



We headed into 2020 with exciting plans on the horizon. We were pursuing new goals, growing our business and strengthening our team. In early March, business was off to a good start. The recent acquisition of Pennsylvania Truck Centers added an extra sense of excitement and energy within the organization.

Then, in a just matter of weeks, our world changed. The reality of the COVID-19 virus hit our region, resulting in school closings, stay at home orders and a national state of emergency was declared. Vehicle sales were among the many businesses deemed non-essential and ordered to close. The demand for fixed operations declined as the roads emptied and our country went into quarantine. 300 of our fellow team members were furloughed.

These were long, hard days filled with uncertainty. We focused on getting through one day at a time. Thankfully we had signs of hope throughout the journey. I was humbled as I watched our team work together, adapt and innovate to our situation, figuring out how to serve our customers and our team members well in the midst of a pandemic. In a challenging year, our team endured with resilience, dedication, courage, servant-minded attitudes and grace.

We were also reminded of the blessings of diversification within our company, solid OEM partnerships, strong banking relationships and an even stronger customer base. These relationships are rooted in the trust built through our team's ongoing dedication to serving others how we want to be treated.

This year, we are grateful to what we were able to accomplish as a company thanks to God's faithfulness and the blessings listed above. It was not the year any of us expected and we do not know what 2021 will bring, yet we will continue to trust that God is in control regardless of our circumstances.

*"Trust in the Lord with all you heart and lean not on your own understanding;  
in all your ways submit to him, and he will make your paths straight." Proverbs 3:5-6*

Thank you.



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# PENNSYLVANIA TRUCK CENTERS ACQUISITION

Bergey's Truck Centers acquired the assets of Pennsylvania Truck Centers. This acquisition includes two full-service truck center locations in Reading and Wrightsville, Pennsylvania, serving the Reading, Lancaster, and York markets. As well as a third location in York, Pennsylvania, offering a captive service shop featuring 12 service bays.

Bergey's will provide commercial truck sales, leasing, rental, service, and parts at both the Reading and Wrightsville locations.

"Our goal is to build on Pennsylvania Truck Center's success by equipping their existing team with access to our dealer group capabilities which include extensive truck and parts inventory, 800+ unit lease and rental fleet, Uptime certified service centers and commercial tire centers, enhancing the commercial solutions we can deliver to customers in the Reading, Lancaster, and York markets," said Mark Bergey, Bergey's CEO.

The new locations deliver over 30 additional service bays to Bergey's commercial service department. In addition, the Wrightsville facility includes a commercial truck body shop with a state-of-the-art paint booth and Reading delivers trailer service bays.

These locations will be supported by Bergey's existing parts warehouse located in Telford, PA which provides access to over \$12 million parts inventory. These locations will also have access to Bergey's commercial truck inventory, offering a wide selection of in-stock units.

This acquisition increases Bergey's footprint to include 10 truck center locations, 5 of which are located in Pennsylvania. Bergey's Truck Centers offers Mack, Volvo, Hino, Isuzu, and Fuso commercial trucks and Strick trailers.

"We are really excited about this acquisition and the opportunities it brings to our customers. Expanding our footprint allows us to serve our existing customers with more options, as well the chance to build new relationships with customers in the Reading, York, and Lancaster area," said Jim Gavaghan, President Bergey's Truck Centers. "Our brand promise is "Keeping Customers on the Road", and we look forward to the opportunity to deliver on that promise in these new markets."



Reading, PA



Wrightsville, PA





York, PA Captive Service Shop



Wrightsville, PA

WELCOME TO THE  
**TEAM!**

 **Bergey's**



York, PA Team



Wrightsville, PA Team



# AUTOMOTIVE TOP PERFORMER AWARDS

On January 23rd our consumer team gathered at Franconia Heritage to kick-off 2020! The team some enjoyed some friendly competition with auto trivia and we welcomed our new team members from our recent Kia dealership acquisition. Top sales and finance performers were recognized, along with our first ever Driven to Serve Award recipient.

## Top Sales Performers



L to R: Jeff Nice, Keith Hackman, Tony Aquino, Jeff Greenly, Tyler Bergey (not pictured: Laura Schmidt)

## Top Fleet Performers



L to R: Brad Fox, Dave Rittenhouse

## Top Finance Performers



L to R: Patrick Benner, Rick Alderfer, Phil Bruno

## Driven to Serve Award



L to R: Brandon Derstine, Bob Lewis, Dave Rittenhouse, Renita Shelly, Jeff Halteman, Jim Pollino

The Driven to Serve award was created to honor our founder, Norman Bergey, who had an unwavering commitment to treating others the way he wanted to be treated. Dave Rittenhouse is our first recipient of the Driven to Serve Award. Dave has a naturally welcoming quality that very quickly puts people at ease. It's not uncommon for Dave to write encouraging notes, birthday cards, or put little surprises like candy bars in coworkers' drawers as well. Being so genuine, along with years of acquired knowledge and creativity with finding solutions to more challenging vehicle needs, our customers keep coming back to their trusted friend Dave. Dave is always quick to jump at the opportunity to help others and we are grateful to have him on our Bergey's team!



# FORD PRESIDENT'S AWARD

Bergey's Ford has won the prestigious Ford President's Award again for 2019, which is 2 out of the last 3 years! Only the top 10% of all Ford dealerships nationwide receive this award. It is only given to Ford dealerships that obtain the highest level of customer satisfaction and surpass the sales objectives that Ford sets. Winning this is a reflection that customers had a great experience with each of our team members and that they earned trust and confidence in service, parts, and sales.



## GMC MARK OF EXCELLENCE

We're honored to receive the GMC Mark of Excellence award for the 7th year in a row. Thank you Team Bergey's Buick GMC for all your hard work and commitment to taking care of our customers every day.



## SAFETY AWARDS

The Bergey's Cup for Safety Excellence recognizes the Bergey's operations that have executed their safety plans and had considerable success in avoiding accidents. In addition to their low accident rates, the award takes into account compliance with safety training requirements, scores on safety audits, and the completion of a site-specific Safety Improvement Plan. The Bergey's Cup recipients for 2019:

- 1st Place:** Chevrolet (large shop) and Delmar Truck Centers (small shop)
- 2nd Place:** Telford Truck Parts (large shop) and Franconia Detail (small shop)
- 3rd Place:** Trenton Truck Centers (large shop) and Silverdale Tire (small shop)



## SERVICE & PARTS CSI WINNERS

Buick GMC had a friendly competition between Sales and Service for the month of January, to see who could take their customer service to the next level. Service & Parts won the Customer Satisfaction Index (CSI) so Bob Lewis and Renita Shelly served up a pizza party for the winning team. Congratulations!



## BERGEY'S LINCOLN - DONATES CAR

Bergey's Lincoln was able to donate a car, engine stand and Mustang engine to the Upper Bucks County Technical School. Ford Motor Company supplied the car and engine because Bergey's Lincoln sponsors the Technical School through the Ford Automotive Career Exploration (ACE) program. ACE is a partnership program between Ford Motor Company, Ford and Lincoln dealerships, and secondary and post-secondary educational institutions. The intent of the program is to raise awareness and increase interest in career opportunities within the automotive industry, ultimately as a service technician. Bergey's Lincoln must meet certain requirements to be a part of the ACE program, including participating on the Advisory board, visits with the students, and students must actively participate in Ford training through the dealership. The donation of a Ford Focus and Mustang engine will help to train the next generation of technicians.

Thank you Bergey's Lincoln!



## SENIOR MASTER TECHNICIAN

Jose Umana is a Technician at Lincoln and started with Bergey's in Sept. 2013. He has worked his way up to a Senior Master Technician, which is the highest level of technician with Ford/Lincoln.

**L to R:** Brian Mitros, Jose Umana, Mark Clemmer



## DRIVEN TO SERVE TRAINING

We implemented Driven to Serve Training in June, 2020. We began the training focused on team members that are in customer facing rolls and then in August extended the training to new team member orientation. The training focuses on language, empathy, phone, email and text etiquette, body language and the G.I.V.E (Greet, Interact, Validate and Express Thanks) model. As of the end of November we have had approximately 300 team members attend the training. As a primary initiative of 2020 we felt it important to start with a few key components of Customer Experience and build onto that foundation.



## HALL OF FAME

Our very own Tom Barlow is being inducted into the hall of fame at Upper Dublin High School for Varsity Soccer, Baseball and Basketball.





# MACK 2019 NORTH AMERICA DEALER OF THE YEAR

Bergey's Truck Centers has been named the 2019 Mack Leasing North America Dealer of the Year. This is Bergey's first time receiving this award for North America. Bergey's received the Mack Leasing Northeast Region award in 2017 and 2018.

Mack recognized Bergey's with this award due to their consistent focus and growth of their truck leasing operation, which includes over 800 commercial vehicles serving full-service lease and truck rental customers. The award was also a result of partnering with Mack and their dealership peers to share their leasing expertise across Mack's dealer network, as well as Bergey's high customer retention rates while driving new leasing business.

"Full-service truck leasing fits perfectly with our brand promise of Keeping Customers on the Road," said Ric Ciesielka, Vice President Lease Rental and Re-marketing at Bergey's Truck Centers. "Our team understands the importance of maximizing our customer's uptime so they can achieve their business goal, which is key to our success over the years."

Over the past decade Bergey's has intentionally expanded their lease and rental capabilities to support their efforts to deliver commercial truck solutions to their customers. Today their lease and rental fleet exceeds 800 units, offering light, medium and heavy-duty vehicles. Their fleet is serviced in-house by their OEM certified technicians, with direct access to over \$15 million in parts inventory, helping Bergey's to optimize fleet uptime.

"This award means a lot to us because it represents every department in our company working together as a team. Our leasing operation succeeds when our leasing, sales, service, parts and tire teams all work together to maximize our fleet performance," said Mark Bergey, President Bergey's Truck Centers. "I want to thank our entire team for the hard work and dedication that lead to this award."



## TRUCK DONATION

Bergey's Truck Centers donated a Mack to Upper Bucks County Technical School. Pictured (from left to right): Bill Litosky, Gregory Masters (Diesel Technology Instructor), Gregg Yoder and Michael Herrera (Assistant Director).





# 2020 NORMAN L. BERGEY SCHOLARSHIP PROGRAM

Bergey's has established the Norman L. Bergey Scholarship Program to assist team members' children who plan to continue their education in college or vocational school programs. The scholarships are offered each year for full-time study at an accredited institution of the student's choice.

The first 20 applicants that applied received a \$1,000 scholarship.



## RECIPIENT NAME

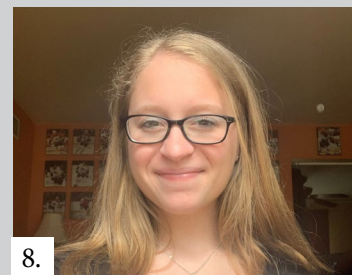
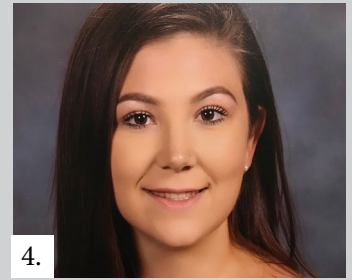
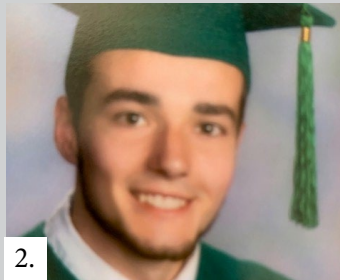
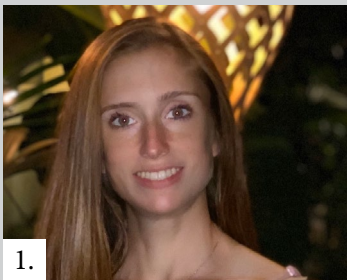
1. Corinne Bernatowicz
2. John Casey IV
3. Justin Forde
4. Alexis Forde
5. Caleb Frustino
6. Susanna Frustino
7. Jacquelyn Halteman
8. Brandi Marlin
9. Nadia Martin
10. Rachael Oeltjen-Bruns
11. Paige Stainsby
12. Megan Weiss
13. Casey Meadows
14. Emily Flitcraft
15. Julia Pollino
16. Dayna Shelly
17. Blair Stainsby
18. Laura Stump
19. Morgan Stump
20. Daniel Valdes

## TEAM MEMBER

- Charles Bernatowicz  
John Casey III  
Stephen Forde  
Stephen Forde  
Daniel Frustino  
Daniel Frustino  
Barry Halteman  
Daniel Marlin  
Justin Blunk  
Trevis Oeltjen-Bruns  
William Stainsby  
Francis Weiss  
Cornell Meadows  
William Flitcraft  
James Pollino  
Jean Shelly  
William Stainsby  
Eric Stump  
Eric Stump  
Linda Valdes

## STORE

- 2101  
1502  
1901  
1901  
1101  
1101  
1101  
1801  
1139  
1502  
1502  
1502  
1138  
1921  
1503  
1101  
1502  
1904  
1904  
1118





# FOOD DRIVE

Due to the Covid-19 pandemic there are many people in need of food donations and Bergey's was able to help our community. We organized a company-wide food drive at each of our locations. As a company, we were able to serve 17 different organizations in need of food donations! The donations were all reported a bit differently but the total was 2,103 items + 11 full bags of groceries + 1200 lbs. of food, which is so amazing! We could not have made this happen without all of you and your hard work, thank you for making a difference in your communities! We hope to do this again in the future.





# APPRECIATION DAY 2020





On Friday, October 2nd we had our first ever Bergey's Team Appreciation Day. All of our Bergey's locations participated in a variety of fun activities, food, and prizes. We were blessed with beautiful weather and great energy throughout the company. Thank you to all of our team members for everything you do each day to be Driven to Serve!





# ORGANIZATIONAL ANNOUNCEMENTS



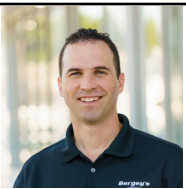
**Steve Rybacki** – has been promoted to Director, Medium Duty Truck Sales for all Bergey's Truck Center locations. In this newly created position Steve will be responsible for all aspects of sales and finance for Ford, Isuzu, Mitsubishi, Hino, and the recently announced Mack MV series product offerings. With the (upcoming) expansion into Lancaster, York and Berks counties, the Hino "baby 8" truck and the new Mack medium duty product line, focused medium duty leadership is needed to capitalize on these opportunities.



**Bill Schenck** – has been promoted to Director, Heavy Duty Truck Sales for all Bergey's Truck Center locations. In this newly created position Bill will be responsible for all Mack and Volvo class 8 sales and finance related initiatives. Bill has been with the combined O'Shea and Bergey's Truck Centers for 24 years. During his tenure Bill has served in sales and sales management roles and has successfully helped grow our Mack and Volvo market penetration with retail sales, as well as fostering full service leasing growth from a cross functional standpoint. Bill, along Joe Jacoby and his sales staff will be tasked with continuing our success in the retail market penetration for the Mack and Volvo brands.



**Jim Gavaghan** – has been promoted to President, Bergey's Commercial Group effective March 1, 2020. In this role Jim will oversee all facets of our commercial truck and tire business units respectively. Jim has been with Bergey's since April 2011 and is currently serving as Vice President, Commercial Truck and Tire Sales. During his time with Bergey's Jim has delivered increased truck sales revenue and profits, elevated our truck sales team with best practices and partnered with our consumer team to better serve our light & medium duty commercial truck customers.



**Luke Bergey** – has been promoted to the Director of Variable Operations for our consumer group light duty dealerships. His areas of responsibility include our sales, F&I and administrative teams for our seven automotive dealerships. Luke has served Bergey's for over 25 years. In 1995 he joined our Chrysler team's service department where he served as an advisor and director. For the past 20 years he has successfully led our Ford of Ambler dealership in his role as General Manager. Under his leadership Ford of Ambler has been awarded multiple Ford Presidents awards, ranked the #1 top dealer in Certified Pre-owned dealer in the Philly region and has delivered significant growth in sales, service and parts. Luke will also continue to serve as the General Manager for our Bergey's Ford dealership in Ambler.

## BUICK GMC BOWLERS

Look how much fun the Buick GMC team had bowling in February! Randy Ziegler had an impressive top score of 257.



## 911 CALL

We would like to recognize Dave Alspach and Monica Halter (Conshohocken Truck Centers) for their handling of a 911 call. We are extremely grateful for the team members that handled the situation. Pictured L to R: picture, Dave, Allan , Monica.







## CUSTOMER LETTERS

To: Bergey's Chevrolet

I'd like to say "thank you," to Holly Thompson and the rest of your staff in the service department. Your kind and friendly staff never fails to complete their work on my vehicle, surprisingly fast and with great results. I've purchased many vehicles in my life, with varying results of personal satisfaction. But my first purchase from Bergey's Chevrolet, changed my opinion of dealerships. You'll always have me as a customer for future purchases.

- Stan O



Holly Thompson

I do not have a computer at home, so I will write this letter on behalf of your employee Holly Thompson, service advisor at Bergey's Chevrolet. Since my relocation to this area in July 2018, Holly has helped me so much with the service of my car. She is so caring and efficient - I appreciate her so much. Please know her customer service is EXCELLENT! I hope my good words for her are recorded in her file. She is AWESOME in my book.

- Alesox R

To: Bergey's Truck Centers, Souderton

I am a new customer at your service department, I have a Tiffin Diesel Pusher. I am writing to let you know that the service experience was excellent. As a motor-home owner, we are usually anxious about diesel service at truck centers. However, your team showed sensitivity and understanding to a person such as myself and handled the process very well, with the motor-home taken care of nicely. I wanted to give an extra special complement to Jesse in service who was very pleasant and professional to get me in the first time and then to have me come back after a part arrived. An extra special complement to Matthew in service who handled the warranty claim seamlessly. He really went the extra mile to figure out the details.

- Robert T



Jesse Wieser



Matthew Murphy



Bergey's provided me the best car buying process I could have asked for; especially with the challenges from COVID-19 restrictions. Lito and Jordan were knowledgeable in their inventory and services, extremely professional, and gave me all the tools I needed from the start to make my own decisions. Every price detail, rebate, discount and deal was clearly defined in the beginning. Both of them provided no pressure in which car to sell me, service to opt in to, or any other stereotypical car sales attitude that normally drives most people away from the experience. Bergey's pricing, from the start, was very competitive and consistent with recommended purchase pricing through my extensive research (Kelley Blue Book, Edmunds, their competition and overall vehicle trends). This made the back and forth of negotiations completely unnecessary and making the experience that much more pleasant. Would fully recommend working with the Bergey's team, regardless of vehicle brand. Their high level of customer service speaks volumes of the organization as a whole.

- Benjamin O

# 2019 AWARD RECIPIENTS

Bergey's annual Appreciation Dinner was postponed due to COVID-19. Please join us in congratulating the 2019 award recipients.



Russell Prisinzano, Vineland Truck Center



Timothy M. Benner, Buick GMC  
Elaine S. Mininger, Corporate Office  
Kenneth K. Bergey, Chrysler Jeep Dodge Ram



Robert M. Yothers, Corporate Office  
Donald D. Alderfer, Chevrolet



Nancy J. Souder, Corporate Office  
James B. O'Shea, Trenton Truck Center  
Keith Wenhold, Souderton Truck Center  
Philip M. Roth, Corporate Office  
Jeffrey S. Halteman, Buick GMC  
Cheryl L. Derstine, Buick GMC  
Kevin D. Gehman, Retread Technologies  
Robert H. Carsley, Retread Technologies  
H Dean Knechel, Souderton Truck Center  
Daniel J. McHale, Souderton Truck Center



Philip K. Moyer, Souderton Truck Center  
Elaine A. Derstine, Corporate Office  
Robert G. Reddick, Lansdale Ford  
Brian K. Nice, Lansdale Collision Center  
Debra E. Baker, Corporate Office



Gary D. Pees, Hatfield Commercial Tire  
Curtis D. Alderfer, Souderton Truck Center  
Marlin Hunsberger, Lansdale Ford  
Clarence S. Kratz III, Lansdale Ford



Kenneth John Fox, Souderton Truck Center  
Eric J. Stimmler, Hatfield Commercial Tire  
Mark A. Landes, Souderton Detail Center  
Brenda Lynne Hershey, Corporate Office  
Edward J. Rosenberger, Chrysler Jeep Dodge Ram  
Ronald J. Krauter, RBL Commercial Tire  
John M. Slemmer, Souderton Truck Center



Dwight A. David, Souderton Truck Center  
Bradley S. Yerk, Corporate Office  
Sharon E. Youells, Souderton Leasing Associates  
Betsy Kay Moyer, Corporate Office  
James S. Clemmer, Chrysler Jeep Dodge Ram  
Lars P. Taboga, Ambler Ford  
Earl D. Schaible, Hatfield Commercial Tire  
Luke J. Bergey, Ambler Ford  
John J. Seibert, Pennsauken Truck Center  
William W. Flitcraft, New Castle Truck Center  
Amy C. Sharp, Souderton Collision Center  
Jeremy K. Moyer, Colmar Parts Warehouse  
Kathleen S. Smulligan, Chevrolet



Stephen G. Forde, Pennsauken Truck Center  
Paul E. Hanna, Vineland Truck Center  
Michael L. Kane, New Castle Truck Center  
Ronald G. Armitage, Corporate Office  
Rebecca T. Kulp, Souderton Truck Center  
Michael D. Smith, Buick GMC  
Keith R. Britt, Souderton Collision Center

Daniel W. Weigner, Buick GMC  
Robert J. Mitchell, Delmar Truck Center  
Durell W. Kratz, Souderton Truck Center



Eric T. Hartzel, Souderton Truck Center  
Kelly L. Mason, Vineland Truck Center  
William G. Gittens, Vineland Truck Center  
Jonathan A. Edwards, Hatfield Commercial Tire  
Linda M. Valdes, Chrysler Jeep Dodge Ram  
Miranda E. Moffatt, Lansdale Ford  
Mark Stathopoulos, Conshohocken Truck Center  
Scott G. Burkart, Ambler Ford  
David R. Moyer, Corporate Office  
James B. Zagiel, Souderton Truck Center  
Mary Ann Sari, Chrysler Jeep Dodge Ram  
Bryan D. Landis, Souderton Detail Center  
Robert N. Schirk, Buick GMC  
Brian K. Haas, RBL Commercial Tire  
Joseph W. Gorman, Souderton Truck Center  
William E. Stillwell, Pennsauken Truck Center



Donald W. Kriebel, Colmar Parts Warehouse  
Richard F. Ciesielka, Souderton Leasing Associates  
Glenn T. Gater, Trenton Truck Center  
Michael V. Waller, Vineland Truck Center  
Kenneth W. Bobrownicki, Chevrolet  
Charles R. Hoffman, Colmar Parts Warehouse  
Gerald Keresty, Pennsauken Truck Center  
Gary R. Battersby, Telford Heavy Duty Truck Parts  
Brent D. Shisler, Retread Technologies  
Mike J. Ambrusch, Chevrolet  
Joseph L. Kuczynski, Colmar Parts Warehouse  
Michael J. Levering, Chrysler Jeep Dodge Ram  
Michael P. Hackman, Colmar Parts Warehouse  
James W. Pollino Jr, Buick GMC



David C. Spinieo, Ambler Ford  
William L. Long Jr, Kennett Square Truck Center  
William F. Rossell, Ambler Ford  
Terry L. Bieler Colmar, Parts Warehouse  
Trey D. Fisher, Retread Technologies  
Justin J. Pursell, Hatfield Commercial Tire  
Kevin D. Kichline, Chrysler Jeep Dodge Ram  
Francis D. Grobelny, Telford Heavy Duty Truck Parts  
Reynaldo Ramirez, Trenton Truck Center  
Vincent B. Joyce, Lansdale Ford  
Douglas J. Kelley, Conshohocken Truck Center  
Vincent J. Saracino, Ambler Ford

Darryl D. Kratz, Retread Technologies  
Jessica L. Reyes, Corporate Office  
Tyler J. Cooper, Souderton Leasing Associates  
Allen M. Bracken, Souderton Truck Center  
James Gennello, Trenton Truck Center  
Thomas J. Friel, Chevrolet  
Christian L. Nonnenman, Chrysler Jeep Dodge Ram  
Jason N. Raab, Delmar Truck Center  
Anthony J. Isabella, Chevrolet  
William J. Mullen, Trenton Truck Center  
Angelo T. Burruano, Chevrolet  
Kelsy C. Weaver, Corporate Office  
Jamie E. O'Shea, Pennsauken Truck Center  
Maura D. Shisler, Chevrolet  
Davide C. Giandomenico, Souderton Leasing Associates  
Mark R. Culver, Souderton Truck Center  
Nathaniel Chyle, Souderton Truck Center  
Jeffrey L. Corey, Pennsauken Truck Center  
Nicole R. Leathers, Conshohocken Truck Center  
Nicholas A. Seaman, Souderton Truck Center  
Merrill Y. Allebach, Buick GMC  
Frank D. Dalske, Buick GMC  
David A. Gelfand, Pennsauken Truck Center  
Frank A. Alizzi, Colmar Parts Warehouse  
Tyler V. Hemmerle, Lansdale Ford  
Gina N. McConnell, Lansdale Ford  
Dale B. McConnell, Lansdale Ford  
John S. Pickering, Retread Technologies  
Mackenzie C. Hall, New Castle Truck Center  
Donald G. Williams, Colmar Parts Warehouse  
William B. Shoop, Telford Heavy Duty Truck Parts  
Evan J. Slone, Lansdale Collision Center  
Elliott M. Jelinski, Souderton Truck Center  
William T. Kuntz, Chrysler Jeep Dodge Ram  
Brian J. Bernd, Souderton Truck Center  
Richard J. Kane, New Castle Truck Center  
Walter H. Beattie, Buick GMC  
James C. Boyer, Retread Technologies  
Oscar Velazquez, Buick GMC  
Cornell P. Meadows, Harrisonburg Commercial Tire  
Timothy B. McLean, Ambler Ford  
Curvin L. Weaver, RBL Commercial Tire  
Brian S. Davis, Souderton Truck Center  
Stephen F. Liebel, Doylestown Tire & Auto Center  
Dana B. Bergey, Retread Technologies  
Santos Lopez, Pennsauken Truck Center  
James W. Gault, Colmar Parts Warehouse  
Ryan R. Mann, Lansdale Ford  
Bambi N. Rittenhouse, Souderton Leasing Associates  
James E. Brown III, Chrysler Jeep Dodge Ram  
Paul J. Fedor, Colmar Parts Warehouse  
Holly Ann Thompson, Chevrolet



# WELCOME

Kristofer Hackman..... Chevrolet  
 Scott Griffin..... New Castle Leasing Associates  
 John Kinney..... KIA  
 Kimberly Cardell..... Corporate Office  
 Jeffrey Browne..... Corporate Office  
 Steven Sterling II..... Delmar Truck Center  
 Christopher Cracknell..... Ambler Ford  
 Jami Kratz Wallace..... Corporate Office  
 Christopher Landis..... Corporate Office  
 Anthony Malengele..... Retread Technologies  
 William Cox..... Delmar Truck Center  
 Richard Hager Sr..... Hatfield Commercial Tire  
 Ishmael Barrow..... Trenton Truck Center  
 Austin Alderfer..... KIA  
 Kristopher Bletcher..... Denver Commercial Tire  
 Van Huynh..... Chrysler Jeep Dodge Ram  
 Suzanne Martinez..... KIA  
 Scott Krivulka..... Colmar Parts Warehouse  
 William Marschall..... Souderton Truck Center  
 David Lent..... Colmar Parts Warehouse  
 Eric Kohl..... Denver Commercial Tire  
 Steven George..... Colmar Parts Warehouse  
 Kyle Landis..... Telford HD Truck Parts Warehouse  
 Jerry Umstead..... KIA  
 Shaun Leonard..... KIA  
 Zachary Mueller..... Lincoln  
 Kevin Kaucher..... Lansdale Ford  
 Vicky Eugene..... Ambler Ford  
 Zachary Snider..... Buick GMC  
 Michael Viglietti..... Buick GMC  
 Vincent Comorote..... Pennsauken Truck Center  
 Harry Godfrey III..... Lansdale Collision Center  
 Joseph Cortes..... Telford HD Truck Parts Warehouse  
 Nathaniel Gonzalez..... Vineland Truck Center  
 Edwin Gonzalez..... Easton Commercial Tire  
 Massimo Rocchino..... Chevrolet  
 Malual Deng..... Colmar Parts Warehouse  
 Ronnie Cahall..... New Castle Truck Center  
 Colin Ingram..... Chevrolet  
 Logan Mohnke..... KIA  
 Samuel Wilson..... Lincoln  
 Nikales Joseph..... Delmar Truck Center  
 Donna Dolci..... Trenton Truck Center  
 Blake Mills..... Conshohocken Truck Center  
 Nicholas Clemens..... Buick GMC  
 Ian Marks..... Wrightsville Truck Center  
 Ryan Hoyme..... Wrightsville Truck Center  
 Gregory Burgard..... York Truck Center  
 Donald Wolfgang..... Wrightsville Truck Center  
 Jennifer Sizer..... Reading Truck Center  
 Steven Lushko Jr..... Wrightsville Truck Center  
 Jeffrey Dulaney..... Wrightsville Truck Center  
 Donald Evans III..... Wrightsville Truck Center

Brad Galla..... Wrightsville Truck Center  
 Jason Gregg..... Wrightsville Truck Center  
 Robert Hoffman Jr..... Wrightsville Truck Center  
 David Igou..... Wrightsville Truck Center  
 Todd Kelley..... Wrightsville Truck Center  
 Richard Scott Jr..... Wrightsville Truck Center  
 Troy Showers..... Wrightsville Truck Center  
 Carl Smires..... Wrightsville Truck Center  
 Barbara Strawbridge..... Wrightsville Truck Center  
 Robert Turner..... Wrightsville Truck Center  
 Daniel Gibbs..... York Truck Center  
 Timothy Witmer..... York Truck Center  
 Jeffrey Diehl..... Reading Truck Center  
 Bryan Horst..... Reading Truck Center  
 Derrick Shepherd..... Reading Truck Center  
 David Urban Jr..... Reading Truck Center  
 David Wert Jr..... Reading Truck Center  
 Michael Blymier..... Wrightsville Truck Center  
 James Ciraulo..... Reading Truck Center  
 Timothy Bressler..... Wrightsville Truck Center  
 Drew Behmer..... Wrightsville Truck Center  
 John Brant..... Wrightsville Truck Center  
 Trenton Turner..... Reading Truck Center  
 Michael Beaverson..... Wrightsville Truck Center  
 Terry Confer..... Wrightsville Truck Center  
 Eric Dickel..... Wrightsville Truck Center  
 Wyatt Watterson..... Wrightsville Truck Center  
 Nicholas Flinchbaugh..... Wrightsville Truck Center  
 Tyler Gipe..... Wrightsville Truck Center  
 Kurtis Holler..... Wrightsville Truck Center  
 Tara Jones..... Wrightsville Truck Center  
 Randall Kohr..... Wrightsville Truck Center  
 Alan LeFever..... Wrightsville Truck Center  
 Gage Lowery..... Wrightsville Truck Center  
 Christine McCauley..... Wrightsville Truck Center  
 Stacy Smires..... Wrightsville Truck Center  
 Tanner Crone..... York Truck Center  
 Rickey Walters..... Wrightsville Truck Center  
 Todd Edick Jr..... York Truck Center  
 Gary Wilkinson..... Wrightsville Truck Center  
 Anthony Lanz..... York Truck Center  
 David Parrigan..... York Truck Center  
 Derek Stambaugh..... York Truck Center  
 Ryan White..... York Truck Center  
 Brandon Young..... York Truck Center  
 George Brown Jr..... Reading Truck Center  
 Mark Civitarese..... Reading Truck Center  
 Randy Haggerty..... Reading Truck Center  
 Chad Seidel..... Reading Truck Center  
 Mark Smith..... Reading Truck Center  
 Donna Stoudt..... Reading Truck Center  
 Lynn Stoudt..... Reading Truck Center  
 Tammy Wood..... Reading Truck Center  
 Seth Bailer..... Wrightsville Truck Center



Dakota Bailey ..... Wrightsville Truck Center  
 Ronald Bowman ..... Wrightsville Truck Center  
 Terry Bender ..... Wrightsville Truck Center  
 Linda Brunozzi ..... Wrightsville Truck Center  
 William Chalk III ..... Wrightsville Truck Center  
 Michael Forry ..... Wrightsville Truck Center  
 Charles Guyer ..... Wrightsville Truck Center  
 Julio Guzman Garcia ..... Wrightsville Truck Center  
 Larry Haines ..... Wrightsville Truck Center  
 Kenneth Jacobs Jr ..... Wrightsville Truck Center  
 Charles Kohler ..... Wrightsville Truck Center  
 Gordon Lantz Jr ..... Wrightsville Truck Center  
 Michael Lentz ..... Wrightsville Truck Center  
 Robert Moore ..... Wrightsville Truck Center  
 Angel Moyet ..... Wrightsville Truck Center  
 Ronald Mullins ..... Wrightsville Truck Center  
 Dawn Sauder ..... York Truck Center  
 Anthony Shields ..... Wrightsville Truck Center  
 Randy Mack ..... York Truck Center  
 Bruce Dengler ..... Reading Truck Center  
 Terrill Lee ..... Reading Truck Center  
 Steven Nogay ..... Reading Truck Center  
 Tanya Rogers ..... Wrightsville Truck Center  
 Dean Thieret ..... Wrightsville Truck Center  
 Gary Taylor ..... Reading Truck Center  
 Kymberly Kelley ..... Wrightsville Truck Center  
 Tyler Reidlinger ..... Wrightsville Truck Center  
 Brett Leisenring ..... York Truck Center  
 Richard DeWitt ..... Wrightsville Truck Center  
 Jordan Zimmerman ..... Wrightsville Truck Center  
 Donavyn Knokey ..... York Truck Center  
 Robert Landes ..... Buick GMC  
 Thomas Acord ..... Kennett Square Truck Center  
 Walter McGinty ..... Buick GMC  
 Michael Walter ..... Buick GMC  
 Paul Wildasin ..... Wrightsville Truck Center  
 Anthony Nicolini ..... Pennsauken Truck Center  
 Ethan Eckard ..... Kennett Square Truck Center  
 Nikolaus Taylor ..... Conshohocken Truck Center  
 Joshua Eckert ..... Ambler Ford  
 John Miller ..... KIA  
 Larry Musselman ..... Telford HD Truck Parts Warehouse  
 Katherine Kahler ..... Lincoln  
 John Demichael IV ..... Buick GMC  
 Shaun Rigdon ..... Colmar Parts Warehouse  
 Michael Fink ..... Denver Commercial Tire  
 Justin Long ..... Denver Commercial Tire  
 Connor Adams ..... Chevrolet  
 Jeffrey Wright ..... Telford HD Truck Parts Warehouse  
 Erik Kertesz ..... Pennsauken Commerical Tire  
 Lucas Carreras ..... Souderton Detail Center  
 Nicholas Morse ..... Pennsauken Truck Center  
 Aaron Massey ..... Colmar Detail Center  
 Shawn Kelly ..... Reading Truck Center  
 Daniel Dellamarine Sr ..... Pennsauken Truck Center  
 Terence Hendricks ..... Lincoln

Lane Bergey ..... Corporate Office  
 Michael McCormick ..... Ambler Ford  
 Sarah Devereaux ..... KIA  
 Rachel Rodgers ..... Chrysler Jeep Dodge Ram  
 Kenneth Overby ..... Hatfield Commercial Tire  
 Zachary Clark ..... Pennsauken Commercial Tire  
 Trey Leatherman ..... Corporate Office  
 Gary Brimager ..... Colmar Parts Warehouse  
 Mario Lopez Santos ..... Retread Technologies  
 Alison Zywalewski ..... Chrysler Jeep Dodge Ram  
 Brendan Ford ..... Ambler Ford  
 Nathan Gruber ..... Chrysler Jeep Dodge Ram  
 Daniel McAneney ..... Colmar Parts Warehouse  
 Peter Gravinese ..... Lincoln  
 Ryan Sattelle ..... Colmar Detail Center  
 Alexander Dixey ..... Pennsauken Truck Center  
 Jenny Duong ..... Chrysler Jeep Dodge Ram  
 Brian Horton ..... Colmar Parts Warehouse  
 Joshua Shanker ..... Trenton Truck Center  
 Troy Hollenbaugh ..... New Castle Truck Center  
 Cole Rupert ..... Chrysler Jeep Dodge Ram  
 Kashfara Saba ..... KIA  
 Zachary Knight ..... New Castle Truck Center  
 James Gillmer ..... Lincoln  
 Robert Baran Jr ..... Pennsauken Truck Center  
 Karie Fluke ..... Chevrolet  
 Lance Chabak ..... Easton Commercial Tire  
 Adam Ilnicki ..... Souderton Leasing Associates  
 Daniel Taffe ..... New Castle Truck Center  
 Joseph Balducci ..... Pennsauken Commercial Tire  
 Joshua Corson ..... Chevrolet  
 Thomas Santoni ..... Conshohocken Truck Center  
 Jeriah Derstine ..... Chrysler Jeep Dodge Ram  
 Scott Rhubright ..... Wrightsville Truck Center  
 J Keith Miller ..... Lincoln  
 Christopher Mulligan ..... Ambler Ford  
 Aidan Castro ..... Lincoln  
 James Gorka Jr ..... Ambler Ford  
 Christopher Raimondo ..... Retread Technologies  
 Christopher Lang ..... Leesport Truck Center  
 C Michael Swartz ..... Colmar Detail Center  
 Aaron Gold ..... Corporate Office  
 Jared Gaul ..... Reading Truck Center  
 Stephen Rejniak Jr ..... Reading Truck Center  
 David Book ..... Delmar Truck Center  
 Austin Branch ..... Pennsauken Truck Center  
 Michael Dirado ..... Conshohocken Truck Center  
 Jenna Moyer ..... Corporate Office  
 Carlos Aguirre ..... Trenton Truck Center  
 Raymond Smart ..... Wrightsville Truck Center  
 Kurt Templin ..... Chevrolet  
 William Sharkey ..... Colmar Parts Warehouse  
 Charles Schmidt ..... Chevrolet  
 Laura Mayberry-Thayne ..... Ambler Ford  
 David Baker ..... Trenton Truck Center  
 Jed Yocum ..... Souderton Leasing Associates



Logan Zimmerman .....	Leesport Truck Center
Luke Sharp .....	Souderton Detail Center
Phillip Dunn .....	Delmar Truck Center
Andrew Roberts.....	Souderton Truck Center
David Hess Jr .....	Lincoln
Stephen Sejda .....	Pennsauken Commercial Tire
Kenneth Edmonds .....	Buick GMC
Henry Kruger .....	Lincoln
Katherine Snell .....	KIA
William Wyss.....	Easton Commercial Tire
John Natale Jr .....	Pennsauken Commercial Tire
Vincente Abednego.....	Colmar Parts Warehouse
Autumn Mensick.....	Chrysler Jeep Dodge Ram
Thomas Riale.....	New Castle Truck Center
Madison McCabe.....	Chrysler Jeep Dodge Ram
Brian Bolger .....	KIA
Thomas Leister .....	Buick GMC
Jason Honeycutt .....	New Castle Truck Center
Matthew Schiele.....	Telford HD Truck Parts
Gage Solis .....	Pennsauken Commercial Tire
Keith Freed .....	Chevrolet
Anthony Garcia.....	Lincoln
Jeffrey Smith .....	Souderton Truck Center
Rodrigo Pantoja.....	Reading Truck Center
Zachary Delawder .....	Harrisonburg Commercial Tire
Michael Klaski .....	Lansdale Ford
Joshua Harris .....	Ambler Ford
James George Jr .....	New Castle Truck Center
Rordan Tavares.....	Pennsauken Commercial Tire
Jacob Kandel.....	Ambler Ford
David Pepe .....	Colmar Parts Warehouse
Adam Rosica.....	Pennsauken Truck Center
Wyatt Fluck.....	Buick GMC
Chad Croft .....	Reading Truck Center
Michael Kling.....	Souderton Truck Center
Aaron Devalia-Purdie .....	Retread Technologies
Patrick Meehan .....	Wrightsville Truck Center
Thomas Burn Jr .....	Chevrolet
Chauntae Drayton .....	Lansdale Ford
Trevor Philbrick .....	Chevrolet
Robert Fitzgerald.....	Colmar Detail Center
Taylor Kurtz.....	Wrightsville Truck Center
Ralph Kulla .....	Vinland Truck Center
Daniel Dellamarin Jr.....	Trenton Truck Center
Gregory Hartwig.....	Kia
Sean Hauerwas .....	Leesport Truck Center
Craig Lawrence .....	Lansdale Ford
Mark Morace .....	Trenton Truck Center

INK Committee Members: Kelsy Weaver, Debra Baker, Carmen Leatherman, Liz Mascellino, and Jessica Reyes



## NEW ARRIVALS

- 12/7/2019 ..... Kristopher Levy (Trenton Truck Center) and his spouse Alyson had a baby girl, Madelyn Noel. She weighed 7 lbs. 13 oz. and was 20" long.
- 4/15/2020 ..... Dan Ferrara (Trenton Truck Center) and his spouse Autumn had a baby boy, Harrison Lee. He weighed 5 lbs. 14 oz. and was 18" long.
- 4/11/2020 ..... Alex Jackson (Conshohocken) and Amanda Gardiner had a baby boy, Magnus Alexander. He weighed 7 lbs. and was 21.75" long.
- 4/22/2020 ..... Kelsy Weaver (Corporate/Marketing) and her spouse Nathan had a baby girl, Lydia Ann. She weighed 7 lbs. 6.3 oz and was 19" long.
- 5/15/2020 ..... Isiah Hymon (Pennsauken Tire) and Sasha Saldanas had a baby girl, Zura Hymon. She weighed 7 lbs. 12 oz. and was 21" long.
- 5/17/2020 ..... Dan Anderson (Lincoln) and his spouse, Marybeth had a baby girl, Raegan Everly. She weighed 9 lbs. 13 oz. and was 21.5" long.
- 5/29/2020 ..... Kevin Houck (GMC Truck Leasing) and his spouse, Brooke had a baby boy, Quinn Montana. He weighed 8 lbs. 10 oz. and was 21" long.
- 6/9/2020 ..... Richard Reynolds (Buick GMC) and his spouse, Kaitlyn had a baby girl, Hadley Grace. She weighed 8 lbs. 1 oz. and was 20.5" long.
- 7/7/2020 ..... Hayes Conn IV (Kennet Square) and his spouse Kierstyn had a baby girl, Hannah May. She weighed 9 lbs. 3 oz. and was 21" long.
- 7/10/2020 ..... Edgardo Lanzo (Pennsauken Truck) and Giannie Ortiz had a baby boy, Edgardo Lanzo IV. He weighed 7 lbs. 13 oz. and was 20" long.
- 7/17/2020..... Sam Diienno (Pennsauken Truck) and his spouse, Shannon had a baby boy, Orion James. He weighed 8 lbs. 1 oz. and was 22" long.
- 7/17/2020..... Micah Krabill (Hatfield Commercial Tire) and his spouse Carissa had a baby boy, Adley Jay. She weighed 7 lbs. 5 oz. and was 20.25" long.
- 7/25/2020 ..... Chase Gorr (Hatfield Commercial Tire) and his spouse Mallory had a baby boy, Nash Michael. He weighed 8 lbs. 4 oz. and was 20.5" long.
- 8/22/2020 ..... Angelo Burruano (Chevrolet) and his spouse Kallie had a baby girl, Harper Faith. She weighed 8 lbs. 8 oz. and was 20" long.
- 8/22/2020 ..... Eric Hartzel (Souderton Truck Center) and his spouse Maria had twin baby girls, Ella Grace and Layla Mary. Ella weighed 4 lbs. 10 oz. and was 18" long. Layla weighed 4 lbs. 12.5 oz. and was 18.5" long.



## MARRIAGES

8/1/2020 ..... Thomas Acord (Kennett Square)  
married Kayla.

8/8/2020 ..... James Huebner (Retread) married Debbie.

9/27/2020 ..... Dakota Bailey (Wrightsville Truck Center)  
married Jessica.

10/10/2020 ..... Matthew Zuercher (Corporate I.T.)  
married Ashley.

10/10/2020 ..... Kurt Wagner (Heavy Duty Parts)  
married Vanessa.

## TRANSFERS

Lawrence Harvey ..... Conshohocken Truck Center  
to Pennsauken Truck Center

Seth Kandel ..... Ford of Ambler to Ford of Lansdale

Timothy Durkin ..... Hatfield Tire to Pennsauken  
Truck Center

Andrew Ahearn ..... Souderton Truck Center to Corporate

Brendan Ford ..... Ford of Ambler to Ford of Lansdale

Francis Grobelny ..... Telford Truck Parts to Corporate

Michael Moyer ..... New Berlinville Tire to Denver Tire

David Bailey ..... Denver Tire to New Berlinville Tire

Joseph Muratore ..... Hatfield Tire to New Berlinville Tire

Daniel Green ..... Chrysler Jeep Dodge Ram to Kia

## RETIREMENT CELEBRATIONS



Paul Giacobbe



Harold Halteman



Don Florey



Bob Tomko



Wayne Derstine



Jim Clemmer

## IN LOVING MEMORY



Claude Hunsberger joined Bergey's in 2019. He was employed at Chevrolet.



Charles Pizza joined Bergey's in 2001. He was employed at Buick GMC.



Loretta Goyda joined Bergey's in 1988. She was employed at Corporate.



Kenny Schuler joined Bergey's in 1978. He was employed at Lansdale Collision.



Dennis Haley joined Bergey's in 2016. He was employed at New Castle Truck Center.



# COMMERCIAL KICK-OFF 2020

On January 15, our Bergey's Commercial Group had its 2020 Kick-off meeting at the Mack Customer Care Center. The event included over 100 team members, including some of our consumer team and outside board members. This year's vision was: Focus on Relationships, Customer Service, and Excellence.

The team participated in various activities including a Mack factory tour, ride and drive on Mack's test track and Mack's history museum. The day consisted of break out sessions focused on: Self Leadership, Customer Experience, New products for truck and tire, Parts ASIST demo, and Service Check-In process.

Eric Stimmler's (Commercial Tire Sales Team) band, The Left Edge, pumped the team up with some fun music, including Born Ready. Dave Malone (Outside Parts Sales) was our MC for the day.

