Jerr-Dan® underlifts and steel carriers are built to withstand years of hard use. That's because Jerr-Dan builds the toughest materials and most innovative technologies into superior designs. STEELBEAM® technology on aluminum carriers means lightweight mobility with heavy-duty durability. No Lube® pivot joints on all Jerr-Dan carriers mean no mess and even less worry. And all that means you can handle the most difficult towing and recovery jobs over and over again. Whatever the job throws at you, throw it at Jerr-Dan.
When you mention the Jerr-Dan name, people know. Jerr-Dan is a respected and well-known brand of towing equipment in the United States. And in today’s world of business, your good name means everything to customers. This makes it imperative for us at Jerr-Dan Corporation — and for every employee in our extensive distributor network — to make a special effort to keep unblemished the Jerr-Dan reputation for solid, dependable products and outstanding service after the sale.

That effort includes defining Jerr-Dan’s personality and communicating it to keep our brand name meaningful to others. When you think of the Jerr-Dan name, we want you to think of first-class, reliable products; a respect for hard work; and a professional attention to detail. And above all we want you to picture each piece of your towing equipment as it Runs Hard.

We're proud to express ourselves in a single, powerful Jerr-Dan voice — one that tells our customers what to expect of us and reflects the values we live by. When you see the Jerr-Dan name, you can expect us to:

• Operate ethically. We have a code of conduct that we adhere to as individuals and as a company. In our communications (like this issue of Run Hard), for example, we don’t exaggerate product claims or use misleading visuals. We tell the truth.
• Care about quality. That concern translates into quality products and services and in every contact you make with Jerr-Dan. We can never compromise our quality or reliability. There’s too much at stake — your safety, as a prime example.
• Provide value. We know you work hard. Every dollar your company spends should be spent wisely. You have come to expect extraordinary value from Jerr-Dan towing equipment and we are committed to meeting, and even exceeding, those expectations in everything we do.
• Exhibit teamwork. From our manufacturing facility in Greencastle, Pennsylvania, to your facility, we share ideas and combine talents in a spirit of partnership. Your uptime is important to us, so we invest in systems designed to support our products. For example, see the story about our new 35-ton underlift options on Page 10.

At Jerr-Dan we are proud to help our customers perform valuable towing services. We know that when you succeed, we do, too. Experience the power of Jerr-Dan today. Put us to the test. If we don’t live up to the Jerr-Dan name, please let us know.

Jeff Weller, President
When I say I’m going to do something, I’m going to do it,” says Rich Kreager, owner of Kreager’s Towing in Saginaw, Michigan. “To me, keeping your word still means something.”

This third-generation tower prides himself on being from the “old school” where image is everything and what you value most is honesty and your good name. “People know our family name in this town,” he says. And they should — Kreager’s Towing was started in Saginaw in 1961 by Rich’s parents. Rich took the company over in 1988 at a young 23 years old.

He learned his strong ethics and what he calls “old school” business philosophy not only from his parents, but also from his grandfather, who owned a separate towing business and local store in Saginaw.

Reputation is everything

“I went to Home Depot this morning and the woman at the register noticed my last name and asked me if I owned Kreager’s Towing,” he says. “This happens all the time.” Name recognition earns the company business. And with the recognition also comes responsibility. “We are a free-standing towing company and our main focus is towing,” he explains. “We concentrate on what we do well.”

The company operates out of two locations, one in Saginaw and one in Bay City. Kreager purchased the Bay City location six years ago and just recently built a new facility on 2.5 acres of land. Both operations run their own dispatch and employ their own drivers and staff.

Two locations allow Kreager’s Towing to provide service within a 30-mile radius of the two cities, for a population of about 250,000.

Customers are No. 1 priority

“In a tough economy price is always an issue,” he concludes. “But time and time again I find that what people really want is service. We provide great service and I think that’s why we’re successful.”

Taking good care of customers is a big part of Kreager’s “old school” business philosophy. He takes customer service to a new level by employing a customer service representative.

“For many years we employed a customer service rep to call on our accounts to make sure everyone was happy,” he recalls. “I found that people didn’t want to tell me what I needed to hear, but if I sent someone else, people were more honest with their true feelings. If there was a problem, we wanted to fix it.”

Lead by example

In addition to taking care of customers, Kreager firmly believes in taking care of employees. “If you want to be in control of your business, you have to be there for your employees,” he stresses. “I just find that everything runs more smoothly when I’m here every day.”

Part of “being there” for employees is providing them with the proper tools to effectively perform their jobs. Kreager is standardizing on Jerr-Dan equipment partly for that reason. Of his fleet of 29 trucks, eight units are Jerr-Dan: seven rollbacks and one MPL wrecker.

There is a lot less to grease on our Jerr-Dan rollbacks,” he says. “And the system for hydraulic hoses and electrical lines is very well thought out. “Our trucks can’t afford to be down,” he adds. “With a call volume of 25,000 calls per year, we need reliable trucks with the service support to back them up,” he stresses.

Relationships are also what lead Kreager to Jerr-Dan. “I went to a tow show recently with the sole purpose of making contacts with the folks at Jerr-Dan,” he recalls. “I met my current distributor at that show and I’ve been purchasing Jerr-Dan product ever since.

“All you have to do is be loyal to my business and I’ll be loyal to yours,” he concludes. “I provide my customers with top-notch customer service and I expect it of my suppliers. If you take care of me as a customer, I’ll be happy.”

Rich Kreager of Kreager’s Towing is standardizing his carrier fleet on Jerr-Dan rollbacks with 21-ft. steel beds.

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Company News/Who’s Who

Jerr-Dan Corporation, through its distributor, Truck Country of Iowa, has been awarded the contract to supply two aluminum HPL 60 Cougar wreckers to Iowa Speedway for the 2007 racing season. The HPL 60 wreckers incorporate a hydraulic recovery boom with a 10-ton capacity, dual 12,000-lb. winches, custom toolbox, strobes, LED body lighting and light bar.

The 7/8-mile, 60-ft.-wide Iowa Speedway track includes a 10-degree front stretch and a 4-degree back stretch with 12- to 14-degree turns. This contract solidifies Jerr-Dan’s reputation as a leader of quality, reliable towing equipment. Jerr-Dan has provided equipment under similar contracts to other speedways including Vegas, Texas and Bristol.

Jerr-Dan component mounters Timothy Watkins, second from left, and Stephen Cordice, third from left, were presented with their 5-year employee awards by Joel Ansley, left, vice president; and Brian Blind, right, Las Vegas distribution manager.

Who’s Who

NY AIR FORCE TRAINING

John Borowski, manager of specialty markets for Jerr-Dan Corporation, demonstrates proper hookup procedures as he trains six operators on medium-duty towing at the U.S. Air Force Base in Long Island, New York.

Jerr-Dan’s Mike Woods, center, takes a moment to pose with Alejandro Reyes, left, and Gerardo Cortez, both of Comerzia, a Jerr-Dan distributor located in Mexico.

Jerr-Dan around the world

Monterrey, Mexico, Jerr-Dan distributor Comerzia provided this wrecker photo from Gruas EL Nuevo Dislorge in Cordova, Mexico. The steel HPL 6000 is equipped with a 0808D boom, double winch, tunnel toolbox, wheel lift, fiberglass flares, dolly and Freedom lightbar.

The Vienna Fire Brigade in Vienna, Austria, relies on this HDL 1200 60-ton wrecker, left, and this HDL 1000 50-ton wrecker that rides on a Scania chassis, right. Photos were supplied by Johannes Zinschutz of the Vienna Fire Brigade.

The first Jerr-Dan Side Loading Vehicle Retriever (SLVR) to be delivered to England was received by customer Boarhunt. The unit, which rides on a MAN chassis, was installed by Cee Jay Systems in England.

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This HDUL 530 heavy-duty wrecker is owned by Bongard in Adenau, Germany. The wrecker is mounted on a MAN TGA 41.413 FDLC truck chassis and was supplied by distributor Tischer Fahrzeugbau in Germany.

Pell in Selmsdorf, Germany, owns this HDUL 530 25-ton heavy-duty Jerr-Dan wrecker. It is mounted on a MAN TGA 41.430 8x4 BB truck chassis. The photo was supplied by Germany distributor Tischer Fahrzeugbau.

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Jerr-Dan takes a unique position regarding the stretching of heavy-duty truck frames. We have elected to keep the entire process in-house to assure that quality, proper yield strength of material and required resisting bending moments (RBMs) are met.

**Start with material yield strength**

Many considerations must be taken when stretching a frame. Material yield strength is of the utmost importance, because without the proper yield strength, the required RBMs can’t be met. At Jerr-Dan we purchase the correct yield strength material and we also have the ability — through a massive 600-ton press — to form that material into the proper dimension frame rail to fit your chassis.

The rails must also be weld seam and located in such a manner to maximize the strength of each rail. While vertical butt welds are used by other body fitters, we know that putting the weld seam on a 45-degree angle reduces stress concentrations and extends the life of the frame.

Furthermore, staggering the splices on the frame channels and gloves also reduces the possibility of fatigue cracks on the frame.

**Keeping it in compliance**

Driveline work, including balancing when necessary, is also performed in-house at Jerr-Dan. Crossmembers are formed with carrier bearings at each U-joint to hold the driveshaft and assure the proper angles. Improper driveline angles can cause vibrations that can damage the drive axles and the transmission. Improper driveline angles can also void the truck warranty.

Another reason for keeping frame work in-house is that any modification to a truck chassis or tractor must be performed by qualified technicians in accordance with the current FMVSS-121 Federal Regulations.

Modifications to any chassis configuration without the proper knowledge can jeopardize the integrity of the truck’s air brake and ABS electrical systems, and remove it from compliance to those regulations.

**Knowledge is everything**

Most tractors, particularly those built without ABS (prior to March 1, 1997), have a feature known as “Bobtail Proportioning” which reduces pressure to the rear brakes when the tractor is in a bobtail mode and the drive axle(s) are very lightly loaded.

At Jerr-Dan, these valves are replaced with an R-12 relay valve and an inversion valve to assure the unit receives 1:1 proportioning. We take into consideration the stretch of the unit and the weight (wrecker body) added.

The unit must also be aligned to assure proper tracking and avoid excessive tire wear. This work is done at the Jerr-Dan factory by a portable laser alignment system.

Although this may seem like a lot of carefully calculated steps just to stretch a frame, consider how much of your unit function and life depends on a proper frame.

Cutting corners does not always provide you with the best quality in the long run. Shouldn’t quality always be at the top of your priority list?

At Jerr-Dan, we always make sure the frame work is done with the proper yield of steel, and the RBMs resulting from the use of this material are properly matched for the particular application.

If you would like further information on this subject, please call us at 800-926-9666, or better yet, come and see us!
Jerr-Dan has recently tested and released four new underlift configurations for its proven and popular 35-ton independent and integrated wreckers. All configurations are for the 35-ton models’ underlifts only. The wreckers’ boom, body and winches remain the same.

The three models of Jerr-Dan 35-ton wreckers that incorporate new underlift configurations are:

- HDL 700/350 35-ton Independent
- HDL 700/350 35-ton Integrated
- HDL 700/530 35-ton Independent

A longer reach option

The HDL 700/350 35-ton independent and integrated models now have a coach boom option for longer reach. This UL300CB coach boom option now provides a full 144 in. of reach from the tailboard to the centerline of the frame forks, an increase in reach of 20 in. over the standard 350 underlift. The extended rating capacity of the coach boom option is 16,000 lbs. The UL530 underlift has a 142-in. reach past the tailboard to the centerline of the frame forks and a 9-in. tilt cylinder with a full power tilt operating range of 30 degrees, providing a positive vertical tilt. Both underlifts will allow for a 35,000-lb. deck winch option. And the units’ push/pull cylinders provide the necessary strength to retract and extend under rated load.

New coach booms

The HDL 700/530 35-ton independent model now incorporates the same proven coach boom underlifts, as found on Jerr-Dan’s 50-ton HDL 1000/530, 60-ton HDL 1200/530 and 60-ton Rotator wreckers. The HDL 700/350 35-ton independent wrecker’s new underlifts include:

- UL530 underlift with an extended rating capacity of 17,000 lbs. and a retracted rating capacity of 53,000 lbs. The UL530 underlift has a 142-in. reach past the tailboard to the centerline of the frame forks and a 9-in. tilt cylinder with a full power tilt operating range of 30 degrees, providing a positive vertical tilt.

- UL565 underlift with an extended rating capacity of 17,600 lbs. and a retracted rating capacity of 48,000 lbs. The UL565 underlift boasts a 181-in. reach past the tailboard to the centerline of the frame forks and a massive 10-in. tilt cylinder with a full power tilt operating range of 30 degrees, providing a positive vertical tilt.

These units have been designed, tested, and are now available to the towing industry to handle the latest and toughest vehicle designs with extreme set-back and front axle weights. Jerr-Dan will continue to monitor the pulse of the industry to assure you have the right product to meet your customers’ needs.

This is our do-everything truck. We love our 35-ton with the coach boom underlift. It’s a great unit that handles whatever we throw at it. From trailer-trailer rollovers to recoveries, there’s no comparison for this new coach boom underlift.

Cleve Riehl Jr. – Riehl’s Towing & Maintenance
Clarksboro, New Jersey

We do a lot of work for local fire departments, and our 35-ton wrecker with the coach boom underlift’s extended reach really comes in handy when towing fire trucks. We find the longer reach to be a real asset for our wrecker.

Eric Staudinger – Charlie’s Crane Service
Landover, Maryland

We use our 35-ton with the extended underlift for almost everything we do. We are towing everything from garbage trucks to fire engines, and this new coach boom allows us to do it all. It’s versatile and we worry less about damaging loads with low front overhangs. These underlifts have taken a little extra training for our operators to get used to, but it’s been worth it. Our 35-ton units with coach booms also seem to require less operator work and are more time efficient from setup to hookup.

Quinn Piening – Central Towing
Fremont, California

NEW UNDERLIFT OPTIONS FOR 35-TON WRECKERS

Product Profile

This page contains product profiles for new underlift options for 35-ton wreckers. The profiles discuss the features, benefits, and applications of these new configurations. The text is well-organized and includes specific details about each model, such as reach, capacity, and operating range. The profiles highlight the versatility and adaptability of these new underlifts in handling various towing scenarios, particularly for fire department work. The text is clear and informative, providing valuable insights for industry professionals considering these new products. The layout is clean and easy to read, with appropriate spacing and headings to guide the reader through the content. Overall, this page serves as an informative resource for potential buyers and users of Jerr-Dan’s new underlift options.
SAFETY... A FORGOTTEN UNIT OF MEASURE.

By John Borowski, manager of specialty markets for Jerr-Dan Corporation

Success is measured in many industries by profitability and market share. However, in those professions that are potentially dangerous, “safety” and the amount of injuries sustained fall into that very same category of measure. Towing, while many do not consider it a dangerous job, can certainly be so. Choosing the proper practices and safety techniques are imperative to being successful.

A brief history

Car safety became an issue almost immediately after the invention of the automobile, when Nicolas-Joseph Cugnot crashed his steam-powered “Fardier” against a wall in 1771. One of the earliest recorded automobile fatalities was Mary Ward, on August 31, 1869 in Parsonstown, Ireland.

In the 1940s Saab incorporated aircraft safety thinking into automobiles, making the Saab 92 the first production car with a safety cage. In fact, Volvo introduced the safety cage in 1944 and in the 1950s, Mercedes-Benz performed the first crash test.

In 1958, the United Nations established the “World Forum for Harmonization of Vehicle Regulations,” an international standards body advancing auto safety. Many of the most life-saving safety innovations, like seat belts and roll cage construction, were brought to market under its auspices.

In 1966, the United States established the United States Department of Transportation (DOT) with automobile safety as one of its purposes. The National Transportation Safety Board (NTSB) was established on April 1, 1967, but was reliant on the DOT for administration and funding. However, in 1975 the organization was made completely independent by the “Independent Safety Board Act.”

Despite technological advances, the death toll of automobile accidents remains high: about 40,000 people die every year in the United States alone. While this number increases annually in line with rising population and increased travel, the rate per capita and per vehicle miles traveled decreases.

In 1996 the United States reported about two deaths per 10,000 motor vehicles — comparable to 1.9 deaths in Germany, 2.6 deaths in France and 1.5 deaths in the United Kingdom. In 1998 there were 3,421 total accidents in the United Kingdom; the fewest since 1926.

After understanding this brief history of how the manufacturers are working to make vehicles safer, the rest is really up to you.

What you can do

Major factors in accidents include driving under the influence of alcohol or other drugs, inattentive driving, crash compatibility between different size vehicles, driving while fatigued or unconscious, encounters with road hazards such as snow, potholes and crossing animals, or reckless driving.

Inside the cab: Keeping the cab clean and organized is imperative to avoid in-cab distractions. Cell phone usage and two-way radios need to be used in a safe manner so they are not distracting your ability to operate your vehicle.

Outside the cab: No matter what kind of tow truck you are operating, the deck area needs to be clear of loose equipment and debris. The use of gloves and a safety vest should never be forgotten. Always keeping your eyes focused on oncoming traffic will save your life.

In this industry we are losing more tow truck operators than police and firefighters combined per capita. This is a staggering number of people when considered that we’re not running into burning buildings or chasing armed felons. Yes, we continually put ourselves in harm’s way but, like myself who has operated for more than 30 years without being hurt, there are thousands of operators with more years of experience and no injuries.

The bottom line: You have to respect what you are doing all the time.

Tow capacity

When operating a piece of equipment, you should always follow manufacturers’ recommended capacities and procedures. A total understanding of what the resistance is that you’re trying to overcome when you’re towing, lifting or winching is a must. Once this is calculated, you must understand tow capacity.

What is tow capacity and how do I calculate it?

Towing capacity = 1/2

Front Axle Weight (FAW) multiplied by Wheelbase (WB) and divided by Overhang (OH).

Always remember that towing capacity should never exceed rated capacity. It’s also important to completely understand GFWR (total and rear), curb weight and bed capacity.

For example, the Jerr-Dan S.T.A.R. placed (see complete explanation in Q&A article on Page 26) is a good tool that provides the legal loads that can be carried for specific truck chassis and bed models. Your equipment manufacturer can help you understand what you can safely haul on your particular piece of equipment.

Once towing capacity has been calculated, the proper chains, straps and other equipment must be selected to perform the job safely.

Finally, secondary attachments should always be used no matter how far you are transporting the disabled vehicle.

For too many towers say, “But I’m not going very far.” However, how far do you have to go to have the unexpected happen? Do you plan for the unexpected? Think about it — tie-downs are an insurance policy for any kind of catastrophic failure, and it doesn’t cost you any thing but a couple of minutes.

Driver and operating safety is really not much more than common sense and consistency. The first time you slip a belt could be the time that you could hurt someone or yourself.

Be professional, be safe and you’ll be on your way to being extremely successful. We all want to see you get home safely to the ones you love and the ones who love you.

Don’t let them down. Isn’t that what’s really important?
In the last several articles in this “Manufacturing” section of the magazine, we’ve focused on the quality of Jerr-Dan employees, facilities and our continued investments for the future.

We spoke of the fact that quality products begin with quality people—quality people are the foundation upon which we build our organization.

Also, as we mentioned in an earlier article, quality just doesn’t happen; it’s part of our culture. Quality breeds quality: quality people, quality engineering, quality facilities and quality processes.

This “Quality” installment will focus on our investments in designing quality processes.

Our practice of investing in our people, facilities and processes enable continued improvements throughout our operations.

Currently, we are finalizing improvements to our Wrecker operations—specifically the manufacturing processes within our Wrecker operations. The process improvements featured here are Part One of a two-part article. Stay tuned for more on process improvements in our next issue.

**Additions improve output**

The process improvements covered here include:

- The addition of two automated robotic weld cells are used primarily for light-duty through heavy-duty wrecker subframe manufacture. These new cells complement our existing robot weld cells as well as our manual welders, helping to improve efficiencies, consistency and quality.
- The installation of a moving assembly line allows for demand-based manufacturing at a pre-established pace for consistent output and efficiencies. The moving line also enables cross training of employees for improved reliability and increased output of operations.
- The reconfigured layout of the Fabrication and Weld shops improve flow. Reconfiguring work areas and improving flow align “value streams” in a more efficient manner, with fewer movements and less wasted motion.
- Improved material handling equipment and racking systems result in less idle time and allow for safer transportation, storage and retrieval of materials.

**Personal benefits**

Investing in our processes improves our ability to consistently manufacture our products, and ultimately, improves the efficiency of our operations and the quality of our products.

Additionally improving our processes is an investment in our people and the quality of work life. As the old adage says . . . we are attempting to assist our employees to work smarter, not harder.

What does an investment in our processes mean to you?

Consistent and defined processes for our employees
Safer and more reliable processes for our employees
Efficient work environment for our employees
Productive work environment for our employees
Better products, lower costs, higher reliability
Confidence

The entire “value stream” process was reviewed, evaluated and optimized for maximum performance, flow, safety, reliability and quality.

Hopefully this attention to detail and investment in our processes, facilities and people is evident in the products we deliver to you everyday.

Jerr-Dan’s commitment to improvement and investment in our people, products, processes and places never ends and is an integral part of our continuous improvement journey and commitment to you our customer.

Although this particular article focused on wrecker operations, we are making similar investments and improvements in our carrier operations as well.

Next month we will focus on Part Two of process improvements, which enable us to deliver high-quality/high-value units to you.

Thank you for your continued business and confidence in our products and more importantly our people.
FAMILY TIES
THE LOVE OF THE INDUSTRY BONDS THIS BROTHER-AND-SISTER TOWING TEAM.

If you want to get into the towing business — and be successful at it — it has to be in your heart. This is the philosophy of Sonny Appolonia and Maria LoPresti, owners of Baltimore Towing in Baltimore, Maryland. This brother-and-sister team has the love of towing flowing through their veins.

Owners Sonny Appolonia and Maria LoPresti are family-related by blood as brother and sister. Through that blood runs the love of towing.

“My brother has loved big trucks from the time he was a little boy,” recalls LoPresti. “It has always been his dream to own his own towing company and he asked me to start the company with him. We’re very close so it made sense.”

LaPresti and Appolonia did just that in 1995. They started Baltimore Towing with one truck in a location 10 miles from downtown Baltimore. Appolonia had years of towing experience under his belt. And LoPresti brought more than 10 years of insurance experience to the table. Between the two of them, they had both the towing end and the office end of the business covered.

“In this business, just because you know how to tow doesn’t mean you will be successful,” notes LoPresti. “You have to know the insides of office management as well — that’s where you are billing out and getting paid.”

Planting seeds and providing plenty of water

“The first five years were tough,” recalls Appolonia. “Nobody gave us anything to start this business and we did it from the ground up.”

The secret to their success: having the love of towing in their blood. “You have to be dedicated, hard working and honest to make it in this business,” explains LoPresti, “dedicated to be in the office every single day, hard working because this business is hard work; and honest to keep your employees and your customers.”

Appolonia and LoPresti have worked for the towing family — they have built their company from two people and one truck to a thriving company employing 14 people and an impressive fleet of 10 Jerr-Dan trucks. “The company handles about 50 to 60 calls per day with 12 drivers and two office staff. They are open 24/7 and there is always someone in the office, day or night.”

The majority of the company’s business is commercial accounts including large trucking companies, but it also tows for police agencies and the Department of Transportation.

Finding a niche

Baltimore Towing is known for its heavy-duty work. The company specializes in heavy-duty towing and owns a fleet of 10 Jerr-Dan trucks. Four are heavy-duty wreckers, including a 14-ton, 25-ton, 35-ton and 50-ton wrecker. Rounding out the fleet are an HPL 6000 Cougar wrecker and five Shark rollback carriers.

“We started with light-duty towing and worked our way up to the heavy market,” explains Appolonia. “Of the Jerr-Dan brand he can’t provide enough positive comments. “They are the most dependable units and they always have something new to try,” he says. The company trades equipment out every three years to maximize the factory warranty.

Constant growth

Appolonia and LoPresti are doers in their business. At any given time you can find one of them in the office and the other one out towing. “This is our company and we need to be here . . . everyday,” stresses Appolonia. “We want to handle whatever comes up AS it comes up. We don’t want to have to make apologies for decisions we didn’t make. And we want to work right alongside our employees as much as we can.”

Speaking of employees, Appolonia notes that the group they have assembled to date is “probably the best group of employees we’ve ever had.”

And before hiring any of them, each employee went through a thorough background check, including driving records for the past three years. “Insurance rates are one of our biggest expenses,” explains LaPresti, “and we can’t afford to take on a driver with a negative driving record.”

“We are constantly growing as a business and as people,” she says. “We’ve never burned bridges and we don’t take on jobs we can’t handle,” adds Appolonia. “This philosophy has earned us a good reputation and we have accounts calling us for towing contracts.”

The family love of towing can also be found in Baltimore Towing’s employees. “Most have been with the company for years.”

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Owner Profile

Baltimore Towing
Baltimore, Maryland

Jerr-Dan Fleet Profile:

Wreckers:
• One HPL 6000 standard-duty wrecker
• One HPL 280/110 14-ton wrecker
• One HDL 500/280 25-ton integrated wrecker
• One HDL 700/330 35-ton wrecker
• One HDJ 1000/330/50-ton independent wrecker

Carriers:
• Five standard-duty Shark rollback carriers with 21-ft.-long beds and wheel lifts

Services

• Light, medium and heavy-duty towing and transport
• 24-hour roadside assistance
• Vehicle storage

Three of Baltimore Towing’s 10 Jerr-Dan trucks are shown here:
• an HPL 6000 aluminum wrecker, an HDL 1000/330 50-ton wrecker
• and one of the company’s five standard-duty Shark rollback carriers.

“We have intelligent-minded people working with us every day and they can choose to do anything they want. They choose towing.”

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WORLDWIDE EQUIPMENT SALES

When a piece of towing equipment rolls into one of the three 100-ft. drive-through bays at Worldwide Equipment Sales, it’s all hands on deck. The goal of every employee is for that customer to be back on the road making money.

This take-care-of-the-customer attitude is evident in every aspect of the company that Pat and Cathy Winer started five years ago in the small Illinois community near Joliet, about 35 miles southwest of Chicago.

One of those aspects can be seen from the minute you enter their brand-new, 10,000-sq.-ft. facility. It’s simple really, but very powerful . . . a fully stocked beverage cooler for customers (buying or not) to help themselves.

Following the ‘Golden Rule’
“Pat and Cathy have set this distributorship up to operate under the ‘Golden Rule’ and the minute our customers walk in the door, they feel welcome,” explains the company’s general manager, Mick O’Sullivan. “Not only do we sell a top-notch product,” explains owner Pat Winer, “but we can accessorize it as well. From running boards to toolboxes, we can fabricate almost anything the customer dreams up.”

The customer can also be assured that all mechanics working on equipment — for repair, testing, new installation or fabrication — are factory-trained and ASE certified.

“Our customers rely on us to do it right the first time. We take that seriously and are ahead of the game in areas like mechanic certification,” explains Winer.

Jerr-Dan requires that technicians be ASE certified at its highest distributor certification level. Word about such proactive steps gets around fast. At a recent Nascar race, Worldwide Equipment Sales was called upon when time was of the essence.

“We get the call at 10:30 a.m. to haul a car to North Carolina that had been involved in an accident during practice,” recalls Winer. “By 4 a.m. that same day, our customer had the car where it needed to be in North Carolina.”

“Relationships are very important in our industry,” stresses O’Sullivan. “We realize that in today’s Internet and toll-free business world, service and how we treat people have to set us apart from the competition.”

Focusing on heavy duty
“The market seems to be loading toward larger trucks as time goes on,” notes Ward. “With the vehicles and trucks and equipment towers have to recover, they are always needing heavier and heavier tow trucks to do the job.”

This is where Ward’s Wrecker Sales comes in. As a Jerr-Dan distributor specializing in heavy-duty trucks, the company provides all models of Jerr-Dan trucks.

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From fascination to success
Danny and Teresa founded their company in 1999 and in the past eight years have built a reputation as a distributor who prides itself on offering quality heavy-duty trucks that are not only built strong but also look nice.

“It takes a lot of work and knowledge to get it right, from how long the wheelbase should be to how many toolboxes need to be on the truck,” he adds.

“Over the years we’ve developed a sense of what the average tower wants in a truck — from the back end to the chassis,” Ward says.

Ward’s Wrecker Sales customizes trucks for its customers as well as builds trucks to stock. The company also offers affordable packages of new Jerr-Dans with used chassis.

“Our partnership with Jerr-Dan has been a very successful one,” he concludes. “And we look forward to a strong and successful future.”
THE NEW ’08 SUPER DUTY.

An impressive 47’8” turn radius. Clean Diesel technology that churns out 325 horsepower and 600 lb.-ft. of torque. The bold, new look of the ’08 Super Duty.

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*Available 6.4L Diesel V8 engine.
TIME IS ALWAYS TICKING FOR THIS NORTHERN VIRGINIA TOWING COMPANY.

OWNER PROFILE

Redman Fleet Service
Lorton, Virginia

Jerr-Dan Fleet Profile: Wrecker:
• One MPL wrecker
• Two HDL 700/350 35-ton independent wreckers
• Two HDL 1000/530 50-ton independent wreckers

Carriers:
• 20 standard-duty rollback carriers with 21-ft. steel beds and wheel lifts

Services:
• Light-, medium- and heavy-duty towing and transport
• 24-hour roadside assistance, including heavy-truck roadside repair
• Vehicle storage

Maximize and prioritize
Jerr-Dan towing equipment has been a staple in Redman’s fleet since he transitioned his business from heavy truck repair into towing. “I bought my first Jerr-Dan truck as a used unit back in 1989,” he recalls. “And I’ve continued to buy them because they are reliable pieces of equipment and the craftsmanship is excellent.”

As our police business grew, we upgraded to steel carriers with wheel lifts to replace the light-duty carriers we had been using,” he adds. The carriers are used almost exclusively for police towing and typically haul two vehicles back to the main office on every trip. “Our towing area is so large that it just makes economic sense for each driver to handle two calls before returning to the office,” he says. The 20,000 sq. ft. of main office space includes four warehouses for vehicle storage. Two additional satellite locations are also used for storage. “When you store wrecked vehicles on property valued at $1.5 million per acre, you need to keep your priorities in check,” Redman cautions. The company keeps only fast-turnaround vehicles at its main location. Wrecked autos, boats and trucks are automatically taken to a satellite storage area. After seven days without being claimed, other vehicles are also relocated to satellite storage.

Heavy-duty wreckers are also incorporated in Redman’s fleet. Currently he owns two Jerr-Dan heavies, an HDL 700/350 35-ton and an HDL 1000/530 50-ton wrecker. Two more are on order. The additional two wreckers will be additions, not replacements, to the fleet. “The reliability of our Jerr-Dan heavy-duty wreckers has been excellent,” he notes. “I’m impressed with the layout of the hydraulic lines and hoses — everything is very neatly laid out and clamped.” Regardless of what model truck he has, or what chassis it rides on, Redman pulls out all the stops for his equipment. “We customize our equipment with all the available bells and whistles — wheel lifts on all carriers (three have self-loading wheel lifts), air brakes, air-ride suspension, cruise control, power windows/locks and heated mirrors,” he says. “Our rollbacks are the Cadillac of towing equipment.”

Redman maintains his equipment very well, and has a waiting list for used equipment. “We are starting to see less start-up one-guy-and-a-truck towing companies these days,” Redman says. “It’s becoming expensive to live and operate a business in this area. To make it, you have to prioritize and perform.”
WHAT DOES YOUR JERR-DAN LOOK LIKE?

Chappelles Towing in Vancouver, Washington, owns this HFL60 aluminum-bodied wrecker. It rides on a 2007 Freightliner M2 and has an 8-head LED strobe kit, custom light Pylon and custom-tailored toolbox.

Owners Larry and Joyce Green of Green’s Garage in Hampstead, Maryland, are proud of their 11 Jerr-Dan trucks. This 21-ft. steel B.I.C. carrier sports a custom paint job incorporating a green monster toad, which ties in to the company name and to the paint theme of the rest of the fleet. This carrier rides on a 2007 International 4300 extended cab chassis.

This 700/350 35-ton wrecker is used daily (and washed daily) by Marty Massey Towing & Recovery in Douglasville, Georgia. The wrecker rides on a 2000 Peterbilt chassis and includes a 35,000-lb. winch, remote control and a host of extra lighting.

This HPL 3500 wrecker with a 1210D boom belongs to Caveman Towing in Grants Pass, Oregon. The truck’s enhancements include a Solaris Lightbar with arrowstick functions on custom mounts, a self-contained strobe package and a custom road service package. It rides on a 2007 Chevrolet 3500 extended cab.

This truck belongs to Loop Hiway Towing in Gresham, Oregon. It is a Jerr-Dan Shark with a 21-ft. steel bed. Riding on 2006 Sterling Acterra chassis, the truck has air brakes, air suspension and numerous toolboxes. The mural on the hood sums it all up . . . “If you’re gonna Run Hard, ya gotta be running a Jerr-Dan.”

Owners Mark and Tracie Cole of M&T Trucking own this unique 15-ton rollback. The carrier, mounted on a 2008 Peterbilt 367 chassis by Jerr-Dan distributor Fallsway Equipment Co., incorporates a Cormach 38000 E4 Knuckleboom Crane. The 38-ton Meter Crane extends to 34 ft. horizontally and has a 6,000-lb. lift capacity. The truck, crane and body are painted teal and loaded with chrome and lights.

This 700/350 35-ton wrecker is used daily (and washed daily) by Marty Massey Towing & Recovery in Douglasville, Georgia. The wrecker rides on a 2000 Peterbilt chassis and includes a 35,000-lb. winch, remote control and a host of extra lighting.
Q: What makes Jerr-Dan's paint process better than other manufacturers' processes?

A: Jerr-Dan's paint process is a component spray system. This means that each individual component of the wrecker is painted BEFORE being mounted. The 450-ft. conveyor spray paint system allows each component to travel through a conversion wash to assure an excellent finish. Each component is transferred from the front to the rear of the chassis is important when you are transporting a vehicle. With this standard in mind, we need to comprehend the fact that capacities of transport equipment are established on the structural design of the product and weight are applied to assure an excellent finish. This means that each individual component of the wrecker is painted BEFORE being mounted. The 450-ft. conveyor spray paint system allows each component to travel through a conversion wash to assure an excellent finish. Each component is transferred from the front to the rear of the chassis.

Do you have a question that you would like answered?

If so, please e-mail your question to RunHard@cygnus2b.com

In addition to your question, please include your name, company and location.

Call 800-926-9666 or visit www.jerr-dan.com for information on your nearest authorized Jerr-Dan Distributor.
TAKES ANYTHING YOU THROW ON IT OR AT IT.

Jerr-Dan® aluminum and steel carriers are built to withstand years of hard use. That's because Jerr-Dan builds the toughest materials and most innovative technologies into superior designs. STEELBEAM® technology on aluminum carriers means lightweight mobility with heavy-duty durability. No-Lube® pivot joints on all Jerr-Dan carriers mean no mess and even less worries. And all that means you can handle the most difficult towing and recovery jobs over and over again. Whatever the job throws at you, throw it at Jerr-Dan.