

# TECHNICIAN INSIDER

Issue #2, 2022 Q1



Cox Automotive  
MOBILITY

## Son Wing:

40 years on,  
still going strong

## TMC

From our biggest tradeshow  
booth to earning a podium spot  
in SuperTech tournament

## All- Hands

Dickinson hosts Cox Automotive  
Mobility's 2021 Townhall event

### Plus:

- Why DFS & ITC Techs are Vaxxing
- FleeTec Academy expands to the west
- In 2022, we're looking out for YOU
- Letter from Leadership
- Updates: Cox Automotive Mobility Integration

REFER A TECHNICIAN  
AND RECEIVE A

## \$1,000 BONUS!

Find out how on  
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**Not  
just  
wing-  
ing it...**

the stunning  
40-year career of  
**Son Wing**

**Son Wing came to the U.S. from Vietnam in 1980 not speaking any English.** After studying English for just one year he went to work for Dickinson. And he's been here ever since. There isn't much Son can't do, on any given day you may see him doing mechanical work, trailer work, liftgates, and just about anything else thrown his way.

When a contract with Pepsi was presented, it was Son's expertise that closed the deal. Ted Coltrain, Dickinson's Executive Officer, recalls the conversation "After all of the information was presented, they had one question for us - 'is Son Wing still the lead tech for lift gates?' We said yes. Pepsi replied, 'Tell Son to get geared up because you got the business.'"

"I still like what I'm doing, they want me to stay here until I retire. I'd love to retire from where I started at." Son said.

Even after being at the Indy shop for over 40 years, Son is excited about the new future with Cox Automotive. "I think the future is very bright...we're going to make a difference."



## **Tell us about your proudest moment at Dickinson Fleet Services**

*When Ted asked me to represent the company to go out and investigate a component failure for a new customer. Ted asked me to fly into Seattle and diagnose the problem. I was able to diagnose and figure out the issue with the failed component within one hour. Happy to represent Dickinson.*

## **What is a challenge you learned from?**

*Come in to work every day, not be late, not miss any day and do the best work that I*


*can. In 40 years of work, I've never been late or called in late, not once.*

## **What do you think makes Dickinson a great place to work?**

*They are a good company to work for. They advance and move very fast with growth. I think Cox is a great company to work for. Cox benefits are fantastic.*

## **What is your advice for newer technicians?**

*Just come in, do your job. If you don't know just ask your coworker and they will help you out. Do the best you can every day, don't worry about what others are doing.*



***“In 40 years of work, I’ve never been late or called in late, not once.”***


**Tell us about your background – your journey to America and how did you get started as a technician?**

*Back in 1975 when the war was over, I moved to a small village as a fisherman in Vietnam. In April of 1977 the owner of the boat I was fishing on decided to leave the country to escape communism. I moved to Malaysia from 1977-1980 waiting for a sponsor in the United States to bring me over. I finally found a sponsor after a few years, and they brought me over. I knew zero English and asked my sponsor to send me to*

*technical school. I studied English for one year, went to Lincoln tech then went to work at the Dickinson shop and haven't left since.*

**Is there a mentor or someone you've looked up to – either at Dickinson or in your personal life?**

*My mentor was my older brother. He's a straightforward guy and never lied to me. He's a family guy who really cared about me, and that's how I am now with my family.*

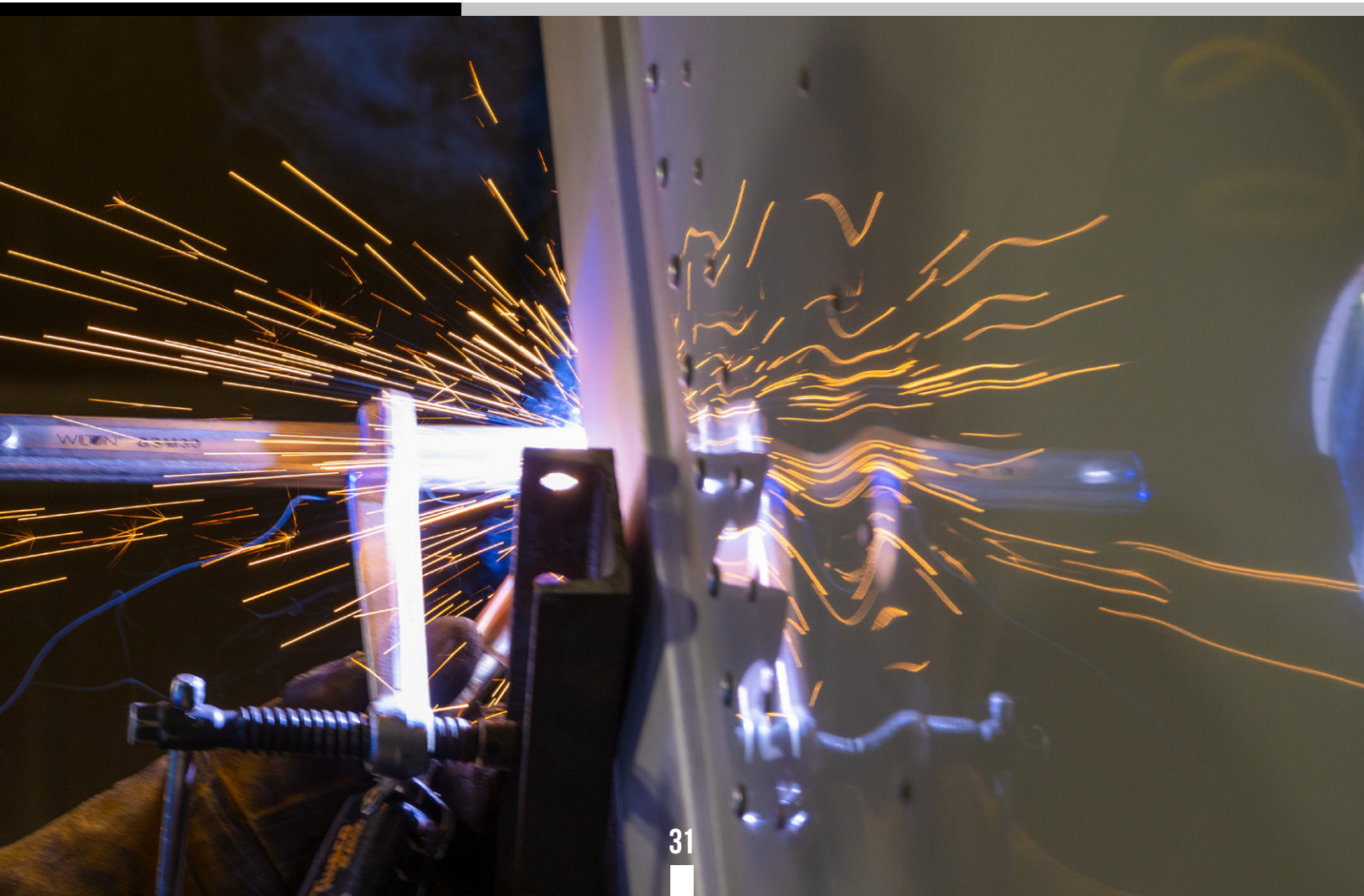


**“Back in 1975 when the war was over, I moved to a small village as a fisherman in Vietnam.”**



**Tell us a bit more  
about life outside  
of work – hobbies  
you enjoy, family, etc.**

*I enjoy relaxing, fishing, hunting.  
I like to go on vacation with my  
family and spending time with them.*





***Son Wing accepts the  
award for Industry  
Ambassador and 40 Years  
of Committed Excellence in  
Service on Dec. 9, 2021.***





Left to right: Joe George, Mike Dickinson, Ted Coltrain and Son Wing.

