5k that benefitted St. Jude. John Draper's wife and friend, Laura, host the event. Josh Jones was a proud father that day as his son finished 2nd place overall and 1st place for the males. Josh earned 4th place honors and Mr. Competitive (Travis) finished 5th overall. Participants included: John and Shaundra Draper and their two sons, Josh and Jackie Jones and their three children, Travis Dunn, Cassandra Caccia, Niki Duckworth, and Brandy Rassi.

Joe Braunagel

Jarrid, Danny, and Zac are three brothers who have 121 wrestling wins and only 7 losses combined. The trio began wrestling with the O'Fallon Little Panthers when Jarrid was 7 and the twins, Danny and Zac, were only 5 years old. (Joe Braunagel – TCI-St. Louis OPS)

NOTABLES!



Michelle Petroff

My twins, Roman and Liljana, may only be 3 ½ but they are learning that diversification is key in the workforce picking up several aspects of family business. Besides enjoying trips to TCI to see everyone and check out the trucks, they are also picking up equipment operating, and learning the towing and recovery biz from Paw Paw. (Michelle Petroff – TCI-Corporate Marketing Manager)



TJ Moore

Phoebe is now 6 months seizure-free! She has made some key strides cognitively and with awareness and started to make sounds. She has also gained 6lb and grown 4 inches! She has developed some fluid on her brain and will be monitored closely for that and to determine when surgery is necessary. Phoebe is becoming such a positive, vibrant toddler with a huge smile. We are blessed to be her parents! (TJ Moore – TCI-Troy Service Invoicer)



Dean Herr

As a new member to the TCI family and with 21 years of experience at Hill Truck Sales, I was asked to give a little insight about me. I am married to my high school sweetheart, Colleen, for 45 years. We have one son, Kyle, and he just got married April 8th and they are moving to Ohio. In my time away from work, I like to work on my two Corvettes and go to cruise-ins and Vette rallies. We also like to travel and have an Alaska trip planned for August. This will be our seventh trip to Alaska and enjoy every minute we are there. Every Christmas, we go to Florida to see our stem-mom and spend time with her. (Dean Herr – TCI-Elkhart Parts Manager).

TCI TEAM NOTABLES!



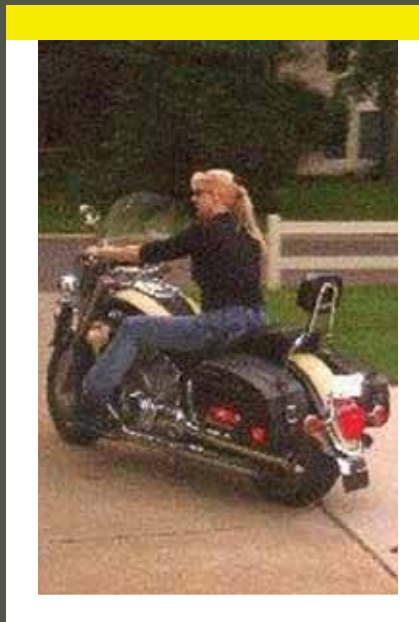
Greg McCauley

I am proud to share that my nephew and former South Bend S&R specialist, Connor Bartlett, began a new chapter in life. He enlisted in the U.S. Army and began basic training in March. We will miss him very much but we are so proud of his choice! (Greg McCauley, TCI-South Bend OPS)



Brad Blackley

My son, Alex, was recognized as Student of the Month in February. He is a straight A student and always on the honor roll. He is a 7th grader at Central Junior High School and I couldn't be prouder of him. (Brad Blackley – TCI-Springfield Parts Warehouse)



Lynne Miller

I have attended many MDA rides over the years on my 1400 Yamaha Royal Star. It's been many years ago but I was able to participate in Operation Rolling Thunder to travel to Washington, D.C., in honor of our veterans. My father was in the 101st Airborne and my brother was a Marine on embassy duty in Vietnam from 1968-1970. My son was also just commissioned as an officer in December through the ROTC program at Ball State and joined the Indiana National Guard when he turned 18. (Lynne Miller – TCI-Elkhart Receptionist)



Denise Kruckeberg

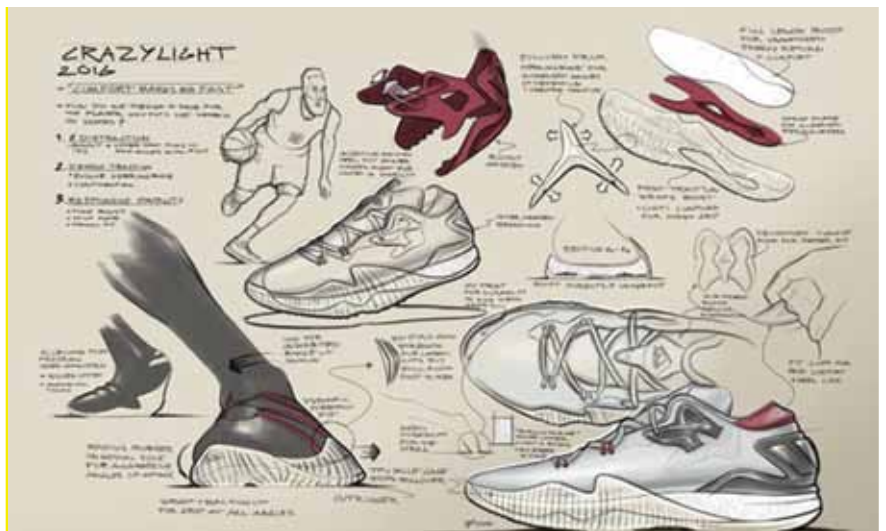
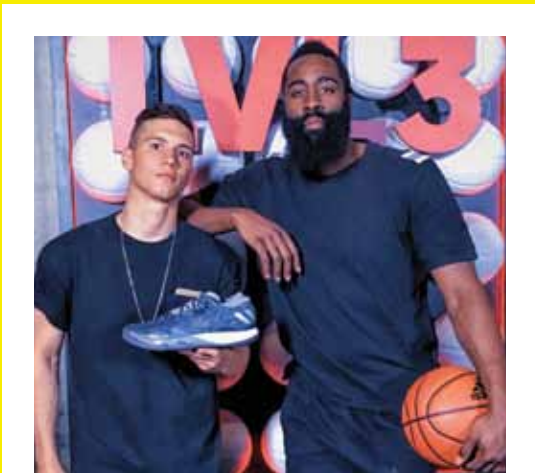
My son, Butch, is involved in dirt late model racing and is also a very patriotic American having a grandfather who was a WWII veteran and war-bride grandmother. Last fall, he did a special scheme on his race car to honor our veterans and military. After an outpouring of support and request for shirts, he had them made and proceeds went to the Semper Fi Foundation, VFW, and Fisher House in St. Louis. He even picked up the cost of shipping shirts all over the country out of his own pocket and donated shirts to veterans and active-duty military members who requested one. The car body panels were also sold with proceeds going to the Chris Kyle Foundation. (Denise Kruckeberg – TCI-Troy Service Admin)



Ken Abbadusky (TCI-Morton Mobile Technician)
Another Operation Rolling Thunder ride for Abby.

Mary Daiber

Nick Daiber, son of TCI-Troy Sales Assistant and Executive Assistant to Mike Yates, has a longstanding passion for drawing and shoes. We have followed his adventures from award wins with Nike, college, and now his career at Adidas has taken another step forward. Nick's first basketball shoe has hit the market.



Once there was a 9-year-old kid whose first love was undoubtedly basketball. Ball was life so naturally he grew obsessed with basketball shoes; always lusting after the most innovative shoes which he believed would help him play his best. However, his father didn't see the need.

Now, the kid was a creator so he didn't give up. He began to sketch the shoes he so badly wanted in an effort to persuade his Pops. All day he dreamt about shoes...with little success. But then, having ideas for how to make a better basketball shoe, he started to sketch his own designs. He would sit in school all day sketching shoes. Others took notice and began to ask, "Why?" to which he would respond, "I am going to be a shoe designer!" For this he was ridiculed and told to stop daydreaming. The unbelievers only fueled his inner fire as he worked even harder to achieve his dream. Doors began to open as he found mentorship from those who had been in similar shoes before him.

Then came the eve of his 21st birthday: After committing over half his life to it, Adidas opened a door and brought to reality his dream of being a basketball footwear designer! Like lighter fluid being poured on the fire he came to play. That kid's sketches and ideas have become reality with the launch of the Adidas Crazylight Boost 2016. The first basketball shoe he designed that would be able to serve athletes everywhere.

Nothing has changed. That 9-year-old kid was and still is me, but if you asked him thirteen years ago about his dream it wouldn't have lived up to this reality. Now I'm dreaming bigger than ever before.

So thanks for making me earn it Dad.





NEWAY

SUSPENSIONS



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AXLE



ADZ HEAVY-DUTY
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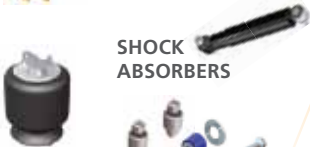
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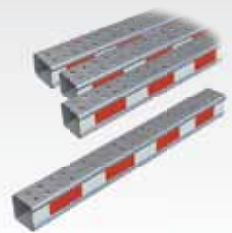
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THE LATEST EVENTS

INSIDER

MORTON COUNCIL MEETING

TCI-Morton hosted the Midwest Maintenance Council Meeting where representatives from Mobil and Donaldson Filtration Systems presented informational sessions. John Pryor also hosted a session on aftertreatment devices.



CONGRATS CASEY

Congrats to Casey Eyman for earning the top honors for Morton OPS Old World Coolant Sales

CONGRATS JACOB

Spot Check! Jacob Feldmann, one of our TCI F.I.R.S.T. graduates, was Busted Being Safe.



CONGRATS MATT

Matt Lane was the winner of our random drawing for completing a HR survey.



CONGRATS TYLER & NIKI

The Tundra team had a small surprise baby shower for GM Tyler Yates and his wife Niki. Their baby girl was born July 4th!



'TIS THE SEASON FOR FOOD & FRIENDS



MORTON



EVANSVILLE



MOUNT VERNON



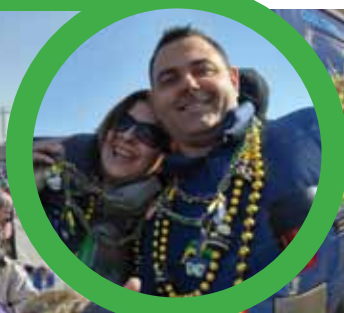
SPRINGFIELD



CORPORATE



SAINT LOUIS



MARDI GRAS PARADE



TCI-St. Louis team once again participated in the St. Louis Mardi Gras Parade as Krewe TCI. St. Louis hosts the second largest Mardi Gras celebration in the nation.

VETERAN'S DAY PARADE

TCI-Mt. Vernon proudly participated in the Veteran's Day Parade in Waltonville, Ill.



ST. LOUIS' ICE CREAM TRUCK



THE LATEST EVENTS INSIDETCI



FOOD TRUCK FUN The Troy team enjoyed lunch from food trucks for Employee Appreciation Day and Cardinals' Opening Day.



◀◀ MIDWEST TRUCK & TRAILER SHOW

The TCI team was in full force for the Midwest Truck & Trailer Show. Shane and Bobby Morgan had an awesome looking rig for the Pinewood Derby.



TCI SALES RECEPTION

Good times were had by all at the TCI Sales Reception!



CONGRATS ON ELITE SUPPORT RECERTIFICATIONS!

Congrats to the full-service TCI locations on their Elite Support recertifications!

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TRUCK AND BUS WEEK IN VEGAS



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23RD ANNUAL JERRY DUFT MEMORIAL

FISHING TOURNAMENT

The 23rd Annual Jerry Duft Memorial Fishing Tournament is in the books. This year, 24 teams convened at Kinkaid Lake on June 18th to compete for top honors in the 2-man bass tournament.

A special thanks to Jim Pennington, Spencer Francik, Terry Marks, Kevin Loepker, Gary Moore and Kim Trout for their efforts to coordinate everything. We appreciate everyone's efforts in making this such a great time. And a special thank you to Keith Krider and Travis Dunn for their last minute shopping spree to gather an awesome prize stash. And, of course, we are extremely grateful for our vendors who help sponsor this event so it would not be possible without their support!



CONGRATULATIONS TO OUR TOP-3 TEAMS:

1ST PLACE: Tom Dascotte and Tony Villalobos – 10.35lbs and the biggest fish at 5.25lbs

2ND PLACE: Keith Krider and Brian McGinty – 8.85lbs

3RD PLACE: Don and Donnie Lawrence – 6.55lbs

Preliminary planning is already underway for next year's installment in early June so stay tuned for more information!

TRUCK REFURBIS



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 nine locations with three 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.

- **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

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

REFURBISHMENT PROGRAM



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!

BRYAN JUBELT
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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

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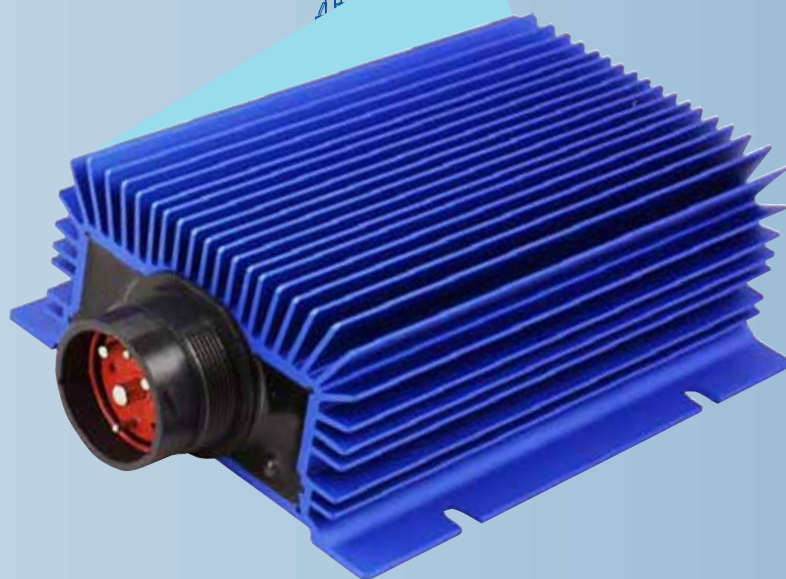
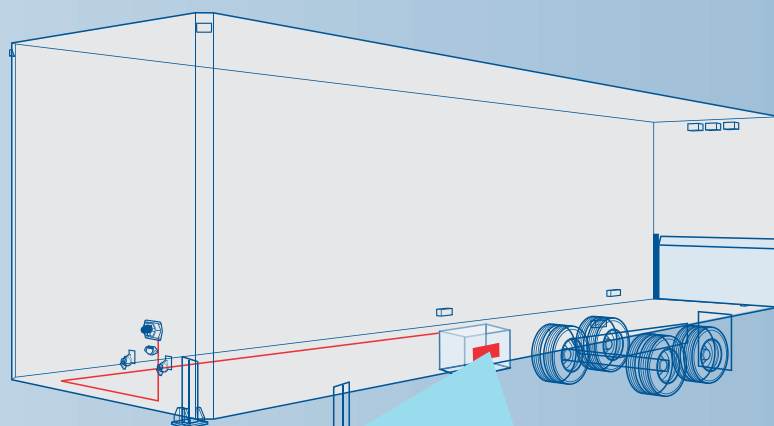


Run Smart™



STA-CHARGE™ Battery Charger

- Maximizes the liftgate or auxiliary battery efficiency with a faster charge!*
- Regulates over-charging of trailer batteries
- Prevents 12V truck battery from becoming so low it won't start



Part No.

60-3600

Description

STA-CHARGE™ Battery Charger

- For 12V liftgate/load batteries
- Input voltage: 8V – 16V
- Output voltage: 14.4V**
- Maximum input current: 27A
- Maximum output current: 23A
- Automatically adjusts output voltage depending on temperature
- Environmentally sealed connector
- Anodized cooling heatsink
- Visual indicator shows status of charging
- Phillips patented Lock Out feature: stops charging batteries when brakes are pressed
 - When tied to the BLUE circuit, this ensures all power is available during an ABS event
- Standard mounting pattern
- Must be used with a Phillips STA-CHARGE™ harness or available harness adapters (see back for more details)

*When paired with a Phillips STA-CHARGE™ harness, your STA-CHARGE™ battery charging system will ensure it is being charged as efficiently as possible.

**Voltage is temperature compensated so that in cold temperature the batteries are charged at a higher voltage.

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PERMALOGIC™ Smart-Charge

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A “smart” charging system for liftgate or auxiliary battery banks

- Regulates power draw from ALL available sources collectively
- Recognizes and automatically manages the best power source(s) to charge your batteries
- Has built-in low voltage detection to avoid draining power sources
- LED indicator displays which power input source is being utilized



Part No.	Description
60-3000KT	PERMALOGIC™ Smart-Charge Kit

Contents/Replacement Parts:

60-3000	PERMALOGIC™ Smart-Charge – Dual Nosebox
60-3600	STA-CHARGE™ - Liftgate Battery Charger
60-3650-540	45', STA-CHARGE™ Harness
60-2687	45', Dual Pole/Single Pole (Stinger) Cable, 2 ga.
60-2691	5', 7-Way AUX Harness
60-2692	10', Reefer Harness

How it works

- With the PERMALOGIC™ Smart-Charge, the STA-CHARGE™ battery charger pulls power at no more than a maximum combined 28 AMPS from the following sources collectively:
 1. J560 7-way AUX/BLUE circuit
 2. Reefer unit
 3. Additional input to accommodate for technological charging input advances – ie. solar
- If these sources run low or become depleted, and power from the STA-CHARGE™ battery charger is no longer enough, the PERMALOGIC™ Smart-Charge will automatically engage the liftgate/auxiliary charging system to supplement the charging.
- The liftgate/auxiliary charging system will work in conjunction with the STA-CHARGE™ battery charger, or independently.

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USED TRUCK SPECIALS



2012 FREIGHTLINER CORONADO

Cummins ISX, 500 HP, 13 Spd, 228" WB, 34" Splr, 326K Miles, OEM Wrty! Stk #233442



2014 PETERBILT 386

Cummins ISX, 450 HP, 10 Spd, 70" Ultra Unibilt, Double Bunk, 318K Miles, Sharp! Stk #222473.



2014 FREIGHTLINER CASCADIA

Det. DD15, 455 HP, 13 Spd, 72" Condo, Espar Htr, OEM Warranty, 325K Miles, Stk #164281



2012 FREIGHTLINER CASCADIA

Det. DD15, 455 HP, Ultrashift+, P. Smart APU, 6X2 Axles, Great Fuel MPG! Stk #139691



2014 FREIGHTLINER CORONADO 132

Det. Ser 60, 12.7, 500 HP, 13 Spd, Glider, 264" WB, 70" MRXT, 276K Miles, Stk #163770



2009 FREIGHTLINER COLUMBIA

112 MBE, 450 HP, 10 SPD, 185" WB, ONLY 244K MILES! STK #121609

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2017 WESTERN STAR 4700SF

Cummins ISL, 345 HP,
Auto, 168" WB, Plow
Truck w/ 12' Stainless
Body, Spreader, Stk
#226216



2017 FREIGHTLINER 122SD

Detroit DD13,470 HP,
10 Spd, 215" WB, 34"
Mid Roof, NO-TILT,
Split RH Tank, Stk
#226215



2017 FREIGHTLINER CASCADIA 125

Detroit DD15, 505 HP, 10 Spd, 72" MRXT
Sleeper, Aluminum Wheels, Stk #226213

2017 FREIGHTLINER 122SD

Det. DD13, 470 HP, 10 Spd, 215"
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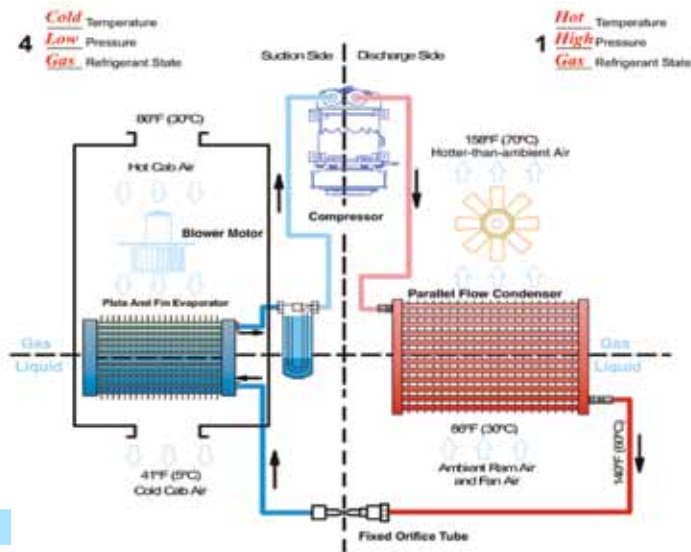
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Mt. Vernon (618) 244-2545
Springfield (217) 525-1280
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Evansville (812) 868-2700
St. Peters (636) 978-387
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ASK THE TECHNICIAN: TESTING ALTERNATORS



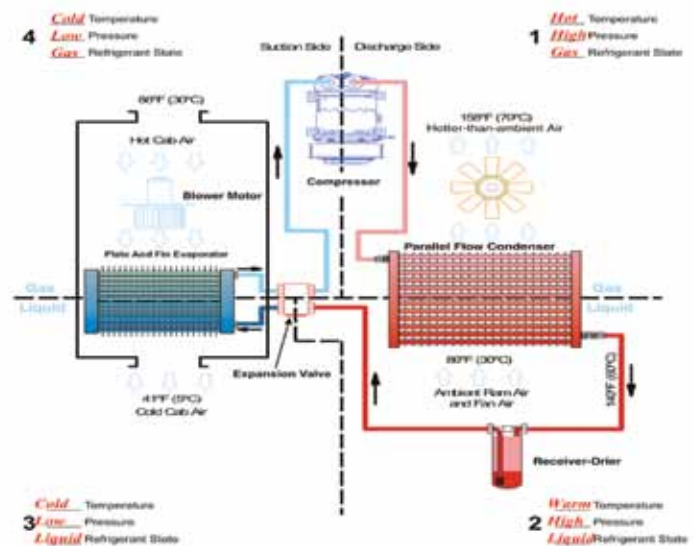
It's that time of the year again when we rely on the use of air conditioning in our vehicles. The AC system can be a very expensive part of our truck to keep operating and performing correctly. Like any type of refrigeration system, its performance relies on several conditions that have to be met.

The compressor is the main driving force for proper operation and its ability to produce the adequate pressure in the system and circulate the refrigerant through the system. The condenser (part mounted outside the truck in front of the radiator) has to be able to operate efficiently causing the heat transfer necessary to condense the high pressure refrigerant gas back into a liquid state. From there, the refrigerant flows to the receiver dryer or the fixed orifice tube, depending on what type system you have on your vehicle. On a vehicle with a receiver dryer, the refrigerant then flows on to the thermal expansion valve. On some vehicles, the refrigerant flows on to the fixed orifice tube. Either the thermal expansion valve or the fixed orifice tube is the component that is a restriction in the system and separates the high side pressure produced by the compressor from the low side or suction side of the compressor. From there, the refrigerant flows to the evaporator, the part inside the cab that cools the cab air. At this point in the system, this is where the liquid refrigerant expands into the low pressure area and using the heat from inside the cab causing the refrigerant to boil into a gas inside the evaporator, absorbing heat from the inside of the cab and effectively cooling the cab air. Then the refrigerant flows back to the compressor or, in the case of a system with a fixed orifice tube, it flows to an accumulator then back to the compressor and the cycle of the refrigerant starts all over again. This continual flowing in the system, going from a high pressure gas to high pressure liquid to a low pressure liquid to a low pressure gas and back into the compressor, is what has to happen for the system to work correctly.

Now that we have talked about how the system works, let's talk about what can go wrong or cause the system to fail. Like any system on our vehicle, maintenance is one of the priority concerns. This system relies on good airflow to operate correctly. We have to have good unobstructed air flowing thru the condenser and the evaporator cores for the system to work effectively and efficiently. Bent fins or damage from objects hitting the condenser, dirt, debris, leaves, grass, or any contaminants in the condenser will cause problems along with the operation of the engine cooling fan that is vital for the condenser operation. At low vehicle speeds where you have very little ram air effect to cool the condenser, the engine fan has to operate correctly, providing a flow of air thru the condenser. When it comes to the evaporator, airflow it is very important to maintain the cab air filter system and, on some vehicles, it is serviced from the outside in the air inlet housing for the cab. On some, it is located in the interior of the cab and is located in the air stream to the evaporator core, and some vehicles have 2 filters, one for external air entering the cab and a separate filter for the recirculation air inside the cab. These filters have to be serviced and replaced or cleaned on a regular basis. If you restrict the airflow, your performance will suffer and the system may freeze up and quit working completely. Additionally, the ductwork and the blower motor are also important for a good working system.

The compressor, the drive belts, and the electrical wiring to the compressor clutch are also big maintenance concerns. If the belt is loose or slipping, the compressor performance will suffer and the condition of the charging system on the vehicle becomes a concern. Low vehicle voltage can cause the compressor clutch to possibly slip, causing overheating of the clutch and eventual failure. The wiring to the compressor can fail and cause similar failures due to poor connections and corroded connections.

In regards to refrigerant leaks, it is very important that our system have the correct amount of refrigerant in the system to operate correctly. When your vehicle is built at the factory, the engineers calculate the correct amount of refrigerant needed for optimum performance for that specific vehicle. If you have a small cab or a sleeper truck, the size of the evaporator core for the cab unit, the sleeper unit, and the size of the condenser all determine the amount of refrigerant needed. The only way you can be sure that your vehicle has the correct amount of refrigerant is by weight. If your system starts to lose performance, it could be from a loss of refrigerant through a leak in the system. One of the things to look for are oil stains around the fittings or the hose connections since the refrigerant system has oil in the system to lubricate the internal parts of the compressor, and this oil travels along with the refrigerant as it flows through the system. At a leak site, there is typically a sign of oil or dampness indicating a leak. Most of our vehicles are also equipped with tracer dye from the factory and you could see a yellow or possible green tint at a leak site. This leak dye shows bright with the use of an ultraviolet light and amber glasses. Some leak sites that may not be visible (such as in the ductwork in the cab, at the evaporator core or hidden connections) so the use of an electronic leak detector may be needed to locate the leak. This electronic leak detector draws air surrounding these connection and areas analyzes this air and is then able to detect if there is any refrigerant in this sampled air and gives an audible warning indicating a leak site. In the case of poor performance due to a low refrigerant charge in the system, the technician will have to try and locate leaks in the system by using the refrigerant recovery equipment to remove the remaining refrigerant, repair the leak, and then evacuate and recharge the system with the correct amount of refrigerant.



Lastly, one cannot overlook the control system that is necessary for your AC to operate. There are numerous controls that interact with the air conditioning system like switches that monitor the pressures in the system. Some switches are designed to look at the low pressure side of the system and disable the compressor clutch if the pressure goes too low; but other switches monitor the high pressure part of the system and request the engine fan to come on or disable the compressor if the pressure goes too high. There are switches to operate the compressor to prevent the evaporator from getting too cold and freezing and some vehicles even use electronic modules with electronic transducers and thermostats to operate the compressors. If any of these switches fail, that could result in an inoperative AC system or poor performance.

It is a lot of information, but I hope this has been helpful in deconstructing how this system works to better explain potential threats to its operation. One other thing to be certain of is that your vehicle's heater control valve is working correctly. The AC system won't overcome a heater not shutting off, so check the published performance test for your vehicle and follow the criteria to perform the test. Your vehicle will not perform any better than it is engineered to - ambient temp and humidity also play a big part in the system performance as do solar load, cab condition, leaking door seals, even the color of the paint all impact how well your vehicle cools. Stay cool out there!

Til next time,
Steve Brachear,
Training Department
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+
Eaton Advantage™ Series or EverTough™ Clutch
+
Eaton-Approved Lubricant
= 3-Year/Unlimited-Mile Transmission Warranty AND an Additional 1-year Clutch Warranty*
<small>*Applies to all applications with Standard and Flex models in the U.S. & Canada. Please refer to the Roadranger Warranty Guide (TCWY0900) for the latest warranty time and mileage offerings.</small>



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