

PART NEWS. PART VIEWS. **ALL BUSINESS.** SPRING 2022

ISSUE 10
EXTENDED EDITION

TPS

INSIDER

BUSINESS BUILDER

Building customer trust
with TPS ServiceCam system

THE BIG READ

How garages can
futureproof their business
by embracing EV

GROUP ICONS

The Fab Four –
A quartet of icons
across four decades



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Beth Wilson
Parts Marketing
Manager

HELLO AND WELCOME...

...to the latest issue of TPS Insider.

After joining the TPS team six months ago as the Parts Marketing Manager, I am very excited to be the editor for this issue. In order to mark the milestone of our 10th TPS Insider, we have produced an extended edition, with the inclusion of extra features.

In the Big Read, we have an exclusive interview with Hybrid and Electric Vehicle Repair Alliance's (HEVRA) founder Peter Melville about how his trade body is helping garage owners electrify their businesses by taking full advantage of the EV opportunity.

We have extended our Group Icons, reviewing our favourites from four decades – Volkswagen Beetle, Golf GTI, Corrado and Lupo GTI – chosen by our followers in a Facebook poll.

We also have a Tech Talk double-page feature with a twin take on heating systems and coolants, plus a Business Builder interview with Gareth Davies, MD of Euro Performance, about how the ServiceCam system has transformed the repairs conversations he has with his customers.

Finally, our 10 Minute interview is a chat with Michael Dougan and Olivia Power about their respective journeys, from a TPS Apprentices to permanent roles and their future ambitions within the network.

I hope you enjoy it, here's looking forward to another 10 editions.

All the best,

Beth

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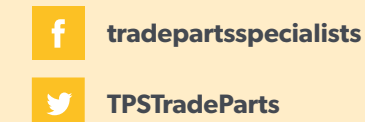
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We'd love to know what you think and what you'd like to see in future issues.

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Visit us at:
tps.trade

Or message us via our social media:



BLOWING HOT AND COLD

TECH TALK'S TWIN TAKE ON HEATING SYSTEMS AND COOLANTS



Adam Hockley, TPS Parts Product Manager, is our Tech Talk tutor providing expert insight on heating systems and coolants in modern vehicles. He discusses how each works, the issues to look out for and the importance of regular maintenance in ensuring that vehicle owners don't get overheated by failing systems.

COOLANT FEATURE

"We are living in a time of change, with the automotive aftermarket going through one of the most transformational periods seen in recent times.

Driving this change, in particular, is the surge in the electric vehicle (EV) market. While the motor industry is not unfamiliar with change, we work amongst the most advanced technologies in any industry, the move to automotive electrification is accelerating rapidly.

One regular question asked by customers is why are we using coolant in an electric vehicle? Similarly, I often get asked 'If my car has no engine, why does it need anti-freeze?'. They are good questions that require detailed responses.

So, why? A battery electric vehicle (BEV) does not have an engine that needs cooling in the traditional sense of an internal combustion engine (ICE). However, it does have a large battery or multiple batteries to power the motor.

In an electric vehicle the process of charging and discharging a battery creates heat. The faster you charge or discharge a battery the more heat is generated. A battery via its design can only really operate efficiently within a certain temperature range. Outside of this range it will simply fail to perform as designed.

Over time a battery running too hot internally will become damaged leading to different discharge rates in the cells and a gradual deterioration in performance. This can lead to a lower range in mileage when charged or a rapid decrease in range when driving or no drive at all.

Thermal Management has featured in every vehicle ever produced and both air cooling and liquid cooling have been around since engines were first produced. Air cooling can be found in the form of fins (passive cooling) on ECU's or parts where the heat needs to be dissipated quickly.

Air cooling can be utilised in a BEV but the energy requirement to get to the desired speed where the air would cool the battery to its optimum range, along with the added weight, is not practical. As a result, the industry at present has adopted the Liquid Cooling method for maintaining battery temperatures.

Liquid cooling offers batteries everything they need to operate efficiently, the ability to transfer heat away quickly, compact design and low weight. The system used in modern EVs is referred to as indirect cooling. Here, coolant is circulated through pipes (assisted by a pump) and requires a high heat capacity additive, removing the heat in a very similar way to the current internal combustion engine (ICE) cooling system.

Research in this area is ongoing with many manufacturers looking at a direct cooling (Immersion Cooling) method. This is where the battery is submerged in a low conductivity coolant to maintain a constant optimum temperature, although it's still in the R&D phase of development.

So, that is why we still use coolant in an EV!

HEATING FEATURE

As professionals it's all too easy to assume that people understand how the heating system of their car works. It all makes perfect sense....right?

But if a problem occurs with a customer's heating on a modern car, then it's a real problem. This is especially the case in the winter with frosty morning starts and dark cold drives home, but equally so in the middle of the summer when the heating just won't stop.

"The diagnosis can often lead to more questions. So, the problem is with my cooling system, not my heating?" Add in the air conditioning system and it can make for a confusing conversation.

In its most basic terms, the heating system is a secondary cooling system. In a liquid cooled vehicle, the heater fans blows air through a heater core/matrix and this core is part of the vehicles overall cooling circuit.

Instead of being just another mechanism to keep the engine at its optimum running temperature, it takes that heat from the vehicles coolant and uses it to warm the cabin and its occupants. The flow of coolant is regulated by a heater control valve which controls how much hot air enters the cabin.

However, in an internal combustion engine vehicle that hot air doesn't blow hot as soon as you start the car (unless fitted with a pre-heater). The colder the outside temperature the longer you'll wait to feel the warmth and that's because of the thermostat.

A modern engine has an ideal operating temperature of between 90-105 degrees Celsius. When it dips below that temperature the vehicle is not running efficiently as the thermostat remains closed, keeping the coolant inside the engine and preventing it from travelling through the entire circuit.

However, once the engine is hot enough the thermostat opens up and that hot coolant is allowed to the heater core, where you'll start to feel it benefits.

In vehicles with automatic climate control, sensors monitor the interior temperature of the vehicle and open the thermostat once the coolant is allowed into the heating circuit. Doors and control flaps then open and close to maintain the selected temperature.

They direct the airflow to the relevant zone, where constant measurements are taken of the air temperature and adjustments are

made to the flow of coolant. This allows a comfortable cabin atmosphere for each occupant to be maintained.

All coolant eventually breaks down and becomes less efficient, particularly if it's not maintained to the manufacturers' recommendations as this will allow corrosion to build up in the system.

This, as well as more common engine cooling issues, can clog the fine inner core of the heater matrix or cause internal corrosion and that means no heat, or worse, a leak into the vehicles footwell. It's another reason to explain to a customer why maintaining their cooling system is more than just 'anti-freeze'.

If the heater isn't heating the cause could be a number of things. A failed blower motor, faulty thermostat or water pump, defective control motors. However, smart maintenance of the cooling system can go some way to preventing such heating issues.

In addition, ensuring an ICE vehicle gets up to operating temperature as quickly as possible, helps to limit wear and tear and reduces emissions."

MORE PARTS. MORE MODELS.

TPS's 7 to 10+ offer, providing affordable Genuine Parts for older vehicles, has increased the number of parts available and the range of models as the initiative builds upon its successful launch last year. As a result we're bringing you leave no car behind, the sequel.

First launched in July 2021, the 7 to 10+ proposition offers reduced prices on a range of service and maintenance parts for older Volkswagen Group vehicles. As a result of the 7 to 10+ initiative, Genuine Parts are now readily available for the Golf Mk5, Golf Mk6, Polo Mk4 and Polo Mk5, Passat and Tiguan and selected Audi A3, A4, Caddy, Octavia and Leon models.

The parts categories offering lower prices include brakes, compressors, coil springs, clutch plates, clutch pressure plates, clutch sets and release bearings, suspension and wheel bearings, water pumps and turbochargers. The 7 to 10+ offer on all these parts categories has been extended until 30 June.

Warren Richards, Head of Group Parts Operations said: "The 7 to 10+ offer has proved really popular since its launch last year

and as a result we have increased the number of parts and the range of models available.

With the UK car parc at its oldest ever on record, increasing the 7 to 10+ parts availability until the summer 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 repairs for a replacement part.

VISIT OUR DEDICATED PAGE TO FIND OUT MORE.

SUPER CHARGING THE NETWORK

Making the switch to **electric vehicles**

Peter Marchant is the Centre Manager of TPS Bournemouth and a self-confessed "hot hatch fan". However, despite previously being the proud owner of various Golf Rs and a Golf GTi, Peter recently made the decision to switch to an electric vehicle (EV).

Following a visit to a local dealership Peter opted for the Volkswagen ID.3. In this EV special feature, he discusses how he became an "EV convert" and why he will never go back to driving a diesel or petrol engine car ever again.

Peter said: "I have always been a hot hatch fan and have owned various Golf Rs over the years and up until recently a Golf GTi. Although I loved driving the Golfs, I have been thinking more and more about switching to an electric vehicle as I think it's the right thing to do.

Being a hot hatch fan, I did at first have my reservations but as soon I drove the ID.3, I became an instant convert to the whole EV experience.

The tech on the car I bought is impressive. It has IQ. Matrix LED Headlights, keyless entry, digital drive display, heated windscreen and seats which all really helps to enhance the driver experience.

I am pleasantly surprised how I have taken to the car. The drivability is fantastic and there is very little drop-off in performance from the petrol engine Golf I am used to driving. I can honestly say now I will never go back to a diesel or petrol engine car again.

It really hit home with the recent petrol shortages, as that all just passed me by. The money and time saved not having to fill up with petrol is really noticeable and also has the benefit of being good for the environment.

We have a charging point here at TPS Bournemouth, so it's easy to get the car fully up to charge. I use the car mainly for getting to work and local driving but with 230 miles on a full charge, it also has a good range for longer journeys.

Aside from the personal perspective, from an industry point of view I think the next 12 – 18 months in the aftermarket are going to be very interesting. There is a lot of work to be done for garages and bodyshops to adapt and make the transition to EV technology.

It's the same for the technicians working on EV vehicles. My advice to any young apprentice starting out is specialise in EV vehicles, as it's a skill set that is going to be very much in demand.

Overall, I could not be more positive about EVs and would recommend them to anyone. In fact, if someone asked me to name the three best things about EVs, I would have to say the benefit to the environment, performance and not having to queue up at petrol stations – all in that order!

The EV future is most definitely with us now and I am fully embracing it."



DRIVING THROUGH THE DECADES

WITH FOUR FAMOUS GROUP ICONS

As part of a recent social media poll, we asked our followers to choose their favourite Group Icons from the 70s, 80s, 90s and more recently the 2000s. With the results in, for our extended edition 10th TPS Insider we bring you the best Group Icons from across four decades.

With the votes in and counted, we are delighted to announce our 70s Group Icon is the vehicle of choice for everyone from surfers to staycationers, the beloved Volkswagen Beetle. Racing forward into the 80s it's the original hot hatch hero, the glorious Golf GTI taking its rightful place in the petrol head pantheon of all time classics.

As we move into the 90s, it was the power packed Corrado taking the plaudits from our online pollsters. Bringing things right up to date, for the 2000s we are back in hot hatch territory, as modern-day cult classic the Lupo GTI leaves its rivals trailing in its tyre tracks.

So that's our four Group Icons from across the decades. Without further ado, let's find out more about what make this fantastic four such car classics.



VOLKSWAGEN BEETLE



The Volkswagen Beetle, or Type 1 as it was officially known, is a true icon of the automotive industry. Although its origins are in Germany as an affordable people's car, the Beetle's eye-catching design has made it an international star.

In America and Mexico in particular its star car appeal has shone as brightly as its distinctive headlamps, with both those key markets enjoying an enduring love affair with 'the bug' that has lasted for decades.

It was first distributed into foreign markets, including the United States, in 1949 and quickly took off. By 1955 Volkswagen had produced a million units, making the Beetle a major player in the automotive industry.

While the Beetle thrived in the 50s and 60s, the 70s were its heyday. It reached the height of its popularity in 1972, when it beat the Ford Model T, to become the world's all-time best-selling car.

As the 70s ended so did the Beetle's production run in Europe, but with production moved to Brazil and Mexico it enjoyed a revival in its fortunes. An appearance by a certain 1963 Beetle model named Herbie in the 80s smash hit movie 'The Love Bug', helped to further boost its popularity.

By the time the final Type 1 Beetle was produced in Puebla, Mexico, in 2003, it had achieved an incredible 65-year production run, a record longest ever, for a vehicle manufactured on a single platform.

A second-generation model, the A5, was launched in 2011. However, eight years later the last one rolled off the production line, marking the end of the road for the beloved Beetle.

That road has been long and record-breaking, ending with the Beetle taking its place in the automotive hall of fame. Just as importantly, it's also secured its place in the hearts of the many admirers who have fallen in love with or got the bug for this instantly recognisable car.

QUICK FACTS

- The Beetle began life as the Type 1 but was given its iconic name by the New York Times.
- The millionth Beetle, built in 1955, was painted gold with diamante encrusted bumpers and trims and a plush pink interior. It can be seen at the Wolfsburg Autostadt Museum.
- The Beetle was the first car ever to sell over 20 million units. It was the most produced Volkswagen model ever until 2002 when the Volkswagen Golf surpassed it.

19
70s

19
80s

VOLKSWAGEN GOLF GTI



Although it eventually enjoyed a stratospheric, turbocharged blast into automotive history, the Golf GTI began its life in far quieter and secretive circumstances.

Away from the official factory endorsed programme that produced the Mk1 Golf, an unofficial sport version was developed as the brainchild of former Volkswagen PR director Anton Konrad, engineer Alfons Löwenberg and six other team members.

The GTI was conceptualised, built and tested in secret by this elite Volkswagen team of engineering, suspension, chassis and marketing experts. Their collective brilliance combined to produce a car that would go on to achieve legendary status.

In 1975 the Golf GTI Mk1 was first unveiled to the world at the Frankfurt Motor Show, beginning the story of an automotive legend. Although initially restricted to a production run of 5,000 in 1975, this ended up close to 462,000 units as the Golf GTI Mk1's instant popularity helped establish the first chapter of the world's most successful compact sports car.

With a top speed of 114mph, its black wheel arch extensions, red edge around the radiator grille, tartan sports seats, golf ball gear knob and a sports steering wheel with special design features, the Golf GTI was already beginning to establish icon status. However, the best was yet to come.

Launched in 1984, many regard the Mk2 as the pinnacle of the Golf GTI line. With a new chassis, a more powerful engine (110 bhp) and a top speed of 124mph, it took all the best loved elements of the Mk1 version and refined them. It set the standard for cars in its class, ultimately outselling its predecessor in the UK and in the process becoming one of the definitive cars of the 1980s.

With its boosted power outputs allowing tuners and modifiers everywhere to realise their boy or girl racer dreams, to its finessed design flourishes - golf ball gear stick and iconic tartan upholstery - the Golf GTI has inspired many imitators.

From the simple concept of taking a family car and adding in a performance engine and sports styling, the Golf GTI has evolved to become a best in class, a true automotive icon and the undoubted leader of the hot hatch pack.

QUICK FACTS

- A true team effort - Star designer Giorgetto Giugiaro created the appearance of the Golf, Herbert Schäfer, design director, installed the legendary red GTI trim and Gunhild Liljequist, the first woman in Volkswagen's design department, was responsible for the iconic tartan checked interior design.
- The GTI stands for Grand Tourer Injection, derived from the Italian Gran Turismo Iniezione, first used by Maserati in the 1960s.
- The Golf is Volkswagen Group's best ever selling car with over 33 million cars, including the GTI, sold.

VOLKSWAGEN CORRADO

19
90s



The icon status attributed to the Corrado has taken longer to build up than some of the more instantly recognisable entrants in the Volkswagen Group Hall of Fame.

When the Corrado first launched into the market in 1988 as a replacement for the Scirocco, it quickly built a reputation as one of Volkswagen's most elegant cars to date. With its eye-catching lines, chunky wheel arches, and an active rear spoiler that raised at cruising speeds, it's little wonder that motoring writers, commentators and the car-buying public were charmed by its good looks.

While its beauty was a sight to behold, it also packed some fairly beastly power under the bonnet. Built on MK II Gold platform, it contained a supercharged four-cylinder G60 engine boasting 158hp, and produced a respectable 0-60 in 7.8 seconds.

In 1992, it was further enhanced with the arrival of the Corrado's best engine, the six-cylinder VR6, and with it a move towards icon status. The VR6 was a bigger, 2.9-litre version of the Golf VR6's 2.8, turning the Corrado

into the first 150mph Volkswagen, with the dash from zero to 60 reduced down to 6.2 seconds.

This was followed in 1995, by the UK launch of the limited edition VR6 Storm. Recalling the Scirocco Mk1, it came with a range of aesthetic upgrades that included a colour-coded grille, 15-inch BBS alloys and the 'Storm' badge. With only 500 produced and available in just two colours, Classic Green and Mystic Blue, the VR6 Storm was much sought after and remains exceptionally rare to this day.

By the end of 1995 the Corrado was no more, with 97,000 units rolling off the line during its seven-year history. While no more were produced, the legend lives on.

Many enthusiasts consider the VR6 to be the ultimate Volkswagen Corrado, the engine the coupe was waiting for. It makes it one of the best performance coupes of the 1990s and a rare example of a car considered a classic in its own lifetime, a view that continues to this day.

QUICK FACTS

- The Corrado was created by the same designer, Herbert Schaefer, responsible for the original Golf.
- The Corrado is renowned for its active rear spoiler – which raises automatically when the car exceeds 62mph and, automatically retracts at speeds below 15mph. It can also be manually controlled by the driver.
- While there were only 500 special edition Corrado Storm models ever made, the Campaign edition was even rarer, with only six units ever produced.

20
00s

VOLKSWAGEN LUPO GTI



For a car first launched in 1998 and discontinued in 2005, the Lupo GTI had a short time to leave a lasting impression on the automotive world.

It first made its appearance in the market in October 1998, to fill a gap in the Volkswagen model range caused by the increasing size and weight of the Polo. Built on the same platform as the SEAT Arosa, the city car named after the latin word for wolf, it was given its teeth with the introduction of the GTI model.

As part of the Lupo GTI's bite, Volkswagen armed it with a 123bhp 1.6-litre engine, a top speed of 127mph and the capability to go from 0-60mph in an impressive 7.7 seconds. Its performance under the bonnet was matched by its interior with sports seats, a leather steering wheel, chrome-rimmed dials and polished steel pedals.

The exterior of the car is equally impressive, distinguished by flared wheel arches, chunky side skirts, a deep front spoiler with purposeful air intakes and 15-inch six-spoke alloy wheels. At the rear, it boasts twin centrally mounted chrome exhausts, a roof spoiler and sports the iconic GTI badge.

Despite being discontinued in 2005, during its short-lived history, the Lupo GTI built up a burgeoning reputation with hot hatch lovers that remains to this day.

While the Lupo GTI does not enjoy quite the high-profile status of the Golf GTI, its feisty nature has helped endear it in particular to motoring writers, many of whom have raved about it every time they have driven the car.

Fuelled by its popularity with the motoring media, the Lupo GTI has extended its sphere of influence further to a point where it also enjoys cult classic status among the enthusiast community. As a worthy recipient of the GTI badge, this particular wolf is one likely to leave its fans howling with delight for many more years.

QUICK FACTS

- The Lupo GTI was designed by Josef Kaban, a Slovakian automobile designer.
- While taking its name from the Latin for wolf, the wolf reference is a tribute to the Volkswagen Group plant in Wolfsburg, Germany.
- The Lupo GTI remains a rare car, with the UK never exceeding more than 1,000 registered models.

EMBRACING ELECTRIFICATION

A challenge facing independent garages in 2022 is how to future-proof their businesses as record numbers of new electric vehicles are sold. Peter Melville, founder of the Hybrid and Electric Vehicle Repair Alliance (HEVRA), talks to Curtis Hutchinson for TPS Insider about how his trade body is helping owner-operators turn this into a business opportunity.

CURTIS HUTCHINSON REPORTS



Curtis Hutchinson

After over a decade of being a niche alternative, 2021 was the year that electrification entered the mainstream new car market.

The figures speak for themselves. New car registration data produced by the Society of Motor Manufacturers and Traders revealed record sales of 190,727 new battery electric vehicles (BEVs) in 2021; that's more sales in 12 months than the previous five years combined. Significantly, last year also saw BEV sales overtake diesel for the first time.

Furthermore, with 114,554 new plug-in hybrids (PHEVs) also sold, 18.5% of all new cars registered in 2021 could be plugged in. This was in addition to the 147,246 hybrids registered which contributed to a bumper year for electrified car registrations with over a quarter of the total new car market electrified in some form.

With the genie out of the bottle, sales of new BEVs, PHEVs and hybrids will accelerate even further this year.

The benefits of these increased sales for independent garages may not be immediate but they will start to be felt in three years' time when many of these vehicles start to fall out of warranty.

Likewise, the number of BEVs, PHEVs and hybrids in the used car market are growing year-on-year as a new breed of buyers transition to electrification. All of these vehicles will require servicing, repairs and MoTs, with customers expecting their local garages to be able to work on them.

That's why many independent garages are considering current and future strategies to accommodate this new wave of cars heading their way.

Paving the way for garages making their first tentative steps is the Hybrid and Electric Vehicle Repair Alliance (HEVRA). The trade body was launched in 2017 by Peter Melville after he experienced first-hand just how difficult it was to find a local garage to repair a faulty air conditioning system on his parents' Vauxhall Ampera.

A trained car mechanic and garage owner who has worked exclusively in the independent sector, at the time Melville was offering a mobile service for garages needing a technician to rectify electrical faults on traditional internal combustion engine (ICE) cars.

"The aircon only needed refilling but the local garages I phoned didn't appreciate that the oil they would normally use to re-gas ICE cars would conduct electricity, so it would require a different technique," said Melville.

"This got me thinking that garages needed a way of obtaining the specialist knowledge required to work safely on electric and hybrid cars, which prompted me to set up HEVRA," he said.

Since then, HEVRA has been busy building a technical database covering specific EV, PHEV and hybrid models and sharing this knowledge to help garages identify and repair faults.

The database is constantly expanding with the latest first-hand fault-finding guides and documentation on how issues around fault codes have been successfully resolved.

According to Melville this is empowering members to accept bookings on models they have not previously worked on, confident they can draw upon this support to help resolve technical issues, rather than turn business away.

"A lot of technicians, like me, trained on specific electric models, but that doesn't necessarily qualify them to work on all BEVs, PHEVs and hybrids. What we're doing is sharing knowledge and best practices among members and constantly building our expertise."

"There's growing expectation for local garages to be able to repair electric and hybrid cars. It's a challenge for these garages to build that knowledge for something that might only currently account for 5% of their workshop business. For them it's useful to use our database and speak to us because the chances are we have the technical information they need," he said.

With HEVRA celebrating its fifth anniversary in July, it currently has a membership of 200 garages and is on a mission to ramp up its geographical spread in line with the growing vehicle parc of electrified cars aged from 3-12 years old.

Melville estimates there will be 440,000 BEVs and PHEVs in that age range on roads by the end of this year, when he hopes to grow to 320 members rising to 875 by 2025. There will also be a large number of non-plugin hybrids that are not included in that number.

Members typically operate privately-owned garages where ICE vehicles account for the bulk of their work and are likely to continue to do so long after the ban on the sale of new ICE cars comes into force in 2030.

To date only a handful of specialist electric-only garages have become members, although this figure is expected to grow.

"Until now, in most geographical areas, it's been pretty much impossible to specialise in electric vehicle repairs because the vehicles have been

too young and not enough has been going wrong with them to justify a business case.

However, that's beginning to change as more vehicles fall into the 3-12 year age profile. In certain areas, over the coming years, some garages will start to see the proportion of electric repairs accounting for the main part of their business," he predicted.

As more electric cars enter the independent sector, Melville expects 2022 to be the year when many garages start to seriously consider what their next steps are and whether to stick with ICE or start to embrace electrification.

I had an interesting conversation with one of our members who operates a village garage and has looked after the same customers for many years. He has noticed over recent years how a growing number of them have bought new electric or hybrid cars.

Melville added "In the past he would have seen their new ICE cars after three years. But now, unless he offers an electric or hybrid service, he'll lose those customers for good. I think that's an increasingly familiar scenario for many independents but there is a real opportunity for them to retain these customers and attract new ones by embracing electrification and we're here to support their transition."

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

THINKING OUTSIDE THE PARTS BOX

HEVRA believes workshops will still be busy sourcing parts but for different types of jobs.

Founder Peter Melville cites heat management as a common problem requiring workshop attention.

"Our members do a lot of work identifying and repairing cabin heating issues. With ICE cars heating is part of the engine's cooling system. But with BEVs there's no waste heat so they require dedicated heating systems and when our members see these cars they tend to be a few years old so the heaters have had plenty of wear and tear.

Quite often these issues can be resolved by fitting a replacement part and reprogramming the system," he said.

"Thermal management is a whole new subject for electric vehicles, it's different on each type of car so it's important to properly understand it. Whereas some customers wouldn't bother fixing the air conditioning on an older car, it becomes more important when it contributes to cabin heating and battery cooling."

With the electric motor providing much of the brake force, brake pad wear is much reduced, although brake issues due to corrosion can be common. Many electric vehicles also use chassis components from lighter ICE-powered stablemates, meaning increased wear and tear on suspension and steering parts.

SERVICE CAM SYSTEM

HELPING BUILD CUSTOMER TRUST AND BUSINESS PROFITS



Gareth Davies
Euro Performance

Gareth Davies is Managing Director of Euro Performance, an independent garage specialising in Volkswagen, Audi, SEAT and ŠKODA brands. First established in 2004, Euro Performance has over 17 years' experience in providing high quality servicing, repairs and fault diagnosis for German branded vehicles.

The site, located in Llantrisant, South Wales, hosts a modern, well-equipped workshop comprising seven vehicle repair bays, a commercial vehicle repair bay, a class 4 and 7 Automated Test Lane MOT Bay, and a full OEM Approved Vehicle alignment bay.

Gareth chats with Insider about how the TPS ServiceCam product has proved a huge success, helping to build trust with customers and aid transparency on the repairs process.

TPS ServiceCam was successfully piloted last year across selected independent garage

customers, including Euro Performance. The ServiceCam personalised video software system allows garages to create recorded 'walk around' videos to send to customers to outline repairs, servicing requirements and other essential work on their vehicles.

Gareth said: "We had the opportunity to get a feel for the ServiceCam during the pilot project and our team was impressed with the system. Since then, we have used ServiceCam full time in the business, and it has revolutionised how we repair cars and the service we provide to our customers.

"It has two main benefits to our business. Firstly, given recent times with the pandemic, it has removed the need for consumers to actively visit the business, be there on site and face to face with the technician. It's provided a lot of reassurance for customers and ties in with the other major benefit, building trust with customers.

"GREAT USE OF TECHNOLOGY. NICE TO SEE UNDER THE VEHICLE AND SEE WHAT THE PROBLEMS ARE."

"PLEASED WITH VIDEO FEEDBACK AND LIST OF REPAIRS NEEDED EASY TO UNDERSTAND AND AUTHORISE."

"SUCH A GOOD SYSTEM AND LOVE THIS WAY OF WORKING. MAKES THINGS SO MUCH CLEARER AND EASY TO UNDERSTAND. THANK YOU VERY MUCH."

"ServiceCam enables us to have better and more transparent conversations with customers about repairs on their vehicles. For instance, customers have the opportunity to watch their repair video multiple times if required, which gives them a lot longer to think about the repair and not having to base a decision on one conversation with the technician.



"A detailed walk through of the repair helps lend an acceptance from the customer to the size and cost of the repair required and makes them more likely to give the go ahead for the work to be done. We are seeing a lot of that now, particularly as the economic uncertainty brought by the pandemic starts to diminish and people are more prepared to spend on repairs for their vehicles.

"It also ties in with the age of the cars we are seeing coming into the workshop. There have been a lot of reports about an ageing vehicle car parc and we are certainly seeing it.

"Since the end of the lockdown, we have seen a huge increase in repairs and routine maintenance jobs and a lot of them are older vehicles. I think part of this is being driven by rising used car prices, with those holding onto their older vehicle now seeing it as an asset rather than a burden. They are therefore prepared to invest in repairs to hold the value of the car, should they choose to sell it at a later date in what is a buoyant market.

"ServiceCam is another great example of how TPS always goes the extra mile to help us as a business. It's quickly become an important part of our armoury in demonstrating customer value, helping to establish a rapport and build up customer trust.

"I would definitely recommend to other independent garages to give it a go and try it. The numbers through the dashboard show the financial boost ServiceCam offers and it's another important step in the digitalisation of the aftermarket, something none of us can ignore or avoid.

Most importantly, the real-world feedback from customers when they've either collected their vehicle, or they've given feedback on the video through the system speaks volumes about how important it is to us as a business."

ServiceCam
Powered by VehicleVision

YOU ARE HIRED!



For this edition we have two ten-minute interviews for the price of one. We are chatting to TPS Glasgow North East's, **Michael Dougan** and TPS Hull's, **Olivia Power**.

Having both successfully completed the TPS Apprenticeship Scheme, they have now moved to full time TPS roles – Michael as Parts Sales Executive (PSE) and Olivia as Warehouse Operative – as they take the next steps on their career journey. They share their thoughts on what its like to make the move up from apprentice to a permanent role, why they enjoy what they do and their ambitions for the future.



Michael Dougan
Parts Sales Executive

How long have you worked for TPS?

I joined TPS In August 2018, so I have been here for three years and seven months.

Tell us more about your PSE role and what you enjoy about working for TPS?

I am involved in taking phone calls, arranging sales and helping with promotions. However, sometimes I get involved in doing different things such as helping my Centre and Sales Managers with customer rebates. It's great as no two days are ever the same. I enjoy speaking with the customers, having a bit of banter and growing relationships.

You won the TPS Apprentice of the Year in 2020, tell us about that?

I couldn't believe it, have predicted it or thought it would be me. Once it was confirmed and had sunk in, I was just overjoyed at winning the award.

What impressed the judges most about your nomination?

My Centre Manager put in the nomination and said, "I was a dream apprentice, who does very well in the PSE room, doing exactly what a PSE does and sometimes more." That's a great tribute and thanks to him for it.

I helped out my Manager's mum during the lockdown, as she lived on my side of town, picking up prescriptions and groceries for her and he was very grateful for that. On a personal level, no matter what challenge I am faced with I always try to go above and beyond to sort it and I get recognised for that.

What are your interests/passions outside of work?

I'm a massive petrol head! I enjoy tinkering with my own car in my spare time, doing a bit of performance and tuning on it. I don't do it for car shows or anything like that, just for my own pleasure and enjoyment of working on the car.

If money was no object, what Volkswagen Group vehicle would you buy?

I would like to have a Porsche 911 turbo or a Mk2 Golf GTI.



Olivia Power
Warehouse Operative

How long have you worked for TPS?

I joined TPS In January 2018, straight from school and onto the apprenticeship scheme.

Tell us about your experience of the TPS apprenticeship scheme?

It's probably the best step I could have made career wise joining the apprenticeship scheme. I got to learn pretty much every aspect of working in a TPS Centre, from logistics, management, telesales, accounting and the warehouse, where I work now.

We also went once every eight weeks to the Volkswagens National Learning Centre, based in Milton Keynes. It was a great experience as we got the opportunity to meet up with other apprentices from other Centres and I have made some lifelong friends from going there.

What do you do in your current role?

I am part of the warehouse team, with Jason and me as Warehouse Operatives and Mike, the Warehouse Manager. We pick and sort the parts for customer deliveries, work closely with the drivers and help to ensure the whole process runs smoothly and on time. I really enjoy the day to day of working here and it's really helped expand my parts knowledge.

What do you enjoy about working for TPS and what are your future ambitions?

The team is brilliant to work with. It's a bit like a family here and we have created quite a bond together within the team. It's great to know that when you are going into work each day, that you are going into such a great environment. There is also a lot of opportunity to progress your career here. The next step would be to become a supervisor or manager and move up the career ladder in the business.

What are your interests/passions outside of work?

I enjoy doing a lot of walking, crosswords and Sudoku puzzles. Just the simple things in life, really.

If money was no object, what Volkswagen Group vehicle would you buy?

It would have to be the Audi R8 V10 quattro. It's such a great car and a brilliant brand.



NEW QUANTUM OIL HERO REWARDS

THANK YOU FOR EVERY NOMINATION

Your hero performers that have gone above and beyond

Went the extra mile to help with deliveries when we were short staffed during Covid.

NOMINEE
MARK WESLEY

Hard working and customer focused he strives to do the best work at the best price.

NOMINEE
ROBERT DE FAOITE

Knowledgeable and understanding, his oil expertise and service is second to none.

NOMINEE
PHILIP WHYMAN

Always willing to stop what he's doing and come to the customer's rescue.

NOMINEE
DAN HURST

Gone above and beyond during Covid to service customers and keep the workshop going.

NOMINEE
JASON MARCH

Outstanding performance during training as a final year apprentice.

NOMINEE
KIM LI

Excellent customer service and highly knowledgeable about products.

NOMINEE
SUE SINGLETON

Customer focused and always ready to go the extra mile for his customers.

NOMINEE
EESA

Takes a personal approach to service that leave customers coming back for more.

NOMINEE
BRETT SOUTH

Rising to the challenge of a new role and building a great reputation with her customers.

NOMINEE
DEB CASSIDY

Exceptional customer service and always willing to adapt to new systems despite her recent disability.

NOMINEE
DIANE DREW

Going the extra mile is second nature to him as he services customers with confidence and a smile.

NOMINEE
WAYNE BUTLER

An invaluable member of the team with his part knowledge and service excellence.

NOMINEE
JAIME SHORROCK

Always willing to learn more to service customers better and share that knowledge with others.

NOMINEE
JAIME SHORROCK

Incredible human being that places people before himself and his business in all that he does.

NOMINEE
CHRIS COLLIER

Hardworking and dedicated to making sure his customers get the right service.

NOMINEE
CHRIS JOHNSON

Deals with clients' queries on an exceptional level and is always prepared to help.

NOMINEE
PHIL WHYMAN

Always on the ball by getting in early and taking care of clients' needs.

NOMINEE
SCOTT BUTTERLY

Forging loyal customer relationships by investigating complaints in a timely and professional manner.

NOMINEE
MATT GALUSZKA

Remember to nominate your hero for the next exciting event at

tps.trade/quantum-oil-hero-nomination

Click here to
nominate!