

Please consider these new services now available from Dominion Technologies Group when quality improvement is the desired outcome.

For More Information Please Contact:

George Gunlock  
Special Projects Coordinator  
ggunlock@dominiontec.com  
586-541-0673

Rich Serra  
Director of Engineering  
rserra@dominiontec.com  
586-541-0529

Dino Cianferra  
Director of Sales and Marketing  
dinoc@dominiontec.com  
586-541-0523



# TECHNICAL SERVICES



- Launch Support
- Process Troubleshooting
- Technical Training
- Warranty
  - Consulting
  - Research
  - Root Cause Analysis
  - Parts Sampling and Review
- Tire & Wheel Expert
  - Service Research
  - Failure Analysis
  - Buy - Back Intervention
  - NVH
    - Troubleshooting
    - Field Actions
    - Service Bulletins
    - Ride Evaluation
    - Specification Validation



**Dominion Technologies Group is pleased to announce the formation of our new Technical Services Group.**

**We understand our automotive OEM customer's needs for quality products and processes, and have added this extension to our product lineup to address those needs.**

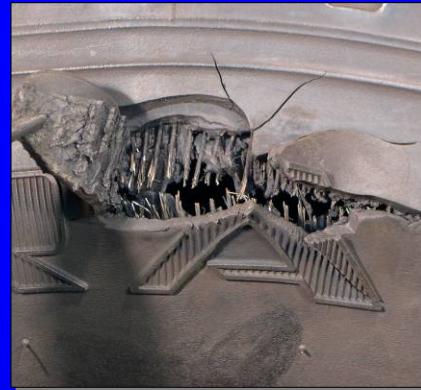
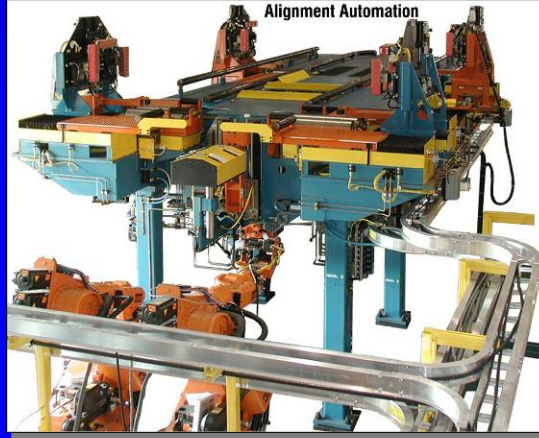
**In the global automotive market, the retail customer's perception of quality is more important than ever. Knowing how to continuously improve one's products and process both on and beyond the factory floor is key to maximizing customer satisfaction.**

**DTG is now able to assist our customers with Tire, Wheel and Chassis related engineering studies, research projects and related activities.**

**Experience has shown that merely relying on compliance to specifications will not always assure the high level of customer satisfaction demanded by the marketplace.**

**In addition, outgoing quality may not always be a reliable predictor of warranty performance metrics.**

**When these discrepancies occur, in-depth analysis of the root cause or causes of customer dissatisfaction or product performance is prudent and cost effective.**



**The DTG Technical Services Staff is experienced in Tire, Wheel and Chassis Engineering evaluations. We have extensive background with tire and wheel processes in assembly plants, tire performance expectations in highway service, the evaluation of customer complaints, and in providing expert assistance in warranty administration and training. This gives us the ability to provide our customers with unique and comprehensive technical services not available from other sources.**