Hunter Highlights

News and Trends of the **Automotive** Service Industry

Lee Hunter Award Honors Service Excellence



The Lee Hunter Service Award recipients are pictured here with (back row, from left) Hunter's Director of Product Management Denny Bowen, National Service Manager Jeff Piel, Director of Quality Ed Trenary, Executive Vice President Nick Colarelli, (back row, 9th from left) Cincinnati Regional Manager Chris Tullus and (back row, right) Hunter Vice President of Sales & Marketing Dave Smith.

unter has named 30 members of its independent service organization as recipients of the 2005-2006 Lee Hunter Service Award. The award is presented annually to a select number of Hunter service representatives for performance that exceeds the highest standards and achieves the highest levels of customer satisfaction.

Every Hunter service representative is eligible to receive the award. This year's recipients celebrated their achievements with their spouses at a four-day resort weekend in Florida, provided by Hunter.

2005 - 2006 Lee Hunter Service Award Recipients

Greq Bacon Kevin Belisairo Randall Blessing Mike Bourett Jim Bowie Ed Clark **Bob Copper** Mike DeStefano Greg Donatell **Ed Foster**

Denver Region Denver Region Philadelphia Region St. Louis Region **Houston Region Detroit Region Washington Region New York Region** Minneapolis Region Minneapolis Region

Dave Fox Tracy Fryman Tim Hardy **Dennis Haynes** Rich Huff **Gary Jordan** Harold Keiner Scott Kohler Matt Maxwell Rick Rachon

35 years of service

Cincinnati Region Cincinnati Region Los Angeles Region **Denver Region Cleveland Region Charlotte Region** Pittsburgh Region St. Louis Region Minneapolis Region **Washington Region**

Jay Savage Kaleb Silver **Bob Stenger** Sherman Strootman Scott Syndergaard Warren Tomanpos Gordon Trainer Mike VanCuren **Bill Weising** Randall West

Washington Region Atlanta Region **Washington Region** Minneapolis Region **Phoenix Region** San Francisco Region **Houston Region Washington Region** Philadelphia Region Nashville Region



Service Representative Greg Donatell of the Minneapolis Region is shown here receiving his unprecedented twenty-first Lee Hunter Service Award from Hunter President Stephen Brauer. Donatell has earned the award during each of his twenty-one years of service.

Experienced Representatives Deliver Quality From Industry's Largest Dedicated Service Organization

hree of Hunter's approximately 300 service representatives reached or exceeded thirty years of service in 2006. They are indicative of the exceptionally high level of experience available within the organization as a whole. In fact, among those past their first year, the average time on the job is seven years. Nearly thirty percent have been with the organization 15 years or more and many are in the 20-plus-years category.



Bob Fladung, Minneapolis Region, Randy Kaid, Detroit Region, 30 years of service





Dave Capistran, Chicago Region, 31 years of service



Largest-Ever Asia-Pacific Distributor Meeting Launches New Products for Fast Growing Region



SmartWeight[™] Feature Saves Dealer 40% on Wheel Weight Costs

om Smith, Service Manager of Infiniti of Cincinnati, recently calculated wheel weight savings of 38-42% after putting hundreds of spins in his Hunter GSP9700 balancer equipped with the new SmartWeight™ balancing feature. Smith called the savings "tremendous" and especially recommended the feature to shops like his that primarily use more costly tape weights. Service operations throughout the country are reporting similar savings in weight use and technician time when using the SmartWeight feature to achieve the optimum balance and ride quality. The SmartWeight feature can be purchased with or installed on Hunter GSP wheel balancers.



From left, Infiniti of Cincinnati Service Manager Tom Smith, **Hunter Service** Representative Ted Patterson and Hunter Cincinnati Regional Manager Chris Tullus.



New England's Largest Garage Equipment Supplier Celebrates 20 Years as Hunter Distributor





To Whore It May Concern

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The Lappen team includes: Ed Lappen, current company president and grandson of company founder Levi Lappen; Ed's uncle Harvey Lappen, who continues to work at the company after more than 50 years; and Ed's brothers, Michael and Harris.

appen's Garage Equipment Division, the Quincy, Massachusetts-based supplier, recently achieved a benchmark of 20 years as a Hunter distributor. Since 1985 Hunter and Lappen's have partnered to deliver undercar service equipment throughout the greater Boston area.

Founded by Levi Lappen in 1928 to sell auto parts and accessories, Lappen's Auto Supply Co. Inc., developed a reputation for delivering any part quickly. As a Hunter equipment distributor, Lappen's keeps that reputation intact. Its large inventory of Hunter products means same-day delivery for many equipment choices.

Lappen's recently sold its retail auto supply stores, but its Garage Equipment Division is still family-owned, led by family members who apply the same formulas that made the company such a successful parts supplier.



Honda of America

Honda of America Staff Engineer Nabeel Alsharaiha, Maintenance Coordinator for Vehicle Quality Donald Oney, Production Manager Ron Ridge and Staff Engineer Shinichiro Nagasawa made up the team who traveled from Marysville, Ohio to review Hunter inspection lane equipment capabilities. Pictured from left are Hunter Product Manager Pete Liebetreu, Donald Oney, Hunter Cleveland Regional Manager Frank Ponte, Hunter Sales Representative Tobin Clark, Ron Ridge, Nabeel Alsharaiha, and Shinichiro Nagasawa.



Iyasaka Limited

Led by company Vice President Hachiro Yajima and Assistant Manager of Merchandise Toru Tsurukawa, Iyasaka Limited, the distributor of Hunter products in Japan, brought some of its customers on a visit to Hunter company headquarters in St. Louis.



From left: Iyasaka Ltd. Managing Director Marketing Department Isao Aizawa, Iyasaka Seiki Co. Limited Engineer **Yoshito Yamamoto**, and Hunter Asia-Pacific Regional Manager Alan Kennedy.



Iyasaka Ltd. Vice President **Hachiro Yajima** presents a samurai kabuto (helmet) replica to Hunter's Director of International Wes Wingo.

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