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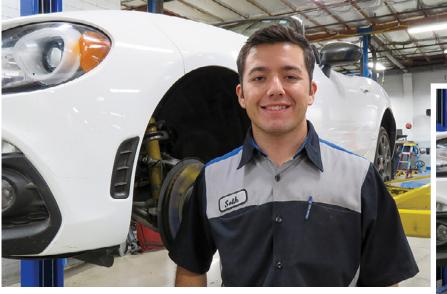
October 2020

ChapmanTucson.com

REARVIEW MIRROR

THE LIFE & TIMES OF CHAPMAN TUCSON





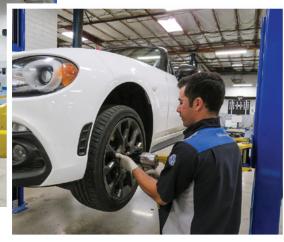
SETH ARANDA AND VOLKSWAGEN SERVICE LEVEL UP

Seth Aranda has worked in Volkswagen service express level 1 for two years and was recently elevated to the newly created express level 2. It is a maintenance position that expands on the express level 1, where they do just oil changes and filters. Express 2 goes beyond to do brake fluid, coolant flush, transmission fluid services, tires, and suspension components. This position is a stepping-stone for technicians before they go into being a mainline technician.

"When I came over to VW, I saw the need for express level 2 techs and spoke to our advisors, since they have worked with the techs longer than I have, on who would be a good fit to get into this position. Every advisor suggested Seth and after observing him, I agreed. Speaking to Seth, I saw his ambition and desire to grow as a technician. He is open to change and is great working on a team." - Brandy Fadness, Volkswagen Service Manager

"Speaking to Seth, I saw his ambition and desire to grow as a technician." Brandy Fadness

Before moving Seth, Volkswagen only had one express bay for oil changes, tires and basic maintenance. However, with Seth stepping up and working solo, we have been able to meet the true "express" standard and make our services more convenient to our customers.





CONTENT SEPTEMBER

Seth Aranda	<u>P1</u>
Collision Civeaway	<u>P2</u>
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Birthdays / Sowers of Kindness	<u>P4</u>

SHARE YOUR STORY!

(520) 310.2453

Do you have a good story idea for an upcoming issue? We'd love to hear about it. Get in touch with your idea today!







HAPPY ANNIVERSARY

September 1, 2020 marked 46 years of Charlie and Maria Amarillas going strong in marriage! We celebrate you in all your years of love and dedication. Cheers to many more to come!



SPEEDWAY COLLISION GIVEAWAY

Chapman Collision Speedway was grateful and proud to collaborate again with Geico insurance to donate a vehicle to a worthy veteran. Mike Norris and his team did an outstanding job restoring the vehicle to pre-collision condition. Chapman Collision Centers collaborates several times a year with Geico to donate vehicles to veterans. Let's give Mike and his team a big shout out for a great job!

CHAPMAN CARES BUILD DAY

Let's keep our community driving forward and build **together!** Click <u>here</u> for more information and to sign up. Thank you. Sunday November 15, 2020



CHAPMAN RACE DAY

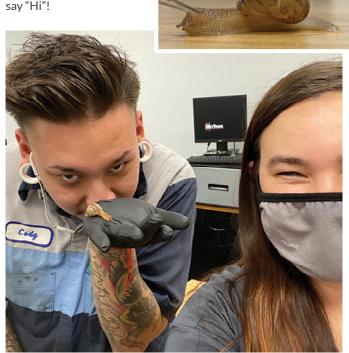
Start your engines! Join us at Tucson Dragway for Chapman Race Day. Bring your A game and family for a night on the drag strip. Gates open at 2pm, Tech starts at 3pm and the track opens at 4pm.

Click <u>here</u> for more information and to sign up. Thank you.

HONDA SNAIL RESCUE

Performing routine maintenance on a customer vehicle, Honda service technician Cody Smith noticed something odd while checking the tire tread. He saw an object stuck to the top of the wheel well. Afraid it was something that could puncture the tire due to its size, he grabbed his pliers and plucked it off. To his surprise it was a snail. Not sure what to do with it, he placed the snail on an empty cup sitting on his desk and gave him a name. This is where Gary's road to recovery began. "Gary's shell had a crack almost all the way across. We did some research and it turns out snails can produce calcium to repair any injuries to their shell they just need the time and space to heal. We went to the pet store and bought him a small terrarium, put some soil at the bottom and he now sits in the Honda service office." Says Jessica Nelson of their slimy new buddy. Since he was found in July, Gary has healed significantly and is almost ready to begin his new journey back into the desert sunset. During this process we have learned he loves his carrots and his daily naps while listening to country music in the office.

Feel free to stop by and see him before his release. He loves to come out and say "Hi"!



Cody, Jess and Gary the Snail



CONGRATULATIONS ADRIAN

Congratulations to Adrian Schumacher on becoming an American Citizen! Adrian is our Sprinter Sales Manager at Mercedes-Benz of Tucson and after a long awaited 30 years, he was sworn in on September 11, 2020.

Cheers! We are so proud of you!

"I am happy to fully participate in the system, I've been a passenger for a long while and now I'm happy to be a pilot"

- Adrian proudly stated about his new chapter in life.

Our Chapman Cares Team goal is to plant seeds of inspiration, love and intention to grow a stronger healthier environment. Together, with your help and through our partnerships, we have been able to help people build their homes, regain control and dignity in their lives, bring joy where there is normally hardship for some, and support our veterans. There are so many ways to make a difference in our community, and only a few of us, so if this is where your heart is or where your heart wants to be, we would love you to join us. We meet every third Friday of the month at noon in the Honda training room. Please feel free to contact <u>Dominiquehermosillo@chapmantucson.com</u> in any regard to our Chapman Cares Team.

BIRTHDAYS

LOOK FORWARD TO THE FUTURE, FOR THE BEST THINGS ARE YET TO COME.

Davis, William B	10/03/63
Patton, Charles	10/03/84
Garcia, Armando	10/05/59
Mulford, Christopher	10/05/91
Rivera, Sergio	10/06/96
Padilla, Enrique C	10/07/74
Tyrrell, Frank	10/09/58
Anderson, Jason	10/09/72
Howard, Dawna M	10/10/74
Ruiz, Fernando	10/10/77
Alsakkaf, Dylan	10/10/94
Rosas, Benjamin	10/11/85
Hann, Caitlyn	10/12/98
Devere, Gregory M	10/14/87
Kershaw, Connor	10/14/92
Jekkein, Johnson	10/14/93
Muro, Francisco J	10/15/96
Oconnor, Bryant	10/15/97
Bryant, Matthew	10/16/86
Hornbeck, John R	10/17/57
Pon Soza, Uziel	10/17/85
Rumba, Elizabeth A	10/18/75
Mercogliano, Jesse	10/18/81
Buchner, Jeff S	10/20/56
Magaletti, James J	10/20/86
Michallet-Ferrier, Stephane	10/21/66
Saldivar, Daniel	10/21/97
Guevara Sr, Emilio E	10/22/51
Schumacher, Adrian M	10/22/64
Jimenez, Adolfo	10/22/96
Felix, Karina	10/23/95
Shumaker, Steve D	10/26/69
Pellegrino, Michael	10/26/82
Mcdonald, Matthew W	10/28/78
Williams, Elizabeth	10/28/89
Allan Miller, Zachary	10/29/92
Arnold, Jesus A	10/30/99
Palmer, Richard J	10/31/62

PV/Speedway Chapman Honda Chapman Honda Chapman Acura Chapman Honda PV/Speedway PV/Speedway Mercedes-Benz of Tucson Mercedes-Benz of Tucson PV/Speedway Audi Tucson PV/Speedway Volkswagen of Tucson Chapman Honda Porsche Tucson PV/Speedway PV/Speedway Chapman Honda Audi Tucson Mercedes-Benz of Tucson PV/Speedway Mercedes-Benz of Tucson Audi Tucson Volkswagen of Tucson Chapman Honda Audi Tucson Chapman Honda Chapman Honda Mercedes-Benz of Tucson Chapman Honda PV/Speedway Mercedes-Benz of Tucson Porsche Tucson Chapman Honda Audi Tucson Audi Tucson

SOWERS OF KINDNESS



Rafael Valdez – While Rafa worked at Chapman Palo Verde Recon shop, I had the opportunity to work with him handling work orders and customer service. Like many Techs I have worked around, we all got along sharing stories, jokes and talking shop. As Rafa and I developed a better friendship, we had some interesting conversations about our lives outside of work of Good, Bad and Ugly experiences. One day Rafa walked up to me and asked if I was OK. He said he could tell something was bothering me and offered his help. He read right through me because at that time, I was dealing with lots personal problems and didn't know how to deal with them. Rafa listened to me and gave me the best advice and support I could have gotten anywhere. He also shared his help, direction and prayer.

I will never forget what he did for me. My stress and anxiety eventually went away and spiritually it changed me forever !

On days when life throws rotten apples my way, I think of the kindness Rafa brought and give thanks to the Man Above for People in this world like him.

Thank You Rafa !

CAPTION THIS PHOTO ▼



Volkswagen of Tucson Chapman Honda

Enter the Caption This Photo contest. And if you have a fun, cool, pretty or artsy photo taken of or from your dealership, send it in. Submissions go to <u>DominiqueHermosillo@chapmantucson.com</u>.

LAST MONTH'S WINNER

Paul Quist "Chapman Auto Group, Taking Tucson by Storm" or "The All New Chapman Porsche, Taking Tucson by Storm"