

 **Hi-Tech**
Addison
AUTO REPAIR



What Customers
Say About Us

**NEW SECTION
FOR KIDS**

**Meet Our
Team**



*High Standards,
Not High Prices*

Owner John Hickey



Family Owned Since 1993

Veteran owner John Hickey started the company in January of 1993. It was a dream that came true for him. John's passion for mechanics developed during his childhood. By age 14, he had the fully developed skills of an automotive mechanic and built his first engine. By the time he volunteered to serve our country, John was the youngest to stand Top Watch in the engine room of an aircraft carrier.

"My experience as a Machinist Mate on the USS Constellation (aircraft carrier) and USS Frank Knox (destroyer) helped me understand that the number one thing all customers appreciate, with or without stripes on their arms, is an education on their vehicle problems and the top two recommended repair choices," said owner John Hickey. "I was honored to serve with master craftsmen whose skills brought needed relief in heated situations overseas."

John is just as proud of the master team he's put together at Hi-Tech Addison Auto Repair. His team repairs and maintains corporate fleets, family vehicles and RVs. They also have diagnostic and electrical experts that trouble shoot quickly and accurately. But the three things their customers return for is the honest diagnosis, excellent work and a fair price.

Location

Hi-Tech Addison Auto Repair
739 W. Fullerton Ave.
Addison, IL 60101

(630) 543-8324

HiTechAddison.com

Hours

Monday:	8:00 AM – 6:00 PM
Tuesday:	8:00 AM – 6:00 PM
Wednesday:	8:00 AM – 6:00 PM
Thursday:	8:00 AM – 6:00 PM
Friday:	8:00 AM – 6:00 PM
Saturday:	Closed
Sunday:	Closed



2017 Honorable Mention



Torch
AWARDS

TRUST • PERFORMANCE • INTEGRITY

Emergency 24-Hour Towing
Call (630) 543-8990

– High Standards, Not High Prices –

Reviews

Google



Right Diagnosis, Education and Fair Price

My sister's car had a sagging back end due to bad suspension. John educated me on how the pumps worked and wore out. He had the car ready in a few hours at half of what the dealer quoted. —Cj P.

I've been going to John for the last 10 years. He prides himself on great work and the prices can't be beat ... He's always been very honest about what needs to be done immediately and what can wait. Highly recommended! —Christopher W.

I won't take my cars anywhere else. Broke down in another state, had my car towed to John. —Lisa H.

Great guys! Treat you like family. Prices are reasonable for the work they do. Been going here for the last couple of years. Never have had a problem! —Amanda S.

Top-notch professionals. John and his crew ... make the right diagnosis, ... and always let me know why the bump, squeak or rattle is happening, ... and what it will cost – all before doing the repair. And, then they have a solid 2-year warranty on the repair. —Jane G.

No matter how small a job or how large, John and his staff communicate, explain and offer specifics in layman terms. The pricing is more than fair. When you drive away, you feel totally confident you did get the most proper-professional service available. —Bernard C.

John and his staff...always gives a complete explanation of the needed repairs and their cost before any work is done. He completes all work in a timely manner and for a reasonable price. —Michele B.

Great guys! Decently priced. Excellent work. —Amanda S.

The price I was told was astoundingly fair, and I was extremely happy with the service. —Alex R.

Honest, Caring, Skilled and Quick

This shop works on a no BS approach to doing business. It's done CORRECTLY the first time. —Rarjr1

I had met John at a neighborhood festival. A week later my car would not start. Not only did he look for the problem ... (he) performed full inspection at no extra cost and found some small details that I was already aware of. I was pleased that he was honest and did not try to make me spend more. His prices are fair and service outstanding! Thank you John and team for fixing my car! —Amy C.

Best place ever! We've been taking all of our vehicles there for two generations now & getting ready for a third! —Edward H.

I won't take my car anywhere else. John is honest, will fix what's wrong at a fair price, never tries to talk you into things you don't need and stands by their work. I've been going to Hi Tech over 20 years now, my son takes his cars there, my neighbors take their cars there even my mailman takes his car there LOL —Barbara G.V.

I don't have a family member that is a mechanic but honest to god, John and his crew is the next best thing. John is trustworthy regarding price and quality of repairs! So happy to have found hi tech auto!! —Laura T.

John and his guys are the most caring, quick and straight to the point kind of mechanics! Hi-Tech in Addison is the only place I'll take my car! —Jess R.

John is always up front and honest with my options. Additionally, they take time to ensure they have diagnosed the real issue. —Megan M.

My brake line broke and (HiTech) gave me a ... fair price. When I returned to the shop they informed me that they had quoted me wrong and it was actually \$25 cheaper than originally expected. —George C.

Hi-Tech Addison AUTO REPAIR

Our Team of Specialists...



John Hickey
Owner/President

John started the family owned business in 1993. His passion was to create a trustworthy shop and help people for a fair price. He demanded nothing less than expertise from his mechanics based on what

he knew was achievable from his experiences in the navy.

It didn't take long for John to set high standards, not high prices. Word of mouth became the fastest and most consistent form of advertising. To his amazement, the more customers shared about their experiences on sites like Yelp, the more new customers welcomed the opportunity to have John diagnose their automotive troubles.

A third of his customers travel a distance for the honest diagnosis, education of the problem and solution, and a fair price. John loves to take care of his customers and continues to hand out his personal cellphone number in case they need help at any time.

Corey Smith
ASE Certified Mechanic

Corey graduated from the Universal Technical Institute with a focus in Automotive Technician Training. He excelled in diagnostics, troubleshooting and repair of electronic systems. His studies included both automotive and diesel systems.

Since joining Hi-Tech five years ago, Corey received additional certifications from the National Institute for Automotive Service Excellence (ASE) including: Brakes, Steering & Suspension, Engine Repair, Engine Performance, and HVAC.

Corey loves a great challenge and enjoys the hands on experience he gets at Hi-Tech. He also enjoys seeing the faces of satisfied customers, knowing that his repairs are accurate and safe.



Jim Anderson
Specialist

After graduating from the Universal Technical Institute with a focus in Automotive Technician Training, Jim worked as a Nissan Dealer Technician. His experience gave him a passion for large projects, increasing his knowledge beyond his original focus.

Jim's expertise was honed over eight years in the field. While fully capable of working on most projects, he now specializes in motors, transmissions and other big jobs that most mechanics shy away from. His speed and methodical approach makes him effective and less costly, saving customers precious dollars on the bigger jobs.

When celebrating the successes of a large and difficult project, Jim can be found swinging a club on the golf course during the summer and snowboarding on the slopes in the winter. His life slogan has been "work hard, play hard."



Sal Dugo
Specialist in Training

After placing in the top ten of 400 competitors at Skills USA, the state competition for automotive, Sal was scouted by top automotive shops. He immediately joined the Hi-Tech Automotive team with an offer that allows him to

train with pros and attend the Universal Technical Institute.

His dreams are unfolding with his desire to learn under pros, while working toward his certifications. He is ASE certified section 609 Refrigerant, Recovery and Recycling Review, which meets US EPA regulations. Sal plans to graduate August, 2017 with several more certifications.

When he's not studying or working, Sal spends time with his parents, three sisters and brother. They enjoy each other's company especially when it comes to weekend trips, get-togethers that include ice cream and watching movies.



Ryan Selvaggio
Specialist in Training

Ryan attends a NATEF and ASE certified school. He received his AC certification and is working toward additional certifications like Advanced Engine Performance, Auto Maintenance and Light Repair, and ASE Master Certification.



His goal is to become a high-end automotive specialist and work on cars that cost more than most people's homes. To that end, he plans to continue his education including a couple years at an automotive tech school when the timing is right.

In his spare time, Ryan loves to hike in the backwoods to uncharted lakes and find the perfect fishing holes. His love for fishing goes back farther than his memory, as it's always been a part of who he is. One day he hopes to do a helicopter drop into the deep woods in Canada for a week of spectacular fishing with a group of friends that don't mind roughing it.



Mason Radoff
Specialist in Training

At an early age, Mason's level of self-awareness helped him understand that he achieves more and learns best when in a hands-on situation. Gravitating toward mechanics was a natural

response when he attended a NATEF and ASE certified high school.

Doors opened that continued supporting his new found passion for the process of troubleshooting and repairing cars. He was given the opportunity to work at Hi-Tech in the morning, leaving afternoons open to attend the Universal Technical Institute. He is currently taking classes to earn his ASE Master Certification for automotive and diesel.

In his spare time, Mason enjoys hanging out with friends and beach time on Lake Michigan. When asked what he'd do if he was handed a million dollars he said, "I'd buy my parents a house anywhere they wanted and then I'd head back to the shop and fix cars."

Brenda Hickey
Office Manager

Brenda left corporate America when John's workload hit proportions beyond what one person could manage. Her project management skills were put to use and she soon found herself taking over administrative and financial duties as well.



Brenda added her oversight to the business-to-business dealings with suppliers, payroll and other office operations. Her toughest job is not facilitating the assertive work environment that measures up to John's high standards, but letting go of work to enjoy a quiet evening at home.

Sunnyboy Hickey
Shop Mascot

Sunnyboy joined the staff in 2008 and started signing autographs immediately. His chief duties include welcoming customers and notifying staff every time the fax machine receives an incoming message.



Jeanne Mihlbauer
Marketing Assistant

Jeanne joined us with 10 years of experience helping people in the food industry. Not only is she savvy when it comes to customer service, but she's also been a backup restaurant manager that understands the importance of taking care of customers.



Jeanne's multi-tasking abilities focused on supporting the mechanics, managing the lead generation program with like minded companies, and keeping the refrigerator well stocked.

Jeanne loves the trust-based work environment and the pleasantness of all the specialists. She also thrives on the variety her job offers and is never bored with the various new duties assigned her when the need arises.

...Serving You with Expertise!

You Get Our Very Best...

Because We Trust Our Work

When service and repairs are performed at Hi-Tech Automotive Specialists, customers are covered by a "Worry-free Driving Nationwide Warranty." The warranty reaches across North America, providing vehicle protection on qualifying service and repairs. Any qualifying Technet Professional Auto Service® centers can fulfill the Hi-Tech warranty.

To Obtain Warranty Service

Customers can reach the **Worry-free Driving Warranty Administrator toll-free at (866) 588-0728** from 8:00 a.m. to 8:00 p.m. Monday through Friday (Eastern Time), Saturday from 8:00 a.m. to 5:30 p.m., excluding holidays, and select option 1 for warranty service when outside Hi-Tech's 25 mile radius.

The administrator will direct customers to the nearest in-network service facility to handle the warranty related repair. The customer must present a copy of the original repair invoice when seeking service under warranty.

If there are no participating locations in the area, customers may take their vehicle to a non-participating facility. (See original warranty papers for the billing and reimbursement process).



What is Covered

- Air conditioning, heating and climate control systems.
- Engine cooling systems.
- Engine performance or drivability services and repair.
- Emission control systems.
 - Fuel systems.
 - Electronic engine management system and other on-board computer systems, (engine, body, brake and suspension computers), cruise control systems.
 - Brake system.
- Starting and charging systems.
- Electrical systems.
- Exhaust system.
- Ignition system.
- Steering/suspension systems, wheel bearings, CV joints/U-joints, half-shafts and drive shafts.
- M. Other minor repairs.

Repairs Excluded from Warranty

The warranty will not apply to repaired vehicles if it has been damaged by abnormal use, misuse, neglect, accident, alteration or "tampering with" (by other than the Hi-Tech employees). See the original warranty for all exclusions and your specific rights depending on the state in which repairs are required.

Worthy of Your Trust...

Code of Ethics

We agree to:

- Ensure our staff is trained and acts professionally, with honesty and integrity at all times.
- Recommend required repairs and maintenance services, and communicate what is necessary to correct existing problems and what is for preventative care.
- Present a detailed price estimate for work to be performed.
- Provide or post copies of warranties covering parts or services.
- Obtain prior authorization for all services.
- Treat all customers and their property with respect and care.
- Notify customers if appointments or completion times change.
- Deliver an itemized invoice for all parts and services that identifies any used or remanufactured parts.
- Uphold the high standards of the automotive repair profession.
- Strive to be a positive influence in both the automotive industry and our local community.



Apply Today!

No interest if paid in full within 6 months on purchases of \$199 or more made with your CarCareONESM credit card. Interest will be charged to your account from the purchase date if the promotional purchase is not paid in full within 6 months. Minimum monthly payments required.



CarCare ONESM

Make your car happy with the hassle-free card just for your car. Use your card every day (subject to credit card approval) for oil changes, tires, and routine maintenance. Plus, use your card to fill up at all U.S. Exxon and Mobil gas stations.

Offer applies only to single-receipt qualifying purchases. No interest will be charged on the promo purchase if you pay the promo purchase amount in full within 6 months. If you do not, interest will be charged on the promotional purchase from the purchase date. Depending on purchase amount, promotion length and payment allocation, the required minimum monthly payments may or may not pay off purchase by end of promotional period. Regular account terms apply to non-promotional purchases and, after promotion ends, to promotional balance. For new accounts: Purchase APR is 29.99%; Minimum interest charge is \$2. Existing cardholders should either see their credit card agreement for their applicable terms. Subject to credit approval.

Credit is extended by Synchrony Bank.

Buy Gas at Exxon and Mobil Stations
The CarCareONESM card is accepted at all
U.S. Exxon and Mobil gas stations.



Accepted at Over 23,000
Locations Nationwide



Customers interested in the benefits provided by Synchrony Financial can visit Hi-Tech Automotive Specialists, inc., fill out a form, and receive a response in less than one hour.



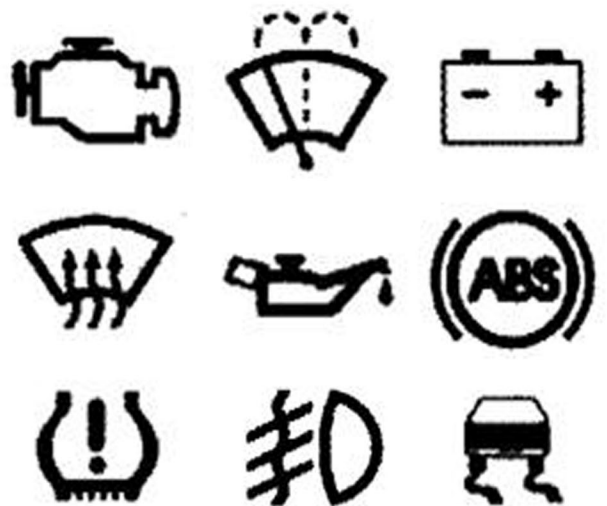
Get it repaired and back on the road with the CarCareONE card:

Transmission Repair, Tire and Wheel Replacement, Car Painting, Wheel Alignment, Timing Belt, Water Pump, A/C and Heating, Struts... and any other car or truck repair, big or small!

ACE RACHET



Hey Kids,
I'm Ace Ratchet and I love working on cars,
but I need your help. Look at the symbols
or dashboard icons below and circle the two
that tell me to check my battery and oil.
Also, can you please color me in?



ANSWER:  



It was a rainy day that kept most people inside hoping for sunshine. The cool fall breeze whistled as the shop front door opened. Sunnyboy's head lifted. He knew it was a dame in trouble.

Not that her perfume gave her away, but he picked up on the smell of transmission fluid that permeated her car from a leak. The smell had clung to her clothes, tipping off the smart canine.

He bounced up from his bed located under the counter behind John and hustled to the gate. With a quick wag of his tail, the woman approached.

"Hey, Sunnyboy," she said in a soft voice. "Can you help me figure out what's wrong with my car?"

The dog jumped around and barked two sharp yips and a woof.

"He said your transmission fluid is leaking and needs to be checked," said John with confidence.

"Transmission fluid?" she questioned. "Is that the red stuff I saw under my car?"

Sunnyboy gave an ear piercing bark.

"Sunnyboy confirmed," said John.

"Well Sunnyboy, do you think you can fix it for me?" the woman asked as she patted his head.

Sunnyboy nodded, turned to toward the garage and barked twice.

Corey, a well-rounded and technically savvy mechanic, ran into the parking lot, hopped into the woman's SUV and pulled it into the shop.

Sunnyboy gave a glance and a wink to the woman who quietly took a seat in the waiting area.

John made small talk with the woman as the team in the garage congregated at the car.

"Woof, Rough!" barked Sunnyboy.

Jim, the lead mechanic, immediately pulled out a flashlight, while Corey raised the lift overhead. The light flashed across the transmission fluid lines until Jim spotted the leak.

"The leak is at the crimp of the metal and rubber lines. We'll need to replace the entire run," said Jim.

Corey jumped on the phone. "This is Hi-Tech. We need an oem line for a GMC SUV. Thanks."

Sunnyboy barked.

"I've got it Sunny," said Jim as he pulled the old line. "Hey, replacing the full line was the right call. This one has several cracks ready to give way."

Sunnyboy nodded his approval.

"We'll know in a couple minutes what's required on your transmission," said John to the woman reading a magazine with Sunnyboy's picture on the cover.

The door swung open and Sunnyboy walked over to John.

"What's it look like big dog?" asked John.

"Woof, woof, arf," barked Sunnyboy without concern.

John turned to his customer with an update.

"Okay, ma'am, you'll need a full transmission line replaced. We've ordered the product and should have your car ready within two hours," said John. "Oh, my records show you had a line problem that we fixed 23 months ago, which means this one is fully covered under our two year warranty at no cost to you."

"Thank you, John. I knew Sunnyboy would see to my car's care," the woman said as she stood.

"Can I get a ride back to work?"

"Certainly," John said.

Sunnyboy yanked his bed on an angle like a recliner and then flopped down and closed his eyes. He was a master at perfectly timed naps.

A couple hours later Sunnyboy got up and entered the garage.

Corey was pulling the SUV out of the bay.

"Just finished," said Jim. "It went as expected."

"Woof, arf, bowwow," said Sunnyboy.

"Just doing what you asked for," said Jim.

Sunnyboy headed to the office. Jim zipped up his coat as he left the garage. "I'm dropping off the GMC SUV," he shouted.

"The paperwork is in the vehicle," John shouted back.

Twenty minutes later Sunnyboy barked. John turned to the computer and pulled up the Yelp site. Clicking the mic, he announced over the intercom: "Congratulations, we've got another 5-star rating!"

Sunnyboy walked to the door, pride bursting through his chest. His team was quick and effective. And, he noticed the sun was peaking through the dissipating clouds. He turned to John and gave him a nod.

John clicked the intercom mic with a smile on his face. "We need a dog walker up front."

Sunnyboy nodded his head. It was time for a little, but well deserved break. After all, case #2173 was effective and generated another 5-star rating.



Contact Information

First Name: _____
Last Name: _____
Address: _____
City: _____
State: _____
Zip: _____
Mobile Phone: _____
Home Phone: _____
Work Phone: _____
E-Mail: _____

New, or Returning Customer

Vehicle Information

Year: _____
Make: _____
Model: _____
Color: _____
License #: _____

How did you hear about us?

Yelp Google Bing Facebook YP Print TV Ad Mail
 Referral Returning Referred by _____

Thank You!

Work Request Form

Repair, or Maintenance

Description of Requested Work:

Continued on backside...

Pick-Up and Delivery Location

Company: _____
Address: _____
City: _____
State: _____
Zip: _____

Your Work Hours

Appointment Date: _____
Start Time: _____ AM for Pick-Up
End Time: _____ PM for Delivery

Call (630) 543-8324
for an
Appointment

- High Standards, Not High Prices -



Contact Information

First Name: _____
Last Name: _____
Address: _____
City: _____
State: _____
Zip: _____
Mobile Phone: _____
Home Phone: _____
Work Phone: _____
E-Mail: _____

New, or Returning Customer

Vehicle Information

Year: _____
Make: _____
Model: _____
Color: _____
License #: _____

How did you hear about us?

Yelp Google Bing Facebook YP Print TV Ad Mail
 Referral Returning Referred by _____

Thank You!

Work Request Form

Repair, or Maintenance

Description of Requested Work:

Continued on backside...

Pick-Up and Delivery Location

Company: _____
Address: _____
City: _____
State: _____
Zip: _____

Your Work Hours

Appointment Date: _____
Start Time: _____ AM for Pick-Up
End Time: _____ PM for Delivery

Call (630) 543-8324
for an
Appointment

- High Standards, Not High Prices -

I'll tell you all about it when I see you
again.

— John Hickey

