

**WE KNOW TRUCKS.**



SCAN THIS WITH A SMARTPHONE

**DAIMLER TRUCKS ARE REALLY BEING CELEBRATED THIS YEAR!**

Daimler Trucks North America LLC, a Daimler company, is the largest heavy-duty truck manufacturer in North America and a leading producer of medium-duty trucks and specialized commercial vehicles. Headquartered in Portland, Oregon, Daimler Trucks North America manufactures, sells and services several renowned commercial vehicle brands, including Freightliner Trucks, Western Star Trucks, Thomas Built Buses, and Freightliner Custom Chassis.

This year, two of their truck brands are celebrating special birthdays: Freightliner Trucks turns 75, while Western Star turns 50. In the trucking industry, and especially for these two truck brands, getting older is not something we hide – getting older means getting wiser. Both Freightliner and Western Star have used their wisdom to catapult their businesses into unmatched truck success.

**Freightliner celebrates 75 years of business**

Since 1942, Freightliner has been the industry's leader of innovation by constantly striving to develop new ways to improve

the standard. From the industry's first commercial vehicle, dubbed the "shovelnose," in 1942, to the industry's first licensed autonomous truck in 2015, Freightliner continues to define the phrase 'truck innovation.' For the past 75 years, Freightliner has paved an innovative and more impactful path for trucking. Freightliner recently launched the new Freightliner Cascadia, which represents the best overall driver experience, through the revolution of fuel efficiency, safety and connectivity. Age has no limits when it comes to Freightliner Trucks, and we are looking forward to another 75 years of innovation.

**Western Star turns 50**

The legendary Western Star Trucks also has a notable birthday. For 50 years Western Star has been built for impossible jobs, conditions and challenges. Western Star Trucks does not aim to be the first, but instead the best, with the toughest trucks for the toughest drivers. Over the past 50 years, Western Star has proved to be a truck for the craftsmen and the can doers. Western Star's



« 114SD Dump Truck



« 5700XE Day Cab w/20 Inch Extender

history is a story of the hard workers, the bad asses, and the legends.

Congratulations to both Freightliner and Western Star Trucks. Cheers to 75 years of Freightliner innovation and 50 years of legendary Western

Star truck toughness. The TSTC Team thanks you for all your dedication to making the best trucks in the industry. You have made our jobs much easier. We look forward to many more years of selling the top-of-the-line trucks to our customers.

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# WE KNOW TRUCKS.™

## AND, THIS MAKES OUR EMPLOYEES THE BEST IN THE BUSINESS!

### EMPLOYEE OF THE YEAR



Each year, the Tri State Selection Committee chooses one of its loyal employees to earn the title, "Employee of the Year." This award is presented to an employee who stays true to the TSTC values of teamwork, commitment, excellence and integrity. When it came to Andy Gallagher, our go-to, "jack of all trades" parts specialist, it was quite evident that he embodied the same qualities and values of TSTC.

Throughout his six years as a member of the "We Know Trucks." Team, Andy has continued to demonstrate his hard work and dedication to his craft. Andy will do whatever it takes to support and provide unmatched customer service to our customers. From working after hours, personally delivering parts to our customers in-need, to crawling into clogged sewer mains, Andy proves his belief that "nothing is below him" and he will do whatever it takes to get the job done. He has also contributed to the Tri State family by spending his free time, planning and starting a Tri State Softball Team, which is composed of 15 other TSTC employees. Andy views his committed and outstanding actions at Tri State as simply 'part of his job description,' truly believing he is not going above and beyond, but simply meeting the standard of what is expected.

"Tri State is a place that puts family first and is built on integrity. Employees are actually able to speak with the leaders of the company. They are tangible and that is why I do what I do every day." In honor of his commitment and hard work, Andy was offered a US destination trip, to which he chose Disney World to share and enjoy with six-year-old daughter, Abigail.

From your TSTC Family, we congratulate you and thank you for outstanding customer service and unmatched work ethic.



### STAR PERFORMER AWARD



Each year, Western Star Trucks awards the top-dealer sale professionals in the industry. These truck professionals earn the title of "Star Performer." For the second year in a row, our very own Rod Dunham has earned this exceptional recognition by selling 20 or more Western Star trucks, and obtaining their 2017 CSC Program Certification. This year, Rod was the #1 District Sales Professional in the Northeast for Western Star Truck, making him a key player of the TSTC Sales Team.

It is because of employees like Rod, who are committed to superior customer service, that Tri State has become the best in the business. Rod is keen on recognizing his entire Sales Team, as well, and all who have been a part of the Western Star success. Congratulations, Rod.

### THE "WE KNOW TRUCKS." TEAM HAS A FEW NEW MEMBERS

- « Michael C. Begin, Outside Parts Salesman
- « William R. Dighton, Driver
- « Glenn F. Fyrberg, Driver
- « Kyle S. Goodwin, Warehouse
- « Humphrey Castro Coronel-Sousa, Warehouse
- « Richard P. Hynes Jr., Driver
- « Fabio F. Cabral-Nunez, Rental and Leasing Trainee
- « John D. Kuntz, Technician
- « Danny A. Roy, Technician

**WELCOME TO THE TEAM!**



« Freightliner M2106 Tree Trimmer with Manlift



« Western Star 5700XE 68"

### We have increased our Parts Delivery Routes!

We have added several new vans to the fleet this quarter, along with a growing number of drivers. We have increased our delivery routes to make sure our customers have the parts in hand to keep their businesses up and running. On a daily basis, our parts delivery team can be seen visiting in MA, NH, RI, CT and VT to provide our customers the parts they need in a timely fashion. Help us welcome the vans and new drivers; if you see us on the road give us a wave.



### JOE'S SAFETY TIPS: SUN SAFETY TIPS FOR THE WARMER MONTHS



With the warmer months ahead of us, let's shed some light on summer sun safety. It is important to take caution when it comes to the sun and its harmful rays. Here are some helpful tips to keep in mind when you are outside this upcoming summer!

#### APPLY SUNSCREEN

Wearing sunscreen is important on the sunniest and even cloudiest days. On a cloudy day, you can still receive up to 80% of UV rays. Even if you do not burn easily, it is essential to protect your skin from the sun's heat by applying and reapplying periodically throughout the day. Not only will applying sunscreen each day protect your skin from immediate sunburn, it will help control long term sun damage.

#### WEAR SUNGLASSES

Be sure to wear protective sunglasses while outside. Sunglasses can protect your eyes from the UV rays as well as cataracts (or the clouding of the eye's lens that can blur vision). Wearing sunglasses also is important because it protects the skin around the eyes (including the eye lids) which is the most prone to skin cancer.

#### COVER UP

Even after applying sunscreen, wearing or having shirts and hats for coverage from extended sun exposure is a smart safety tip. An umbrella is another great sun protector. Seeking shade or wearing additional coverage while outside in the sun can protect you from the strongest sun ray's between 10am and 4pm.

Keeping these sun safety tips in mind this Summer will help guarantee that you stay safe and HEALTHY out there. Here's to some fun in the sun.

— Safety Joe



# TECH TIPS FROM **ROB THE WRENCH**

## DRIVING SAFETY TIPS WHILE ON THE ROAD

Though the winter months have come to a close, some dangerous driving conditions still exist that drivers need to be prepared for, with summer fast approaching. Good-bye snow, hello rain and we are always hoping for sunshine.

**Here are a few precautions you should keep in mind:**

### Check your lights

The upcoming season is known for an ample amount of rain, which, like snow, can cause complications when driving. Be sure to check light bulbs on your rig and/or trailer to ensure proper visibility on the road. Safety and DOT standards require all lights must be operational on commercial vehicles at all times.

### Replace Wipers

Wipers can also be detrimental to your driving experience, if not replaced. Be sure to replace worn wipers before the rain continues to increase. Proper cleaning of windows promotes yours and others safety, while on the road. You can also take another precaution and clean the inside of your windows to ensure that your defroster works faster, by reducing moisture buildup. Interior cleaning will also help prevent nighttime glare caused by oncoming traffic and street lights.

### Check Tire Pressure

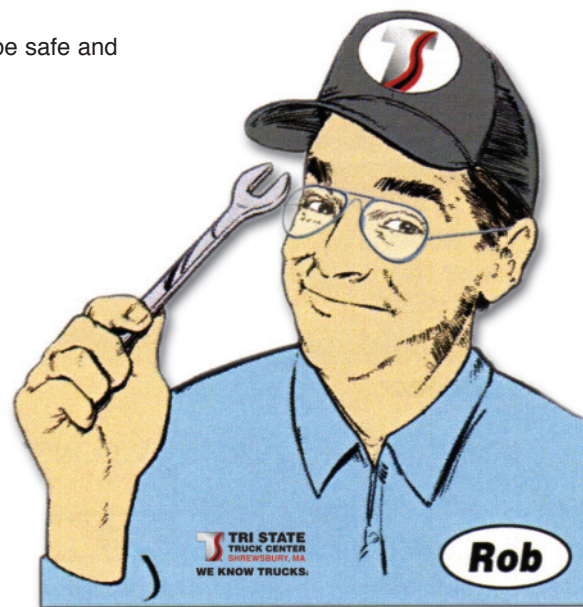
Harsh winter weather can deflate your truck tires. Maintain your truck tire pressure while on the road. Worn out treads provide less traction while driving in wet conditions. Tire pressure is one of the biggest factors in maintaining good fuel economy, as well.

### Monitor Road Conditions

After the many New England snowfalls, roads can suffer severe wear and tear. These road conditions arise from snow plows, salt and sand. It is important when driving to monitor new potholes that have formed and avoid them accordingly. Potholes can cause serious damage to tires and wheel rims, cause premature wear on shocks, damage suspension, steering system misalignment, and engines. Be sure to closely assess the road ahead to avoid these serious damages. It is important to know your surroundings at all times while on the road.

Until next time, be safe and happy travels!

Rob the Wrench



## Customer Profile – What They Say About Us...

### DiLEO GAS

DiLeo Gas, Inc. is a propane sales and service provider, based in Worcester, MA. The company serves a local residential and commercial customer base through installation and delivery of propane products in the Worcester county. The business continues to grow as it serves over 50 cities and towns, as well as a multitude of commercial restaurants and warehouse facilities in the area. With nine employees and five trucks, DiLeo Gas, Inc. is a small yet capable and mighty business that provides unmatched service to all customers.

For generations, the propane industry has been a part of the DiLeo family. After having been introduced to the propane industry through his father-in-law, Paul DiLeo founded DiLeo Gas, Inc. in 1992. Today, Paul's sons, Paul Jr. and Harry DiLeo are co-owners of DiLeo Gas, taking on the family trade.

Although, DiLeo Gas is a relatively new customer of Tri State, having just purchased their first Freightliner from TSTC six months ago, the relationship has transformed into a mutually beneficial partnership. With the help of our Sales Team, Paul and Harry DiLeo purchased the perfect truck for their business. As Paul Jr. explained, "When we met with the Tri State Sales Team, they were all extremely helpful and walked us through all the different purchasing options. Tri State provided us with a smooth purchasing transition, which is



**DiLeo Gas, Inc.**  
630 Sunderland Road  
Worcester, MA 06104

**Phone: 508-797-5878**  
paul@dileogas.com

essential for our business." The Freightliner M2-106 Tandem offers the DiLeo Team a durable and high-quality cab, as well as reliability and maneuverability, with an effective turning radius through the front Detroit axle. "We had always heard great reviews on Tri State and in order for our company to be effective with reliable service, we thought Tri State was the right choice." With the help of the "We Know Trucks." Team, DiLeo Gas plans to invest in more trucks as their business grows, as well as utilize, TSTC service in order to get their trucks on the road and stay there!

## OUR CUSTOMERS THAT HAVE NEW TRUCKS ON THE ROAD

C.J. Mabardy	Zero Waste
Dan Amorello Services	Town of Dennis
M.A. Frazier Enterprises	City of Haverhill
George J. Summers Trucking	Town of Clinton
J.S. Aguiar Enterprises	New England Sealcoating
D'Allesandro Corporation	R.M. Packer
EZ Disposal	Distinctive Trucking
Service Plus Disposal	Town of Nantucket
Henry Gonsalves Co.	

*We value your patronage and appreciate your confidence in us. Counting you among our customers is something for which we are especially grateful.*

## ELITE SUPPORT DEALERSHIP OFFICIAL RE-CERTIFICATION

The "We Know Trucks." Team is proud to be an Elite Support Dealer for another year. The Elite Support certification is earned by superior Freightliner and Western Star dealerships that are committed to providing the industry's best truck maintenance and repairs with an unmatched level of customer support.

TSTC was the first dealership in North America to be awarded this certification. At TSTC we take extreme pride in the fact that "We Know Trucks." and we continue to lead the industry in outstanding service and commitment to unmatched SALES, SERVICE & PARTS.



## Chamber Exchange

The Chamber Exchange featured Kevin Holmes along with President and CEO of the Worcester Chamber of Commerce Tim Murray, discussing the skilled labor gap and what TSTC is doing to combat the issue here in Massachusetts.

To view the entire segment go to [youtu.be/Cn-EJ02s2vI](https://youtu.be/Cn-EJ02s2vI)







# TSTC SUPER BOWL TAILGATE PARTY

New England is the proud home of Super Bowl 51 Champions, the New England Patriots.

Prior to the highly anticipated and nerve-racking Super Bowl, the "We Know Trucks." Team had a few games of their own. Thanks to the best boss in the industry, Kevin Holmes, all employees were able to eat great food and play a few games in preparation for the historic game.

There is no doubt that these Pats fans will be reveling in this win for a while! Thanks Kevin!



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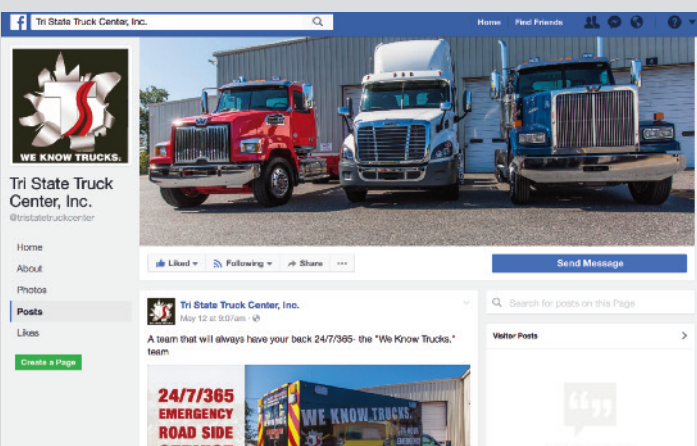
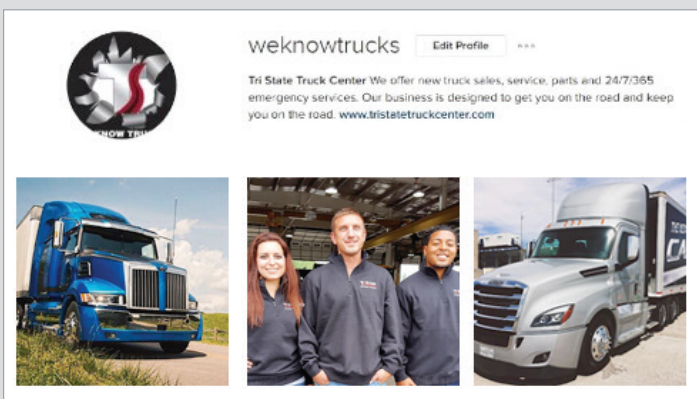
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    **Stay connected!**

## @WeKnowTrucks

The "WeKnowTrucks." Team is on Instagram and Facebook!

Connect with us for industry and company news, promotions, special offers and more!



The "We Know Trucks." Team held its annual Haulin' 4 Hunger Event during this holiday season, providing families in our own community with fresh and warm meals. Each year, Haulin' 4 Hunger becomes more impactful and meaningful for all of us at Tri State.

In 2016, we had many helping hands including our loyal employees and customers as well as 5 sponsors: SelecTrucks of New England, Flynn's Truck Plaza, Al's Oil, Regency Transportation and JW Consultants. Together, the "WeKnowTrucks." Team and sponsors hand delivered over 2,400 meals to six local organizations in the Worcester area: St. John's, St. Anne's, Veterans Inc., South Worcester Neighborhood Center, Jeremiah's Inn, and the Mustard Seed.

Giving back to the community has become a major part of the TSTC culture. If you are interested in helping in our outreach throughout the 2017 year, please feel free to contact:

Sarah Baldelli: sbaldelli@tristatetruckcenter.com or

Jil Wonoski: jil.wonoski@tristatetruckcenter.com



# WHERE WE'LL BE

## Trade Show and Job Fairs

### JUNE

« **BARNSTABLE COUNTY PUBLIC WORKS ASSOCIATION INC. SCHOLARSHIP GOLF TOURNAMENT**

June 5, 2017

New Seabury Country Club - Mashpee, MA

« **STAND DOWN EVENT**

June 16, 2017

Veterans Inc., Worcester, MA

### JULY

« **RALPH S HAYWARD EQUIPMENT SHOW/PIG ROAST**

July 20, 2017

Plympton Upland Club

« **STAM BUS SHOW**

July 24 - 26, 2017

Sea Crest Beach Hotel, Cape Cod



« Western Star 4800SF Mixer