



DRIVER DRIVER

10 TIPS to
Stay Healthy
During Flu
Season [PAGE 26]



**TCI NETWORK
Events** [PAGE 50]

**TRUCKERS'
Top Resolutions**

[PAGE 38] s

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GREETINGS

Now that we have said farewell to 2018, I would like to thank each and every TCI employee, customer, Freightliner, Western Star, Daimler Truck Finance, vendor partner, legal and accounting advisor that supported us and worked alongside us this past year. We are deeply appreciative of the personal relationships that we have cultivated and many opportunities presented to us. We are filled with gratitude to each and every one of you.

While record truck orders and sales would seem to make for a fun year, our reality was quite the opposite. With so many supplier problems limiting production for every major OEM, it has been a real juggling act to satisfy the needs of our valued customers with trucks when they need them. Calendar year 2019 is projecting to present the same challenges as order boards are already sold out. We never expected to see the need for additional allocation of new trucks but this is what we have been faced with in 2018 and 2019. Thankfully, the demand for used trucks has also increased as a result of the shortage of new equipment and that is helping our customers with solid trade values.

We have been blessed with so many opportunities for serving our existing customers and gaining several new accounts in our Service, Parts, and Body Shop departments. Each of these departments has experienced company-wide growth so thank you for allowing us to have the opportunity to continue serving you!

Under the direction of Katie Hopkins, we held our first expanded leadership meeting for 72 of our leaders from our corporate office and all dealership locations in December. It was an exceptional experience for us all. The TCI F.I.R.S.T. program also continues to grow and attract young men and women into our industry with career training and placement in our dealerships as Service Technicians. In 2019, we are excited to expand upon this program and other internal development training programs to meet the demand for Service Administration, Parts Counter Personnel, and Body Shop Technicians. Attracting and retaining good people into our industry remains a high priority for us. Our four certified trainers welcomed technicians from the TCI network, customers, and other dealer groups across North America to our Training Center once again throughout 2018 and will continue to expand our course offerings in 2019.



We continue to make planning progress and site work preparation towards the construction of a new dealership in South Bend, Indiana. The new dealership will be located on 19.5 acres that we own at the Interstate 80/90 Toll Road and US31 interchange for convenient access and nearby amenities. Our hope is to have everything finalized with the city and be prepared to break ground this Spring.

We also continue to explore the possibility of a new St. Louis City location. We wish to remain in the heart of the city for our customers' convenience but we simply need more space. This project has several parties involved representing the City, developers, multiple public utilities, and the EPA since the potential site has been used for 150+ years for a myriad of industrial applications. We are optimistic we can all find commonality for the best interest of our community to have it come together in due time.

Once again, in closing, Thank You for everyone's support of the Truck Centers' family in 2018 and we look forward to a 2019 filled with blessings for each of you.

John Hopkins

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TCI TOC

NEWS & FEATURES

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JUST THE FACTS

Here we are wrapping up 2018 and celebrating another holiday season! As in most years, we have much to be thankful for - our health, business climate, strong partnerships (customer and suppliers), families, successes, and so much more.



On behalf of everyone at Truck Centers, I would first like to thank each and every one of our customers for your support over the past year. The ongoing partnerships that you have allowed us to establish, create a bond with our team members to build upon those relationships year after year! We appreciate you choosing us over others as we know you have several options available to you.

I (we) would also like to thank each of our dedicated team members for all that they do on a daily basis to differentiate us from our competitors. Our Service, Parts, Body Shop,

Training and Sales teams are the ones who actually make the difference in our success. They continuously go beyond their expected duties to represent us and our partners in a positive way for the best interests of our mutual customers.

And none of this would be possible without our truck manufacturers and well-respected suppliers. We are proud partners with what we believe are the best brands available on the market and their support allows us to continually strive to exceed our customers' expectations day in and day out. Due to these strong relationships, we can achieve what is needed of us to keep our customers on the road with the least amount of downtime and disruption as possible.

And last but surely not least, I would like to thank each of our spouses/significant others and children for all the time spent away from them fulfilling the vision of exceptional customer service before and after the sale. Without the unconditional approval from the home front, it would be very difficult to be available for the customer service that is needed daily

and, in many instances, after hours. We are fortunate to have a work force and family support that places us above our competition.

As you have read in many articles by now, the entire new truck order board has exploded and, in most cases, is full for the 2019 Calendar Year. We previously shared how our manufacturers have put us on an allocation basis and this continues to hold true. We do not know if and when it will lighten up, but we are pushing our manufacturers' upper management daily to get additional trucks for our customers. We will continue to do so until we see an increase to our allocation numbers. Please work with us as we navigate our way through this unusual uptick in demands and know that we will continue to do everything in our means to represent our customers' needs.

The TCI family lost a young Troy team member in November. Tim Marks passed away at Truck Centers during the work day. He was a valuable person to our Body Shop Parts Team and is missed every day. He worked for us for approximately 20 years in various positions. His father, Terry, and sister, Stacey, also work for us, which made this an especially difficult TCI family loss. Many customers knew Tim or know his father and/or sister. He was only 39 years old and left behind 2 beautiful children and a wonderful wife. It is very difficult to wonder why this should happen to such a young person. We are not to judge His reasons or understand all of the whys but believe and entrust that there is a divine plan. Our prayers are with Tim's family and those who worked closest to him as his absence is continually felt. We can only hope that leads to sharing many wonderful memories of his time here.

I share this openly to remind everyone of the importance of family, partnerships, and friendships. So quickly life changes and guides us in a new path. With our loss of Tim, it has allowed many of us to rethink and better appreciate the times we have with our loved ones and others.

And on that note, I will close saying make those memories and cherish them. I hope that everyone has a safe and prosperous New Year.

Sincerely,

Mike Yates



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(217) 525-1280 • (800) 786-1280

MT. VERNON, IL

621 S. 45th St. • Mt. Vernon, IL 62864
(618) 244-2545 • (800) 786-2545

MORTON, IL

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

HUDSON, IL

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

EFFINGHAM, IL

1700 Gillenwater Ave. • Effingham, IL 62401
(217) 342-3300

DECATUR, IL

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

SOUTH BEND, IN

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South Bend, IN 46619
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EVANSVILLE, IN

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(812) 868-2700 • (800) 680-5910

ELKHART, IN

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(636) 978-3870 • (800) 985-0380

ST. LOUIS, MO

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

WHAT'S HAPPENING...

NEWS FROM THE GMS

TROY

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



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Notable Highlights

- We participated in the TCI Chili Cook-Off and Kent & Chuck from our Body Shop took top honors across the TCI network!
- We completed our annual parts inventory
- Management team attended the launch of TCI-LEAD in St. Louis
- Enjoyed a Christmas meal together

Team News

- The Troy team wants to wish you and your family a safe and happy holiday season. Stay warm!
- The Service Department is geared up for the winter and ready to provide any support that is needed. We offer mobile service so just give us a call and we will be there for you!
- Our Parts Department has ramped up our inventory to help with your critical winter parts needs as temperatures drop. Give us a call to hear about all of our current

Parts Specials

- If you run into any Paint or Body problems, our Body Shop is one of the largest and best in the nation. They provide on-site estimates and are a preferred vendor for most insurance companies.
- Looking for a new or pre-owned truck? Why not stop by and speak with one of our award-winning salesmen?

Customer/Vendor Events

- MOTO Conference
- OPS Meeting
- Delco Remy Vendor Meeting

Facility Updates

- Our Service Department is the proud owner of a new Fly Wheel Machine
- Extensive concrete repairs to our vast parking lot are completed just in time for winter

SPRINGFIELD/DECATUR

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



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Notable Highlights

- We had a lot of fun with Halloween and the company-wide Chili Cook-Off competition
- The Parts Department received a new Freightliner Sprinter for customer deliveries
- We enjoyed a holiday meal with the team and everyone enjoyed the fellowship
- Attended A.L.I.C.E training along with other locations for employee safety awareness
- Ray Braden, Charlie Melvin, and Steve Spihlman visited with the Havana High School students to discuss rewarding career opportunities as a service tech

Team News

- We have transitioned a few employees: Cole Usherwood is now our 2nd shift Parts Counterman, Phil Fahs has moved into the Warehouse, Mike McMillan is now assisting our west route customers with deliveries, and Andy Burdette is our 2nd shift Service Foreman. Congrats to all in your new roles!
- New Fuso Gas models have hit the lot featuring a GM 6.0L engine with Allison Transmissions. Please contact our Sales team to learn more about one!
- TCI has partnered with Aurora Trailer Parts for additional customer needs. Matt Cox brings a wealth of knowledge to this market as our Aurora Trailer Parts Specialist and is eager to serve you in your trailer parts needs.
- On December 1st, Taylorville, Ill., was struck by a F-3 Tornado causing devastation in multiple parts of the city. Eight of our employees live there, some sustaining great

residential damage. These individuals banded together to help the community with the aftermath and cleanup as over 100 homes were damaged. So proud of our team!

Truck Sales

- Ed Lewis Trucking Inc took delivery of (4) new Freightliner Cascadias. This brings his fleet to an impressive 82 units. Ed has come a long way from the first Freightliner reconfigured day cab we sold him for his farm 12+ years ago. Ed's work ethic and commitment to quality service has grown his business and we are proud that he continues to trust us with his business.
- Davis Mail Services, Inc. is a large mail contractor running in most states east of the Mississippi. TCI is proud to be a business partner to such a fast-paced, deadline-driven, and growing company.

Customer/Vendor Events

- Borg Warner (Delco) was on-site to host electrical troubleshooting for our customers and employees.

Facility Updates

- We have remodeled the Service Office and Rear Parts Counter to be in unison for improved communication and customer experience.

ST. LOUIS

I-70 & BROADWAY –
DOWNTOWN ST. LOUIS
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FORISTELL

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M-F 7A-12A, SA 7A-3:30P



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Notable Highlights

- Our branch enjoyed the first TCI Chili Cook-Off competition. The St. Louis winners were Devin Bushrow (Creative) and Jim Pennington (Traditional)
- Congrats to Jake Hamil, Service Tech, and his fiancée Danielle Goodrum on their engagement
- Mike McBain's daughter, Ashley, married Seth Davis in October and his son, Randall, graduated OSUT from Ft. Leonard Wood – Army National Guard in the same month
- Congrats Ryan (Parts Manager) and Katie Lawrence on their first child due to arrive in March 2019
- Congratulations are also in order to Devin (Truck Sales) & Jodi Bushrow on their first child due to debut in April 2019
- Operation Food Search held its 25th Golf Tournament. Devin Bushrow, Ryan Lawrence, Candy Beach, and Kirk Brumley represented TCI.
- We acknowledged our TCI Team for Veteran's Day and are proud of their service to our nation
- Participated in MMMF Memorial Walk for Bryan Pinson's sister, Amanda, at Jefferson Barracks
- Don Junge's son, LCpl. Noah Junge, USMC, was recognized as Company Honor graduate for Mike Co. at MCRD in San Diego, Cali. He was also meritoriously promoted to Lance Corporal and awarded the "Chesty Puller" award for his exceptional leadership and training. He is currently stationed at Camp Pendleton.
- Josh Penn welcomed new puppy, Trea, to his family

Team News

- We hope that everyone had a safe holiday and wonderful start to the new year! We look forward to working with you in 2019!
- Like other locations, our store participated in the TCI Chili Cook-Off.
- Our management group attended the TCI-Lead program launch in St. Louis on December 3rd

Notables

- Jeff and Morgan Aslin welcomed a beautiful baby boy on Oct. 22. Levi John Aslin arrived at 9:41am at a healthy 9 lbs. 3 oz.
- Drake and Jenna Carruthers were united in marriage on August 25th. Congrats to the whole Carruthers family as they are also expecting a new edition to the family. Big Sister, June, is very excited!
- Dave Stolle's grandbaby, Sadie, is now over 8 months old
- Valerie Murphy's granddaughter, Skylar, celebrated her 1st birthday

MOUNT VERNON

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



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Notable Highlights

- We once again participated in Jefferson Co. Toys for Kids program. Thanks to everyone for their generosity!
- Julie Klebba (General Manager) attended the A.L.I.C.E. training to help protect our employees and customers.
- We enjoyed lunches with RG Berry as well as Shawnee Express

Team News

- Our own Jeremy Reed participated in the Detroit Champion Program workshop. This is a program set up to assist with Detroit new products and development.
- Eric Peterson, our Fuso tech, attended the Fuso FE Gas Powertrain training in New Jersey.
- Thanks to the fine folks at Rick's Towing and Glassmasters for providing our team with lunches during the holiday season!
- Sunny Campbell's daughter, Oaklynn, celebrated her 1st birthday

Vendor Events

- We hosted a Delco training night where Nicolas Tosie presented information on electrical troubleshooting.

MORTON

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



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Notable Highlights

- Our team really enjoyed the TCI Chili Cook-Off
- We celebrated with Thanksgiving and Christmas luncheons for our team and customers
- We participated in the St. Jude Christmas Matchbox Car Drive
- Collected toys for our local Toys for Tots campaign
- We adopted a local family for Christmas
- Randy Janssen received a Certificate of Appreciation from Township Highway Commissioners of Illinois

Team News

- Derrick Zick and his wife, Stephanie, welcomed their 4th child
- Several changes are happening in our Parts and Service Departments to better utilize our employees to provide the best customer experience
- We are stocked and ready to go for the winter months ahead - stop by and see us for all your Service and Parts needs!
- We now offer a budget-conscious, TCI-branded product line of parts
- Do not forget to stop by the Body and Trailer Shop

Team News/Updates

- We are excited to announce some changes in our Service department. Cathie Jenkins will be moving to a new mentor roll for our team and Josh Jones has assumed the role of Service Manager. Zac Anderson will fill Josh's previous role as Customer Service Manager. Thanks to everyone for their continued dedication and commitment to great customer service!
- We hosted 2 popular training nights - Bendix Air Disc Brakes and Meritor ABS Training.
- Our team was present at the East Central Illinois Road Commissioners' Show and Convention.
- Congratulations to Ken Abbudusky (Mobile Tech) on his new granddaughter, Elliot Grace.

Facility Improvements

- We continue to make upgrades throughout with LED lighting
- Updated the parts warehouse in order to keep more inventory
- Epoxied floor in the rear parts counter area as well as the tech knowledge room

EVANSVILLE

I-64 & HWY 41 • (800) 680-5910
M-F 7:30A-12A, SA-SU 7:30A-4P



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Notable Highlights

- We are proud to celebrate our Elite Support Annual Recertification
- Our team joined together for monthly potluck luncheons
- Congrats to Paige Wallace and Larry Van on their Evansville location winning chilis for the TCI Chili Cook-Off
- Dodgeball Tournament Oct 20th. Our Team won Spirit Award
- We would like to wish everyone a safe & happy holiday!

Team News

- Congratulations to Mike Perry (Service Tech) on the birth of son, Elijah Jonathan Lloyd Perry, born on August 8th!
- Annah Hopkins (P/T Receptionist) was named to Indiana First Team All State First Soccer, All District, and Top Team player. Annah, granddaughter of John Hopkins, works

at TCI during school breaks and is a high honor high school student and exceptionally dedicated and talented soccer player. Well done, Annah!

- Debbie Knight got married on Halloween to her wife, Katie. Best wishes to the happy couple!
- The River Bend Association and our very own Ronnie Burton do a breakfast fundraiser each year with the goal of raising money and goodies to feed 100 families. This year they made it to 95 families (\$3,647 raised). Way to be a blessing to others!
- Our team generously contributed to our local Toys for Tots campaign

Facility Improvements

- New OPS Cubicles were installed
- We have upgraded our Wi-Fi service to help facilitate our team in more stable, faster networking

SOUTH BEND

1011 WEST SAMPLE ST
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M-F 6A-6P, SA 8A-12P



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Notable Highlights

- Attended ATD Service Seminar in Washington, D.C.
- Attended the CSA Meeting in Phoenix, Ariz.
- We enjoyed Thanksgiving and Christmas festivities together as a team
- Our management team participated in TCI-LEAD Conference in St. Louis

Team News

- We really enjoyed the TCI Chili Cook-Off. Congratulations to our 4 store winners!
- Our Christmas Party was held on December 2nd at the Studebaker Museum. We had special visitors - Santa and Mrs. Claus.
- Joe McIntyre is engaged! Finally... and congratulations!
- Tyler Yates and his wife, Niki, are expecting their 2nd child in early summer

- We started the process to join the other TCI dealerships in becoming Elite Support Certified for an improved customer experience

Vendor Events

- We hosted our 1st Delco Tech Night in September. Over 30 Customers attended to learn about electrical troubleshooting
- In November, we hosted a Meritor ABS tech night. Thanks to everyone who made it possible!

Facility Improvements

- New drains were installed in the Elkhart shop floor
- Elkhart had the Parking lot repaved
- Our South Bend Body Shop has added shelving and tools

EFFINGHAM

I-64 & HWY 41 • (217) 342-3300
M-F 7A-12A, SA 7A-3:30P



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Notable Highlights

- Hosted Delco electrical troubleshooting training for our customers
- Decorated our facility for Christmas
- We hosted Christmas lunches for our customers and enjoyed a party for our team as well

Team News

- Hosted a benefit for our team member, Butch McDonald, who is battling cancer
- David Mahaffey (Parts Manager) completed his NADA parts training in Washington D.C.

- Congratulations to Cassie Hollenkamp (Office Manager) on her wedding!
- Gary Green turned 50 in August. Happy Birthday Gary!
- Jeff Fred's daughter got married - Best Wishes to the Happy Couple!

Facility Improvements

- Installed a flag pole with a 20 X 30 American flag
- Installed a gorgeous gazebo by the pond

STORE SPOTLIGHTS

STORE SPOTLIGHTS

EFFINGHAM



ST. LOUIS



SPRINGFIELD



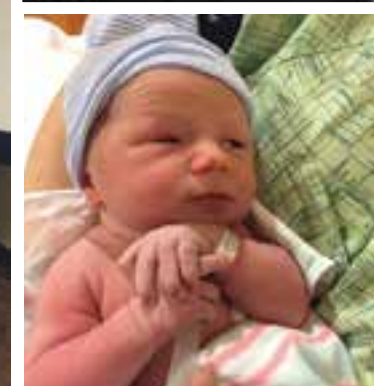
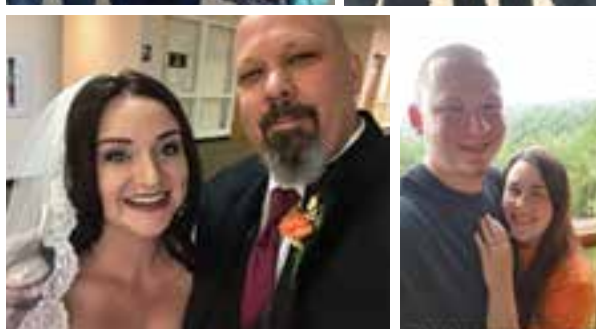
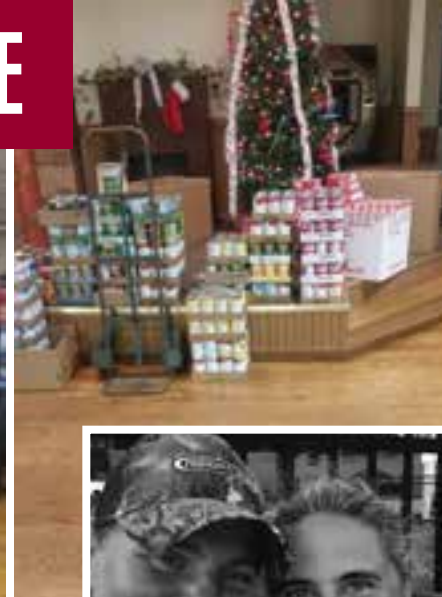
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MOUNT VERNON



EVANSVILLE



MORTON



FROM THE DESK OF KATIE HOPKINS: PRESIDENT/COO

As one year winds to an end and 2019 is upon us, I thought I would write about the things in 2018 for which I am very grateful, both personally and on behalf of Truck Centers.



For me, this was a year to focus on professional self-discovery. In early 2018, I attended a conference (Elite Support CIC Summit) and listened to many fellow dealers who were focusing their business models with continuous improvement as the driver of the business. One dealer shared how he viewed it essential to benchmark employee engagement, as well as customer satisfaction, to illustrate how the two were strongly correlated. In April 2018, we launched our first employee benchmarking study to set the baseline and began our year of professional self-discovery.

As expected, there were many opportunities for improvement identified in the study results, but there was a common theme that also emerged, such as, the need for ongoing training, education, and professional development for the team. We paid attention to those trends and have been working diligently behind the scenes to provide solutions. I am very excited to see 2019 kickoff with a strong focus on this for our team. We launched TCI L.E.A.D. (Leadership, Education, and Development) in December 2018 with a leadership conference featuring nationally-renowned speaker Bruce Christopher. This program will incorporate various channels for ongoing training and education for all levels of our team. I love the quote by William Butler Yeats that I think summarizes eloquently the need for all of us with ongoing learning, "Education is not the filling of a pail, but the lighting of a fire."

Under the TCI L.E.A.D. umbrella, we will continue to recruit at the high school level with the TCI F.I.R.S.T. (Future in Repair Service Technology) program. TCI F.I.R.S.T. has had great success for the participants and

TCI as we are able to engage at the grassroots level with local high schools and vocational programs to introduce the next generation to the rewarding careers available within the service and collision repair/body shop departments in truck dealerships.

As an additional progression, the Accelerate program will also launch under the TCI L.E.A.D. campaign in early 2019. Accelerate training courses are designed for existing parts counter and service office employees as well as new hires to help them increase their technical and practical training to do their jobs more effectively and with ease. Both parts and service personnel will have courses tailored to their specific departments and needs and will be offered several times throughout the year for structured learning and mentorship that continues back at the store level.

Another tool that will continue to have a presence in 2019 and beyond is the learning management system (LMS) that was rolled out with our payroll management system, Paycom. The LMS will be very useful in delivering customizable training content to our team including department-specific courses. Our first full-team course recently launched in December for ALICE (Alert, Lockdown, Inform, Counter, Evacuate) strategies and empowerment options during crisis situations.

January 2019 will also mark the beginning of a previously-announced benefit improvement to bring all TCI employees to a single, common, paid time-off program. This amendment also includes for the first time, a paid time-off program for volunteer efforts. We are currently also exploring various improvement options to our recognition program that honors our valued team members for their years of service. More on this program will also be available in early 2019.

In closing, I would like to reiterate that Truck Centers has always had and always will continue to have a culture keenly focused on our customers. By continuing to place equal focus on our team and exceed their expectations and preempt their needs, we will only improve the customer experience even more by continually to deliver unmatched service. We hope that these initiatives help our team develop and grow to bolster the customer experience and retain quality employees for the long term to keep the Truck Centers' traditions and legacy alive.

Cheers to a 2019 that is beyond your wildest expectations.

Katie

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FROM THE DESK OF

JUSTIN HOPKINS: EXECUTIVE VICE PRESIDENT



The last page of 2018 is now off of the calendar and we are on to the next year! Now with 2018 in the books, I would like to reflect on the year that we had here at Truck Centers. We saw record order intake due to a stellar economy and unmatched

products compared to our competitors in the marketplace. We are blessed to represent the undisputed best brands out there!

When I was a kid in the 90's, I heard sales guys talking all of the time about how robust sales were. I suspect it must have felt like last year and what is ahead of us in 2019! I am so thankful that we are selling New Cascadias, 4700s & 5700s today instead of the FLDs and Columbias of yesteryear! Although, I will admit that I miss not being able to climb all of the way around a truck like when I was a kid. I think that was one of the main reasons I loved coming to work with my dad. Well, and the air horn, but that is a given. Those were the days! If you are ever in Troy and stop by my office, I still display a picture from the late 90s with a sweet Classic XL high style sleeper. I swiped it from one of our sales guys as he moved to a new office and didn't have a spot for it. Those who know me know I love some good vintage trucking style!

OK, memory lane is closed to thru traffic now. As we kick off 2019, I am excited to say that we will continue to see robust

order intake as well as continued product enhancements that will produce even stronger demand due to unparalleled return on investment. We also will get to partake in some very good hands-on training in all facets of the business. With the launch of our Accelerate career development program for parts and service administration folks, we now have active training programs for virtually every facet of the business. This will continue to allow us to take care of customers' needs long into the future with continuity and consistency in what is clearly an ever-changing marketplace. I was at Lowe's yesterday and they have a pick-up counter right when you walk in. I didn't even know you could order online at Lowe's, much less have them run it out to your car! Where's the fun in that? I go to Lowe's or Home Depot like some folks go to the mall and go shopping! Last night after I returned home with a bunch of foam insulation and rubber mats, my wife asked a valid question about where are we going to store all this? To which I replied with a very well-timed shoulder shrug! It is the experience, right? At Truck Centers, we still like old school things where a handshake seals a deal, your word carries weight, and where customer service is the #1 priority each and every time. So, while we want to make transactions smoother and swifter to respect the time of our customers, we don't want to miss out on building relationships just as we have done for the past 49 years.

In closing, I just want to say thank you to everyone, from my valued team members to our factory reps and, of course, to our mutual customers! I would also like to take a moment to personally acknowledge our MVP Freightliner District Sales Manager Randy Pennington. Without Randy's day-to-day efforts, I am not sure how many of the Hail Mary passes that we throw out there would be caught! I am very glad he is a part of our team.

Here's to a great 2019!

Justin Hopkins



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Part#	Model Fit	Model Yr.
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84770	International® ProStar®	2008-17
84761	Kenworth® T680®	2013-18
84780	Volvo® VN®	2008-17
84764	Universal	



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AWARDS >>

CONGRATULATIONS TO ALL OF OUR SERVICE AWARD RECIPIENTS...

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

5 YEARS

Zac Anderson (Morton - Customer Service Manager) received his 5-year award. He also is the CIC in Morton and his previous positions include Service Tech and Service Foreman. Zac lives in Farmington, Ill., and has a 3-year-old son, Edison. In his spare time, he enjoys long walks along the Illinois River and drinking cheap wine. :)

Cassie Hollenkamp (Effingham - Office Manager/CIC/A/R) received her 5-year award. Cassie started at TCI when she was just 16 years old working as the receptionist in Mt. Vernon part-time after school. Cassie is married, has an 18-month old daughter, and they reside in Woodlawn, Ill. It has been said she is the "glue that holds us together most days." A little-known fact about Cassie is that she secretly loves to sing karaoke.

James Martin (Evansville - Service Tech) was presented with his 5-year award. He is married and lives in Evansville, Ind. He is known for his problem-solving skills and keeping a calm demeanor. James is also a lead singer in a rock band and his band cut a record last year!

Jason Rathbone (Morton - Service Tech) received his 5-year award. Jason joined the TCI team after working for a competitor. He lives in Chillicothe, Ill., and enjoys hunting, fishing, and going boating with friends. Jason is one of our lead techs on 2nd shift and no job is too big for him.

Allen Reed (Mt. Vernon - Service Tech) was presented with his 5-year award. He actually worked at TCI previously and rejoined our team in 2013. Allen and his wife live in Luka, Ill., and they have two children. Allen is the "go-to" guy on the floor. He enjoys building derby cars and watching his son smash them.

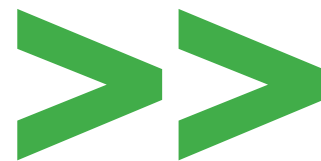
Dakota Schaefer (Evansville - Parts Counterman) also received his 5-year award. He works the 3pm-Midnight shift. Dakota started in the Shipping and Receiving department and has proven to be a key component to our team. He has also studied IT at the local tech school and enjoys playing the drums. Dakota is the oldest of 7 children and his dad, Blake, also works at TCI.

10 YEARS

Randy Janssen (Morton - Sales Executive) received his 10-year award. He and his wife, Tammy, live in Pekin, Ill., and they have 2 daughters, Katelyn and Lauren. Randy is known for never letting his customers down. Lately, he has been on a roll for accidents, so we are trying to keep him from breaking anything else in his body. For the 10 years he has been here, he has never once taken a full week vacation until now and he enjoys every minute of Arizona sunshine.

Mike Shaw (Troy - Service Tech and Dispatcher) was presented with his 10-year award. He started with TCI right after high school. He and his wife, Brandy, live in Mt. Olive, Ill., and they have 2 children, Aubry (4) and Camden (1). Mike is always willing to step up and do whatever is needed. He spends his free time with his family and riding his motorcycle.

Tyler Yates (Elkhart/South Bend - General Manager) also received his 10-year award. Tyler has been around TCI for more than 10 years and has worked in various roles including Parts Warehouse, Driver, Asst. Parts Manager, Service Advisor, Customer Support Manager, and Asst. GM to name a few. He and his wife, Niki, live in Granger, Ind., and have one daughter, Isabella, and another baby on the way. Tyler is working on getting his remote pilot license, so he can capture videos and pictures during the development of the new South Bend facility.



15 YEARS

John Coleman (Troy - Lube Bay and N&U Truck Foreman) received his 15-year award. John proudly served our country for 20 years in the United States Marine Corps. While serving, John worked on F4 Phantom and F18 Hornet Fighter jets. He also did a tour in Desert Storm in 1991. John lives in Belleville, Ill., and has 2 children, Patrick (who is a welder with the Pipe Fitters Union) and Deanna (who serves as a Police Officer in Creve Coeur). In his spare time, you may find John fishing or taking day trips riding on his Harley.



20 YEARS

Dave Busse (St. Louis - Service Tech) received his 20-year award. Fresh out of high school, he worked for his family business, Busse Amoco, for 25 years as a mechanic and running a towing service through the station. Dave and his wife, Dena, live in Granite City, Ill. They have 3 children from their blended family - Megan, Luke, and Holly as well as 4 grandchildren, Tinsley (3), twins Kolt and Sidney (2), and Lucy (9mo). Dave likes to hunt and fish plus has a lawn care business that he takes care of before his shift and on the weekends.

Jeremiah Hempfen (Troy - Body Shop Tech) was presented with his 20-year award. Jeremy and his wife, Kristen, live in Pocahontas Ill., with their family - sons Kyle (19) and Gage (6), daughter Kylie (5), and a niece (15). At work, Jeremy is called "The King of Water Leaks" - he can find water leaks better and faster than anyone else in the shop. In his spare time, you will most likely find him working on restoring old tractors.

Shane Morgan (Morton - Parts Counterman) was presented with his 20-year award. Shane has a vast knowledge of all parts and is a great asset to our team. He and his wife, Amber, live in Creve Coeur, Ill., and they have 4 children - Haleigh, Savannah, Bobby, and Brenan. Shane is an avid racecar driver. He has been getting his son involved over the last couple of years and that makes them 3 generations strong for racing as his father is also a racecar driver.

Carol Sigrift (Troy - Service Dispatcher) received her 20-year award. Carol is always willing to cover shifts for anyone and all our local customers love working with her because she gets the truck fixed and back on the road. Carol lives in Highland, Ill., and she has 3 children - Dusty, Casey, and Chris. She is also the proud Grandma to 4 granddaughters and one grandson. In her free time, you can find Carol hanging out with her grandkids and running them around wherever they need to go. She also enjoys watching them play sports.

Ron Whitmer (South Bend - Service Tech) was also presented with his 20-year award. Ron has been a tech for over 40 years. Before joining TCI, Ron lived in Florida for 21 years and moved back to South Bend in 1998. He and his wife, Cheryl, live in South Bend and have a daughter, Ashley. Something people may not know about Ron is that he and his family used to spend a lot of time playing Farm Town on Facebook.

Brian Wibbenmeyer (St. Louis - Service Supervisor) also received his 20-year award. Brian started at TCI fresh out of Nashville Auto Diesel College. Brian always takes care of our customers and is a great part of our team. He and his wife, Nicole, live in Bloomsdale, Mo., and are celebrating their 10th anniversary in December with a cruise. They have a cat named Marmalade. Brian owns a 1988 Monte Carlo and runs many road trips for the GM Car Circuit. He has been known as a "gear head" his entire life.

25 YEARS

Ryan Burton (Troy - Body Shop Tech) received his 25-year award. Ryan started at TCI when he was in high school cleaning the shop. Ryan is always willing to do whatever needs to be done and always with a smile. He lives in Freeburg, Ill., with his girlfriend, Andrea, and they have 6 children between them. He likes to camp and spend time with the kids when he is off.

Rick Warren (Troy - New Truck Tech) was also presented with his 25-year award. Before joining TCI, he worked on school buses for Mayflower and worked his way up to a management position with them. Rick is happily married to his wife, Karla, and they have 1 daughter and 2 sons. He and Karla live in New Douglas, Ill. Rick is a very thorough technician and takes great pride in his work. In his spare time, you will find him buying, selling, and restoring vintage cars.



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WELCOME TCI NEW HIRES

CORPORATE

Aaron Likas (Truck Sales Manager)
Brenden Stellhorn (IT Intern)

TROY

Sean Boyd (Service Tech)
Curtis Brown (Dispatch Driver)
Nicole Conway (Service Writer)
Gerald Gansz (Body Shop Foreman)
Andrew Gregory (Service Tech)
Michael Harbin (Dispatch Driver)
Jason Hartke (Service Tech Apprentice)
Nicholas McKaig (Porter)
Ronald Schelm (Body Shop Tech)
Ronnie Steinmeyer (Dispatch Driver)

SPRINGFIELD

Dennis Brown (Dispatch Driver)
Mike McMillan (Parts Driver)
Wyatt Morris (Parts Counterman)
Ian Mundstock (Service Tech)

MT. VERNON

Steven Felgenhauer (Service Tech)
Aarron Settle (Service Tech)
Monica Shelton (Service Writer)

MORTON

Dakota Conover (Parts Driver)
Cody Huffman (Service Tech)
Logan Huschen (Service Tech)
Jeremy Melton (Parts Driver)

Matthew Mikaitis (Service Tech Apprentice)
Jennifer Thomas (Service Writer)
Austin White (Parts Runner)

HUDSON

Lori Jones-Strong (Parts Counterwoman)

EFFINGHAM

Anthony Crackel (Service Tech)
John Craig (Service Tech)
Jordan Elmore (Service Tech)
Ethan Greene (Parts Warehouse)

SOUTH BEND

Andrew Flick (Parts Warehouse)
Raynen Hunsaker (Parts Counterman/Service Advisor)
Barry Shriver (Maintenance)

EVANSVILLE

Ronald Bailey (Parts Driver)
Jonathan Heath (Parts Counterman)
Emily Hicks (Receptionist)
Ryne Overstreet (Service Intern)

ELKHART

Chad Engle (Parts Warehouse)
Phillip Engle (Asst Parts Manager)
Bryce Gingerich (Service Tech)
Evan McCauley (Service Tech)
Austin Qualls (Service Tech)

FORISTELL

Robert Hale (Dispatch Driver)

ST. LOUIS

Bryan Crawford (Service Writer)
Craig Ellis (Parts Counterman)
Alec Hahn (Service Tech Apprentice)
Jamie Keys (Receptionist)
John Logan (Parts Counterman)
Cullen Meade (Service Tech Apprentice)
Fahrudin Murga (Dispatch Driver)
Tyler Puff (Parts Driver)
Anthony Ross (Parts Warehouse)
Dramon Springfield (Porter)
Roderick Ware (Dispatch Driver)

AWARDS & ACCOLADES NOTABLE TCI RECOGNITIONS

LELAND JAMES ELITE AWARD



Freightliner annually recognizes the Top 150 sales executives in the United States and Canada via the Leland James Sales Awards. Named after the founding father of Freightliner, this program is a great honor for those who are recognized. TCI had six individuals recognized in the two tiers of the program. Justin Hopkins (Corporate), Dave Klockow (Elkhart), Jeff Osborne (Evansville), and Trevor Yates (Troy) were recognized as part of the 106 Leland James Elite Plaque Winners. Ron Donze (Troy) and Joe Switzer (Troy) were once again part of the premier tier of 44 leaders to win the Leland James Elite Trip Award. In fact, Ron Donze is a pioneer and the only person to win this prestigious award every year since its inception. Additionally, TCI President, Mike Yates, was recognized as one of only five sales managers in the nation to be acknowledge for his strong support and leadership to our sales force. Congratulations to all on this amazing team effort!

DONALDSON GOLDEN EAGLE AWARD



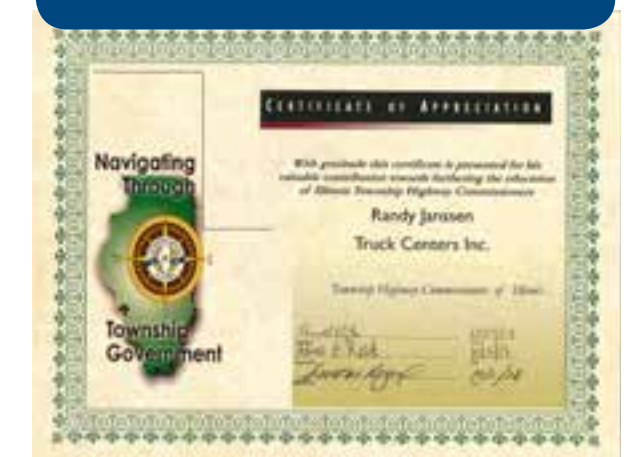
David Gillispie from Donaldson Filtration Systems once again presented Truck Centers, Inc. with their prestigious Golden Eagle Award. The award recognizes the top distributors in the nation for reaching their sales goals. This was the 14th consecutive year that TCI was honored.

EUGENE E. WORN LEGISLATIVE AWARD



Katie Hopkins (President/COO) was honored by the Missouri Auto Dealers Association and presented with the Eugene E. Worn Legislative Award for her unselfish commitment and timely response to the industry's legislative call to action during the 2017 Missouri General Assembly. Well done, Katie!

ILLINOIS TOWNSHIP HIGHWAY COMMISSIONERS RECOGNITION



Randy Janssen (Morton Sales Executive) has been dedicated to helping vocational and municipal customers and his hard work was recognized by the Township Highway Commissioners of Illinois. Congratulations on the well-deserved honor, Randy!



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*Compared to previous Cascadia model with similar specifications.

10 TIPS TO STAY HEALTHY DURING FLU SEASON

COLD vs. FLU

Know the Difference

Many illnesses begin with "flu-like" symptoms such as fever, tiredness, and dry cough. It can be difficult to tell what virus caused you to become sick.

You could spread the influenza virus beginning 1 day before having symptoms and up to 7 days after becoming sick.

The flu shot can prevent illness caused by influenza, but cannot prevent illness caused by other diseases, like a stomach bug or cold.

	COLD	FLU
Type of illness	Respiratory illness caused by a virus	Respiratory illness caused by the influenza virus
How It is Spread	Easily spread when an infected person sneezes or coughs or touches someone else	Easily spread when an infected person sneezes or coughs or through touching something with the virus on it and then touching your nose or mouth
Treatment	Most symptoms. Colds do not respond to antibiotics.	Antiviral flu medications started in the first 2 days of illness can reduce the severity and duration
Vaccine	None	Yearly flu shots can reduce your risk of getting the flu

Cold & Flu Symptoms

Symptom	Cold	Flu
Fever above 100°F	Cold: Uncommon in adults and older children	Flu: Usual and can last 3-4 days
Headache	Cold: Uncommon	Flu: Usual with sudden onset, can be severe
Muscle Aches	Cold: Rare	Flu: Usual, often severe
Tiredness	Cold: Rare	Flu: Usual with sudden onset, can be severe and last 2 or more weeks
Runny/ Stuffy Nose	Cold: Common	Flu: Common
Cough	Cold: Common	Flu: Usual with sudden onset, can be severe
Chest Discomfort	Cold: Uncommon	Flu: Uncommon
Nausea Vomiting & Diarrhea	Cold: Uncommon	Flu: Uncommon in adults, common with young children

It is that time of year again... the dreaded flu season. Flu season technically is from October until April, but some areas can still see flu outbreaks as late as May. While there is no way to completely prevent getting the flu, there are several things that you can do to try and minimize your risk.

But one must understand what the flu really is. Is it the stomach virus we often hear about? A 24-48hr bug? Flu is actually Influenza, an extremely contagious respiratory illness caused by influenza A or B viruses. The flu virus attacks the body by spreading through the upper and lower respiratory tracts. It is NOT a stomach virus! While a cold and flu may have similar symptoms such as stuffy nose, headache, fever, cough, and congestion, cold systems come on gradually and tend to be milder; whereas the flu comes on swifter and stronger and can make you shudder at the thought of even getting out of bed. Colds often have minor complications, but cases of the flu can lead to life-threatening illnesses such as pneumonia. Since both are viruses, antibiotics are not effective treatment but there are antiviral medications that can be given within the first 72 hours of a positive flu swab.

Here are a few tips to help you try to beat colds and flu since preventative measures are your first line of defense.


1. EAT WELL AND TAKE VITAMINS

Eating a balanced diet and reducing highly processed foods and sugars will help your immune system operate at peak performance. Similarly, taking a daily multivitamin, as well as proper doses of Vitamin C, Vitamin D, and Zinc, will help your body fight viruses more effectively.

2. STAY HYDRATED


Being properly hydrated on a daily basis can help combat viruses. Extra fluids prevent dehydration, loosen mucus, and keep your throat moist. Warm liquids can be especially beneficial because inhaling the steam can help clear your respiratory tract.

8 INCREDIBLE TRUCK DRIVER HEALTH FACTS



- 54% of Truck Drivers Smoke Compared to 21% of Adult General Population
- 8% of Truck Drivers Exercise Which is Much Lower compared to 49% national adult exercise average.
- 80% of Drivers Have Unhealthy Eating Habits which consist of fast food, high sodium content, and no fruits or vegetables

Only 30 percent of drivers self-report that they have a primary care physician



- 87% of truck drivers have hypertension or pre-hypertension, compared to the national average of 58.3 percent
- 69% Truck Drivers have problems with obesity compared to 31% of general population
- 18% Of Drivers Leave the Home and Don't Come Back for Minimum 30 Days in a Row
- 34% Of Drivers Reported That They Have at Least Once Fell A Sleep While Driving

3. REMEMBER YOUR NOSE

So many viruses enter our bodies after being trapped in those fine little hairs in your nostrils meant to filter out pollutants. Using a nasal saline spray twice a day can help flush viruses from your system hopefully before they have a chance to replicate. You can also use Vaseline on a cotton swab to gently lubricate the nostril to help keep those invaders at bay.

4. WATCH YOUR EYES

Touching contaminated areas and rubbing or touching your eyes is one of the most common ways that viruses enter our system. Many times, the habit of touching your eyes is not even recognized but this is where frequent hand washing, the use of sanitizer in a pinch, and awareness before touching your eyes can help you stay healthy this winter.

5. WASH YOUR HANDS

It is especially important to frequently wash your hands because viruses often spread when people sneeze, blow their

nose, or cough and then you touch a contaminated surface and then touch your own face. Washing your hands before eating is a key tip to reduce your exposure. Hand sanitizer alone is not always effective. Sanitizer should be used if you do not have access to soap and water or in addition to hand washing.

6. GET PROPER SLEEP

Fatigue and lack of sleep can have a detrimental impact on your immune system. Getting a full night's sleep keeps your body's natural defense operating at peak performance.

7. GET A FLU SHOT

The Center for Disease Control and Prevention recommends that everyone six months of age and over get the flu shot at the start of the flu season, but it is never too late to get it. The flu vaccine can reduce the risk of flu illness between 40-60 percent among the overall population. Getting the vaccine does not mean that you are getting the flu! The nasal mist does contain a small amount of live vaccine and is not recommended in most cases. The quadrivariate shot is not a live vaccine and is given as a single injection in the arm and protects against the four main strains projected to be the most active and helps your body build antibodies needed so that should you be so unfortunate to still get the flu, it will be much milder and hopefully reduce complications and the need for hospitalization.

8. WEAR A SURGICAL MASK

If you are particularly nervous about getting the flu or have health risks, it might be a good idea to start wearing a flu mask when you are in highly populated areas. Using a surgical mask can help block airborne germs and help prevent the transmission of germs from your hands to your mouth or nose but hand washing is still critical.

9. USE DISINFECTING WIPES

Using disinfecting wipes alone is not enough to protect you from getting a virus but they can help eradicate any viruses left on surfaces that you touch often. Don't forget to wipe door handles, hand rails, knobs, tables and surfaces, faucets, computer keyboards and devices, remote controls, and your cell phone!

10. VISIT YOUR DOCTOR

If you are feeling under the weather, it is best to visit your doctor or a health clinic sooner than later in case it is the flu. Little can be done other than managing cold symptoms, but they can make sure there is no bacterial infection such as a sinus infection or strep, or perhaps do a simple nasal flu swab to determine if it is the flu. Should it be the flu, proper care and perhaps the use of an antiviral medication can help reduce the severity of symptoms that you experience.

STAY HEALTHY!

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To all of the brave men and women who are currently serving our country and to all of those who previously served, we salute you. Your dedication protects our freedom as well as that of others across the globe and we thank you for your service. Our prayers are with those who are awaiting a safe homecoming and the families whose loved ones will never return. God Bless America.



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VETERAN'S DAY AT TCI



VETERANS DAY

TODAY WE PAUSE TO HONOR THE BRAVE MEN AND WOMEN WHO HAVE MADE GREAT SACRIFICE TO PROTECT OUR FAMILIES, OUR COUNTRY AND OUR FREEDOM.



Valorie Blanchard
Sam Bumgarner
David Floyd
Onis Harper
James Moose
Patrick Murphy
Joseph Norris
Ron Steinmeyer
Jeffery Westenhover



Kenneth Abbadusky
Ron Adamson
Don Ashley
Joe Aud

Billy Baker
Benny Bicanich
James Bradbury
Jerry Cameron
Kathy Cochran
Thomas Coryell
Charles Crowell
Anthony Darian
Ronald Donze
Dennis Faltz
Joshua Flatley
George Freeman
Michael Freeman
Rodney Golden
Junior Grant
Michael Grawe
Dan Green
Jerry Grim
Milton Hopkins
Charles Hubly
Larry Hughes
Michael Klopmeier
Chris Low

James Martin
Terry McFain
Kenton McGrath
Keith Meyer
John Milcherska
Douglas Pennington
James Pennington
Wayne Peters
Corey Reynolds
Stephen Richardt
William Renaldo
Michael Schmeiderer
Francis Skubiszewski
Sidney Throne (Reserves)
Corey White
Cleophus Williams



Douglas Burgess

John Coleman
James Crosier
Andrew Glover
Tim Harnetz
Brett Kneller
John Timerman
James Wood



Rick Almon
Sherian Bluhm-Fortney
David Dillon
Bernard Harrison
Charles Herron
Faleniko Isaia
Jordan McCreary
Ian Mundstock
Timothy Wayman



Jim Beaver
Frederick Bownes
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HOW TO REDUCE THE DANGERS OF SLEEP DEPRIVATION



COMPILED FROM ARTICLES AVAILABLE ON PLANETFREIGHT.COM

Strict deadlines mean more time behind the wheel and less time for rest for many truckers. As a result, sleep deprivation is a serious risk each day on America's highways. Driving drowsy is just as bad as drunk driving. According to the National Highway Traffic Safety Administration, sleep deprivation is a factor in almost 100,000 motor vehicle accidents and 1,550 fatalities per year in the U.S.

Sleep deprivation affects a trucker's ability to safely operate the vehicle, slows responses, and increases the probability of errors. Drivers who are on overnight or early morning routes are the most susceptible to sleep deprivation because of the disruption to their natural sleep patterns. Here are a few ways to help keep grogginess at bay. Companies are working to prevent accidents due to driver fatigue:

MOTOR CARRIER TRAINING PROGRAM AND ELECTRONIC LOGS

Trucking companies and drivers are responsible for following Hours of Service rules to help prevent sleep deprivation. Motor carriers are responsible for training their drivers how to properly comply with these rules and drivers learn plans for safe driving, time management, and electronic logging devices.


PAY ATTENTION TO YOUR BODY

The first step to getting better sleep is to pay attention to your body. Go to bed when you are feeling sleepy and do not try to fight through it at the risk of your life and others. Most adults need 7-9 hours of sleep and the best way to get that is to go to bed and wake at the same time each day. There are apps available to track your sleep (Sleep Cycle and Bedtime are two options) if you are not sure if you are getting enough rest. Prepare for a more restful sleep with 10 minutes of relaxation breathing or other relaxation routines that work for you. If you wake up often feeling tired, consult with your physician for a sleep assessment to make sure that you do not have sleep apnea that is hampering your ability to have a deep, restful slumber.


LANE DEPARTURE ALARMS

Even the truckers who follow hours of service regulations and rest can still become fatigued. Many trucks today are equipped with lane departure alarms such as the Detroit® Assurance Suite of Safety Systems to alert drivers when their vehicle is veering off of the road. This technology uses cameras and sensors to monitor vehicle placement. When triggered, the radio mutes and an audible alarm sounds until the vehicle returns to the lane. Take these warnings seriously by pulling over at the nearest safe point to take a break... a brief, scheduled stop now is better than a tragic accident or delay later on.

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TRUCKERS' PICKS FOR THE NEW YEAR



The 2018 holiday season is now behind us and it is time to look ahead for a safe and prosperous 2019. Now that we are a few weeks into the New Year, you probably contemplated various resolutions to make this your best year yet. Here are some of our recommendations for resolutions that can benefit truckers:

FOCUS ON HEALTH

1 While truck driving is an exciting and exhausting career, it is all too easy to forget about your health. The stress, long hours behind the wheel in sedentary positions, limited options for healthy food can take a toll on your health, and lack of rest.

Take a few minutes to stretch before you get behind the wheel and be sure to take planned breaks to help clear your mind and move about to keep your mental focus and circulation in tip-top shape. Before you start your next route, pack some healthy snack options that you can quickly grab for body fuel. Great options that are easily found include: string cheese, high protein yogurt such as Greek yogurt, cottage cheese, hummus and chips, peanut butter crackers, and a variety of nuts.

And it is also important to get quality sleep to recharge your body. Investing in a new pillow or mattress topper can make all of the difference if you are struggling with sleep. For those who

continually wake up feeling exhausted, it is best to consult with your physician for a sleep apnea assessment in case that is the cause of disrupted sleep and several treatment options are available. Your health should be your top priority, so treat your body well in 2019!

2 12 MONTHS ACCIDENT-FREE

Accidents are an unfortunate part of the trucking industry. And, let's face it, having over 100,000 miles under your belt each year substantially increases your chances of being involved in an accident. Make a commitment to work as hard as possible to keep 2019 accident-free. Avoiding accidents will improve your profitability, uptime, and reputation plus it can also save a lot of money and lives.

Going hand-in-hand with this includes proper preventative maintenance for your truck and having thorough Pre-Trip Inspections. Going the extra mile to prep your truck and keep it operating optimally, will only save you time, expenses, and headaches in the long run.

3 KEEP YOUR TRUCK CLEAN & ORGANIZED

You know what they say about cleanliness... And the importance is ten-fold for truckers because not only is it their office but living space. A clean space helps you keep your important documents organized, speed up inspections, reduce stress, and even stay healthier! Set aside time every day to organize documents and receipts, tidy up and remove trash so weekly cleaning will be much less stressful. A neat space will create a more relaxing and positive environment, no matter where your travels take you.

4 SAVE ON FUEL

While your cargo and travel conditions are factors you cannot control, there are some steps that you can make to try to save on fuel. Keep your truck in prime form with regular PM services since preventative maintenance today will save you time and money down the road. Always check your tires and also keep a 30-inch gap between the truck and trailer. Additionally, using fuel savings apps like Trucker Path, Fuelbook, and Fuel Buddy can help you get the most for your buck.

5 KEEP A POSITIVE ATTITUDE

Every job has frustrations and pitfalls that come with it, but truck drivers have more mental hazards than other occupations because of so many factors beyond your control. Weather, traffic, fleets or brokers, demands or delays from shippers, equipment failure, etc. are all factors that impact your livelihood and bottom-line but are beyond your control. Try your best to not let stress get to you and learn easy stress management techniques as staying positive will help your health and your mood. A positive attitude and reducing stress will help energize you since so many things we often stress about and get upset over are beyond our control.

6 BE IN THE MOMENT

Life on the road can take a toll on you and your family. Take every chance you get to live in the moment. Try some local cuisine, take in the scenery, snap photos, or maybe even keep a blog or social media account of your travels. Another option is to make time for new hobbies or skills. Enjoy audiobooks while driving, try an app- or web-based foreign language course, or some other activity that you can use to unwind while on the road.

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TROY:

Ryan Zumwalt, Jim Bradbury, Tim Stellhorn, Lanny Ribes, T.J. Moore, Katie Hopkins, Stacey Collman, Sarah and Justin Hopkins, Clint Schmollinger, Phil Conreux, Brian Schmidt, Paul Harmon, Andrew Moorman, Chris Schaller, Kent Zobrist and Chuck Hubert, Lynn Kohlbrecher

WINNERS:

TRADITIONAL: Sarah and Justin Hopkins

CREATIVE: Ken Zobrist & Chuck Hubert aka CK Chili Masters

SPRINGFIELD:

Jeremy Williams, Charlie Melvin, Matt Cox, Merisha Mollet, Jude Boggs

WINNERS:

TRADITIONAL: Charlie Melvin (Slow Death by Heat)

CREATIVE: Jude Boggs (chili with a Twist)

MORTON:

Augusta Daugherty, Dave Wilder, Brandy Rassi, John Pacotti, Michelle Divert, Cathie Jenkins, David Robb, Cheryl Williams, Josh Jones

WINNERS:

TRADITIONAL: John Pacotti

CREATIVE: Michelle Divert

ST. LOUIS:

Kirk Brumley, Jim Pennington, Rob Long, Candy Beach, Devin Bushrow, Doug Burgess, Jim Pennington

WINNERS:

TRADITIONAL: Jim Pennington

CREATIVE: Devin Bushrow

MT. VERNON:

Julie Klebba, Monica Shelton, Andrew Neal, Cody Paradee, Steve Loman, Antonio Buckley, Robert Warren, Sunny Campbell, Fred Kachuba, Mike Tiemann, Dee Sledge, Webb Eastham, Randy Dees, Joey Fairchild, John Winterrowd

WINNERS:

TRADITIONAL: Mike Tiemann

CREATIVE: Monica Shelton

FORISTELL:

Eric Maytas, Brandi Akers, Dana Skidmore, Jeff Aslin, Zach Wells, Matt Sonnenschein, Jason Brown, Valerie Murphy, Niko Isaia, Joe McAllister, Jimmy Holguin, Mark Russell, Don Smith, Brandon Blanchard

WINNERS:

TRADITIONAL: Brandon Blanchard "Don't Fear the Reaper"

CREATIVE: Jimmy Holguin "Spicy Sweet Mexican"

EVANSVILLE:

Ronnie Burton, Blake Schaefer, John Kobylanski, Jimmie Barnett, Larry Van, Ray Weil, Paige Wallace, Blake Schaefer

WINNERS:

TRADITIONAL: Larry Van

CREATIVE: Paige Wallace

SOUTH BEND:

Carlotta Santa, Laurie Klockow, Kylea Robinson, Dan Newman, John Milcherska, Ron Paidle

WINNERS:

TRADITIONAL: Kylea Robinson

CREATIVE: Laurie Klockow

ELKHART:

Sharon Abrell, Eric Dushane, Matt Collins, Evan McCauley, Dave Almack, Chris Dazell, Dave Trader, John McElroy, Dave Klockow

WINNERS:

TRADITIONAL: Sharon Abrell

CREATIVE: Dave Klockow

EFFINGHAM:

Lindsay Elmore, Justin Elmore, Kari Westjohn, Corey Reynolds, Jenni Decoy, Dan Healea

WINNERS:

TRADITIONAL: Jenni Decoy

CREATIVE: Kari Westjohn

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Prayer of Loss

Thank you for the lives of all those whose loved ones who, whilst no longer walking beside us or holding our hand along life's journey as they once did, live on in the collective memories of those they have left behind. Enjoy their company, Loving God until we shall meet again.

Amen.



Sadly, several of our TCI team members have experienced loss in the past year but we lost one of our very own on November 12, 2018. Tim Marks was an essential piece of our close-knit Troy Body Shop and Parts teams and his loss will be immeasurable. Please let us pause and continue lift up his family in prayer as they are still grieving an unfathomable loss of a cherished husband, father, son, and brother. Tim was part of the Marks family trio of valued team members at TCI along with his father, Terry, and sister, Stacey Collman, and our deepest sympathies are with them. We also know how many lives were touched by Tim here at TCI and that his coworkers are grieving as well so please let us also remember them.

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TRUCK CENTERS' NETWORK

EVENTS



DELCO TECH NIGHT

WE WOULD LIKE TO THANK NICOLAS TOSIE AND THE REST OF THE DELCO TEAM FOR THEIR HARD WORK AND DEDICATION AS THEY HOSTED ELECTRICAL TROUBLESHOOTING AND TRAINING NIGHTS AT EIGHT TCI DEALERSHIPS FOR OUR TEAM AND MUTUAL CUSTOMERS. THANK YOU!



OPS GOLF OUTING

THIRTY-TWO GOLFERS REPRESENTING TCI GENERAL MANAGERS, PARTS MANAGERS, AND OPS JOINED FORCES WITH SOME OF OUR KEY VENDORS INCLUDING CONTINENTAL BATTERIES, DONALDSON, HEAVY DUTY EXHAUST, PHILLIPS INDUSTRIES, STEMCO, AND WELLER FOR OUR ANNUAL GOLF OUTING.



NHRA @ GATEWAY

SEVERAL TCI CUSTOMERS WERE ABLE TO ATTEND THE NHRA EVENT AT GATEWAY THANKS TO TICKETS WON WITH THE PEAK OPS RAFFLE OR MINIMIZER CUSTOMERS WHO ENJOYED HOSPITALITY ACCESS WITH WINTERS RACING. GUESTS ALSO HAD A GREAT TIME EXPERIENCING THE JOHN FORCE RACING PIT AND HAD THE OPPORTUNITY TO GET PHOTOS AND AUTOGRAPHS. JEFF KNIGHT (SHOP MANAGER – DCM TRANSPORT) WAS ONE OF OUR GUESTS ALONG WITH HIS WIFE ANGIE, DAUGHTER ALANA (7), AND SON JAMESON (4). IT WAS JAMESON'S 4TH BIRTHDAY AND HE IS A BIG JOHN FORCE FAN AND GOT THE OPPORTUNITY TO MEET HIS IDOL ON HIS SPECIAL DAY.



EFFINGHAM TEAM RALLIES

ONE OF EFFINGHAM'S TECHNICIANS WAS FACED WITH OPEN HEART SURGERY AND EXTENSIVE RECOVERY. HIS FAMILY RELIES ON FIREWOOD DURING THE WINTER, SO A GROUP OF HIS COWORKERS RALLIED TOGETHER AND CUT AND DELIVERED ENOUGH WOOD FOR THEM TO HAVE THROUGH THE WINTER. THAT'S WHAT FRIENDS ARE FOR!



CUSTOMER SHINE 'N SHOW

WE HAVE HAD SOME CUSTOMERS RECENTLY WANT TO SHARE THEIR SLICK LOOKING TRUCKS WITH US. HERE ARE A FEW THAT WE RECEIVED. WELL DONE, WITTE BROS. EXCHANGE AND HASTIE TRUCKING! DO YOU HAVE A TRUCK PHOTO THAT YOU WOULD LIKE TO SHARE? YOU CAN DO SO VIA THE TCI FACEBOOK PAGE OR DROP US A LINE WITH THE DETAILS.





NETWORK RETIREMENTS

JOHN HOPKINS PARTICIPATED IN A SEND-OFF DINNER IN AUSTIN, TEXAS, FOR KLAUS ENTENMANN. KLAUS IS THE WORLDWIDE LEADER FOR DAIMLER FINANCE AND WILL RETIRE IN 2019 AFTER 18+ YEARS OF WORLD CLASS LEADERSHIP FOR ONE OF THE MOST ENGAGED BUSINESSES IN THE WORLD. (TREY MYTTY STEPPED OUT OF THE ROOM WHEN THE PHOTO WAS TAKEN BUT WAS ALSO PRESENT.) AND ANOTHER FRIEND OF TCI, FRED FOORD FROM FIRST TRUCK IN EDMONTON ALSO RETIRED AT THE CLOSING OF 2018 AFTER 44 YEARS IN THE INDUSTRY. FRED'S WISDOM, INTEGRITY, AND LEADERSHIP WITH 29 YEARS ON THE FREIGHTLINER DEALER COUNCIL HAS BENEFITTED OUT ENTIRE INDUSTRY AND WE WISH BOTH GENTLEMEN WELL IN THEIR WELL-DESERVED RETIREMENT.



HOLIDAY DONATIONS

ONCE AGAIN, THE VARIOUS TCI STORES SELECTED A CAUSE TO BENEFIT DURING THE HOLIDAYS. SEVERAL LOCATIONS PARTICIPATED IN THE TOYS FOR TOTS TOY DRIVE. NO MATTER THE CAUSE, IT IS GREAT TO SEE SO MANY CHEERFUL GIVERS AMONGST US!



EDWARDSVILLE CEO TOUR

LOCAL HIGH SCHOOL STUDENTS IN THE EDWARDSVILLE "CREATING ENTREPRENEURIAL OPPORTUNITIES" (CEO) PROGRAM VISITED THE TROY LOCATION FOR A TOUR AND MEETING WITH TCI CHAIRMAN/CEO JOHN HOPKINS. STUDENTS RECEIVE CREDIT FOR THIS UNIQUE PROGRAM THAT HELPS THEM CONNECT WITH LOCAL BUSINESSES TO LEARN ABOUT WORKING BUSINESSES, PERSONAL EXPERIENCES, AND EXPERTISE ON VARIOUS BUSINESS TOPICS AS THEY CREATE THEIR OWN BUSINESS PROPOSALS DURING THE SEMESTER.



EVANSVILLE UNITED WAY FUNDRAISER

TCI-EVANSVILLE'S "CHUCK CENTERS" DODGEBALL TEAM PARTICIPATED IN A FUNDRAISER FOR THE UNITED WAY AND RAISED NEARLY \$400 FOR THE CAUSE. WHILE THEY WERE ELIMINATED FROM THE FINALS, THE TEAM DID WIN THE SPIRIT AWARD AND THEY ARE ALREADY PLOTTING THEIR RETURN FOR NEXT YEAR.



TCI LEAD CONFERENCE

ON DECEMBER 3RD, ALL OF THE KEY LEADERS AND MANAGEMENT FROM THE VARIOUS TCI BRANCHES AND CORPORATE OFFICES JOINED TOGETHER FOR THE TCI LEADERSHIP, EDUCATION AND DEVELOPMENT (LEAD) INITIATIVE. THE CONFERENCE INCLUDED A PRESENTATION BY A NATIONALLY-RENNOWNED SPEAKER AND CONCLUDED WITH AN AMAZING MEAL AT TONY'S RESTAURANT, A LANDMARK AND AAA FOUR DIAMOND AWARD WINNER, AND FELLOWSHIP.



3-IN-1 ELECTRICAL & AIR ASSEMBLIES



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- Spiral wrapped for a clean and organized look
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Electrical ABS & NON ABS

- Spring-wrapped compression contact pins*
- Chemical and abrasion resistant
- The QCMS2™ has a tight STA DRY® seal that locks out road contaminants, completely stopping the devastating effects of corrosion
- QCP™ cartridge is field replaceable in under two minutes
- WEATHER.TITE™ seal blocks all contaminants from entering the electrical system
- The M7, or Molded Z-way electrical assembly, features plugs that are unbreakable and completely molded to the electrical cable to combat against the devastating effects of corrosion!

Air Rubber Air Lines

- Large red and blue handle grips for easy coupling/uncoupling and hose support
- Tractor and includes swivel fitting for easy installation
- Provides excellent abrasion-resistance and resists cracking, kinking and weathering
- Rubber air lines are color coded red and blue to denote emergency and service*

*With exception to all M7 assemblies

PLUGS



QCMS2™ Connects to QC52™



QCP™ (Quick-Change Plug)



WEATHER.TITE™ PERMAPLUG™



M7 (Molded Z-Way)



Zinc Die-Cast Plug

ABS ELECTRAFLEX™ 1/8, 2/10 & 4/12 gal.

(1) QCMS2™ and (1) QCP™ (Quick-Change Plug)

30-2155	12', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines
30-2175	15', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines
30-2195	20', ABS with (1) QCMS2™ and (1) QCP™, rubber air lines

QCP™ (Quick-Change Plug)

30-2154	12', ABS with QCP™, rubber air lines
30-2174	15', ABS with QCP™, rubber air lines
30-2194	20', ABS with QCP™, rubber air lines

WEATHER.TITE™ PERMAPLUGS™

30-2150	12', ABS with WEATHER.TITE™ PERMAPLUGS™, rubber air lines
30-2170	15', ABS with WEATHER.TITE™ PERMAPLUGS™, rubber air lines
30-2190	20', ABS with WEATHER.TITE™ PERMAPLUGS™, rubber air lines

Zinc Die-Cast Plugs

30-2151	12', ABS with zinc die-cast plugs, rubber air lines
30-2171	15', ABS with zinc die-cast plugs, rubber air lines
30-2191	20', ABS with zinc die-cast plugs, rubber air lines

ABS 1/8, 2/10 & 4/12 gal.

M7 (Molded Z-Way) Plugs

30-1157	12', ABS with M7 plugs, black rubber air lines	NEW
30-1177	15', ABS with M7 plugs, black rubber air lines	NEW

NON-ABS DURAFLEX™ 1/10 & 6/12 gal.

Zinc Die-Cast Plugs

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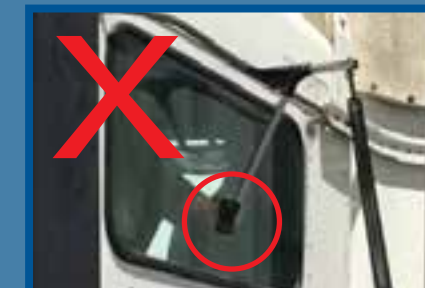
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PREVENTS SCUFFS AND MARRING ON THE BACK OF THE CAB BY EXTENDING THE CABLES OUT AND AWAY FROM THE BACK OF THE TRACTOR.

- Extends the tracker spring kit and cables out an additional 8 inches from the tracker bar, with a total of 12 inches away from the back of the cab!
- Non-corrosive nylon mounting bracket works with tracker bars with a 3/4" diameter
- Metal tubing and eye hook are made of stainless steel for durability and corrosion resistance
- Non-corrosive nylon support bracket rests up against the back of the cab, eliminating the need for installation hardware
- Soft cushion of foam gasket padding on the back of the nylon support bracket prevents damage to the back of the cab



17-3000 X-TEND™ tracker bar extension



Can be used on tractors with a solid metal back or windows with a metal frame down the center of the back of the cab. **NOT** for use with tractors that have solid, one-piece back windows.

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DD15, 455 HP, 72" Condo, DT12, 428K Miles, New Drive Tires, Stk# GC6958



2015 FREIGHTLINER CASCADIA 125

DD15, 455 HP, 9 Spd Converts To 13 Spd, 416K Miles, Warranty Included, Fresh Reman DPf, Stk# GA8160

2019 FREIGHTLINER BUSINESS CLASS M2 106

ISB, 240 HP, Automatic, Air Ride Suspension, Stk# 276747



2015 FREIGHTLINER CASCADIA 125

Detroit DD15, 455 HP, 10 Spd, 48" Mid Roof, 386K Miles, Select Warranty Included! Stk# 277529



2014 FREIGHTLINER CASCADIA 125

Detroit DD13, 450 HP, 10 Spd, 462K Miles, Wabco System, Espar Htr. Warranty Included! Stk# 281970

2019 WESTERN STAR 4700SF

DD13, 470 HP, 8LL, Chalmers Susp., 244" WB, Full Lockers, Double Frame, Stk #2727320



2016 FREIGHTLINER CASCADIA 125 EVO

DD15, 455 HP, DT12 Auto, 440K Miles, New Drives, Fridge, Optimized Idle, Stk# 191960



2019 MITSUBISHI FUSO FE160

6.0L, 297 HP, Automatic, Spring Suspension, Stk# 286630



2019 FREIGHTLINER 122SD

Detroit DD13, 470 HP, 10 Spd, A/R, Very Nice Small Bunk! No-Tilt 5th, Split RH Tank, Stainless Visor, Stk# 280476



2019 FREIGHTLINER M2 106

DD5, 210 HP, Automatic, Air Ride Suspension, Stk# 275648

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WINTER SPECIALS



MONROE SHOCKS

MAE 66636	Hendrickson, Neway	\$ 26.50
MAE 66886	Hendrickson, Neway	\$ 29.40
MAE 65102	Kenworth	\$ 42.12
MAE 65408	Freightliner	\$ 46.06
MAE 65490	Freightliner	\$ 41.52
MAE 65103	Freightliner	\$ 41.26

GOODYEAR AIR SPRINGS

1R12 303	(9780)	\$ 95.20
1R12 508	(8204)	\$107.65
1R13 177	(8708)	\$142.82
1R14 039	(8050)	\$130.48
1R14 171	(8091)	\$141.88

Sometimes you just can't avoid them.



39MT™ STARTERS

New Rotatable Flange™ Models

DR 8200308 **NEW** \$299.00

Rotatable Flange
Fits ISX, DS60, C13, C15 and Mack E7

DR 8200434 **NEW** \$299.00

Rotatable Flange
Fits MBE 4000, DD13 and DD15

All the new Delco Remy service models come standard with Over Crank Protection (OCP). OCP monitors the internal temperature and prevents thermal damage to the starter by preventing overcranking.

These models also feature an Integral Magnetic Switch (IMS). IMS reduces voltage drop and ensures the solenoid receives the maximum available voltage in any starting condition.

35SI HP® ALTERNATORS

DR 8700016 **ReMan Exchange** \$267.00
140 AMP - HINGE MOUNT

DR 8700018 **ReMan Exchange** \$267.00
140 AMP - PAD MOUNT

STEMCO KAISER KING PIN SETS

- 300% More Grease!
- Grooved Pin Allows Grease To Lubricate Bearing!
- Drive Past Your Next 3 King Pin Jobs!
- Install in Half The Time with Half The Effort!
- No Ream Installation!

K122E (816787,823078,328344,328342) **\$330.62**

K931L (R201307) **\$358.38**

K961L (R201315,R201470) **\$376.18**

K981R (R201419, R201472) **\$411.37**

K147E (328347,328439) **\$414.25**

K120A (P6073300019KZ, P6073300119KZ) **\$620.51**



WINTER SPECIALS



Advanced Technology

QWIKTIE's versatile range of adjustment makes it a flexible stock addition. QWIKTIE tie rod assemblies are highly adjustable to fit over 80% of the straight tie rod lengths and styles in the market. QWIKTIE features easy color attributes for identification and accurate installation. Patent Pending.

Increased Versatility

With a versatile tie rod solution, QWIKTIE tie rod assemblies reduce overhead for maximum efficiency. QWIKTIE fits from 57 3/4" to 73 3/4" total length from grease zerk to zerk.

Increased Strength

Increased strength and a more even clamping force holds the alignment longer, reducing stress on other suspension components providing increased fuel and tire mileage.

Greater Accuracy

Finer threads provide a more precise adjustment, reducing stress on other steering components. Threads are pre-lubricated for ease of installation and easy adjustment over time.

Safe and Secure

Alignment settings are easily adjusted in a timely manner to achieve a safe, secure connection between the tie rod and threaded tie rod end.

QWIKTIE TIE ROD ASSEMBLY

Tie Rod End Industry Std. Reference Number	QWIKTIE Part Number	Axle Code	King Pin
ES3219L, ES3220R	QT967SS	FF-961, FF-966	K961L
ES423L, ES423R		FF-981, FF-986	K981R
ES9001L, ES9001R	QT108SB	02-ADD	K120I
ES431L, ES431R		FL-931, FL-941	K931L
ES9320L, ES9329R		E7462L/W	K147E
ES431L, ES431R		EFA18F3, EFA20F4	K180E

QWIKTIE™ Tie Rod Assembly

QT967SS **\$194.99**

QT108SB **\$194.99**



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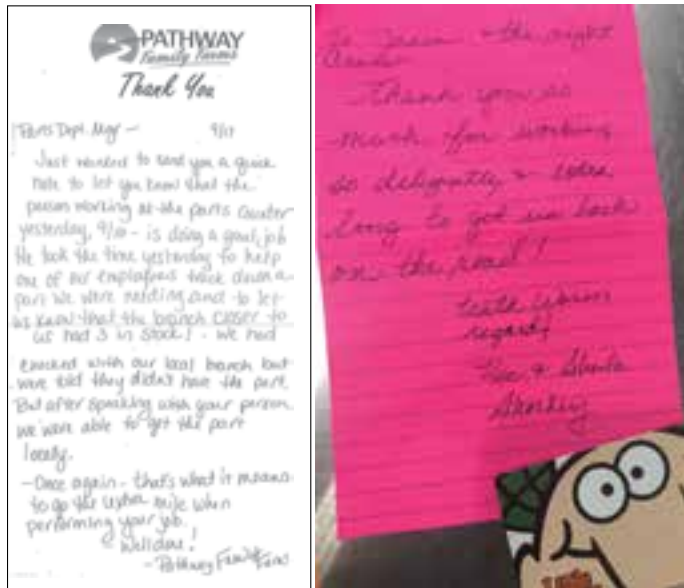
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STRIVE FOR 5

THANK YOU TO ALL OF OUR CUSTOMERS WHO TAKE THE TIME TO LEAVE US VALUABLE FEEDBACK AND JOB WELL DONE FOR OUR TEAM MEMBERS WHO DELIVER 5-STAR CUSTOMER SERVICE AND MAKE TCI SHINE!



« This couple was broke down at a truck stop in Effingham. They contacted Jason Jones and he went to the truck stop and was able to limp their unit to our facility. He then worked on the unit until 2:30am, successfully getting them back on the road. One service writer and one parts counterman stayed with him until the repair was completed. The man and wife stopped back by today and presented a \$50 gift card for Little Caesar's pizza to show their appreciation for the work that was done. They also said any time they were in the area, they would definitely come to us and would recommend us to everyone they know. Well done team!

Robert T.
 4 stars
 Oct 12, 2018

we had ABBY come out and make repairs on multiple fire trucks, ABBEY was on time courtesy and well knowledge on the trucks. He repaired an oil leak and an A/C compressor on one truck and serviced it and replaced an axle seal and temperature controls on another truck. The next time this department needs trucks repaired ABBEY will be the only call we make

Thomas Sayman recommends **Truck Centers, Inc.**
 6 hrs

What a great experience. The amenities are amazing. Beautiful driver's lounge area. Free showers, laundry, hot dogs, popcorn, coffee and a shuttle to the hotels (if needed) or shopping. They fixed my truck in a timely manor. The total cost was below the original estimate. I couldn't be happier. This shop is five star.

Daniel Miller
 Local Guide · 55 reviews · 58 photos
 5 stars · 3 days ago
 Great place to get truck fixed also while your waiting get laundry and shower FREE

Jeremy Shingleton
 Local Guide · 17 reviews · 1 photo
 5 stars · 3 days ago
 Great place. Came in at 0930 to have a leaky windshield fixed. They had me out by 1330 and paul explained everything that was going on with new leaks i didnt know about. Will definitely go out of my way to bring my truck back here. Offered me rides to restaurants or truck stops too. Thanks guys. U made this so easy. Just wish customer service was always this good.

Jennifer gee
 2 reviews · 1 photo
 5 stars · a month ago
 We had an airline blow in the middle of the night and had to be towed to the shop. The last time it happened, at another location, we sat for FIVE days. Was afraid that it would happen again, but once Tony found out we were headed home after being out for weeks, he kept that in mind and didn't make us sit for longer than necessary. It took about 3 hours and we were on our way. We are grateful for their quick turnaround and their consideration of our home time. Fast friendly service can't be beat.. thanks guys.. awesome job!!

Dustin Hogan
 2 reviews
 5 stars · a month ago
 our 2014 cascadia has continued to give us problems but this shop has always been able to fix our truck rather fast and has been more than helpful with us when it comes to knowing what needs to be done

Logan
 5 reviews · 17 photos
 5 stars · 6 days ago
 Great people to deal with for parts, I stop here instead of my local dealer.



Jennifer gee
 2 reviews · 1 photo
 5 stars · a month ago
 We had an airline blow in the middle of the night and had to be towed to the shop. The last time it happened, at another location, we sat for FIVE days. Was afraid that it would happen again, but once Tony found out we were headed home after being out for weeks, he kept that in mind and didn't make us sit for longer than necessary. It took about 3 hours and we were on our way. We are grateful for their quick turnaround and their consideration of our home time. Fast friendly service can't be beat.. thanks guys.. awesome job!!

Kinda Weber Morris Truck Centers, Inc. - Effingham
 2 hrs

Many thanks to everyone at Truck Centers Inc.- Effingham for getting our truck "field ready" in the middle of harvest. We really appreciate it!
 M&W Legacy Farms



Shawn Meredith
 Local Guide · 52 reviews · 102 photos
 5 stars · 2 weeks ago
 I love TCI. This is one of our top partners at DTNA and to they are innovators in the transportation industry.

Leon Davidian, Sr.
 9 reviews
 5 stars · 3 weeks ago
 Great place and parts people very nice compared to Taylor ave.

Danielle Heniff
 3 reviews
 5 stars · a month ago
 Very nice facility, they treat drivers very well by giving complimentary hot dogs, popcorn, coffee and donuts. Not to mention the awesome lounge they provide with comfy recliners and a huge flat screen. They also offer free laundry and showers. Highly recommend if you need your Freightliner serviced.

Thomas Williams
 8 reviews
 5 stars · a week ago

gbl lewis
 2 reviews · 1 photo
 5 stars · 2 weeks ago
 I give these guys 5 out of 5 stars. I drive for clean harbors and was having issues with my re-gen day before thanksgiving, they got me right in fixed my re-gen issue and also discovered 2 recalls and fixed them also and I was back on the road after 5 hours at the shop and still able to make it home in traverse city mi. in time for thanks giving dinner! Every one from the mechanic to the manager were very kind and polite. the parts manager even offered me a ride to go get lunch. they insisted to take me anywhere I needed to go. So thumbs up to this crew. I hope you all enjoyed your thanksgiving as I did thanks to the professional service rendered at this location.

Mike Castaneda
 1 review
 5 stars · 2 weeks ago
 Great! We were met with a very friendly, helpful and concerned freightliner team. Everyone starting from top management to the mechanics made us feel like family. We feel glad to have purchased a freightliner and hope that other service facilities provide the same family like feeling.

Dhaqane Mudalle
 6 reviews
 5 stars · 2 weeks ago
 Actually if I could I deserve 1,000 stars I show up yesterday kind of DEF light being flashing my speed drop to 55mph I thought DEF problem but it doesn't it comes sensors and trouble shot and force Regen also the price is so super beautiful if u want less headache just show up here guys

hion vage
 2 reviews
 5 stars · a week ago
 Saturday morning as busy as they were they managed to get me in to fix two issues with my tractor, thank you... they were very professional, and a good attitude it's always important.. the hospitality to accommodate the driver is amazing... great clean TV room showers and a laundry facility extremely clean atmosphere... thank you for making my visit very accommodate ...

Shana Ebee
 Local Guide · 13 reviews · 8 photos
 5 stars · a week ago
 Good center, really set up for drivers. Good people.

Dwight Cook
 Local Guide · 23 reviews · 12 photos
 5 stars · a month ago
 Clean and organized. Everyone is friendly and helpful. Good experience overall.

Sheri Bluhm
 1 review · 8 photos
 5 stars · a month ago

Dennis Woodall
 4 reviews
 5 stars · a month ago
 We took our diesel pusher in for service (oil change as well as all filters), generator full service, and a few other items. They were extremely knowledgeable, courteous, and above all very friendly (especially Brandy). We will be returning to them if a problem develops or just for routine service. This a state of art facility. Thanks Truck Center!!

Charles Crafisi
 2 reviews
 5 stars · a month ago
 I highly recommend Truck Centers Inc of Effingham, I have a brand new Freightliner Cascadia 2019 and the Refrigerator that came with it stopped working and I called all over looking for one to look at it to avoid alot of down time, many told me it would be days to look at and if I needed a part or a new refrigerator it would take days to get it. I even stopped at Freightliner of Dallas TX and was told they couldn't see me that day and it was probably going to need a new Refrigerator I left and on my way to Allentown PA called a few in that area (since I was going to be taking home time) I was told they could not see me for a few days and again if they had to order the Refrigerator it would be a few days, so called others in Philly and New Jersey still got the run around. So decided to wait until I was going to visit my son in Robinson IL. What a relief when called the Freightliner dealer in Effingham and reached a pleasant young lady (who seemed to really enjoy her job) and simply asked what my VIN number was and told me she was ordering the Refrigerator and to let them know when I was in town Wow, what a difference. When I got there, right away they told me to park in front of a bay and within an hour they told me I was ready to go. Wish there were more places that treat their customers like that.

Eric Sanchez
 Local Guide · 40 reviews · 2 photos
 5 stars · 2 weeks ago
 Great staff, everyone is extremely helpful. They always do there best to get you in and out ASAP. Techs are knowledgeable about what they do and I will bring my truck back if I need repairs or a PM done.
 Thank you guys !!

JWayLogistics LLC
 1 review
 5 stars · 2 weeks ago

Jerry Weznak
 1 review
 5 stars · a month ago
 On a late Thursday night the steering on the Peterbilt started acting up coming into Effingham. The truck, luckily, made it to the front of the Truck Center's business before the steering went out. The wonderful workers of the garage were truly a blessing. The truck was repaired and on the road no time! The cost was extremely reasonable....I was totally shocked. I truly hope that in the future my equipment chooses to break down at this fine establishment. I cannot thank the employees of Truck Centers, Inc. enough.

Butch Neff
 Local Guide · 53 reviews · 6 photos
 5 stars · a month ago

Eternal Night
 20 reviews · 5 photos
 5 stars · a month ago
 Friendly folks. Clean facility. Has massive drivers lounge, two showers, and is pet friendly.



WINTER SPECIALS



PEAK® PREMIUM WINDSHIELD DEICER + CLEANER -30°F is a premium all- season formula. In winter it deices frost and light ice in temperatures down to -30°F. In summer, it removes road grime and bugs giving you clearer visibility.

PART#	DESCRIPTION	PACK/SIZE
OWW PKNOA3	PEAK -30 PREMIUM WINDSHIELD DEICER	6/1 GAL CASE
OWW PKNOA1	PEAK -30 PREMIUM WINDSHIELD DEICER	55 GAL DRUM

\$2.29 / GAL
\$2.12 / GAL



PEAK® PREMIUM DEICER with RAIN-OFF -25°F deices during the toughest winter driving conditions. It is effective in temperatures down to -25°F and a special additive helps repel rain, sleet, snow, and ice.

PART#	DESCRIPTION	PACK/SIZE
OWW PKNOI3	PEAK WINDSHIELD WASH -25 W/RAINOFF	6/1 GAL CASE

\$2.29 / GAL



PEAK® WINDSHIELD WASHES are conventional blue formulations that power through windshield dirt and grime. They clean your windshield to a streak-free shine and are safe to use in any vehicle.

PART#	DESCRIPTION	PACK/SIZE
OWW PWNO13	PEAK WINDSHIELD WASH -25	6/1 GAL CASE

\$2.09 / GAL

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THE SAME FAST, FRIENDLY SERVICE THAT YOU EXPECT FROM TRUCK CENTERS, INC. BUT MOBILE!

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ASK THE TRAINER:

UNIQUE FEATURES DETROIT MEDIUM-DUTY ENGINES

DETROIT ONCE AGAIN IS OFFERING MEDIUM-DUTY POWER PLANTS. THE NEW DD5 AND THE DD8 ENGINES ARE MANUFACTURED IN THE REDFORD, MICH., ENGINE PLANT. THE NEW ENGINES PROMISE GREAT POWER, ECONOMY, AND, BEST OF ALL, FEWER DIESEL PARTICULATE FILTER PARKED REGENS. A FEW UNIQUE OPERATING CONDITIONS THAT MINIMIZE UNNECESSARY REPAIRS ARE WORTH NOTING.

The MDEG engine platform (both DD5 and DD8) use variable exhaust timing by actuating a hydraulic mechanism mounted to the rear of the exhaust camshaft (exhaust cam phaser) via an electronic solenoid. By advancing the exhaust timing, the after-treatment system is able to maintain the required heat at lower engine loads. You will notice a distinct sound and slight vibration when the engine enters this thermo management mode. Customers may be curious as to whether the engine is operating normally while this is occurring. Relax, it is completely normal.

Current MDEG fuel system is a Delphi common rail system. This system differs from our heavy-duty system in several ways:

- MDEG system does not use an injector amplifier.
- None of the MDEG high-pressure fuel lines are reusable once removed. This includes the injector feed lines which are reusable on the HD platform engines.
- The high-pressure fuel pump is lubricated with engine oil, not fuel.
- A frame mounted fuel filter is required for both medium duty engines in all applications.

Let us delve more into those last two points.

Because engine oil is used to lubricate the pump pistons, ash deposits in the oil are washed off the pistons into the fuel system. These deposits are small and insignificant as far as filter loading is concerned; however, they will cause the frame mounted filter element to appear black. The filter discoloration is normal and not cause to replace the filter. There are two options for frame-mounted filters, the Davco 245 or the Detroit 6600. Both options for frame-mounted filters provide the needed water separation and filtration. They also have clear bowls, which will make the black filter element front and center to the driver and PM techs.

And just one more quick note, when priming the MDEG fuel system, make sure you turn the primer off before starting the engine. Some engines have the primer on the suction side of the fuel system and could cause over pressurization once the engine starts.



DETROIT MEDIUM-DUTY PRIMING PROCEDURE

1. Connect the Detroit® approved priming tool. Refer to the Original Equipment Manufacturer (OEM) instructions provided with the tool. **NOTE: If there is a need to stop the machine for any reason, depress the STOP button.**
2. Turn the priming tool ON.
3. Prime the fuel system for ONE (1) minute.
4. Turn the priming tool OFF and close the ball valve.
5. Start the engine and increase engine speed to 1500 rpm for ONE (1) minute.
6. Reduce engine speed and run at idle (800 rpm) for ONE (1) additional minute.
7. Disconnect the priming tool. Refer to OEM instructions. **NOTE: Starting difficulty may occur until a drive cycle has been completed to completely remove all remaining air from the fuel system.**
8. Road test unit to purge all remaining air from the fuel system.

TRUCK CENTERS' TRAINING CENTER



Truck Centers, Inc. proudly boasts the industry's premier dealer-owned Daimler Trucks of North America Training Center. Four award-winning, fully-certified instructors lead all classes and certification training for Truck Centers technicians as well as teams from other dealerships and customer fleets. The 24,000 sq. ft. facility was constructed in 2000 on the Troy campus and contains 4 state-of-the-art classrooms, high-tech computer lab, 4 hands-on classrooms, shop training facility, conference rooms and a dining hall. In addition to offering scheduled courses on key topics, we are also capable of handling private training sessions for your group or hosting conferences and events at our facility.

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