



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 M-F 7:00—6:00 p.m. and Saturdays from 7:30—Noon. You can also email your parts questions to us at: help@johnstonauto.com and we will send you a reply in a timely manner.



Keith Roethler

Keith's specialty is in powertrain and rotating electrical (starters/alternators). Keith has 33 years experience in the automotive industry. Keith previously worked hands on with GM and Ford parts before joining the Johnston Autostores team in 1989.



Doug Oldenkamp

Doug specializes in GM parts and GM lookup. Doug has 35 years of experience in the automotive industry. His experience includes 15 years of GM parts and several years experience with Napa Auto Parts. Doug has been with Johnston Autostores since 2004.



Loren Svenby

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 33 years. Loren previously worked for Sieg Co, Big A and GM dealerships and has been with Johnston Autostores since 1997.



Dianne Olson

Dianne's specialties include special orders, interchanges and tools. She has been in the automotive field for 32 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.



Jason Vander Berg

Jason graduated from NW IA Comm. College in July of 2007 with an Automotive Service Tech Degree. Jason has worked as an automotive technician for 10 years and is ready to serve you with parts lookup and assistance for all makes and models. This is Jason's first year with Johnston Autostores.

Our call center is staffed by five personnel with over 140 years of combined experience!

Our experience IS the difference!

877-774-1170

help@johnstonauto.com

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