



# Johnston Autostores Call Center

## Who Should Call?

Anyone! This is a free service that we are providing to all of our customers! If you have a question regarding automotive or industrial parts, we can answer it. If we don't have the answer right away, we will get the answer and get back to you in a timely manner.

## Why Should You Call?

Johnston Autostores is here to help you with all of your parts questions. Our call center has had years of experience and training to help you with all of your parts needs.

## When Should You Call?

Our call center is open Monday through Friday 7:00 a.m. to 6:00 p.m. and Saturdays from 7:30 a.m. to Noon. You can also email your parts questions to us at: [help@johnstonauto.com](mailto:help@johnstonauto.com) and we will send you a reply in a timely manner.



### *Keith*

Keith's specialty is in powertrain and rotating electrical (starters/alternators). Keith has over 40 years experience in the automotive industry. Keith previously worked hands on with GM and Ford parts before joining the Johnston Autostores team in 1989.



### *Loren*

If you need assistance with electronic equipment or computers, Loren has experience with this. He can assist customers with any of our online services and can provide complete computer assistance. He has been in the automotive industry for over 40 years. Loren previously worked for Sieg Co, Big A and GM dealerships and has been with Johnston Autostores since 1997.



### *Ryan*

Ryan can help you find what you are looking for. He has over 15 years of customer service experience and has an extensive knowledge of technology. He became a member of the Johnston Autostores team in 2017.



### *Dilan*

Dilan is a 2016 graduate of Iowa Central Community College in automotive technology. He began his career as a technician at a used car dealership working on all makes and models for 7 years. Dilan joined our team the beginning of 2022 and is happy to assist you with all your needs.



### *Evan*

Evan is a 2021 graduate of Spencer High School. He started working at Johnston Autostores in 2019 as a team member in the warehouse pulling orders, loading trucks, and delivering parts. He joined our call center in 2023.



### *Dianne*

Dianne's specialties include special orders, interchanges and tools. She has been in the automotive field for over 40 years. Dianne has experience working in the parts department for both the agricultural and heavy duty fleet industries and also worked for Napa Auto Parts for 16 years. Dianne has been with Johnston Autostores since 1996.

*Our call center is staffed by six personnel  
with over 180 years of combined experience!*

***Our experience IS the difference!***

**877-774-1170**

[help@johnstonauto.com](mailto:help@johnstonauto.com)

**JOHNSTON**  
**AUTOSTORES**