HOOK & WINCH

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OCTOBER 2026 • 57TH YEAR

Executive Director's Corner

By Sue Miles, Executive Director

Fall Is Here, and There's Plenty Happening at ITWA!

As the leaves begin to change and the temperatures start to drop, things are certainly not slowing down at the Indiana Towing & Wrecker Association! October has been a busy month, and we have plenty to look forward to as we finish out 2026. From chapter meetings and elections to legislative preparations, our annual Christmas Party, and some wonderful member features, there is a lot happening within our association.

Before we get into everything, I want to take a moment to thank each of you for your continued membership and support. ITWA is only as strong as the members who stand behind it, and I truly believe that when we work together, we can accomplish great things for Indiana's towing and recovery industry.

Fall Chapter Meetings & Elections — Your Voice Matters!

Our fall chapter meetings are getting underway, and I cannot emphasize enough how important it is for our members to attend.

These meetings are more than just an opportunity to catch up with fellow towing professionals. They are your chance to have a voice in the direction of our association, discuss issues affecting your business, and participate in the election of your Chapter Directors.

Our Chapter Directors serve as the connection between our membership and the ITWA Board of Directors. They represent your concerns, share information, and help guide the decisions that affect our industry.

Be sure to look for the complete Fall Chapter Meeting Schedule included in this month's newsletter! You'll find the meeting dates, times, and locations for each chapter so you can make plans to attend.

Remember, chapter elections are determined by the member companies represented at each meeting. If you want your voice heard and your vote counted, please make plans to attend.

Whether you've been a member for decades or have just recently joined ITWA, your involvement matters. We need fresh ideas, different perspectives, and members who are willing to help move our association forward.

Your chapter. Your voice. Your association. Make it count!

Legislative Update — Preparing for 2027

While the Indiana General Assembly is not currently in its regular legislative session, the work of protecting and advancing our industry continues throughout the year.

ITWA has been working closely with our lobbying firm, Ice Miller LLP, and our lobbyist, Hamilton Smith, to identify issues that need attention as we prepare for the 2027 legislative session.

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2026 OFFICERS

Chairman of the Board:
Josh Hercamp
31 Wrecker Service
1130 Industries Road Suite D
Columbus, IN 47203
Phone: 812-372-9085
Fax: 812-372-9431
Email: 31wrecker@comcast.net

President:
Bill McClanahan
Bill's Professional Towing
2765 W. Maumee St.
Angola IN 46703
Phone: 260-829-6287
Email:
Orland@Billsprofessionaltowing.com

Vice President North:
Dale Nester
D-1 Truck & Trailer
Repair & Towing
134 US 421
Francesville, IN 47946
Phone: 219-567-2053
Fax: 219-567-2382
Email: d1truckrepair@hotmail.com

Vice President Central:
JR Cook
Cooks Towing Service Inc.
1439 S. Holt Rd.
Indianapolis IN 46241
Email: Cindy@cookstowing.com

Vice President South:
Ken Parish
Ken's Westside Service
3111 Venture Blvd.
Bloomington, IN 47404
Phone: 812-336-9050
Fax: 812-372-9431
Email: Kenswestside@yahoo.com

Secretary:
Mark Wilson
2020 Indianapolis Rd
Crawfordsville IN 47933
Phone: 765-362-9350
Fax: 765-395-2284
Email: Mark@towingandrepair.com

Treasurer:
Walt Hamilton
1310 E. Main St.
Crawfordsville IN 47933
Phone: 765-230-0133
Fax: 574-773-2930
Email: Waltsservice@sbcglobal.net

Executive Director:
Sue Miles
3203 North 375 East
Anderson IN 46012
Phone: 765-288-6041
Cell: 765-393-6012
Email:
Director@towingindiana.com

Associate Members

AAA Hoosier Motor Club	(317) 612-2581
ACG AAA Motor Club	(630) 328-7294
Austin Insurance	(270) 444-6818
Auto Data Direct	(850) 877-8804
Autura	(920) 840-2458
Clipsavers	(704) 607-4797
Copart Auto Auctions	(317) 216-2186
Dimond Bros. Insurance	(317) 853-3500
Evolv	(888) 311-7248
GSI Tow Insurance Services LLC	(262) 501-7244
Haas Alert	(815) 994-7244
Hedinger's Towing Equipment	(317) 322-7885
Horizon Planning	(317) 439-7833
Indiana Lien	(317) 297-2545
Kapnick Insurance Group	(517) 263-4600 x1150
Kincaid Insurance	(812) 649-5739
Koester's JSK Corp	(260) 748-4583
Pardo's Services	(765) 993-4070
Plews Shadley Racher & Braun	(317) 637-0700
RoadSync	(423) 930-4245
Shepherd Insurance	(317) 462-9204
Salvato Auto Auctions	(630) 974-0117
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Towbook Management Software	(810) 320-5063
Vander Haag's	(800) 433-3859
Wichert Insurance	(740) 654-0532
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Zip's Truck Equipment	(877) 394-5808

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If you're interested in reaching all of our members during 2026 by advertising in our newsletter, just call Sue Miles at 765-288-6041.

Continued from page 1

We continue to monitor legislation, regulations, and policies that affect towing and recovery companies across Indiana. From private property towing requirements and vehicle release procedures to business regulations and the challenges surrounding fair and reasonable towing practices, there are many issues that deserve our attention.

One thing I want our members to understand is that legislative advocacy does not begin when the session opens in January. The conversations, relationships, and groundwork established now are what help us be effective when legislation is introduced.

We also continue to follow developments affecting towing companies in the courts, including matters that could have broader implications for our industry.

This is another reason why membership in ITWA is so important. Individual companies may face different challenges, but many of those challenges are shared throughout our industry. By bringing those concerns together, we can work toward solutions that benefit everyone.

I encourage you to reach out to me with issues you believe deserve legislative attention. We cannot address concerns we don't know about, and your experiences in the field are invaluable in helping us determine our priorities.

It's Almost Time for the ITWA Christmas Party!

Now, let's talk about something a little more festive!

Our Annual ITWA Christmas Party is scheduled for Saturday, December 5, 2026, at the DoubleTree by Hilton Lafayette East, and we are planning a wonderful evening of fun, fellowship, and holiday cheer!

This year's celebration will feature a delicious dinner prepared by the DoubleTree staff, entertainment by Master Magician Christopher Bontjes, a special visit from Santa for the children, our silent auction, raffles, and plenty of opportunities to visit with friends from across the state.

Here's what we have planned:

- **5:00–6:00 PM:** Welcome Reception
- **6:00 PM:** Dinner
- **7:00 PM:** Live Magic Show featuring Christopher Bontjes
- **8:00 PM:** Silent Auction and Raffle Activities

Dinner and reception tickets are $35 per adult, reception-only tickets are $15, and children age 10 and under are $15 each.

Please make your reservations by **November 25** so we can finalize arrangements with the hotel.

We are also excited to announce that the DoubleTree has established a **special room rate of just $119 per night** for our Christmas Party guests!

The room block is open now, and reservations can be made through November 25, 2026. If you plan to attend, why not make a weekend of it? Book a room, enjoy the festivities, and spend some extra time visiting with your ITWA friends without having to drive home after the celebration.

The hotel is located at 155 Progress Drive, Lafayette, Indiana.

I hope to see a great turnout this year. Our Christmas Party is one of my favorite events because it gives us a chance to come together, relax, and enjoy each other's company away from the everyday demands of the towing business.

Cash for Christmas — Six Chances to Win $500!

And what would our Christmas Party be without our annual Cash for Christmas Raffle?

Tickets are available NOW for just **$10 each**, and this year we will once again draw **SIX lucky winners who will each receive $500!**

That's $3,000 in cash prizes!

The drawing will take place during our December 5 Christmas Party. Be sure to purchase your tickets and encourage your employees, family, and friends to participate.

You never know — you might be one of the lucky winners taking home a little extra Christmas spending money!

Member Spotlight — Celebrating 85 Years of Henline Towing!

One of the things I enjoy most about serving as your Executive Director is learning more about the families and businesses that make up ITWA.

This month, we are proud to feature **Henline Towing** in our Member Spotlight.

The Henline family's story began in 1941, when Harley Henline Sr. established Henline Auto Rebuilders. Now, 85 years later, the family name continues to represent generations of hard work, dedication, and commitment to the automotive and towing industry.

Stories like Henline's remind us that towing is often much more than a business. It is a family tradition, a way of life, and a legacy passed from one generation to the next.

I encourage everyone to take a few minutes to read this month's Member Spotlight and learn more about the Henline family and their remarkable history.

Thank you to Harley Henline and the Henline family for sharing your story with us!

Women of ITWA — Meet Ashley Crooks!

We are also excited to introduce another special feature in this month's newsletter: **Women of ITWA!**

There are so many incredible women working behind the scenes and on the front lines of our industry. They manage offices, dispatch trucks, coordinate recoveries, operate equipment, lead companies, support their families, and contribute to their communities.

It's time we give them some well-deserved recognition!

Our featured woman this month is **Ashley Crooks of Bill's Professional Towing & Repair**.

Ashley grew up in the towing industry, riding along with her dad and learning about equipment and operations at an early age. She began her professional towing career in 2006 and today serves as Logistics, Transportation, and Office Manager. Ashley is an important part of keeping the company's daily operations running smoothly, but her contributions don't stop there. She is also actively involved in her community, including serving in a leadership role with her local Chamber of Commerce.

Balancing her professional responsibilities, community involvement, and family life is no small accomplishment, and Ashley is a wonderful example of the dedication and leadership women bring to our industry.

Be sure to read her full feature in this month's newsletter!

I would also love to hear from members who have an outstanding woman in their company they would like to nominate for a future Women of ITWA feature. Let's continue celebrating the women who help keep our industry moving!

Hooked on Indiana — Our 2027 Calendar Is Coming Together!

Our Hooked on Indiana 2027 Calendar Photo Contest has been a lot of fun, and I've enjoyed seeing the incredible photos submitted by our members.

From beautiful trucks and breathtaking sunsets to challenging recoveries, family traditions, and the hardworking people behind the hook, these photos tell the story of Indiana's towing industry.

We are now in the final weeks of the contest, so please continue submitting your photos, voting, and supporting your fellow members.

A special thank-you goes to **TowBooks and Indiana Lien** for their sponsorship and support of this year's calendar project. I can't wait to see the finished calendar showcasing our members and their trucks!

Looking Ahead — Why Your Involvement Matters

As we approach the end of another year, I want to remind everyone that ITWA is about much more than meetings, newsletters, and events.

It's about having an organization that stands behind our industry.

It's about legislative representation, educational opportunities, professional relationships, scholarships, our Survivor Fund, member benefits, and making sure the voices of Indiana's towing and recovery professionals are heard.

But perhaps most importantly, it's about people.

It's about the owner who answers the phone at 2:00 in the morning, the operator working alongside traffic in dangerous conditions, the dispatcher keeping everyone organized, and the families who understand the sacrifices this business requires. Every one of you plays an important role in keeping Indiana moving.

We need your participation, your ideas, and your support to continue building a stronger association. Attend your chapter meeting, encourage another towing company to join ITWA, participate in our events, and share your concerns with us.

As always, my door is open, and I welcome your calls, emails, and suggestions.

Thank you for everything you do, not only for ITWA but for the communities you serve every single day.

I look forward to seeing many of you at our upcoming chapter meetings and, of course, at our Christmas Party on December 5!

Until then, stay safe, watch out for one another, and remember:

United By The Hook. Stronger Together.

Sue Miles
Executive Director
Indiana Towing & Wrecker Association
director@towingindiana.com



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Thank You For Supporting ITWA!
UNITED BY THE HOOK • STRONGER TOGETHER

From the Desk of President Bill McClanahan

Hello Everyone,

We are on the brink of winter, so as we prepare for the colder months, let's take time to check over our equipment, and update and repair as necessary. Keeping safety as the top priority.

Hope to see all of you at your fall chapter meeting, bring a friend or a competitor. Keep informed on the happenings and concerns in your area in the towing industry.

Be sure to save the date for the Indiana Towing and Wrecker Association's Christmas Party on December 5th at Double Tree by Hilton Lafayette East. Jope to connect with each of you sometime soon.

God Bless and Stay Safe.

Bill McClanahan

ITWA Ladies Auxiliary

Over the years, the Indiana Towing & Wrecker Association has been about much more than tow trucks and recovery equipment. It's been about families, friendships, and the special bond shared by those who understand the towing way of life.

The ITWA Ladies Auxiliary has been a part of that tradition, bringing women together to support our association and promote fellowship among the ITWA members.

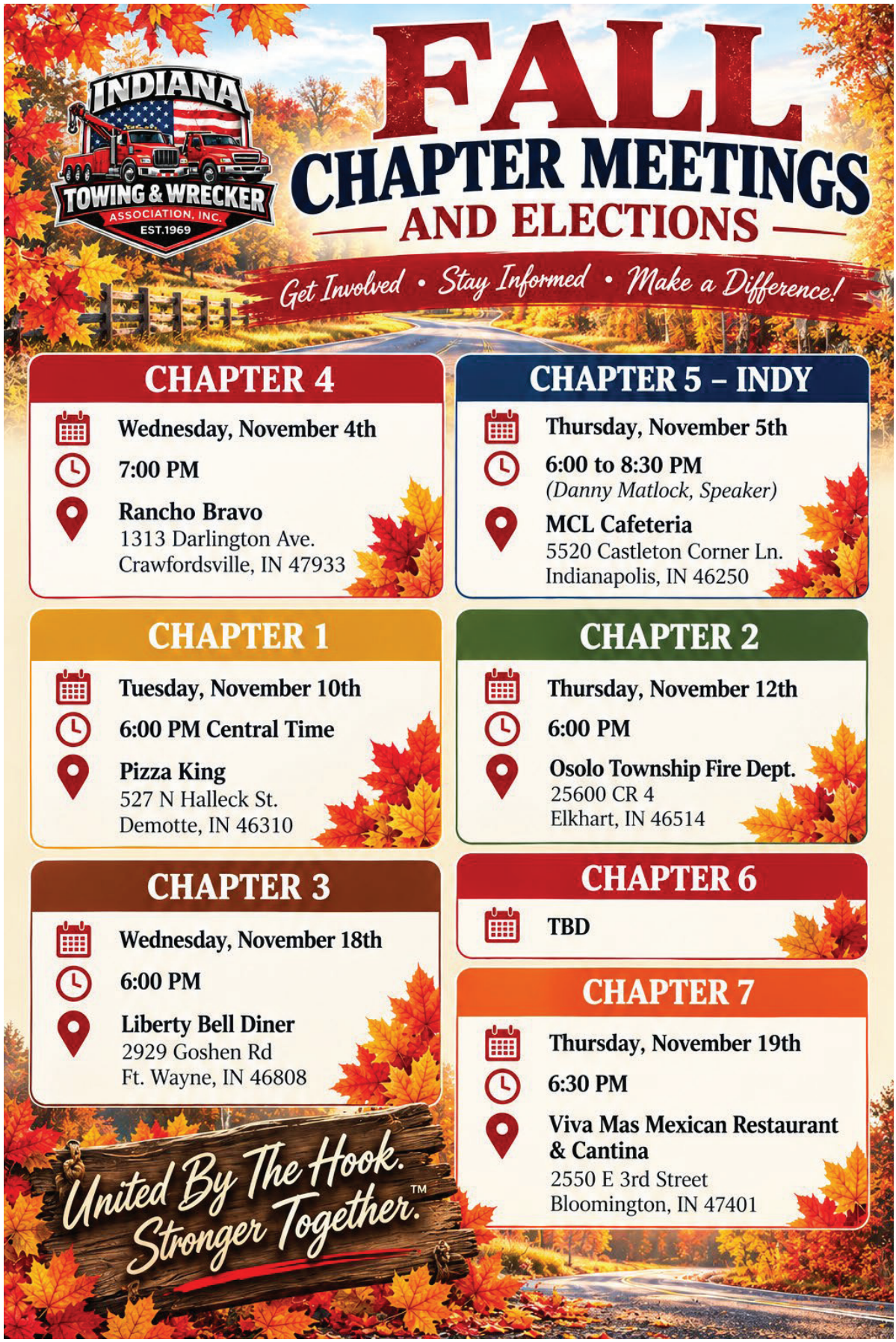
The next social gathering we have planned is the annual ITWA Christmas Party taking place December 5 at the Double Tree in Lafayette. This will be an opportunity to reconnect with old friends and meet some new ones. This year's party will feature a magician, a visit from Santa, a delicious dinner, and plenty of holiday fun for the entire family.

Ladies, here is something to think about. We would love to start planning some exciting Ladies Auxiliary activities for 2027. If you are interested in becoming involved, have suggestions, or would simply like to learn more, please contact:

Crystal Rose 219-712-4894 crystalrose@netnitco.net
OR
Executive Director: Sue Miles 765-393-6012 director@towingindiana.com

Until Next Time Stay Safe,

Crystal


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TOWING & WRECKER
ASSOCIATION, INC.
EST.1969
FALL
CHAPTER MEETINGS
AND ELECTIONS
Get Involved • Stay Informed • Make a Difference!
CHAPTER 4
Wednesday, November 4th
7:00 PM
Rancho Bravo
1313 Darlington Ave.
Crawfordsville, IN 47933
CHAPTER 5 – INDY
Thursday, November 5th
6:00 to 8:30 PM
(Danny Matlock, Speaker)
MCL Cafeteria
5520 Castleton Corner Ln.
Indianapolis, IN 46250
CHAPTER 1
Tuesday, November 10th
6:00 PM Central Time
Pizza King
527 N Halleck St.
Demotte, IN 46310
CHAPTER 2
Thursday, November 12th
6:00 PM
Osolo Township Fire Dept.
25600 CR 4
Elkhart, IN 46514
CHAPTER 3
Wednesday, November 18th
6:00 PM
Liberty Bell Diner
2929 Goshen Rd
Ft. Wayne, IN 46808
CHAPTER 6
TBD
CHAPTER 7
Thursday, November 19th
6:30 PM
Viva Mas Mexican Restaurant & Cantina
2550 E 3rd Street
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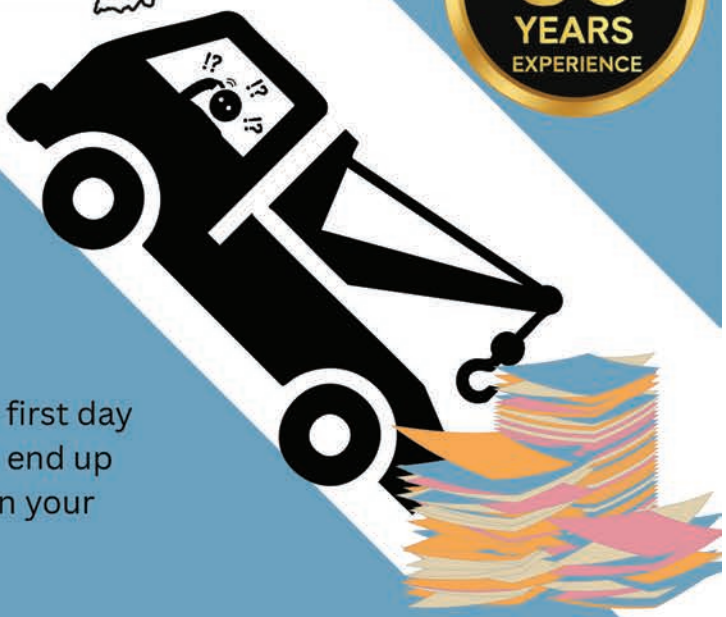
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- Friendly customer service a call or message away
- No worrying over pulling title reports
  - Owner information easily provided
- No standing at the Post Office or tracking lost letters
- No calling the newspaper
- Get a full BMV packet prefilled and color coded - it's just that easy
- Online copies available 24/7

&

Saving Your Bottomline $$$

- No upfront cost & No prepayment needed
  - Add the lien fee on your bill and get reimbursed if cars are picked up
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Unified Carrier Registration Updates

Brian Riker

Brian J. Riker is the President and Chief Compliance Specialists at Fleet Compliance Solutions, a nationwide motor carrier safety and compliance consulting firm that specializes in non-traditional fleets such as towing and auto transport companies. With more than 30 years' experience as a tower and auto transport company owner, Brian blends real world experience with professional knowledge of the regulations and best practices to help towers stay safe, stay compliant and thrive in business.

Perhaps you have heard of the Unified Carrier Registration before but were unsure if it applies to your towing company, or maybe you are based in a non-participating state and slightly confused. Either way, below are some basics on the UCR program and its applicability to towers.

UCR is a program administered by the UCR Board to monitor interstate motor carriers, truck rental companies and Brokers of Property for compliance with the Federal insurance and operating authority requirements. In its simplest form, UCR applies to anyone that operates a commercial motor vehicle in interstate commerce. The catch is how they define a commercial vehicle:

> A self-propelled vehicle used on the highways in commerce principally to transport passengers or cargo, if the vehicle has a gross vehicle weight rating or gross vehicle weight of at least 10,001 pounds, whichever is greater, or when connected to trailing equipment has a gross combination weight rating or gross combination weight of at least 10,001 pounds, whichever is greater, or carries placarded amounts of hazardous materials, regardless of the vehicle's weight, or Is designed to carry more than 10 passengers, including the driver.

What this means to towers is that most of your on-highway vehicles will be qualified under the UCR Plan if you engage in any interstate commerce. As I have discussed in previous articles, most towers do engage in interstate commerce almost daily given the broad definition of interstate commerce which includes any trade or traffic originating from out of state, destined for out of state or even part of the traffic within one state that is known to have originated or be destined for out of state. This is what gets even the local tower, when servicing an out of state motorist it is known, or likely to be known that they are from out of state or are leaving the state.

Yes, emergency services ordered by law enforcement and some disabled or wrecked vehicles may be exempt from Federal regulation, but there are plenty of instances where the vehicle or it's cargo are not exempt so it is my recommendation to always error on the side of caution when dealing with compliance issues that could place a company or vehicle out of service.

The 2027 UCR registration period is scheduled to open on October 1, 2026 and registration must be completed no later than December 31, 2026. Enforcement will begin on January 1, 2027 and can result in significant fines. If you are an interstate motor carrier (have a US DOT number registered as interstate) roadside enforcement officers may check for compliance. Fees are based on the number of qualified vehicles a carrier operates and you may exclude vehicles used solely in intrastate operations. Fees are tier based and range from about $60 for 0-2 vehicles up to $60,000 for over 1,000 vehicles.

All but ten states participate in UCR. If you are based in one of these ten states, and engage in interstate commerce, you must register for UCR using a neighboring state to be in compliance.

Lastly, don't fall for the unsolicited letters and emails you receive over the next few months. You do not need to pay a service to file UCR for you, it is an easy online application with nothing but a small credit card convenience fee. UCR can be filed online at their official website www.ucr.gov

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DOT Update

Brent Hoover

Hello and welcome back! My name is Brent Hoover. I am a Master Trooper with the Indiana State Police. October of 2026 will mark the beginning of my 23rd year with the ISP. I am assigned to the Commercial Vehicle Enforcement Division or CVED for short. My primary daily duties are to enforce the State and Federal Regulations for CMV's in the State of Indiana. I am certified to complete Part A and B Inspections as well as General Haz-mat and Cargo Tank inspections. I am also a Part B Instructor for the National Training Center, which means I teach new inspectors on how to inspect and Document Level 1 inspections. I am a Certified Master Instructor as well. I have competed twice in the North American Inspectors Championships. I am the current administrator of the CVED Facebook page where I post about tips and tricks to improve your pre-trip inspections and to avoid common roadside violations. I have been involved with Indiana Towing & Wrecker Association for the last 6 years. I truly believe that safety and the towing industry go hand and hand.

Things to keep in mind when operating tow trucks in Indiana:

Trucks must have Signage and Proper Name and Dot Numbers as well as Phone Numbers. – 390.21
Drivers must have Proper Licensing and Medical Cards -
Proper License Plates
IFTA License
Hours of Service
Proper Emergency Lighting Colors – Amber and White - IC 9-21-7-11
Proper Accent Lighting- Amber Visible to front and Red to rear - IC 9-21-7-10
Light Bars on Towed Vehicles to display Brake, Tail and Turn Lights – 393.9
Proper Load Securement
Front and Rear – 393.128
Each Securement must be adjustable -393.112
Break Away Chains on Tow bars as well as Secured to Tow Bars - 393.70
Current Annual Inspections- 396.17
Proper Safety Equipment – 393.95
Fire Extinguishers
Triangles
Spare Fuses
Proper Weight on Axles and Gross Weights – IC 9-20-4-1
80 k Gross
34K Tandem axles

These are just a few items to think about this year, and I look forward to diving a little deeper into the laws and regulations.

Brent N. Hoover
Master Trooper
Cell: 812-631-8626
bhoover@isp.in.gov



Henline, Inc. & Henline Wrecker Service

Huntington, Indiana

Eighty Five Years of Family History Ingenuity and Service

For 85 years, the Henline family has built its reputation by taking on the jobs others could not—or simply did not want to do.

Henline Auto Rebuilders was founded in 1941 by Harley Henline Sr. at 1361 Etna Avenue in Huntington, Indiana. The family still owns that original location today.

What began with an innovative homemade wrecker, a talent for solving difficult problems and a determination to serve the community has grown into a remarkable three-generation family legacy.

Today, Harley Henline III carries that legacy forward through Henline Inc. and Henline Wrecker Service, specializing in heavy towing, long-distance transportation and challenging off-road recoveries.

The Wrecker That Started It All

The Henline story began when Harley Henline Sr. completed the family's 1931 Ford Model A wrecker.

He designed and built the truck using two old Model A sedan bodies that he dug out of a fence row. He joined the bodies together, stretched the body 11 inches and mounted it on a Model AA truck chassis. He even cut the wheels down to 15 inches in diameter to give the truck more pulling power.

The original truck used a hand-crank winch. Before long, Harley Sr. replaced it with a power winch that he designed and

built using a Model TT truck rear end and a Plymouth transmission.

He mixed the paint himself, creating his own distinctive shade of yellow. He registered the color with DuPont, and it became the signature "Henline Yellow" that remains closely associated with the family and its equipment.

The Model A is still owned by the Henline family and remains in its original, operating condition—a remarkable piece of towing history that represents the ingenuity upon which the company was built.

Seeing Opportunity Where Others Saw Waste

Before starting the company, Harley Sr. worked in several industries. He drove a semi between Chicago and Pittsburgh in 1935 and 1936 and worked in various automotive repair shops and a body shop, where he developed many of his mechanical and repair skills.

He also noticed how much usable material repair shops discarded. Where others saw waste, he saw the foundation for a business.

Harley Sr. recognized another problem. Tow trucks of that era had no dependable way to anchor themselves during difficult winching and recovery operations. He designed a mechanical anchoring system for the Model A that allowed it to perform recoveries other trucks could not handle.

That willingness to study a problem and build his own solution became one of the defining characteristics of the Henline family business.

Harley Sr. became well known for doing the work others either did not want to do or could not do. That philosophy has continued through every generation of the company.

From the Model A to Jumbo

Once Harley Sr. confirmed that the anchoring system on the Model A worked as intended, he built the company's second wrecker.

Known as "Jumbo," the truck was built on a 1941 Ford chassis and featured a much larger version of Harley Sr.'s homemade boom and anchoring system.

Jumbo's wrecker body was eventually remounted on four additional chassis and remained the company's primary unit for many years. It was also the truck on which the third generation of the Henline family learned to operate a wrecker.

"I wasn't strong enough to pull the levers by hand," Harley III remembers, "so I sat on the toolbox and operated them with my feet."

In 1969, Harley Sr. incorporated the business, changed its name to Henline Inc. and introduced the company logo that is still used today.

The fleet continued to evolve. In 1990, Harley "Sonny" Henline II purchased the company's first manufactured wrecker—a 1979 Ford L9000 equipped with a 20-ton Century hydraulic unit.

A few years later, the company added a 1976 White Road Boss with an Ashton wrecker body and a 60-inch stand-up sleeper, making over-the-road and long-distance towing more practical.

Henline purchased its first truck with an underlift around 1996. In 2000, the company added an LS Ford with a 45-ton Challenger three-stage boom and purchased its first brand-new unit, an NRC Quickswap.

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- Towing & Recovery Association of Kentucky (T.R.A.K.)

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Each truck represents another chapter in the family's long history of adapting its equipment to meet the needs of its customers.

Three Generations Behind the Wheel

Harley Henline III is the third generation to carry the family torch, and he hopes a fourth generation may one day choose to continue the tradition.

His father, Harley "Sonny" Henline II, was born in 1946 and began riding in the family wrecker when he was only a month old. Harley III grew up the same way, as have his own children.

Working with family was not always easy, but Harley considers those experiences among the greatest blessings of his life. "Anyone who knew my dad knows that every day was an adventure with him," Harley says. "One of the main highlights of my life was being able to grow up hanging out with my parents while doing what they loved."

Harley helped with his first semi rollover when he was only three years old. By age five, his father allowed him to rig and set up a recovery by himself—although Dad still had to throw the heavy straps over the trailer.

One of Harley's most memorable childhood lessons came in the fifth grade. His class was assigned to give a demonstration teaching their classmates how to do something. While other students made brownies or demonstrated how to tie knots, Harley chose a subject he knew well.

The night before the presentation, his father rolled a school bus onto its side in the school parking lot. The next day, Harley taught his classmates about recovery rigging and demonstrated how to upright the bus.

It is hard to imagine a more fitting classroom for a future third-generation towing professional.

A Family Operation in Every Sense



Henline has never hired an employee. The business has always been operated entirely by family.

Today, Harley answers the calls and drives and operates the equipment. His wife of 16 years, Ann Henline, manages the paperwork and the many behind-the-scenes responsibilities that keep the company running.

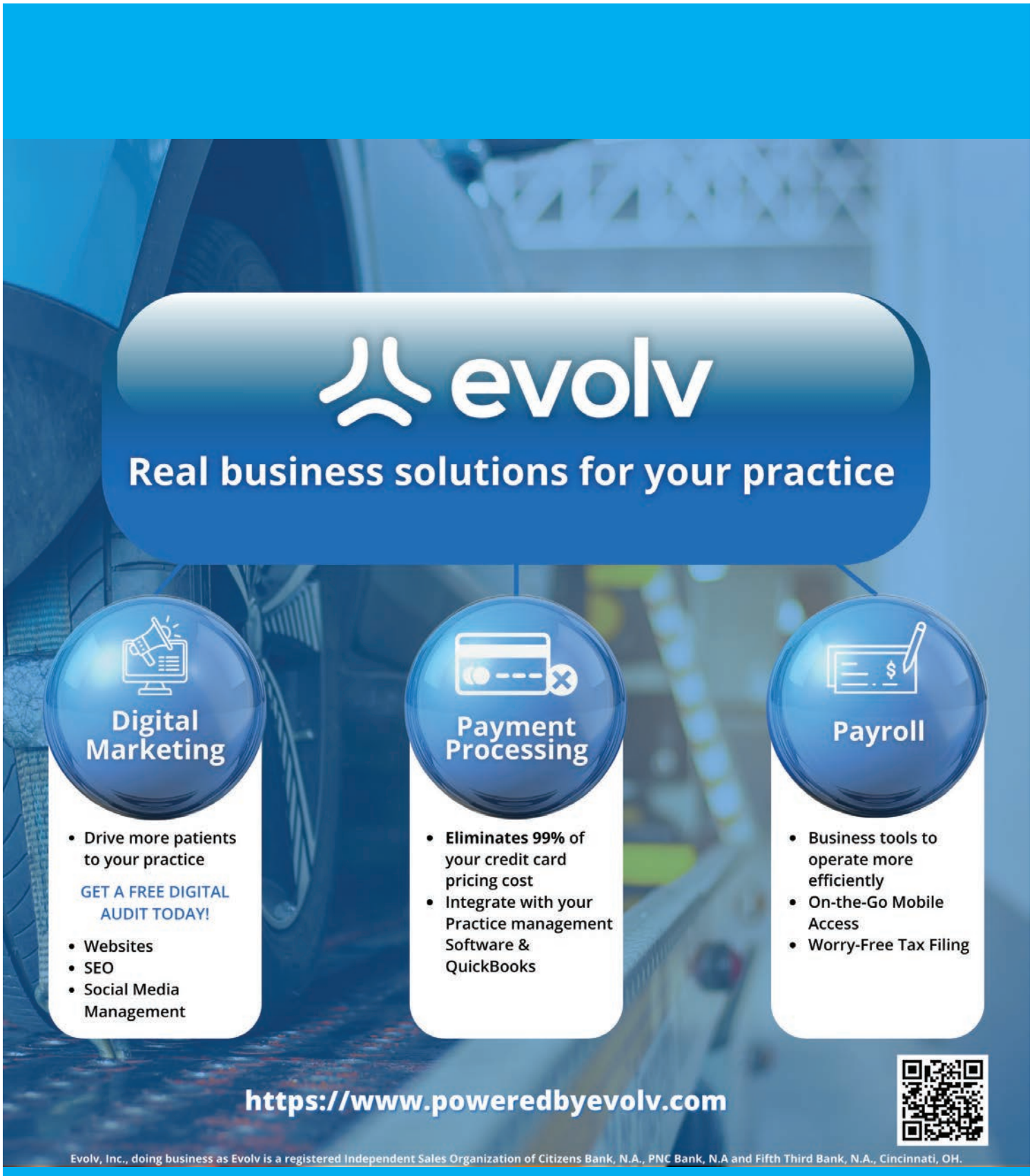
Their three children are currently "in training" should they decide to pick up the torch and carry the family business into its fourth generation.

Harley is quick to credit Ann for making the operation possible.

Like his grandmother, Ruth Henline, and his mother, Dee Henline, Ann performs much of the quiet background work that holds the family and business together. She unexpectedly assumed those responsibilities when Harley's mother passed away 15 years ago.

"She picked up that torch quite suddenly and has lived up to their legacy of being amazing ladies," Harley says.

Ann has handled the demands of the business while raising three children under the age of 12, transporting them to school


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and practices, keeping the family organized and making sure everyone is fed and clothed.

"Without her," Harley says, "none of this would be possible."

Heavy Towing and Off-Road Recovery

Today, Henline focuses almost entirely on heavy towing and off-road recovery for its loyal customer base.

Harley performs a significant amount of long-distance towing, averaging between 60,000 and 80,000 miles each year. His work has taken him to more than 30 states.

Closer to home, he handles challenging off-road winch-outs and recoveries for farmers throughout the surrounding area. Supporting the agricultural community is a priority, especially during planting and harvest seasons when downtime can have serious consequences.

The current Henline fleet includes two NRC Quickswap trucks equipped with large sleepers. One has a longer wheelbase for heavier long-distance towing, while the shorter truck is better suited for tight locations and local swap-out work. The company also operates a large six-wheel-drive winch truck equipped with a Tru-Hitch for difficult off-road recoveries and extremely heavy towing jobs.

Harley still maintains his father's single-axle, 20-ton wrecker for unusual jobs and recoveries in tight areas where additional winching or lifting capabilities are needed.

The Henlines also have a Bobcat with a winch attachment, a backhoe, a mini excavator for cleanup work, several flatbed trailers and various dolly axles for moving equipment that cannot be conventionally towed.

Over the years, the family has handled more unusual jobs than Harley could begin to list—from towing large cranes and earthmoving equipment to recovering excavators buried so deeply that only the boom remained visible.

Henline at Work



Off-road recovery work supporting the local farming community.


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An earlier generation of Henline recovery equipment at work.



The Henline winch truck moving a large crane.



Heavy Equipment Transportation – the kind of job Henline is known for.

A Reputation Built Over Eighty-Five Years

While Harley is proud of the family's history, he is equally proud of the loyal customers who have trusted Henline across generations.

The company's reputation was built by performing quality work, charging a fair price and being there when customers needed help.

The Henline business motto has always been simple:
"We do what the other guys either can't do or don't want to do."

That commitment is paired with another important principle:
"We make a living, not a killing."

Harley tries to treat every customer the way he would want to be treated. Equipment, services and the company's focus have changed considerably over 85 years, but that core principle has remained constant.

Faith on Every Recovery

One of the most important lessons Harley learned from his father was to trust that God would give him the strength and knowledge needed to handle whatever was placed before him.
Before every major recovery, Sonny Henline would say a silent prayer, asking for the strength and wisdom to do the job properly and bring everyone home safely.

Harley has continued that tradition.

"My biggest lesson growing up in this industry is that God always has my back and never gives me more than I can handle," he says. "I witnessed it firsthand with Dad, and I live it every day."

That faith, along with the family's commitment to safety and service, continues to guide Harley through difficult recoveries.

Serving the Community

The Henline family's commitment to service extends beyond towing and recovery.

Over the years, the company has supported community programs including robotics teams, school bands and 4-H activities. Harley also makes it a priority to support local farmers whenever possible.

When Harley was young, his father traveled throughout Indiana assisting Peewee Warren with heavy-rescue training for fire departments. Together, they helped firefighters understand that a tow truck could be another valuable tool during rescue operations.

At the time, relatively few fire departments considered involving towing professionals in rescue work. Their instruction helped demonstrate how the equipment and experience of a knowledgeable towing operator could strengthen a rescue team.

Growing Up with ITWA

Harley has attended ITWA meetings and tow shows throughout his entire life. In fact, association events were often the only vacations his family took.

For Harley, the greatest value of ITWA is the camaraderie and fellowship shared among towing professionals. Some of his closest friendships began through the association.

"Time is too short for us to be fighting among ourselves in this industry," Harley says. "We are all in this together."

That sense of fellowship reflects the very best of what ITWA represents—families and companies with different histories and experiences coming together to strengthen the towing profession.

Carrying the Torch Forward

Harley's goal for the future is not simply to make the company larger. He wants to maintain what the family has built while continuing to update equipment and practices so Henline does not get left behind as the industry changes.

More importantly, he hopes the next generation will continue the principles that have guided the family for 85 years.

"I would like them to treat people the way they would want to be treated and help others the best they can," Harley says.

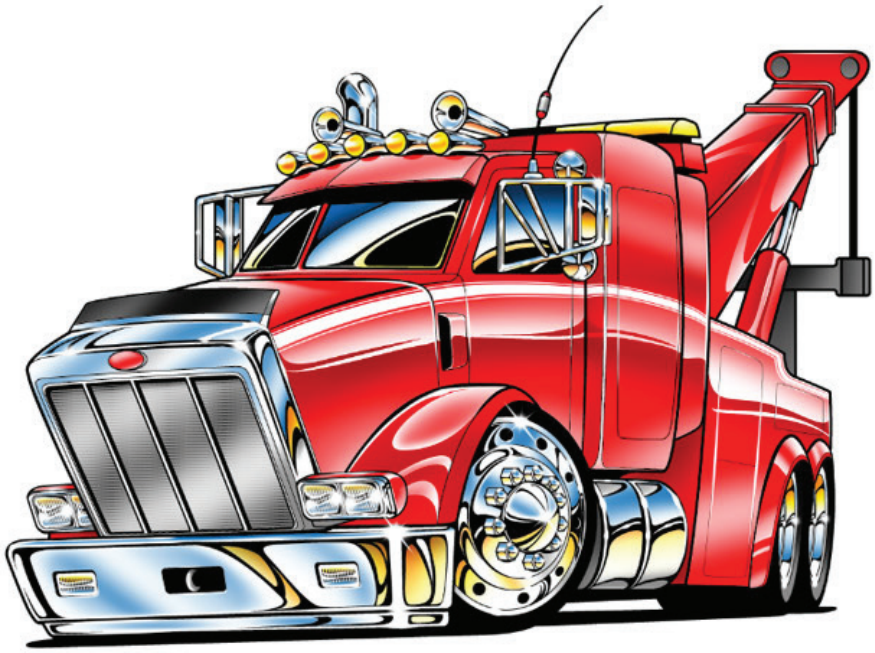
"Our business focus has changed a lot over the years, but no matter what kind of jobs we did, we tried to stick with those basic principles."

From a homemade Model A wrecker built from discarded car bodies to today's heavy-duty Quickswaps and off-road recovery equipment, the Henline family's story is one of ingenuity, faith, hard work and service.

The equipment may have changed, but the family's mission has not: solve the difficult problem, do the job correctly, charge a fair price and treat people well.

ITWA is proud to recognize Henline Inc. and Henline Wrecker Service as they celebrate 85 years of family ownership and service to Indiana's towing and recovery industry.

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Women of ITWA
Celebrating the Strength, Dedication & Leadership of Women in Towing

Featuring Ashley Crooks
Logistics, Transportation & Office Manager
Bill's Professional Towing & Repair

A Lifetime in Towing, A Passion for Leadership, and a Heart for Family & Community



The towing and recovery industry is built on hard work, dedication, and the people who answer the call when others need help. While tow trucks and recovery equipment are often the most visible parts of our profession, there are remarkable women throughout our industry whose leadership, knowledge, and determination help keep businesses and communities moving forward.

In this edition of Women of ITWA, we are proud to feature Ashley Crooks of Bill's Professional Towing & Repair, a woman who has spent much of her life immersed in the towing industry and continues to make a difference both professionally and personally.

Towing Is in Her Blood

For Ashley, the towing industry has always been more than just a job. It's a family tradition and a way of life.

Growing up in the business, Ashley spent countless hours riding alongside her dad, learning about towing and recovery operations and becoming familiar with equipment at a very young age. Those early experiences gave her an appreciation for the challenges, responsibilities, and rewards that come with working in this demanding industry.

In 2006, Ashley officially began her professional towing career, building upon the knowledge and experience she had gained throughout her childhood.

Nearly two decades later, that foundation continues to serve her well.

A Woman Who Wears Many Hats

Today, Ashley serves as the Logistics, Transportation and Office Manager for Bill's Professional Towing & Repair, where her contributions reach into nearly every aspect of the business.

Bill and Tina McClanahan describe Ashley as the operational backbone of their company, and it's easy to understand why. In an industry where every day brings unexpected challenges, Ashley is known for her calm, level-headed approach and ability to make sound decisions under pressure.

She has a talent for combining long-term planning with the demands of daily operations, ensuring that trucks, employees, schedules, and office responsibilities work together efficiently.

But don't expect to find Ashley sitting behind a desk all day!

Whether she's assisting at an accident scene, coordinating transportation logistics, handling office responsibilities, or helping solve an unexpected problem, Ashley is willing to step in wherever she's needed.

Her versatility and willingness to take on challenges reflect the dedication that so many women bring to the towing and recovery profession.

Making a Difference Beyond the Business

Ashley's leadership extends well beyond the towing company.

She also serves as President of her local Chamber of Commerce, a role that reflects her commitment to strengthening local businesses, supporting her community, and helping others succeed.

Community involvement and volunteer service are important parts of Ashley's life, and she continues to make time to give back despite her busy professional schedule.

At home, Ashley shares her life with her husband and their two teenage sons.

Like many women in the towing industry, she understands the balancing act of managing a demanding career, supporting family, and finding time to serve others.

It's a responsibility she approaches with the same dedication and caring attitude she brings to her work.

A Family's Appreciation

Bill and Tina McClanahan shared their admiration for Ashley and the important role she plays in their business:

"Ashley is the operational backbone of Bill's Professional Towing and Repair. She always maintains a level-headed, decisive approach to each situation. Her dedication and caring attitude are complimentary to our business and her personal life."

Their words are a wonderful reminder that the success of a family-owned towing business often depends on the commitment and contributions of those working both in front of and behind the scenes.

Women Who Make Our Industry Stronger

Ashley's story represents something special about the women of ITWA.

Across Indiana, women are making their mark in towing and recovery as business owners, operators, dispatchers, managers, mechanics, administrators, and community leaders.

Many grew up around tow trucks, learning the business from parents and grandparents. Others found their way into the industry later in life and discovered a profession they love.

What they share is a willingness to work hard, take on challenges, support their families, and contribute to the success of the companies and communities they serve.

Ashley Crooks is a wonderful example of that spirit.

The Indiana Towing & Wrecker Association is proud to feature Ashley in our Women of ITWA series and recognize her dedication, leadership, and contributions to the towing and recovery industry.

Thank you, Ashley, for the example you set and for reminding us that the strength of our industry comes from the remarkable people who are part of it.

Help Us Celebrate the Women of ITWA!

Every woman in our industry has a story worth telling, and we want to share those stories!

Do you know an outstanding woman who works in towing and recovery? Whether she's behind the wheel, behind the desk, running the business, or supporting the operation in another important way, we'd love to feature her in an upcoming edition of The Hook & Winch.

Send her name, company, a photo, and a few details about her contributions to director@towingindiana.com.

Women of ITWA — Strong Women. Strong Businesses. Stronger Together.

United By The Hook. Stronger Together.

Preparing for Indiana's 2027 Legislative Session

United By The Hook. Stronger Together.

Every day, Indiana towing and recovery professionals face challenges that most lawmakers never see firsthand. From dangerous roadside recoveries and rising operating costs to insurance concerns, regulations, and the challenges of running a towing business, our industry operates in an increasingly complicated environment.

That's why having a voice at the Indiana Statehouse is more important than ever.

As we prepare for the 2027 legislative session, the Indiana Towing & Wrecker Association (ITWA) is working to ensure that the concerns of towing and recovery professionals are heard by the people making decisions that affect our businesses.

Your Association Is Working for You

ITWA continues working with our legislative representative, Hamilton Smith of Ice Miller LLP, to monitor proposed legislation, identify potential challenges, and advocate for policies that support a fair and professional towing industry.

But successful advocacy requires more than a lobbyist or a board of directors. It requires the involvement of the very people who understand this industry best — our members.

When lawmakers hear directly from towing company owners, operators, dispatchers, and recovery professionals, they gain a better understanding of how proposed laws affect real businesses, employees, and the motoring public.

We Need to Hear From You!

Are there regulations creating unnecessary challenges for your company? Have you encountered situations where existing laws are unclear or difficult to follow? Are there changes you believe would improve safety, fairness, or professionalism within our industry?

ITWA wants to know.

Your experiences and suggestions help us identify the issues that deserve attention as we establish our legislative priorities.

Strength in Numbers

One towing company speaking alone may struggle to get the attention of lawmakers. But when towing professionals from across Indiana stand together through ITWA, our collective voice becomes much stronger.

That is one of the most important benefits of association membership.

Whether you operate one truck or a fleet of fifty, your concerns matter. The decisions made at the Statehouse can affect every towing business in Indiana, regardless of size.

Get Involved. Stay Informed. Make Your Voice Count.

We encourage every ITWA member to stay involved, attend chapter meetings, communicate with your directors, and share your concerns with the association.

The future of Indiana's towing and recovery industry is shaped not only by the laws that are passed, but by the professionals willing to speak up before those decisions are made.

Together, we can help shape a stronger future for Indiana towing.

Have a legislative concern or suggestion? Contact ITWA at director@towingindiana.com.

Indiana Towing & Wrecker Association
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Towing & Recovery Industry News

1. New AAA Study Highlights Continuing Dangers for Roadside Workers

October 15, 2026
A new study released by the AAA Foundation for Traffic Safety highlights a troubling disconnect between what motorists say they do and what actually happens when they approach roadside emergencies.

According to AAA, more than 90% of surveyed drivers reported slowing down or moving over when passing a disabled vehicle, tow truck, or police vehicle. However, earlier roadside observations found that only 64% of motorists subject to Move Over laws actually slowed down or changed lanes.

Even more concerning, AAA reports that more than 2,100 people were struck and killed while stranded or working along roadsides between 2019 and 2023.

For towing and recovery professionals, these statistics reinforce the importance of scene awareness, proper lighting, high-visibility clothing, traffic management, and cooperation with emergency responders.

ITWA reminds every motorist: Slow Down. Move Over. Save a Life. Our operators deserve to return home safely after every call.

Source: AAA Newsroom, October 15, 2026.
AAA Newsroom

2. Indiana Towing Companies Reminded of New Requirements Under HB 1184

Although Indiana House Enrolled Act 1184 took effect July 1, 2026, its provisions continue to affect the daily operations of towing and recovery companies across the state.

Important requirements include:

- Private-property tow-away signs must be posted more than five feet and less than seven feet above the ground.
- Towing from designated tow-away zones is prohibited when signs do not meet the required height.
- Towing companies and storage facilities must accept credit and debit cards, with credit card service fees limited to 3%.
- Tow trucks responding to emergency towing calls may use roadway shoulders as necessary to reach disabled vehicles.

Members are encouraged to review their signage, payment procedures, and company policies to ensure compliance.

ITWA continues working to protect the interests of Indiana towing companies and promote reasonable, practical legislation.
Source: ITWA Legislative Information.

3. New Crash Protection Trucks Offer Additional Safety for Roadside Responders

October 20, 2026

The Colorado Department of Transportation recently unveiled a new fleet of specialized Crash Protection Trucks designed to help protect emergency personnel, tow operators, and motorists at highway incident scenes.

These highly visible trucks feature large directional arrow boards and rear-mounted impact attenuators designed to absorb the force of a vehicle collision.

Colorado officials reported that one of the trucks was struck by a motorist on October 10 while protecting an active incident scene. The protective equipment performed as intended, helping shield responders from the collision.

The program demonstrates how investments in traffic incident management and protective equipment can help reduce the risks faced by roadside professionals.

As highway traffic increases and distracted driving remains a concern, innovative approaches to protecting recovery operators deserve attention throughout the towing industry.

Source: Colorado Department of Transportation.
Colorado Department of Transportation

4. Indiana State Police Step Up Oversize Load Enforcement

October 23, 2026

The Indiana State Police recently conducted a targeted enforcement operation focusing on commercial vehicles transporting oversized loads in violation of permit requirements.

The operation resulted in 11 citations, 24 documented violations, and 11 oversize-load permits being revoked.

Troopers focused particularly on vehicles operating outside authorized travel hours, including loads restricted to daylight-only movement.

For towing and heavy-recovery companies involved in equipment transport or oversized loads, this serves as a reminder to review permit conditions, travel restrictions, vehicle dimensions, and required documentation before hitting the road.

Source: The Trucker, October 23, 2026.
TheTrucker.com

5. National Towing Industry Continues Push for Stronger Legislative Representation

The Towing and Recovery Association of America (TRAA) has announced registration for its 2027 Legislative Action Workshop and Hill Day, scheduled for February 23–24, 2027.

The event brings towing professionals and industry representatives together to discuss federal legislative priorities and advocate for the towing and recovery industry.

The announcement reinforces the importance of having a strong, unified voice in government.

Here in Indiana, ITWA continues preparing for the upcoming legislative session and working with our lobbyist, Hamilton Smith of Ice Miller LLP, to address issues affecting towing businesses throughout the state.

Strong associations and active members help ensure that the people making the laws hear from the professionals who work under them every day.

Source: Tow Times Industry News.
Tow Times Magazine

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2026 CHRISTMAS PARTY

A MAGICAL HOLIDAY CELEBRATION!

MASTER MAGICIAN
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Saturday, December 5, 2026

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EVENING SCHEDULE

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6:00 PM
Dinner
7:00 PM
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6 Chances to Win $500 Each!
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REGISTRATION PRICES

Adults – Dinner & Reception	$35
Adults – Reception Only	$15
Children 10 & Under	$15

RSVP by November 25!

Registration forms will be available in The Hook & Winch newsletter.
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Drawing to be held at the
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Welcome Reception
6:00 PM
Dinner
7:00 PM
Live Magic Show
8:00 PM
Silent Auction & Raffle

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2026 Christmas Party
REGISTRATION FORM

Saturday, December 5, 2026
DoubleTree by Hilton Lafayette East
155 Progress Drive • Lafayette, IN 47905



Welcome Reception
5 – 6 PM

Dinner
6 PM

Silent Auction & Raffle
7:30 PM

Name: _____ Company: _____

Email: _____ Cell Phone: _____

ADULT ATTENDEES (Please list each person attending)

Name	Dinner & Reception $35 Per Person	Reception Only $15 Per Person
1.	☐	☐
2.	☐	☐
3.	☐	☐
4.	☐	☐
5.	☐	☐
7.	☐	☐
7.	☐	☐
8.	☐	☐

CHILDREN ATTENDING (Age 10 and under – $15 per child)

Child's Name	Age	Special Notes (Allergies, Gift Ideas, etc.)
1.		
2.		
3.		
4.		
5.		
6.		

REGISTRATION TOTALS

Number of Adults (Dinner & Reception) x $35 = $ _____

Number of Adults (Reception Only) x $15 = $ _____

Number of Children (Age 10 and under) x $15 = $ _____

TOTAL AMOUNT DUE $ _____



Please email your completed registration form to
director@towingindiana.com
by November 25, 2026.

Once your registration is received,
ITWA will email you an invoice with a secure payment link.

🎄🏨 **STAY THE NIGHT & ENJOY THE FUN!** 🏨🎄

ITWA CHRISTMAS PARTY – SPECIAL HOTEL ROOM RATE!

🎅 Planning to join us for the ITWA Annual Christmas Party on **Saturday, December 5, 2026**? Why not make a weekend of it?

We are excited to announce that the **DoubleTree by Hilton Lafayette East** has reserved a special room block for our ITWA members and guests!

🛏️ **SPECIAL ROOM RATE: JUST $119 PER NIGHT!**

📍 **DoubleTree by Hilton Lafayette East**
155 Progress Drive, Lafayette, IN 47905

🗓️ **Christmas Party:** Saturday, December 5, 2026

⏰ **ROOM BLOCK DEADLINE: NOVEMBER 25, 2026**

✅ **The room block is OPEN NOW and ready for reservations!**

Come enjoy a wonderful evening of great food, fellowship, holiday fun, a LIVE MAGIC SHOW, Santa, our Silent Auction, and the exciting **Cash for Christmas Drawing — SIX chances to win $500!** 💵🎁

No need to worry about driving home after the festivities! Stay overnight, relax, and enjoy spending time with your ITWA family.

🎄 **Be sure to reserve your room before November 25 to take advantage of our special group rate!** Ask for the ITWA Christmas Party room block when contacting the hotel.

We can't wait to celebrate the holiday season with everyone!

❤️🤍💙 **ITWA – United By The Hook. Stronger Together.**

#ITWA #ITWAChristmasParty #TowingFamily #Christmas2026 #UnitedByTheHook #StrongerTogether