

Get to know your “automotive doctors”

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Ganley Volkswagen of Bedford is known for many things, among them being excellent sales, and a philosophy consistent with the Volkswagen of America Vow of customer service, but did you know we also employ two of the best technicians, not only in the state of Ohio, but the entire country?

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Doug Stoessner and Nick Karchefsky both made Volkswagen history by their accomplishments of being from the same service department. This occurrence was the first since the inception of the competition. Doug and Nick were two of the top twelve Volkswagen technicians in the United States to compete in Florida after distinguishing themselves at the state and regional level.

The competition in Florida allowed both Doug and Nick the opportunity to

demonstrate their level of abilities and skills. Similar to the way the technicians diagnose problems in the service department, the judges graded the participants steps in which they reached a diagnosis.

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Nick has been a part of Ganley Volkswagen for 2 1/2 years, but his experience in the automotive industry spans a total of 4. He has a passion for Volkswagen and there is proof of that when you see him on the road. Nick recently purchased the all wheel drive 256 horsepower Golf R. Regarding the competition, Nick explained, “It was a great time, everything was top notch. There were times when the competition was stressful, but it was nice being surrounded by Volkswagen people with 30 plus years of experience.” When asked, “What would you tell a Ganley Volkswagen customer about the service department, Nick responded, “There are a lot of people you don’t see behind the curtain that put quite a bit of work and dedication into your car.”

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Our most senior technician with 37 years of Volkswagen experience is Doug Stoessner. Doug is on the Volkswagen Technician’s Advisory Board and meets with Volkswagen corporate four times a year to discuss ways to better please you, the customer. He believes that having two of the twelve top technicians from Ganley, “Shows our professionalism in the service department. It also shows that Nick and I approach our work as a career more so than a job.” Unlike Nick, Doug has a more refined taste in his choice of a Volkswagen daily driver. Doug comes from a long line of Passat ownership and he currently enjoys his 2012 Passat. He would want a Ganley Volkswagen customer to know that, “This dealership is more appealing than the aftermarket because of the factory knowledge.”

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Doug and Nick arrive at the service department every morning with a commitment to excellence because they know nothing less. This type of service is what you can expect here at Ganley Volkswagen, and we are very proud of their accomplishments. If you see either of them around the dealership please feel free to congratulate them on their successes!

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