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## **Mopar Recognizes 27 Service Technicians with 'Top Tech' Honors**

- Mopar 'Top Tech' Program honors technicians who provide an elite level of service at FCA LLC US dealerships
- 27 FCA US technicians selected for recognition as a Mopar 'Top Tech' from more than 20,000 eligible participants
- Recipients awarded with a trip and tour of FCA US headquarters in Auburn Hills, Michigan and special access to the North American International Auto Show in Detroit
- Winners also honored at the 2014 Mopar 'Top Tech' banquet in Metro Detroit in January

February 5, 2015, Auburn Hills, Mich. - The Mopar "Top Tech" program oversaw the selection of 27 FCA US LLC technicians from across the United States to receive recognition for providing an elite level of customer service at FCA U.S. dealerships and who exemplify what the brand represents. Chosen from a group of more than 20,000 eligible candidates, the winners of the prestigious 2014 Mopar "Top Tech" honors all demonstrate a consistently high level of commitment and dedication in the service lane.

The Mopar "Top Tech" Program, reintroduced for 2014, rewards technicians who maintain and repair vehicles in a quick and efficient manner, delivering superb customer service. Techs also are recognized for their proficiency in areas including training and diagnostic capability.

The 27 technicians chosen to receive recognition hail from 26 FCA U.S. dealerships across 17 different states:

- John Anasiewicz of Lancaster, New York—Transitowne Dodge Chrysler Jeep Ram Of Williamsville
- Joseph Baroni of St. Petersburg, Florida—Suncoast Chrysler Jeep Dodge Ram
- Carlos Benitez of Newton, Massachusetts—Baystate Chrysler Jeep Dodge Ram
- Dustin Billedeaux of Sulphur, Louisiana—Mark Dodge Chrysler Jeep
- Jeff Booth of Thousand Oaks, California—Shaver Chrysler Dodge Jeep Ram
- Jeremy Dixon of Waynesboro, Virginia—Brown Dodge Chrysler Jeep
- Charles Frankum of Gray, Georgia—Five Star Dodge Chrysler Jeep
- Erik Gerdes of Benson, Illinois—Roanoke Motor Co
- Scott Jones of Rockwall, Texas—Huffines Chrysler Jeep Dodge Ram Plano
- Michael LaMirande of St Croix Falls, Wisconsin —Bernard's Northtown
- Kelvin Lapham of Wayland, Michigan—Wayland Chrysler
- Brian Nygaard of Spring Park, Minnesota—Walser Chrysler Jeep Dodge
- David O'Keefe of Merritt Island, Florida—Boniface-Hiers Chrysler Dodge Jeep
- John O'Neill of Warrington, Pennsylvania—Chapman Chrysler Jeep Dodge
- Anthony Ramirez of Kansasville, Wisconsin—Palmen Dodge Chrysler Jeep
- Christopher Reeve of Round Lake Beach, Illinois—Martins Garage
- William Reich of Hewitt, New Jersey—Route 46 Chrysler Jeep Dodge
- John Richardson of Ruston, Louisiana—Brown Chrysler Dodge Jeep
- Thomas Robinson of Warren, Michigan—Northland Chrysler Jeep Dodge
- Michael Salvo of Surprise, Arizona—Larry H. Miller Dodge Peoria
- Terry Seaton of Kellogg, Idaho—Dave Smith Motors
- James Serra of Peoria, Arizona—Moore Chrysler Jeep
- Jeff Thomas of Valley Springs, California—Cabral Chrysler Jeep Dodge Ram
- Alex Tushin of Edina, Minnesota—Park Chrysler Jeep
- Raymond Wharton of Madison, Virginia—Brown Dodge Chrysler Jeep

- Razmik Yaghoubi of Westminster, California—Cerritos Dodge
- Keith Yauman of Petersburg, Ohio—Columbiana Chrysler Jeep Dodge

“These technicians are our superstars of the service lane, and a big part of what keeps customers coming back to our FCA US dealerships,” said Pietro Gorlier, President and CEO - Mopar Brand Service, Parts and Customer Care, FCA - Global. “It is truly a great honor for each of these winners to receive one of only 27 Mopar ‘Top Tech’ Awards handed out in 2014. We thank each one of them for their elite customer service and our FCA dealership partners for nurturing a fantastic work environment in which technicians such as these can thrive.”

As part of the Mopar “Top Tech” award, winners were treated to a two-day, all-inclusive trip to FCA US headquarters in Auburn Hills, Michigan, in January 2015, with activities including a tour of developmental labs and the FCA US wind tunnel, a visit to the Sterling Heights (Michigan) Assembly Plant, and industry preview access to the North American International Auto Show in Detroit. Each individual also received recognition and a plaque from Gorlier at the 2014 Mopar “Top Tech” awards banquet in Metro Detroit this past January.

### **About Mopar Brand**

Mopar (a simple contraction of the words Motor and PARTs) was trademarked in 1937 with the launch of an antifreeze product, but it truly made its mark in the 1960s during the muscle-car era. From Mopar Performance Parts to enhance speed and handling for both road and racing use, the brand soon expanded to include technical service and customer support.

Today, Mopar is FCA’s service, parts and customer-care brand and distributes more than 500,000 parts and accessories in over 150 markets around the world. With more than 50 parts distribution centers and 27 customer contact hubs globally, Mopar integrates service, parts and customer-care operations in order to enhance dealer and customer support worldwide. Mopar is the source for genuine parts and accessories for FCA brands.

Mopar parts are engineered together with the same teams that create factory-authorized specifications for FCA vehicles. This offers a direct connection that no other aftermarket parts company can provide. A complete list of Mopar accessories and performance parts is available at: [www.mopar.com](http://www.mopar.com).

### **Mopar-first Features**

Mopar has introduced numerous industry-first features including:

- Vehicle-information apps: first to introduce smartphone vehicle-information applications, a new channel of communication with customers
- Electronic owner manuals: first to introduce traditional owner manuals in a DVD and brief user-guide format. First to offer complete vehicle-information kits in Spanish
- Wi-Fi: first to offer customers the ability to make their vehicle a wireless hot spot
- Wireless charging: first to introduce in-vehicle wireless charging for portable devices
- Electronic Vehicle Tracking System (EVTS): first to market with interactive vehicle tracking device that sends owner a text when vehicle is driven too fast or too far based on pre-set parameters
- wiADVISOR: first to provide factory-connected tablet technology in the service lane for instant vehicle diagnosis
- wiTECH: first to support vehicle diagnosis and software updates leveraging off-the-shelf personal computers and a dedicated wireless tool network
- 2011 Mopar Challenger Drag Pak: first to introduce a 500-plus cubic-inch V-10 drag-race package car

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