

Dear Wayne:

Please receive my support and congratulations for the Technicians' "Right to Respect" Document you are developing. It is encouraging to know that institutions like STS have a deep concern for the change of image and gain of new knowledge amongst technicians.

Nowadays, new technologies surround us in various ways and they will continue to develop. This technological trip has very few stop-overs and the automotive service business cannot stay behind in any of them. The complexity of the new vehicles' devices demands a highly skilled service technician, who must have his training updated for the benefit of the industry and especially, for his own survival. This can be done, with patience and constancy.

I can offer proof of it, within a smaller and not so industrialized society (Compared to the one in the United States). In 1993, an Electronic Automotive Training Center called Cise Electrónica opened its doors at Buenos Aires, Argentina. At the beginning of the '90s, the arrival of new vehicles - equipped with electronic engine control systems - made a demanding group of mechanics look for information, regarding this new challenge they had to face.

Cise and its staff have a great satisfaction to collaborate - since that beginning - with the improvements of the mechanics' segment. With practical programs and study methods, we started our training, introducing them to the new techniques for the repairing of modern vehicles. Little by little, their skills levels have become more technical.

Though this process takes its time, we can proudly speak today of a large group of "converted." Mechanics who have transformed into automotive technicians.

Auto repair shops turned into labs; the use of the Internet to support them and a complete data-base to keep them updated. Cise then extended its training to the interior provinces (Short intensive classes) and some neighbouring countries, as well. Our principal source of promotion has always been our own students.

In 1997, we started taking trips to the United States, for those students interested in taking special classes at different training centers in Florida; as well as for purchasing electronic automotive equipment. Unfortunately, the economic situation that Argentina is currently experiencing, will hamper the efforts started by these students to continue progressing.

As a result of these trips, in 1999, Cise was connected with managers from Ford and AAA, who invited us to participate at the "Ford / AAA Student Auto Skills Contest" - Automotive Technology Competition which has its National & International Finals every June at Washington D.C.

During the 2000 Competition, the Argentine Team won the International First Place. It was a rewarding prize for a Training Center like Cise Electrónica. A training center which did not receive any help neither from the Argentine subsidiary sponsors' companies nor from the government's own educational area.

During 2001, we decided to extend our "borders" and opened a subsidiary training center in Miami, Florida. Last month, we started with our first lessons and practical classes, as

well as giving technical support for technicians who require it. The training sessions are conducted in Spanish, for the large Hispanic community which lives here. In a near future, classes will be given in English, as well.

It is our aim to offer our experience in training, and develop in this area a future source of skilled automotive technicians, as well as appeal to young men and women to become interested in this so necessary "PROFESSION," which desperately needs new and skilled individuals.

Progress and success depend on each one of us. Though if it can be done together... Mucho mejor!! (Much better!). Hopefully, with patience and transmitting good work like yours, we will make it possible.

Sincerely,

Fernando Augeri
Technical Training Manager
CISE Electronics
Kendall/Miami, Florida
Buenos Aires, Argentina

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