

# BEHIND THE WHEEL WITH AWG AMBASSADOR:

## TEAM SPOTLIGHT



**Name:**  
Tom Chan

**Title:**  
Lead Mechanic

**Years with AWG Ambassador:**  
1

## Q&A WITH TOM

**How did you start your career as a mechanic?**

"My journey into mechanics began almost by chance. When my best friend decided to attend automotive school, I had no definitive plans and decided to join him. That decision set me on the path to where I am today."

**How long have you been working as a mechanic?**

"I've dedicated about 15 years to working as a mechanic, accumulating a wealth of experience and knowledge along the way."

**Do you have any formal training or certifications?**

"I received my education from Lincoln Tech trade school, and I've also undergone training and received certifications from Audi USA."

**What types of vehicles do you specialize in?**

"While I prefer German cars, my specialization isn't limited—I'm willing to work on any vehicle that has an engine and transmission."

**Have you ever worked on luxury vehicles? If so, which ones?**

"Yes, my experience includes work with several luxury brands such as Porsche, Bentley, Maserati, Land Rover, Audis, and Lexus, offering a range of challenges and learning opportunities."

**What's the most challenging repair you've ever done?**

"Electrical problems, especially those I encountered while serving as a shop foreman at an Audi dealership, posed significant challenges. Thanks to our collaborative team effort, we successfully navigated these complexities."

**How do you keep up with new car technologies?**

"Staying updated with car technologies involves a commitment to continuous training and, when necessary, conducting extensive online research to ensure I remain current."

**What's your top tip for car maintenance?**

"My top maintenance tip is straightforward: Follow the manufacturer's recommended schedule. Regular maintenance is crucial, and although problems will inevitably arise, staying on top of maintenance can help limit the chances of component failures."

**What do you enjoy most about your job?**

"The most rewarding aspect of my job is solving problems - the thrill of dismantling a car and skillfully reassembling it is unparalleled."

**Do you have a favorite car model or brand you like to work on?**

"While I don't have an absolute favorite, I particularly enjoy working on German cars, finding them both challenging and rewarding."