


6
Steps

2 TPMS (\$) SUCCESS



Step Five: Get Support You Can Count On

2 TPMS (\$) SUCCESS			
5	Get Support you can count on	Support is needed in the REAL world of TPMS <u>Training</u> for your technicians. <u>Consumer</u> info that helps you talk with your customers. <u>Technical</u> support for help during the tough situations. Choose partners that can help you get the most from your investment!	✓
		Complete Information Management	

5	Get Support you can count on	Support is needed in the REAL world of TPMS <u>Training</u> for your technicians. <u>Consumer</u> info that helps you talk with your customers. <u>Technical</u> support for help during the tough situations. Choose partners that can help you get the most from your investment!	
----------	-------------------------------------	--	---



TPMS Training for the Technician is critical!

- ⚠ TPMS Success starts with your service techs
- ⚠ Without procedures and proper training, your chance for liability increases
- ⚠ Lack of training leads to added labor, cost and unhappy customers

Mossy Ford Case

Court Verdict Will Forever Shine Bright Light on Tire Repair Practices

It is Everyone, Somebody or the Other Guy - often despite tons of contrary information. Thus it is with January's \$22.8 million court verdict over a faulty tire repair. Earlier this year a San Diego jury awarded \$14.5 million to the three children of a couple who were killed in a July 2006 accident caused by an improperly performed tire repair.



Get TIA Certified!



WORKING FOR THE INDUSTRY...WORKING FOR YOU.

Educate your customers

- 🔔 Talk TPMS with your customers
- 🔔 Position yourself as the expert that you are
- 🔔 Build confidence with your customers



Find a company that provides GOOD Tech Support!

- 👑 Tech support teams aren't hired, they're developed
- 👑 Look for experience and know how
- 👑 Are they willing to go the extra mile?
- 👑 Is it a complete network of support from sales to service to help?

Technical Support Team (866)407-8767

Lisa Sayranian

Manager - Technical Support
 586-685-1300 ext.7009
 email: lsayranian@bartecusa.com

Anthony Cain

Manager TPMS Engineering
 586-685-1300 ext.7011
 email: acain@bartecusa.com

Travis Sparling

Technical Support Specialist
 586-685-1300 ext. 7012
tsparling@bartecusa.com

Jonathan Rose

Technical Support Specialist
 586-685-1300 ext.7010
 e-mail: jrose@bartecusa.com



Bartec USA - National Sales Team
www.bartecusa.com

Steve Donathson (541)830-4111
 Based in Clatsop, OR, Steve has more than 20 years experience in the automotive aftermarket in the parts and tools category, particularly in TPMS. He is well served in TPMS and has held the TRUCK business status for the last four years. Steve has built a great network of customers with his excellent reputation. He also operates and trains staff in what we need in the TPMS industry!

Steve Long (866)557-4614
 National Sales Team Director

Kelly Nagert (916)852-2710
 Based in Sacramento, CA, Kelly brings a high level of operational, aftermarket, sales, marketing and management experience based on his 20 years in the business. As a Tool and Supply Specialist Kelly has an excellent reputation of being knowledgeable and providing great service and follow-up. As a result, he has a network of loyal customers and colleagues.

Dennis Flaherty (541)522-9677
 Based in Astoria, OR, Dennis is a veteran of the automotive aftermarket of more than 20 years, specializing in Diagnostics and Diagnostics which is a perfect fit for TPMS. Through out his career Dennis has built an excellent reputation of being knowledgeable and providing great service and follow-up. As a result, he has a network of loyal customers and colleagues. You will be glad that Dennis' knowledge of Diagnostics, TPMS, the Tire Industry and his ability to take care of customers are second to none.