

SPEC MY TRUCK

Check out Earl East's rig, page 14

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Service Truck

THE MAGAZINE FOR MOBILE REPAIR AND MAINTENANCE

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VIDEO GENERATION

Heavy-duty YouTube star

Texas service truck road warrior has racked up 26 million views and 100,000 YouTube subscribers

BRENNAN CLARKE

Most mobile heavy-duty mechanics work long hours and spend their lives toiling in obscurity.

Stephen Cox works a couple of days a week making equipment repair videos and posting them on a YouTube where they're seen by millions of people.

Cox, a resident of Stephenville, Texas, just outside Fort Worth, posted his first YouTube video in 2015 as a way of advertising the service truck business he'd just started, Texas Shale Resolution (TSR).

"It wasn't anything like the ones I do now, it was more just letting people know about my company," says Cox, who has been married for 15 years and has two boys, ages 7 and 9.



Stephen Cox and his service truck have a YouTube following of 100,000 subscribers. Photo by Rachel Cox

"I'd just been fired from a job and I was starting out on my own."

A couple of months later, Cox was surfing for advice on a small welding job and came upon a "how-to" channel run by a welder who lives in the same part of East Texas.

"I saw his video and actually recognized the road

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LEGALIZATION

Keep on truckin': the dope on dope

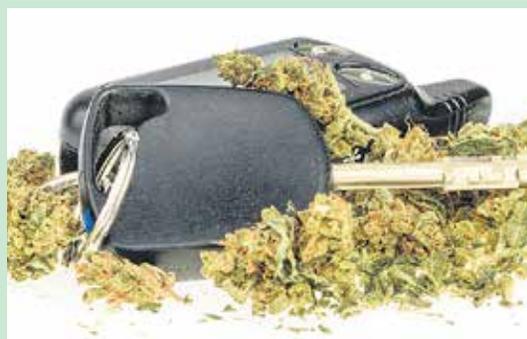
SAUL CHERNOS

With the legalization of recreational cannabis scheduled to come into effect on Oct. 17 in Canada, truck drivers and fleet owners and managers across North America need to read the fine print, according to legal eagles and industry insiders.

Canadians have been able to access cannabis by prescription for medical purposes since August 2016 under the Controlled Drugs and Substances Act. "That regulation sets out the framework for the commercial production and distribution of medical

continued on page 12

When recreational pot becomes legal in Canada, there will still be zero tolerance for its use by commercial drivers



Marijuana and commercial vehicle keys don't mix.

iStockphoto.com/Azure Dragon

EDUCATION

Career center helps body maker train next generation of talent

Indiana-based Warner Bodies hires interns from nearby technical education center

ERIN GOLDEN

Five years ago, when Warner Bodies was looking for a place to expand into a larger facility and grow its operation, the company came upon the perfect site — and an unexpected partnership that's helping it build a pipeline of young workers.

The manufacturer of service, rescue and hauler bodies had spent decades in Noblesville, Indiana, but needed more space — and a solution to the industry-wide shortage of qualified workers.

In Elwood, Indiana, about 20 miles away, it found a 250,000-square foot facility and an offer from the Hinds Career Center, a technical education center where high school students get hands-on experience in teamwork and job skills.

Local economic development officials hoping to woo Warner Bodies to the small community offered up the Career Center as a major perk. Warner, they said, could work with the school to help teach welding, fabricating, painting and other skills needed at their facility, and the school would provide interns to come to Warner to

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Student practises welding at the Hinds Career Center in Elwood, Indiana.

Photo courtesy of Hinds Career Center

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Truck product conference to happen at new location

The annual Truck Product Conference of the National Truck Equipment Association takes place Sept. 25-26.

The conference, featuring 13 chassis manufacturers, is again being held at a new venue — Suburban Collection Showplace in Novi, Michigan.

This year's event features concurrent presentations by the following original equipment manufacturers:

- Ford Commercial Vehicles
- Freightliner Custom Chassis Corporation
- Freightliner Trucks
- General Motors Fleet
- Hino Trucks
- International Truck
- Isuzu Commercial Truck of America Inc.
- Mercedes-Benz USA
- Mitsubishi Fuso Truck of America Inc.
- Peterbilt Motors Company
- Ram Commercial
- Toyota Motor North America Inc.
- Western Star Trucks



Attendees at the 2017 Truck Product Conference check out one of the display vehicles.

“Truck Product Conference allows our industry stakeholders to connect with OEMs on chassis updates that influence their approach toward building multi-stage commercial vehicles,” NTEA executive director Steve Carey said in a news release. “It’s become a highly-valued forum for gaining awareness of what’s coming and working through potential challenges.”

Those who registered by Aug. 31 received a discount. After that date, rates increased to \$179 for NTEA members and \$279 for non-members.

The 2017 conference took place at the Sheraton Detroit Novi Hotel. The 2016 event was cancelled the day it was to begin because of power outage at the Edward Village Hotel in Deaborn, Mich. However, the NTEA later posted a virtual series of presentations on its website.

For more information, visit www.ntea.com/truckproductconference.



ConExpo wins Gold Circle marketing honor

The marketing campaign for the 2017 ConExpo-Con/Agg trade show recently won a Gold Circle Award from the Center for Association Leadership.

The awards “recognizes extraordinary marketing, membership, and communications efforts in 15 different categories that move our organizations forward,” said a posting on the center’s website.

ConExpo won the award in the convention/meetings marketing campaign for show organizers the Association of Equipment Manufacturers.

“We have a great team of talented and dedicated professionals whose innovative outlook, creativity and hard work produced an outstanding effort that translated into measurable results,” Nicole Hallada, AEM vice-president of marketing and communications, said in a news release. “They truly deserve this best-in-class recognition from their association community peers.”

In the release, Hallada noted that ConExpo’s marketing included research and data mining as well as such tactics as digital marketing, print and electronic mailings, website and content marketing, social media, public relations, and exhibitor engagement.

File photo by Keith Norbury



Visitors crowd around the Summit Truck Bodies stand at ConExpo-Con/Agg 2017 in Las Vegas.

Held every three years in Las Vegas, the 2017 ConExpo attracted nearly 128,000 attendees. The next one takes place March 10-14, 2020.

AEM members and ConExpo exhibitors include dozens of companies in service truck-related industries.



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Around \$750 for the base kit.

— Dan Anderson



NEWS

Trade war costing jobs

Tariffs enacted in the recent trade war initiated by U.S. president Donald Trump had already cost nearly 50,000 jobs by July 20, according to an opinion piece co-authored by a vice-president of the Association of Equipment Manufacturers.

That figure was based on an analysis by the Tax Foundation, which also predicted that tariffs threatened but not yet in place could cost another 277,825 American jobs.

"This could not have happened at a worse time," said the commentary by Alex Hendrie, director of tax policy at Americans for Tax Reform, and Kip Eideberg, vice-president of public affairs and advocacy at the AEM. "The Trump administration's regulatory reforms have removed substantial burdens and uncertainty for businesses. Similarly, pro-growth tax reform has been a boon to the U.S. economy, and companies have responded with pay increases, bonuses, workforce development programs, pension plan increases, and capital expenditures."

The piece appeared on the *Washington Examiner* website on July 20.

Trump has slapped tariffs on Chinese imports but also broadened new tariffs on steel and aluminum to include Canada and Mexico.



U.S. President Donald Trump

"Trade wars are civil wars," the authors wrote. "Some Americans will win, and some will lose, but there will be far more losers than winners. For example, while the Trump administration's tariffs on steel may help the 80,000 employees of steel-producing firms, they will most certainly hurt the 900,000 workers of steel-consuming companies."



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Service truck splashes into Maine's Sebago Lake

Photo courtesy of Marc Marion

Nobody hurt but truck is a write-off although employees salvaged some equipment

MATT JONES

An emergency service truck took a swim in Sebago Lake in Maine this July.

While the incident made a splash with local media, Sebago town manager Michele Bukoveckas said no one was hurt.

"They were responding to a call and they were putting the boat into the lake — it was a water rescue call," Bukoveckas told *Service Truck Magazine*. "When they went to move the truck, the brake gave way and the truck rolled into the lake. We're very grateful that nobody got hurt. That's the important thing."

The truck was a 1999 Dodge, which the town called "Utility One." Employees used it to haul around a boat trailer for water rescues and would utilize its four-wheel drive capabilities when responding to fires in the woods. The truck itself is a write-off. However, employees did dive into the waters to save as much equipment as possible. The full extent of the financial cost was unknown as this went to press.

"That is still being determined with the insurance company at this time," Bukoveckas said. "I think it's safe to assume that a good portion of the equipment will have to be replaced — the medical equipment, the AEDs (automated external defibrillators) and a generator possibly."

Sebago is a town of about 1,700 in Cumberland County on the west side of the lake, which is 30 miles northwest of Portland.

Patrol Sgt. Marc Marion of the Cumberland County Sheriff's Office was called



An emergency brake malfunction led to this Town of Sebago service truck rolling into a lake.

"When they went to move the truck, the brake gave way and the truck rolled into the lake. We're very grateful that nobody got hurt. That's the important thing."

— Michele Bukoveckas, town manager, Sebago, Maine

to the scene after the truck went into the water. He remembers the mood being fairly light, with one notable exception.

"People were standing around, talking pictures," Marion said. "Most people thought it was funny. I know that the driver from the fire department did not think it was quite so funny, the one who had driven the truck. If it was me, I probably wouldn't

be happy in that situation. But accidents do happen."

Sources indicated that the incident was caused by inevitable breakdown of the truck after 20 years of service rather than operator error. The truck was likely near the end of its service life.

"We don't see too many vehicles on the road from 1999 with the salt we use," Marion said. "It's brutal here in the Northeast. It's rough on vehicles. So it was pretty impressive they could keep a truck in service that long anyway."

When Marion arrived, a diver was attaching a line to the truck so a wrecker could pull it out of the lake. He said that while retrievals such as this can be tricky in

water bodies with softer, muddy bottoms, the boat launch site was rocky. So it only took around 15 minutes to pull the truck out.

Bukoveckas said the insurance will cover the book value for the truck. The town is now looking at what type of replacement vehicle to purchase. In the meantime, a public works pickup truck has been designated to pick up the slack. Luckily there hasn't been a need for a water rescue or wood fire support since Utility One was lost.

Matt Jones is a freelance writer based in Fred-erickton, New Brunswick, a Canadian province bordering Maine.



MECHANIC'S MUSINGS

Perils of the rural service call

DAN ANDERSON

iStockphoto.com/Zero Creatives

Many years ago I was working on a machine on an old-school farm, where the farmer and his wife had goats, sheep, chickens, turkeys and a menagerie of cats and dogs wandering around.

The chickens were free-range, which made it interesting anytime I had to kneel or lay under the machine because you never knew where a dollop of chicken poop was going to be.

I eventually completed the repairs, loaded my tools into the van I was driving at the time, and headed for the next job. As I was passing through a nearby town I had to stop for a stop sign, and when all the rattling and banging that's normal background noise in a service vehicle quieted as I eased to a stop, I heard hysterical clucking from the back of the van.

I didn't even get out of the van — I just turned around, drove back to the farm and released the two chickens that had hopped into the back when I had the side doors open.

I was feeling pretty proud of my PETA-approved benevolence until I got to the next job and went to get out my tools, and found that the potential for laying in chicken poop at the previous farm was nothing compared to the results of two distraught chickens riding in the back of the van for a 10-mile round trip.



On a country call, beware of the chickens.



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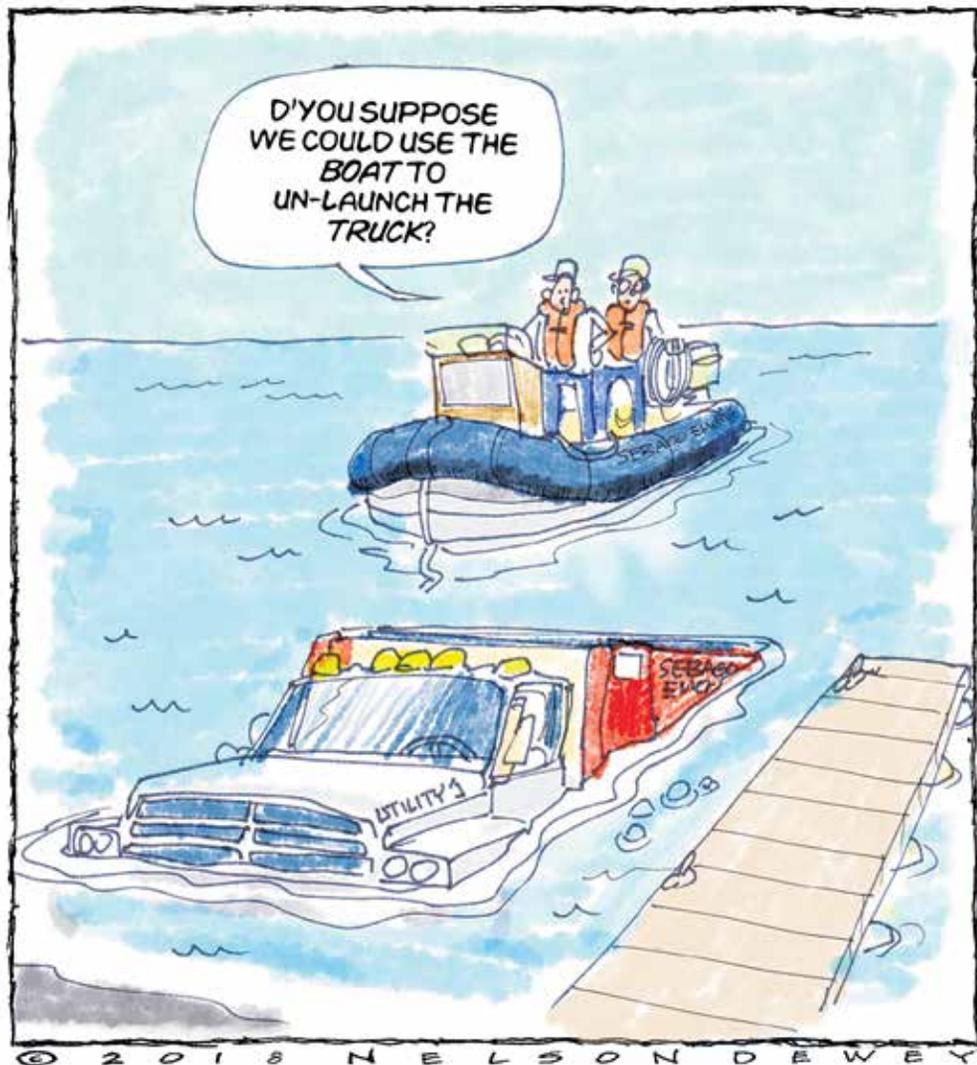
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About our cartoonist

Nelson Dewey has been a prolific cartoonist for over 50 years. If his work looks familiar, maybe you read a lot of car comic books when you were younger.

In the 1960s, '70s and '80s, Dewey was a frequent contributor to those comics, particularly *CARtoons*. He also drew for *Hot Rod Cartoons*, *CYCLEtoons*, *SURFtoons* and *SKItoons*.

To see samples of Dewey's car cartoons, go to his website, www.nelsondewey.com.

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Service Truck Magazine welcomes submissions of letters, guest columns, short notices, product announcements, press releases, and ideas for articles. Send them to editor@servicetruckmagazine.com.

Letters: Please limit your letters to 250 words. Include your full name, the city or town you live in, and a contact phone number. We do not publish anonymous letters or letters written under pseudonyms.

Guest columns: These can be up to 700 words. Please send a brief note of inquiry first, however, just in case space what you wish to write about has already received a lot of coverage in our pages. Include your full name, the city or town you live in, and a contact phone number.

Short notices: Tell us about individual promotions, appointments, awards, staff movements, plant openings, plant closures, expansions, and other milestones. These short items should be no longer than 100 words.

Product announcements: Are you a supplier to the industry? Has your company developed a new product or process? If possible, attach a photograph.

Press releases: These should have something to do with service trucks and mechanics trucks in North America. We might publish only part of a press release or use it as starting point for an article by one of our writers.

Story ideas: Maybe you have an idea you'd like us to explore for an article. A good rule of thumb is to limit your story idea to no more than 30 words. If it takes longer than that to describe it, then chances are we won't be able to take it on.

All submissions are subject to editing and publication cannot be guaranteed. The deadline for our next issue of *Service Truck Magazine* is Oct. 17, 2018. Sooner is always better than later.

EDITORIAL

Meet skills shortage with free education

If industry is facing a labor crisis in the skilled trades — and that alarm has sounded for years — then maybe it's time for drastic measures. It's time that government provided free training to earn qualified certification in any of those high-value much in demand trades.

The reasoning is simple: A few decades ago a high school diploma was enough to enable a graduate to find a job that paid a living wage — in mining, forestry, fishing, or on an assembly line. Not any more, as offshoring and automation have destroyed those opportunities. Nowadays it takes at least a college diploma to gain a meal ticket into the middle class.

That was the reasoning behind Bernie Sanders's 2016 campaign promise of free post-secondary tuition. It's an idea whose time has come. But we can understand the hesitation. Perhaps, let's start with some strings attached to the idea and restrict it, initially at least, to free education for those seeking to pursue vocations in high demand. Let's start with free tuition for trade schools.

Companies like Warner Bodies are to be applauded when they partner with local high schools and colleges to help prepare the next generation of skilled trades people. Industries of all sorts — especially those that rely on skilled trades such as welders, equipment operators, and mechanics — have been warning for years about shortages in those professions.

A big part of the problem is that they're dominated by baby boomers poised for retirement. And for whatever reason, not enough millennials are entering those trades to keep up with the demand.

Indiana-based Warner's experience with the Hinds Career Center demonstrates that if you build the right program, aspiring trades people will be drawn to it. Enrollment in the center's welding program is up 300 percent over last year, as noted in this issue's cover story on the partnership. About half the students who have completed an internship at Warner through the program have gone on to full-time employment with the company. So it's certainly something that can be emulated elsewhere.

Other companies, like Stellar Industries and Knapheide, provide in-house training for welders. And trades programs across the country are doing their part — includ-

ing in partnerships with employers — to bring more people into the trades. Maybe companies should and could do more. After all, they stand to benefit from the increased production and profitability of an expanded skilled workforce. One might say the same about the workers' themselves; they would surely reap rewards from their investment in education.

Those are all valid points. But under the status quo, not enough companies are investing enough in trades education and not enough young people are getting educated in the trades that are in high demand. Time to try another approach.

Make it an easy choice: Learn to become a mechanic, or mechanical engineering technologist, for free and be able to secure a well-paying job in two years; or pay thousands of dollars for a four-year degree in philosophy that will get you a barista job upon graduation.

Which is not to say that the world doesn't need philosophers or baristas. It's just that we have not heard any complaints from employers about a chronic shortage of those vocations.

Tuition is already much less at trade colleges than it is at universities in the U.S. For 2015-2016, the National Center for Education Statistics put the annual tuition at \$10,432 for two-year institutions versus \$26,120 annually for four-year institutions.

The student loans for trade-school students are already likely to be less onerous than for university students. And the trade school students can begin earning a living to pay back the loans two years earlier. Yet people still aren't entering these valuable trades in sufficient numbers to meet the demand.

So, sweeten the pot — if only for five or 10 years — and see what happens.

Where will the money come from? From the same source as all the extra money that is supposed to flow into the government coffers after the recent corporate tax cut. Except this might actually work.

Companies will have more qualified trades people to hire so they can expand their businesses, generate more profits, and pay more taxes. More taxes will also come from those welders, electricians and mechanics who will earn twice as much or more than if they were serving coffee or driving Ubers.



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File photo by Keith Norbury

Trade tops agenda at CTEA conference

55th annual manufacturers' conference comes to Toronto

KEITH NORBURY

The Canadian Transportation Equipment Association is holding its 55th annual manufacturers' technical conference this October in the country's largest city.

The conference, which has a theme of Interconnectivity is the Key, will again bring together vocational truck and trailer manufacturers, dealers, service providers and suppliers.

It takes place Oct. 22-24 at The Westin Prince Hotel in Toronto's Don Valley area, about 10 miles north of downtown and the landmark CN Tower.

Don Moore, the CTEA's director of government and industry, said organizers are aiming for participation from 125 companies at the conference and around 200 delegates.

"It's a significant increase is what we're shooting for," Moore said. "And a lot of focus on the (CTEA) board reaching out as well as staff to encourage folks to come out to this one."

In Toronto's favor is that it's a major transportation hub with flights "from virtually anywhere in Canada," Moore said.



Don Moore

Agreement, notes her biography on the CTEA conference website.

Her speech — at 12:45 p.m. on Tuesday, Oct. 23 — will focus on NAFTA negotiations, according to the conference schedule.

The closing keynote speaker will be Andrew Leslie, a retired lieutenant-general who serves as parliamentary secretary for Canada-U.S. relations to Minister of Foreign Affairs Chrystia Freeland in Canada's current Liberal Party government. Leslie speaks at noon on Wednesday. The conference opens with a board of directors meeting from 8 a.m. to 3 p.m. Monday, Oct. 22. A town hall meeting follows from 3:15 to 5:15 p.m. The opening night closes with a welcome reception and table top technical trade fair from 5:30 to 9:30 p.m.

Tuesday, Oct. 23 will begin with a president's breakfast and annual general meeting. Other Tuesday sessions include an expert panel on tariffs, a trailer forum, and concurrent updates from chassis original equipment manufacturers.

Moore said he is most looking forward to the session on trade, which is topical considering the tariff war between the U.S. and Canada that erupted in June.

"A lot of uncertainty"

"There is a lot of uncertainty as to what the effects will be," Moore said. "I've had everything from I just may have to shut operations down because I can't afford to change my pricing enough."

Manufacturers of tanker trailers, for example, often require food-grade stainless steel or aluminum that is only available from the U.S. Fortunately, after lobbying by CTEA members, the Canadian government removed those items from its list of retaliatory tariffs. On the other hand, Moore said that despite the Canadian government announcing \$1.7 billion in aid to Canadian steel and aluminum producers, the mills "are



Members of the Canadian Transportation Equipment Association gather in Vancouver for their 2016 conference. This year's event takes place Oct. 22-24 in Toronto.

already socking it to end users in Canada."

Moore, whose office is in Windsor across the border from Detroit, said he hasn't noticed a drop yet in cross-border trade. But he expects it's only a matter of time before that happens and prices start to rise.

"It's so tempting for some companies to try to take advantage of it early to bump their prices because of the expectation that the supply is going to drop," said Moore, who stressed that he was voicing personal opinions and not necessarily the positions of the CTEA board.

Other sessions already scheduled for Tuesday include ones on new Canadian regulations for electronic stability control

systems for heavy vehicles, new products presentations, and gala reception and VIP awards ceremony. The latter takes place at the Weston Family Innovation Centre at the Ontario Science Centre, about three miles south of the Westin Prince Hotel.

Session topics on Wednesday include amendments to the Motor Vehicle Safety Act, an update on heavy-duty greenhouse gas regulations, and the state of global trade.

Early bird registration closed Aug. 25. Delegates are asked to book their rooms before Sept. 19, which is the cut-off date for the CTEA's room block. The association has secured a special rate of \$189.

For more information, visit www.ctea.ca.



Rona Ambrose

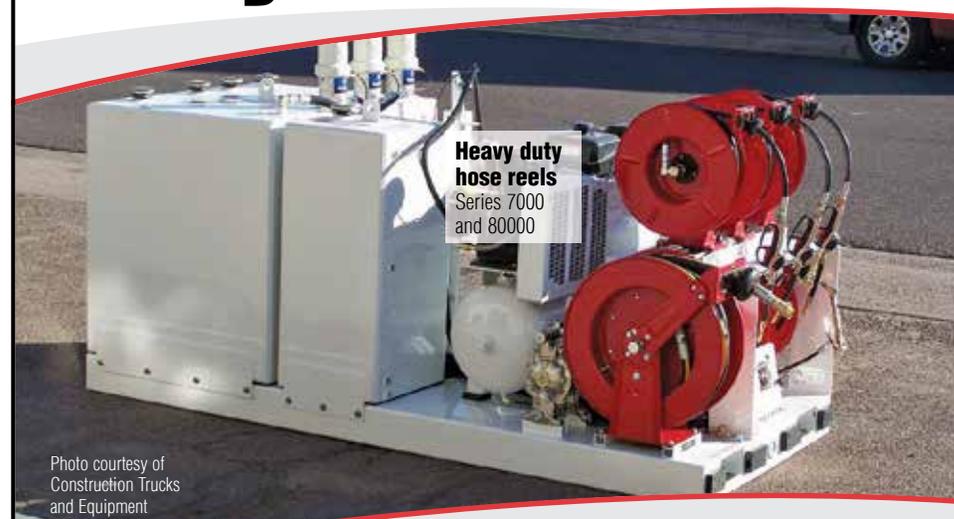
Keynote focuses on NAFTA

CTEA now has about 510 members, around 70 of them U.S.-based companies.

The keynote speaker will be Rona Ambrose, former leader of Canada's federal Conservative Party and of the Official Opposition in the country's House of Commons. Before that when the Conservatives were in power, she served as a key member of the federal cabinet for nearly a decade, from February 2006 to November 2015.

Among her current activities, Ambrose is a global fellow at the Wilson Centre Canada Institute in Washington, D.C., and was recently named to the Advisory Council on the North American Free Trade

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COVER

as being near my place," he says. "I thought, 'If this guy's in the area maybe I can just get him to weld it up.' I called him up around nine at night and he said, 'Come on over.'"

Cox learned that the welder, who calls himself ChuckE2009, had about 120,000 subscribers and was making \$10,000 to \$12,000 a month in YouTube ad revenues.

"I had no idea you could make that kind of money. That's when I said 'I'm gonna try this YouTube thing,'" he says.

Entertainment value

Friendly and engaging on camera, Cox focused on adding entertainment value to his posts, something he found lacking in most Internet do-it-yourself videos.

"A lot of the videos you see online are pretty dry. They have excellent information and everything but they're not that entertaining to watch," says Cox who does most of the filming and editing himself.

"I definitely try to get a personal view and a personal touch and make it as interesting as possible."

YouTube revenues were slow to materialize at first so Cox contracted out his services full-time to a heavy equipment repair job with a land-clearing company in San Antonio, but kept on posting videos.

"I was making pretty good money but it was like 70 or 80 hours a week," Cox recalls. "I kept doing the YouTube channel and after awhile it started making ... enough where I could quit that job."

In 2016, he bought a 1999 F-450 crane truck (Maintainer body, 7.3-liter Power Stroke engine with a manual six-speed



Stephen Cox is all smiles as he shows how to remove a truck from the mud.

YouTube screen capture

transmission, hydraulic compressor, and transmission-mounted PTO) a vehicle that's featured in many of his videos.

He's since replaced that with a V10, gasoline-powered Ford F-350 with four-wheel drive and a Knapheide body. A former BNSF railway service vehicle, the F-350 originally had steel wheels that were extended and retracted by a hydraulic power unit that is still mounted to the truck. Cox added a gas-powered Ingersoll Rand to the bed and separated the compressor from its power unit to minimize the height.

The diversity of tricky, quirky and obscure tasks he takes on in his videos leave no doubt that Cox is a versatile mechanic with a laser-sharp sense for troubleshooting and problem-solving.

Among the topics he's covered so far: changing the head gasket on an antique bulldozer; replacing the water pump and alternator on a Ford 1710 tractor; rebuilding the hydraulic cylinder on a Caterpillar 623F Scraper; and using a machine shop software program to mail order a custom bracket for his drill press.

"I went from making \$300 a month to \$8,000 a month off YouTube. In a couple of months I went from 11,000 to about 50,000 subscribers and it just launched a whole new career."

— Stephen Cox, Stephenville, Texas

While his newer episodes still have technical content, they're often more character-driven, at times taking on the feel of a Texas country boy reality show.

He'll fix the starter on a 74-foot home-made steel boat at his buddy Doug's place, head down to the Old Mill Pond Agricultural Museum in nearby Lindale to restore a vintage tractor or pull his neighbour's F-250 out of a mud bog.

Super Glue click bait

Cox's ability to both explain and entertain led to his first "viral video" — *The Super Glue Trick the Cops Don't Want You to Know About* — in which he demonstrates how super glue turns into a rock-hard, sandable filler when it's dusted with baking soda.

It's an old trick used by mechanics and woodworkers for decades. But Cox's take includes an amusing story about some prison guards who found a stash of baking soda in his friend's truck when they were headed to play softball against a team of inmates at the local jail.

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Video of Super Glue trick has racked up 13 million views and counting.

"I didn't specifically say in the title what the cops don't want you to know, but I was alluding to the fact that if the cops find the baking soda they're gonna think it's coke or something," he says.

The Super Glue video spread like wildfire.

"On the third day it went from 300 views to like 6,000 views. Then it went to 15,000 then 30,000 and I was getting a bunch of subscribers and then within 30 days it had 1.5 million views," he recalls.

"I went from making \$300 a month to \$8,000 a month off YouTube. In a couple of months I went from 11,000 to about 50,000 subscribers and it just launched a whole new career."

Several of his later videos contain the phrase "that the cops don't want you to know about" in the title, as a way of inviting clicks.

"It's become kind of an inside joke," he says. "With YouTube your title and your thumbnail will get you more views and traffic and subscribers than anything else."

Cox has an ongoing collaboration with Justin Mairot, his good friend and curator of the Old Mill Pond museum. Mairot has limited budget and a collection of antique machinery in dire need of restoration, including motors made by storied American companies like Sandwich, Galloway and New Way.

It's a symbiotic relationship. Cox donates his time and skills to bring the rusted out relics back to life. He gets a cool video for his site, while Mairot gets free publicity for his cash-strapped operation.

Technical credibility key

While Cox's on-camera presentation and creativity play a part in his success, those assets would mean nothing without technical credibility, Mairot says.

"He just figures things out so quickly. He goes through the process and quickly comes to a decision and he's almost always right," Mairot says. "People want a guy who knows what he's talking about. Guys like us have pretty good bullshit meters."

There's more than a bit of shade tree mechanic in Cox's background. Growing up in East Texas, his family didn't have much money. So whenever something broke down, his father would fix it himself.

Cox, who recently turned 36, learned the basics of heavy-duty mechanics by watching

his dad. In his 20s, he studied automotive and diesel technology at Universal Technical Institute in Houston, but got expelled for cutting too many classes.

He says it's just not in his nature to show up at the same place and do the same thing every day.

"I've had a lot of jobs and what I tell people is, 'I just make a terrible employee,'" Cox says. "I'd rather be working for myself and going out in the middle of the night to rescue a stranded RV or whatever."

Cox may have found a specific niche with his site's focus on heavy-duty diesel and automotive repair, but he's also part of a thriving community of YouTube handymen covering every kind of industrial instruction, assembly, repair and maintenance imaginable.

Festival features handy YouTubers

In fact, Mairot is organizing a festival of skilled manufacturing and maintenance YouTubers that will be held in Lindale on Nov. 3.

Several of the attendees at the festival — for example all-purpose handy man Jimmy Diresta, U.K. blacksmith Alec Steele, and the gadget and accessory repair site AvE — have a million or more subscribers.

It's an audience that has immense value to advertisers. Even Cox with his meagre 100,000 followers receives frequent offers from companies asking him to endorse their products. He invariably turns them down and will only do videos about equipment and tools that he actually uses.

These days, Cox keeps the number of service truck jobs he does to a minimum, taking on just enough to keep his skills sharp and gather material for his videos, which now generate about 90 percent of his income.

To date, his posts have generated more than 26 million views, more than enough incentive to keep on making videos and trying to grow his audience.

"I know people out there with three quarters of a million subscribers and they're making \$60,000 or \$70,000 a month," he says. "The way it's going, I'll be surprised if I don't have a million subscribers in the next 10 years."

Brennan Clarke is a writer based in Victoria, B.C.



Stephen Cox points out the details on his previous service truck, which has a Maintainer body.

Stephen Cox's YouTube channel:

www.youtube.com/sphinx4785

Video describing his 1999 Ford F-450 truck:

<https://www.youtube.com/watch?v=F5IvIyKCbo>

Video of his 2003 Ford F-350 pulling a neighbor's truck out of the mud:

<https://www.youtube.com/watch?v=wHEkRvwEkq4>

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improve their skills, and potentially stick around as long-term employees after graduation.

“We saw the advantage in having the ability to work with them to develop a program, bring high school kids in to teach them skill sets, and tailoring a program that fit our operations,” said Warner’s president, Craig Longstreth.

Not your grandparents’ factory

Like many manufacturers, Warner often struggles to find enough skilled workers. Liz Manasek, who works in human resources and special projects for Warner, said many young people imagine that manufacturing is something very different than the industry looks like today.

“I do think that it is a lack of understanding about how manufacturing has changed, especially in the last 20 years,” she said. “The factories of today are not what many of these young students’ grandparents grew up in.”

To erase those misconceptions, Warner offers tours for students and sends employees to job fairs to invite people to come and see the facility themselves.

“It’s being able to invite folks in firsthand to see that it’s a clean environment, it’s a bright environment,” she said. “And in general, our workforce is fairly young; the average age is around 40.”

And for some students at the Hinds Career Center, Warner’s efforts to highlight manufacturing go far beyond a single visit.

Company helps design student projects

Students work in the classroom on projects that Warner helps design. Recently, students tackled a project that helped outfit Warner’s paint booth. They set up the work as though they were on the manufacturing floor, rotating through duties as operations managers, engineers and welders so they could get a taste of each type of responsibility.

“They needed racks to hang their parts on to put in the paint booth, so they provided the materials and we built the racks,” said Jim Pearson, the center’s director. “With those type of projects, they look to us first and it’s a great experience for us.”

Some sign up to work with Warner for anywhere from six weeks to a full academic semester, spending part of their day in the classroom and the rest of it at work.

Pearson said the students who go to work at Warner already have some training under their belts. To be an intern, students must be in their senior year of high school, and most are in their second semester, nearing graduation. The internship is unpaid, but the students gain invaluable experience, and a shot at a job offer before they finish school.

As they work, it’s a time for Warner to show the students why they might want to work in manufacturing — and for the students to prove to Warner that they have the stuff it takes to become a full-time employee.

Job offers abound

Pearson said the program is a way to demonstrate to both students and their parents that promising opportunities exist for young people who might not be interested in — or a good fit for — a four-year college or university.

“A lot of people are realizing that we’re coming into a crisis shortage of skilled employees ... and that the four-year degree is maybe not the best path for everyone,” he said.

Usually, somewhere between two and four interns work at Warner at one time. Welders are in particular demand, and sometimes the career center has to limit its assignments to the company because other employers are also asking for interns.

The demand for that skill and others is so acute that students who perform well are virtually guaranteed a job, Pearson said.

“Everyone one of our graduating seniors were all fully employed and had job offers — many of them multiple offers right away,” he said.

Many of those offers offer solid compensation packages, especially for workers coming directly from high school with little else on their resumes.

“They’re starting out at one employer at \$18 per hour with benefits and tuition assistance, so that’s just incredible for an 18-year-old,” Pearson said.

Those possibilities are drawing more students to the program — and quickly. Pearson said enrollment in all of the career center’s programs went up by 70 percent in 2018, and enrollment in the welding program is up by 300 percent.

Career center looks to expand

Those numbers have the Hinds Career Center looking to expand its own facility. Pearson said the center is working with the city to help fund an expansion for the welding program so it can accept all interested students this fall.

“(The program) has just exploded, which is great for employers because now we can better meet their needs,” Pearson said.

There will be some delay, since many of the students will be entering for their first year and need more classroom experience before they can take on an internship. But within a few years, Pearson expects he’ll be able to turn out 35 or 40 interns a year for an even broader range of employers — and potentially that many new workers.

“We get calls weekly: ‘Do you have any recent graduates that might want to be employed?’” Pearson said.

Not every student who completes an internship is ready to move on to full-time employment. Of the dozen who have worked at Warner, about half have become employees.

Manasek said some of that retention gap is to be expected.

“We saw the advantage in having the ability to work with them to develop a program, bring high school kids in to teach them skill sets, and tailoring a program that fit our operations.”

— Craig Longstreth, president, Warner Bodies

File photo by Keith Norbury



Mike Baker, Chris Wahl, and president Craig Longstreth staff the Warner Truck Bodies and Accessories booth at the 2018 Work Truck Show in Indianapolis this March.

More internships also expected

“These are 18-year-old students coming into the workforce,” she said. “The world is a big place and we’re in a small town.”

But those that want to stay at Warner have proven to be strong additions to the workforce, she said.

“The folks that have stuck around, we’ve watched them improve month over month, gain confidence and become good workers and good employees,” she said.

Manasek and Longstreth said they expect to see their internship program grow along with the Hinds Career Centers’ expansion. More resumes trickle in each year, with more interns turning into workers.

“It requires us to think out of the box a little when we’re thinking of ways to attract new employees, and especially the younger generation of employees who might have a negative mindset toward the trade or the type of job,” Longstreth said. “They’re in demand and kids can come out and make a good living and do very well for themselves.”

Erin Golden is a writer based in Minnesota.



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cannabis,” said Toronto lawyer Carole McAfee Wallace. “Producers are licensed by Health Canada and have to meet all kinds of requirements in terms of security, sanitation and distribution.”

An individual with a script from a doctor can order cannabis from an approved supplier, said McAfee Wallace, who works for Fernandes Hearn LLP, a firm specializing in transportation law. However, legalization for recreational use stands to broaden accessibility, with each province and territory able to set some parameters around production, distribution and use. Legalization will also affect other, existing laws such as provincial and territorial highway traffic acts.

Challenges anticipated

“There will be zero tolerance for any level of cannabis in a commercial motor vehicle driver in Ontario,” she explained, pointing to an automatic three-day licence suspension.

While there are parallels with laws governing alcohol consumption, breathalyzer tests are widely accepted whereas the Canadian government has yet to approve a similar device for cannabis. “We can just imagine the challenges. There’s a huge body of case law for drinking and driving, and Constitutional rights, and the measurement of that in one’s bloodstream. So we anticipate that once this new law is in force there will be similar challenges.”

Furthermore, the zero tolerance approach under the Ontario Highway Traffic Act applies only to recreational use. McAfee Wallace said there’s a “carve-out” for approved medical use.

Drivers are cautioned to take a cautious approach when unsure about the rules, and especially when cross-

ing borders. Jaclyne Reive, a corporate, commercial and regulatory lawyer who also works at Fernandes Hearn, said the United States expressly forbids impairment of commercial drivers at the federal level. Truck drivers who are based in Canada or travel there must never enter the U.S. with any cannabis in their possession or any residue in their system.

The same principle applies inter-provincially in Canada, because provincial and territorial laws may differ. Reive said drivers should always check what laws apply in each jurisdiction where they intend to travel to, to ensure that they are in compliance.

Set firm policies

Employers should have sound policies in place that reflect the new legislation and other rules governing employee relations. “A fit-for-duty policy works to protect the employee’s rights to privacy but also allows the employer to maintain their duties of protecting their other employees and public safety,” Reive said. “It isn’t a one-size-fits-all type of policy. It depends on the specific workplace.”

While employers will be able to prohibit the possession and consumption of recreational cannabis at work as they would alcohol, they can’t prohibit prescribed medical use unless the employee is in a safety sensitive situation, which could include driving or operating, or repairing machinery.

“The employer would want to define in their policy what they consider to be safety sensitive so it’s clear to employees whether or not they need to disclose something,” Reive added.

Once an employee discloses their medical use, or a dependency that meets the definition of a disability, the employer must accommodate the employee up to the point of undue hardship.

“Keep in mind that the duty to accommodate always applies to medical cannabis but does not apply to recreational cannabis unless it’s to the point where the employee actually has a substance abuse problem,” Reive said. In Canada, an addiction could constitute disability under provincial and federal human rights and employment legislation.

Depending on a company’s re-

“A fit-for-duty policy works to protect the employee’s rights to privacy but also allows the employer to maintain their duties of protecting their other employees and public safety. It isn’t a one-size-fits-all type of policy. It depends on the specific workplace.”

— **Jaclyne Reive, corporate lawyer, Fernandes Hearn LLP**



sources, the duty to accommodate could range from offering the employee a job-protected leave of absence while they undergo treatment, to reassigning an employee to a desk job or providing access to counselling.

“Rules are only effective if employees know about them and are aware of the terms and what the employer actually expects,” Reive said. “Look at your policy, make sure it’s robust, detailed and forceful, and then review it with your employees and get them to sign off that they’ve received it, understand it, and have had the opportunity to ask questions. That will then give the employer a little more control over how they manage employees who may not comply.”

U.S. federal law prevails

South of the border, Washington Trucking Association safety director Mike Southards says commercial truck drivers are federally regulated in the U.S., and federal laws prohibiting marijuana usage, including medically prescribed, prevail.

“It falls under federal rules because drivers cross state lines,” Southards said, explaining the complexity of Washington State decriminalizing marijuana possession even as federal laws haven’t. “State law can be more stringent but can’t be less.”

Even when drivers aren’t on the job, they are subject to random testing, and the cut-off for residual marijuana in their system is five nanograms. “They can have up to four nanograms in their system but if they reach five it’s the same as a failed drug test,” Southards said.

If a driver is prescribed medical marijuana in a state that allows this, they must self-report and hand over their commercial driver’s licence for a set period of time.

Does this apply to a mechanic working exclusively in-state? “If it’s over 10,001 pounds gross vehicle weight rating, then it is considered a commercial vehicle for intrastate travel,” Southards said. He added that a driver who has a regular licence and not a commercial one is not bound by commercial truck rules. Federal laws are also invoked if the truck is carrying hazardous, placardable materials.

A lot of liability

Southards said the association supports the marijuana prohibition for commercial drivers and successfully lobbied the state back in the early 1990s, prior to legalization, for a law requiring drivers who test positive for drugs to surrender their commercial licence until they have completed an approved substance-abuse program and successfully passed a return-to-duty test.

The association also runs a drug and alcohol program for its members and their employees.

“We don’t want somebody driving a commercial vehicle under the influence,” Southards said, explaining why medically prescribed marijuana is included. “Marijuana will stay in your system based on your metabolism up to 90 days. That gives us a lot of liability when somebody’s out there operating under the influence.”

Overall, Southards expressed optimism, saying the number of positive tests has risen less than one percent since Washington State legalized marijuana. “I think the trucking industry has educated the drivers on that subject pretty well.”

NOTE: Information in this article does not constitute legal advice and is intended for information purposes only. Laws can vary by jurisdiction, and fleet owners and operators should seek legal advice relevant to their specific circumstances.

Saul Chernos is a Toronto writer.



“There’s a huge body of case law for drinking and driving, and Constitutional rights, and the measurement of that in one’s bloodstream. So we anticipate that once this new law is in force there will be similar challenges.”

— **Carole McAfee Wallace, transportation lawyer, Fernandes Hearn LLP**

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NEWS

New campaign promotes safe power tool battery use

“Take charge of your battery” is the catchphrase of a new safety awareness campaign from the Power Tool Institute.

The campaign — aimed at consumers, contractors, and educators — “promotes the safe use of lithium-ion batteries in power tools,” says a news release from the institute, which is headquartered in Cleveland, Ohio.

One way to reduce the risk is to choose batteries from the original tool manufacture, “which are designed to share the same circuitry and best operate with matching power tools,” the release noted.

That means avoiding aftermarket or counterfeit batteries, “which may not undergo the same safety testing.”

The campaign also explains the proper ways to store and transport batteries, how to tell if they’re still operating properly, and the correct disposal methods.

“Lithium-ion batteries are quickly becoming more common in power tools and are revolutionary for their increased efficiency, energy storage capacity, and durability,” the release quoted the institute’s Susan Orenga. “But what many don’t realize is that these batteries also come with some serious risks when used improperly. We hope to reach as many consumers, contractors, and educators as possible with this campaign to significantly reduce the risks associated with improper use of lithium-ion batteries.”

The institute’s other advice includes the following:

- inspect batteries regularly for signs of damage;
- don’t use a damaged battery; and
- take used batteries to the appropriate recycling center.

The institute’s members include Stanley Black and Decker, Bosch, Chervon, Festool, Hilti, Hitachi, Makita, Metabo, and TTI.

For more information, visit www.takechargeofyourbattery.com or www.powertoolinstitute.com.



Power Tool Institute offers battery safety tips.



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BY DAN ANDERSON

SPEC MY TRUCK

Unlike Any Other

Earl East of Arizona has several service trucks in his Elite Sales and Service fleet

Photos by Adelyn Baber/
Adelyn Photography

Things are different at Elite Sales and Service in Benson, Arizona. The service trucks don't look like conventional service trucks and the company's owner avoids hiring "technicians."

The company services heavy equipment, from Ditch Witch walk-behind trenchers to 631 Caterpillar scrapers, and commercial fleet vehicles from Ford F-250s to Class 8 trucks. Company owner and manager Earl East explains his unconventional hiring strategies.

"I want mechanics, not technicians," he says. "I'm not interested in somebody who is a whiz with a laptop. I want a guy who can walk up to a machine and figure out a hydraulic system by looking at it. The strength of our company is that we'll work on anything. We can do that because I have some of the best mechanics in the region, guys who actually fix things rather than just replace parts."

East's father, Ellis, founded Elite Sales and Service in 1995. The younger East took the reins five years ago and has steadily expanded the business, adding custom-built service trucks based on a unique design developed by his father.

The company's current service trucks range from Dodge Ram 3500s to several full-size Peterbilt and Kenworth-based Class 8 rigs. All feature custom-built flatbeds outfitted for field repairs. A Cormach, Palfinger, or Hiab knuckleboom crane mounts at the front of the bed behind the cab on the larger service trucks.

"Knucklebooms are more versatile than cable cranes," East says. "(For example) my guys can use their crane to pull apart a big hydraulic cylinder. You can use knuckleboom to push or pull things, not just lift."

A Maxim folding hydraulic-lift tailgate is at the rear of each flatbed. Versatility is again the goal.

"You can lower the liftgate down to the ground, or knee-height, or whatever height you need so you can get all your weight on the drill if you're drilling something in the vise we have mounted on the liftgate," he says. "Or maybe you use a transmission jack to pull a big transmission. Instead of having to rig the crane to load that transmission, we just roll the jack and transmission onto the liftgate. The same goes for loading and unloading tires and rims."

East mounts custom-built storage boxes under each side of the flatbed, ahead of the rear dual wheels. The seven-foot long, 24-inch by 24-inch boxes with two interior full-length shelves help him meet his prime directive for his service trucks:

"I want to be able to reach everything from the ground," he says. "All the extra parts we carry, all the tools, all the controls for the welder and other stuff are mounted so we don't have to climb up onto the bed."

Hidden behind the under-bed storage compartments are custom-made air and fluid tanks. Eight-inch by seven-foot-long cylindrical tanks mounted alongside the frame rails under the bed each hold nearly 20 gallons of waste oil or up to 2.5 cubic feet of compressed air.

"We can service five Cat engines and easily haul away the waste oil with the storage we have," East says. "We use a Kohler two-cylinder gas engine to power a Champion two-cylinder air compressor that fills a couple of the tanks dedicated to air storage. We use RAASM air-powered pumps to move fresh oil or waste oil in an out of their (respective) tanks."

"I want mechanics, not technicians. I'm not interested in somebody who is a whiz with a laptop. I want a guy who can walk up to a machine and figure out a hydraulic system by looking at it."

— Earl East, Benson, Arizona

A Lincoln SA200 welder/generator rides on one edge of the bed. A large Snap-on "road chest" is mounted toward the rear of each truck's flatbed. All tools are inventoried in similar locations across all his trucks.

"All our guys put their sockets in the bottom drawer of the Snap-on box, all their wrenches in the second drawer, all their hand tools and other stuff in the same general locations so everybody pretty much knows where things are on the other guys' trucks," East says. "It saves a huge amount of time when guys are sharing a job, knowing where each other's tools are."

East says his role as manager — and as the chief mechanic who handles all calls at night and on weekends — is to bring organization to the sometime chaotic world of repairing broken equipment in the field.

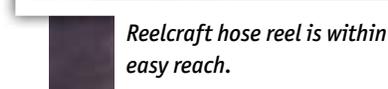
"I actually sort of enjoy the frenzy that goes with things breaking down," he laughs. "I like to organize the turmoil, make things go smoothly for my guys, and make things right again for our customers."



Earl East (left) now runs the family business that his father, Ellis, started in 1995.



Reelcraft hose reel is within easy reach.



Elite Sales and Services has a fleet of several service trucks.



Dan Anderson is a part-time freelance writer and full-time heavy equipment mechanic with more than 20 years of experience working out of service trucks. He is based in Bouton, Iowa.

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Trucks range up to Class 8, such as this Peterbilt.



Knucklebooms are East's preferred cranes.



Maxim folding hydraulic-lift tailgate can be raised or lowered to various positions.



Each truck features a Snap-on "road chest."



Custom-built storage boxes are mounted on each side.



Custom-made air and fluid tanks hide behind the under-bed storage compartments.



Liftgate vise assists with drilling duties.



Kohler two-cylinder gas engine powers a Champion two-cylinder air compressor.



Lincoln SA200 welder/generator rides on one edge of the bed.



Hose reels are mounted inside the truck bed.



Earl East and his trucks will work on anything.



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Strategy on the menu at leadership summit

National Truck Equipment Association holds its annual Executive Leadership Summit in Baltimore this October

SAUL CHERNOS

There shouldn't be any serious hunger pangs after the National Truck Equipment Association's fifth annual Executive Leadership Summit in Baltimore on Oct. 16. After all, one of the keynote speakers, Cyndi Gave of The Metiss Group, is scheduled to give a presentation titled, "Culture Eats Strategy for Breakfast."

NTEA summits offer a mix of business insights and perspectives. This fall's agenda includes a North American macro-economic forecast, presented by Mark Vitner of Wells Fargo Securities, and other speakers are slated to talk about market forecasts for the work truck industry as well as the use of augmented and virtual reality technologies as a business tool to enhance sales and research and development.

NTEA executive director Steve Carey said the one-day event typically attracts commercial vehicle business owners and managers and will offer a unique forum to explore important trends influencing the work truck industry. "Our summit is the place where industry stakeholders come to articulate business issues and receive practical feedback from seasoned leaders," Carey added.



Fifth annual NTEA executive summit takes place in Baltimore. Photo courtesy of NTEA

better than 50 percent of them have at some point in the past used some tools to improve their business and their processes — whether to shorten lead time, deal with quality issues, or reduce inventory — with some eye towards improvement. That's the baseline."

These kinds of initiatives have often under-performed and even failed, Curtis said. "They just sort of evaporate and die a slow death, and people revert back to their normal routines and what they know how to do and what they've been taught and trained or learned over time."

Curtis, who worked in plastics, textiles, printing, consumer packaging and other manufacturing before joining TWI, a consulting organization, said he plans to offer a brief history of "lean" and how it came about. And he plans to emphasize that, rather than viewing methodologies as a tool set, organizations wanting to improve their processes and performance need to remember that everything comes down to their people.

"It's about building the skills and the capability into the workforce so (employees) are capable of performing the work necessary to provide good quality products that are delivered on time and under budget," Curtis said. "Then, when they do start to run into problems, they have the skills to solve those problems. It's really about building skills into the workforce. People are their greatest asset."

Corporate culture examined

By shifting the paradigm from tools and processes to building capabilities into the workforce organizations can address shortages of skilled labour, Curtis said. "You don't necessarily have to find that really specialized and skilled person off the street. You can develop those people effectively and



"Our summit is the place where industry stakeholders come to articulate business issues and receive practical feedback from seasoned leaders."

— Steve Carey, executive director, NTEA

quickly internally with the right application of good training methods. I'll be talking about that."

Curtis said he sees his presentation as fitting in with other ones scheduled. In particular, the title of a talk by Cyndi Gave, president of The Metiss Group, struck a chord. "Her tag line here is Culture Eats Strategy for Breakfast. So what is your culture? Culture is, really, the accumulation of daily routines and habits that, over time, become the norm — become the culture. So what I'll be talking about are the things you need to do to shift the culture from one where people are running around firefighting and dealing with chaos and problems, where it's always up against the wall, to something that's much more stable and predictable."

The Metiss Group is a consultancy specializing in organizational behaviour and Gave, its founder, has a background in human resources and for-profit businesses. She told *Service Truck* she plans to elaborate on how organizations can keep culture front-of-mind as they're hiring, making decisions and operating on a daily basis.

"A lot of the people hired to run those service trucks are being hired because they have experience with a particular truck or

with some of the machines they're working with. But if you hire exclusively on those hard skills, you wind up firing on those soft skills, and then not only have you incurred costs relative to turnover and training, but think about the impact on other people in the organization who have had to work with that bad hire. Whether it's just an inconvenience or it was a cancerous cell in an organization, it can be really traumatic."

Impacts on the bottom line

Gave said she hopes to explain that the culture of an organization "isn't just a touchy-feely, cutesy little thing to have" but that it truly impacts the bottom line and employee engagement. "It doesn't matter what generation you're from, if you're working with someone who just doesn't fit the organization it's an impact on everybody. That's the gist of what I'm going to be talking about."

A prime example lies in the automotive safety-related scandals that erupted several years ago. "That wasn't just a leadership problem, that was a culture problem," Gave said. "It wasn't one person making a bad decision, it was a lot of people being willing

continued on page 18



Cyndi Gave, president of the Metiss Group, delivers a presentation at the 2018 Work Truck Show this March. She'll also be one of the speakers at the NTEA's annual executive summit in October.

Employee engagement stressed

Scott Curtis, president and CEO of the TWI Institute, is scheduled to present on industry training, and the need to truly engage employees in order to develop a competitive advantage.

"I'm assuming that most of these organizations have started or have been using some form of continuous improvement or lean manufacturing methodologies," Curtis said when asked for a preview. "And that



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NTEA

Work Truck Show enlarges educational choices for 2019

Educational opportunities are being expanded for the 2019 Work Truck Show.

Show organizers the NTEA — the Association for the Work Truck Industry — will now offer registrants the option of attending sessions at both the Green Truck Summit and the Fleet Technical Congress.

At the 2018 show, the first for the Fleet Technical Congress, attendees had to choose either it or the Green Truck Summit.

“This is an effort to improve the attendee experience by giving them the chance to customize their schedules and attend whichever sessions interest them the most,” NTEA managing director Doyle Sumrall said in a news release. “With Fleet Technical Congress and Green Truck Summit sessions running concurrently in rooms literally right next to each other, it will be easy for participants to move between sessions and engage in networking opportunities.”

The 2019 show takes place March 5-8 at Indianapolis Convention Center, the show’s venue for the last several years.

Green Truck Summit and Fleet Technical Congress sessions happen concurrently at the adjoining JW Marriott Indianapolis Hotel. A combined reception will follow the last general sessions.

Registrants for either of those events also have access to the rest of the Work Truck Show, including other concurrent education sessions, the Ride-and-Drive, and exhibition hall.

Educational sessions begin March 5 with the exhibition hall at the convention center open March 6-8.

Work Truck Show registration opens in October.

For updates, visit www.worktruckshow.com.



George Servant, senior director of fleet relations for the National Truck Equipment Association, opens the inaugural Fleet Technical Congress held in conjunction with the 2018 Work Truck Show in Indianapolis.

File photo by Keith Norbury

Leadership summit *continued from page 17*

to sacrifice the safety of people in cars all over the world to protect a revenue stream.”

Culture needs to be embedded from the get-go, Gave said. “If you aren’t crystal clear about what your culture is, about what your core values are, to begin with, how do you know if the people you hire are promoting your culture or if they’re tearing it apart limb by limb.”

Gave said she plans to offer actual examples to explain how leaders can achieve clarity around their organization’s culture and core values, and how to use this in hiring. “Most people don’t know how to evaluate for soft skills or culture fit. I’m hoping to make that just a little bit easier.”

For more information, visit www.ntea.com/executivesummit.

Saul Chernos is a Toronto writer.



“It’s about building the skills and the capability into the workforce so (employees) are capable of performing the work necessary to provide good quality products that are delivered on time and under budget. Then, when they do start to run into problems, they have the skills to solve those problems.”

— Scott Curtis, president and CEO, TWI Institute

MILESTONE

Four decades celebrated

Joe Medeiros is celebrating 40 years with Ontario-based Wilcox Bodies Ltd. Hired as a welder on Aug. 21, 1978 by then-owner Rick Wilcox, Medeiros remained with the company when current owner John Dick bought it in 1980. Medeiros then went on to hold several prominent positions with the body manufacturer.

“John realized how valuable he was as a welder, installer and as a natural leader,” said a congratulatory announcement from the company.

In October 1987, Medeiros was made plant foreman. A dozens years later, in March 1999, he was promoted to production manager.

“Joe’s hard work and loyalty paid off. Not to mention, he was the first in the company to weld aluminum when it was first introduced to the business.”

As the company grew, management realized Medeiros and his years of experience building truck bodies would be a good fit for the sales department. On July 13, 2009, he was assigned his own territory.

“His easy-going manner and exceptional customer service was very well received by customers. Joe has reinvented himself throughout the years within the truck bodies business. He is an asset to Wilcox and appreciated for his ongoing commitment.”

Founded in 1962, Wilcox is based in Milton, Ont., about 40 miles west of Toronto.

For more information, visit www.wilcoxbodies.com.



Joe Medeiros, shown here at the 2015 Work Truck Show, has been with Wilcox Bodies Ltd. for 40 years.



“A lot of the people hired to run those service trucks are being hired because they have experience with a particular truck or with some of the machines they’re working with. But if you hire exclusively on those hard skills, you wind up firing on those soft skills, and then not only have you incurred costs relative to turnover and training, but think about the impact on other people in the organization who have had to work with that bad hire.”

— Cyndi Gave, president, The Metiss Group

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Pre-employment assessment offered for diesel technicians

Assessment by JOBehaviors Inc. aims to help employers identify candidates with the best behaviors for success

MATT JONES

When looking to expand your workforce, having the right skills and abilities are certainly very important. Those skills and abilities can be taught, though; much harder to teach are the right attitude, mindset and approach to work to fit into your corporate culture.

That is the thinking behind the JOBehaviors assessment, a pre-employment test designed to identify candidates who are best suited to specific positions. Along with assessments for a wide-variety of fields, the company has a pre-employment assessment for diesel technicians.

“We’ve become pretty darn good at imparting technical skill,” says Mark Tinney, president of JOBehaviors Inc., which is based in Gig Harbor, Wash. “What is a lot more difficult is to transform somebody behaviorally. In a certain sense, they’re coming to the table as who they are. Most folks can demonstrate technical competence at the point of hire, but it’s pretty difficult in most cases to determine the behavioral aspect for that candidate.”

Job-specific behaviors rated

JOBehaviors develops its assessments through surveys of top performers in their given fields, who will generate, on average, close to 500 behaviors that make up a particular job. Those top performers will rate the behaviors on criteria that include job performance, success, and satisfaction, among others. JOBehaviors uses those ratings to analyze statistically the behaviors and rank them from highest to lowest performance value. The diesel technician assessment, for example, includes such job-specific behaviors as “systematically diagnoses electrical problems,” and “documents parts, time, and repairs” alongside more generally beneficial behaviors such as “uses creativity and initiative to solve problems,” and “plans and organizes day/job.”

“It’s an approach that respects the work and it respects the workers,” Tinney says. “If we look at any given job as a pie graph — even a fairly technical job like electrician or diesel technician — as it relates to performance, that pie is going to be made up of about 20 to 30 percent technical knowledge and 70 to 80 percent behaviors.”

Tinney notes that for highly technical positions, such as diesel technicians, much of the emphasis in the interview stage is on the individuals’ technical competence, but rarely does it go beyond that. In particular, at times when there is a perceived shortage of workers, technical competence becomes the primary goal. But it’s only after a person is hired that an employer might discover that the worker isn’t performing at the desired level.

“The power of a tool like this is that whenever you can introduce a very consistent, a very job specific, extremely predictive and valid tool, you’re going to significantly increase your odds for success,” Tinney says.

Online assessments

Administered online, the assessment takes 10 to 12 minutes to complete. The assessment can be emailed to a candidate or can be embedded directly into a website, including web-based recruiting platforms such as Monster or Craigslist. The results are then instantly emailed to the appropriate people in the company.

One of the key benefits of the assessment is to quantify performance — if a manager is asked how much more



Screen grab shows some of the questions included in the JOBehaviors diesel technician assessment.

productive is one worker compared to another they might estimate a certain figure, but if you actually measure performance it could be significantly different.

“Say you have a mechanic who is very conscientious, who is making sure he’s getting it right the first time, who is working at a pace and keeps his work station orderly, and knows what he’s doing,” Tinney says. “He can absolutely run rings around someone who may be technically competent but is just not as conscientious about making sure that rework is not going to occur. That’s the main goal: to help our clients go out and identify individuals who are going to perform and produce at a very high level.”

Subtle deviations in behavior can account for huge differences in performance outcomes. Certain behaviors are consistent with any top performer in any industry — working respectfully with others, for example.

The company has a variety of assessments for driving-related jobs — a delivery driver, a motor coach driver, a school bus driver, and an over-the-road long haul driver. These positions are all fairly similar from a technical standpoint, but require hugely varying behaviors.

“Some people might think, ‘Well, a driver’s a driver’s a driver.’ But what’s separating a school bus driver or a delivery driver from an over-the-road long haul driver is quite a bit, actually, behaviorally,” Tinney says.

Cincinnati-based fleet maintenance company Clarke Power Services has utilized JOBehaviors since January. Director of Human Resources George Svaranowic was dissatisfied with his company’s high turnover rate, and tried JOBehaviors on a trial basis to see if the assessment could help identify better applicants for diesel technicians and customer service. He says he has been very happy with how JOBehaviors has helped to narrow down the applicants to those who will be the best fit with the company.

“Our shops around the country are small shops, so it’s a small family-type environment, and the customer support manager in each shop would interview the person for their technical abilities,” Svaranowic says. “That’s all well and good, but then you bring that person into a shop of five to 10 people, and if they don’t have the right behaviors and the right attitude, it doesn’t really matter what mechanical skills they bring to the table. It just doesn’t work. The small shop requires everyone to be more of a team, because one bad apple in a small shop and the whole morale is destroyed.”



Online assessment tool can help companies identify the best candidates for diesel mechanic jobs.

Skeptic turns believer

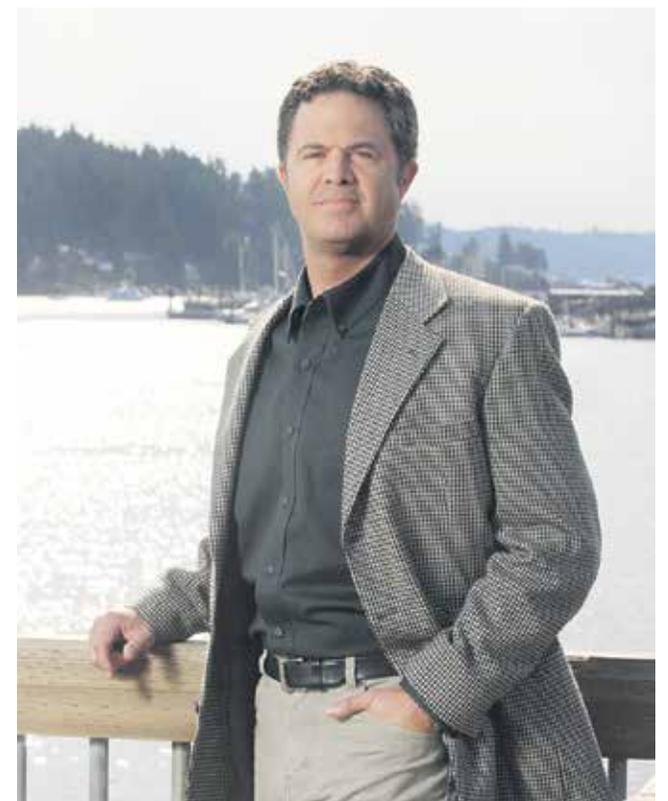
Svaranowic says he was skeptical in the beginning but soon discovered a strong correlation between the assessment results and what the new hires actually did once they landed their jobs.

“This assessment takes 10 minutes, so that’s perfect,” says Svaranowic. “Every person we interview takes the assessment right there at the interview. We get the assessment result that tells us whether they have the right behavior and if they are going to be effective in our environment.”

Tinney says one of the biggest advantages of JOBehaviors is reducing turnover, which is a recurring theme in industries experiencing a technician shortage.

“If you want to get off the technician shortage merry-go-round, you can really solve that by addressing it at the point of hire,” says Tinney. “You can essentially solve the technician shortage problem for your organization by identifying and consistently hiring people that are going to perform at a high level and stay with the company.”

Matt Jones is a freelancer writer based in Fredericton, New Brunswick.



“The power of a tool like this is that whenever you can introduce a very consistent, a very job specific, extremely predictive and valid tool, you’re going to significantly increase your odds for success.”

— Mark Tinney, president, JOBehaviors

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File photo by Keith Norbury

Tier 5 emissions standards not expected anytime soon

Environment consultant doesn't expect tier 4 rules to be rolled back either

ERIN GOLDEN

The shift to Tier 4 emissions standards for non-road diesel engines has now been going on for nearly a decade, but it's still prompting new questions, conversations and decisions as manufacturers and fleet managers adjust to the changes.

Beyond the talk around Tier 4 are lingering questions about what comes next. Is Tier 5 just around the corner? How much will all these changes cost and what will it take to keep up?

A few weeks before he was set to speak on the topic at the Independent Equipment Dealers Association's annual meeting in Orlando this February, consultant Mike Buckantz said he could already predict the top question he'd get from attendees: "Is the (Environmental Protection Agency) going to pull the trigger on another tier phase?"

In short, he said, the answer is no — at least not in the near future. With a new U.S. president pushing to review and roll back some vehicle emissions standards, it's unlikely the federal government will be looking to advance beyond the latest slate of changes.

"There's nothing on the radar that the EPA is going to start rulemaking on a Tier 5 regulation," said Buckantz, CEO of Huntington Beach, Calif.-based consulting firm Associates Environmental.

Tough to rollback regs

At the same time, however, Buckantz said manufacturers and fleet managers shouldn't expect to see things go back to the way they once were in terms of engine technology.

"I don't think we're going to see things get scaled back," he said. "It's really, really tough to reverse an environmental regulation once it's on the books, especially one that's caused the manufacturers to spend as much as they had."

The current Tier 4 standard refers to the latest in a series of emissions standards for non-road diesel engines that the EPA adopted in 1994 and began enacting in 1992. This has resulted in a dramatic shift for the engines of off-road equipment for construction, mining and other industries. The rules mandate upgraded technology that reduces particulate emissions by more than 85 percent — or in some cases 95 percent. Those improvements have come at a cost, often upping the price tag of Tier 4-compliant machinery by 50 percent over similar products that meet Tier 3 standards, Buckantz said.

"By and large it works," he said. "We haven't had a lot of problems with the new technology in the marketplace. But it is spendy."

(A proposed Tier 5 standard would reduce those pollutants to zero. Several engine manufacturers, including Cummins, have already unveiled engines to meet a similar Stage V standard in Europe.)

Because the pricier equipment includes more efficient components, Buckantz said some of the added costs should be recouped over time. But whether or not someone thinks a Tier 4-compliant piece of equipment will pay off may be secondary to other concerns.

"I don't think we're going to see things get scaled back. It's really, really tough to reverse an environmental regulation once it's on the books, especially one that's caused the manufacturers to spend as much as they had."

— Mike Buckantz, CEO, Associates Environmental



California leads way

Increasingly, companies hoping to work on government projects with public money will find that they're required to use Tier 3 or Tier 4-compliant equipment.

"Contractors need to focus on bid specs," Buckantz said. "Private owners trying to get projects through the environmental review process are really punting the ball to the contractors."

Requirements can vary, depending on location. California continues to be the most aggressive state in terms of energy and environmental standards, but others are starting to look to the Golden State for ideas.

"Oregon has been casting about trying to find ways to get close to having California's diesel off-road and on-road truck regulations," Buckantz said.

He said other states with large urban areas could be next to follow suit. Elected officials from places like New York, New Jersey and South Carolina, with a considerable amount of diesel engine activity, may lead the charge, he said.

"If you're building a pipeline in Nevada or building a pipeline in Massachusetts, the requirements for the construction equipment is going to look a bit different," he said.

The shifting landscape has many fleet managers wondering if they can get help modernizing their equipment, Buckantz said.

Financial help expected

Until recently, there was little in the way of financial help. But he said local proceeds from the major legal settlement with Volkswagen over its failures in emissions testing could be a boon for fleets making upgrades.

Jim Fier, Cummins Inc. vice-president of engineering, talks about the company's new Stage V compliant engines after they were unveiled at the 2016 Bauma heavy equipment trade fair in Munich, Germany. Don't expect similar Tier 5 engines in the U.S. anytime soon, says consultant Mike Buckantz.



"It will be up to the states on how they want to discharge some of the money they are getting," Buckantz said. "Some of the state will make money available for grants to help companies, particularly small companies, help fund the cost of the new machines."

As time goes by after the implementation of the new standards, Buckantz said buyers are likely to see more upgraded technology on the used equipment market. Growth in the economy and related surges in infrastructure projects has more companies buying new equipment and keeping the used market flush.

"A couple different things are rising the tide and the availability of the equipment in the used market," he said. "Economic condi-

tions are reasonably favorable right now."

While the technology for engines may have changed in recent years, Buckantz said his top advice for fleet managers remains the same: good maintenance is key. He said sometimes that's now easier because the machines are more efficient — or more challenging because they have so many complex bells and whistles working to make them cleaner.

"If you don't want trouble on your job site, make sure your engines aren't smoking," he said. "The best way is to maintain them really well."

Erin Golden is a writer based in Minnesota.



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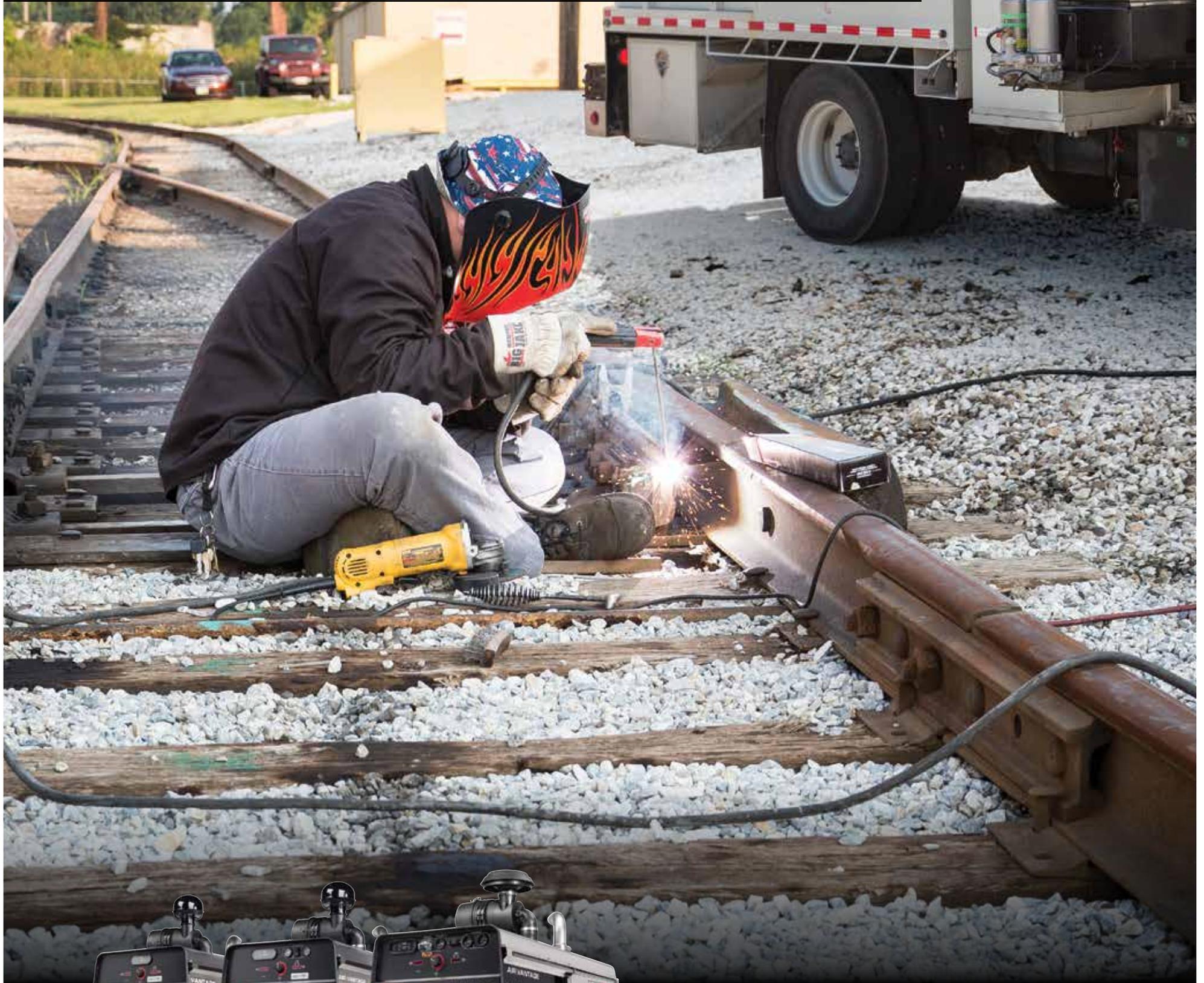





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Photo courtesy of the Association of Equipment Manufacturers

Industry will have to embrace more innovation in order to appeal to younger workers.



Make room for millennials

The Association of Equipment Manufacturers offers advice on how to entice younger workers

Editor's note: The following is a lightly edited version of article submitted by the Association of Equipment Manufacturers.

MILWAUKEE - Construction has often been considered one of the last industries to embrace technology. That is starting to change, however, as construction companies look for new ways to change the mindset of those working at the job site.

Enter the younger generation, otherwise known as millennials. They have grown up with apps and solutions to solve just about any system problem that arises.

As the industry evolves, it will have to embrace more innovation in order to entice and appeal to millennials — and those even younger.

Some emerging technologies that millennials appear comfortable with that they might leverage on the job site include the following:

- drones,
- artificial Intelligence,
- augmented reality/virtual reality,
- smartphone apps,
- tablets, and
- wearable devices.

Fresh thinking

“Millennials have grown up attached to technology. Job sites today are so far removed from what millennials have come to expect in their daily lives,” says Chad Hollingsworth, cofounder and president of Triax Technologies. “They expect new solutions to do their job better, to get rid of manual processes.”

They aren't afraid of innovations, and they are willing to try things out and if it doesn't work, they find a newer, better solution that will.

One of the challenges is closing the gap between the more seasoned construction professional that might be more hesitant to leverage new systems, and the younger, more tech-savvy generation that might not have as much experience with traditional construction methods.

“Older generations look to millennials for how to incorporate the tech into the job site,” says Paul Gomori, application engineering manager with JCA Electronics.

Moving into the future

There are advantages to having more software and devices on the job site besides attracting a younger workforce.

It boils down to improvements in efficiency and productivity compared to older manual processes, says Barry Peyton, product manager with Intellwave Technologies. These types of enhancements can be measured and traced back to bottom-line improvements across the construction site.

“The right construction technology can centralize information and communication, improve safety, and reduce the amount of time spent on non-value-added tasks,” Hollingsworth says. “It is something that

“Millennials have grown up attached to technology. Job sites today are so far removed from what millennials have come to expect in their daily lives.”

— Chad Hollingsworth, cofounder and president, Triax Technologies

(workers) can use to develop their skills, streamline daily tasks, and ultimately become better at their jobs.”

The attitude and outlook that millennials have toward their lives and jobs can help entice them to work in the construction field. Hollingsworth says, “Millennials want to add value, make an impact, and find meaning in what they're doing. This carries over to their professional lives.”

What can be more rewarding than turning piles of dirt into buildings, roads, bridges and other construction?

For more industry trends, check out AEM's ConExpo-Con/Agg 365 initiative at <http://www.conexpoconagg.com/subscribe/>.

The Association of Equipment Manufacturers has more than 950 member companies, including dozens of makers of service trucks and related accessories.



Five members receive MVP status

Carco Industries Inc. locations in Phoenix, Ariz., and Tualatin, Ore., were among the five new recipients of Member Verification Program status from the National Truck Equipment Association.

The other new MVP members were Knapheide Truck Equipment Center of Wentzville, Mo.; Frazer Ltd. of Houston, Texas; and Scientific Brake & Equipment Company of Saginaw, Mich.

Sixteen other NTEA members renewed the MVP status. They included Maintainer Corp. of Iowa Inc. (Sheldon, Iowa); Reading Truck Equipment – Indianapolis (Ind.); Ace Truck Body Inc. (Grove City, Ohio); Dejana Truck & Utility Equipment Co. Inc. (Kings Park, N.Y.); Kranz of Kansas City (Mo.); and Canfield Equipment Service Inc. (Warren, Mich.);

As part of its efforts to enhance members' core competencies, NTEA doesn't charge for MVP status, which lasts for three years.

“To renew, MVP members must again document compliance, ensuring their ongoing commitment to professionalism, industry knowledge and high performance,” the release noted.

For more information, visit www.ntea.com/mvp.

Drop-box expands PTO's power on Fords

Photo by Keith Norbury

A new drop-box enables a Chelsea 249 power take-off to directly direct a hydraulic pump on Ford F series trucks.

The Hydra-Drive drop-box from Harrison Hydra-Gen Ltd. was displayed at the Boss Industries LLC booth at the 2018 Work Truck Show in Indianapolis this March.

The Chelsea 249 is designed specifically for Ford F series trucks. However, on four-wheel drive F-250s to F-550s, the drive shaft to the front axle passes so close to the PTO that it only enables a small gear pump to mount to it, said Justin Majzel, a midwest business manager for Harrison Hydra-Gen.

Houston, Texas-based Harrison is a sister company of Boss, which is based in LaPorte, Ind.

The Hydra-Drive drop-box enables mounting at the bottom of a variable displacement pump, which can power a variety of hydraulic devices. That includes, generators, rescue tools such as Jaws of Life, cutters, or cranes.

“It's really for anything hydraulic,” Majzel said. “You don't have to use this big variable replacement pump like this. A lot of guys just use it as a gear pump.”

The drop-box has four gears inside, which reverses the rotation in a one-to-one ratio, he said.



Justin Majzel, a midwest business manager for Harrison Hydra-Gen Ltd., promotes the new Hydra-Drive drop-box at the booth of Boss Industries LLC, a sister company of Harrison, at the 2018 Work Truck Show in Indianapolis.

It utilizes a common SAE two-bolt 7/8th inch 13-tooth spline. “So anything really can mount there,” Majzel said.

The drop-box is also being used on two-wheel-drive F-650s and F-750s, he said.

“What they have to do on those trucks is they're remote-mounting pumps back here with a drive line and they have to move Ford's factory mounted equipment around,” Majzel said. “There's a lot of labor involved. So they're buying this and they're mounting their own stuff, their own pumps.”

For more information about Harrison Hydra-Gen, visit <http://harrisonhydragen.com>.

Upfitter approaches big 4-0

North Carolina commercial vehicle upfitter Southern Coach recently started its 40th year in business.

Based in Kernersville, N.C., the company is a distributor for Reading Truck Body, Venturo cranes and hoists, CM Truck Beds, Buyers Products, and many other service truck-related brands, said a recent news release from the company.

Southern Coach upfits a variety of body types, including service bodies, cargo vans, and special upfits, in the Carolinas, Tennessee, Georgia, and Alabama. The company — which has chassis and cargo van bailment pool agreements with Chevrolet, Ford, Ram, and GMC — serves a network of commercial truck dealers in the U.S. Southeast.

“Privately owned by the founder, debt-free and right-sized, the company competes in many different fleet and commercial markets,” the news release said.

The company upfits nearly 3,000 vehicles a year at its single location.

“With an experienced staff in the field and in the shop, no job is too small or too large.”

Southern Coach will mark its 40th anniversary in May 2019.

For more information, visit www.southerncoach.net.



Reading Truck Body service bodies are among the products distributed by Southern Coach.



NEWS

Firm's new laser cutter increasing productivity

Service truck manufacturer Iowa Mold Tooling Inc. has installed a new laser cutting machine.

The new machine, which cuts “dramatically faster” than the previous machine, will cut steel for all of the company’s product lines, including its Dominator service trucks, and telescoping and articulating cranes, said a news release from IMT.

“Investing in equipment that improves productivity allows us to position ourselves as a better partner for our customers,” the release quoted manufacturing engineer John Wacker.

The Oshkosh Corporation company chose the machine as part of its efforts to improve the whole operation, includ-



Iowa Mold Toolings new laser cutter is improving efficiencies.

ing ergonomics, visual management, and material handling.

“This laser is faster, more cost-efficient and requires less energy to operate,” said Wacker. “It’s all around a better machine, which means our operations will improve across the board — allowing us to pass along those efficiencies to our customers.”

By eliminating the maintenance issues of the older technology, the new laser cutter will also eliminate

downtime, the company says. That is expected to have “a ripple effect on productivity across the company.”

For more information on IMT, which is based in Garner, Iowa, visit www.imt.com.

Distribution sales manager appointed

Nathan Weaver has been appointed distribution sales manager for J&J Truck Bodies & Trailers.

His responsibilities will include supporting and developing the company’s “municipal customer base and brand awareness, increasing sales, and developing new accounts,” said a news release.

“He will also work with the marketing department to develop and implement regional marketing plans, including attending regional and national trade shows,” the release added.

Weaver was previously an account manager with a truck equipment distributor, where he was responsible for maintaining and growing municipal equipment sales.

Founded in 1958, J&J Truck Bodies & Trailers is a division of Somerset Welding & Steel, which also operates J&J Truck Equipment. The latter supplies such products as service crane bodies and mechanics bodies and is a dealer for Knapheide and Auto Crane service bodies, as well for BrandFX composite bodies.

Both J&J companies are based in Somerset, Pa. For more information, visit www.jjbodies.com.



Nathan Weaver



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Name change reflects firm's special focus

“Specialty” has been inserted into the name of Nesco Rentals, an Indiana-based company with more than 50 locations in the U.S. and Canada.

The new name — Nesco Specialty Rentals — “reflects the company’s continued commitment to providing specialized equipment to the transmission and distribution markets,” said a news release announcing the change.

The company provides equipment to such industries as utility, transmission and distribution, rail, and telecommunications. That equipment includes bucket trucks, boom trucks, specialized aerial devices, cranes, digger derricks, pressure drills, stringing gear, and hi-rail equipment — as well as repair parts, tools, and accessories.

Nesco also has a network of mobile service technicians in the U.S., Canada, and Mexico, notes the company website.

“In recent years, we have added telecommunications and rail to our focus markets and broadened our specialty equipment portfolio to match the needs of these markets,” the news release quoted Nesco CEO Lee Jacobson. “As a company with its roots in specialty equipment rental, sales and service, we are committed to deliver products and services that will help each of our customers in these target markets address the complex needs of their applications.”

The company — headquartered in Fort Wayne, Ind. — is an authorized distributor for such manufacturers as Terex, Hogg & Davis, Versalift, ETI, and Manitex.

For more information, visit www.nescospecialty.com.



Company also rents mechanics trucks.



New service center opens in Pennsylvania

Equipment manufacturer Terex Corporation has opened a new service center in Lancaster, Pa.

The center, previously located in Thomsville, is now closer to a larger percentage of Terex customers and team members, said a news release from the company.

The new 35,000 square foot facility has room to grow and allows technicians to work more safely and efficiently, the release said.

It also gives Terex “access to a greater pool of new technician talent to support our growth,” regional operations manager Mike Charles said in the release.

“This investment is part of our Lifecycle Solutions program —from parts to custom tailored maintenance and repair solutions— and enables us to deliver services that help our customers get the most from their equipment,” said Richard Gunderman,



The new 25,000 square foot Terex facility allows technicians has room to grow.

director of Terex Services.

Terex plans other new or updated facilities in key markets through 2022.

The company has field technicians across the country to service such Terex equipment as boom truck cranes, diggers derricks, and electric utility aerials as well as its Genie brands of telehandlers, and scissor and boom lifts.



Stubby wrenches promise huge impact

Wisconsin-based Milwaukee Tool is launching what it calls the industry’s first “stubby” cordless impact wrench this September.

Part of its trademarked M12 Fuel line of cordless tools, the new Stubby Impacts measure less than 5.1 inches long, which “allows greater access in tight spaces and provides unparalleled productivity to users,” said a news release from Milwaukee Tool.

The Stubby Impacts’ trademarked Powerstate brushless motors also deliver up to 250 foot-pounds of breakaway torque for “removing the most stubborn bolts and fasteners.”

Paired with Milwaukee’s trademarked Redlink Intelligence and Redlithium X4.0 battery pack, “the Stubby Impacts have the power and speed to tackle various applications without dips in performance,” the manufacturer says.

The Stubby Impacts will be available in 1/4-, 3/8-, and 1/2-inch sizes.

“Due to our extensive research with users on the jobsite and in the shop, we saw an opportunity to truly disrupt this space by creating a cordless solution that not only boasts the benefits of no hoses and no maintenance, but is also designed with the compact size and power to tackle these types of applications,” senior product manager Eric Rusch said in the release.

For more information, visit www.milwaukeetool.com.



Milwaukee Tool’s new Stubby Impact wrench is made for tight spaces.



Roll-up door manufacturer looks to open new markets

KEITH NORBURY

Roll-up doors, or shutters, are an alternative to swing doors that at least one manufacturer would like to see on more service trucks.

“The fire emergency industry is almost 80 percent roll-up doors, almost all the new vehicles we produce right now,” said Ray Van Gunten, president of Diamond Roll-Up Door Inc., during an interview at the 2018 Work Truck Show in Indianapolis.

He came to the show to promote how the company’s Dover brand of roller shutters can work just as well on a service body. He had them installed on an aluminum body made by DuraMag, which is based in Waterville, Maine, about 55 miles southwest of Bangor.

So far, Van Gunten has had limited success convincing major service body manufacturers to switch to shutters, although he keeps trying.

“But I think this market is huge for us in the work truck industry,” Van Gunten told *Service Truck Magazine*. “If things start going that way which they did in the fire and emergency industry, you know, it’ll be a huge market.”

His company manufactures doors for the U.S. market at its plant in Upper Sandusky, Ohio. However, Diamond is part of the AM Group, an Australian company that also manufactures doors in Australia and the U.K.

Other shutter makers

Diamond is one of a few makers of roller shutters for work trucks that exhibited at the Work Truck Show. Others included Hansen International Inc., Whiting Door Manufacturing Corp., and Dynatect Manufacturing Inc.

Dakota Bodies also had a display body

on its stand outfitted with Gortite roller shutters by Dynatect.

“The biggest attraction with those is they don’t take up space when you roll them up because they roll up into the compartment,” said Mac Blais, marketing manager for Dakota Bodies.

The company is receiving more and more requests for roll-up shutters, especially on the backs of trucks because they won’t interfere with a liftgate or a trailer.

Not many of those requests are coming from mechanics, however.

“A mechanic would probably go with the hinge doors only because a roll-up door does take up a little bit of room at the top of your body, and the top of your compartment,” Blais said. “A mechanic is going to want drawers all the way up.”

Diamond’s Van Gunten disputed the notion that the shutter doors sacrifice a lot of space.

“We actually made a side pack last year when we put a swing door on the other side and a rollup door on this side,” Van Gunten said. “And we looked at the space and it actually takes up the same if not less space for a roll-up door than a swing door.”

Modifications required

A shutter door does, however, require room for a head plate containing the springing mechanism for retracting the door.

“You see the spring is right inside this tube,” Van Gunten said, showing how it works. “So it’s very simple.”

Blais said that the compartments on the body on the Dakota stand needed about five inches of room to accommodate the roller shutters. “But we are a custom body builder manufacturer so we take care of that pretty easily,” Blais said.

Both Blais and Van Gunten agreed



Ray Van Gunten, president of Diamond Roll-Up Door, demonstrates how a Dover roller shutter works on a service body at the 2018 Work Truck Show in Indianapolis.

that the shutter doors are mechanically reliable despite their moving parts.

“We’ve had good luck with those,” Blais said. “We have sourced a few different manufacturers of them. We feel like we found the right one with Gortite here. But yeah there’s always that possibility if something fails.”

Should a roller shutter break down, it is easier to fix than a hinged door, though, Van Gunten said.

“I can have these parts out to you and change out whatever part’s broken on this door the next day, whereas if you had to get a swing door made from the manufacturer, it’s going to take weeks to get it made,” he said. “That’s a whole other reason the fire industry went to the roll-up doors is the quick maintenance on them.”



Roller shutter mechanism is tucked into the top of a service body cabinet.

Photo by Keith Norbury



Nate Mitchell with Concord Township, Ohio, tries out the roll-up doors on a Dakota service body.



NEW PRODUCTS

Cord reels feature LEDs

A line of three industrial-duty LED lights are now available on power-cord PC13 cord reels from Coxreels.

Features of the new lights include a 50,000-hour rating, internal light diffusers, and shatter-resistant polycarbonate lenses, says a news release from Coxreels, which is headquartered in Tempe, Ariz.

The new lights also have adjustable steel hooks or magnetic mounts for hands-free placement.

For more information on the company, visit www.coxreels.com.

PC SERIES
NEW LED ACCESSORIES



PC13 reels can now come with LED lights.

New LPG filters developed

A new line of clean liquefied petroleum gas filters are now available.

Alliance AutoGas aligned with Donaldson Company to bring the filters to market, said a news release from the companies.

The LPG filters remove potentially harmful particulate matter and heavy ends from propane systems. Designed for the propane industry, the filters are available through propane equipment distributors nationwide.

“While it’s common for gasoline and diesel fuels to be filtered multiple times as they are transported to an end-user, propane has historically not been filtered,” the news release said. “As propane has gained popularity as a transportation fuel, called autogas, consistent fuel quality has become a greater need for fleet customers.”

The two new propane filters consist of a highly efficient primary LPG particulate filter to remove 99 percent of harmful particulates 0.5 micron and larger, and a secondary absorbent carbon filter engineered to remove heavy ends without removing the odorant

from propane.

The filter housings, made from a high phosphorus nickel-plated steel, meet National Fire Protection Association standards for pressure-containing metal parts, the release said.

Founded in 1915, Donaldson invented the first engine air filter more than 100 years ago. Alliance AutoGas developed the Staubli quick-connect refueling nozzle and the propane Evacuation Pump.

The dual filter design can be tailored to a fleet’s specific need. The filters can be sold and installed separately or together.

For more information, visit www.allianceautogas.com or www.donaldson.com.



New LPG filters remove potentially harmful particulate matter and heavy ends from propane systems.

CALENDAR

SEPTEMBER 2018

Sept. 10-15, 2018
International Manufacturing Technology Show
McCormick Place, Chicago, Ill.

“IMTS is the premier manufacturing technology show in the Americas.”
<https://www.imts.com>

Sept. 11-13, 2018
COMVEC18

Hyatt Regency O’Hare, Rosemont, Ill.
“Discover the latest and critical need-to-know information impacting global commercial vehicles through the expanded event program.”
<https://www.sae.org/attend/comvec/>

Sept. 11-12, 2018
Oil Sands Trade Show & Conference
Suncor Community Leisure Centre, Fort McMurray, Alta.

“Over two days, visitors meet hundreds of companies, and see thousands of products and services dedicated to the industry in which they work.”
<http://oilsandstradeshows.com>



Annual NTEA Truck Product Conference takes place Sept. 25-27 in Novi, Mich.

Sept. 11-13, 2018
SAE 2017 Commercial Vehicle Engineering Congress
Hyatt Regency Chicago O’Hare Rosemont, Ill.

“Discover the latest and critical need-to-know information impacting global commercial vehicles through the expanded event program.”
<https://www.sae.org/attend/comvec/>

Sept. 16-18, 2018
Tennessee Trucking Association 88th Annual Convention
Hilton Sandestin Beach Golf Resort & Spa, Destin, Fla.
<http://www.tntrucking.org/>

Sept. 16-18, 2018
Intermodal Expo
Long Beach Convention Center Long Beach, Calif.
“Expo is a platform for products, services and solutions; a classroom for new skills and know-how; and an exchange for ideas and business.”
<http://www.intermodalexpo.com/>

Sept. 16-19, 2018
AREMA Annual Conference & Exposition
Hilton Chicago, Chicago, Ill.
“The premiere event for railway engineering professionals.”
http://conference.arena.org/AREMA_Conf/

Sept. 18-20, 2018
Farm Science Review
Molly Caren Agricultural Center, London, Ohio
“Attracts upwards of 140,000 visitors from all over the United States and Canada.”
<https://fsr.osu.edu/about>

Sept. 23-27, 2018
Commercial Vehicle Safety Alliance Annual Conference & Exhibition
Kansas City Convention Center, Kansas City, Mo.
“Don’t miss your opportunity to join your colleagues at year’s most important gathering of the commercial motor vehicle safety community.”
<https://cvsa.org/eventpage/events/cvsa-annual-conference-and-exhibition/>

Sept. 25-27, 2018
NTEA Truck Product Conference
Suburban Collection Showplace, Novi, Mich.
“An annual event where attendees have the opportunity to preview the latest offerings from leading chassis manufacturers.”
<http://www.ntea.com/truckproductconference>

OCTOBER 2018

Oct. 2-4, 2018
Breakbulk Americas 2018
George R. Brown Convention Center, Houston, Texas
“Exhibitors and sponsors include specialized ocean carriers, freight forwarders, ports/ terminals, logistics providers, ground transportation, heavy air, export packers, equipment companies and more.”
<https://www.breakbulk.com/events/breakbulk-americas-2018/>

Oct. 2-6, 2018
Independent Distributors Association Convention & Trade Show
Renaissance Nashville Hotel, Nashville, Tenn.
“The world’s largest networking event and conference for equipment parts distributors.”
<http://idaparts.org/convention/>

Oct. 8-10, 2018
Work Fleet Forum
Horseshoe Bay Resort, Austin, Texas
“50 fleet leaders who run hard-working fleets of trucks, vans, pickups, service trucks, bucket trucks and more gather at Work Fleet to share insights, ideas and inspiration.”
<http://workfleetforum.com>

Oct. 15-16, 2018
NTEA Executive Leadership Summit
Hyatt Regency Baltimore Inner Harbor, Baltimore, Md.
“Insights into the economic, regulatory and business trends affecting work truck industry companies.”
<http://www.ntea.com/NTEA/Events/>

Oct. 17-19, 2018
Green Industry & Equipment Expo
Kentucky Exposition Center, Louisville, Ky.
“20+ acres of outdoor demonstrations and test driving, adjacent to the indoor exhibits.”
<http://www.gie-expo.com>

Oct. 22-24, 2018
Canadian Transportation Equipment Association’s 55th Manufacturer’s Conference
Westin Prince Hotel Toronto, Ont.
“The Canadian Transportation Equipment Association’s Annual Conference and Trade Fair is an opportunity for trailer and vocational truck manufacturers, their dealers, suppliers and service providers to gather and network.”
<http://www.ctea.ca/?page=cteaconference>

Oct. 23-25, 2018
The Assembly Show
Donald K. Stephens Convention Center, Rosemont, Ill.
“Focused exclusively on assembly technology equipment and products.”
<http://www.theassemblyshow.com/>

Oct. 23-25, 2018
Automotive Testing Expo North America
Suburban Collection Showplace, Novi, Mich.
“The resurging North American automotive industry is reflected in the fact that Automotive Testing Expo North America 2018 is set to be even bigger and better than in recent years.”
<http://www.testing-expo.com/usa/index.php>

Oct. 23-25, 2018
CanWEA Annual Conference & Exhibition
BMO Centre, Calgary, Alta.
“Don’t miss this rare opportunity to meet industry experts.”
<http://windenergyevent.ca>

Oct. 23-26, 2018
EquipmentSHIFT 2018
Renaissance Columbus Downtown Hotel Columbus, Ohio
“This conference is for equipment management professionals who seek to succeed through performance, knowledge, and networking.”
<http://www.aemp.org/page/SHIFT2018>

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