

DRIVE



Trucks with Spirit- Ride of Pride

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A Truckload of Safety TECHNOLOGY

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College President Enjoys His CDL

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How to Reduce the Biggest Expenses in Your Fleet

[PAGE 44]

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Mike Yates and I sat down with our MarCom team right after Christmas to discuss and tell stories of TCI's early journey as we plan for our 50th Anniversary on August 1, 2020. It was a blast to reflect on all the wonderful things our team has accomplished working together along with our customers and Freightliner.

One of the very best decisions that we made in our story was to partner exclusively with Daimler/Freightliner/Western Star/Daimler Truck Financial. At various points in our history, we represented Volvo and Navistar trucks and the brands that proceeded them. We also released Volvo car and GMC light- and medium-duty franchises to focus exclusively on the commercial truck business. While those other brands continue to be successful, our exclusivity to Freightliner was clearly the right choice for Truck Centers and our customers.

It is hard to imagine that five decades have already passed and digest all of the changes we have experienced in our lives and business. The most immediate thought is one of gratitude for the grace and blessings that our Creator has bestowed upon us and calls us to be good stewards of those blessings that we carry forward at TCI and in our personal lives. When I think back on the thousand-plus employees that we have had over 50 years and the great jobs that they have done for TCI and our customers, it is heartwarming to know that each of them have made a positive difference in this world. Many of these folks continue to refer their family members to work at TCI and we have several multi-generational families amongst our team. This is a great honor for us.

Going forward, we are acutely aware that we will need to remain extremely flexible as our industry continues to consolidate. We are committed to being a 100+ year company and will accept the role as a consolidator of dealerships when and where appropriate. We were recently invited to join Tugboat, an organization of executives who are committed to the same goal of creating sustainable, multi-

generation businesses for 100+ years. Just as the Young Presidents' Organization was extremely meaningful to me for 20 years from my 30s until 50 when everyone is retired out of the organization, I am confident that Tugboat will have a similar meaningful impact for our next generation of leadership.



2020 looks to be a more challenging year in our industry, especially for truck sales, and we look forward to working even harder to earn our customers' trust in all that we do every single day. We have the very best products, facilities, and people, and we welcome every opportunity to showcase that.

Our \$20 Million investment in South Bend along the 80/90 toll-road is taking shape and beginning to show itself as much of the excavation is complete and the footings are poured. We are also continuing discussions and collaboration with various agencies within the City of St. Louis on our I-70 development project that could be our next investment into our future with a new facility should everything come together as expected.

On behalf of the 782 team members of TCI, we sincerely thank each of our customers for the opportunity to earn your business each and every day. We consider it an honor and privilege. We are excited to see what the next 50 years will bring for our company and the Daimler family of companies.

CHEERS
TO THE NEXT 50 YEARS!

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>> WINTER 2019/2020 VOL. 8, ISSUE 4

TCI TOC

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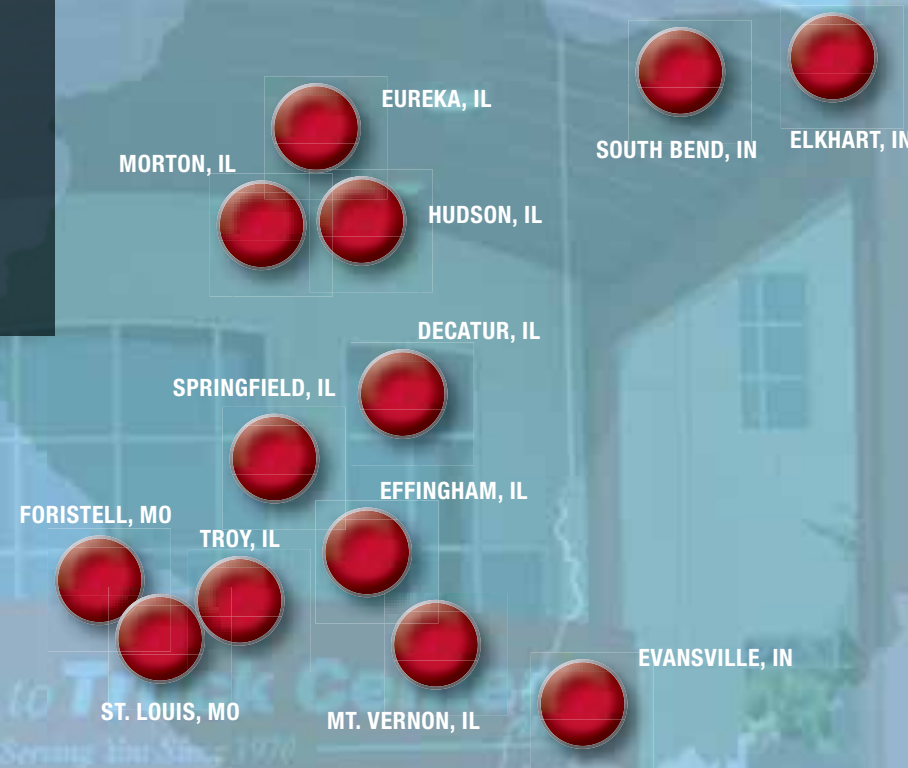
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JUST THE FACTS

I hope that you and your family had a happy and joyous holiday. By the time you peruse this publication, the holidays have come and gone, 2019 ended on a bit of a rollercoaster in terms of the market, and 2020 will be here. We had so many exciting things happen in the past 12 months that it is a blur, but we are looking forward to celebrating our 50th anniversary this year.



We are humbly grateful and thankful to have the opportunity to sell and service our customers for the past five decades. Great people and relationships have blessed us over the years. I have personally been a part

of the TCI family since 1977 so I have only been around for 43 of those 50 years but it has been a ride! Our growth and expansions have brought many ups and downs since the early days in Highland, Illinois. Speaking for myself, watching our company grow over these years has been an amazing adventure. Many of us began our careers as young recruits, and now I think of us as aged warriors. When you pause and step back to look at how things have changed, the storms that we survived, and the victories we celebrated together, it has been quite a journey!

One can become quite sentimental when you think about our team members who are no longer with us, those who helped build customer relationships, and reflecting on the customers who have been with us over the years. We have watched our children, grandchildren, and some great-grandchildren grow. We have had the good fortune of many multi-generation families being a part of our team. It has been a tremendous journey thanks to the efforts of many.

We have continually worked to create a good work environment for our team as well as a trusted partnership for our customers to get exceptional products and service at fair prices. We have kept these values at the core of all that we do and we are proud of what our TCI family has achieved thanks to the efforts of our dedicated team, valued partners, and loyal customers.

Thank you again for your support over the past 50 years and I am looking forward to more to come in 2020.

Happy New Year!

Michael H. Gater

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2000 Cassopolis St.
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ST. LOUIS, MO

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

WHAT'S HAPPENING...

NEWS FROM THE GMS

TROY

I-55/I-70 & HWY 162
(618) 667-3454 • 24/7



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Notable Highlights

- TCI Grill Mobile debuted for customer appreciation visits
- Employee and customer appreciation luncheons
- 2nd Annual TCI Chili Cook-Off and Championships
- Halloween fun with coloring and costume contests
- Remarkable year with a fantastic team

Team News

- The Troy team wishes you and your family a safe & blessed Christmas and New Year!
- Our award-winning Sales team is currently ordering for next year so please contact them if you have any questions on finding the right truck for you.
- Our Parts and Service departments are stocked and ready for the upcoming winter months so we are here when you need us. We have monthly parts specials so be sure to check them out!
- Did you know that our Collision Center is one of the largest and most established in the nation specializing in truck repair? They are ready for all jobs, none are too big or too

small, from roll-overs and collision repair to fresh paint or frame work. They also provide on-site estimates.

- We provide vehicle pick-up and delivery service to help with your Service scheduling needs.

Customer/Vendor Events

- We hosted several youth tours as well as customer meetings
- The Western Star Town Hall took place at Troy
- Stemco Tech Night was a huge success! Thanks to all who attended!

Facility Updates

- We have new, energy-efficient lighting going up
- Several office upgrades with fresh paint and new workstations
- Upgraded cameras were installed at our Collision Center
- Fall plantings have been replaced with winter foliage



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CHARLIE MELVIN
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Notable Highlights

- We are honored to be one of the Freightliner Custom Chassis Corp.'s "Oasis Dealer of the Year" recipients for 2019. Thanks to the entire Springfield team for assisting our FCCC customers!
- It was a great honor to be deemed a "Patriotic Employer" by the Secretary of Defense for supporting employee participation in America's National Guard and Reserve Force. Thank you Ian Mundstock for the recognition!
- TCI Accelerate training resumed for Parts and Service Admin roles to provide structured training to help with the technical training to better understand our products and repairs to maximize uptime for our customers.
- TCI-Springfield participated in the Illinois State Fair Twilight Parade. Charlie Flexter led the new models with his 1963 Freightliner COE. Thanks to Rick Owens for organizing this!
- Several of our team members recently completed AED and CPR training in case the need arises to aid in an emergency.
- DTNA hosted RimPro training for parts management to help us maximize our inventory to best serve our mutual customers.

Team News

- Ian Mundstock, Service Technician, served 4 weeks active guard duty in Japan. He has been called for deployment to Afghanistan to serve our country for one year. Please keep him, his family, and fellow military men and women in your prayers!
- It was great to see all of the Halloween coloring sheets of our team's kids and grandkids. The team also got into the spirit with costumes.
- Our Parts department completed their annual inventory in October. This is a huge task so thanks to everyone who helped!
- We were named "Dealer of the Month" for Aurora Trailer Parts

Customer/Vendor Events

- We enjoyed a team taco bar and the Chili Cook-Off
- We hosted Stemco for a Wheel End Training Clinic for Jesse's Truck and Trailer
- There was great fellowship with our team during a Thanksgiving luncheon

Facility Updates

- New energy-efficient, LED lighting for the Service shop was purchased.
- Our security camera system underwent an upgrade.
- Additional parking spaces were added to accommodate our growing staff.

ST. LOUIS

I-70 & BROADWAY –
DOWNTOWN ST. LOUIS
(314) 381-3800

M-F 6A-1A, SAT-SUN 6A-6P
24/7



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NEIL YAHL
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Notable Highlights

- It was a great honor to present watches to the St. Louis City Police Department's "Officers of the Year" for the 5th and 6th Districts and share some delicious meals and fellowship between our LEOs and the St. Louis team.
- Our team generously filled a pallet-sized box of coats during our coat drive benefiting the St. Patrick Center. Those in need appreciate everyone's generosity!

Team News

- We implemented a store-level "Employee of the Month" program this summer where fellow coworkers nominate those who make a positive difference and help our team.

Congrats to Melody Graham, Paul Lawrence, Kelly Krakosky, and Robert Harris, Jr. on their peer-to-peer recognition!

- Like the other locations, we participated in the TCI Chili Cook-Off. Our store winners were Craig Ellis (traditional), Melody Graham (creative), and Doug Burgess (spicy).
- We continue to mourn the loss of one of our own, Tony Pinson. Please keep Tony's family in your prayers during the holiday season. May his memory be eternal!
- Our team once again participated in the Missouri Military Memorial Foundation's 5k Walk/Run in memory of Sgt. Amanda Pinson. Thank you to everyone who participated!
- Congrats Doug Weldy on your 45 Year service award and well-deserved retirement!

FORISTELL

I-70 & HWY 79
(636) 978-3870

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



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JASON BROWN
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Notable Highlights

- We are proud of the Veterans on our team and it was a great honor to present them with a small token of appreciation and thank them for their service
- Our team has joined together for various community outreach events including donating turkeys and other items for those in need
- We are prepped and ready for winter weather so visit us for all of your sales, parts & service needs!

EFFINGHAM

I-57/70 @ EXIT 159 • (217) 342-3300
M-F 7A-12A, SA 7A-3:30P



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CHRIS WEBB
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Notable Highlights

- Thanks to all of our nation's veterans. It was a privilege to be able to recognize the veterans on our team with a special gift.
- On behalf of the Effingham team, we hope everyone has a safe and happy Christmas and New Year. We are here when you need us!

Team News

- We hope that two of our team members, Jim and Kari Westjohn, have a wonderful first Christmas with their three daughters. Liza Beth joined her big sisters, Krosby and Stevie, this summer.
- We hosted our 2nd Annual Chili Cook-Off. Congrats to the store winners – Cassie Hollenkamp, Kari Westjohn, and Jacob Kledzik!
- It was great fun to celebrate Halloween with costumes and coloring as well as share in our blessings with a Thanksgiving meal.

Facility Updates

- A new guard shack has been installed and we are awaiting the security arm to be fully operational
- Tinting has been added to the Parts windows
- Our lunch room had a bit of a graphic boost with some new decals

Team News

- AED devices have been installed and several members of our team completed training and CPR training to assist in medical emergencies

Customer/Vendor Events

- Don Smith recently participated in the Gilster hunting trip

Facility Updates

- To accommodate added inventory to better serve our customers, we built an additional mezzanine in our warehouse

WHAT'S HAPPENING...

NEWS FROM THE GMS

SOUTH BEND

1011 WEST SAMPLE ST
(574) 289-4065
M-F 6A-12A, SAT-
SUN 7A-3P • 24/7



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ELKHART

2000
CASSOPOLIS ST
(574) 262-3441
M-F 6A-11P, SAT-
SUN 8A-12P • 24/7



ERIC DUSHANE
Elkhart Service Manager
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Notable Highlights

- We have two management updates. Congratulations to Dave Almack and Mitch Pearish on their new roles as Parts Manager and Collision Center Manager respectively.
- Our South Bend and Elkhart teams joined forces with the Indiana Toll Road authority to collect school supplies for those in need. Thank you to everyone who kindly donated!

Team News

- Congrats to all of our Halloween coloring contest and Chili Cook-Off participants!
- AED devices have been installed and several members of our teams have completed AED and CPR training to assist if ever needed in emergency situations.
- We have officially broke ground at our new property in South Bend!
- Congratulations to Dawn Kohler on welcoming your second grandbaby!

Customer/Vendor Events

- Skyline aftermarket filters hosed a tech night for our Parts team and mutual customers
- A second tech night focusing on Alliance fan clutches was also available to our customers. Thanks to everyone who joined us!

Facility Updates

- Our customer lounge in South Bend was relocated and updated for added space and comfort
- Fiberoptic lines have been installed at our Elkhart location
- Additional space has been added to our Elkhart location to support our new truck delivery process

EVANSVILLE

I-64 & HWY 41 • (812) 868-2700
M-F 7:30A-12A, SA 7:30A-4P



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JASON POWELL
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Notable Highlights

- We participated in the Southern Indiana Career & Technical Center's Career Fair. We are fortunate to have such a great organization in our community and team members that attended SICTC.
- Drew Berry is onboard as our Mobile Tech to help customers with their on-site and mobile repair needs.
- Congrats to Larry Van Blaricum on winning the TCI Chili Cook-Off finale with his traditional chili!

Team News

- Team members once again participated in the United Way Dodgeball Tournament as Team Chuck Centers. We won the Spirit Award for the second consecutive year for raising the most money for the United Way.

- TCI-Evansville is proud to have passed our 10th Elite Support Certification
- Congratulations to Rich Arnold and Jimmie Barnett on their recent retirements. Enjoy the good life!

Facility Updates

- Upgraded our facility with energy-saving interior and exterior lighting
- Installed a flag pole and dedicated our flag on Veterans Day

MORTON

I-74 & EXIT 102B
(309) 263-4240
M-F 7A-12A, SA-SU 7A-3:30P
24/7



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Notable Highlights

- It was an honor to celebrate the 11 veterans of the Morton team on Veteran's Day
- We are stocked and ready for harsh winter weather for all of your truck and trailer needs!
- Our team supported Toys for Tots and sponsored two families for the holidays. Thanks to everyone for their generous support!
- We wish everyone a Merry Christmas and Happy New Year. Stay safe!

Team News

- Congrats to Keith Krider on his retirement and Jeff Blane on assuming the helm as Parts Manager!
- Congrats to Randy Janssen on his new role as grandpa. We hope that you enjoy your first Christmas with Kolston!
- We hosted our first Family Night at the Peoria Chiefs' game

Customer/Vendor Events

- One of our dump trucks was used during the Princeville Heritage Museum's Summer Harvest Fest
- Thanks to everyone who participated in our Stemco Tech Night!
- Students from the Woodford County CEO program visited us for a tour and to learn more about the opportunities in our industry

Facility Improvements

- Enjoy the new recliners in our Drivers' Lounge
- AEDs were installed and employee training completed on the devices and CPR
- Our rear Parts/Service area was recently remodeled

MOUNT VERNON

I-57/I-64 & RT. 15 • (618) 244-2545
M-F 6A-12A, SA-SU 7A-7P • 24/7



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ANTONIO BUCKLEY
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Notable Highlights

- We hosted the Effingham and Evansville Change Management and Sales teams for a performance development training with Jack Joyce.
- Our veterans were presented with a special gift thanking them for their service on Veterans Day.
- Service Manager, Tony Buckley, was featured the national magazine Fleet Service Technology discussing our programs to reduce customer downtime with communication and continuous improvement programs.
- Our team is collecting food for local food pantries during the holiday season to help those in need.

Team News

- CIC Robert Warren completed Level 3 CIC training in Chicago. We appreciate all that he does in the name of continuous improvement for our team and customers!
- We had 19 chili entries for this year's Chili Cook-Off. Congrats to our store winners – Dave Ingram, Jeremy Reed, and Monica Shelton.

- Matt Cox, our TCI trailer specialist, visited us and trained our parts department on product lines and offerings.
- Cody Paradee and Scott England attended TCI ACCELERATE training for the Parts department as Monica Shelton participated for Service at the Training Center in Troy.

Customer/Vendor Events

- We provided Meritor brake training at ITS
- Hosted 99 students from local high schools as part of Jefferson County Manufacturing Day

Facility Updates

- Corporate IT is currently working on voice over IP phone systems for our location
- AED devices have been installed and several team members were trained on them and in CPR

FROM THE DESK OF

KATIE HOPKINS: PRESIDENT/COO

Reflecting back on 2019, I am reminded how much we have accomplished and how many things we have to be grateful for as we begin 2020. I just wanted to share some of the highlights.



This year, we...

- Recognized 90 of our newest team members on their 1 Year anniversaries.
- We had 64 recipients receiving recognition for 5 to 40 years of service.
- Our Volunteer Time Off policy was utilized for 295 hours serving our communities.
- The team was involved with many great organizations and events within our communities including: Backpack Drives for several local schools, Boy Scouts "Scouting for Food", Coat Drives in multiple communities, High School CEO programs and tours, Kyle Deatherage Memorial 5k, Missouri Military Memorial Fund 5k, Randy's Rescue Ranch animal rescue, Special Olympics Kickball Tournament, St. Jude Ride, St. Louis Children's Hospital Family Night at Six Flags, St. Louis City PD – North Patrol luncheons, Toys for Tots, United Way Dodgeball Tournament, and Williamson Co. Safety Traffic Days.

- Foristell celebrated their 1st year together at the new location and Evansville celebrated their 5th anniversary as part of the TCI family.
- Leased a facility and acreage adjoining our Elkhart location to accommodate new truck and pre-delivery inspections.
- Broke ground for our new South Bend dealership. It should be open near the end of 2020.
- Continue to progress with the City of St. Louis regarding the development site that could be the future home of TCI-St. Louis.
- Proudly raised Old Glory in 3 locations – Effingham, Evansville, and Troy Body Shop.
- Made headlines as Effingham was presented an award at the National Elite Support Summit for their throughput process, Springfield earned their first FCCC Oasis "Dealer of the Year" award, and six members of our Sales team (Ron Donze, Justin Hopkins, Dave Klockow, Jeff Osborne, Joe Switzer & Trevor Yates) once again earned Freightliner's Leland James Award. Ron is the only person to receive this award every year since it began.

Now, we are entering our 50th year of business and this milestone is a true "we did this together" moment for every team member, customer, and vendor who contributes to our story. I wish each of you and your families a very blessed and Happy New Year!

Katie

Join us as we take a look back to where it all started ...

Blast From the Past

1970

Celebrate 50 years

2020



50 Years In The Making

Truck Centers, Inc. is founded in Highland, IL



Average Truck Price: \$46,500 No FET!
Average Cost of a New Home: \$23,450
Average Annual Income: \$9,400
Average Monthly Rent: \$140
Gallon of Diesel Fuel: 28 cents



Wranglers: \$9



AMC Gremlin debuts at \$1,879
*woman not included



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Apollo 13 Accident

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Jimi Hendrix and Janis Joplin die
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M*A*S*H



First Earth Day

North Tower of the World Trade Center becomes tallest building in the world

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US Population reaches 205 Million



FROM THE DESK OF

JUSTIN HOPKINS: EXECUTIVE VICE PRESIDENT



Many of my articles are about products or industry news but this one is about everyday heroes saving the world one truck at a time!

With that said, what drives you? What

drives anyone I guess is the better question? Why do we do what we do here at Truck Centers? Is it to build the perfect truck for a customer's specific application or to get that owner operator who's under load back on the road before they get hit with late penalties? Maybe it is the satisfaction of delivering a part to get a truck rolling at a customer's place after they just ordered it 2 hours prior? Maybe it is really none of these things! It could just be money or the threat of being homeless... Although I would like to think it's something slightly more noble!

In my case, I don't think there has been anything in the working world I have ever wanted to do other than work at Truck Centers. I retract that - I wanted to be a professional hockey player but I can't handle the stick well, or a professional fisherman, but turns out you actually have to catch them. But in reality, the only job I ever wanted was to work here.

Along the way, I have been blessed to have some of the best teachers and mentors imaginable! John Kaburick used to let me sit and listen in while he was selling trucks.

The entire parts department in St. Louis during the early '90s (Alan, Dave, Kenny, Gary, Mark, and Elmore just to name a few) endured a lot. I would have never had the ability to not screw this all up without their help and patient customers. I can't forget to mention our old neighbor, Dave Bradstreet, Lee Wellen, and so many others that allowed me to get really dirty in the shop or Jim Crosier for picking me up on one of the hardest days of my adult life in Springfield back in 2009. His cool demeanor and confidence that we will succeed together reassured me in a time that was so darn difficult to handle. All of these folks are some of my everyday heroes!

Where am I going with all this? All of the time and effort that these fine people I have had the privilege of working with over the past 33 years of my life (not full-time, that would be illegal) has allowed me to have the opportunities I do today and that the problems that our customers face and call upon us to help present us with opportunities to be heroes for them in a brief moment in time. I had no idea how to look up warranty on a service ticket and Mike Holguin was there to save the day. I can't tell you how many times I have seen team members at each facility jump in to help another person when they are struggling or missing an opportunity to make their job easier. These moments are opportunities to create value in someone else's life no matter how small it may seem.

To everyone who endured this ramble to the bitter end, I simply ask our customers to allow us to be your everyday heroes. And for our team members, please be empowered to help the greenies and remember we were all there once, so share your experience and wisdom with them since experience is the best teacher. I guarantee that someone is more thankful than they may ever say that you are making positive things happen for them.

Sincerely,



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1 YEAR

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Darren Behme
Glen Bergman
Brandon Blanchard
Valorie Blanchard
Sherian Bluhm-Fortney
Charles Brackney
Dennis Brown
Kirk Brumley
Max Bunton
Trevor Cain
Paul Conlee
Anthony Crackel
John Craig
Augusta Daugherty
Kreston Davenport
Seth Davis
Jennifer Decoy
Donald Dubray
Austin Dubray
Craig Ellis
John Flood
Michael Freeman
Tanner Goatley
Taylor Griffiths
Jacob Guy
Alec Hahn
Michael Harbin
Jason Hartke
Kenneth Heitzig
Luke Hill
Annah Hopkins
Raynen Hunsaker
Lori Jones-Strong
Jamie Keys
Austin Lahay
Michele Lane
Kennedy Lashbrook

Aaron Likas
Austin Lumb
Tyler Mackey
Ethan Martin
Randi Martin
Evan McCauley
Gerald McCombs
Raymond McPheeters
Cullen Meade
Kyle Medearis
James Meder
Matthew Mikaitis
Jonny Mills
Eric Morgan
Patrick Murphy
Valerie Murphy
Georgette Parker
Todd Pike
Debra Rees
Richard Roberts
Gaige Robinson
Ronald Schelm
Monica Shelton
Karen Showalter
Dustin Shriver
Dana Skidmore
Tyler Skinner
Jessica Smolinski
Benjamin
Springston
Ronnie Steinmeyer
Brenden Stellhorn
Casey Tiekem
Jeffery Toebben
Cole Usherwood
Tracy Von Rohr
Jeremy Wandling
Bradley Yahl

5 YEARS

Antonio Buckley
Nicholas Dillow
Gary Fultz
Kyle Griffin
Timothy Haar
Austin Holak
Thomas Horton
Cody Huffman
Joshua Jones
Nicholas Kinworthy
John Kobylanski
Don Lawrence
John Leshner
Clifton Lingenfelter
Steven Loman
Mason Megl
Charles Melvin
Austin Metsker
TJ Moore
Jeffrey Mueller
Spencer Mueller
Ian Mundstock
Joseph Myers
Jeffrey Nurrenbern
Ermin Omerovic
Eric Petersen
Todd Reginald
Kyle Reid
Keith Rhodes
James Rose
Johnathan Sturgill
Griffin Tipsword
Theodore Turpin
James Vallero
Michelle Waible
John Wallace
Robert Warren
Zachary Wells
Don Whiteside
David Wilder

Gregory Williams
Dan Young

10 YEARS

Greg Bonnett
Devin Bushrow
Dave Gross
Andrew Moorman
Kelly Mueller
Douglas Pennington
Katie Schmollinger
Jimmy Thwing

15 YEARS

Brandon Anderson
Kathy Christian
Michelle Divert
Justin Hopkins
Ron Horton
Dawn Kohler
Daniel Lawrence
Michael Matikitis
Steven Miller
Jim Pennington

20 YEARS

Jim Brown
Ronnie Burton
Jeremiah Busch
Cassandra Caccia
Bob Earley
Tom Guppy
Debbie Harper
Tricia Hubert
David Kromer
Jeff Osborne
Steven Reckmann
Tim Robertson
Eric Ross

Clint Schmollinger
Larry VanBlaricum
Scott Wildhaber
Jim Wood
Paula Yount

25 YEARS

Dirk Abelin
Timothy Cobine
Andrew Lebro
Kevin Loepker
Tim Stellhorn
Phillip Thole

30 YEARS

Eric Atkins
James Bradbury

35 YEARS

Steve Bartels
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(Troy, 39 Years)

RICH DUSTMAN
(Troy, 14 Years)

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MIKE HOLGUIN
(Corporate, 21 Years)

LARRY HUGHES
(Evansville, 4 Years)

KEITH KRIDER
(Morton, 21 Years)

JOSEPH NORRIS
(Mt. Vernon, 12 Years)

DAVE RUFF
(Corporate, 29 Years)

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(Evansville, 8 Years)

DOUG WELDY
(South Bend, 45 Years)

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WELCOME TO THE TCI FAMILY

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Sandy Barbera Clark
David Barnes
Andrew Berry
Blake Blackard
Collin Boehl
Jerry Brimm
Cory Brown
Davidson Brown
James Bullock
Matthew Burks
Michael Burzynski
Alexander Carmen
Karen Celmer
Sean Chappius
Stanley Childress
Wayne Christopher
Joyree Chura
Caleb Cockrell
Jordan Cooper
Jackie Cope
Dennis Cowling
Adam Croteau
Stormi Dale
Stephen Demambro
Nancy Dobiecki
John Dowd-Nuccio
Robert Dowd-Nuccio
Christopher Ehlke
Quentin Ellsworth
Garrett Fanning
Darrell Ferkel
Cody Friese
Jared Gansz
Steve Gauch
Felix Gibson
Richard Gibson
Keith Glisson
Elias Grove
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Elva Harris
Jared Harris
Michael Harris
Robert Harris
John Heaton
Hal Henschen
Joshua Herran
Nathan Holmes
Wyatt Holmes
Autumn Huff
Zachary Hughes
Teresa Hunt
Chance Hurt
Esmir Karabas
Richard Keafer
Nathan Klockow
Charles Knierim
Brian Kratochwil
Matthew Laible
Tyler Langendorf
Taylor Liddell
Andrew Little
James Long
Osmar Lopez
Breydon Martin
Christopher McSpadden
Douglas Merriman
Patrick Messmer
Caleb Miller
Christopher Miller
Tommy Mollet
Noyel Montgomery
Danielle Moore
Michael Mrozek
Jarrett Naas
Travis Neer
Mitchell Newby
Trevor Niswonger
Caleb Nolan
Nicholas Norris
Brandon O'grady
Mitchell Pearish

Erik Perez
Steven Pounders
Jeffrey Quellmalz
Thomas Reamer
Brandonn Rhoden
Glenn Rice
Joy Riley
Eric Risser
Katherine Roark
Matthew Rogers
Christopher Rue
Alem Sahbaz
Mark Schanuel
Chad Schuster
Brandon Shepherd
Austin Simpkins
Adam Spell
Clifton Spencer
Jordan Stagner
Michael Stahly
Austin Stalker
Justin Stankiewicz
Ralph Stewart
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TRANSMISSIONS

REMANUFACTURED
DIFFERENTIALS

STEERING GEARS
& PUMPS

MADE-TO-ORDER
DRIVELINES





KATIE HOPKINS RECOGNIZED AS ONE OF THE MOST INFLUENTIAL BUSINESS WOMEN IN ST. LOUIS

Truck Centers, Inc.'s President/COO, Katie Hopkins, was one of 24 professional women recognized by the *St. Louis Business Journal* as part of their 2019 class of the "Most Influential Business Women" in St. Louis. In August, nearly 600 guests attended a ceremony at the America's Center in downtown to celebrate the outstanding accomplishments of these magnificent leaders.

WOMEN IN BUSINESS

AWARD

With a variety of experience working in different roles at Truck Centers, the \$428 million truck dealer group based in Troy, Illinois, that her father, M. John Hopkins IV, has led since 1976, Hopkins' skillset made her a valuable commodity at the business. After graduating from Truman State University, she worked in several jobs at the company before taking the role of general manager of its flagship store in Troy. Eventually, Hopkins worked her way up to president and COO, a position she was promoted to last year.

In addition to company expansion over the past few years, Hopkins has placed a greater emphasis on leadership development inside the company. She's spearheaded development programs for continual improvement, cultural investments, leadership development, and a pilot mentorship program.

"She has progressed from managing our largest facilities to overseeing our overall operations. She has played a major role in our development of becoming a better place to work, gaining the respect of our 780+ team members," Yates said.

In addition to assisting the company's philanthropic efforts with St. Louis Children's Hospital, Gene Slay's Girls & Boys Club of St. Louis, Ranken Jordan Pediatric Bridge Hospital, and various other local charities, Hopkins is a board member of the Leadership Council of Southwestern Illinois, the Missouri Auto Dealers' Association, and Better Business Bureau.

"Katie has grown tremendously over the last many years in leadership and management for Truck Centers," said Vice Chairman Michael Yates. **"She has helped establish better communication within departments, department to department, facility to facility, corporate to facilities, and even with our manufacturer and vendor partners."**



WINNERS

MICHELLE PETROFF
WINS SILVER STEVIE®
AWARD IN 2019 FOR
WOMEN IN BUSINESS

Michelle Petroff, Strategic Initiatives Director for Truck Centers, Inc., has been named the winner of a Silver Stevie® Award in the Employee of the Year category in the 16th Annual Stevie Awards for Women in Business. Michelle leads and oversees various corporate change initiatives and communications projects to help bolster the presence of the Freightliner / Western Star Trucks' dealer with customers, employees, and the communities that they serve via 12 dealership locations.

The Stevie Awards for Women in Business honor women executives, entrepreneurs, employees, and the companies they run— worldwide. Over 1,500 nominations came from all types of industries in 25 nations. The awards were presented to winners at a dinner event attended by more than 550 people at the Marriott Marquis Hotel in New York City. Gold, Silver, and Bronze Stevie Award winners were determined by the average scores of more than 150 business professionals around the world, working on eight juries.

"It is a great honor to be recognized by the panel of the 16th Annual Stevie® Awards for Women in Business," stated Petroff. **"As someone who does not fit neatly into a compartmentalized communications, marketing, or operations role, it has been an honor to work for leaders who took a chance on a 'creative' type like me and provided an environment that supports dreamers, big ideas, and never being idle. Together, we have accomplished so many initiatives that benefit our team, customers, and communities. I am proud of what we have accomplished together in cultivating a culture of continuous improvement and fostering a spirit of teamwork and philanthropy."**

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The full-service Collision Centers of Truck Centers, Inc. provide a dedicated team of professionals and certified body shop technicians that can handle everything from alignments to custom paint service, intensive accident repairs and complete truck refurbishment service for all makes and models. With over 49 years of superior customer service, industry-best equipment, preferred rating for most insurance companies, free estimates, and repairs for all makes, Truck Centers, Inc. is a proven provider for all of your truck repair needs because customers are our first priority! **REDUCE REPAIR DOWNTIME. INCREASE YOUR BOTTOMLINE.**



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COLLEGE PRESIDENT WITH CDL ENJOYS BEING AT THE WHEEL

By
David
Hollis

Most college presidents have Ph.D. tacked onto their names, showing they logged the years of extra study and done the research necessary to earn a doctoral degree.

Even fewer are those who have J.D. appended to their names. It signifies they earned a Juris Doctor degree and are lawyers. Rob Denson, President of Des Moines Area Community College in Iowa, is one such educator/lawyer with both.

However, Denson also has another professional certification of which he is equally proud - CDL.

Yes, the man who oversees six campuses and a transportation institute in the greater Des Moines area not only holds a commercial driver's license, he puts it to good use. Denson can often be found driving a tractor-trailer in numerous community parades during the summer to promote DMACC's programs.

It's obvious Denson enjoys this unique part of his job, a role that reconnects him to his boyhood on an Iowa farm and seasonal work that provided money for college. Denson says he has driven a college-themed tractor-trailer in more than 300 parades since joining the college 16 years ago.

"This is a great way to market the college," said Denson, whose institution is often a stop on the presidential campaign trail as Iowa holds its caucuses. "I think it means something to the community to see me driving."



Denson is usually joined in the truck by his wife, Pat, and one or more of their five grandchildren. There is always a large stuffed bear in the cab representing DMACC's Bears athletics. This past parade season, Denson was at the wheel of a 2019 Freightliner Cascadia leased from their local Freightliner dealer pulling a flatbed with a large sign promoting DMCAA's programs.

The driving, says the 72-year-old Denson, is a direct link back to the family farm in Homestead, about 20 miles northeast of Iowa City in the eastern part of the state. He said it was a typical family farm for its time: 600 acres, 13 dairy cows milked by hand, a few Angus beef cattle, some feeder pigs, and fields of corn, soybeans, and oats.



He says he still recalls the day his grandparents sold their workhorses and bought their first tractor. Like any good Iowa farm boy, Denson was on a tractor at an early age. He was 10 when he drove a tractor for the first time, and says he loved to plow and disc the fields.

And, it was during those early days that Denson started his truck driving career. He says he started at the age of 16 making deliveries for a local feed mill and graduated to feed trucks before a semi. He adds that he would eventually drive on the weekends and summers to earn money for college.

Denson started at Iowa State University with the intent of becoming a veterinarian. He switched to study political science and economics and wound up working in higher education in Iowa and Florida. Instead of chasing an advanced degree in that field, Denson went to law school. He'd spend time in a college legal department before opening his own practice in Jacksonville, Florida.

While a lawyer, Denson enrolled in a Florida driving school and got his CDL. He says it didn't take long for the skills learned as a young man in Iowa to return and, by his second day, he was teaching fellow students how to back their trucks.

Denson says he eventually closed his legal practice and retired, but like so many people, he got bored and went back to work. He was named the President of Northeast Community College in Calmar, Iowa, in 1998. He joined DMACC in 2003 as its fourth president.

DMACC, which has some 25,000 students at its various campuses, offers truck driver training at its 14-acre Transportation Institute. The school is certified by the Professional Truck Driver's Institute and offers six-week day classes and 12-week evening sessions.

And, the program has no bigger booster than Denson, whose brother was a professional driver for Amana for some 40 years.

"I started out as a truck driver and became a college president," says Denson. "That's a great career path. Once you get semi driving in your blood, it's in your blood. It's a good life and a great way to raise a family."

The original article was published on November 7, 2019, and can be accessed at: <https://www.truckersnews.com/college-president-with-cdl-enjoys-being-behind-the-wheel/>



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TECHNOLOGY

A TRUCKLOAD OF SAFETY

Originally published in Fleet Owner (October 9, 2019) Retrieved from <https://www.fleetowner.com/news/truckload-safety-technology>

There are approximately 2 million semi-trucks on the road in America, each one capable of hauling 80,000 pounds and logging 2,000-3,000 miles per week. Taken individually, any one of these stats makes it immediately clear why safety is the No. 1 priority at Freightliner.

In addition to the safety of the truck drivers and the valuable cargo they carry, they engineer safety features that watch out for other drivers, pedestrians, and even changes in weather.

As you can imagine, it goes way beyond seat belts and airbags. There's no better example of this advanced safety technology than the Freightliner Cascadia® heavy-duty truck with Detroit Assurance® 5.0.

A standard feature, Detroit Assurance 5.0 provides optimum on-road safety, integrating seamlessly into any Freightliner Cascadia model equipped with a Detroit® engine and DT12™ or manual transmission built after September 2019. With bumper-mounted radar and windshield-mounted camera, Detroit Assurance 5.0 communicates information to the truck's brakes, engine, and transmission in real-time to help mitigate collisions and enhance driver safety.

The level of safety these systems add to even the most experienced driver is truly amazing. Active Brake Assist 5.0 (ABA 5.0), for example, fuses radar and camera technologies for increased confidence in object recognition.

The Detroit Assurance 5.0 camera system offers an additional layer of assurance and peace of mind with Adaptive Cruise Control (ACC) to 0 mph. ACC automatically adjusts cruising speed to maintain a safe, continuous following distance ranging from 2.3 to 3.5 seconds from vehicles in its lane ahead. ACC now works in stop-and-go traffic. If the vehicle in front comes to a



stop, the new Cascadia will also come to a full stop — 0 mph — and hold indefinitely. If the vehicle in front starts to move within two seconds, then the truck will resume moving at a safe following distance.

Detroit Assurance 5.0 can be upgraded with optional features such as Active Lane Assist (ALA) and Lane Departure Protection (LDP). These features are auto-enabled once speed exceeds 37 mph. The windshield-mounted, forward-facing camera detects the reflective paint and raised reflectors in lane markers. If the truck crosses those markers without the driver using a turn signal, a Lane Departure Warning will be issued first. An audible warning is sent through the corresponding speaker on the side of the truck that crosses the lane marker, along with a visual warning on the instrument panel. If the truck continues to drift out of its lane, it will be actively steered back into its lane.

Additional optional safety features with Detroit Assurance 5.0 include Lane Keep Assist (LKA), Side Guard Assist (SGA), which detects objects in the truck's blind spot, and Intelligent High Beam, which automatically switches to low beams when it detects the headlights or taillights of another vehicle, as well as city lights.

The well-being of everyone on the road is the driving force behind constant safety innovation at Freightliner. Yet there's also a financial component as well for drivers and truck owners. The Centers for Disease Control and Prevention (CDC) Foundation found motor vehicle crashes cost U.S. employers \$25 billion per year*. Even a minor collision can negatively impact your bottom line with unplanned expenses including repairs, lost productivity, missed deliveries, replacement vehicle rental, and towing totaling \$10,000 to \$20,000 per occurrence. Consider these realities when spec'ing your next truck with a collision mitigation system.

There's never a substitute for cautious driving, even with all of these many safety features. There is no doubt, however, that they make life a little bit safer and more manageable for everyone on the road. That's the result of putting as much effort into helping trucks stop, keep their lanes, and help to mitigate accidents as you do in keeping them moving forward powerfully and efficiently.

Of all the technology in Freightliner trucks, safety is the highest tech priority.

**Experience Detroit Assurance® 5.0 Virtual Reality at
Our Mid-West Truckers' Show Booth (Booth I) – Feb. 7-8, 2020!**



Drink Lots of Water

Water is what helps your body work to remove toxins and heal. Sip water throughout the day to ease bathroom stops and reduce the urge to drink sugary, calorie-laden beverages.



Keep It Moving

Instead of parking as close as possible, use the opportunity to get some extra steps in to keep your blood circulating. A brisk walk each time you stop and some stretches will help keep your mind and body sharp.



Toss Back a Multivitamin

Look for a quality multivitamin that is gender-specific and high in Vitamin C, D, B complex, and omega 3 to ensure your body is getting what it needs.

Health Tips for Truckers

6 Simple Ways to Stay Sharp on the Road



Smart Snacking

Convenience foods often leave us craving more so make a grocery stop for some smart snacking options. Carrots, celery, bananas, grapes, apples, and fiber-rich foods are good for your body and are filling options.



Sleep!

Pull out all stops - earplugs, white noise machines, masks, whatever it takes to try and recharge.



Relax with a Hobby

Mental breaks from the stress of being behind the wheel will help your well-being. Reading, blogging, or craft activities can break up the monotony and help you unwind.

2019 FLU SEASON IS HERE.

Are **YOU** ready?

HOW DOES A FLU VACCINE WORK?

Flu vaccines cause antibodies to develop in the body about two weeks after vaccination. These antibodies provide protection against infection with the viruses that are in the vaccine.

WHO SHOULD BE VACCINATED THIS SEASON?

Everyone 6 months of age and older should get a flu vaccine every season. Vaccination to prevent influenza is particularly important for people who are at high risk of serious complications from influenza.

WHEN SHOULD I GET VACCINATED?

CDC recommends that people get a flu vaccine by the end of October. Getting vaccinated later, however, can still be beneficial and vaccination should continue to be offered throughout the flu season, even into January or later.

7 PREVENTIVE ACTIONS to **STOP** the spread of germs.



1

Try to **avoid close contact** with sick people.

2

While sick, **limit contact with others** as much as possible to keep from infecting them.

3

If you are sick with flu-like illness, **CDC recommends that you stay home for at least 24 hours after your fever is gone** except to get medical care or for other necessities.



4

Cover your nose and mouth with a tissue when you cough or sneeze. After using a tissue, throw it in the trash and wash your hands.



5

Wash your hands often with soap and water. If soap and water are not available, use an alcohol-based hand rub.

6

Avoid touching your eyes, nose and mouth. Germs spread this way.



7

Clean and disinfect surfaces and objects that may be contaminated with germs like flu.

SOURCES:

<https://www.cdc.gov/flu/consumer/prevention.htm>
<https://www.cdc.gov/flu/about/season/current.htm>



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TROY

The Troy and Corporate teams collected school supplies for the Hamel Jaycees to distribute amongst multiple local elementary schools for students in need. They also collected coat donations for Warner's Warm-Up. Former St. Louis Ram, Kurt Warner, and his wife, Brenda, lead an annual coat drive to help thousands of men, women, and children

who struggle with poverty in our region. TCI customer, Operation Food Search, leads the collection and distribution efforts to get the coats to those who need them most through their network of school social workers, social service agencies, and shelters.

TCI also donated the use of our box truck to local scouts who collected 18,500lb of food during their annual Scouting for Food campaign.



GIVING BACK

COMMUNITY OUTREACH & CHARITY EVENTS

Most TCI locations recently concluded holiday charity drives for various great causes from Toys for Tots to local animal shelters and rescues. Here are some highlights of additional events besides our Christmas campaigns. We appreciate everyone's generous spirit!



MT. VERNON

The Mt. Vernon team gathered school supplies for the greater Jefferson County area Stuff the Bus program benefitting local children in need.



EVANSVILLE

Our Evansville team once again competed in the United Way Dodgeball Tournament. Team "Chuck Centers" retained their crown as Spirit Award winners. For the second consecutive year, that means the team raised the most additional funds to support early education programs in the community.



ST. LOUIS

Our St. Louis team hosted lunches for the St. Louis Metropolitan Police Department's North Patrol. The North Patrol is comprised of the 5th and 6th Districts that are in and around our facility. We hosted the 6th District as part of our team lunch and fed all three shifts so that no officer or team member were left out. We also hosted the 5th district at the North Patrol station for all 3 shifts. We also handed out TCI tumblers to the officers, sergeants, lieutenants, and captains as part of our appreciation for the job they do each and every day for our team and our city!

The STL team also rallied together for a coat drive supporting the St. Patrick Center. The St. Patrick Center provides opportunities and resources towards building self-sufficiency for those who are homeless or at risk of becoming homeless in St. Louis. Way to stuff the box for a great cause!



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RIDE OF PRIDE 2019

TRUCKS WITH SPIRIT

Every year since 2002, the DTNA Cleveland Truck Plant has designed and built trucks decorated with one-of-a-kind graphics highlighting the history and heroism of America's military men and women. The idea came from Freightliner shift manager and Vietnam War veteran Ed Keeter as a way to honor the U.S. military and has since grown into an impressive fleet of "Ride of Pride" tractors.

The Ride of Pride is a specific route driven to honor veterans that includes appearances at military-themed events including participation in Operation Rolling Thunder during Memorial Day weekend to 'Ride to the Wall'. Multiple fleets including Schneider National, Crete Carriers, Gully Transportation, Cargo Transporters, Werner Enterprises, and others have these military-embazoned trucks integrated into their fleets. The trucks participate in everything from parades to military funerals plus haul freight. Following their debut year, the trucks are often still called upon for special service like delivering wreaths to national cemeteries.

Schneider National doesn't assign its "Ride of Pride" tractors to just any driver; rather, Schneider drivers who are military veterans or active service members may apply for the opportunity to pilot one of these mobile monuments. Over 28% of Schneider drivers are eligible for this patriotic perk. Other fleets implement the program in a similar tone recognizing the driver is a key brand ambassador for their company and military.

For 2019, Cleveland TMP produced two Ride of Honor tractors in addition to the pair of Ride of Pride units. Each of the trucks were dedicated to a specific theme and fully wrapped with custom graphics from Hyperformance Graphics of Conover, N.C. All four trucks carry The Ride of Pride/Ride of Honor seal, a Blue Star to honor family members serving in the Armed Forces during any war, and a Gold Star to represent a family member who died during military operations. The Cleveland TMP plant family that produces these special vehicles consists of 206 Blue Star and 16 Gold Star families so the cause is close to their hearts.



2019 RIDE OF PRIDE / RIDE OF HONOR LINEUP

CARGO TRANSPORTERS INC. “Courage” Freightliner New Cascadia Medal of Honor and Purple Heart Recipients

Cargo Transporters tapped Derrick Whittle to pilot their Freightliner honoring Medal of Honor and Purple Heart Recipients truck that is part of the 2019 Ride of Pride fleet. Whittle is a U.S. Coast Guard veteran and he has been a part of Cargo’s Veteran’s Program since he was the first driver selected to wheel a ‘Pride’ unit in 2012. The founders of Cargo Transporters, Jack Brown and Forrest Pope, were both veterans as were Pope’s two sons so they have a strong top-down culture of respect for those who serve.

DAIMLER TRUCKS Freightliner New Cascadia Fallen Heroes: POW and MIA

This year, Daimler kept one truck to use solely for special appearances and event marketing so it can continue its mission all year long. Each of the major conflicts that the U.S. has had forces in since World War I is represented with the graphics of this special unit.

CRETE CARRIER CORP./SHAFFER TRUCKING “Overlord” Freightliner New Cascadia 75th Anniversary of D Day

Crete Carriers have their own custom veteran trucks that is over 25 units strong and dubbed the “Patriot Fleet”. Brian Puff, an 8-year veteran of the U.S. Marines, pilots this 75th anniversary of D-Day unit that will also join the Patriot Fleet. Each Ride of Pride/Ride of Honor truck was given sand from the beach at Normandy while at the Pentagon to carry on their journeys.

GULLY TRANSPORTATION “Golden Warrior” Western Star 4700 Unsung Heroes and LCpl Jeffrey D. Walker

Gully’s Western Star is dedicated to the “Unsung Heroes” of the military who help support the front lines and has a distinguishable Gold Star on the door to recognize driver, J.D. Walker, as a Gold Star Father. His son, Jeffrey, was killed in action during his 2nd Tour of Duty in Iraq in 2007. J.D. is also a U.S. Navy Veteran.



Truck Centers
Inc.

FREEDOM
is Never Free

Thank you to all who serve and have served.
Veteran Owned. Veteran Driven. American Strong.



Today we pause to honor the brave men and women who have made great sacrifice to protect our families, our country and our freedom.



Valerie Blanchard
James Bullock
Sam Bumgarner
Onis Harper
James Moose
Patrick Murphy
Ron Steinmeyer
Jeffery Westenhaber



Kenneth Abbadusky
Charles Adamson
Ron Adamson
Don Ashley
Billy Baker
Benny Bicanich
James Bradbury
Jerry Cameron
Kathy Cochran
Thomas Coryell
Charles Crowell
Anthony Darian
Ronald Donze
Dennis Faitz
Tom Fedak
Joshua Flatley
George Freeman
Michael Freeman
Gary Fultz
Rodney Golden
Michael Grawe
Dan Green

Jerry Grim
Milton Hopkins
Larry Hughes
Michael Klopmeier
Chris Low
James Martin
Terry McFain
Kenton McGrath
Keith Meyer
John Milcherska
Jonny Mills
Douglas Pennington
James Pennington
Wayne Peters
Corey Reynolds
Stephen Richardt
William Rinaldo
Michael Schneiderer
Francis "Skuby"
Skubiszewski
David Trotter
Corey White
Brad Yahl



Douglas Burgess
Wayne Christopher
John Coleman
James Crosier
Andrew Glover
Tim Harnetz
Brett Kneller
Andrew Little
Kenneth Nelsen
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
Joseph Braunagel
Robert Ferry
Joseph Gowen
Tim Haar
Douglas Jenkins
Charles Knierim
Donald Lawrence
Michael Pentecost
Keith Rhodes



Eric Morgan
Jordan Stagner
Sidney Throne



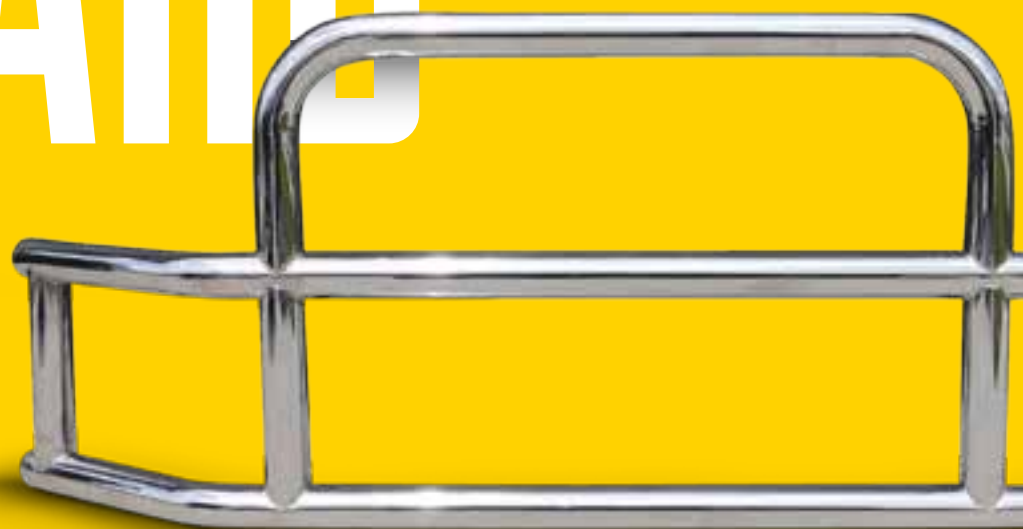
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HOW TO REDUCE THE BIGGEST EXPENSES IN YOUR FLEET

By Gary Schmidt

While it may keep the American economy running, trucking has never been the most cost-effective industry in which to operate. Even with more than 60,000 jobs to fill and a driver shortage expected to double in the next decade, expenses keep rising: from an average operational cost of \$1.59 per mile in 2016 to \$1.69 per mile in 2017 according to the American Transportation Research Institute (ATRI). That might not sound like much but given that the average truck travels approximately 116,000 miles annually, it adds up to an extra \$11,600 per vehicle just to maintain present service.

Maintenance and Repairs

It is no secret that fuel and vehicle maintenance costs are near the top of any trucking company expense sheet with fleets reporting average fuel costs of 43 cents per mile and average repair and maintenance costs of 16.7 cents per mile according to the ATRI. This comes to an average of nearly \$70,000 per vehicle, per year. Fortunately, fuel efficiency can be improved through regular, well-timed maintenance and inspections.

Fleet managers have access to an array of diagnostic solutions capable of monitoring factors such as tire pressure, engine functionality, miles driven, and even distinguishing between repairs that are needed immediately and ones that can be carried out whenever the truck returns to its home base, preventing costly tows and unplanned downtime. Having a connected vehicle can reduce service cost by 22% and increase up time by 6% by having real-time, actionable diagnostics data.

Businesses that use tools and solutions to help with pre- and post-trip inspections are able to identify potential issues before they become a crisis, which also goes a long way in saving money and time. In fact, fleet managers and drivers can reduce the processing time for inspections by more than 50% by simply shifting from traditional paper-based driver vehicle inspection reports to an electronic process. A well-maintained vehicle is a more efficient vehicle. And it is often less costly to make planned repairs at the terminal than emergency fixes on the road.

Inefficient Routes and Schedules

Effective fleet managers are often the unsung heroes of commercial trucking companies. Their ability to strategically schedule trucks on the roads is a key ingredient in providing faster, more efficient delivery services. Not only has this skill become even more important to a trucking company's operations, tools like electronic logging devices (ELDs) and a wide range of planning and scheduling software can be leveraged to assist them with their duties.

Managers have to balance improving service with improving the driver experience and reducing detention time. One survey of 257 carriers and owner-operators found that 63% of drivers spent more than three hours waiting at docking facilities and only 3% of those drivers reported receiving detention pay for at least 90% of their claims.

Fleet managers can do something about that by using the right resources. By teaching drivers how to use ELDs to report overlong detention times and collect the data needed to back it up, managers can not only improve their chances of collecting detention pay but identify which facilities to prioritize and which to avoid. An added bonus – more efficient route planning often means less fuel consumption.

High Driver Turnover

Even using the lowest estimate of 16% of a position's annual salary, the fact that an average truck driver earns \$40,000 per year means that it costs a minimum of \$6,400 to train a new employee. Meanwhile, the ongoing driver shortage demands that it is not only cheaper; but also, smarter for your business to retain your existing drivers.

So how can trucking companies and their fleet managers ensure turnover remains low? One fundamental method is bolstering training. By explaining how to work with, not against, the ELD standards and the importance of record-keeping, fleet managers can convey how things like recording and reporting detention time impact the bottomline for the company and drivers.

Gamification is another possibility. Many ELD solutions, combined with in-cab video, can track safe driving behaviors such as adhering to safe vehicle speeds. This feature can be used by employers to reward drivers who consistently stay within the speed limit or who complete the most safety training sessions in a quarter.

Route planning can play a critical role as well. Calculating routes that are closer to a driver's home so they remain near their families, matching specialized drivers with the routes that have critical need for their skills, and accounting for worst-case scenarios within the 14-hour limit can go a long way to improving driver morale and happy employees are the best recruiters for a company and see the company as valued partners in their career.

While these suggestions may seem obvious, it is often easier to continue with the same processes and actions that actually cost a business money rather than committing to small changes that can make a positive difference. As they say, growth occurs outside of your comfort zone. By investing in and leveraging the right technology and making a few behavioral modifications, fleet managers can save their organizations and drivers both time and money – which translates to increased uptime, productivity, and happier drivers!

Edited from original article featured in Fleet Owner (November 8, 2019). Retrieved from <https://www.fleetowner.com/ideaxchange/how-reduce-costs-most-expensive-areas-your-fleet>



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P/N: FKFRTL1B
M2-106 & M2-112
(2003-2020)
108SD & 114SD
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EVOLUTION 125 (2008-
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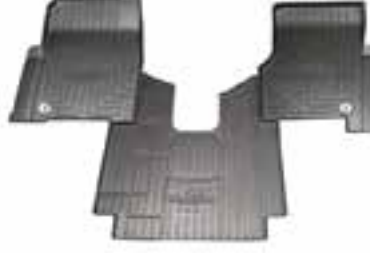
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M2-106 & M2-112
(2003-2020)
108SD & 114SD
(2013-2020) **\$145.99**



P/N: FKFRTL3MB
COLUMBIA (CL112,
CL120 (1999-2020);
CENTURY CLASS (CST112,
CST120 1997-2010);
CORONADO(CC114,
CC112, CC132 (2002-
2020) (MANUAL) **\$189.99**



P/N: FKFRTLCASCMB
CASCADIA 113 (2008-
2019); CASCADIA 125
(2008-2019); CASCADIA
EVOLUTION 125 (2008-
2019); CASCADIA
EVOLUTION 113 (2014-
2019) **\$189.99**



P/N: 103739
CASCADIA 126,116
(AUTO) **\$189.99**



P/N: 100865
CORONADO CC122 &
CC132 (2010-2016);
122SD (2013-2020)
(AUTO) **\$189.99**



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INSIDE TCI



PREPARING FOR THE NEXT GEN

Our Mt. Vernon and Morton locations recently hosted high school students as they learn about our industry and the various careers available. TCI-Mt. Vernon hosted four tours (99 students) from Woodlawn High School, Webber Township High School (Bluford), and two groups from Mt. Vernon Township High School to showcase the various roles that are necessary to operate a dealership

and the importance of what we do in the larger industry and economy. Students from the Woodford County CEO program learned about the business operations and various service offerings at our Morton location.

Hopefully, we sparked some genuine interest in a few of these young people! Interested in learning more about the careers available within our dealerships? Drop us a line to get in touch with our recruiter!



STEMCO TRAINING NIGHT

We were pleased to have a great turnout for our Stemco Training Night in mid-November at our Troy Training Center. Pat Boland from Stemco presented brake and wheel end training to 95 attendees from TCI and numerous customers. Attendees received a brake training certificate and enjoyed a catered meal. Thanks to our OPS, Customer Service Reps, Training department and Troy management team for their collaboration on making this event a success!

AURORA PARTS' NOVEMBER FEATURED DEALER

Truck Centers was honored to be recognized by Aurora Parts as their November featured dealer. We added Aurora to our lineup with the expansion of our trailer parts offerings after Matt Cox joined our Springfield team as a Trailer Parts Specialist.

"Truck Centers' dedication to their customers really shows in how they invest in hiring the right people and stocking the right inventory," states Mike Conley, Vice President of Sales at Aurora. "They have approached everything we've given them to get parts crossed, logistics set up, and system training with a professional and friendly manner. We have truly enjoyed our partnership with such a professionally ran organization during this first year and look forward to many more."



TCI LEADING THE CHARGE WITH IMPROVING CUSTOMER COMMUNICATION AND REDUCING DOWNTIME

Truck Centers, Inc. was one of the early adopters of Freightliner's Elite Support program to enhance operations and services to bolster the customer experience and reduce costly downtime. We continue to explore all opportunities that may exist to get drivers back on the road quicker since we understand minutes matter. Our service operations team forecasts 12-hour workloads and communicates between locations to help prioritize workflow and/or even transfer work, if necessary, to get customers on the road as quickly as possible. Congratulations to TCI-Mt. Vernon Service Manager Antonio Buckley on discussing various initiatives in use at TCI in the November issue of *Fleet Service Technology* magazine.

INSIDE TCI



FCCC OASIS DEALER OF THE YEAR

Freightliner Custom Chassis Corp. (FCCC) recently announced their Oasis Service Network “Dealer of the Year” recipients. We are proud of our Springfield team for receiving their first Oasis award for providing exceptional service to our FCCC customers. Congratulations TCI-Springfield on your Dealer of the Year distinction!



PATRIOTIC EMPLOYER RECOGNITION

TCI-Springfield was recognized as a “Patriotic Employer” by the Secretary of Defense for supporting employee participation in America’s National Guard and Reserve Force. This is a humbling honor as we fully support our military men and women. Thank you to Springfield technician Ian Mundstock for the nomination.



PROUD TO BE VETERAN-OWNED

We are quite proud not only to be a veteran-owned company but also have a workforce composed of 10% U.S. veterans. We unveiled a special window cling (above) that you will see on TCI properties as part of our continued support of our veterans. For the fourth consecutive year, we also recognized our military men and women as well as the TCI vets with special edition posters. Thanks to all who have served and continue to serve our nation!



CONGRATULATIONS TO OUR SIX LELAND JAMES AWARD WINNERS

Truck Centers, Inc. is honored to have six veteran members of our sales force recognized as 2018-2019 Leland James Elite Award winners. Freightliner’s most recent class of “Elite status” winners were announced in late October. Ron Donze of TCI-Troy remains the only individual to earn this distinction every year since the program was founded in 2003 in honor of Freightliner Trucks’ founder, Leland James, to recognize and reward outstanding dealer sales professionals from the United States and Canada.

Recipients were selected for on-highway, medium-duty, and vocational sales success as well as total number of customers, conquest account achievement, and training certifications during 2018-2019. This year’s recipients from TCI are all veterans of the program.

ELITE TRIP WINNER
Ron Donze (TCI-Troy)

ELITE WINNERS
Justin Hopkins (TCI-Foristell/Morton/Troy)
Dave Klockow (TCI-Elkhart)
Jeff Osborne (TCI-Evansville)
Joe Switzer (TCI-Troy)
Trevor Yates (TCI-Troy/St. Louis)

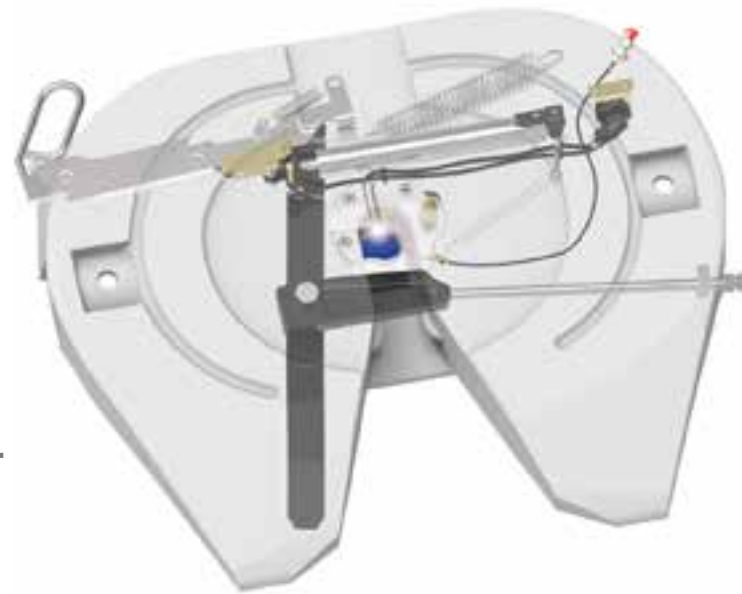
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“We are all proud of Ron and the other five Leland James Award winners. They are all veteran salesman and true professionals in every sense of the word, so it is no surprise they are once again recognized by Freightliner for their dedication to the brand and our mutual customers,” stated Mike Yates, TCI vice-chairman. “Thanks to our entire team for assisting before and after the sale for complete customer satisfaction and, of course, our customers for their trust and support.”

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JSK37USK Sensor Technology Sensor Coupling System

The JOST JSK37USK sensor wheel is built on our well established cab actuated air release product line with added sensor technology. The sensors in the wheel send a signal to a display in the cab providing additional confirmation to driver of a safe and secure coupling.



Features

- A visual lock indicator to confirm proper locking.
- An automatically engaging secondary lock to ensure security.
- A simple design for reliable coupling.
- Fifth wheel can be rebuilt in under an hour without taking it off the truck.
- Cushion ring in throat reduces wear on the kingpin and absorbs impact.
- A full size release handle for easy manual release.

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WORRY
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**2012
FREIGHTLINER
CORONADO
122 SD**

Detroit DD13, 450
HP, 10 Spd, 199”
WB, 432K Miles,
Stk# 136740



**2015
FREIGHTLINER
CA125
EVOLUTION**

Detroit DD15, 455
HP, 10 Spd, 72”
RR, 414K Miles,
Warranty Included!
On-Guard! Stk
#269113

**2019 MITSUBISHI
FUSO FE160**

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



**2015 FTL
CA125
EVOLUTION**

Detroit DD15,
455 HP, 9 Spd.
Converts To 13
Spd, 421K Miles,
Reman DPF,
Warranty!
Stk# 288767



**2014
FREIGHTLINER
CA125**

Detroit DD13, 450
HP, 10 Spd, 183”
WB, 270K Mi.,
Reman DPF's,
Wabco System,
New Drives,
Stk# 295916

**2016 FTL CA125
EVOLUTION**

Detroit DD15, 455 HP, 10
Spd, 72”RR, Espar Heater,
490K Miles, Wide Base
Tires, Stk# 192700



**2016 FTL CA125
EVOLUTION**

Detroit DD13, 470 HP,
DT12 Auto, 472K Mi., Well
Maintained Local Trades,
Stk# 196279



**2007
FREIGHTLINER
M2106 SPORT
CHASSIS**

MBE, 315 HP,
Allison Auto,
173K Miles,
Leather & Chrome!
Stk# 299508



**2012
FREIGHTLINER
CC122 SD**

Detroit 450 HP,
10 Spd, 199”
WB, 456K Miles,
New Clutch &
(10) New Tires,
Stk# 137030



2016 FTL CA125 EVOLUTION

Detroit DD13, 470 HP, DT12 Auto,
72”RR, 373K Miles, Local Trade,
Espar Heater, Stk# 196282

2015 FREIGHTLINER CA125 EVOLUTION

Detroit DD15, 455 HP, DT12 Auto, 640K Mi.,
Wabco, ECAS, Fridge, APU, New Drives,
Stk# 174881

**2015
FREIGHTLINER
CA125
EVOLUTION**

Detroit DD15, 455
HP, DT12 Auto,
Wabco, ECAS,
Fridge, Park Smart,
637K Mi.,
Stk# 179200



**2015
FREIGHTLINER
125 EVO**

Detroit DD15,
455 HP, DT12 Auto,
Optimized Idle,
Fridge, TV, 436K
Miles, 6X2,
Stk# 178265



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- Direct Replacement - a like-for-like model replacement for a specific torque rating
- Additional 1-year warranty when included in a Reman Bundle*

CHOOSE **FLEX REMAN** FOR:

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- Same day/next day shipment from our 15 logistics centers with no truck-down premium
- Additional 1-year warranty when included in a Reman Bundle*

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- Rebuilt with Genuine Eaton components and verified to Eaton's demanding standards

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Eaton Reman Transmission

+

Eaton Advantage™ Series or EverTough™ Clutch

+

Eaton-Approved Lubricant

=

3-Year/Unlimited-Mile Transmission Warranty AND an Additional 1-year Clutch Warranty*

*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.



BACKED BY
Roadranger
SUPPORT

KEEPS CABLES AT ARM'S LENGTH

X-TEND™

BY PHILLIPS

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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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!

 **Tonya Halberstadt**
82 reviews

★★★★★ 3 days ago

Very nice guys. Went above and beyond to fix our truck.

 **Bret Boyd**
Local Guide · 219 reviews

★★★★★ 3 weeks ago

They knew what they were doing and solved the issue when others couldn't. Very well received, they have a shower and a quiet room as well as a TV room. Great place. Very satisfied!!

 **Truck Trucker**
11 reviews


★★★★★ 5 days ago

Never had any problems. Good work and done when promised.

 **Gary Chapman**
2 reviews

★★★★★ a week ago

I experienced an issue with the Air brakes on my Freightliner Fleetwood Bounder en route from Toronto, Canada to Phoenix, AZ. Each and every member of their service team was exceptional. They showed professionalism, were nothing but helpful, informative and friendly. Any employer should be grateful and honoured to have such a great team.

 **kevin savers**
Local Guide · 67 reviews

★★★★★ 3 weeks ago

Had what I Needed waiting for me when I got there

 **Mike Clardy**
5 reviews

★★★★★ 2 weeks ago

Top notch service!!! Got in the shop and fixed up in the same day!!! Friendly people with a great work ethic!!!

 **Paul Seward**
3 reviews

★★★★★ a week ago

Very friendly people. Didn't get exactly everything I wanted because they have to order to have next day. Everything else was great. Just didn't have time to wait for next day. Possible easy fix and is still under warranty so I'm not mad. I'll get it done before I go on days off. Would recommend them!!! 👍

 **Jade Collins**
1 review

★★★★★ 2 weeks ago

Had a turbo issue they got right on it and got us back on the road and running very nice people to work with!

 **Michael Walsh**
Local Guide · 56 reviews

★★★★★ 2 weeks ago

The parts guys always take care of you. Had to add another start after my last visit.

 **Mike Clardy**
5 reviews

★★★★★ 2 weeks ago

Top notch service!!! Got in the shop and fixed up in the same day!!! Friendly people with a great work ethic!!!

 **Joseph Frazier**
6 reviews

★★★★★ a week ago

Was there several days for an electrical issue. The entire staff was courteous and professional. The Techs were knowledgeable. Being able to relax in drivers lounge and even take a shower was a plus. If I ever need repairs while in the St Louis/Troy area this facility will be my first choice.

 **James Hodges**
9 reviews

★★★★★ a week ago

Clean, friendly, have showers and free laundry. Nice place to have work done.

 **JL**
Local Guide · 59 reviews

★★★★★ 4 weeks ago

Amazing professional staff! Josh Shields went above and beyond as well as the tech on night shift. I had questions and they both explained things to me and were helpful. I learned a lot from them. Being a solo driver now without my husband with me driving over the road it's nice to have someone willing to take the time to teach me a few things. I'm grateful for the insight on maintenance. They took care of my equipment as well as got me on the road safe and sound. The facility is very nice and clean. The drivers lounge is awesome, and they are pet friendly. It's all the way around nice place if you have to be down at a shop. Everyone has an opinion, but for me in 9 years of doing this all together this was by far the best I've ever been treated. Thank you again Josh for the help. I really appreciate your kindness, as well as the gentleman that helped go over my brakes. Sorry I didn't catch his name. Best wishes to you all. Sincerely Jennifer Lambert Had to wait for my company to release a PO so I was able to get the other names. Thank you Ms Monica for your kindness and candy 😊 Thank you Ms Julie for your kindness I really appreciate what you did for me as well. The gentleman that helped me was Zach the tech you all are amazing people ❤️❤️❤️

 **Jordan Long**
Local Guide · 654 reviews

★★★★★ a month ago

Super cool place, everything a truckers needs while he/she may be down for any reason. This place is the best, with the best staff also.. thank you all for getting me back on the road fast, and making it super comfortable too.

 **Dimitar Papucharov**
3 reviews

★★★★★ a month ago

Very good truck center. Fast and good customer service and Braden is the best

 **Gary Khach**
Local Guide · 91 reviews

★★★★★ a month ago

Good service they did the job earlier than they told it will be done.

 **Jordan Long**
Local Guide · 654 reviews

★★★★★ a month ago

Super cool place, everything a truckers needs while he/she may be down for any reason. This place is the best, with the best staff also.. thank you all for getting me back on the road fast, and making it super comfortable too.

 **jeremy shingleton**
Local Guide · 29 reviews

★★★★★ a month ago

This truck centers works fast! Came in at 1300 truck was done by 1800 my clock says it was sitting for 1 hr 30 min while i was snoozin in the drivers lounge. I came in with a 25% derate issue with loss of power and wouldnt go over 55. If your having truck problems this is the place to be. In and out. Dont get to comfortable while drinking coffee and free cookies.

 **Lynn Martin**
3 reviews

★★★★★ a month ago

Received friendly, knowledgeable, expert service on my 2019 Sprinter Chassis RV. Clint knows what he's doing. See him if you have a Sprinter.

 **Mike Hunt**
1 review

★★★★★ a month ago

Friendly staff great parts and service highly recommend

 **Miodrag Damjanovic**
Local Guide · 24 reviews


★★★★★ a month ago

Night Manager night crew they are awesome this place it's awesome really fast good service awesome awesome

 **Robert D**
3 reviews

★★★★★ a month ago

This Freightliner store is best on all repairs ...not only for area I'd say the region ...at least 9 states as haven't been repaired in few in US ...all repairs take while but the mechanics n staff to notch always....thank you for all you do and or any n all help ...Robert D driver

 **Ross Anvary**
2 reviews

★★★★★ a month ago

Got D rated near St. Louis called them, they said come in I was in the shop shortly after and was taken care of under warranty. The whole ownership and ENTIRE staff is first class Coffee, popcorn, hot dogs in lounge as well as shower.

 **Saidahmadkhon Saydamatov**
15 reviews

★★★★★ a month ago

That's what I am talking about! Excellence is dominant in this place. Friendly staff, fast and efficient service, comfy environment? You name it!



Susan M Davis
Local Guide · 78 reviews

★★★★★ a month ago

Fantastic service. I've been to several freightliner's and have never received such great service. These guys got our RV in early and diagnosed the problem when 2 other Freightliner dealers failed.

They got the parts in quickly and came in under the estimate by several hundred \$\$ and got the work finished quicker than expected.

Everyone was very nice to us and their customer waiting room was great. They even had dog kennels available for use and free washers and dryers and not the cheap bottom of the line machines but really high end machines. Free hot dogs and popcorn as well as doughnuts in the mornings really helped make waiting with 4 kids more bearable.

Best service I've ever received at a Freightliner anywhere.



Taylor Brown
Local Guide · 14 reviews

★★★★★ a month ago

Facilities are always clean, the staff is friendly and on point. I would recommend to my friends and family for service.



B.E.
2 reviews

★★★★★ 2 months ago

The place is clean and friendly and service is timely and on point



Silvija Morrow
7 reviews

★★★★★ 2 months ago

Awesome place to get your truck worked on. Had repairs done in Hagerstown MD and was told they replaced parts that they didn't. Truck Centers of Troy IL found and replaced the smashed wiring harness in less then 1 day. This will be my go to dealer from now on !!



steve eagle
12 reviews

★★★★★ 2 months ago

Great service,Was worried my truck wasn't performing Regen in middle of a load after injectors job somewhere else , They were very professional to have connect my truck to computer diagnostics & assured me that me truck is doing fine & just let me go. Awesome people



Caliper Collie
Local Guide · 11 reviews

★★★★★ 2 months ago

Awesome service and amenities



Donnie Luke
8 reviews

★★★★★ 2 months ago

In my years of driving, I've never met such a professional and courteous crew. It was a very pleasant experience from the parts counter all the way to the service techs. Although I hope to stay out of shops, I will be back when I need some work done.



ED H
Local Guide · 176 reviews

★★★★★ 2 months ago

Josh was very professional and polite. I appreciate the level of service i received



Jackie Sanzone
Local Guide · 34 reviews

★★★★★ 2 months ago

Seem to do a through job and very helpful staff.



Joe Farren
1 review

★★★★★ 2 months ago

Super team effort as soon as my truck was towed in. On Labor Day no less! The great attitude of the techs and service advisors and parts guys as well ! Truck is being worked on now and without delay. Feel very confident the work is getting done right. Right on to Jim for getting right to the source of the problem and giving me your attention to explain everything and sharing info on my truck previous to my ownership.



Kathleen Gravois
18 reviews

★★★★★ 2 months ago

Did an Awesome job of getting truck repaired.



Ryan Thayer
6 reviews

★★★★★ 2 months ago

Man I love this place. Jeff Stern did a fantastic job! Really appreciate your dedication in customer service!! Thanks again!



Matthew Kunz
1 review

★★★★★ 2 months ago

Saved our trip!! This place has the best service and customer service I've experienced and we travel all over the nation for work. Monica is the best!! Awesome lady! She took care of us from start to finish. Hard to meet quality people like they have here. The work done on our rig was top notch and done right. You can tell they care about their work and the people coming in. Not to mention an amazing waiting room with recliners, big screen TV, showers, snacks, laundry and you can bring in your dog. After being on the road for days this was perfect. All that aside, they do great quality work and actually make sure it's done right! Thankyou guys so much!!!



Matthew Riffel
7 reviews

★★★★★ 2 months ago

Friendly staff and good service!



Nelson R
Local Guide · 41 reviews

★★★★★ 2 months ago

Helpful staff with a willingness to help



Perry Long
Local Guide · 78 reviews

★★★★★ 2 months ago

Ive been to Several Freightliner Facilities , nothing against the others because they were all Friendly But this one in St.Louis is the place to be if you had to wait. Very Very humble Staff who makes you feel at Home. Gen Manager (Jim Pennington) is the one that really made my Stay a Pleasant one. 😊



Ryan Brewer
2 reviews

★★★★★ 2 months ago

I blew a radiator hose 12 miles up i57. Called everywhere else and they wanted a fortune for a piece of hose and drop it off. Truck centers let me pay through the email thing they use. Sent me 11 gallons of antifreeze and a hose and had a mechanic drop it off on his way home. Big help for an owner operator like myself. Highly recommend these guys to anybody.



Leonard May
1 review

★★★★★ 2 months ago

Very professional. I was in and out in 4 hours - Doser valve went bad. Repaired under warranty. My truck was done faster than my laundry - free wash and dry - yeah!



Thomas wright
Local Guide · 131 reviews

★★★★★ 2 months ago

Got written up first thing in the morning, back on the road in a few hours. Professional staff, clean facilities, and fast service doesn't get better than that.



Tom Kuehl
Local Guide · 41 reviews

★★★★★ 2 months ago

Awesome service! Had a truck having def issues at 2am. Called and service was upfront saying it would probably 8 or 10am before they could start. Put truck in at 530 and driver was done at 10:30am. Will use again for any issues on wester star or freightliner trucks!



William Reichert
Local Guide · 39 reviews

★★★★★ 4 weeks ago

Decent prices, friendly service.



ROLLING RASPBERRY
19 reviews

★★★★★ 5 days ago

Service department was absolutely amazing!!!!



kevin savers
Local Guide · 67 reviews

★★★★★ 3 weeks ago

Had what I Needed waiting for me when I got there

Welcome to
TRUCK CENTERS, INC.

Please rate today's experience. Date 10-01-19

	Excellent	Good	Average	Needs* Improv.
1. Speed of Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Friendliness & Courtesy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Cleanliness of Facilities	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Overall Experience	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Departments Used (Circle One):
Service Parts Sales Body Shop

*We continually strive to give you, our customers, the BEST service in a friendly and professional manner. We appreciate your evaluation of how we meet our goal. If you are in any way dissatisfied, we want to know! Please ask to see a manager to resolve your concern immediately.

Comments or Suggestions I'm a very
demanding person & know
it's difficult to work with sometimes
Although your team was Excellent & fast
Name Howl Transport the Coach
Company Name URS Martinez Thank You

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- Edit payment options
- Make payments and payoffs
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THE SAME FAST, FRIENDLY SERVICE
THAT YOU EXPECT FROM TCI...
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TCI'S MOBILE SERVICE LOCATIONS

Champaign (217) 685-0660

Decatur (217) 877-0152

Effingham (217) 836-0636

Fairview (309) 620-6954

Foristell (314) 240-3163

Hudson (309) 397 3208

Mt. Vernon (618) 316-2718

South Bend (574) 286-1979

Springfield (217) 525-1280

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ASK THE TRAINER:

OPERATION & MAINTENANCE

ESPAR MANUFACTURES TWO DIFFERENT TYPES OF DIESEL-FIRED HEATERS - THE AIRTRONIC AND THE HYDRONIC. BOTH ARE STAND-ALONE SYSTEMS THAT CAN ALSO BE COMBINED WITH A PARKED HVAC SYSTEM. THE AIRTRONIC HEATER IS ONLY CAPABLE OF BLOWING HEATED AIR IN THE CABIN FOR DRIVER COMFORT. HOWEVER, THE HYDRONIC COOLANT HEATER ACTS LIKE A HOT WATER FURNACE HEATING THE COOLANT AND CIRCULATING IT. THIS ARTICLE WILL FOCUS ON THE HYDRONIC HEATER AS IT IS MORE COMMONLY USED ON FREIGHTLINER AND WESTERN STAR VEHICLES.

The Hydronic heater can preheat the engine, fuel, hydraulics, as well as provide supplementary heat. They are highly efficient and only use a small amount of the vehicle's fuel and energy to operate.



SYSTEM OPERATION

1. The operator turns on the heater via either an OEM control panel, Espar on/off button, or an Espar timer to control the start time. The key factor of the control is the fact it sends power to the heater on the yellow (signal) wire.
2. When the heater is started the following events take place:
 - a. The unit runs thru a 3 second diagnostic check.
 - b. The fan, coolant circulating pump, and glow pin come on.
 - c. After 60 seconds, the fuel pump starts pumping.
 - d. If the unit doesn't fire within 2 minutes:
The unit will cut the fuel pump and pause for 30 seconds. Then, the unit will attempt a 2nd start.
 - e. If the unit doesn't fire within 2 minutes of the restart attempt, a code 52 will be sent.
3. Inside the unit:
 - a. The fan provides air flow thru the combustion chamber.
 - b. The glow pin heats the atomizer in preparation for fuel.
 - c. The fuel is atomized and ignites.
 - d. The flame detector sees a temperature rise and turns off the glow pin.
 - e. The unit measures the input and output coolant temps via coolant temperature sensors inside the unit. When the heater meets 176 degrees, the unit will extinguish the flame and the circulating pump will continue to operate.

STAY WARM WITH ESPAR HEATERS



SYSTEM MAINTENANCE

1. **FUEL FILTER**
 - a. The fuel filter can be found in the inlet of the fuel pump. If this filter is plugged, it can cause a no-start condition.
 - b. A plugged filter may cause the heater to smoke during start-up due to repetitive start attempts.
2. **CHECK THE INTAKE AND EXHAUST PORTS**
 - a. Check for debris restricting the ports and clean if necessary.
3. **THE ATOMIZER SCREEN**
 - a. This screen is found in the heater after the ceramic igniter has been removed and can become plugged due to contaminated fuel
4. **OVERHEAT FAILURES**
 - a. Check the heater coolant pump for being plugged due to cooling system debris, replace pump if necessary.
 - b. There could also be an air lock in the system.
5. **CARBONIZED BURNER CHAMBER**
 - a. Caused by a restriction in the intake or exhaust port.
 - b. Fuel system with any kind of oil added.
 - c. Fuel system with improper amount of fuel additives in the fuel.
 - d. Short cycling caused by improper application or electrical power connections.



With the proper maintenance, your Espar Hydronic heater will keep you warm during cold weather conditions.

John Lamke
Training Department, Truck Centers, Inc.



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.

- CONVENIENTLY LOCATED 18 MILES FROM DOWNTOWN ST. LOUIS
- EASY ACCESS TO MAJOR INTERSTATES & ST. LOUIS LAMBERT INTERNATIONAL AIRPORT
- CLOSE PROXIMITY TO LODGING AND RESTAURANTS
- HANDICAP ACCESSIBLE
- FREE PARKING
- AUDIO/VISUAL EQUIPMENT AVAILABLE
- MODERN AND CLEAN FACILITIES
- HIGH-SPEED INTERNET & COMPUTER LAB
- 2 CONFERENCE ROOMS (1100 SQ. FT. & 512 SQ. FT.)
- DINING HALL & CATERING CAPABILITIES
- AVAILABLE FOR CONFERENCES, MEETINGS OR HANDS-ON SHOP INSTRUCTION



TRUCKCENTERSINC.COM

NOTE: After 10 no-start attempts, the Espar heater will lock to prevent further startup attempts. Proper diagnostic tooling is required for performing Espar heater repairs.

Continental
BATTERIES
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TRUE FLEET POWER



HD31/XHD31/HC31

Heavy Duty Performance and Powerful Value



**SUPPLYING YOU WITH THE
BEST BATTERY FOR EVERY VEHICLE IN YOUR FLEET**



D31YT



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Dual Purpose

ODYSSEY
Extreme
SERIES™

PC2150



Premium AGM
Pulse Cranking Technology

 **Trojan**
BATTERY COMPANY

MASTER DISTRIBUTOR

OVERDRIVE



Best In Class AGM
Legendary Cycling
and Durability



**NO MATTER HOW YOU GET FROM POINT A TO POINT B
WE HAVE THE BATTERY TO GET YOU THERE**