

## WHAT'S NEW AT MASTERLUBE?

### New Hires ~ New Achievements ~ New Good News

May 14th's Grad Day fundraiser for the high school's all-night, alcohol-free graduation parties was a huge success! There are plenty of photos and videos on [masterlube.com](http://masterlube.com) and [facebook.com/masterlube](http://facebook.com/masterlube).

Joey and fiancé Malissa welcomed a baby girl on April 29. Marlee Renee weighed 6lbs 15 oz and was 20 in. long.

Josh and fiancé Melanie also had their baby girl on June 14. Isabella Zoe weighed 8 lbs. Congratulations to all!

Chad, Josh, Jason, Matt and Travis earned their Air Conditioning Certification this past month. Will and Adrian in the Heights became certified last summer. MasterLube now has seven AC certified technicians with more on the way!

Les and Jessica put together and manned a booth for the Native American Development Corporation's Economic Development and Procurement Conference held in Billings.

Lastly, Brent Sukut is conducting training throughout the summer that includes learning how to discover personal strengths and interests and how to set SMART (Specific, Measurable, Attainable, Realistic, Time-Bound) Goals.

*Below: Josh and Melanie's baby girl Isabella Zoe. Right top to bottom: Les & Jessica with their booth at NADC's conference; Joey and Malissa's baby girl, Marlee Renee*



# TECH TIP - NEWER FORD'S UNIQUE TRANSMISSION CHECK

By: Will Leapaldt - Photos by: Dan Halford

In the past, we thought that the transmissions in some of the newer Ford 150, F250 and Excursions were a "dealer check only." But we had just overlooked it. The transmission has a dipstick on the passenger side that is only accessible from the lower bay.

- 1) Loosen the 19mm cover plug. It is about 3" tall and located on the passenger side above the pan (see photo).
- 2) With the vehicle clear to start, start the engine in park.
- 3) Remove the yellow dipstick. Wipe and recheck the stick. Transmission takes Mercon V up to Mercon LV.
- 4) Replace the stick and cover and tighten down while being careful not to lose the o-ring.



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Jasmine took this photo of a 1956 Bel Air that was serviced Downtown on Saturday June 11. MasterLube now has a special "Customer Rides" photo album at [www.facebook.com/masterlube](http://www.facebook.com/masterlube). Upload pictures of your favorite customer cars or send them to Miranda at the office. We'll also submit them to National Oil and Lube News for possible publication in their magazine!

## HUMAN MOMENTS

### Customers Share Their Thoughts

From Grand Ave:

~ "I don't know if this is a "human moment" or not, but I came to MasterLube because I kept reading articles in the paper about the business philosophy of the owner, Bill Simmons, and the way he uses his business as not just an opportunity to provide a needed service to customers but also as a way to help his employees grow and achieve their goals. I wish we had more business owners and leaders like him in our community. Thanks Mr. Simmons." - Heather N.

From Downtown:

~ "That Chad guy... is a great guy. He helped me push my car into a parking lot and then tested my battery for me. Thanks to him!"

From King:

~ "What is a car made out of?" - Dailey J.

### Customer Letter

Dear Mr. Simmons,

I am writing today to compliment you on your customer service at your Heights MasterLube business. I arrived early one morning twenty-five minutes before I knew the business was open. I live forty-five miles from Billings and my schedule required me to be in Billings that early. I parked outside the store and prepared to do paperwork until it opened. I was pleasantly surprised when the manager, Adrian, came out to greet me and inform me they would be with me shortly. Right after that Will came out with the newspaper for me to read while I waited for the store to open... Both men were professional, friendly, and polite throughout the entire transaction.

Again, I was very impressed with the amazing customer service associated with this business. I have attempted to get service in businesses in Billings, where it is difficult to find someone to help you much less get their undivided attention when you do. I will continue to utilize this business, and have shared this experience often. Thank you for providing this level of quality customer service for Billings and the surrounding communities.

Sincerely,

Leslie B. - Lavina, MT

## Anniversaries July

Trevor Fink - 2 Years  
Les Lefthand - 22 Years  
Will Leapaldt - 6 Years  
TJ Baugus - 3 Years  
Richard Doney - 2 Years  
Roberto Marquez - 1 Year  
Mike Triplett - 2 Years