

TOWING & RECOVERY FOOTNOTES

Top Picks on
LOCKOUTS!
pg. 17

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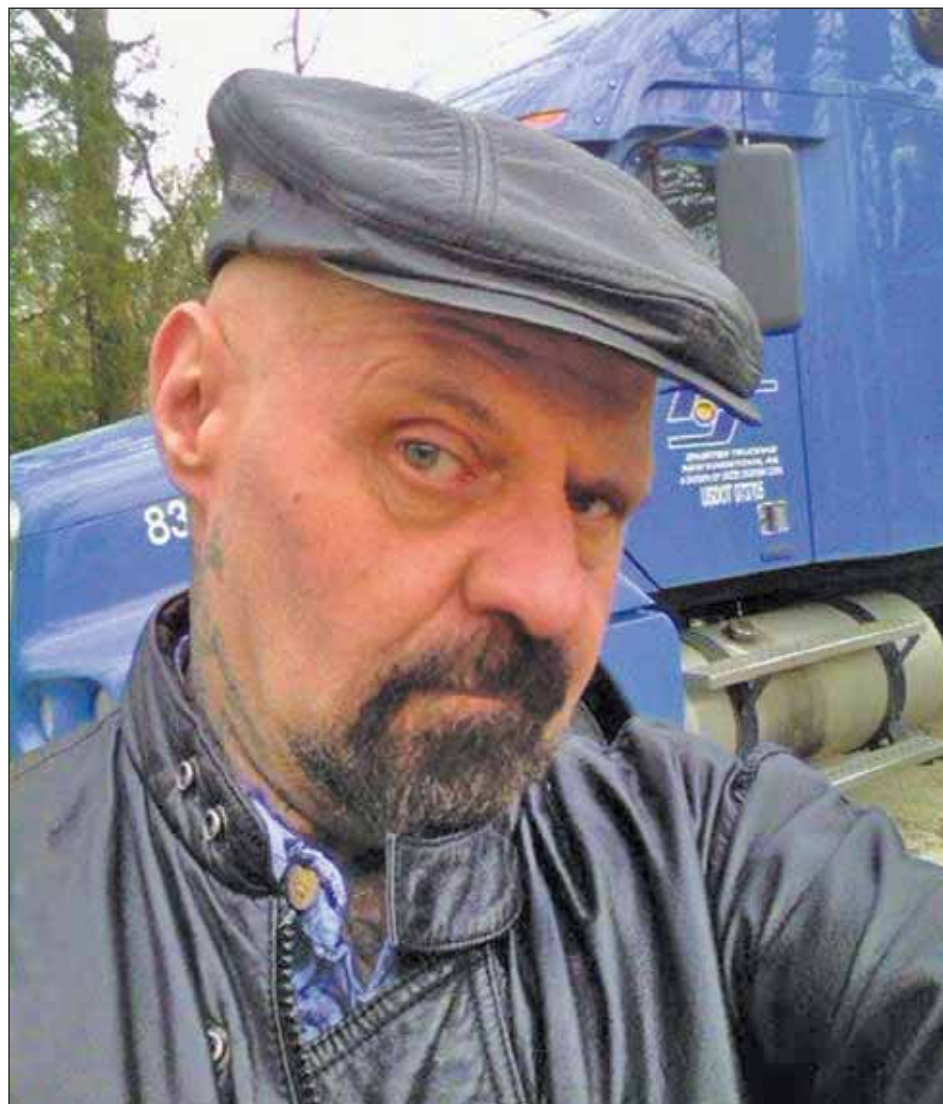
TRUCKERS on TOWERS

Big rig drivers and trucking insurers sound off about us

By Allan T. Duffin

How do truck drivers view the towing industry? On the average, quite favorably. "Today, many towers are better equipped to handle large tractor recovery," said Terry Fortner, associate vice president of claims for Nationwide Insurance. "This has allowed many recoveries without further damage to the truck or cargo." Truckers, insurance companies, and towers themselves all have thoughts on how to sustain and improve tow service to the trucking industry.

Scott Burrows, owner of Burrows Wrecker Service in Pendleton, KY, warns towers that keeping a good reputation can be an uphill struggle. Burrows believes tow operators should treat truckers with the same regard as all other customers. "Sadly, most customers remember only their most recent tow," he said. "You can do 10 good jobs for someone, and then make one mistake — chip one fender or bend one piece of trim — and you're the most inept person they've ever met. How those types of situations are han-



Thomas Wiles, aka "Trucker Tom," known for his podcasts from the road

dled is what defines a good relationship between towers and their customers."

Truckers Weigh In

Because a breakdown requiring a tow doesn't happen that often to individual truckers, drivers seem to remember their experiences with towers quite vividly. Trucker Mark Trail recalls a tow truck driver who got him back on the road at night on a dangerous highway. Trail was delivering equipment to the Peterbilt Motors Company when his rig gave up the ghost. "I had a tow truck

driver help me down in Texas just outside of Dallas," he said. "I blew my motor right on the side of the highway."

The loop around Dallas/Forth Worth was crowded with speeding traffic, so the tower got right to work. "He risked his neck to get my truck out of there, trailer and all," said Trail. "When we did get to the Peterbilt dealership in Fort Worth, he backed it up along a fence like a pro."

Trail said that despite the inconvenience of having a disabled truck, watching a tow truck operator in action was an enlightening experience. "I gained a

lot of respect for those guys because of the skill that driver showed."

A veteran trucker and dispatcher with over three million miles of road behind him, W.J. "Andy" Andrews writes about his experiences on his blog "Flat Tire" at www.19wheeler.blogspot.com. "For the most part," he said, "any experiences I've had with tow truck operators have been positive." Andrews recalls only two instances when towing service was less than satisfactory: when a careless tow operator damaged a truck bumper, and when another stopped to eat breakfast while his client waited for him to arrive on-scene.

Andrews has worked with a variety of towers over the years and has watched various types of equipment in use. "I've worked with operators who had radio-controlled booms and some who had old swing booms," he recalls. His most memorable tow involved an operator in North Carolina who used a World War II surplus tow truck.

Andrews previously worked for a company that delivered new trucks to dealers and fleets around the country. "In many instances the undecking was done with tow trucks," he said. "Some towers we dealt with were regulars that were very expert; others we had to guide through the process."

These days Andrews works a different job in the trucking industry. "As a night dispatcher," he said, "I've had to find a tow truck for a breakdown. I use a Service Locator and the Truckdown vendor locator (www.truckdown.com) as sources for information. In some cases when weather is bad, the wait can be long." Andrews added that truckers need to understand that towers are at their busiest during poor weather conditions, and adjust accordingly.

Pros & Cons

Thomas Wiles, known as "Trucker Tom," creates video and audio podcasts

See TRUCKERS ON TOWERS, page 4

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Towing & Recovery Footnotes CONTENTS

FEATURES

- Truckers on Towers1
- Top Picks17

SECTIONS

- Short Hauls11
- Gear Mart12, 13
- Shows & Demos27
- Tow Truck Trader28

COLUMNS

- Brainstormin3
- Truck Talk8
- The Laugh List15
- Tow Business20
- Recovery Notes24
- Sticky Situation27



The Poor Man's GPS

*There's a simple alternative
to the electronic kind*

By Stormin Norman Horton

With the economy slowing down and the media talking recession, it would be a good time to review your truck usage policy. Do you let your drivers use your trucks as personal vehicles? Do you require them to come into the yard and pick the trucks up? Do you have some type of policy between these two extremes? Do you even have a policy?

We did not let our trucks stay in the yard unless they were being worked on. We didn't require our drivers to hang out in the yard waiting for the next call. Since ours was a 24/7 business in a small market, we felt that in between calls our drivers should be able to spend time with their families and be allowed to do whatever was needed on the home front. However, we did not want our drivers chasing all around using our vehicles for personal matters unless we were on our two-week rotation and response time was critical.

That was our policy at any rate. Do you have one? Well, if you do not, then you are (1) setting yourself up to be taken advantage of, and (2) your drivers will not have a clue where they stand in regards to what you consider the proper and improper use of your tow trucks. So you should set a policy, but then, how do you check on the use of your trucks?

A Real GPS

Well, if you have the cash you can purchase a GPS system for your trucks, pay the monthly fees, and track the trucks in real time or increments of time on your computer. Not only that, but you can check speed and have a bread crumb trail showing the routes taken and get a detailed report on the use of each truck. Some of the systems will even let you know when the PTO or the light bar is turned on, which will help you determine when tows are being made and if any side jobs are being done. You can get a number of other read-outs from the engine that can be relayed back to you.

*"You will
have written
information
that should match"*

There are also GPS systems that will passively track the position of your vehicles. These GPS units can be downloaded (either manually to the computer or by a low-power transmitter that transmits the info to a key, then to your computer) when a truck enters the yard. This allows you to look at the truck's driving patterns after the fact.

The Call Sheet

That is the kind of pattern I am talking about. Your driver is not going to come to you and tell you these things. But there is a very simple piece of paper that you can draft on your computer, print off, and give to your driver that will tell you these things so you can determine the patterns of usage. It is a call sheet.

Any number of things can be on that call sheet. It can contain vehicle information, directions, condition of vehicle, or whatever you can dream up that will prove useful to you. The most critical thing is to have times and mileages. It needs to have on it the time the call is received, the roll time, arrival time, hook time and/or departure time, drop time, and return to yard or home time. It should also have a mileage reading for the above times (leave yard, arrival, depart scene, drop, and return time).

With those times you will be able to tell if there are any problems because you will have written information that should match what you dispatched to your driver. If the call sheets have a 100-mile gap, then it is very possible that there were some extracurricular activities going on.

Another Way

What if you do not get all the call sheets turned in? Well, there is another way to look at the puzzle: that is

See BRAINSTORMIN, page 4

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BRAINSTORMIN

continued from page 3

by breaking down your P&L to a cost per truck. If truck number 29 is a rollback, and for every \$100 you earn you spend \$15 on fuel, then a pattern will develop.

A pattern develops with your call sheets in the same way. You can determine the average miles per call by looking at a recap of your call sheets. If you track the dollars spent on fuel and the amount of miles run on that truck in a month's time, you will get a clear idea of the truck's performance quota.

If most of those calls are short motor club calls and each call is averaging approximately 30 miles, then if all of a sudden your fuel cost as a percent of revenue goes from 15 percent to 30 percent and your average miles per call goes to 60, then you have a problem. Your "internal GPS" has just told you that truck is being used for a moonlighting towing business.

Now if your mileage is staying about the same per call and you go up to \$20 in fuel spent for each \$100 of revenue, it is one of two things. Either the fuel costs have gone up dramatically or there is a problem with the vehicle and it needs attention. But, at any rate, you have realized there is a problem in time to be able to do something about it.

So even though you may not have the fancy electronic GPS, there is always the Poor Man's GPS that will allow you to track what is going on with your trucks and your drivers. Just print out the call sheets and make their use part of your company policy! ☛

The views expressed in this column each month are the opinion of the author alone and do not necessarily represent the editorial position of this publication.

Stormins' Online Poll

Here's your chance to let towers know what's on your mind about the towing and recovery industry!

On Stormin Norman's website at www.stormins.com, you can vote (anonymously) on issues of interest to towing and recovery owners and operators everywhere – and then read about the results of the voting on Stormin's website and in *T&R Footnotes*.

Here's how you voted on a recent question:

How important is continuing tow education within your towing team?

Choice: **Percentage**

- Important; required by my team100%
- Though important, it is not required0%
- Not important to us; why is it needed?0%

Stormin invites you to visit www.stormins.com and vote on the next question...

TRUCKERS ON TOWERS

continued from page 1

from the cab of his truck as he travels around the United States. Wiles' experiences with tow truck drivers have been positive. The towing companies that Wiles has dealt with "tend to be small mom and pop operations," he said, "and their drivers tend to be friendly and efficient. When I'm home for time off, I pay to drop and park my trailer at a local towing company since I can't park it at home."

By contrast, Daniel Kupke, a truck owner/operator from Illinois, has faced difficulties in getting a tow. Kupke is currently working for a contractor in Iraq and needed his Peterbilt truck towed to Atlanta for some mechanical work after the holiday season. Unfortunately, the tower he contacted never called him back, and Kupke might need to drive the rig himself once he returns from overseas. He's surprised that a tower would turn down such lucrative business. "This would have been a big chunk of money for them," said Kupke.

Tower Burrows is saddened when he hears stories like Kupke's. "Our relationship with the trucking industry should be almost hand-and-glove," said Burrows, "because we're probably better identified as a trucking company with a specialized fleet." The things that concern trucking companies, said Burrows — highways, regulations fuel prices, equipment costs — are shared by towing companies as well.

Burrows points to the "price per pound" billing method as an example of how towers can confuse truckers.

New CDL Rules?

Commercial driver license applicants would be required to complete classroom and behind-the-wheel training from an accredited program under a proposed new federal rule announced recently.

Beginning three years after the effective date of a final rule, CDL or upgraded CDL applicants would be required to provide a valid certificate from an accredited truck driving program, the Federal Motor Carrier Safety Administration announced. The rule would not affect current CDL holders.

The training curriculum includes CDL safety regulations, vehicle operation, and safe operating practices, FMCSA said. The educational institution must be accredited by the U.S. Department of Education or the Council on Higher Education Accreditation.

For Class A CDLs for tractor-trailer drivers, the rule would require a minimum of 76 hours of classroom instruction and 44 hours of behind-the-wheel training, for a total of 120 hours.

For Class B CDLs (large box or van trucks) and Class C CDLs (hazardous materials or certain passenger-carrying vehicles), the proposed rule would require a minimum of 58 hours of classroom instruction and 32 hours behind-the-wheel training, for a total of 90 hours.

"Almost no trucking company understands price per pound, and towers do a very poor job in explaining it," said Burrows. "Although I do not use or recommend the PPP method, it works well for some recovery operators. It works even better if the customer is given a theoretical understanding of the rationale behind the formulas, and how those charges are fairly administered."

When a trucker is given an invoice for, say, 11.5 cents per pound and isn't schooled in how to read such a bill, "it does little to instill confidence in the recovery operator's customer service skills," said Burrows.



Trucker Mark Trail at home in his cab

Right & Wrong

The insurance companies have a different but just as helpful perspective on the relationship between truckers and towers. At Nationwide Insurance, basic transport claims are handled with little fanfare. "If the tow is requested, as the type requested to move a heavy truck to a body shop from a storage yard, our relationships and ability to receive accurate costs and detail is excellent," said Terry Fortner, associate vice president of claims.

On the other hand, when an insurance claim deals with recovery and cleanup of an accident scene, Fortner notes that at times, unfortunately, the relationship between Nationwide and certain towing services can become adversarial. For example, explains Fortner, towers' billing documentation is sometimes lacking in detail, causing difficulty for the insurance company as it attempts to verify charges. "As a result," laments Fortner, "we have found the need to use an auditing service to determine the viability of pricing."

Recent focus on ecological awareness has led to towers billing for environmental cleanup services. Again, the insurance companies ask for clearer documentation: "While we understand the need for environmental clean up as a result of fuel spills or type of cargo," said Fortner, "many times the towers cannot provide proper environmental cleanup documentation."

At the Ohio Insurance Institute, a trade association representing over 35 property and casualty insurance companies that operate in the state, staff members try to help people better understand insurance and related safety issues. According to Dean Fadel, vice president for government affairs, OII has dealt with solid, honest towers as well as unscrupulous ones. "We have received numerous examples from our members of charges for simple transport truck tows, some of which are over \$20,000 and covered a short distance," said Fadel. "Other dishonest towers

have included extra charges if it's raining or snowing or if a door on the vehicle being towed needs to be open or shut." Some companies have received invoices from towers in amounts that are over double what the vehicle may be worth.

Because OII assists truckers with problems, the organization receives more complaints than kudos, but Fadel is quick to praise the towers who do their jobs the right way. "Obviously there are good players and bad players in every game," he explained. "In Ohio, the good, honest towers are being lumped in with the bad ones. The honest operators need to speak out for proactive measures to bring professional standards to the industry and ultimately weed out the bad actors."

Details Needed

So how can towers help insurance companies process claims more efficiently? Fortner recommends that towers "provide details as to what was necessary, conditions, position of the vehicle, and difficulties in recovery and tow of the disabled vehicle." For large or complex recovery operations, Fortner adds that photographs of the recovery operation and the procedures involved would be a great benefit to the insurance companies. Most problems with insurance claims center around a lack of detail in billing, explaining why the amount of labor and equipment was needed to recover a disabled truck.

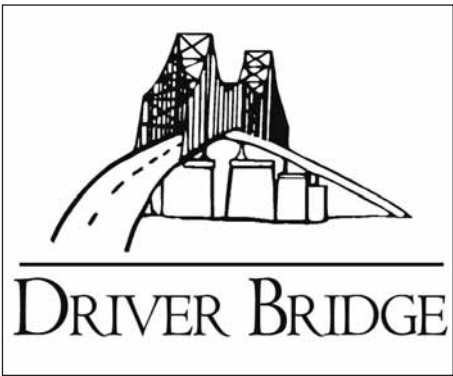
In addition, said Fortner, towers need to remember that if a claims specialist asks for more information, it doesn't necessarily mean that the insurance company is questioning the validity of the bill. To the contrary, "it may mean that we simply do not have enough information to make an evaluation," he explains.

"We want to provide the best service to our customers," said Fortner, "and pay the fair and appropriate payment for services rendered." Providing detailed and accurate billing and information will go a long way toward

Oshkosh Name Change

Oshkosh Truck Corporation, a leading designer, manufacturer and marketer of specialty access equipment, commercial, fire, emergency and military vehicles and vehicle bodies, announced the change of the company's name to simply Oshkosh Corporation. The name change will not affect the company's NYSE stock ticker symbol nor change its management and policies. Events and programs are scheduled throughout 2008 to roll out the company's new corporate identity re-branding initiatives.

Oshkosh Corporation manufactures, distributes, and services products in four segments: Access Equipment, Defense, Fire & Emergency, and Commercial under many brand names including Jerr-Dan and Oshkosh Specialty Vehicles. For more information, see www.oshkoshcorporation.com



Driver Bridge, a trucker recruiting service

helping insurance companies handle claims for recoveries involving big rigs. Fadel offers additional advice: "Be honest and reasonable." Added Fortner: "It's really helpful if towers see us as a necessary partner to keep our shared customers on the road, instead of an adversary looking to reduce their invoices unfairly."

View From The Cab

Truckers also have some helpful hints for the tow operators they see on the road. Trucker Jimmy Frost, a company driver for 16 years, notes that good communication with the customer is a must. "Sometimes the tower would say he'd be out there in an hour or two," recalled Frost, "but then three or four hours go by, we're sitting on the side of the road and don't have a clue about when the tow truck would get to us."

Frost recommended that tow truck drivers keep in touch if their schedules change: "If you say you're going to be there in an hour, be there in an hour,"

Debbie Martin

he said. "Please keep us in the loop." Frost said that safety departments of trucking companies are sometimes faced with towing rate structures that are highly suspect. "They know the equipment is expensive and the liability coverage is expensive," explained Frost, "but sometimes the towers are profiteering." In one instance, Frost recalled an overturned big rig in Ohio costing around \$27,000 to recover. But he noted that, in general, many tow truck drivers are former truckers, and that there is a healthy respect between the two groups.

Trucker Mark Trail recommends that towers keep their CB radios turned on. "There are plenty of times when a truck driver is in a jam," he said. "It would be a big help if we could reach out to tow trucks by CB."

Debbie Martin, director of operations for Driver Bridge LLC, a recruiting service in Nashville, TN, searches out and screens applicants for large trucking companies. "At Driver Bridge, we have noticed that drivers of tow trucks eventually want to move into other areas of the transportation industry," said Martin. "However, tow truck drivers seldom realize that they must have tractor-trailer experience along with the tow truck driving to qualify by many company standards. A driver must have 'combination' experience."

Without a blended resume, Martin said, the only true qualification a tower will have is a Class B license. Martin also noted that many trucking companies

See TRUCKERS ON TOWERS, page 6

Four Highway Heroes

The four finalists for Goodyear's 25th annual North America Highway Hero Award are two professional truck drivers who dove into chilly, murky waters to pull victims to safety in separate incidents, a Canadian driver who made a lightning-quick decision and paid the ultimate price to save others, and a New Mexico driver who rescued a pregnant woman from a brutal attack after she was run over by her boyfriend's truck.

Rick Tower of Yreka, CA, Richard Filiczowski of Bountiful, UT, the late David Virgoe of Innisfil, Ontario, and Ronnie Greene of Regina, NM, were the finalists for trucking's most prestigious award for heroism.

On March 27 at the Mid-America Trucking Show in Louisville, KY, the win-




Ontario's David Virgoe died to save others

ning driver will be named the 2007 Goodyear North America Highway Hero at the Truck Writers of North America (www.twna.com) annual banquet. He will receive a \$10,000 U.S. Savings Bond, a plaque, and a specially designed ring; the other finalists will receive a \$5,000 U.S. Savings Bond and plaque. For more on the program, go to <http://www.goodyear.com/truck/news/hero.html>



Richard Filiczowski with his wife, also a trucker



















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			 <p>FRESH PAINT 2002 LEDWELL 35 TON, Hyd. Beaver Tail, Pony Motor</p>

TRUCKERS ON TOWERS

continued from page 5

have stringent requirements due to Department of Transportation requirements as well as insurance company audits.

To keep a driver marketable within the industry, Martin recommended that drivers work part-time for a temp agency to keep their tractor-trailer experience fresh, make use of combination vehicles if their company has them, and keep criminal and driving records (including those for personal vehicles) as clean as possible. Professionalism, appropriate dress, grooming, and good manners also go a long way, added Martin.

One Voice

Burrows said that the towing industry should be able to speak with one voice, similar to the trucking industry, which has umbrella organizations like the American Trucking Association, Owner-Operator Independent Drivers Association, and, in his home state, the Kentucky Motor Transport Association.

"Tow companies should also consider joining their state's motor carrier association," adds Burrows. "How better to network with new customers and service existing fleets?" Better yet, said Burrows, towers can not only get certified and trained by the Towing & Recovery Association of America and WreckMaster, but also join a motor club like the California State Auto Assoc-

iation, which teaches customer service techniques.

Going after unscrupulous towers will also improve the relationship between truckers and towers. "We as towers need to continue to force those who charge indiscriminately and unfairly to be accountable for their behavior," said Burrows.

The legal side agrees. "Just like tractor-trailer drivers, tow truck drivers are professionals," said Michael Jeffcoat, an attorney in Lexington, SC, who represents professional drivers as part of his casework. "That's the bottom line. As professionals, tow truck drivers are usually held to a much higher standard than the average driver of a non-commercial vehicle."

"In the legal system," said Jeffcoat, "whoever has a hand in creating a potential danger is required to protect against that danger. Tow truck drivers need to not only be good drivers, but they need to be rested and in good physical and mental condition so that they can properly do their job."

Finally, maintaining strong friendships with truckers pays off in the end. Burrows recommended that towers consider a client visit or a trucker "care package" sometime during the year, and not just during the holidays.

"The praises are from those trucking companies who have had the good fortune to be served by a provider that gives them exceptional service," said Burrows. "They are quick to tell anyone soliciting their business that 'their' tower will remain their tower until one or the other goes out of business." ❖

Truckers' Cost Concerns

Progressive, a leading commercial auto insurer, provided these results of a recent survey of truckers, including towing owner/operators:

The top business expenses of most concern to those in the trucking industry:

- Fuel costs: 69 percent
- Vehicle costs: 33 percent
- Vehicle maintenance: 30 percent
- Employee wages: 29 percent
- Vehicle Insurance: 26 percent
- Technology upgrades: 12 percent

The most important issues facing the trucking industry are:

- Fuel costs: 66 percent
- Hours-of-Service Rules: 9 percent
- NAFTA: 7 percent
- Half of all truckers say technology upgrades and electronically shared driving logs rank at the bottom of their list of important issues.

Although the majority of respondents say fuel costs are the business expense of most concern (69 percent), when asked how they've responded to these costs, 41 percent say they've done nothing.

Many truckers reported taking steps to deal with the cost of fuel and it seems that the type of truck they drive influences the steps they are willing to take:

- Tow truck drivers are most likely to downsize staff (36 percent), while tractor-trailer drivers are least likely (16 percent)

- Tow truck drivers are most likely to extend their work day (21 percent), while light and local truck drivers are least likely (12 percent)

- Tow truck drivers are the most likely to take fewer vacation days (14 percent), while light and local truck drivers are least likely (5 percent)

- Dump truck drivers are most likely to reduce fleet size (25 percent), while tractor-trailer drivers are least likely (14 percent)

- But dump truck drivers are least willing to brown-bag it for lunch (8 percent), while tow truck drivers are most willing (14 percent)

Regardless of the type of truck, it seems that less is more. Surprisingly, fuel costs are of most concern for companies that own one vehicle (52 percent) and of least concern for companies that own four to nine vehicles (6 percent).

What's the alternative? The majority of truckers (81 percent) say they don't use any kind of alternative fuel to power their equipment. Of those who do use alternative fuels, biodiesel is the most common (11 percent), followed by ethanol (6 percent) and natural gas (3 percent). Solar energy is least likely to be used (less than 1 percent).

The Progressive Group of Insurance Companies is the country's third largest auto insurance group. Progressive offers its products through more than 30,000 independent insurance agencies throughout the U.S. and online and by phone directly from the company. To talk with an agent, go to www.progressive.com

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TRUCK TALK

Lucky Truckers

ECTTS treats its customers like kings of the road

By Cyndi Kight

Waiting around while repairs or maintenance work is done to your truck can seem annoyingly endless. That is, unless you find yourself in the drivers' lounge at East Coast Truck and Trailer Sales (ECTTS) in Portsmouth, VA. "I drove (over the road) for awhile," said President Barry Rudiger, "and it's nice to go to a place to relax and have something to occupy your time while your truck's getting worked on."

The upstairs waiting area, decorated in the company's colors of deep red and gray and featuring shiny hardwood floors, overlooks the shop's 18 work bays. From the birds-eye vantage point, customers can literally look over the mechanics' shoulders. If customers tire of that, they can view a show on one of Direct-TV-enabled televisions that line the room's far wall in front of a row of black leather recliners.

Over-the-road drivers can also get caught up on their email at one of the five computer stations with free Internet

access. Or they can get caught up on some chores. "We have free laundry," pointed out Mark Hinchman, who handles Chevron and Dynamic sales for the company.

If clients would rather play than work, a full-size pool table is at their disposal and, Hinchman added, popcorn and hot dogs are cooking all day. "This gets you a little more comfortable when you've got a multi-thousand-dollar truck out there," Hinchman noted.

Repeat Business

General Manager Jamie Miller said that paying attention to customers' needs and wants and adapting to them has been the key to the business' growth since its establishment in 1996 as East Coast Auto Transport. "That's what gets us repeat business," he stated.

Miller, 33, has been with the company for 11 years. "We started out with three transport trucks," he explained. In 2000, a 12,000-square-foot shop and 4,500-square-feet of office space were built. In

June 2006, the company celebrated a re-grand opening after a major remodeling that included the addition of a parts department, a shop expansion, and the creation of the upstairs drivers' lounge and offices. Last July, the company became redefined as East Coast Auto Transport and East Coast Truck and Trailer Sales.

Outside on the lot, "We have 10 acres of trucks and an over-eight-million-dollar inventory," said Hinchman. In addition to Chevron and Dynamic wrecker bodies, ECTTS is a dealer for Cottrell and XL Trailers. "We specialize in stocking things that a lot of people don't."

Inside, the 3,000-square-foot parts showroom on the building's main floor also carries the red and gray color scheme of the customer lounge accented with chrome, steel, and diamond-plate. Racks of components, from everyday supplies to GPS satellite systems to stereos, are displayed throughout. "We have an extensive parts and shipping department," Hinchman said, "and we take pride in pricing ourselves competitively."

According to Hinchman, the shop is also geared to the needs of their customers and employs approximately 35 mechanics. "We have 18 bays, including two detail bays with gas-heated water," he noted. Fifteen of the bays can accommodate vehicles up to 75 feet in length, Hinchman noted, and there are three overhead cranes. "Every bay has full lift capabilities for trucks." Additionally, ECTTS offers alignment and frame services.

Expansion Plans

The company is always looking to expand further, Miller said. Last year, the ECTTS line was augmented with two new setups: a sign shop for simple lettering jobs to full wrap-arounds, and a fully-stocked mobile parts unit. The 48-foot NASCAR-style parts trailer had its first major debut in Baltimore during the 2007 American Towman Exposition in November. It is scheduled to be part of ECCTS's exhibit at the Florida Tow Show this month.

"And we have VIP events," stated Hinchman. "We give back." During the inaugural ECTTS Open House and Show & Shine last summer, \$5,000 in cash prizes was given away. "It's one of the only Show & Shines to give away money," pointed out Rudiger, who added that he would like to double the amount for a 2008 event.

The outdoor affair also became an opportunity to do some good for the towing industry. Robert West, president of the Chesapeake, VA-based West Service Center, sold chances for a 50/50 raffle from his display at the event. He raised \$1,135 with half going to the winner and half going to the International Towing & Recovery Hall of Fame and Museum's Survivor Fund.

Hinchman, who helped coordinate the event, anticipated that the Show & Shine will improve and grow each year, much like ECTTS itself. "When we see something that someone's doing well," he said, "we try to do it a little bit better."

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Hinchman and Miller in the company's 3,000-square foot parts showroom on the main floor of the Portsmouth, VA-based business.



ECTTS general manager Jamie Miller and ECTTS salesman Mark Hinchman try out the full-size pool table, just one of the features of the company's upstairs customer lounge.



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SHORT HAULS

Industry people, news, shows, awards, and more

By Cyndi Kight

Email your company press releases, news items, and other information to the editor at bcandler@traderonline.com with any available photos and art.

Aircraft Recovery School. Aircraft Recovery Solutions is offering an Aircraft Recovery Training Class in Boise, ID on May 15-18. This course is designed for towing operators who are interested in tapping into the market of aircraft recovery and transportation.

The Aircraft Recovery School will teach students how to get the job, how to do the job and how to get paid for the job. Enrollment is limited to the first 17 students. For more info go to www.airplanerecovery.com or call 1-800-376-7114.

\$44M Invested In URT Recapitalization. In early February, Allied Capital Corporation announced that it had invested \$44 million in secured lien debt in the recapitalization of United Road Towing (URT), Inc. URT is a portfolio company of Milestone Partners, a Philadelphia, PA-based private equity firm.

Bittersweet News. A convicted drunk driver in MI received three to 15 years in prison for killing tow truck driver Paul Taras on April 20, 2007. Taras was on the side of the road changing a tire when the man ran off the road and struck Taras' flatbed truck. The flatbed was pushed forward, into the disabled vehicle, crushing Taras in between. Taras died on his 58th birthday. Read the *Daily Tribune* story at http://www.dailytribune.com/stories/012408/loc_n2001.shtml.



WTRAA Accepting Scholarship Applications. The Women of the Towing and Recovery Association of America or WTRAA are now accepting scholarship applications. Completed applications must be received by June 9 for consideration by the scholarship committee. Selections will be made by the end of June.

First awarded in 1990, the WTRAA scholarship has provided more than \$85,000 towards higher education. Monetary awards are made based on

the available interest and dividends earned on the principle balance of the scholarship fund, which has now reached \$215,000 through personal and corporate donations. "A contribution of any size has the ability to really make a difference in a young student's life," pointed out WTRAA Scholarship Committee Chairperson Stacey Tucker. Applicants must be a spouse, child or grandchild of a TRAA member or associate member in good standing. Additionally, applicants must have a minimum high school or college grade point average or GPA of 2.8 and demonstrate financial need and leadership qualities.

For more information and a downloadable application, visit the WTRAA page on the TRAA website (www.towserver.net) or contact Tucker at 360-479-7500. Donations and scholarship application packets should be mailed to Tucker at 130 Tweed Lane, Suite 2, Bremerton, WA 98312.

Everyday Heroes. Kudos to a Mt. Washington, PA tow truck crew who kept an SUV from rolling over after it slid on some ice. There were two people and a baby in the vehicle.

According to the *Pittsburgh Tribune-Review* story: "The SUV slid into a hillside at the bottom of [a street] and nearly tipped onto its roof before the crew members from MRS Towing ran to it and held it up by pushing against it. They then backed the tow truck into the vehicle to keep it upright. There were no injuries." Read the whole story at http://www.pittsburghlive.com/x/pittsburghtrib/s_549396.html.

In Michigan, four wrecker operators who work for Corrigan's Oil and Towing Service helped rescue a 12-year old boy from a snow groomer at a ski area. At the call of a fast-thinking firefighter who was at the scene, Jeff Adams, Jim Wilcox, Rob Shosey and Ron Riggs were summoned with their company's plasma cutter to get through the heavy metal pinning the boy's leg. Read the story by Rick Fitzgerald at http://blog.mlive.com/rickfitzgerald/2008/02/four_cherers_for_corrigans_hero.html.

Amazing Escape From Death. Canadian tow truck driver Joe Topuschack of Big Rig Towing is one lucky guy. During a side-of-the-road call



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274013-2007 Freightliner Columbia 455HP Detroit 12.7L, 10 Sp., 2,000 miles, Air Ride, New Jerr-Dan HDL500/280, 25 ton Wrecker

278321-2007 Ford F650 5.9L, Automatic, Air Ride, 19.5S, Jerr-Dan 21' Alum. NGAR, Jet-Stream Amber Beacon 4 Rotators, Bed Mounted Headboard, Electric Shift PTO, 48 Stainless Toolbox door, Rear Work Lights, Winch Tensioner and Roller Guide, 8000 lb Ramsey Worm Gear Winch, 3000 lb Wheel Lift w/Standard L Arms.

283351-2007 Kenworth T300 315 HP ISC Cummins, 10 Sp., Air Ride, Air Brake, 22.5S Jerr-Dan MDL320/110 Integrated boom 16 ton Wrecker 150" CA.

280817-2002 International 4300 DT466, 6Sp. Both fresh, 140,000 miles, 19.5s, Simulators, Holmes 552 Frameforks, and Push Bumper

280980-1982 International 4300 Wrecker Holmes body with Zack Wheel Lift, 50,000 lb. Deck Winch, Cummins 400 HP Engine, 13 Speed, Dual 50 Gal. Fuel Tanks, 255" W.B.

102640 - 2003 Chevy 6500 Century 21' Steel w/Removable Rails, 8000 lb Winch, 3500 lb Wheel Lift, Wheel Sim., Warning Lights

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With the ability to haul six to seven vehicles, or up to eight with the optional head rack, Miller Industries' Titan transporters are ideal for hauling vehicles for auto auctions, car dealers, and leasing companies. The Titan loads and unloads in a fraction of the time needed for conventional auto transports, plus owners can utilize their existing tractor for other applications, such as a sliding axle trailer or detachable towing unit, which translates into extra profits. For more information visit www.millerind.com online or contact the nearest Titan Dealer.

Rollback Sidewinder

The Rollback Sidewinder Company (www.rollbackssidewinder.com) builds the side-pulling equipment of the same name. The company's Rollback Frame Simulator permits the unit to be custom-fitted to a buyer's current truck. The Rollback Sidewinder is made of heavy A-36 steel. Tough ductile iron feet (74 pounds each) with 30 teeth to grip the roadway work great on ice as well. The cable enclosure holds 300 percent more cable so that on side pulls cable can be wound on one side without binding.



The Rollback Sidewinder

The HD 9000 model is powered by a 9000-pound Warn planetary winch. The winch can be adjusted at high pressure and the lift arms at low pressure or anywhere in between – a feature which few hydraulic systems have. The wireless remote control has an operating range up to 200 feet.

Liquid Filter

Liquid Filter targets and eliminates odors at the source, actually cleaning the air. The product has demonstrated impressive results in eliminating odors, dust, and other pollutants down to .001 micron. Liquid Filter removes airborne pollutants by attracting and holding airborne particles, neutralizing and cleaning the air.

Liquid Filter is easy to use in homes, offices, vehicles, pet areas, smoky areas, locker rooms, musty basements, and anywhere else that air quality issues and odors exist. Spray it on furnace filters to treat the air in a home or office. It is effective in cars, trucks, boats, and RVs by spraying into vehicle vents and air filters. Liquid Filter is 100 percent environmentally safe. Visit www.GoZBiZ.com



Liquid Filter

Race Recovery

Miller Industries' 2008 Race Recovery Program kicked into full speed with the start of the first NASCAR Nationwide and Sprint Cup Series races of the

year at Daytona International Speedway. Saturday evening at the conclusion of the race activities, a barbecue was held in the Miller compound for race recovery volunteers and guests. At the beginning of the evening, Ruth Landau of Fryer's Towing, Dennie Sorenti of *American Towman*, and Marci Gratziana and Angela Roper, both of O'Hare Towing Services, sold Survivor Fund wristbands and raffle tickets for one of the limited edition bronze Miller Industries diecast race carriers. Later, Randy Olson, VP of Marketing for Miller Industries, announced the winning ticket and the fact that more than \$1,000 had been raised for the Survivor Fund through the generosity of the group. For more information on the Survivor Fund, visit www.thesurvivorfund.com

Tools & More Tools

Enco announced the release of its Enco 2008 Master Catalog. This year's catalog contains over 60,000 items, including 18,000 new products. Inclusions in the new book include branded cutting tools from Iscar, OSG, Atrax, and Precision Twist Drill, as well as 3M abrasives, raw materials, measuring, hand and power tools, machine tools and accessories. Experienced Enco Tech Associates do everything from help customers select machines to assist them with

replacement parts. The Machinery Operation & Parts manual is online at www.use-enco.com, Enco's web site where customers can create an account online, check order status, and track shipments. Call 800-873-3626 to place an order; 24-hour service is available for orders or catalog requests online at www.use-enco.com.

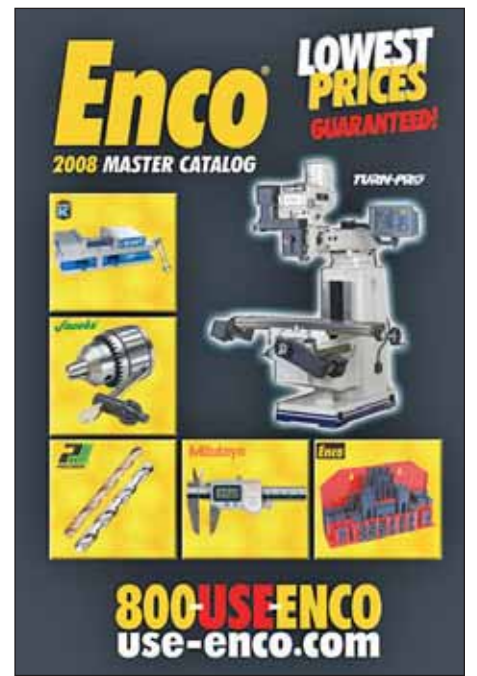
DipStick Tech

The IntelliStick dipstick replacement sensor technology was developed for the commercial trucking industry. Intellistick allows both



The IntelliStick dipstick sensor

independent and fleet operators to monitor the condition of their truck's engine oil in real time, thereby minimizing downtime and the costs of premature or unnecessary oil changes, while increasing awareness of their equipment's condition. Winner of *Popular Mechanics'* "Editor's Choice Award" during the 2007 SEMA Show, the IntelliStick



Enco's 2008 Master Catalog

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system was developed in conjunction with the U.S. military for the diesel Humvee. The system monitors oil condition by measuring the additive conditions and oxidation/acid buildup in the oil, while continuously scanning for water/coolant and fuel intrusions.

The dipstick sensor communicates with any Microsoft Windows-based Bluetooth-enabled PDA, cell phone, or laptop resulting in an easy-to-read, continually updated graphic picture of the actual state of the engine oil. The IntelliStick is compatible with most gasoline- and diesel-engines. Call 888-812-5988 or visit www.intelli-stick.com



The ride-on Stringo 700

Famek AB

There are many situations where cars need to be moved with a power source other than their own engine. The Stringo 700 ride-on vehicle mover, developed by Swedish technology company Famek AB, can operate continuously for six hours on a single charge, so it can be used for an entire shift without having to stop for charging.

Capable of moving vehicles up to five tons, the Stringo can shift vehicles far heavier than a private car. Famek claims that the Stringo is the first car mover where the operator can sit comfortably and safely and steer the equipment with a mini-steering wheel.

The vehicle is held in place on the Stringo by hydraulic arms. There is a telescopic adjustment to allow for variations in the distance between axles and the front or rear of the vehicle. It is powered by an electric motor and traction batteries. The Stringo is in use in more than 35 countries. See www.stringo.se or call Famek AB in Sweden at +46 612 280 00.

Mighty Putty

Whether you use it for your truck, car, boat, or RV, Mighty Putty is a powerful bonding epoxy stick that can help you fix minor problems. Mighty Putty bonds and repairs to almost any surface, including metal, glass, PVC, wood, wall board, ceramics, tile, concrete, and more. Mighty Putty is available at Target stores nationwide. For more information, call 215-867-8600 x269 or visit www.MightyPutty.com

Aero Bright For Mack

Hendrickson Bumper and Trim recently introduced the Hendrickson Aero Bright (HAB) bumper for Mack CH, CHN and CHU trucks. With style, durability, and reduced weight, Aero Bright provides a mirror finish in a dent- and corrosion-resistant material.

In 2006, an Aero Bright bumper earned the People's Choice Award and an Automotive Award during the annual Thermoforming Conference of the Society of Plastics Engineers (SPE). It went on to earn one of five "blue ribbon" finalist positions for SPE's Automotive Division. For more information, visit www.hendrickson-intl.com or call 800-356-6737.

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Grab-A-Card is a new way to distribute your business cards without having to hand them out yourself. It attaches right to your truck or car for passersby to grab.



Hendrickson's Aero Bright bumper

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Off-Road Recovery

Another product from the Rollback Sidewinder Company is the Off-Road Recovery Device, which quickly attaches to all skid steer loaders. This is perfect for winching jobs that can't be reached with 4WD wreckers.

The device weighs approximately 1,400 pounds and is designed to plow into the ground with the 46-tooth blade and then rotate the two ductile iron feet, which have 30 teeth each, down to the ground, forming a stable base. It is powered by the buyer's choice of 9,000, 12,000, or 15,000 pounds Warn planetary winches with 100 feet of cable, special hooks, and chain. The device is equipped with side rollers and a bottom roller, which allow for loading and unloading objects over sideboards or fences. 



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SHORT HAULS

continued from page 11

to assist a semi, he narrowly missed being mowed down by not one — but two — other tractor trailers.

The first one slammed into the disabled truck, knocking Topuschack and the truck driver over. As soon as they got up, they barely had any time before a second semi collided with the tow truck. Just before the wreck, Topuschack dove under his truck and managed to roll away to safety.

Read the full story at <http://www.canada.com/reginaleaderpost/news/story.html?id=2a345fae-49f0-48fd-b24b-6699b22fd162&k=45047>.

***“He missed
being mowed
down by
two tractor trailers”***

Fruit Salad, Loose Change and a Wurst Case Scenario. Here are three interesting recoveries done by towing companies lately.

When the driver of a fruit-filled tractor trailer swerved to avoid a deer, the load ended up all over the

road in Charlottesville, VA. Quote of the day: “I think [the load] consists of grapes, honeydew melon, bananas, cantaloupe and pineapples, but it’s all fruit salad now,” said Larry Sipe, of Charlottesville Wrecker Service, as he helped a crew of day laborers clear the road.” The deer was unharmed. Read the whole story at http://www.dailyprogress.com/servlet/Satellite?pagename=CDP/MGArticle/CDP_BasicArticle&cid=1173354542367&c=MGArticle.

After losing control and sliding down an embankment in Canada, a semi dumped a load of newly-minted 2010 coins. Intriguing word of the day: numismatist. Used here: “Towing crews and police were still at the crash scene Friday afternoon, after a long night guarding the precious cargo from potential looters or unscrupulous numismatists.” According to www.dictionary.com, a numismatist is someone who specializes in collecting numismatic items, especially coins. Read the whole story at <http://www.canada.com/theprovince/news/story.html?id=60ff1b9d85ad46dc-9241-1c8a3dc46163&k=75439>.

En route to Penn State, the Oscar Meyer WeinerMobile took a spin off the highway and into an embankment in Pennsylvania. Dave Kurzejewski of Costy’s Truck and Auto Mart was called to rescue the off-roading hot dog.

Laugh of the day: Read George Osgood’s *Star-Gazette* story at <http://www.stargazette.com/apps/pbcs.dll/article?AID=/20080211/NEWS01/802110323/1001/ARCHIVES>.

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Walt Phillips

***“Now I’m all rigged up
to tow those electric cars!”***

The Laugh List

Corporate Chuckles

The stagnating economy is on everyone's mind these days, including the big corporations that are considering joining together via mergers or acquisitions to reap economies of scale and improve their bottom lines. We've heard rumors that the following corporate mergers could be happening sometime soon:

- Xerox and Wurlitzer are combining to make reproductive organs
- Fairchild Electronics and Honeywell Computers are forming a new company called Fairwell Honeychild
- Polygram Records, Warner Brothers, and Keebler are merging under the name Poly-Warner-Cracker
- The W.R. Grace Co., Fuller Brush Co., Mary Kay Cosmetics, and Hale Business Systems merged company will be called Hale Mary Fuller Grace
- 3M and Goodyear's new unified operation will be called MMM Good
- John Deere and Abitibi-Price will become Deere Abi
- Honeywell, Imasco, and Home Oil will merge under the name Honey Im Home
- Denison Mines, Alliance, and Metal Mining will become Mine All Mine
- Grey Poupon and Yu Manufacturing will be called Poupon Yu
- Knott's Berry Farm will acquire the National Organization for Women and call the new company Knott NOW
- Zippo Manufacturing, Audi, Dofasco, and Dakota Mining will merge as Zip Audi Do-Da
- Motorola will acquire Enron and change its name to Moron



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 <p>Ford F650 Super Cab 260HP Auto w/Chevron 21' Steel Carrier</p>	 <p>Ford F550 Ext. Cab Diesel Auto w/Chevron Renegade Twin Line Wrecker</p>	 <p>Ford F650 Super Cab 260HP Auto w/Vulcan 21' Steel Carrier</p>
 <p>Peterbilt Model 335 315HP 10 speed w/Chevron 30' Steel IV Car</p>	 <p>Ford F650 Super Cab 260HP Auto w/Extreme Magna Pro Star & Chevron 21' Alum Carrier</p>	 <p>Kenworth T300 315HP 10 speed w/1016 Medium Duty Wrecker</p>

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2006 GMC C65500, DURAMAX, AUTO, LOADED CAB WITH A 21' VULCAN STEEL CARRIER, FIXED FAIL, STRAPLESS WHEEL LIFT, 48" TOOL BOX. STOCK T4281



NEW 2006 PRE EMISSION GMC C5500, 19,500 GVW, DURAMAX, AUTO, LOADED CAB, WITH A CHEVRON 21' ALUM. CARRIER FIXED SIDE RAILS, WHEEL LIFT, TOOL BOX, (\$5,000.00 REBATE) STOCK # T4204



2006 C5500 DURAMAX, AUTO, LOADED CAB, 19,500 GVW WITH A VULCAN 882 WRECKER, 24" TUNNEL BOX, BOTH WITH STAINLESS STEEL OPTION, STOCK #T4492



NEW 2006 PRE EMISSION C5500, 26,000 GVW, DURAMAX 300 HP, ALISSON AUTO, LOADED CAB, WITH A 21'VULCAN ALUM. CARRIER, STRAPLESS WHEEL LIFT, FIXED RAILS, (2) ALL ALUM 48" TOOL BOXES, (6) CORNER STROBE KIT, LED LITES, PLYON PAINTED RED, (\$6,200.00 REBATE) STOCK #T4387



2006 GMC C5500, 300HP DURAMAX, ALLISON AUTO LOADED CAB, 19,500GVW, WITH A CHEVRON 21' ALUM CARRIER, REMOVE BLADE RAILS, 3500LB WHEEL LIFT, 48" TOOL BOX. STOCK#T4497



NEW 2006 PRE EMISSION, GMC C5500, 19,500 GVW, DURAMAX, ALLISON AUTO, LOADED CAB, WITH A 21' CHEVRON ALUM CARRIER, REMOVE BLADE RAILS, 48" TOOL BOX, WHEEL LIFT, (\$5,000.00 REBATE) STOCK #T4448



NEW 2006 PRE EMISSION, GMC C5500, DURAMAX, ALLISON AUTO, LOADED CAB, WITH A 21' VULCAN STEEL CARRIER, FIXED RAIL, WHEEL LIFT, 48" TOOL BOX, (\$5,000.00 REBATE) STOCK #T4186



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2000 CHEV, 3500 HD, 454 GAS, AUTO TRANS, 142,000 MILES, WITH A EAGLE CLAW SELF LOADER, SINGLE 8,000 LB WINCH, IN CAB CONTROLS, FIBERGLASS BODY, STOCK # T4291A



2006 GMC C5500, 19,500GVW, DIESEL, AUTO, LOADED CAB, WITH A 21' CHEVRON STEEL CARRIER, WHEEL LIFT, 48" TOOL BOX, STOCK #T4187



USED 1990 CHEV C60, 366 GAS, MAN TRANS, SHOW QUALITY CLEAN WITH A HOLMS 1200 TWIN LINE, WITH A ADD ON CENTURY WHEEL LIFT. STOCK #T4195B



1999 IHC 4700, 444E DEISEL, 75P MAN TRANS, 201,300 MILES, NEW FT RUBBER, 23,400 GVW, WITH A VULCAN 892, 84" CA, TOW SLING. STOCK # T5246A



USED 2004 CHEV, C6500, 3126, AUTO, LOADED CAB, 63,000 MILES, WITH A 21' ALUM KILAR CARRIER, REMOVE RAILS, WHEEL LIFT, 2 TOOL BOXES. STOCK #T4254A

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TOP picks

Servicing lockouts presents both challenges & opportunities

By Tracy Powell

It's a problem as old as the advent of the automobile – getting locked out of one's vehicle. And lockouts remain a problem that continues to require road knights with shining unlocking tools to come to the rescue. AAA notes that vehicle lockouts account for about 20 percent of the calls it receives for assistance every year.

Although Glen Mikel, the owner of G&S Service, a towing company based in Des Moines, Iowa, estimates that most people in emergency lockout situations tend to call the police or a locksmith before a tower, his company still responds to up to five such calls a day. "You've got to remember, we make a living off other people's misfortunes," said Mikel.

Lockouts increase in the winter because more people leave the car running to warm it up. Also, people tend to lock themselves out when it's snowing or raining because they are so distracted. And while it's true that many people accidentally lock their doors, several car models automatically lock the doors when the engine is running.

Many emergency calls are from frantic parents whose young children have managed to lock themselves, and often the car keys, inside their vehicle. For tots, car doors are apparently easier to lock than unlock.

"You have to keep up with the changes or you'll get left behind"

Freed For Free

Denver-based Road Runner Road Service's greatest number of lockout calls is for keys locked inside cars. Road Runner gives priority to cases of children locked or abandoned in cars, offering such unlocking services for free. Owner Maggie Rice told the Denver Post that she "got into this work because I thought I could help people. It's a service industry."

Her roadside-assistance company was recently awarded its seventh



That awful moment we've all shared

national award (in eight years) by *American Towman* for being in the top one percent in the country for customer service. Most of Rice's work comes from motor clubs such as AAA and others.

As with other emergency situations, responding to lockout calls can present the tower with unusual obstacles. Mikel recounts a time when a customer's dogs were locked in a car and the long-reach bar groping along the window became the dogs' target. "Every time we'd unlock the door, this terrier would jump up and lock the door again by standing on the button," Mikel said.

One of Les Koerner's most unusual lockouts involved an armored car. When Koerner, a contractor with Vermont's AAA, met the driver on a city street, he was told that he and the other driver were locked out because the locks malfunctioned. After Koerner mastered the lock and the drivers were on their way, another call came in. The same armored car's locks had malfunctioned yet again, and Koerner made a second call and fixed the problem again.

Transponder Issues

Automotive technology has changed quite a bit in the last couple of decades, including lock tech. Keys

now respond to embedded transponders, hidden chips that allow the car to correctly identify a matching key. Most modern car keys use a coded electronic transponder chip, which is read by the car's computer when the key is inserted in the ignition. Some manufacturers are now incorporating radio transponders in a crystal in the head of the key for the sake of secure entry. So high-tech are these keys that dealers charge \$100 to \$400 for replacements.

The downside of some of this modern keying technology is that drivers may no longer be able to call a tower or a locksmith to open their cars when locked out; instead the call may require a tow to the dealership. But new transponder programming tools are becoming available. Lockmasters, based in Nicholasville, KY, is one example of a company that carries transponder key code programmers and peripherals. Soon to be released is an ILCO-manufactured multi-vehicle transponder programming tool used by multi-make auto dealers.

For many towers and locksmiths, keeping up with automotive locks has become the top challenge because they are constantly changing. The new security measures on keys and locks are proof that locksmithing,

Some Sources

Here are a few of the many lockout tool manufacturers and distributors. Check out the offerings on their Web sites:

- **Steck Manufacturing Co. Inc.:** www.steckmfg.com
- **Next Generation Tool Co.:** www.nextgentool.com
- **Access Tools:** www.accessequipment.com
- **Best Tools:** www.besttools.net
- **Lockmasters, Inc.:** www.lockmasters.com
- **Pro-Lock:** www.pro-lock.com
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2006 335 PETERBILT, 315hp, Cummins, 9 spd, V50, 25 ton, 8LL trans, air ride, locking rear diff. 230"wb, alum wheels, 25 ton boom, 2-25,000lb. winches, 3 stage underlift, hyd rear spades, air winch free spools, air & elec hookups, 4 pr axle forks, chain end caps, 64,000 miles, stk#64503



2005 KENWORTH 1800, 475/550hp, Cat 18 spd, 295"WB, air ride, Jake, 20k steer axle, 20k pusher axle, a/c, dual polished alum tanks, dual stainless air cleaners, NRC sliding rotator 9240, 2-40,000 planetary winches, 2-boom mounted aux. winches, radio propert remote, 2 pr axle forks, auto leveling, code 3 amber light bar, lower work lights, air winch free spools, 25,000 actual miles, stk#101322



1994 GMC TOPKICK 7500, 3116 Cat, automatic, spring susp., 195"wb, 33,000 lb gvw, odometer shows 357,000 miles, Holmes 16 ton, 16 ton boom, 20,000 lb winches upgrade, 3 stage underlift w/tilt, manual rear spades, spring hanger adapters, winch free spools, amber light bar, lower work lights, 6,000 lb. l-arms, #stk503103



2004 MACK CH613, 460HP Mack engine, 13 spd trans, 304"WB, 60" raised sleeper, Jakes, ac, alum wheels, air ride, 52,000lb. GVW, dual alum fuel tanks, Century 5130 25 ton boom, 2-25,000lb planetary winches, 129" 3 stage underlift, 156" CA alum body, Code 3 MX 7000 strobe light bar, air winch free spools, led marker lights, 8 pr axle forks, alum tubular pylon, tail-board remote, docking lights, stk#018886



1998 KENWORTH T800, N14 460hp Cummins, 13 spd trans, 303" WB, 54,000lb. GVW, air ride, 24.5 alum wheels, dual polished alum fuel tanks, dual chrome exhaust, a/c, Century 5030T25 30 ton boom, 2-25,000 lb winches, air winch free spools, air cable tensioners, 35,000 lb, underlift, hyd rear spades, code 3MX 7000 light bar, 5 pr axle forks, air & elec hook ups, upper floods, lower work lights, tunnel tool compartment, steel light pylon, 628,000 miles, stk#749048

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1998 FREIGHTLINER, 400hp 3406 Cat, 13 spd, 276" wb, engine brake, odometer shows 247,000 mi., dual chrome exhaust, set back front axle, air ride, alum wheels, a/c, new Century 5130 alum, 25 ton boom, 2-25,000 lb winches, air winch free spools, alum tubular light pylon, MX 7000 strobe light bar, 180" alum body, Hella underlift lights, tailboard remote, hyd rear spades, upper & lower floods, Stk#959750



2008 DODGE 4500, 6.4 Cummins, auto trans, p/w, pl, 15,000lb GVW, ac, am/fm/cd stereo, stainless steel sims, tilt, cruise, Vulcan 882, 8 ton boom, composite modular body, 2-8,000 lb. winches, Ramsey level winders, 2 insert tool boxes, remote winch free spools, Whelen light bar, led bed lights, pop up dollies w/alum axles, stk#125855



2008 DODGE 5500, 6.4 Cummins, auto trans, p/w, p/l, cruise, ac, AM/FM/CD stereo, stainless steel wheel sims, sliding rear window, Vulcan 19' alum, 8,000lb winch, stationary Cab protector, MX7000 light bar, dual controls, lower worker lights, 48" tool box, independent wheel lift, led bed lights, stk#123929



1988 INTERNATIONAL 7200 S MODEL, 315hp Cummins, 9 spd trans., 122K miles, ac, spring susp., 292" WB, drivers air susp. seat, Jerr-Dan 500-280, 25 ton boom, 2-25,000lb. winches, 3 stage underlift, 4 pr. axle forks, air winch free spools, hyd. rear spades, Code 3 light bar, air and elec. hookups, 1997 model body, stk#535491

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1992 PETERBILT 379, 425hp, 3406 Cat, 15 spd trans, 311"WB, 11R24.5 alum wheels, dual chrome exhaust, dual stainless air cleaners, 1997 Jerr-Dan 25 ton, 25 ton boom, 2-25,000lb winches, 3 stage underlift, composite body, air winch free spools, wired remote, hyd rear spades, 4 pr axle forks, air & elec hook ups, code 3 light bar, odometer shows 763,000 miles, stk#312544



1995 FREIGHTLINER, 350hp Cummins, 9 spd trans., 511K miles, integrated sleeper, air ride, alum. wheels, engine brake, 266" WB, Vulcan 3025, 30 ton boom, 2-25,000lb. winches, 3 stage underlift, hyd. rear spades, air winch free spools, 4 pr. axle forks, amber light bar, lower work box, air & elec. hookups, lower work lights, steel tool box, stk#707409

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TOP PICKS

continued from page 17

a centuries-old profession, is still evolving, David Hubbs, a locksmith for Stockton, CA-based Charlie's Day & Nite, said, "You have to keep up with the changes or you'll get left behind."

Liability Questions

Towers must also consider damage liability when choosing the right tool. Mikel's G&S Service uses long-reach tools due primarily to the low risk of damaging linkage inside the door. G&S towers are trained to use their common sense in unlocking procedures to avoid damage to the car. Explaining to the customer before unlocking that there is a possibility of damage is another important step.

"In terms of liability, you have to be careful on late-night calls, when you're dealing with drunks," Mikel said. "You don't want to put a drunk on the road. You have to evaluate the situation. If you have a roadside club call to do a lockout, you can call them back and tell them that this person is inebriated and you refuse to unlock the car for them. You then ask if they want the vehicle towed some-where. Sometimes you have to flat refuse to do it, telling the driver that you won't be responsible for letting them drive."

Koerner warns that if someone is trying to make a key for a car, and they don't have a key, asking to see the registration and driver's license is the best route to go. Otherwise, "make some phone calls."

Skirting damage liability was the reason behind the development of the BigEasy by Steck Manufacturing. "What used to be the standard for so long, the Slim Jim, was effective but could damage linkage and even activate air bags," said John Brill, director of marketing for Steck. "Our BigEasy unlocks doors without getting inside the door's mechanicals, unlocking by the handles or buttons on the outside instead."



Steck's BigEasy lockout tool with the inflatable wedge, sold by Zip's Truck Equipment and other distributors

More Lockout Tools

Other tools on the market make lockout work a little easier, including Steck's BigEasy Night Light, a suction cup light that can be mounted on a window's surface during unlocking to illuminate a car's dark interior. Wedges to pry open enough space



Cliff Crowder of Best Tools

for tool insertion include inflatable types that are pumped up with air once in place.

In addition to the wide range of specialty tools for opening specific models, a handful of companies (see sidebar, pg 17) also manufacture and sell virtually every size and shape of button pullers, slide unlockers, over/under, and tools that can manipulate horizontal, vertical, and electric locks.

"You have to be careful on late-night calls"

"Whether by accident or purpose-ly, some car manufacturers have made their locks practically inaccessible, thus the need for specialty tools," said Cliff Crowder, general manager of Siloam Springs, Ark.-based Best Tools. "That has given rise to using 'magic wands' or long-reach tools that can access electronic locks. But from talking with towers and AAA and others, there is still damage. We have found that there are those who have the touch, who can do it. But there are others who are like a bull in a china shop, and no matter how hard they try or how gentle they tried to be, they simply didn't have much success."

Obtaining a license or certification as a locksmith is not regulated in all states. For those states and cities that do require licensing, such as New York City, which has had licensing since the 1920s, certification is a relatively simple process. After fingerprinting, two or more other locksmith vendors must vouch for your working knowledge of the craft, and a criminal check is conducted. After a brief waiting period, a license is forthcoming, and advertising that fact may benefit in marketing efforts. Displaying certification at the scene of the lockout may also reassure beleaguered customers.

"Half the cars on the road today can still be opened with a Slim Jim, just like we all used to do," Crowder said. "The other half needs specialized tools. But what I've told towers during seminars is to always have the one thing in their truck that can open just about anything if used correctly: the old coat hanger." ☛

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TOW BUSINESS

Two Into One

The urge to merge is paying off for former competitors

By Rita Frankenberry

After years of competing for the same business, two Wisconsin towers recently decided the best way for them to stay competitive was to join forces.

In November, Prairie Land Towing in Sun Prairie and Mike's Towing in Madison, began operating as one unit with 66 tow trucks, nearly 100 employees, and six locations between them. The merger, they said, has made the duo the biggest towing operation in Wisconsin.

"This is the best way to stay competitive," said Todd Menzel, vice president of Prairie Land Towing. "This allows us to basically better utilize our resources together, rather than working against each other. We were always battling for the same work and basically just got tired of it."

Although they operate under one umbrella, with one call center coordi-

nating calls for both businesses, the companies will continue operating under their own names. Already, this streamlined business arrangement has made a huge impact on the amount of business the newly merged operation is able to go after. "I think this merger is the smartest thing for both our businesses," Menzel said. "The only other way to take someone's work is to do it cheaper, so every time you lower your cost a dollar or two, that's money you

"We were always battling for the same work"



Members of the merged Prairieland/Mike's towing businesses

can't put back into your company or your pocket. There's no way you can make any money."

Just having a central dispatch facility for both companies, Menzel said, has already saved them lots of money. "With us dispatching from one facility," he said, "we don't have that constant crossing over of paths. We're sending the closest vehicle."

Back & Forth

Before the merger, Menzel and Mike Disch, CEO of Operations for Mike's Towing, estimated they were handling a couple hundred calls each. Now, Menzel said, the pair handles about 600 a day. "We never would have been able to handle that type of volume separately," Menzel said.

The two companies, which merged

in November, project that they will be handling about 800 calls a day. "I feel it's the smartest thing we've ever done," Menzel said. "Now we have other resources to fall back on."

For years, Prairie Land and Mike's Towing traded business back and forth. Both operations had been awarded the City of Madison towing contract in recent years and both lost it. Another local competitor, Schmidt's Auto, currently has the municipal contract.

In a previous article published in *The Capital Times*, which announced the merger, John Schmidt, owner of Schmidt's Auto, said he was unconcerned about the merger. "We tend to do most of our work with municipalities," Schmidt said in the article. "I think those guys are doing more with the motor clubs."

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Both Menzel and Disch dispute Schmidt's claim and said their business comes from a variety of sources. "We do a lot of municipality work too," Disch said. Among other contracts, Disch said, the duo has the City of Sun Prairie towing contract, as well as the University of Wisconsin contract. They also have motor club work and police department and dealership business they pursue.

Broad Base

"I think they had a broad customer base," said Mike DeHaan, field services director for the Wisconsin Towing Association.

Pursuing a variety of towing sources, Menzel said, is part of the reason they are handling so much business since the merger. "If we based our business on motor clubs, we wouldn't be in business," he said. "Nobody would. The towing recovery industry is a very competitive market."

Towing operations that focus all their resources on pursuing just one segment of business – even municipal work – Menzel added, will have trouble remaining competitive. "That contract does have an ending," he said. "What happens then? If you make any one customer any more than 30 percent of your gross income and you lose it, you will not survive."

Since merging in November, Disch and Menzel said they have already managed to save thousands of dollars in fuel costs alone. "By dispatching out of one facility, we know where our fleet is," said Menzel. "You're better able to keep your trucks on one side of town."

"The Blackberrys will make us ten times more efficient"

Cost Effective

The company is also saving on overtime costs, and the wear-and-tear maintenance on their fleet of 66 trucks. With all the money they have saved, the duo plans on adding GPS soon to all their trucks so they will know where the trucks are and help their drivers find their destinations.

Disch and Menzel also have plans on equipping each tow truck with a Blackberry so towers can print out customer receipts instead of hand-writing them. "The Blackberrys will make us ten times more efficient," Menzel said.

A few months into their merged operation, Disch said he couldn't be more pleased. "It's going great," Disch said. "We built this to make both businesses more efficient and customer-oriented. It gives us more ways to run a more efficient business."

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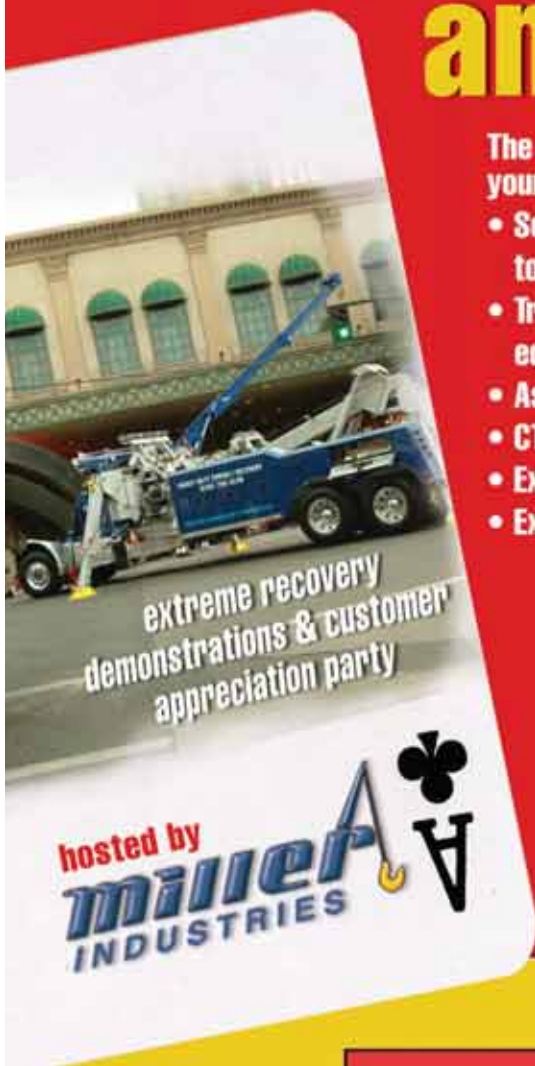
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It's Not About The Money

A man owned a very small towing company in Mississippi. The Mississippi State Wage & Hour Department claimed he was not paying proper wages to his help and sent an agent out to interview him.

"I need a list of your employees and how much you pay them," demanded the agent.

"Well," replied the towman, "there's my driver who's been with me for three years. I pay him \$400 a week plus benefits. The dispatcher has been here for 18 months and I pay her \$200 per week plus benefits. Then there's the half-wit who works about 18 hours every day and does about 90 percent of all the work around here. He makes about \$20 per week, pays for his own upkeep, and I buy him a bottle of bourbon every Saturday night. He also sleeps with my wife occasionally."

"That's the guy I want to talk to – the half-wit," says the agent.

"That would be me," replied the towman.

English To Chinese

- That's not right:
Sum ting wong
- Are you harboring a fugitive?:
Hu yu hai ding
- See me ASAP: Kum hia nao
- Small horse: Tai ni po ni
- Did you go to the beach?:
Wai yu so tan
- I bumped into a coffee table:
Ai bang mai dang ni
- I think you need a face lift:
Yo chin tu fat
- It's very dark in here:
Wai so dim
- I thought you were on a diet:
Wai yu mun ching
- This is a towaway zone:
No pah king
- Our meeting is scheduled for next week: Wai yu kum nao
- Staying out of sight: Lei ying lo
- He's cleaning his automobile:
Wa shing ka
- You need to take a bath:
Yu stin ki pu

MOTOR CLUBS

High & Low Tows

What should the fees be for towing luxury autos?

By Richard Wolfe

Like many in the towing business, I'm an operator who has contracted to tow for various motor clubs. Motor clubs are businesses that act as middlemen between the members (customers) and the manufacturers most of the time.

We all strive to keep our trucks running and making a profit, but it's getting harder to do so with the motor clubs' pay rates and policies. Once upon a time, motor clubs generated a volume of calls and you were able to take some of them to your shop for repair work.

Granted, this is cost-shifting to a degree, but it worked. Today, extended warranties and roadside assistance programs have ruled out the repair shop business. Additionally, the industry's progression into "towing only" businesses has changed the business model. And, recently, there's been another dilemma for motor club towers.

High vs. Low End

Let's invent a hypothetical motor club, say, one for owners of the now defunct little Yugo. For years, our Yugo Motor Club has offered service providers \$20 to tow a member's vehicle up to 10 miles. Sure, it's not the best pay, but the vehicles are easy to tow. Now, by some strange quirk of fate, Yugo Motor Club has managed to obtain the contract to provide towing and roadside services for Ferrari and Porsche. Should motor clubs towers receive the same rate of pay whether it's a Yugo or a Porsche or Ferrari?

Of course, we still have the same expenses in offices, people, and the like. But, to do the job properly, safely, and damage-free on these higher-end vehi-

cles, it's necessary for a tow company owner to increase expenses, such as buying newer equipment and providing more training for drivers (unless the boss does all the high-end calls personally). Does he get a better rate of pay?

There's discussion on the towing forums on this issue. Fair pay for services provided, or value-based pay, seems to be what towers want for a number of reasons.

- It does take more time and care to tow a Ferrari than a Yugo.
- You are exposed to more risks.
- Since motor club contracts are usually based on a flat rate for the tow, you are losing money by taking longer to do the service.

"The answer lies in your own evaluation"

Maybe, Maybe Not

Now, it's likely that motor clubs bid against other motor clubs for contracts with the high-end automobile manufacturers, just like low-bid police contracts. The end result? It's just like low-bid police contracts – something for nothing or next to nothing.

After all, the motor clubs want to make money and car manufacturers want to pay out the least for any roadside assistance plans – something that only may be needed. Like insurance, many roadside assistance plans require

a fee up front for a certain percentage of vehicles projected to require service in the contracted period.

Let's say that the Yugo Motor Club and Porsche figured that 1000 vehicles would break down in a contracted period one-year. If the Yugo motor club got paid \$40 for each covered call in that period, it would collect \$40,000 in upfront fees. If they paid their service providers \$20 per call, they could effectively provide service to 2000 vehicles before they lost money on service payouts. Yes, I know I left out other expenses, but we are just talking towing here.

Now, if Porsche had 2103 vehicles break down in that year, the Yugo Motor Club would be paying out \$42,060 in service fees. That's certainly considered a losing venture! It does not matter that towers are losing money by providing quality service at a pay level that is not profitable. The base fact is that motor clubs just want to make money.

That shouldn't come as a surprise. Most motor clubs want to pay less than retail rates for services provided. That's just a business decision, one that we all can understand. How many people wouldn't want to pay less for fuel, insurance, and even equipment? Dealing with this aspect of motor clubs is also something we accepted when we chose to work with and provide service for them.

Varying Rates

So, how do we solve this issue? One way is for motor clubs to have different pay rate contracts for when they are providing services on higher-end automobiles. However, that would be a logistical nightmare. Think about it – towing companies contracted with maybe seven or eight different rate structures and multiplied across the country with maybe 10,000 towing companies. We all know that is not going to happen.

Of course, we all can try to get new or revised contracts with the motor club for an increased pay rate, but that is usually harder than it sounds. As the owner of the company, the answer lies in your own evaluation. Do you continue to provide service at lower or sub-retail rates? Or do you cancel the contracts and try to get calls directly on a retail basis based on your marketing efforts?

While motor clubs are your customers too, remember that you have to determine if the customer is worth doing business with. ☞

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RECOVERY NOTES

Mastering Resistance

How to win in the struggle of man vs. machine

By Bill Jackson

There are likely thousands of operators and drivers who have been to training courses in the U.S. and patiently listened while an instructor talked for a long time about how to calculate resistance when winching a load.

I am willing to bet, however, that 75 percent of the listeners didn't really understand the importance of this subject and the other 25 percent probably thought, "Okay, so what?"

Here is my version of that instruction in plain and practical language so that the next time you are faced with a 53-footer down a bank on a wet day with trees in your way, you will hopefully recall this clearly.

My first understanding of "friction resistance" was in 1950 when I was working to lift a truck that had slid into a river right between two fully-loaded barges. I asked the dockmaster to move the barges so we could get to the job. He rather rudely said, "Move 'em yourself!"

I puzzled over this for a while and then decided he must know something I didn't. I picked up a tow rope on the "sharp end" and leaned on it. Of course, nothing happened for quite a while — until I started to topple forward and realized that the barge was moving!

Here we had a 100-ton barge being moved by a small human being who didn't even break a sweat because the friction of still water is virtually nil. (Yes, I did remember to tie a rope onto the other end because stopping a barge of this size can be very difficult.) In fact, floating any heavy object on water makes your job a lot easier and is a plus for you.

So why do you even need to bother with learning more about this sub-

ject? Here are some things you might see on the site of a big recovery if an operator does not understand the basics of resistance:

- Broken winch ropes (even one-inch-diameter cable can snap)
- Broken or seized snatch blocks
- Twisted chassis frame
- Front wheels of the tow truck in the air
- Support legs bent
- Tires leaving black skid marks when winching
- An ambulance leaving the site

"We had a 100-ton barge moved by a small human being"

To avoid any of the above scenarios, you first need to know that any load will meet with resistance from four sources when you winch it.

1. **Surface.** On arrival, decide quickly if it's blacktop or loose stony ground, in which case add 50 percent of the gross weight, but if it's anything else, add the total gross weight. Yes, I know you can be cleverer than this after all the training courses you have had, but don't let the little things bug you — my way will get the job done with no breakages!

2. **Slope.** I have always found a simple way to remember this: If I could walk, not climb, up the slope, add half the weight. However, if I looked over the edge and shuddered

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TOWING & RECOVERY FOOTNOTES

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A really well-set-up job

— add on the whole weight!

3. **Damage.** This is the easiest to calculate. If the casualty is half-damaged, add on half the weight. If all of it is damaged, add all of the weight. Also, remember that if a trailer is loaded and flat down, it is to be treated as half-damaged. If it is laid head down with the top lower than the wheels, then it's completely damaged and will create a full load on your cables.

4. **Anything bulky and solid in the way.** No matter how clever you are at remembering what you have learned at the school, you still have to watch out for the immovable tree stump that gets in your way.

Here's an example: You arrive at a recovery to find a tractor trailer with a gross weight of 50,000 pounds on its side with one pair of wheels knocked out. It is down a very easy slope but on slippery grass. What will you rig up for?

- Surface: not applicable
- Slope: half
- Damage: half
- Winch pull: the full weight

How about a CAT 977 loader weighing about 20,000 pounds buried to the bottom of the cab doors in thick yellow mud? Well, this is likely to be a big problem. You don't know what you are in for so rig up for three times the load and forget all I just taught you! ☘

The Politically-Correct Way to Talk About Men

- He does not have a "beer gut." He has developed a *liquid grain storage facility*.
- He is not "quiet." He is a *conversational minimalist*.
- He is not "stupid." He suffers from *minimal cranial development*.
- He does not get "lost." He *discovers alternative destinations*.
- He is not "balding." He is in *follicle regression*.
- He does not get "falling-down drunk." He becomes *accidentally horizontal*.
- He is not "short." He is *anatomically compact*.
- He does not "constantly talk about cars." He has a *vehicular addiction*.
- He is not "unsophisticated." He is *socially malformed*.
- He does not "hog the blankets." He is *thermally unappreciative*.
- He is not a "male chauvinist pig." He has *swine empathy*.
- He doesn't have a "dirty mind." He has *introspective pornographic moments*.
- He is not "afraid of commitment." He is *monogamously challenged*.
- He is not a "cradle robber." He prefers *generationally-differential relationships*.

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2007 White Hino w/ 21' Vulcan Steel Bed, 228 HP Hino J08, Allison Auto, Drivetrain Warranty good through October 2009, AC/PW/CC/PL, AM/FM/CD, Direct Mount w/ Hot Shift PTO, (4) Tail Lights, (4) Work Lights In Rubber, Light Bar, Hydraulic Brakes, Vulcan 21' Steel Bed, (3) 49" Toolboxes, Removable Steel Rails, 8,000 lb Worm Winch



2007 Freightliner M2 w/Chevron 30 Ft Aluminum Series 20, 300 HP CAT C7 Engine, Allison Automatic, Aluminum Wheels, Planetary 9K Winch, 2 8K Worm Winches, 3 Way Switch Panel, 4 Work Lights in Rubber, Air Free Spool Winch, LED Lights, 4 Tail Lights in Housing Hot Shift PTO, Direct Mount Pump, Stationary Head Board



2008 Kenworth T-300, 330HP Paccar Engine, 6 Speed Eaton Transmission, AC/PW/PL/CC, Aluminum Wheels, Direct Mount Pump Style 1016 Chevron Wrecker Aluminum, Two 15k Planetary Winch, 8 Tool Boxes 2 Tunnel, Frame Forks, 2 Air Free Spool Winch

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WV **2008 KENWORTH 50 TON WRECKER**, Cummins 550hp, 18 spd, air ride, dual tanks, sunroof, alum. wheels, 2-24" vertical & 3 horizontal comp. each side, 2 - 50,000lb. DP 2 spd planetary winches, 25,000lb. tire lift, 4 sets frame forks, 18 function wireless remote, TONS of LED lights, Call Dave For Details!

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2007 INTERNATIONAL 4300 EXTRA CAB RED, 220hp DT466, Allison 2200 auto trans., air brake, exhaust brake, alum. whl., loaded cab, heated & lighted mirrors, pm, pdl, chrome bumper w/Jerr-Dan 21" removable rail steel carrier w/6 ton cap., rotator light pkg., winch lights, 2-78" toolboxes, remote throttle control, remote winch control, air disconnect at rear, Indep. wheel lift w/Reese receiver tube, **NEW JERR-DAN "SRS" Side Recovery System**



2007 INTERNATIONAL 4300, 220hp DT466, Allison 2200 auto trans., air brakes, exhaust brake, alum. wheel, loaded cab, heated & lighted mirrors, pm, pdl, chrome bumper, w/Jerr-Dan 21" removable rail steel carrier w/6 ton cap., rotator light pkg., winch lights, 2-48" toolboxes, remote throttle control, remote winch control, air disconnect at rear, Indep. wheel lift w/Reese Receiver tube, **NEW JERR-DAN "SRS" Side Recovery System**



2008 HINO 258LP, 220hp J08E-TA Toyota diesel, Allison 2200 RDS auto, pw, 52 gal. fuel tank, chrome mirrors & bumper, w/Jerr-Dan 21" removable rail steel carrier, rotator light pkg., winch lights, 2-36" toolboxes, Indep. wheel lift w/Reese Receiver tube, stainless steel wheel covers, body painted, "BLACK/RED/WHITE" Available



2007 CHEVY 5500 REGULAR CAB, 300hp DURAMAX diesel, Allison auto, spring ride, hydraulic brake, 26,000 lb. GVW, w/Jerr-Dan 21" removable rail steel carrier, 6 ton cap., rotator light pkg., winch lights, 1-48" toolbox, RC-1 remote control for winch, Indep. wheel lift w/ball hitch plate



2007 INTERNATIONAL 4300, 220hp DT466, Allison 2200 auto, air brake, exhaust brake, alum. wheel, loaded cab, heated & lighted mirrors, pm, pdl, chrome bumper, w/Jerr-Dan 21" removable rail steel carrier w/6 ton cap., LED light pkg., winch lights, 2-48" toolboxes, remote throttle control, air disconnect at rear, Indep. wheel lift w/Reese Receiver tube



2008 FORD F650 REGULAR CAB 240-HP CUMMINS, Allison 2200 auto, spring ride, hydraulic brake, 26,000lb GVW, w/Jerr-Dan 21RRSB, 21" removable rail steel carrier, 96" wide, 12" cross-member spacing, rotator bar light, 1-36" tool box, winch lights, LED lighting, air supply disconnect @ rear, independent wheel-lift w/ ball hitch plate



2008 UD 2300 MD-230, 6 cyl. diesel w/230hp 2200RDS auto trans., exhaust brake, air parking brake, 23,000 GVW, extended cab, white, w/Jerr-Dan 21" removable rail steel carrier, rotator light pkg., winch lights, 2-48" toolboxes, Indep. wheel lift w/Reese Receiver tube



2007 INTERNATIONAL 4400, 310hp 530DT, 10 spd trans., air brake, exhaust brake, alum. auto, wheel, loaded cab, heated & lighted mirrors, pm, pdl, chrome bumper, w/Jerr-Dan 28" "28AL3CB" 3-4 Car Steel Carrier w/aluminum top deck, 4 car light pkg., 2 48" toolboxes, remote control winch functions, Indep. wheel lift w/Reese Receiver tube



2008 GMC 3500 4x4 SIERRA, DURAMAX TURBO, AUTO TRANS., w/Jerr-Dan HPL-35 8 ton wrecker body, 8 ton boom, 8,000 lb. winches, 35,000 lb. under reach, Alum. Modular body, 24" alum. tunnel box, LIGHT Duty Tow Sling, Jet "Solaris" 60" LED bar light, LED body lighting



2007 INTERNATIONAL 4300, 220hp DT466, Allison 2200 auto, air brake, exhaust brake, alum. wheel, loaded cab, heated & lighted mirrors, pm, pdl, chrome bumper w/Jerr-Dan HPL-60 12 ton wrecker body, 12 ton boom, 10,000 lb. winches, 6,000 lb. under reach, Alum. Modular body, 2-24" alum. tunnel box, frame fork pkg., Medium Duty Truck tow sling



2004 FORD F650 SUPER CAB, 210hp Cat, Allison auto, spring ride, hydraulic brake, 26,000 lb. GVW, w/Jerr-Dan 21RRSB, 21" removable rail steel carrier, 96" wide, 12" cross member spacing, rotator bar light, 2-48" toolboxes, custom storage basket, winch lights, Indep. wheel lift w/ball hitch plate, alum. wheels, 162,000 miles



2-2004 FORD F650 REGULAR CABS, 210hp Cat, Allison auto, spring ride, hydraulic brake, 26,000 lb. GVW, w/Jerr-Dan 21RRSB, 21" removable rail steel carrier, 96" wide, 12" cross member spacing, Whelen strobe bar light, 2-48" toolboxes, Indep. wheel lift w/ball hitch plate, alum. wheels, 177,000 & 219,000 miles

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1997 INTERNATIONAL, 19 foot Champion aluminum rollback with wheel lift, black, 444 INTL V-8 diesel, manual, 242K mi, \$14,900, call Larry Wehrs, Wehrs Chevrolet, 800-562-0907

Heavy Duty



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02 CHEVY 6500, CAT 3126, 207 HP, Allison auto, 166K miles, loaded, new rubber, Chevron 20' diamond plate deck, r/rails, steel carrier and wheel lift, strobe bar, (2) 49" alum. boxes, All Lighting & Options.

MOTOR REBUILT 7-06
02 INT'L 4300, DT-466, Auto, 230K mi, loaded, Vulcan 21" Steel, Stationary Pylon, Diamond Deck, Clean, All Lighting & Options.

ALL HIGHWAY MILES
00 INT'L 4700, Black, DT-466, 210hp, 6+1 trans, loaded 324k miles, Chevron 19" aluminum 2 car carrier & wheel lift, All Lighting & Options. \$20,500

SERIES 14 INDUSTRIAL CARRIER
98 FREIGHTLINER FL60, Wht, Cummins 210, 6 SPD, 125K Miles, Loaded, Chevron 21' Steel Car & Wheel Lift, R/Rails, All Lighting & Options.

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00 INTERNATIONAL 4700 white, DT466, 195hp, Loaded, 114 mi, New Clutch & Cam Sensors, Chevron 21' Alum, Series 14 Industrial Bed & 4k lb. Wheel Lift, All Lighting & Options.

97 FORD F450 XLT, 7.3 Diesel, 84" C/A, 5 SPD, 8-ton Alum. Body w/Twin 10K Winches, Double Doors Each Side, All Lighting & Options, Red, All New Injectors.

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2006 335 PETERBILT, 315 hp
 Cummins, 9spd, V50, 25 ton, 8LL trans, air ride, locking rear diff, 230" WB, alum wheels, 25 ton boom, 2-25,000lb. winches, 3 stage underlift, hyd rear spades, air winch free spools, air & elec hookups, 4 pr axle forks, chain end caps, 64,000 miles, Stk#645053

2005 KENWORTH T800, 475/550hp
 Cat, 18 spd, 295" WB, air ride, Jake, 20K steer axle, 20K pusher axle, a/c, dual polished alum tanks, dual stainless air cleaners, NRC sliding rotator, 9240, 2-40,000 planetary winches, 2-boom mounted aux winches, radio port remote, 2 pr axle forks, auto leveling, code 3 amber light bar, lower work lights, air winch free spools, 25,000 actual miles, Stk# 101322

1994 GMC TOPKICK 7500, 3116
 Cat, automatic, spring susp, 195" wb, 33,000 lb gvw, odometer shows 357,000 miles, Holmes model 16 ton, 16 ton boom, 20,000 lb winches upgrade, 3 stage underlift w/lift, manual rear spades, spring hanger adapters, winch free spools, amber light bar, lower work lights, 6,000 lb l-bars, Stk#503103

2004 MACK CX 613, 460 hp Mack
 engine, 13spd trans, 304" WB, 60" raised sleeper, Jake, a/c, alum wheels, air ride, 52,000lb. GVW, dual alum fuel tanks, Century 5130, 25 ton boom, 2-25,000lb. planetary winches, 129" 3 stage underlift, 156" ca alum body, code 3 mx 7000 strobe light bar, air winch free spools, LED marker lights, 8 pr axle forks, alum tubular pylon, tailboard remote, docking lights, Stk# 018886

1998 KENWORTH T800, N14 460hp
 Cummins, 13 spd trans, 303" WB, 54,000lb. GVW, air ride, 24.5 alum wheels, dual polished alum fuel tanks, dual chrome exhaust, a/c, Century 5030 T25, 30 ton boom, 2-25,000lb. winches, air winch free spools, air cable tensioners, 30,000lb. underlift, hyd rear spades, code 3 mx 7000 light bar, 5 pr axle forks, air & elec hookups, upper floods, lower work lights, tunnel tool compartment, steel light pylon, 628,000 miles, Stk#749048

1998 FREIGHTLINER, 400hp,
 3406 Cat, 13 spd, 276" wb, engine brake, odometer shows 247,000 mi, dual chrome exhaust, set back front axle, air ride, alum wheels, a/c, new Century 5130 alum, 25 ton boom, 2-25,000 lb winches, air winch free spools, alum tubular light pylon, MX 7000 strobe light bar, 180" alum body, Hella underlift lights, tailboard remote, hyd rear spades, upper & lower floods, Stk#959750

1992 379 PETERBILT, 425 hp
 3406 Cat, 15 spd trans, 311" WB, 11R24.5 alum wheels, dual chrome exhaust, dual stainless air cleaners, 1997 Jerr-Dan 25 ton, 25 ton boom, 2-25,000lb. winches, 3 stage underlift, composite body, air winch free spools, wired remote, hyd rear spades, 4 pr axle forks, air & elec hookups, code 3 light bar, odometer shows 763,000 miles, Stk#312544

2008 DODGE 4500, 6.4 Cummins,
 auto trans, p/w, p/l, 15,000lb. GVW, a/c, am-fm-cd stereo, stainless steel sims, tilt, cruise, Vulcan 882, 8 ton boom, composite modular body, 2-8,000lb. winches, ramsey level winders, 2 insert tool boxes, remote free spools, Whelen light bar, led bed lights, pop-up dollies w/alum axles, Stk#125855

1995 FREIGHTLINER, 350 hp,
 Cummins, 9spd trans, 511,000 miles, integrated sleeper, air ride, alum wheels, engine brake, 266" wb, Vulcan 3025, 30 ton boom, 2-25,000lb winches, 3 stage underlift, hyd. rear spades, air winch free spools, 4 pr axle forks, amber light bar, lower work box, air and elec. hookups, lower work lights, steel tool box, stk# 707409

2008 DODGE 5500, 6.4 Cummins,
 auto trans, p/w, p/l, cruise, a/c, am-fm-cd stereo, stainless steel wheel sims, sliding rear window, Vulcan 19' alum, 8,000lb. winch, stationary cab protector, mx 7000 light bar, dual controls, lower work lights, 48" tool box, independent wheel lift, LED bed lights, stk#123929

1988 S Model INTERNATIONAL 7200,
 315 hp Cummins, 9 spd trans, 122,000 miles, a/c, spring susp, 292" wb, driver's air susp seat, sims, extended cab w/rear seat, Jerr-Dan 500-280, 25 ton boom, 2-25,000lb winches, 3 stage underlift, 4 pr axle forks, air winch free spools, hyd rear spades, code 3 light bar, air and elec. hookups, 1997 model body. stk#535491

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07 International, RED loaded chassis, DT466, auto, airbrakes, air ride, exhaust brake, alcoas, 21' Vulcan Steel, removable rails (vin 5930) **\$72,950**

07 International, Red loaded chassis, auto, airbrakes, air ride, exhaust brake, alcoas, 21.6' Vulcan Aluminum BLADE removable rail (vin 8849) **\$71,950**

NEW International Units Ready to Build

07 International, white loaded chassis, 6 speed (vin 9355)

2008 International WHITE EXTEND CAB, DT466, 245hp, auto, airbrakes, air ride, exhaust brake, alcoas (Vin 1394)

NEW Peterbilt Unit
 2009 Peterbilt 330, white loaded chassis, auto, GVW 26,000, 260 HP, 144CA, ready to build

NEW Ford 450 Units

08 Ford F450, SUPER CAB black loaded chassis, auto, diesel, Vulcan 810 Stainless Steel Body (vin 6830) NEW EMISSION UNIT, **\$66,250**

08 Ford F450, SUPER CAB black loaded chassis, auto, diesel (vin 6833) NEW EMISSION UNIT

NEW Ford 550 Units

07 Ford F550, white loaded chassis, auto, diesel, 84CA (vin 3173) ready to build

07 Ford F550, 4x4 - white loaded chassis, auto, diesel, 60 CA (vin 5762) ready to build

NEW GMC Units
 (2) 2007 Chev C6500, Auto, Duramax diesel, GVW 26,000, 144CA (One Black, One White) loaded chassis

NEW HINO Units

2008 Hino, white loaded chassis, auto, air brakes, 21' Century Steel Removable Rails (102") (vin 0016) **\$72,500**

2007 Hino, white loaded chassis, auto, 220hp, 21.6' Century Steel removable rails (102") - (vin 0370), **\$65,461**

NEW UD Unit
 2007 UD, white loaded chassis (vin 0594) ready to build

New Freightliner Unit
 2007 Freightliner M2, White loaded chassis, auto, airbrakes, air ride with dump valve, alcoas, 21' Vulcan Steel removable rails (vin 5525) **\$72,978**

NEW Dodge Units

(2) 2008 Dodge Ram 5500, auto, 4x4, (One White, One Red), loaded chassis, 84CA

(1) 2008 Dodge Ram 4500, auto, white loaded chassis, 60CA

(1) 2008 Dodge Ram 5500, auto, black loaded chassis, 84CA

NEW Kenworth Units
 (1) 2008 Kenworth T270, Air ride, Air brakes, White loaded chassis

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 1999 Chevrolet C6500, 6 Speed, Holmes 552B 12 ton twinline wrecker (mileage 171,072) **\$35,950**

Used HEAVY Duty Wreckers
 1979 GMC General, Holmes 750, Hydraulic x7 booms, Zack lift, EXCELLENT CONDITION, lots of equipment (vin 8780) **\$29,950**

Used Carrier

2000 International 4700, 26+1 speed, DT466, Century 612 12 ton wrecker (mileage 166,306) **\$29,950**

2002 GMC HD3500, 5 speed, GAS 454, Chevron Carrier, (mileage 50,186) (vin 3586)

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2000 KENWORTH W900 W/NEW 2006 25-TON JERR-DAN, 460-N14 Cummins, 10 speed, 658k miles, Jakes, 370 rears, all alum. wheels, 11R-22.5 new tires, mid roof 312" wb, 2 S/S air filters, planetary winches, wireless remote, heavy duty longer under reach w/ bus bars, 5th wheel & pintle hook up, left hand controls, light metallic blue-green.



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1996 PETERBILT 330-4024, 250 Cummins, 8-speed transmission, air ride, mileage 160,000 approx. aluminum wheels, air driver seat, 2 passengers, 11R-22.5 tires, front 90% approx., Century 20 ton, 4024 T, ramsey 20,000 winches, whelan strobe light, Tail board, electric controls, color black.



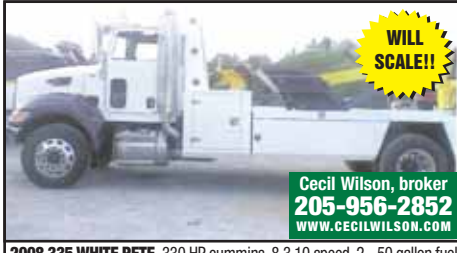
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2005 F550 - EC. mileage 62520 approx., automatic, CD, clean, 19 foot aluminum Chevron, 2 - 60" boxes, simulators, grill guard, Whelan strobe bar light.



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1995 T600 KW, 3406E CAT, 430 HP, 10 speed, air ride, fresh inframe March 2005, mileage 804,986, 60" aerodynamic, cruise, Jake, 295" WB, twin exhaust, tires 95% virgin, 2001 century, 5030 T3, planetary winches, 6 sets of forks, 5th wheel attachments & pintle hook, bus bars.



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2008 335 WHITE PETE, 330 HP cummins, 8.3 10 speed, 2 - 50 gallon fuel tanks, aluminum wheels, 22.5 low pro, air ride, Peterbilt switch panel in dash, 145 CA, 212 WB, NRC 15 ton 3 stage wheel lift, 18,000 miles **FAST SWAP OUT TRUCK!!**



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NEW 2007 FREIGHTLINER, Extended cab, 250 hp, Mercedes, auto shift, 6 speed, 80 mph, survivor, aluminum wheels, 22.5 tires, 29,000 gvw, air hook ups, spring suspension Vulcan V30, 16 ton, aluminum bed, dual controls, rear camera, 120 ca, wire remote, large and small scoops, planetary winches, hyd spades, forks and spring hangers, whelan strobe bar light.



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2005 CHALLENGER 50 TON ROTATOR, #8808, 2 - 50,000 planetary winches & also w/deck winches, 1 rear camera, alum. body, SDU - 2 under reach, 55,000lb retracted, 17,000 ext. corner strobes, Whelan light bar, radio remote, 206 CA, simulators, 1985 Kenworth C500, refurbished, 300 Cummins, 13 spd, spring suspension, rear GWV 46,000 Red color



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2007 XLT F650 FORD, Extended cab, yellow, air ride, air brake, 260 cummins automatic, miles 20,160 approx., air driver seat, 65 gal tank, Century EB4 12 ton., 2 12,00 lb winches, 1 set of forks, 4000 & 6000 L arms, dollies, 84 CA, simulators.



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1996 FRT FLD 120 MID-ROOF, M-11 Cummins 330hp, 10 Spd, Eaton rears, 308 ratio, Virgin Tires 11-22.5, tires 6 Aluminum Wheels, air ride, 900,000 miles, overhauled 250,000 AGO, w/2000 V-50 25 ton Vulcan, left hand controls, planetary 25,000lb. winches, back up camera, corner strobes, strobe bar lights & wings, forks & spring hangers.



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1995 IHC 4700, 444E engine, 5 speed, red color, simulators, mileage 397,000 approx, 19 ft. Champion aluminum carrier, 2 - tool boxes, whelan strobe light, \$14,500



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2005 F650, air brake 11R - 22.5 tires 50%, 62,118 mileage approx., cat engine, 6 speed, spring suspension, new white paint, 12 ton JerrDan Wrecker, aluminum body, 108 CA, truck tow bar, 10,000 lb winches, 6000 - 9000 lb lift, one set of forks.



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2001 FRIEHTLINER 470 HP DETROIT, 13 speed, 40,000 rears, mileage 524,977 approx., new 28 ft. Industrial carrier, 30,000 lb bed, wood floor, dock leveling, 5th wheel hitch, air and electric hookup for trailer, black in color.z



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2000 GMC 3500 HD, 6.5 diesel, 5 speed, extended cab, cloth seats, super clean, mileage 113000 approx., simulators good tires, 10 ton JerrDan 84 CA, 24" tunnel box, dollies, aluminum rails, Rotator light bar, cable is near perfect.



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1991 INTERNATIONAL 9300 w/1990 35-TON CHALLENGER, 60" sleeper, 350 Cummins engine, Jake brake, 9-speed, air ride, 300" WB, 700,000 miles, virgin tires, rear 70%, front 90%, 3-stage boom, 35-ton w/3-stage under reach, green color.



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2003 KW-T600 MID ROOF, 12.7 Detroit, 430-470 HP, 10 speed, 545,000 miles approx, jake brake, 160 CA, 355 rear ratio, air ride, power windows, aluminum wheels 22.5 2 - 110 tanks, new 25 ton Jerrdan wireless remote, 8 functions, bus bars, forks, chain hook ups, spring hangers, 5th wheel and ball pental hook ups, extra long under reach, dual controls, trailer light bar and cord.



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1995 IHC 4700, 444E, 108 CA, 5 speed, 389718 miles approx. color red, white and yellow, Holmes 552, 10 ton boom, 15,000 lb winches, 9/16" cable, 6500 lb wheel lift at full extension, simulators, rotator light bar, works every day. Medium duty truck tow bar, southern truck



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NEW 07 FREIGHTLINER, Glider Kit, N-14-400 Cummins, approximately 400,000 Miles. New Recon, 13 Speed Fuller Transmission, New Freightliner 46,000 rears with double lockers, New 20,000 lift axle. 07 Century 1060 Rotator SDU-3 Underreach 156 inches, weighs 5900 LB, Bus Bars.



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1995 WESTERN STAR 470 CAT, 15 speed over, air ride, tires size 24.5, 355 rear ratio, mileage 932,000 approx. inframe at 500,00 2002 Zack 30 underlift, 32,000 lift, 85,000 tow rating, bus bars, and extensions.



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1998 F600 FORD, medium duty, cummins, 6 speed, 100417 mileage approx, red super clean, cloth seat, new 19.5 tires, 50% rear, simulators, Vulcan 10 ton 892, 6000 lb wheel lift, 1 set of forks, 2 tunnel boxes, 108 CA, 8,000 lb winches, Whelan strobe, bar light.



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2005 F350 FORD, Diesel Automatic 4x4, extended cab, 11,000 Miles, White color, XLT loaded, 2001 Century 412, 8 Ton, Twin Line, 4,000 Lb Wheel Lift, Simulators, Whelan Strobe, Running Boards, Work Lights.



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1989 FLD FREIGHTLINER, 400 cummins, 15 speed, all aluminum wheels, white with gray, blue, and maroon stripes, 42 inch sleeper, 690,000 miles approx. 1994 Century 5030 T, 8 sets of forks, spring hangers, spade foot bads, chain hookups



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1997 FRIEHTLINER FL60 5.9 CUMMINS, 190 HP, 6 speed, w/ approx. 200,000 miles simulators, interior clean, lever lock brake, elec windows, 19 ft Vulcan steel removeable rails, Whelan strobe bar light, 2 - 48" tool boxes.



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2008 DODGE RAM 5500 300 HP CUMMINS, Allison automatic, 19500 GVW, white color, gray SLT loaded interior, 19.5 tires, registers 120 mph, 19 ft Chevron aluminum, w/ wheel lift, 2- 48" boxes, Whelan strobe bar light



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1987 VOLVO WHITE-3406 CAT, 4.25 HP, mileage 93,000, 15 speed hendricks rears, jake brake, 298 WB CA 151, 1987 35 ton challenger, 6800 2-stage boom, hyd rear spades w/ flip down pads, 2-stage lift, super heavy duty tow bar, paint like new, lift height 58", cable like new.



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2003 PETE 379, Reg cab, C15 cat, 475-550 HP, 10 spd, 373 ratio, 63" unbelt sleeper, 553,000 approx. miles, aluminum wheels & virgin approx. 95%, 2005 Aatac 35 ton, bus bars, 176 CA, 336 WB, front hyd outriggers, 4 sets of forks, 5th wheel, pental hook, trailer receiver, chain hook ups, radio remote, dual controls & in cab, 200 led lights, 26 strobes, air deflector, hood wings, 35,000 Ramsey 2 spd winches.



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1981 IHC 4370 350 CUMMINS, 13 speed Fuller jake brake, P.S., A.C, 38,000 rears, Reyco suspension, 4 springs with Century 925 25 ton hydraulic & NRC 3 stage big lift, hydraulic rear outriggers, 8 new tires, 75% front approx. 470,000 miles.



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NEW 2007 379 Extended Hood Peterbilt, 625 HP cat, 18 speed, factory spec truck, dual frame, triaxle, 372" wheelbase, 211" CA, 62" flat top sleeper, 11R 24.5 tires, 16,000 mileage approx., lite blue color, new century 75 ton rotator, 3 stage boom, 3 stage under reach 55,000 lb SDU - 2 under reach, 135" reach, 3 - 50,000lb winches, 20" tunnel box.

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