



The New Way Service Team

Get to know the members of the service team at New Way Trucks.



Don Woerdehoff - Service Manager

Pictured second from left, Don has been at New Way going on 8 years now. He oversees New Way's inside service team. Prior to becoming New Way's Service Manager in late 2018, Don worked in the engineering department as a controls group team member, then a controls group team lead.

Before coming to New Way, Don honed his manufacturing expertise in the Maintenance & Engineering department at Pella Corporation - one of the nation's largest window manufacturers - for nearly 29 years. He and his wife, Marcia, have been happily married for 38 years. An avid woodworker, you can also find Don tinkering with his 2008 Corvette or on a golf course when he isn't making sure New Way's service program runs smoothly.

Carl Pezold - Field Service Manager

Pictured second from right, all Carl Pezold has ever known is garbage trucks and the refuse industry. Beginning when he was 12 years old, his mom would pick him up from school in St. Louis with a change of clothes and plop him on the back of one of his dad's garbage trucks. His father owned a garbage hauling company, and once Carl grew up he was put in charge of the service shop in order to maintain Pezold Hauling's fleet of roughly 15 trucks.

After Carl's dad sold to a large, national hauler in 1986, Carl became a regional service manager for the hauler, overseeing service operations throughout the Midwest. After 11 years, he left to start his own trash company, which the same hauler bought shortly thereafter at the turn of the century. For the next decade-plus, he built up the service department at another refuse truck manufacturer before joining New Way in 2011. Since then, he's been our Field Service Manager, traveling all over the continent to serve New Way Trucks dealers and drivers. He and his wife, Dorothy, call Fort Myers, Florida home.

Tom Loughran - Outside Field Service Technician

Tom, far left, has been part of the New Way service team for nearly four years. He primarily works in the Southeast US, supporting New Way Trucks dealers and customers with any service needs that may arise, but travels to other areas across North America as needed.

Prior to joining New Way, he worked for another refuse body manufacturer as a field service representative. Tom has seen, and done, it all during his 33 years in the refuse industry, filling roles from mechanic to fleet manager. He lives in Palm Coast, Florida with his wife, Bev. When he's not on the road tending to the service needs of New Way dealers and customers, he enjoys fishing, spending time on the beach, and relaxing at home with family and friends.

Steve Wirtz - Outside Field Service Technician

Steve, middle, has been with New Way for almost six years. For the first four years of his tenure, he worked in the mounting area of our manufacturing facility. During that time, he focused on all things ASL, with a focus on wiring. Steve spent the next year-and-a-half working in the New Way service and Research & Development departments. Now, he serves as an outside service technician for the Midwest region.

Before coming to New Way, Steve owned and operated a construction business for a dozen years. He currently lives in Corning, Iowa with his wife, Chris. Steve regularly participates in bass fishing tournaments across the region, and enjoys helping out his friends keep their stock cars in top shape.

Bud Corkins - Inside Field Service Technician

Bud Corkins, far right, is one of the most well-known and well-liked people at New Way Trucks. He has been part of our family for a little over seven years, five of which have been in the service department. Previous to joining the service team, he was wiring automated trucks in our mounting facility. Bud is typically answering calls at our manufacturing facility in Scranton, but he gets sent out to help solve your service needs on the road from time to time.

Before joining New Way, Bud spent 20 years in the electronics industry, selling and servicing Motorola two-way radios and Verizon cell phones. Bud keeps himself busy when he's not answering your calls. He proudly states that he is a full-time service technician and a part-time farmer. In what little free time he has, Bud likes to unwind by playing a round of golf or going hunting.