

TPS

INSIDER

THE BIG READ

Is the ageing car parc driving opportunities for independent garages?

GROUP ICONS

Mk5 Golf: Making its mark in the Golf Hall of Fame

10 MINUTE INTERVIEW

Getting in tune with performance specialist J&A Automotive



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Matt Rawlinson
Digital Marketing
Manager

HELLO AND WELCOME...

...to the latest issue of TPS Insider.

For this edition, we have a mix of the old and the new amongst our editorial highlights. The impact of the ageing UK car parc on independent garages comes under the Big Read spotlight.

We take another trip back in time for Tech Talk, as we go through the gears to bring you an in-depth overview of all five generations of the formidable Haldex 4-wheel drive system.

For Group Icon, we look at how the Mk5 Golf helped revive the fortunes of one of Volkswagen Group's most beloved models.

Bringing things back to the present, there's a double page special on Genuine Tooling, which you can now order directly through TPS.

Finally, we chat with J&A Automotive, a tuning and performance specialist that has turbo boosted their business since opening last year. It's a fitting end to a power packed edition and we hope you enjoy it.

All the best,

Matt

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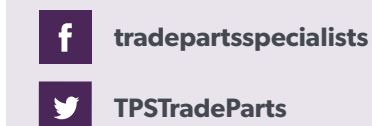
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ALL SYSTEMS GO AS Haldex PUT UNDER THE SPOTLIGHT



Following on from his fascinating trawl through the history of car safety systems, Ben Knight, Technical Support Specialist for Volkswagen Group Aftersales, returns to Tech Talk to bring us up to speed on the Haldex 4-wheel drive system.

Ben focuses on what the Haldex system is, its evolution, the Volkswagen Group vehicles that use it and last but not least, its servicing requirements.

What is Haldex?

Haldex is a mechanical clutch coupling attached to the rear differential of a vehicle that allows a variable percentage of torque to be sent to the rear axle. The Haldex system was designed for transverse mounted front wheel drive vehicles in order to offer 4-wheel drive when required.

The Haldex unit allows the vehicle to run predominantly as front wheel drive. When rear wheel drive intervention is required, in cases such as wheel spin or understeer, the Haldex is activated, and a percentage of the engine torque is transferred to the rear wheels.

Early versions of the Haldex systems used the mechanical rotational speed difference between the front and rear axles to operate and determine how much torque was transferred through the Haldex to the rear axle.

The later versions of Haldex look at more complex vehicle data such as the individual wheel speed from the ABS speed sensors, the vehicle's dynamic state (longitudinal and lateral movement) and inputs from the engine control unit such as accelerator pedal position and engine torque.

This data is sent to the Haldex processor which decides how best to respond to the specific driving situation. The later versions of Haldex can work proactively, predicting

when they will be required and at what level of intervention, based on the data being transmitted from the vehicle.

Different Generations of Haldex

Generation 1:

This unit is fitted to vehicles such as the Mk1 Audi TT, Audi S3 8L and Mk4 Volkswagen Golf 4motion. The unit uses a mechanical oil pump as the primary source of oil pressure. A minimum engine torque split of 90% front and 10% rear power split is achieved with a maximum of 50/50 split.

Generation 1 Haldex is a reactive system and does not rely on any complex input data from the vehicle. The unit uses a replaceable paper oil filter and requires regular servicing.

Generation 2:

This unit was also mechanically operated but with simplified components such as oil control valves and galleries. A minimum torque split of 95% front and 5% to rear can be achieved with maximum distribution of 50/50 front to rear.

This unit is fitted to vehicles such as the Mk5 VW Golf R32, Audi A3 8P Quattro, and the early Mk2 Audi TT.

Generation 3:

The third generation was not used in any Audi or Volkswagen vehicles.

Generation 4:

The Generation 4 Haldex is a proactive system. It looks at ABS control unit and engine ECU data and can prime pressure to the clutch to allow for faster activation when needed. The unit has a 100% front to 0% rear torque split when not activated with a maximum of 50/50 torque distribution and uses a cotton filter in place of a paper element.

It also uses a more simplified oil system and an electronic pump that was used as the primary source of oil pressure for the first time.

The unit is fitted to vehicles such as the Facelift Audi A3 8P, later versions of the Mk2 Audi TT, Mk6 VW Golf R, and VW Tiguan.

Generation 5:

This unit has further reduced complexity, size and weight. It's achieved by removing the pressure accumulator and control valve found in the Generation 4 Haldex and replacing it with a simplified pump bypass system.

The control unit has been revised to allow for better proactive functions and, like the Generation 4 Haldex, uses inputs from the ABS and engine ECU to achieve this. The Generation 5 Haldex also uses an oil strainer in place of a paper or cotton filter.

The unit is fitted to most of the current vehicles such as Mk7 VW Golf R, MQB Tiguan, Audi A3 8V, Audi RS3, Mk3 Audi TT and Audi Q3.

Servicing Haldex

As with all vehicle components that require lubrication, it is important to adhere to the periodical service requirements. This ensures the components can work to their optimal performance, guaranteeing longevity and reliability.

The oil used in all Haldex variants is very specific to its operation and promotes friction of the clutch plates. Over time particles and contamination from the friction material can build up in the oil.

Changing the oil in line with the manufacturer's guidelines ensures no damage or wear can occur. It is important that genuine Volkswagen Group Haldex oil and filters are used when servicing and that the oil is the correct type for the vehicle.

Generation 1 and 2 Haldex have a service requirement of oil change at 20,000 miles and an oil and filter change at 40,000 miles and so on every 20,000 and 40,000 miles. Generation 4 and 5 Haldex have no service requirement for changing of the oil filter and currently have an oil change requirement of every three years.



TPS 7-10+ PRICING FOR OLDER VEHICLES **EXTENDED TILL 2021**

TPS is to extend its 7 to 10+ proposition, offering affordable Genuine Parts for older vehicles, to the end of this year following a successful summer launch.

First available in July, the 7-10 proposition has helped ensure a sunny outlook for older vehicle owners throughout the summer, with reduced prices on a range of service and maintenance parts for older Volkswagen Group vehicles. It's helped make Genuine Parts readily available for Golf Mk5, Golf Mk6, Polo and selected Octavia, Leon, and Audi A3 models, so that more can benefit from choosing Genuine Parts and ensure no vehicle is left behind.

Warren Richards, Head of Group Parts Operations said: "The launch of the 7-10 proposition has proved popular this summer and with that in mind we have decided to carry it on to the end of the year

"With the UK car parc at its oldest ever on record, extending the 7-10 proposition into next year offers a timely boost to those running older vehicles, and to the garages repairing them.

"It gives garages and older vehicle owners the opportunity to fit Genuine Parts on their vehicles with all the safety, vehicle integrity and reassurance that provides.

At TPS, when it comes to Genuine Parts, we want to ensure no vehicle, regardless of age, is left behind and this helps us to achieve that aim."

Whatever the age of a vehicle, using Genuine Parts has many advantages. Not only are they identical in quality to the parts used in new-vehicle production, giving customers the peace of mind that they will work perfectly, but they are designed to fit first-time – convenience helps saves both time and money.

Crucially, they also make a significant contribution to the safety and integrity of the vehicle. It's a compelling reason for fitting Genuine Parts, giving reassurance to both the garage and their customer that safety is of paramount importance when carrying out the repair. Furthermore, with a two-year warranty* provided, there is protection for both the garage and its customer from any costly future repair costs for replacement parts.

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The following parts categories feature lower prices on:

- Suspension & Wheel Bearings
- Service Parts
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- Braking
- Engine Repair
- Alternators & Starter Motors

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MK5 GOLF

FOUR GO
WILD FOR
MK5 GOLF

We're giving you extra value for this issue, with four contributors for the price of one! Our fantastic four are based at TPS Warrington and, while the quartet have different roles at the Centre, they are united by one common interest – their love of the Mk5 Golf.



From the left, Andy Mann, Paul Bridge, Katherine Bolton and Stuart Bold.

So, let's find out why TPS Centre Manager, Andy and Parts Sales Executives Paul, Kath and Stuart think the Mk5 Golf is such an icon.

The Volkswagen Golf has a long and illustrious history, with its iconic status in the pantheon of Volkswagen Group greats, well-established through seven generations of the original 'hot hatch' in Issue 2.

We told the story of how it all began back in 1974 with the Mk1 and Mk2 models – the trailblazers that helped shape an icon.

This time we move the Golf's story forward 30 years, with the Mk5 version taking centre stage. Built in Wolfsburg, the Mk5 made its debut at the Frankfurt Motor Show in October 2003 and went on sale in Europe the following year. With the Mk3 and Mk4 versions poorly received at the time, the pressure was on for the Mk5 to retrieve the Golf's reputation and it duly delivered.

Upon launch, the Golf Mk5 range initially consisted of 1.4, 1.6 and 2.0-litre versions featuring the petrol driven Fuel Stratified Injection (FSI) system and a standard 1.4 litre petrol version. Soon after, came the GTI version, the badge that has come to symbolise the hot hatch.

The first Mk5 GTI production model was initially unveiled at the Mondial de l'Automobile in Paris in September 2004. First impressions were positive, with expectations that the new Mk5 would bring back the glory days of the Mk1 and Mk2 models.

The Mk5 GTI had been given a 197 horsepower (147 kW) 2.0-litre turbocharged inline 4-cylinder engine that massively boosted performance over the Mk4 model. With this new engine the Mk5 Golf GTI could hit 100 km/h (62 mph) in 7.2 seconds in manual trim, or 6.9 seconds if the innovative DSG transmission option was selected. It was a massive gain over the previous generation model and put the Golf GTI back on top of the performance hatchback market.

As our contributor Paul Bridge observes, it is the car that put the smile back on the face of the GTI enthusiast.

Paul, who is the proud owner of a black, 2006 plate GTI Mk5, says: "The Mk5 GTI is just so much fun to drive. It just makes you smile every time you get behind the wheel. It's got that good mix of an old school look and feel, from the shape to the interior, with new technology that really delivers on performance."

While the Mk5 GTI helped turbo boost the Golf back onto the hot hatch podium, it doesn't top the range. That honour goes to the R32.

Launched in September 2005, the Mk5 R32 went on sale in the UK a couple of months later. It featured an updated 3.2-litre VR6 engine fitted to the previous Mk4 version, with 155mph top speed and going from 0-60 in 6.5 seconds, reduced to 6.2 seconds when using the Direct-Shift-Gearbox (DSG) system.

The power packed performance is just one of the R32's many qualities that makes it such a favourite, with our contributor, TPS Centre Manager Andy Mann.

Andy, who is the proud owner of a silver, 2007 plate Mk5 R32, said: "It's the engine, it's the body shape, the DSG gearbox, it's everything about it that makes it such a great car.

"If I was asked to name one thing about it, it's the engine. I am a massive lover of the VR6 engine, which really helps make it such a great car to drive. I would say to anybody who has never driven one, you need to drive one, as only then will you realise how incredible they are."

The Mk5 is indeed an incredible car and as well as the GTI and R32 models, it also boasted some special editions that crowned its glorious return to form.

This included the 30th anniversary edition model launched at the end of 2006, the fastest Golf GTI model produced to date. At its heart was the same 2.0-litre four-cylinder turbocharged engine, but with a few tweaks that boosted power to an impressive 227 hp.

It was equipped with special 18-inch 'Pescara' alloy wheels to complete the sporty look. On the inside it featured unique sport seats finished in 'Interlagos' cloth trim and a sculpted leather GTI steering wheel with red leather stitching.

The 30th anniversary edition also marked the return of the distinctive golf ball shifter gear knob, an original Golf GTI design favourite. With a limited production run only 1,500 of them made their way to the UK, making them more sought after than the standard Mk5 Golf GTI.

Since its 1974 launch, the Volkswagen Golf in all its forms has achieved over 30 million global sales, making it one of the most successful vehicles in Volkswagen Group's history. The Mk5 has made a significant contribution to that illustrious lineage, helping return the Golf to its glory days at a time when its icon status was beginning to fade.

It's helped make the Mk5 as loved by enthusiasts such as our four contributors – read more of their thoughts in our Inside blog – as the arguably more famed Mk1 and Mk2 versions. As our contributors say the Mk5 is a fun car, a reliable car and a performance car. Most of all, it's an iconic car and one that is truly deserving of its status.



Keep your eyes peeled for more Group Icon content on our social pages, including a chance to choose the next one.

THE AGEING PROCESS

WILL THE REPORTED RISE IN THE AVERAGE AGE OF CARS IMPACT THE INDEPENDENT GARAGE SECTOR?

CURTIS HUTCHINSON REPORTS



With new car sales hit hard by the COVID lockdowns and now the semi-conductor shortage, owners are holding on to their vehicles for longer, increasing the average age of cars in use on UK roads.

The Society of Motor Manufacturers and Traders' (SMMT) latest Motorparc data found the average age of cars rose to 8.4 years old in 2020, up from 8.0 years in 2019, resulting in the oldest car parc since its records began 20 years' ago.

This means the average car on UK roads was built in 2011, with almost 10 million cars in service since 2008 or earlier.

The size of the parc grew to 35,082,800 cars, the second year in a row that total had exceeded 35 million. The increase was at the expense of the new car market which plummeted by almost 30% in 2020 to just 1.63 million, marking an unparalleled shortfall of 680,000 units.

The ageing parc is likely to grow further with the semi-conductor shortage expected to impact the supply of many new car models across all manufacturers throughout the remainder of this year and into 2022, prompting buyers to switch from new to used.

This growing appetite for used cars is illustrated by a What Car? survey in June which found nearly a third of in-market new car buyers (29%) had switched to used purchases, with 17% citing frustrations over long delivery times of new vehicles.

According to Stuart James, Director of the Independent Garage Association, garage owners are not anticipating an influx of older cars heading to their workshops because they are already their bread and butter vehicles. However, the need for replacement parts, servicing and repair work will increase, presenting some welcome opportunities.

"I've had extensive conversations with garages about the ageing car parc and the feeling is that the increase in age is not that much, so will not make a difference," he said.

"HOWEVER, THE FACT THAT OWNERS ARE KEEPING HOLD OF OLDER CARS MEANS SOME ARE PREPARED TO SPEND A LITTLE BIT MORE TO KEEP THEM LONGER AND THAT IS SHOWING A SMALL BENEFIT FOR GARAGES"

James also believes some garages will benefit from a growing trend among main dealers to retain and sell older part-exchange models, often from outside of their franchise, which previously would have been sent to auction.

"Just because they've bought a car from a franchised dealer doesn't make them a franchised customer," he said.

Instead, James believes these sales present garages with an opportunity for more throughput with owners choosing the convenience and affordability of independents over loyalty to the dealer they buy from.

He also says independent garages could benefit from the number of disruptors now offering online used car sales platforms.

"They're selling direct to consumers and a lot of these buyers will already have a local garage that they will continue to use. Consumers don't want to go any further than the end of their road to get their car serviced and that's where independents have always scored high," said James.

Maintaining older cars is the core business of family-run Avia Autos in Bridgend, Wales, owned by Hayley Pells, who is noticing a small but welcome increase in enquiries from new customers.

"We've always had more than the average number of older vehicles presented to our workshop. We're seeing an increase of new enquiries from motorists who are looking to find a regular workshop to look after their needs and the age for these vehicles generally follows the national trend," she said.

In response to owners retaining their cars for longer in the current climate, Pells has taken to Facebook to highlight the typical issues they should be aware of and how using a local garage can help resolve them.

"As motorists seek to continue with their current private transport solution instead of replacing, they may be more interested in preventative maintenance. At our workshop we have started a social media campaign that does not directly sell specific services, rather it explains regularly presented aspects of repair, showcases workshop processes and offers tips for motorists to look out for.

"There is an opportunity to develop a rapport with motorists who may not have considered keeping a vehicle for longer.

Sources:

1. IGA, 26 March 2020. 2. Driver and Vehicle Standards Authority, 9 October 2020. 3. IMI, 7 December 2020

Communication through social media is an excellent way to develop this," she said.

These regular posts show some of the typical repairs being undertaken in the workshop, enabling owners of older cars to appreciate the need for regular servicing work to identify any ageing parts that need replacing.

Aside from the ageing car parc, an issue independent garages are addressing on a regular basis is maintaining vehicles that have been under-utilised or SORN as a result of the pandemic. Encouragingly, these jobs are often prompted by owners making sure their vehicles are roadworthy.

"Our workshop is seeing a decrease in the number of vehicles presented, but out of those vehicles more work is performed and this is at the behest of the owner; I haven't had to explain the need for a pollen filter replacement for over a year.

"The main consequence of under-use has been a heightened awareness of possible failure. Also, reduced availability of parts and other services has created more of a sense of urgency that repairs should be completed earlier, in case unavailability takes a vehicle out of action," said Pells.

Ultimately, independent garages specialise in taking care of older vehicles and with the UK car parc showing every sign of further ageing, they are ideally placed to play to their strengths by making sure they have immediate access to replacement parts regardless of brand or age.

Curtis Hutchinson is a B2B motoring journalist and former editor of Motor Trader and Company Car.

COMPANY CAR CONTRACT EXTENSIONS



Disruptions to delivery times in the new car market, initially caused by the COVID lockdowns and now compounded by the semi-conductor shortage, have prompted some businesses to run company cars beyond their traditional three or four year cycles, presenting an opportunity for independent garages with fleet contracts to carry out additional servicing work and first MOTs.

"There are a lot of fleet operators out there who use independent garages for services and repairs because of the number of locations and their locality," said Stuart James, Director of the Independent Garage Association.

"However, some fleets are finding it challenging to source the right cars for their businesses at the moment so are holding on to their cars for another six or 12 months. Ultimately, garages sell hours, so after all the disruptions they've faced, any additional work like this is welcome," he said.

GENUINE TOOLING & EQUIPMENT AVAILABLE TO ORDER THROUGH TPS CENTRES

THE OPPORTUNITY TO BUY VOLKSWAGEN GROUP GENUINE TOOLS & EQUIPMENT IS NOW AVAILABLE THROUGH YOUR LOCAL TPS CENTRE.

For garages looking for the reassurance and quality control of using tools and equipment that comply with Volkswagen Group manufacturer specifications across all vehicle models, they now need only to call their local TPS Centre and place their order.

Launched this summer, the new initiative provides garages with the opportunity to order tools and equipment from Volkswagen Group's workshop equipment sales catalogue.

Developed by the Competence Centre for Workshop Equipment within Volkswagen Group (K-AVO-RW), the sales catalogue stretches out across 890 pages – with tooling available for all Volkswagen, Audi, SEAT, ŠKODA, Volkswagen Commercial Vehicles and Porsche Group brands.

This year's updated catalogue offers around 490 new products to the range, all designed to ensure that even the most complex technology can be serviced effectively and repaired efficiently.

The new additions to the range include various tooling and equipment for electric vehicles (EV), a timely product expansion for those garages looking to cash in on the surge of EVs entering into the UK car parc.

This includes six products for rapid charging of vehicles with direct and alternating current, as well as several tools for the first vehicles to be based on the modular electric drive matrix (MEB) – the ID.3 and ID.4. The development of this type of tooling falls in line with Volkswagen Group strategy to design tools compatible across different models to ensure the greatest possible protection for investment in future vehicles.



In addition to the new products showcased, the sales catalogue has also been boosted with some new user functionality designed to make the search for the required workshop equipment easier and more streamlined.

For instance, all main products are now linked with the associated accessories and replacement parts. Clicking on the corresponding button will take the user directly to the right page in the catalogue. In addition, all the products which have to be checked and calibrated on a regular basis are labelled, with the corresponding symbol taking the user to the current list of test equipment.

For more detail on placing Genuine Tooling and equipment orders, please contact your local TPS Centre, which you can find using the Centre Finder.

For more information and to access the new catalogue, scan the QR code below:



TPS SPONSOR BRITISH RALLY CHAMPION

TPS's sponsorship of British Rally Champion Matt Edwards is gearing up for an exciting end of season finale as he bids for a hat-trick of titles in his Volkswagen rally car.



In his first championship season in the Melvyn Evans Motorsport run Volkswagen Polo R5 and TPS's first as a sponsor, Matt sits second in the driver standings. With six rallies completed, he is perfectly poised for a full throttle bid for glory in the final championship showdown on November 20.

Matt began with a steady opening round at Oulton Park, then took the second round by storm with victory at the Nicky Grist Stages in the Welsh forests of Builth Wells.

A third-place finish on the Grampian Rally's gravel stages in August set Matt up for a no holds barred charge at the leader board in the Trackrod Rally in Yorkshire. Matt duly delivered, winning five out of the rally's six 'forest stages' to claim top spot on the leader board.

Moving onto the Beatson's Building Supplies Mull Rally, having lost 14 minutes on the opening two stages, Matt fought back from last to second, keeping his challenge for a third straight BRC title on track.

In the penultimate round at his hometown Visit Conwy Cambrian Rally, Matt's championship challenge literally hit a bump in the road, as his car was launched off the road and into a bank.

However, after carrying out emergency repairs Matt miraculously nursed the car through the remaining three stages to register sixth place and maintain his second place in the overall standings.

Michelle Masterton-Smith, TPS Marketing and Communications Manager, said: "As a first year sponsor we could not have asked for a better way to get involved than to carry the TPS logo on a Volkswagen Group car driven by Matt Edwards, the current British Rally Champion and one of the stars of this year's championship.

"The rally car is also fitted with Volkswagen Genuine Parts, so it really is a case of all the parts of the sponsorship being perfectly aligned.

"We wish Matt all the best as he closes in on a third consecutive British Rally Championship and we look forward to an exciting finish to the series."

Matt Edwards, said: "I've got fantastic sponsorship support from TPS, Yuasa and Swift Group, so if you put all of that together, plus the experience and knowledge of running leading R5 cars in Melvyn Evans Motorsport, then you have a winning package right there.

"I want to win the title for a third time. I'm leaving nothing to chance in my efforts to make that happen."

The British Rally Championship series concludes on November 20 with the Today's Ulster Rally.

Scan the QR code to stay up to date with all the latest British Rally Championships news.



TPS BOOSTS DELIVERY FLEET WITH ID.3 TRIAL

TPS is supercharging its deliveries by trialling an all-electric ID.3 into its fleet.

The new ID.3 has joined the existing fleet at TPS London North West as part of a trial to test the feasibility of using electric vehicles in urban areas.

With a special customised design wrap and the rear seats removed to increase storage space, the ID.3 has been specifically modified to meet the demands of the job.

With a range of up to 263 miles, the new ID.3 vehicle will comfortably service the North West London region when making its parts deliveries.



CELEBRATING WITH J&A AUTOMOTIVE



J&A Automotive is an Airdrie, Glasgow based specialist Volkswagen Group Service & Repair Centre offering routine servicing, maintenance, mechanical repairs and performance upgrades. As they celebrate their one-year business anniversary, we popped in to chat with co-owner Alana Balfour about a turbocharged last 12 months.

Starting a new business in the middle of a pandemic, how's that worked out?

It's gone really well. My partner and co-owner Jordan had always wanted to open his own garage and I have always loved cars, I worked in a performance company, plus with Mercedes and BMW in the past until I lost my job during the pandemic. So, in August 2020 we decided to go for it, and we haven't looked back since. It's given us the freedom to do our own thing and we're so glad we have done it.

How has your business developed in the last twelve months?

We started out in a small unit. By May 2021, we had outgrown it and decided to move to a new, bigger site. We added a new ramp and have built up a strong client base, including a lot of local customers and those from the performance and modifier community, which we are heavily involved with.

Tell us more about being a specialist centre?

We offer routine servicing, maintenance, and mechanical repairs, with an emphasis on Audi, Volkswagen, SEAT and ŠKODA vehicles. There is also the performance upgrade and tuning side of the business. We get a lot of customers booking their vehicles in for upgrades, engine remapping and modifications. With being part of that performance and modifier community, we love the opportunity to work on these cars.

It sounds like your passion for cars drives the business?

It really does. It doesn't really feel like work, as we both enjoy what we do and just love working on the cars. Our car enthusiast customers take real pride in their cars and we apply that ethos to our business. We enjoy making other people's car dreams come true and making sure that they receive the best service possible.

Tell us more about your own cars.

Currently, Jordan has a bagged Mk7 Golf R and I have a SEAT Ibiza Cupra that's been quite heavily modified. We show the cars at performance and modifier events, and they have become good promotional tools to showcase the business. The unit is always buzzing with car enthusiasts and as we are a big part of that community, it really helps us connect with the customers.

Describe your relationship with TPS. How do they help you as a business?

TPS Glasgow North East is absolutely brilliant. They are so helpful and as we use a lot of Volkswagen Genuine Parts for customers' cars, they provide a great service in getting those parts to us when we need them. We do a lot of Haldex and DSG servicing and the TPS team are very good at supporting us with what we need for that type of work.

Is there any aspect of the TPS service you find particularly beneficial?

It's a very professional service, based on good personal relationships with their team. Becky, who we deal a lot with when ordering parts, has a lot of expertise and knowledge and is always there to help us as much as possible. Our Account Manager Ross is also a great support to the business. When we opened the new unit he came to visit us straight away, and that interest in the business and what we do, is very much appreciated.

What's the plan for the next 12 months?

When we started out, I never thought we would get to this point in such a short space of time, so for now we will focus on consolidating what we have. I would like to take on a female apprentice, as I think it's important to have more women working in the industry. It's something Becky and I both talk about a lot! Overall, the new premises are the right size for the business as it is now and so we just want to keep enjoying what we do.

Scan the QR code to read our full interview with Alana and catch up on any past interviews.

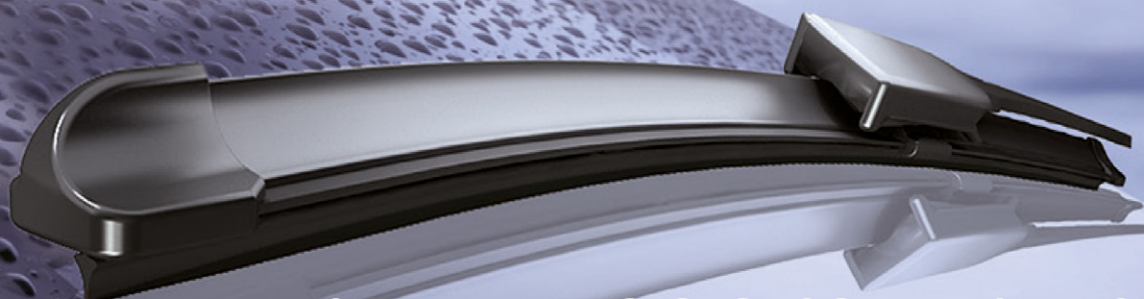




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