

AIRPARK AUTO SERVICE YOUR DEALERSHIP ALTERNATIVE

Up Close And Personal... Meet Our Jan-April 2010 Airpark All Stars!

January Airpark Auto Service All Stars: ENTIRE TECHNICAL TEAM



Our highly-skilled ASE-Certified technicians have a total of 162 years experience in the automotive service & repair industry. From left to right: Tam Ngo, Joe Knott, Jamie Mixon, Chris Certa, Bob Thompson, Curtis Keeth, Juan Matus, Andy Reiter

January was a unique month in that our management team unanimously chose our entire technical team for rising above the call of duty. I am proud to introduce you to our entire staff of amazing technicians in our shop... the winners of our **January Employee of the Month!** While they are hands down the most skilled group of technicians I have ever had the pleasure of working with, their great character continues to be the shining attribute that is worthy of mention and recognition. Congratulations fellas!!

February Airpark Auto Service All Star: JUAN MATUS



- **Name/Position:**
Juan Matus - Automotive Technician
- **Years Employed at Airpark Auto Service:**
7 Years
- **ASE Certifications:**
Engine Repair, Suspension and Steering, Brakes, Electrical/Electronic Systems, Heating and Air Conditioning
- **Years Total Experience:**
11 Years

Meet Juan Matus, one of our most valued automotive technicians. Juan is an ASE Certified Technician with very diverse skills. Being an extremely focused and detail-oriented individual has served him well in his chosen profession. It is with these key strengths that we are able to give Juan just about any type of job. With his willingness to perform any type of job given, he shows that "no job is too small" for him. Juan came to us 7 years ago. And we feel fortunate that he is part of our team!

Juan was born in Arizona, and is a Native American. Juan shared with me that he enjoyed taking things apart when he was young, just to see how they worked. He also liked helping his dad work on cars on the weekends. This passion of his obviously led him to the profession he is now in. He attended UTI, Universal Technical Institute, where he earned an Associate of Arts Degree in Automotive Repair, and became ASE Certified.

Juan and his wife, Iris, have been married for over 11 years. They have a daughter, Alyssa, and have adopted three beautiful children, Martin, Abby, and Alisha. Juan's caring nature needs no explanation here. I count myself blessed to have a person of such compassion and integrity working with us.

In his spare time Juan loves to play video games and build model cars. He is also very active in baseball. He plays in a local men's baseball league, and competes in tournaments around the state. As he is an outdoors enthusiast, he enjoys everything from camping to going fishing; or simply spending time with his family and having a barbecue.

Juan is truly an asset to Airpark Auto Service. And I am sure you will agree... to you too. Congratulations Juan!

March Airpark Auto Service All Star: JOE KNOTT



- **Name/Position:**
Joe Knott - ASE Master Automobile Technician and ASE Advanced Level Specialist
- **Years Employed at Airpark Auto Service:**
11 Years
- **ASE Certifications:**
Engine Repair, Automatic Trans/Transaxle, Manual Drive Train & Axles, Suspension and Steering, Brakes, Electrical/Electronic Systems, Heating and Air Conditioning, Engine Performance, Automobile Advanced Engine Performance
- **Years Total Experience:** 20 Years

Meet Joe Knott, one of our finest automotive technicians. Joe is an ASE Certified Master Technician and Advanced Level Specialist, and our lead drivability tech. If you have a problem with your vehicle that requires diagnosis, Joe is your man (think of Joe as the Car Doctor!). With Joe's expert diagnostic abilities, Airpark Auto Service can truly meet the needs of our customer's toughest problem solving issues. We are proud to have Joe as part of our Airpark Auto Service family for the past 11 years. We value the high level of technical capabilities and integrity Joe brings to our technical staff, and we are sure that you will too.

Joe was born in Pittsburgh, Pennsylvania, and moved to Arizona with his family when he was 3 years old. He eventually found himself back in Pittsburgh in his early adulthood, and began working in his uncle's automotive service and repair shop when he was 19 years old for the next 3 years. It was here that Joe got his start in the automotive profession. By helping his family in need, Joe found his desire for a challenge leading him to be the drivability specialist he is today.

He soon moved back to Arizona and found himself working in the Scottsdale Airpark for the past 20 years as a drivability technician. While employed by his previous employer, Joe met and soon after married his wife, Kitten, of 15 years.

When it comes to outside interests from work, Joe has many that some might find On the Edge. Don't let his calm and quiet demeanor at the shop fool you! His hobbies include ATV riding, skydiving, rappelling, as well as being an avid firearms enthusiast.

Joe has been a key and important force at Airpark Auto Service. Besides his primary role as our lead drivability technician, he steps in to assist our management staff whenever the need arises, and has also become instrumental in helping to educate our many Airpark friends and family. Because of his natural ability to teach, I found it an easy choice to have Joe lead our Power Point instruction at our Women's Car Care Clinics this past year. Ultimately, many of you have become the beneficiaries of his expertise and knowledge.

Help us congratulate Joe in an honor well-earned!

April Airpark Auto Service All Star: JAMIE MIXON



- **Name/Position:**
Jamie Mixon - Automotive Technician
- **Years Employed at Airpark Auto Service:**
2 Years
- **ASE Certifications:**
Brakes, Suspension and Steering, Heating and Air Conditioning, Manual Drive Train & Axles, Engine Performance, Engine Repair
- **Years Total Experience:**
12 Years

Meet Jamie Mixon, another one of our talented automotive technicians. Jamie is an extremely well-rounded ASE Certified Technician. He has proven to be an individual that shows his sincere dedication to his craft evidenced by the high degree of quality turned out in every job that he does. Our management team is quick to state that Jamie is consistently one of the easiest technicians to work with. He is always ready, willing, and able to accommodate... therefore, helping us to meet the needs of all of our valued Airpark Auto Service friends and family!

While many of us have come from other states to make this beautiful place called Arizona our new home, there are a few amongst us that can actually say that they are true natives; Jamie is one of those individuals. He grew up in Arizona with his family, which includes his parents, himself, two brothers, and two sisters.

It was at the tender age of seven that it became quite apparent to his parents that he had an affinity to taking things apart. It was then that Jamie took it upon himself to take apart a family friend's brass bed. Of course, mom made him put it back together, which he found wasn't quite as easy! As he put it, "I was always interested in taking things apart and finding out how and why things worked; so fixing cars came naturally to me." He told me in his growing years he was always around his father fixing cars, which did help mold that curiosity of his.

He and his wife, Jessica, have been married three years, but have known each other for thirteen years. Jamie shared with me that he broke a rule of his; dating his good friend's sister. He ended up marrying her ten years later, and he and his good buddy are still friends! Jamie and Jessica have a daughter, Zowie, who is four.

Fatherhood did change Jamie a bit. While he once was quite active in his spare time doing things like four-wheeling, shooting, playing video games, etc., Jamie states in his own words, "Now the most important thing I like to do is just hanging out with my daughter, doing yard work, and still finding a little time to ride my quad once in a while."

I would like our Airpark friends and family to feel rest assured that your vehicles are always in good hands with quality individuals like Jamie at Airpark Auto Service. Help me and the rest of our AAS staff in congratulating him on a job well done!



Nadine's Corner Airpark Blazing Technological Trail

In keeping up with the demands of today's sophisticated vehicles, Airpark Auto Service is always seeking ways to meet our customer's needs. Diagnostics is one area that is highly challenging, largely due to the many complex computerized components in today's vehicles. Therefore, having the tools to aid our skilled technicians to a quick and accurate diagnosis for your vehicle's problem is extremely important to us.

I am excited to be able to announce that this will be the first educational article we will be running in the *Nadine's Corner* section of our newsletter, as well as future monthly E-News, as part of a series dedicated to highlighting the many diagnostic capabilities that Airpark Auto Service is able to provide for you. We are pleased to be able to share with you just one of the many innovative diagnostic platform tools we have available to aid in the process.

Introducing MODIS; which stands for, **Modular Diagnostic Information System**. MODIS is a fast, easy, and powerful diagnostic tool, equipped with a graphing scanner & a lab/ignition scope, and many other trouble-shooting software capabilities. This exciting tool can aid our technicians in quickly and accurately diagnosing such problems as electrical systems, fuel pumps, control modules, wheel speed sensors, ABS systems, fuel injection, sensors, distributorless ignition systems, and many other drivability problems. Needless to say, it has become an invaluable tool that ultimately benefits YOU our customer!

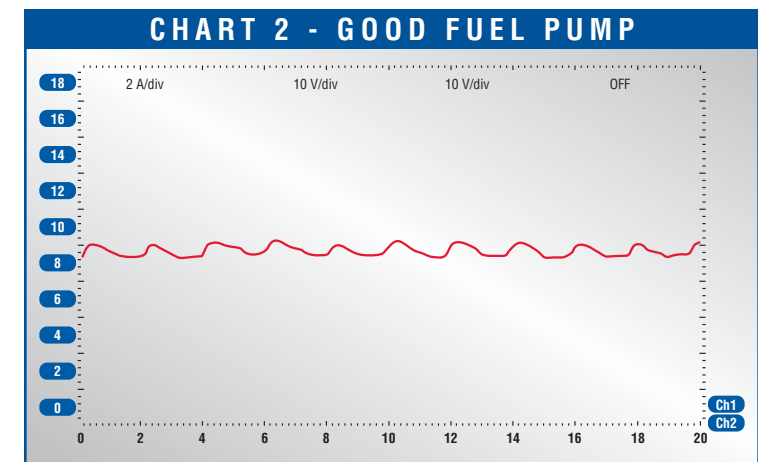
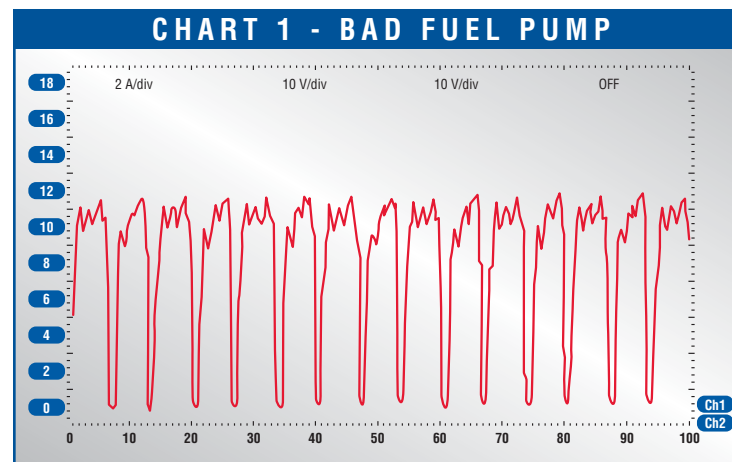
For this article, we will use a bad fuel pump as the example of one of the many drivability issues that MODIS is able to help our highly skilled drivability technicians diagnose. Joe Knott, our drivability expert, shares the graphs below to show the results of an actual vehicle that was towed into Airpark Auto Service with an intermittent "no start" problem.

Without MODIS, Joe would be hoping to "duplicate" the intermittent problem. Meaning, the vehicle would have to be "acting up" at the time. Much time and effort on the part of Joe would be expended in testing multiple components to pinpoint the root of the problem. In most cases, he would be able to arrive at a diagnosis. But, in some instances, a bit of speculation on his part becomes a part of the equation.

With the aid of MODIS, he can actually graph a "supposed" good component (not acting up), and see that the part is "bad", as in graph #1 below. This vehicle started for Joe, and the fuel pump had a normal draw when tested, as well as normal fuel pressure. But, when hooked up to MODIS, the reading clearly indicated a very drastic and erratic reading. A bad fuel pump was now confirmed and documented with an actual picture. The new replacement pump (graph 2) shows as "perfect" a pattern as possible. We reduced the time and effort in an accurate diagnosis, AND our customer was able to see a picture of the problem, just as Joe did!

Airpark Auto Service will continue to strive to gain your trust. One very important way we can accomplish this is to continually educate YOU, our customer. We put the "Care" in "Auto Repair". We are in this together.

"Stay Tuned"
Nadine Grobmeier
Owner



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