

2015 WORK TRUCK SHOW WRAP-UP

Our coverage starts on page 16.

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Service Truck

THE MAGAZINE FOR MOBILE HEAVY DUTY REPAIR AND MAINTENANCE

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PURCHASING DECISIONS

Buyers aware of many factors

Equipment life, safety, environmental impacts, age of operators, and costs influence service truck buying decisions

ERIN GOLDEN

When it's time to make big purchases, from upgrading a fleet to replacing key accessories, the decisions are rarely quick.

With new technology broadening the range of options every year — and expectations increasing for everything from safety to efficiency — fleet managers are doing more and more calculations to find the best fit. Increasingly, industry insiders say, people are looking for vehicles and accessories that will last longer and help keep technicians safer on the road.

Part of that trend seems to be an aftershock of the recession, which forced many companies to hold



Return on investment is a major consideration in service truck purchases. File photo

on to equipment far longer than they would have in the past.

Brian Heffron, a product specialist with PAL Pro Mechanics Trucks and Palfinger Service Cranes and Compressors, said specific needs can vary, but he hears from plenty of non-municipality customers who are looking for specifics on how far their investment will go.

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DEBATE

What shoes to choose

Industry experts debate the merits of remanufactured and relined brake shoes

MATT JONES

When a brake shoe breaks down, you have two choices — have the shoe relined or have it remanufactured. But what's the difference between the two and which is the best for your operation?

"The difference is that remanufacturing is really taking it all the way down and putting all those inspection checks in the process and measuring them back to an OEM specification," says Tim Bauer, director of remanufacturing for Meritor in North America. "When you look at what has been traditional relining, it's a very expensive process. Doing things like bake-off ovens to get the product to the

state that it's virgin steel so you're getting the proper application and those types of things, that's really the difference in my mind between remanufacturing and relining."

Process has many components

Meritor's remanufacturing process is extremely detailed. At its remanufacturing facility in Plainville, Ind., more than 300 employees process 5 million to 6 million brake shoes every year. After inspection, the rivets are removed by punching them out rather than the traditional method of shearing them off.

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EQUIPMENT

Drawer Design Breakthroughs

Suggestions from field technicians, fleet managers, and mechanics help create drawer designs that improve productivity and minimize common on-the-job challenges

LEAH GROUT GARRIS

As service trucks change to meet the demands of fleet managers and mechanics, so does the design for service truck drawers and accessories.

"Field techs need to be prepared for any job," says Sondra Kirby, sales support for cranes and drawer packs at Summit Truck Bodies in Wathena, Kansas. "With the limited space available on service trucks, organization is key — and that's where a well-designed drawer pack can help."



DuraLock drawers are non-abrasive and corrosion resistant, according to Maintainer. Photo courtesy of Maintainer Corporation of Iowa

Material used in service truck drawers

"Material construction for drawers has changed quite a bit," says Brian Richards, manager of interactive marketing and communications at The Knapheide Manufacturing Company in Quincy, Ill. "Historically, steel has been predominant — and it still is — but aluminum and alternative materials like advanced plastics have gained popularity within the last few years." He says these changes are due primarily to available payload and improved

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Truck maker boasts sales boost

Truck and equipment manufacturer Paccar Inc. — whose brands include Peterbilt, Kenworth, and Braden winches and hoists — reported a 38 percent increase in earnings in the first quarter of 2015 compared with the same period in 2014. Based in the Seattle suburb of Bellevue, Wash., Paccar posted earnings of \$378.4 million, or \$1.06 per diluted share, in the first three months of 2015, according to a news release. That compared with \$273.9 million, or 77 cents per diluted share, in the first quarter of 2014.

The company's 2015 first quarter deliveries of trucks in Canada and the U.S. totalled 24,400, the *Seattle Times* reported. That was a 31 percent increase over the 2014 first quarter tally. Worldwide, the company delivered 38,300 trucks in the first quarter of 2015, a 20 percent increase over the same period last year.

"The improvement reflects increased truck deliveries in the U.S. and Canada due to a good economy, record freight demand and expansion of fleet capacity," *The Times* quoted Paccar CEO Ron Armstrong during a conference call with analysts.

The company's first quarter net sales and financial services revenues were 10 percent higher at \$4.83 billion in 2015 compared with \$4.38 billion in 2014's first quarter, the news release said.



Paccar Inc. brands include Peterbilt trucks, such as this one carrying an Auto Crane service body on display at the 2015 Work Truck Show.

The release noted that 2015 class 8 truck sales in the U.S. and Canada are expected to total 260,000 to 290,000. That compares with 250,000 trucks sold in 2014. Armstrong said industry truck orders for the last two quarters in Canada and the U.S. were the highest since 2006, *The Times* reported.



Messer named new NTEA president

A fourth-generation leader of a family business is the new president of the National Truck Equipment Association. Jeff Messer, president of Westbrook, Maine-based Messer Truck Equipment, assumed his new role during the NTEA's annual Work Truck Show in Indianapolis in early March.

Messer became the association's 51st president, succeeding Mark Woody, president of Palfinger North America. Woody, who is based on Niagara Falls, Ont., was the association's first international president.

In his first speech as NTEA president, at the Work Truck Show's President's Breakfast, Messer paid tribute to Woody and vowed to continue "the association's presence in Canada and develop the NTEA as a unified North America voice for the work truck industry." Messer also paid tribute to his late father, John P. Messer, who served as NTEA president 23 years earlier, noting that "my dad taught me a lifetime of knowledge about the industry and the business."

The younger Messer joined the family business in 2003 after serving for five years in the U.S. Navy as a surface warfare officer and nuclear power engineer following his graduation with a bachelor of science degree in ocean engineering from the U.S. Naval Academy.

Tragically, John Messer's life was cut short in 2008 and his son was thrust into a leadership role. "But it was amazing all the friends and family that came alongside me to support me, including friends from inside the industry across the country," said Jeff Messer, who has served on the NTEA executive since 2009.

His great-grandfather, Walter A. Messer, founded the family firm in 1899 as a blacksmith shop. Over the years, it evolved into a truck equipment distributorship, "selling all types of products that go on trucks," he said in a video introduction played at the President's Breakfast.



Building fire destroys truck

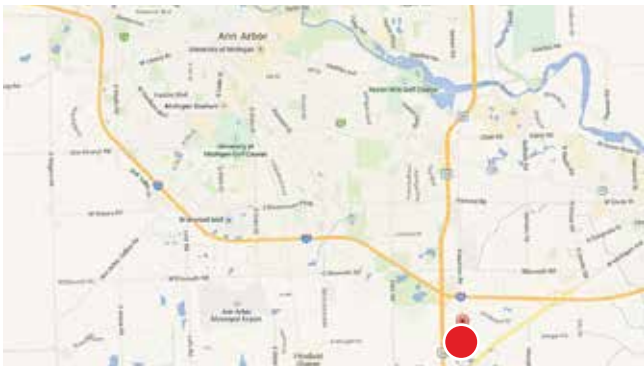
A mechanics truck was destroyed in a fire in early March that destroyed a maintenance building in Pittsfield Charter Township, Mich.

Total damage to the 80-foot by 100-foot concreted block building, at 4033 East Morgan Rd., and its contents was estimated at \$650,000, said a news release from the township's department of public safety.

The fire, which was reported at 9:42 p.m. March 8, "was well involved when the first truck arrived," the release said.

The cause of the fire was being investigated. The nearby Ypsilanti Township Fire Department assisted the Pittsfield fire department.

The site of the fire is about seven miles southeast of Ann Arbor.



Location of Michigan fire.

Service truck bumped in chain reaction

A distracted driver in Illinois caused a chain reaction crash March 26 that resulted in another vehicle colliding with a utility company service truck.

A woman driving a minivan in Quincy was adjusting the radio when the van hit the car in front, said report on the website of WGEM TV.

The car then hit an Ameren service truck, the report said.

The car's drive was taken by ambulance to hospital. The minivan's driver was ticketed. Ameren Illinois is a regulated gas and electric delivery company, according to the firm's website.



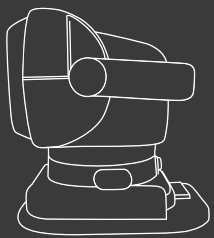
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NEWS



Australian invention uses remote control to prevent high-pressure grease injuries.

Solution developed Down Under to prevent high-pressure injuries

An Australian engineering firm has developed a system for reducing the risk of injuries from high-pressure grease injection.

Australian Diversified Engineering, a Queensland company, developed a remote pressure release system "that allows an operator to attach or remove a blocked grease gun without the risk of an injection injury," said a recent article in *Logistics Magazine*.

The article cited a study by the Utah-based Fluid Power Safety Institute that found "more than 99 per cent of people who service, repair, and troubleshoot hydraulic systems have been subjected to the exact dynamics that trigger a high-pressure injection injury."

As *Construction Equipment Magazine* quoted institute founder Rory McLaren in 2012, "If 'hydraulics' were a recognized occupational hazard, and thus fell into a category for near-miss reporting, we would

be at catastrophic levels."

McLaren admitted in the interview that available evidence shows high-pressure-injection injuries are rare, although he thinks "the evidence might not reflect the reality," the 2012 article said.

On its website, Australian Diversified Engineering noted that a serviceperson at a mine in Queensland was seriously injured in January 2013 near his right eye after the blocked nipple on a grease gun sheered off. After the incident, DownerEDI Mining approached the engineering firm about finding a solution.

That solution was a remote control similar to a garage-door opener. It uses "wireless transmitters that can be activated 50 metres from the service truck to release the build-up of pressure," *Logistics Magazine* noted.

Capable of being retrofitted to existing systems, it has already been installed in nine Australia mines.



Pair killed in crash with service truck

Two people from Washington state died after a head-on collision with a service truck in California March 26, according to news reports.

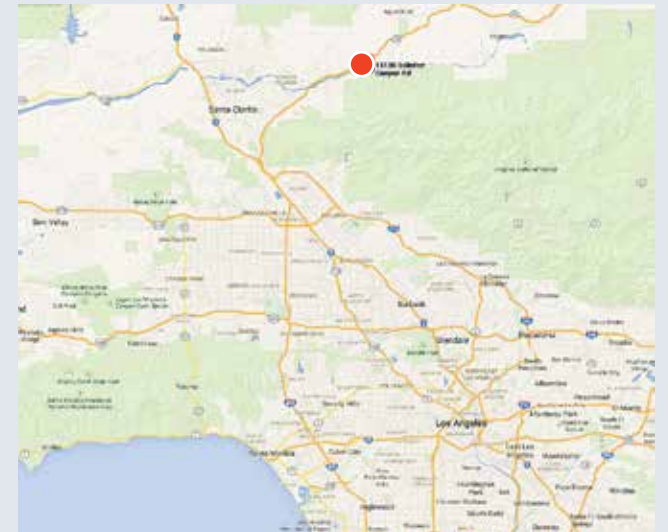
The victims were occupants of a Honda Element that collided head-on with a Metrolink service truck in Canyon Country, the website of radio station KHTS reported.

Driver Ellsworth J. Young, 27, of Mukilteo, Wash., was pronounced dead at the scene, the report said. Passenger Ashley Glick, 24, of Seattle died later in hospital, said a subsequent report.

The southbound Honda reportedly veered into the northbound lane near 13130 Soledad Canyon Road when it collided with the service truck. None of the five occupants of the service truck were seriously hurt.

The crash occurred about 35 miles north of Los Angeles.

The California Highway Patrol was investigating.



Map shows location of fatal crash.



Roger Hornberger (right), director of marketing in the Power Products Division of Miller Electric Mfg. Co., accepts The Work Truck Show's 2015 Green Award from Steve Carey, executive director of the National Truck Equipment Association, which organizes the show. Photo courtesy of the NTEA

Power system wins Green Award

The trademarked EnPak power system from Miller Electric Mfg. Co. won the Green Award at the 2015 Work Truck Show in Indianapolis this March.

The award recognizes the product at the show "that best enhances work truck fuel utilization," said a news release from the National Truck Equipment Association, which organizes the annual event.

"We are honored to be recognized with the Green Award," Megan Biese, marketing specialist for Miller's Power Products Division, said in the news release. "The EnPak system cuts fuel use and emissions, while also reducing wear and tear on the vehicle. At Miller, we develop products that give our end-users confidence when they're on the job, and if we can save them money at the same time, it's a win-win."

A panel of trade media editors and truck fleet managers determined the winner on behalf of the NTEA.

EnPak is an integrated power system that includes a rotary screw air compressor, hydraulic pump, and generator, the news release said. A 24.8 horsepower diesel engine powers the system.

"EnPak has exclusive systems to monitor user load requirements and adjust engine speed to match," the release said. It also has auto start/stop technology and a trademarked EnVerter power system "to efficiently power tools at low engine speeds."

Miller is headquartered in Appleton, Wisc.



NTEA introduces its new board

The National Truck Equipment Association announced its board of directors for 2015-2016 during The Work Truck Show in Indianapolis in March.

Joining new NTEA president Jeffrey Messer, president of Messer Truck Equipment, on the executive committee are the following:

- first vice-president Matthew Wilson, president of Switch-N-Go, AmeriDeck & Bucks divisions of Deist Industries Inc. of Hadley, Pa.;
- second vice-president Adam Keane, general manager of Allied Body Works Inc. of Seattle, Wash.;
- third vice-president and treasurer Todd Davis, vice-president of Phenix Enterprises Inc. of Pomona, Calif.; and
- secretary Steve Carey, executive director of the NTEA, which organizes the annual Work Truck Show.

Serving alongside the executive committee are five distributor trustees, three manufacturer trustees, and one associate trustee.

The distributor trustees are as follows:

- Bill Kohler, president of Kranz Automotive Body Co. of St. Louis, Mo.;

- Gary Lindesmith, sales and operations manager for Lindco Equipment Sales Inc. of Merrillville, Ind.;
- David Miller, president and CEO of American Midwest Fleet Solutions of Lone Jack, Mo.;
- Dave Whitby, vice-president and COO of Versalift Southwest LLC of Waco, Texas; and
- Terry Wieseler, general manager of Truck Equipment Inc. of Des Moines, Iowa.

The manufacturer trustees are as follows:

- William Craig Bonham, vice-president of business development for Reading Truck Body LLC of Reading, Pa.;
- Ross L. Haith Jr., president of Leggett & Platt Commercial Vehicle Products of Atlanta, Ga.; and
- Peter Miller, president of Pro-Tech Industries of La Vergne, Tenn.

The associate trustee is Frank Cardile, senior vice-president of Automotive Resources International of Mount Laurel, N.J.

Bonham, Miller, and Whitby were newly elected and will serve three-year terms.



Charges filed in mattress-crash death

Two drivers have been charged in a mattress-related crash on Interstate 83 in Pennsylvania two years ago that resulted in the death of a service truck driver.

Brian "Tim" Jacobs was driving a service truck on the highway in Manchester Township of York County on Feb. 21, 2013 when he slowed down for another service truck that had slowed because of a mattress on the road, according to news reports.

A tractor-trailer following Jacobs didn't stop, however, leading to a chain-reaction crash that resulted in a fireball. Jacobs, 46, of Franklin Township was killed while the driver of the other service truck, Gordon Myers, 64, of Lewisberry was taken to hospital with serious injuries, according to news reports shortly after the crash.

Both men were driving S&W Petroleum Services trucks when the crash occurred, those earlier reports said.

This February, Michael Grandmaison, 53, of Maine, and Milton Martinez, 50, of Harrisburg were charged with homicide by vehicle, aggravated assault by vehicle, involuntary manslaughter and two counts of recklessly endangering another person, according to news reports, the *York Dispatch* reported.

Grandmaison was identified in the report as the driver of the tractor-trailer while Martinez was identified as the driver of the truck that had been carrying the mattress.

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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*. In all, he produced nearly 2,000 pages in those publications.

He has also published cartoons in *Cracked Magazine*, *Oui*, *Reader's Digest* and *Motor Trend*, as well as community newspapers and dozens of books. And he shared an Emmy Award in 1988 for his work on storyboards for the *Arthur* cartoon series on television.

To take a trip down memory lane and see samples of Dewey's car cartoons, go to his website, www.nelsondewey.com.

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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 June 12, 2015. Sooner is always better than later.

EDITORIAL

Sunny economic outlook should inspire business

When the sun is shining, make hay, goes the old saying.

The sun is still shining on the North American economy as brightly as it has since the financial crisis of 2008 and 2009. Even the news from the International Monetary Fund in April that it had reduced its growth prediction for the U.S. economy to 3.1 percent from 3.6 percent still leaves the U.S. economy growing at a faster pace than any other advanced economy.

The revitalized fortunes of the U.S. economy haven't gone unnoticed. Attendees and exhibitors at the Work Truck Show in Indianapolis this March expressed the almost universal observation that their business prospects are on the upswing.

They're ready to make hay, if they aren't making it already.

Consumer confidence is crucial to service industries, which is essentially what service truck industries are all about. The name suggests as much. Even manufacturers of the industries' products — from the trucks to the compressors, welders, and cranes — depend on the demand for service. Nobody is going to buy or hire that equipment unless they have customers who want to put them to work.

One can certainly argue — as the Fram filters pitchman did so eloquently decades ago — that when it comes to maintenance, you can pay now or pay later. Any prudent business person takes that to heart. Still, when money is tight, it's often too tempting to save a few dollars by stretching out the service cycle. It's just human nature.

So with the U.S. economy once again growing — at a three percent clip, which is rapid for a 21st century advanced economy — demand for all sorts of products and services is expected to grow across the economy. Businesses once again feel comfortable in making those new equipment purchases that they put off during the years of contraction. They're getting back on their schedules.

Now, the trends aren't universal. The worldwide plunge in oil and gas prices of recent months has benefited many businesses, particularly in transportation sectors, by reducing the cost of a major input. For oil and gas producers, though, the picture isn't so rosy. That's especially true in Alberta's oil sands, which have high production costs, but also in formerly booming areas like the Bakken region of North Dakota.

Stir into that mix the technological advances in renewable sources, such as solar and wind, and anticipated breakthroughs in battery storage, and the energy sector can be expected to undergo a sea change in the years and decades ahead. How disruptive that will be to traditional energy sectors remains to be seen. But history has shown that technological innovations overwhelmingly improve productivity, and make products and services more reliable, safer and efficient. Ultimately, society, business and industry as a whole benefit — even if the buggy whip makers don't.

Unfortunately, when the economy contracts, the tendency is to withdraw and become timid about taking advantage of the innovations. As a species, humans are risk adverse. That was a good strategy for our ancestors who had to survive in a world where predators might lurk behind every bush. But in an industrialized world where we're largely shielded from such risks, risk-aversion itself becomes a great risk.

So, yes, there's a risk that the economic recovery will stall, or even reverse — that the economic woes in Greece will somehow damage the European economy, and that its collateral damage will spill across the Atlantic. The greater risk to business is to play into that fear.

Now is the time to invest, while the investing is good. Buy an extra truck and put it to work, and in so doing, put a few people to work so they can spend part of their incomes on new trucks, or TVs, or computers. They don't have to spend it all.

Yes, it makes sense to tuck something away for those rainy days when you can't cut the hay. Then you spend those savings so that you don't have to cut back on the maintenance. It will pay off by preventing those costly repairs down the line.

But today the focus should be on expanding business while customers are in the mood to buy. So seize the day, and harvest the hay before the economic clouds return, as they are bound to do eventually.

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Manufactured fuel DME touted as clean alternative

While “not a miracle fuel,” DME greatly reduce emissions of PM, NOX, and slightly cuts down on CO2 emissions

KEITH NORBURY

A propellant used in spray cans can also be used as a cleaner-burning fuel in truck engines, according to a presentation at a recent transportation conference.

Dimethyl ether, better known by the acronym DME, can substitute for propane and diesel, noted Jeff Patten, a professional engineer and manager of the testing and evaluation group with the National Research Council of Canada's Centre for Surface Transportation Technology.

“The key for DME is it has a very high cetane number, which allows it to be used in a diesel setting,” Patten said during a panel discussion on fuels of the future at the Canadian Transportation Equipment Association's annual conference in Edmonton.

That's unlike trying to push propane through a diesel engine. Because of its low cetane number, propane would produce “intensive amounts of knocking or pre-detonation,” Patten said.

The cetane number, a measure of how well diesel fuel ignites, is only 5 for liquified propane, but 40 to 50 for diesel and 55 to 60 for DME, according to a slide in Patten's presentation.

Unlike diesel, though, DME produces no sulfur when burned and very little oxides of nitrogen (NOX), carbon monoxide, or particulate matter (PM) such as soot, he said.

That lack of PM is because of the chemical structure of DME. Although it has the same proportions of carbon, hydrogen and oxygen as ethanol (C₂H₆O), DME lacks the carbon-carbon bonds of ethanol.

No need to dig for DME

DME also reduces carbon dioxide emissions by about 10 percent compared with diesel, which Patten noted isn't a “drastic amount.”

Also unlike diesel, DME is “not something that we have to dig out from kilometers below the surface,” Patten said. Rather, it can be manufactured from anything that produces methane, such as natural gas, edible waste, or even animal waste.

“This may sound crude but basically anything that an animal can produce can produce methane, which produces DME,” he said. “Green bin contents, landfill gases can be harvested to produce DME.”

Patten even quipped that his teenage sons, with their high school knowledge of chemistry, could create a world-class DME factory in his basement.

“It's something that can be created in North America if the infrastructure was there,” Patten said.

At present, though, DME has “very limited” distribution on this continent.

“I think somebody needs to bring forward a piece of research to see (if) could we even produce enough DME to satisfy even 10 per cent of the market,” Patten said later to a question from the audience.

Fellow panelist Alicia Milner, president and CEO of the Canadian Natural Gas Vehicle Alliance, said her organization views DME as still being at the “pre-commercial” stage of development. “DME holds great promise but we would not consider that a commercial product,” Milner said.

DME storage similar to a barbecue tank

Nevertheless, storage of DME, also known as methoxymethane, is relatively simple and requires only a tank similar to one used to contain propane. In fact, Patten likened a typical DME tank to the bottle on a gas barbecue.

A DME tank is also far less expensive than a tank needed for liquified natural gas or compressed natural gas. Because DME is stored at about 75 pounds per square inch, its tank is made of regular steel, unlike the carbon graphite of a CNG tank in which the fuel is compressed to 3,600 psi, or the stainless steel of a LNG tank where the



Jeff Patten

contents are cooled to -260 degrees F.

Despite all those qualities, Patten cautioned that DME is “not this wonder fuel that solves everyone's problems.”

For example, DME's energy density is much lower than diesel's, which means DME requires more fuel to cover a given distance. However, the overall fuel cost is similar to diesel's because the DME equivalent of a liter of diesel costs about 53 to 64 cents, about half the price of

diesel in Canada.

Patten said it's also probably not a great idea to use DME on a truck that's already equipped with SCR (selective catalytic reduction). DME doesn't require SCR. So an installed SCR system would just amount to extra weight to haul around.

“You can get rid of the SCR,” Patten said. “I'm not sure you'd want to: you've already paid for that.”

The diesel particulate filter (DPF) can also be removed because it doesn't produce any PM. For that same reason, DME doesn't need a smoke limiter.

And because a DME tank takes up about the same dimensions as a diesel tank, there's no need to modify the truck's wheelbase, Patten said.

To run DME does require other modifications, however.

“The fuel injection pump must be swapped out,” Patten said. “You can't just run this through a stock diesel engine.”

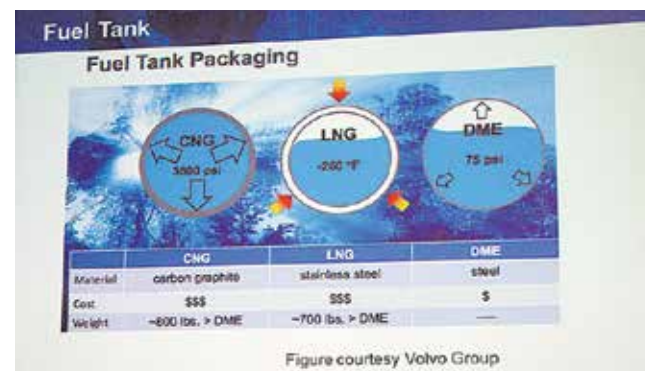
DME would also benefit from a low-grade EGR (exhaust gas recirculation) system “to keep the knocks under control” and “lubricity improvers.” In addition, DME might require an oxi-catalytic converter.

Some comparables

• How does it compare to other fuels:

	DME	Diesel	Bio Diesel B100	LPG	Gasoline
Density (liquid)	0.66	0.84	0.87	0.49	0.75
Cetane Number	55-60	40-55	48-65	5	NA
Lower Heating Value (MJ/kg)	28.8	42.5	39.1	46.4	44.4
CO2 (kg/L burned)	2.4 (CE)	2.64	0.4	NA	2.34

DME has a higher cetane number than diesel and much higher number than propane.



DME is stored at 75 pounds per square inch compared with 3,600 PSI for compressed natural gas.



A DME tank resembles a barbecue tank.

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COVER

Drawer Design Breakthroughs *continued from cover*

fuel economy. But choosing the proper drawer material ultimately comes down to the service truck's application and the specific tools that will be carried and used.

Drawers made of aluminum and advanced plastics can help prevent corrosion problems often seen with steel. But companies that use their service trucks in harsh work environments, such as mines or oil fields, typically prefer 14-gauge steel construction because of its durability, Kirby says.

Steel also allows mechanics to carry more load (and heavier items). "The steel drawers we commonly utilize have a 500-pound rating per drawer, while the aluminum drawers have a 250-pound rating per drawer," Richards explains. If aluminum drawers are overloaded, they might eventually fail and need to be replaced.

If you're considering a change from steel to aluminum, Summit Truck Bodies engineering manager Jim Harris notes that making the switch isn't as simple as just changing the construction material noted on production drawings.

"The difference in raw material characteristics means that the grade and thickness of the aluminum selected are important parts of the design equation," Harris said. "With any material thickness change in a component, the overall drawer and cabinet designs need to be reviewed to keep gaps and tolerances in line."

Innovative drawer design features

From one-handed operation and slam-shut prevention to creating drawers in custom sizes, drawer manufacturers are developing new features based on user feedback and requests.

Larger T-style handles with plenty of hand clearance allow for one-handed operation, making it easier for mechanics to activate the drawers when their hands are gloved (or they don't have both hands free to pull open a drawer).



"Some managers are actually choosing to install smaller drawer systems so the mechanics can't fit as many tools in the truck, which helps avoid overloading."

— Jeff Newell, American Eagle Accessories Group, Garner, Iowa.

"Mechanics typically have their hands full with tools and equipment for the job; they need their hands as free as possible," says Knapheide's Richards. "Any feature that allows them to complete a task hands-free, like closing a drawer with an elbow or shoulder, or opening a drawer with a finger, can save a trip back and forth and improve overall productivity and efficiency."

Removable drawers are also a popular option being integrated into service trucks. Not only do these types of drawers allow for easier installation, but they also let mechanics take drawers with them to the work site to save multiple trips back to the service truck.

A dual-locking drawer option offers many benefits to service truck mechanics as well. With this feature, drawers can be locked into position both in the "open" and "closed" positions. "This feature is especially helpful when service trucks are parked on an incline," explains Tom Wibben, sales and service manager at Maintainer Corporation of Iowa in Sheldon, Iowa.

continued on page 10



Maintainer's DuaLock aluminum drawer sets get their name from the drawer slide's locking feature, says the company website. Photo courtesy of Maintainer Corporation of Iowa



Knapheide's Plus 50 HD drawers are "rated at 250 pounds and have ball bearing guides to roll out and back smoothly," says the company website.

Photo courtesy of The Knapheide Manufacturing Company





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Organizing with Drawer Accessories

Keeping tools and parts organized allow mechanics and technicians to spend more time working and less time searching for tools and parts, says Sondra Kirby, sales support for cranes and drawer packs at Summit Truck Bodies in Wathena, Kansas.

A variety of options exist for helping fleet managers and mechanics create drawer organization systems that support their type of work.

Removable drawer dividers and inserts are an obvious organizational tool. By segmenting a drawer into individual compartments, each operator can establish a system that works best for the work being done.

Drawers can be configured to store long-handled tools as well as small parts, notes Tom Wibben, sales and service manager at Maintainer Corporation of Iowa in Sheldon, Iowa.

Other organizational accessories include such options as the following:

- hinged-top work trays;
- no-riser and special riser kits for improved installation;
- hanging configurations;
- casters for a shop tool chest option; and
- telescopic trays that mount on top of the drawer set to protect drawer contents.



CTech drawers feature MotionLatch technology

Tool drawers from CTech Manufacturing are engineered and constructed from 5052 virgin aluminum alloy, which is about 50 percent lighter than steel, says product information from the company.

The drawers also feature a patented and trademarked MotionLatch handle that spans the entire drawer width.

"No need to search for latches, buttons or clips and they stay closed during transport," says the company, which is based in Weston, Wisc.

The innovation, which provides easy access even with a hand full of tools, is the creation of Jim Greenheck, CTech's founder and engineer. An avid racer who travels extensively, Greenheck would inevitably arrive at a destination with his trailer tool drawers open and tools scattered about.

After years of work, he developed and engineered the lightweight precision mechanism now known as MotionLatch.

The efficiencies he developed also enable CTech drawers to be custom-made and installed in 10 business days, the company says. The drawers come in four standard powder-coated finishes: red, black, grey, and white. Custom colors are available upon request.

CTech has also expanded its drawer technology into cabinets for fixed and mobile applications such as garage packages, van mobile offices, and into the mobile cart industry.

"You cannot watch a NASCAR race without seeing several of the top teams working out of one of our pit carts," the company says.

For more information, visit www.ctechmanufacturing.com.



CTech aluminum drawers come in four standard finishes, including red.

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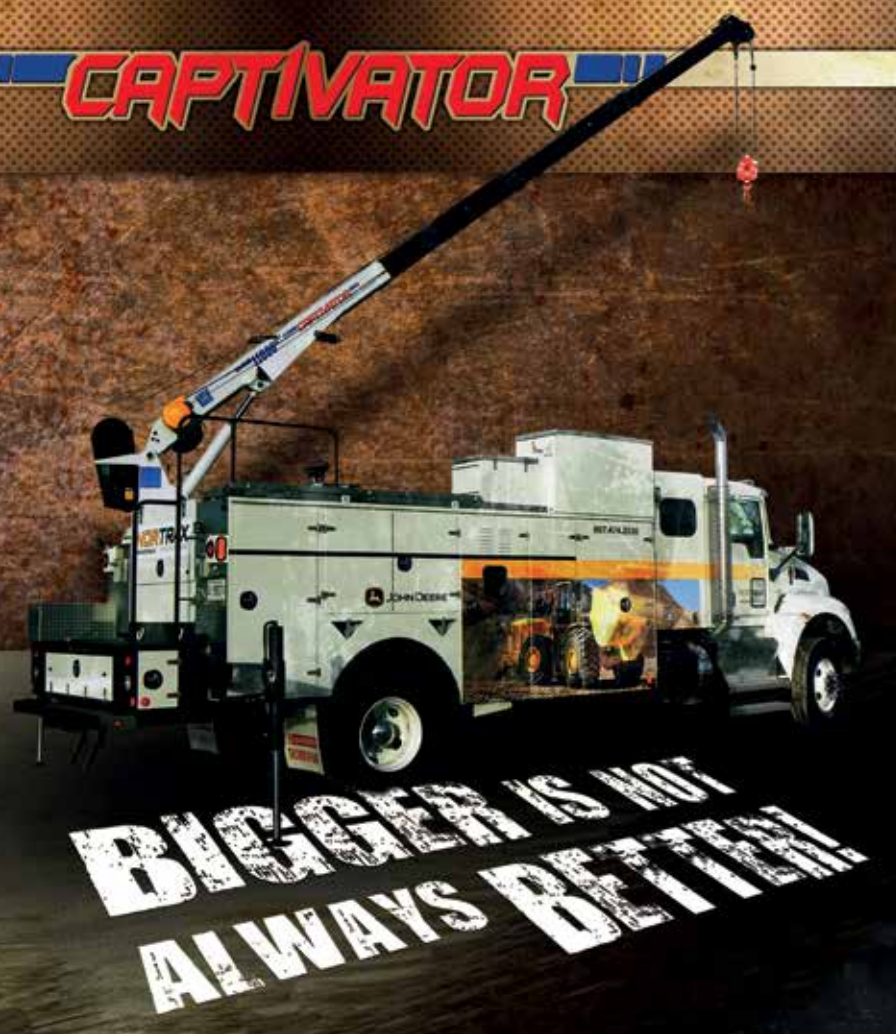
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COVER

Drawer Design Breakthroughs *continued from page 8*

Any design upgrade that maximizes storage space is also a commonly requested option. "End-user requests have recently driven us to standardize our bolt-in dividers in a side-to-side layout versus a front-to-back layout," says Nathan Schiermeyer, engineering manager at Maintainer. "This allows customers to store long wrenches and tools without having to sacrifice divider space when needed."

Fabricated single-point latches that often latch only on one side have also given way to a much more user-friendly, full-width latching mechanism, says Schiermeyer. "The rollers themselves also have improved as far as capacity and options."

Newell says that concealed latch mechanisms are another new alternative, offering both better protection and improved aesthetics.

Customizing drawer designs

Fleet managers appreciate the ability to customize and make the most of the drawer space. Even within the same fleet, service trucks don't all need to be outfitted with the same type of drawer system. With the variety of customization options available, tool storage can be created based on the service truck's application and the types of tools on board.

Drawer system size is just one component that can be customized.

"Some managers are actually choosing to install smaller drawer systems so the mechanics can't fit as many tools in the truck, which helps avoid overloading," says Jeff Newell, sales manager at American Eagle Accessories Group in Garner, Iowa. Most manufacturers offer drawer heights ranging from three to 12 inches to fit as many drawers in the truck as possible while also accommodating a range of tool sizes.

Drawer depth and width can be customized as well. For example, Harris says that Summit Truck Bodies' drawers range in depth from 12 to 24 inches; width varies from 12 to 48 inches.

"Many of these newer drawer options have been implemented to reduce user frustration," explains Wibben. "Too much weight in the drawer sets may limit the amount of equipment that can be stored on the truck. Steel components tend to see corrosion over time. Drawers rolling in and out can be frustrating while you're trying to work. Some drawer sets are cumbersome (or unsafe) to operate while wearing work gloves."

These types of requests are what drives product development, Newell emphasizes. "You have to build what the customer wants and needs."

Leah Grout Garris is a full-time freelance writer, editor, and marketing consultant based in Cedar Rapids, Iowa.




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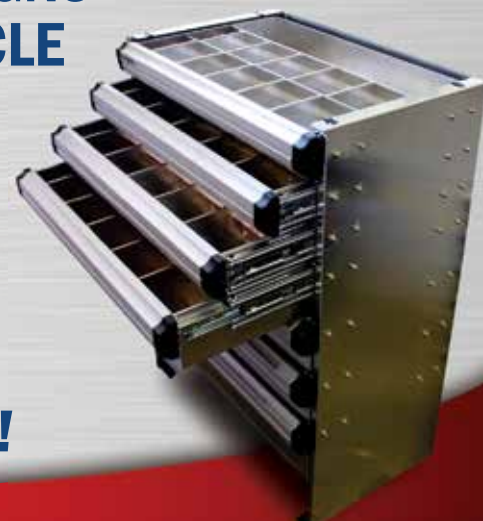
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NEWS

SC&RA elects new board

The Specialized Carriers & Rigging Association elected Bruce Foster of Rigging Gear Sales of Dixon, Ill., as association president during the organization's annual conference in mid April in Carlsbad, Calif.

Joining Foster as officers for the 2015-2016 term are the following:

- chairman Alan Barnhart of Barnhart Crane & Rigging of Memphis, Tenn.;
- vice-president John McTyre of McTyre Trucking of Orlando, Fla.;
- treasurer Delynn Burkhalter of Burkhalter Rigging Inc. of Columbus, Miss.; and
- assistant treasurer Terry Young of Construction Safety Experts of Cary, N.C.

The following four newly elected group chairs also join the board:

- Allied industries group: Tony Fastuca, Python America, Hazel Crest, Ill.
- Crane & rigging group: Rob Weiss, Cranes, Inc., Maspeth, N.Y.
- Transportation group: Sean Claton, Midwest Specialized Transportation, Rochester, Minn.
- Ladies group: Karen Wood, WHECO Corporation, Richland, Wash.

The newly-elected officers will serve one-year terms that expire at the association's next annual Conference, April 26-30, 2016 at the Hilton Orlando Bonnet Creek, Orlando Fla.

The SC&RA also elected the following six new board members to serve three-year terms:

- Larry Curran, JJ Curran Crane Company, Detroit, Mich.
- Ted Redmond, NCSG Crane & Heavy Haul Services, Edmonton, Alberta, Canada
- Mike Vlaming, Vlaming & Associates, Vallejo, Calif.
- Mike Card, Combined Transport, Central Point, Ore.
- Paul DeLong, Paul DeLong Heavy Haul, Las Vegas, Nevada
- Toni Sabia, Transport Systems & Products, Stamford, Conn.

The SC&RA is an international trade association of more than 1,300 members from 46 nations. Members are involved in specialized transportation, machinery moving and erecting, industrial maintenance, millwrighting and crane and rigging operations, manufacturing and rental.



Specialized Carriers & Rigging Association

Fortieth work anniversary noted

Four decades with the same company is quite a milestone.

Albert Ribeiro achieved that distinction with Ontario-based Wilcox Bodies Ltd. in March.

Ribeiro, 57, joined Wilcox on a special high school co-op program in March 1975.

Now the company's sales and marketing manager, he has worked as a welder, brake and shear operator, and shop foreman before moving into sales in the mid 1990s.

"His knowledge of the building of truck bodies, his energy and personality have been instrumental in making Wilcox Bodies Ltd. a leader in quality custom truck body manufacturing and a great place to work," Wilcox president John Dick said in congratulating Ribeiro, his wife, Maria, and their family on the milestone.



Albert Ribeiro

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BY DAN ANDERSON

Spec My Truck

Go big or go home

Randy Bostic is a big guy, with a service truck to match. The 35-year-old owner and sole employee of Iron Horse Maintenance of St. Clairsville, Ohio stands six-feet, one-inch tall, weighs 220 pounds, and was a high-achiever in high school who breezed through courses at the University of Northwestern Ohio.

Working for several heavy equipment and truck shops, he acquired the skills, tools and confidence to start his own business and outfit a one-of-a-kind service truck to help him handle the toughest field repairs.

"I've earned the reputation as the guy who will tackle jobs nobody else will take," says Bostic, "or the guy to call if you've got a job that has to get done in a limited time frame. There are river load-outs around here that have maritime fees, and it costs those guys thousands of dollars an hour to be broke down. I'm the guy they call."

Bostic works from what one customer calls, "a rolling warehouse." The base truck is a 1989 Freightliner FLD112 powered by a 425-horsepower B-Model Cat engine in front of a 13-speed double-overdrive transmission that powers tandem live axles.

An IMT custom-stretched service body that measures 18 feet long, not counting the work bumper, rides on the chassis. A 10,000-pound capacity IMT crane mounts on the right rear corner of the service body.

"The IMT body is great," Bostic says. "None of the doors or cabinets have ever leaked. Not a drop. And the IMT crane will out-lift the 14,000-pound-rated crane I had on previous service trucks I ran."

The top, right side of his service body is lined with hose reels tied to bulk tanks in the bed of the truck. The individual hose reels dispense hydraulic oil, 15w-40 engine oil, 50-weight gear oil, 90-weight gear oil, extended-life antifreeze, or ethylene-glycol antifreeze. The next-to-last hose reel dispenses grease, and the final hose reel is connected to an air-powered waste oil evacuation system connected to a 200-gallon tank.

A Thermal Arc Predator Pro 300-amp welder rides on the top of his left side tool compartment, along with a second grease hose reel (so he can lube equipment from both sides of his truck). Chromed tool boxes mounted to the top of the left side cabinets carry welding supplies, wrenches larger than two inches, and an inventory of engine and hydraulic oil filters.

The center bay is covered by a custom-built, Truckhugger power-tarp.

"That's one of my best investments," Bostic says. "It extends and retracts with a button, and does a real good job keeping water and dust out. The aluminum stays are rated at 325 pounds each

— you can stand on them and they won't bend."

Inside his service body's side compartments are stored tools that live up to Bostic's motto of, "Go big or go home." A complete list reads like a Snap-on tool catalog and includes the following:

- an SP-32 Miller "suitcase" wire welder,
- an ESAB PowerCut plasma cutter,
- an exothermic torch, and
- hand wrenches that range from 3/8-inch up to 3-1/3-inches.

His Snap-on ratchet wrenches, breaker bars and torque wrenches range from 3/8-inch to 1-1/2-inch drive. The tool inventory includes more than a dozen air-powered impact wrenches, from 3/8-inch to 1-1/2-inch drives. Some of them are duplicates, ensuring he always has a spare.

"I have the best thing in the world every time I turn the key in that truck — freedom. I'm my own boss."

~ Randy Bostic, Iron Horse Maintenance, St. Clairsville, Ohio

"I run 180 psi in my air system," he says. "I admit I'm hard on my air tools."

For tech support, Bostic carries a Nexiq Pro-Link iQ Scan Tool, a Genisys Evo Scan Tool, and an HP Pavilion DV7 laptop computer loaded with "all the manufacturers' software I can buy." He uses an iPhone as a hotspot for Internet access. A credit card reader attaches to the smartphone so he can bill customers as soon as a job is finished.

"I want customers to be impressed with the professionalism of everything I do, right up to the way I bill them," says Bostic, who has a commercial pilot's license and owns his own Cessna 400 along with two customized Harleys. "I have the best thing in the world every time I turn the key in that truck — freedom. I'm my own boss. I can work 80 hours a week and make customers happy with the amount and quality of work I do, or take off and fly or ride my bikes. Either way, I'm happy."

Bostic admits he doesn't plan to be a mechanic forever. His plan is to ease out of heavy equipment work by the time he's 50, ("... before my body is too beat up ...") and explore the possibility of working part-time as a professional pilot. Till then, his mega-service truck will continue to make customers smile with its promise of quick, professional repairs every time it rumbles onto their job site.



Inside his service body's side compartments are stored tools that live up to Bostic's motto of "Go big or go home."



Individual hose reels dispense hydraulic oil, 15w-40 engine oil, 50-weight gear oil, 90-weight gear oil, extended-life antifreeze, or ethylene-glycol antifreeze.



"None of the doors or cabinets have ever leaked."



Randy Bostic's base truck is a 1989 Freightliner FLD112 powered by a 425-horsepower B-Model Cat engine



Cab serves as an office on wheels.



Chromed tool boxes are mounted to the top of the left side cabinets.

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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Hydraulic hoses for gear oil, antifreeze,



A Thermal Arc Predator Pro 300-amp welder rides on the top of his left side tool compartment, along with a second grease hose reel.



Bostic's on-board inventory of bolts and fasteners "is well into the five-figure price range."



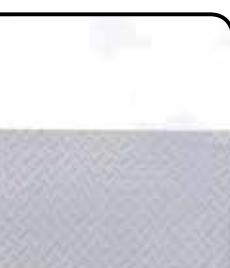
A 10,000-pound capacity IMT crane mounts on the right rear corner of the service body.



Bostic's torch and cutting tool inventory includes lots of extra tips.



One of the hose reels is connected to an air-powered waste oil evacuation system connected to a 200-gallon tank.



Extra-depth, extra-strength drawers support the weight of hefty sockets and wrenches.



"No wasted space" is Bostic's secondary motto.



A custom-built Truckhugger power-tarp covers the center bay.



Breaker bars and torque wrenches range from 3/8-inch to 1-1/2 inch drive.

COVER

Buyers aware of many factors *continued from cover***Long-lasting equipment in demand**

Heffron is based in South Carolina, but works with customers across the country.

"There's definitely a focus on (return on investment), quality of the product, quality of the service, cost of life and when their cycle is finished: will it be three years, seven years, 10 years?" he said. "People want the equipment that's lasted the longest."

Heffron said it's been a notable shift, especially compared to a decade or so ago.

"I see a lot more guys crunching numbers," he said. "The value at the end of the cycle means a lot toward return on investment."

Jerry Kocan agreed. A dealer principal with Four Star Freightliner, a service truck operator serving Georgia, Alabama and Florida, Kocan said he now thinks about his fleet of 10 trucks differently than he did in the past.

"We really are looking at ones that will have a longer life span," he said. "Before, we weren't considering that."

Sometimes small is better, safer

Another key comparison for Kocan: safety features.

He said he's learned over time that having too big of a truck can actually be a setback. When he has operated M2 class trucks, with 20-foot bodies, they haven't been as "flexible" for the work his company does, he says.

"We try to make sure we get a truck that is maneuverable," he said.

Kocan also pays careful attention to the design of the trucks on a practical level. Are the tools easy to get to? Will accessories be easy for a driver to see if he pulls up to a job in the dark?

In some vehicles, he said, the toolboxes are mounted on the side for easy access.

"They all get compressors and the things they need on the side of the road," he said. "And we try to equip them with good lighting. Those are the main things that we focus on when we add to the truck."

Kocan said his trucks have to be a good fit for his technicians — who are increasingly getting older and are perhaps finding it harder to climb in and out of tough spots. That might mean making sure doors are low enough to the ground.

"Sometimes they need help getting in and out of the truck," he said. "The road technicians in our world are not these 20-something guys. They've got to be versatile and it takes years of experience because you've got to be out on your own."

Eric McNally, vice president of sales for Reading Truck Body in Reading, Pa., said the interest in safety can go even further. An increasing number of fleet managers are looking at options like installing backup cameras in the rearview mirrors of every truck — even those that don't have particu-



"I see a lot more guys crunching numbers. The value at the end of the cycle means a lot toward return on investment."

— Brian Heffron, PAL Pro Mechanics Trucks, Charlotte, N.C.

larly obstructed visibility, he said.

Companies are looking for "anything that can prevent an accident or injury," he added.

"I think companies are realizing how much money they can save by creating a safer (environment)," he said.

Standard features save money

At the same time, McNally said customers are looking to save in other ways. Among them: choosing from more standardized options that can be made and sold at a lower price than custom-built trucks and accessories.

"Any users — small fleets, maybe even large fleets — when they're looking at the total cost of ownership, they want it all and they want it cheap, but they're smart enough to realize they can't always do that," he said.

McNally said his company steers many customers to products with standard options, which usually have the added bonus of being ready more quickly.

Over the last couple of years, McNally said he's had more inquiries from companies that want accessories that will last through the lifespan of two chassis.

"They want the convenience of being able to order a new chassis and take the body off," he said. "I think it's a result of the recession; people are thinking: 'How can I stretch this asset?'"

Efficiency is another key consideration as companies look to save. Heffron said some aspects of "going green" on a service truck can come with a larger upfront cost, but fleet managers are increasingly willing to make the investment knowing they'll get results in the long run.

Going green can save long-term

Heffron pointed to companies that use a lot of hydraulic equipment on their trucks as an example. Many manufacturers, he said, are now making greener equipment that's growing in popularity.

"The first couple years, it was more about explaining it to them," he said. "It's not so much educating now as filing the demand from the customers."

McNally said many people seem to be looking at efficiency as a smart marketing tactic, as well as a cost-saving measure.

"Especially in the fleet world, where you're calling on large telecoms, large fleets like that are very image conscious," he said. "Taking care of the environment is something on many people's mind's today, and they like to be able to say that they're a green company."

One way to make those claims is by switching to vehicles that use alternative fuels. McNally said many are turning to natural gas-powered vehicles, or hybrid technology.

Others are looking to invest in light-weight technology that helps trucks run longer between fueling up. Traditional steel bodies are being swapped out for light-weight aluminum, which weighs almost half as much.

"That translates into putting the customer in a vehicle that can haul more cargo, gets better fuel economy, that lasts longer," McNally said.



"Any users — small fleets, maybe even large fleets — when they're looking at the total cost of ownership, they want it all and they want it cheap, but they're smart enough to realize they can't always do that."

— Eric McNally, Reading Truck Body, Reading, Penn.

Recession altered buying habits

Truck upgrades are also increasingly made with diagnostics in mind. Kocan said it's crucial all of his trucks are equipped with laptops, because all of his technicians are using them to solve problems in the field.

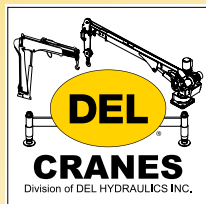
Overall, companies look to be maintaining their focus on efficiency and savings, even as business picks up in several industries. Heffron said it appears the recession experience may have changed the way service truck companies do business and make buying decisions — for good.

"When you do into something like that and every penny counts, when you come out of it, even if you've got dollars, you're still watching pennies," he said. "Everyone is still watching the bottom line."

Erin Golden is a journalist based in Minneapolis.



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COVER

What shoes to choose *continued from cover*



"If you get a quality re-line, I've never had any problems with the brands we use."

~ Terry Clark, parts manager,
Bayview Trucks & Equipment

"It's a little bit cleaner," Bauer says. "We've found that if you use sheering over time, you tend to elongate the rivet hole a bit. So that rivet hole isn't necessarily to spec and you can get some loosening of the rivets as you go through that which is why we've chosen the punch process."

From there, the shoes are brought to a bake-off oven, to remove grease and imperfections that are on the shoe table. The next step is to re-coin it.

"Essentially the re-coining process ensures that that shoe is back in the proper shape, to not only fit in the brake assembly but to ensure the long life of the product," Bauer says.

After the stretch of the shoe is checked, it is sent through a coating process. Meritor's Platinum Shield coating is baked on to protect the shoe table against micro abrasion — small movements that actually remove typical coatings on brake shoes and expose the steel substrate of the shoe allowing for the creation of rust.

"The platinum shield coating actually protects against that micro abrasion getting to the steel substrate," Bauer says.



"In our opinion, you're not getting nearly the quality with remanufactured as you are with new."

~ Joe Finze, technical
trainer, MAT Holdings

um and small duty vehicles. "They're exposed to so much more, even after being on a truck once already, now they're outside in the weather, rusting and deteriorating more and more. In our opinion, you're not getting nearly the quality with remanufactured as you are with new."

Finze acknowledges that his concern is not one of safety — no responsible manufacturer would allow a faulty or dangerous product to be sold. Rather, his concerns regard the longevity of remanufactured brakes.

"It's just going to get stripped and repainted and recoated," says Finze. "As it wears out, you get more slop in the system and you'll feel more vibration in your brakes. I'm sure they'll stop you — that's not really the issue — but it's more about noise and vibration."

Bauer counters that, for Meritor's part, there are extensive quality controls and inspections in place to ensure that a product that leaves with their brand name is dependable. Meritor's quality control workers study the thickness of the table and search for excess corrosion on the table and the rivet, as well as oversized holes.

"Even as you do a punch, you can create what we call a double hole, which is (when) the punch misses the hole just a little bit so you create an elongated hole or almost a secondary rivet hole," says Bauer. "So we're looking for those all through the process. We're looking for bad tables. We're looking for either a bad weld and (if) the anchor became spread and some deformation on the shoe itself. We build it to an original equipment manufacturer (OEM) specification and as an OEM supplier we take great pride in the quality of the remanned product that comes out of our Plainfield facility"

That sentiment is shared by many mechanics and service people who work with the products and have to make the decision between using a relined or remanufactured shoe.

Remanned rebuttal

"Your quality is going to be identical, or different to such a small extent to be unnoticeable," says Edward Allen, parts manager for Arizona's Phoenix Fleet Repair. "The only issues we've ever had with remanned shoes or relined shoes is occasionally you get one that is bent or has some rust to where one of the measurements is thrown slightly off, and even that is fairly rare."

Allen says that from his point of view, the question of relining or remanufacturing is just a matter of preference — each are quality products.

"They inspect the cores when they go back and if they're damaged, they're not going to remanufacture them or reline them. If you've got a really low quality reliner, a local guy or something, then you're going to have issues no matter what. There's a lot of liability involved, so they're very careful about what they reline."

Allen admits that his company once got a relined shoe which didn't measure correctly. The shoe was the right width, and the face was correct, but the shoe had been bent through mishandling or possibly had been mismatched with a shoe that was close enough to be unnoticeable.

"We had a brake shoe set where one shoe was measuring a quarter inch shorter than the other. But you couldn't see it until you put a tape measure to it. If it's a remanufactured shoe, they'll probably do that measurement; local guys are more likely to eyeball it. But if it was a structural issue with a shoe or severe rust or anything like that, I don't know any shoe manufacturer who would take the risk of rebuilding on a backing that wasn't solid."

Bottom line on relining

Terry Clark, parts manager for Bayview Trucks & Equipment in New Brunswick, says he finds remanned and relined shoes to be of equivalent quality. "When you look at them one-to-one? I don't see a difference," says Clark. "If you get a quality reline, I've never had any problems with the brands we use."

Clark does note, however, that the remanufacturing process benefits from having the tables coined, sandblasted and painted with protective paints to mitigate damage from road salts in order to eliminate rust forming between the pads and the table.

Bauer says the primary reason he's heard for avoiding remanufactured brakes is cost.

"It's like a bottle deposit in Michigan, if you will," says Bauer. "You're paying quite a bit up front. If you don't manage that core process effectively, it can cost fleets and users a whole lot of money. That's the biggest thing I've heard in the marketplace about why people shy away from a remanned product."

Matt Jones is a freelance writer based in Fredericton, N.B.



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2015 WORK TRUCK SHOW

Work Truck Show sets attendance record

Long-time attendees and newcomers alike impressed with turnout at annual event

KEITH NORBURY

The 2015 Work Truck Show in Indianapolis was a busy occasion and an unqualified success, according to interviews with exhibitors and other attendees.

"I think this is our 17th or 18th year and this is by far the best one we've had," said Lee Hurlbert, one of the original partners of Dakota Bodies Inc., who now works in sales for the Watertown, S.D.-based company. "We're extremely pleased. And the turnout, the quality of people stopping in at the booth and talking, it's been great."

His comments came before event organizers revealed that the 2015 show set an attendance record of 11,005 surpassing the previous record of 10,408 at the 2012 show. The National Truck Equipment Association, which pro-

duces the annual show, credited new product introductions as a major draw this year. They included the new Metris mid-sized van from Mercedes-Benz; Hino's new class 4 model, the 155; and the Razorback composite service body from Stahl.

"Recognizing that we had multiple global reveals, a record-breaking 24 press conferences and more equipment on display than ever before is a testament to the critical role The Work Truck Show has come to play in the commercial truck industry," NTEA executive director Steve Carey said in a news release announcing the attendance record. "The energy and excitement on the show floor reflects an industry that is expanding and economically sound."

More than 350 trucks on display

According to the NTEA, which markets itself as the Association for the Work Truck Industry, the 2015 show featured 496 exhibiting companies from 23 countries, and more than 350 commercial trucks on display. The total exhibition area was equivalent to 9.8 football fields and boasted 11 acres of carpet and around 40 miles of carpet tape.

The show, which took place March 4-6 at the Indianapolis Convention Center, coincided with the NTEA's Green Truck Summit which kicked off at the same venue on March 3.

Jim Phillis, product support manager with American Hydraulic Compressor, attended the show for the first time and was impressed.

"We've had a lot of interest, not only met a lot of possible customers but other vendors as well," Phillis said. "So it's been very interesting for a first-time visit."

Eric Bauer, president of iGlobal LLC, is another first-exhibitor who was pleased with the show.

"We'll be back," said Bauer, who was promoting the company's lines of Edge and Journey mobile data terminals for work trucks.

"We've had several fleets come by, a lot of interest, large fleets, some small fleets," Bauer said. "And what it's kind of solidified in my mind is that companies of all sizes can relate to this, they can benefit from it."

Todd Hannum, national accounts manager for Auto Crane of Tulsa, Okla., also attended his first Work Truck Show, although he has taken in other industry exhibitions, including ConExpo.

His first impression of the Work Truck Show is that was well-structured, well-staffed, and well-planned.

No time to rest weary feet

"The traffic we've seen here is phenomenal," he said, noting that the Wednesday was particularly busy.

"We had hundreds of people coming through. There wasn't a chance to sit down until afternoon when everybody left."

Don Krebs, Midwest sales manager for Sierra Pacific Engineering and Products, is another first-timer who found the show kept him on his feet. "My feet are already hurting from walking around," Krebs said. "There's a lot of exhibitors here and I found a lot of prospective companies to call on that manufacture products that use our products."

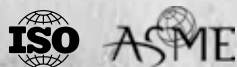
His company, which is headquartered in Long Beach, Calif., manufactures locking, latching, hinging and other "access" hardware. "We've had some of our rep groups working here too, and they've been able to connect with



Jeff Taylor Sr. of Taylor Pump & Lift Inc. says his Concord, N.C. firm sold at least two lube trucks at the show.

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2015 WORK TRUCK SHOW



Andy deLivron, U.S. sales manager with Ontario-based Pride Bodies Ltd., says his company had a very good show, including a few "exceptional" leads.



Craig Longstreth, president of Warner Bodies, says the Eldwood, Ind.-based company received 10 strong leads at the show.



Don Freeman, vice-president of business development for Casco Truck Body, greets Dan Silbernagel of Western Star Truck Sales Inc. at the Casco stand.



Lee Hurlbert (left), one of the original partners of Dakota Bodies Inc. of Watertown, S.D., talks with Joe Steffano of J.E.S. Enterprises Inc. of Boston, and Dave Converse (right) of Dakota at the Dakota stand.



At Maintainer Corp. of Iowa booth, (left) Claude Williams III, corporate fleet manager with Gregory Poole Equipment Corp. of Raleigh, N.C., and (right) Tod Bisanar, fleet manager with Carolina Cat, talk with Tom Wibben, Maintainer's sales and service manager.



Todd Hannum, national accounts manager with Auto Crane, checks out the customized extended cab of a Peterbilt truck outfitted with an Auto Crane service body.

current customers as well as other customers that they're working on," said Krebs, who is based in Minnesota.

Last year, The Work Truck Show had to contend with a scheduling conflict with the massive triennial ConExpo-Con/Agg trade show in Las Vegas. This year there was no ConExpo to contend with.

For a few, the show was quieter

"This is probably the best one in the last few years that I remember," said John Paternoster, regional sales manager with Reading Truck Body. "And I just gauge that off of booth traffic itself. So it's been nice."

Among the few exhibitors who reported slower show traffic than in 2014 was Craig Longstreth, president of Warner Bodies.

"It still was steady but not quite what it was last year," said Longstreth, who noted that last year Warner's booth was near the Ford booth, where traffic was heavier.

In any case, he said his company was still getting new business out of the show. "Absolutely. We've probably got close to 10 new contacts," Longstreth said. "Obviously a lot of customers we're currently dealing with are stopping by and shaking hands but probably 10 good solid leads of interested new distributors for us."

Lucy Lahr, owner of Industrial Truck Bodies, which is based in Santa Maria, Calif., said she attends the Work Truck about every three years. "It's a long way and it's expensive to get here," she said.

Nevertheless she described the 2015 version as the best show she has attended since 2008.

"It's been a good show. I enjoyed myself. I got to meet up with some new potential vendors and visited my existing vendors," Lahr said at the stand of Liftmoore Inc., for which her company is a distributor of its truck-mounted cranes.

Olgher Reverberi, in the international sales department of Next Hydraulics s.r.l., said he attends the Work Truck Show every year, calling it "one of my preferred shows." However, he recalled that the show was busier five or six years ago, with the 2015 show's traffic comparable to that of the 2013 event.

"Last year forget it. It was at ConExpo time," Reverberi said.

His company, which makes Cobra truck-mounted cranes, is looking to expand its U.S. markets. And for that reason alone, the show is good place for him to meet people and target potential dealers. "Still one of my favourite shows," he said.

Like many others, Don Freeman, vice-president of business development for Casco Truck Body, expected that the solid attendance at the show will translate into new business.

"Probably not today at the show, but within six months we'll see what it will be," said Freeman, whose company is based in Claremore, Okla. "We'll have some tangible business pretty quickly."

Exhibitors respond to customer needs

Claude Williams III, corporate fleet manager with Gregory Poole Equipment Company, said he was impressed with the new product offerings at the show.

"They've really started to listen to what's out there in

the field. And a good opportunity to get what you want the first go-round instead of having to build it yourself," said Williams, whose company is based in Raleigh, N.C.

Williams was impressed, for example, with a new cut-in step at the back end of a Maintainer service body on display at the show. "That's huge — three point contact," Williams said. "You usually only get that climbing up on the bed of a truck."

"Everything we do is in the safety world this day and age," Williams added. "And we've got to make sure we do it to the fullest."

Andy deLivron, U.S. sales manager with Ontario-based Pride Bodies Ltd., said his company had a very good show, including a few "exceptional" leads. A secret to Pride's show success was advance preparation.

"We did some pre work before the show. We sent out postcards to every NTEA member east of the Rockies and then we made select calls in certain states," deLivron said.

Jeff Taylor Sr., founder of Taylor Pump & Lift Company Inc., said his company had "a great show" and "great attendance."

"The weather sort of stunk outside but the attendance coming in looks real good," said Taylor, who has attended the show for years. "We've done very well."

His company, based in Concord, N.C., actually sold two of its lube trucks at the show and was waiting on a call for a third sale as he spoke.

"It would be a great show to sell three of them," he said.





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2015 WORK TRUCK SHOW

Quotable quotes about the show

"I think it's been a great show. It's probably the best one we've ever done. We've been coming since 2007 and I would say this year has been the busiest, the most energetic since the economic downturn."

— Debi Manning, sales rep with Truck Office LLC of Franktown, Colo.



"I would think probably one of the better shows we've had in several years."

— Donna Popp-Bruesewitz, communications manager, Stellar Industries Inc., Garner, Iowa



"It's an opportunity to identify new products, find out what's going on with not only our own partners but our competitors and see who's got the new and best ideas. And it gives us a chance to network with our supplier partners and network also most importantly with other truck equipment distributors."

— Gene Lee, owner, Casper's Truck Equipment, Wisconsin



"Unfortunately, at the show here, nobody's going to walk out with a truck — or an air compressor. But orders are being taken, our customers are being satisfied."

— Chuck Hamilton, director of marketing and OEM sales, Boss Industries LLC

"We've got some good leads to follow up after the show. It's just a matter of taking one step at a time."

— Albert Ribeiro, Wilcox Bodies Ltd., Milton, Ont.

"The good thing about the Work Truck Show, it's different than a lot of trade shows where it's not end-user heavy. We get to interact with our dealers a lot and get a lot of face time with them which we don't typically do because of challenges of geography and the travel. So we get to see a lot of people all week long."

— Ian Simpson, marketing analyst, VMAC, Nanaimo, B.C.

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2015 WORK TRUCK SHOW

Better economic prospects felt at show

KEITH NORBURY

The U.S. economy is finally turning the corner, judging from the upbeat mood and comments from attendees at the 2015 Work Truck Show in Indianapolis in March.

"It was rough for a few years there, but then things seem to be picking back up, not just for us. We've had a good few years, but it seems like things are going back for a lot of manufacturers," said Lucy Lahr, owner of Industrial Truck Bodies, which is based in California.

Debi Manning, sales rep with Truck Office LLC of Franktown, Colo., also credited the economic upturn with adding to the overall buoyant mood at the show.

"Sales have gotten better," Manning said. "Just the energy of the show is more positive than it has been and I think it's because people are saying OK, maybe it's going to be OK and we can spend some money."

"I think we're still a few years out with the economy but there's good signs from our distributors and their end customers that business has picked up. So that's a good indication that economic recovery is happening."

— Chris Sloan, marketing manager, Vanair

berg News reported.

Falling oil prices might be having an impact, Manning said, but a more likely factor is increasing housing and building starts across the country.

"There's just a lot of fleet oriented activity going on, and building going on that," Manning said. "And that's what the people at this show do."

On a lighter note, Manning also conceded that in Colorado at least legalized marijuana might also be contributing to the happy mood and rising economic fortunes. "There's a lot of happy people there letting go of their money," she quipped.

John Paternoster, regional sales manager with Reading Truck Body, agreed that an improving U.S. economy helped bolster attendance at the show.

Wintry weather that battered the region and the eastern part of the continent also had a positive impact, he said.

"The snow has been good. It's got the guys out. It's got the work truck industry out there working," Paternoster said. "These guys are out there making money and they're out there thinking, maybe I can get that new truck. So it's happened a lot."

The weather even forced the company's plant in Reading, Pa., to shut down for day after six inches of snow.

"There's been ice and it's been snow. And here I am in Indianapolis and the sun's out today."

Chris Sloan, marketing manager with Vanair, said the company's numbers have been fantastic so far this year.

"So knock on wood that that continues," said Sloan, whose company is based in Michigan City, Ind. "I think we're still a few years out with the economy but there's good signs from our distributors and their end customers that business has picked up. So that's a good indication that economic recovery is happening."

Chuck Hamilton, marketing director for Boss Industries, said 2015 has been awesome compared to last year. "It's no doubt the economy has affected a lot of people," said Hamilton, whose firm is based in LaPorte, Ind. "Boss Industries went through that storm. We persevered. We were smart, management-wise, about it. And we're here and we're launching six brand new products."



ABOVE: Loren Keith (left) of Keith Truck Service of Duncansville, Pa., chats with John Paternoster, regional sales manager with Reading Truck Body, and Jeremy Miller (right) of Keith Truck Service at the Reading stand.



RIGHT: Debi Manning, sales rep with Truck Office LLC of Franktown, Colo., credits the economic upturn with the buoyant mood at the 2015 Work Truck Show.

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2015 WORK TRUCK SHOW

Scenes of the Show

More than 11,000 people attended the 2015 Work Truck Show in Indianapolis in early March. On these pages are a few of those participants checking out some of the displays of the nearly 500 exhibiting companies.



Left: Chris Emmons, marketing manager with EZ STAK Inc., a maker of modular truck equipment, tout's the firm's tool storage cabinets



Steve Sevald, southwest regional sales manager for Vanair, chats with Joseph Chandraraj, who works in Columbus for Cummins Inc.



Don Moore, executive director of the Canadian Transportation Equipment Association, and Christa Cowell, marketing and communications coordinator, take in the show.



Wes Adkins, of Event One DJs, works the Mercedes Benz vans booth.



Power Girls Jennifer Johnston, Nikki Solis, Abbie Sink, Jacinda Clements, and Ebony Smith promote Ultimate Power Truck LLC at the Rush Truck Centers booth.



Tom Spanel, a mechanical engineer with Freightliner Custom Chassis of Gaffney, S.C. drives the 52G propane truck during the Green Truck Drive and Ride.



Ryan Thomas, sales rep with Ace Truck Body of Grove City, Ohio relaxes on the back of a Stellar service truck at the Stellar booth.



Ann Roche, product marketing manager with Power-Packer talks with sales engineer David Scuito at the company's booth. Power-Packer, which is part of the Actuant Group, was promoting its hydraulic outriggers for service trucks.

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2015 WORK TRUCK SHOW



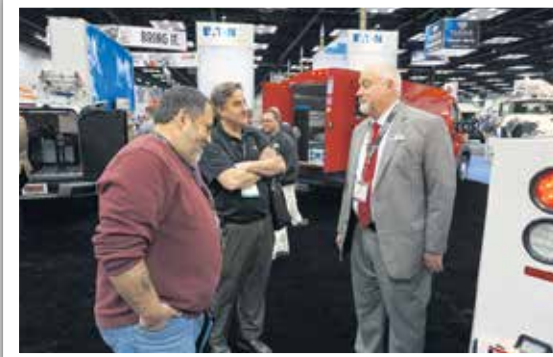
Bruce Bunting (left), industrial product specialist with the Knapheide Manufacturing Company, talks with Tim Worman, business development manager with Iowa Mold Tooling Inc. at the Knapheide stand.



Mario Hufnagl, head of engineering for lift systems with Omaha Standard Palfinger, checks out the firm's new personal basket attached to a PalPro mechanics truck.



Joe Hilliard, president of Casco Truck Body of Claremore, Okla., stands in front of the company's MM238 master mechanic truck at the Casco stand.



Jim Bockenfeld (right), vice-president of sales with the Knapheide Manufacturing Company, talks with Mike Neerdaels (left) and Paul Wendelberger of Brake & Equipment Co. of Butler, Wisc.



Silvan Nastase of Royal truck Body snaps a photo of a storage bin on a Knapheide body at the Knapheide booth as fellow Royal employee Sean Carlo Cordon looks on.



Service Truck Magazine publisher Tom Henry (left) and advertising manager Nick Moss enjoy The Work Truck Show.



Product manager Travis Purgett (left) and sales manager Roger Wareham get behind the Enpak integrated power system on display at the Miller Electric Manufacturing Co. booth.

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2015 WORK TRUCK SHOW

New PTO wins innovation award at the annual Work Truck Show

KEITH NORBURY

A new power take-off series from Chelsea Products Division of Parker Hannifin won the Innovation Award at the 2015 Work Truck Show.

The 249V series PTO "prevailed over more than 100 other new products" in winning the award, said a news release from the National Truck Equipment Association, which organizes the annual exhibition.

"Winning the Innovation Award really validates all the customer and end-user research we conducted while developing this product," Chelsea marketing manager Jeff King said in the news release. "At The Work Truck Show, we received a lot of positive feedback about the 249V series PTO, and the award was icing on the cake."

A panel of judges that includes trade media editors and truck fleet managers chose the winner after visiting exhibitors during the show, held March 4-6 in Indianapolis. The award was open to all products in the show's New Product Spotlight and New Product Media Guide.

The 249V series PTO was developed for two-wheel and four-wheel-drive Ford F-Series Super Duty trucks.

The V stands for "vane pump," King said during a press conference at Chelsea's Work Truck Show booth before the Innovation Award winner was announced.

"We've already had a lot of interest in the service truck



Chelsea marketing manager Jeff King shows how 249V Series PTO fits in tight space on a four-wheel-drive Ford truck.

industry," King said as he stood under the chassis of a four-wheel-drive truck and showed how a 249V was installed into that tight space.

The product, which was launched just three weeks before the show, was tested "to make sure we've got clearance under the most extreme conditions that the chassis and the driveline can go through," King said.

Two years ago, Chelsea introduced the 249 series, which removed all the PTO noise from a Ford Super Duty truck, he said. The 249V series also includes that patent-pending noise suppression system but also integrates a Parker T6C vane pump, which increases the flow from 12 gallons a minute to 23 gallons a minute, he said. It also provides pressure of 3,500 PSI at an engine speed of 1,200 RPM and torque capacity of 200 foot pounds.

"So we have tremendous working pressure, tremendous flow that's going to be available on this particular power takeoff," King said.

The 249V series also features "ease of installation through a single hose connection and an integrated car-

tridge valve and pressure switch," said a news release about the product. Four different cartridges are available, King said.

While the 249V is geared toward F-550s, King said that with expected changes that Ford is making to its model year the PTO will probably fit on F-650s and F-750s as well.

Class 8 trucks running a 3000 or 4000 series Allison transmission would use Chelsea 277, 278 or 280 series PTOs, King said. These now feature the Smart Start option that Chelsea announced in January.

Smart Start was developed over several years in response to customers asking for a system that absorbs spikes in torque, King said.

Initially, the company tested the Smart Start system, which also has a patent pending, on air compressors. "So we've been able to smooth out all those spike torques on the air compressors," King said. "We're working on this right now for pneumatic blower applications. We feel it's going to work very well on those as well."

About 150 to 200 Smart Start systems are already installed on PTOs in the field and "done a fantastic job," he said. Smart Start was released initially with the 277 and 278 series and then with the new 280 series, which was just released last year.

"It looks like it's going to go across our entire line of power-shift PTOs," King said.

Chelsea also introduced a prototype gearbox at the show in order to receive end-user input.

"We get a lot of requests from people who say, 'I need to have a higher speed than you normally have, I need to have a normal speed than I can normally get. And, by the way, I can't get by the cooler or I have an interference.' So we've developed this new gear box that actually bolts right onto our power take off," King said.

Called the 701 family, the gear boxes can be mounted to 870, 340, or 348 series PTOs but are also designed to be used as stand-alone boxes, said a news release from Chelsea.



CALENDAR OF EVENTS

MAY 2015

May 18-20, 2015

National Electrical Contractors Safety Professionals Conference
Pointe Hilton Squaw Peak, Phoenix, Ariz.
"Safety, risk, human resources, project management and supervisory personnel will greatly benefit from attending the conference."

<http://www.necasafetyconference.com>

May 18-21, 2015

AWEA Wind Power Conference & Exhibition
Orange County Convention Center, Orlando, Fla.
"The best place to see what's currently happening across the wind industry."

<http://www.windpowerexpo.org/>

May 27-30, 2015

Crane Rental Association of Canada Annual Conference
Fairmont Queen Elizabeth Hotel, Montreal, Que.
"The CRAC Conference is a unique annual event giving the opportunity to meet with the leaders of the Canadian crane industry."

<http://www.crac-canada.com/>

JUNE 2015

June 2-6, 2015

ConExpo Russia
Crocus Expo, Moscow, Russia
"Leading manufacturers and suppliers of construction industry present their current tech solutions."

<http://ctt-expo.ru/en/>



The Mississippi Trucking Association's annual conference takes place June 11-14 at the Sandestin Beach Hilton in Destin, Fla.,

June 11-14, 2015

South Carolina Trucking Association Annual Conference
Marriott Grande Dunes Resort, Myrtle Beach, S.C.
"This is the 'must-attend' event for truck fleet and sales executives, and anyone interested in public and industry policy, networking and personal development."

<http://www.sctrucking.org/>

June 11-14, 2015

Mississippi Trucking Association Annual Conference
Sandestin Beach Hilton, Destin, Fla.
<http://www.mstrucking.org/>

June 16-17, 2015

Lift & Move USA
Chicago Marriott Midway, Chicago, Ill.
"A new event to promote careers in the U.S. crane, rigging, and specialized transportation industries."

<http://www.liftandmoveusa.com>

June 17-18, 2015

Atlantic Canada Petroleum Show
Mile One Centre, St. John's, Nfld.
"Over 160 exhibiting companies and 2,000 attendees come together."

<http://atlanticcanadapetroleumshow.com>

June 21-23, 2015

Georgia Motor Trucking Association Annual Conference
Ritz-Carlton, Amelia Island, Fla.
<http://gmta.site-ym.com>

June 23-24, 2015

Advanced Rigging & Lifting Workshop
Double Tree By Hilton West Edmonton, Edmonton, Alta.
"All attendees will walk away with a Student Workbook full of over 150 pages of training curriculum, workshops and slides."

<http://iti.com/edmonton>

JULY 2015

July 18-22, 2015

North Carolina Trucking Association Annual Management Conference
Sonesta Resort, Hilton Head Island, S.C.
<http://www.nctrucking.wildapricot.org/>

July 23-25, 2015

Fleet Safety Conference
Renaissance Schaumburg Convention Center Hotel, Schaumburg, Ill.
"The only conference of its kind designed

specifically for fleet, risk, safety, sales, human resources and EHS professionals that offers current and expert insights and practical education on improving fleet safety."

<http://www.fleetsafetyconference.com/>

July 23-25, 2015

Louisiana Motor Transport Association Annual Convention
Sandestin Golf & Beach Resort, Destin, Fla.
"An excellent opportunity not only to catch up on the most current industry issues but also to network with other industry representatives."

<http://www.louisianatrucking.com/>

July 24-25, 2015

Expedite Expo
Roberts Convention Center, Wilmington, Ohio
"Learn about the newest trucks, career opportunities and products geared specifically to owner operators and drivers of medium duty and heavy-duty trucks."

<http://expediteexpo.com/>

Aug. 4-6, 2015

Minnesota Trucking Association 83rd Annual Conference
Breezy Point Resort, Breezy Point, Minn.
<http://www.mntruck.org/events/>

Aug. 4-6, 2015

Idaho Trucking Association Annual Conference
Shore Lodge, McCall, Idaho
<http://www.idtrucking.org/convention.php>



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