

TPS

INSIDER



WINTER ESSENTIALS

Make sure you have the right products for the colder months

THE BIG READ

Counterfeit parts: protect your business & customers

BUSINESS BUILDER

Your need-to-know on oil

TPS



Volkswagen

SEAT

SKODA

Commercial Vehicles

**for Volkswagen Group
Genuine Parts**

QUANTUM

STRENGTH TO STRENGTH

THREE NEW GRADES • ONE SMART MOVE



Our Quantum range is ever-evolving. By working to give you all the oil you need, all in one place, we're helping you keep more customers happy and your business moving forward.

tps.trade/strength-to-strength



WELCOME
TO THE
NEW TPS
INSIDER

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Craig Canavan,
Issue Editor

HELLO AND WELCOME...

...to the first edition of TPS Insider, our new quarterly magazine for the independent motor trade.

TPS Insider has been created to support you and discuss the things that matter to you. On the following pages you'll find technical insights, business advice, Genuine Parts news and features on the key issues affecting the trade today.

Plus we take a look at an icon from the Volkswagen Group back catalogue and chat with a Group specialist about their business and view of the trade.

This first issue lands as winter takes hold, so naturally we take a look at the parts you'll be calling on most right now, but we also shine a light on an issue starting to impact more and more garages – counterfeit parts.

We hope you enjoy it.

Craig

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

Email us at:

tpsinsider@vwg.co.uk

Or message us via our social media:

 [tradepartsspecialists](#)

 [TPSTradeParts](#)

WHY PURPLE IS THE NEW RED

As the icy grip of winter takes hold, good engine care becomes increasingly important with the right choice of anti-freeze high on the seasonal checklist.



Andrew Cooper, Parts Product Planning Manager, casts his expert eye across the range of anti-freeze options available for vehicles this winter.

When it comes to anti-freeze, Blue and Red have traditionally been the go-to options. However, just as engines are evolving in line with new standards and technologies, so too are anti-freeze products.

The addition of Green (now generally used for older vehicles) and Purple means TPS now has an even more comprehensive offering suitable for a wide variety of vehicles. But which is best for which application?

Blue Anti-Freeze is fast approaching obsolescence now as it fails to meet the

performance requirements of modern vehicles. It's a primitive additive package that hasn't been used at first fill since the late 1990s so is suitable only for older vehicles requiring a basic, lower cost anti-freeze with a two-year and 60,000 mile life.

Red Anti-Freeze is currently used in 70% of the UK parc, so you might be forgiven for thinking it's all you need.

First introduced in the 1990s to replace Blue at first fill, Red contains an inhibitor package based on organic acids that coat the surface of engine metals to make them unreactive. Suitable for use in both petrol and diesel engines, its main benefit is an extended life – typically five years and 100,000 miles.

But while Red offers extensive parc coverage today, its dominance is fast fading as the latest vehicles require an even more sophisticated anti-freeze product.

Green Anti-Freeze offers an enhanced inhibitor package that combines traditional and organic acid corrosion inhibitors and additives, providing better seal compatibility and corrosion protection. It also combines the protection of traditional anti-freeze

technology with the slower depletion rates of organic acid technology (OAT) formulations, giving an extended life of up to three years. It also meets the performance criteria of most HGV OEMs and anti-freeze national specifications.

Purple Anti-Freeze is the latest generation of anti-freeze technology, providing a blend of traditional, silicate and organic acid corrosion inhibitor additives. It meets international performance requirements and several OEM specifications for light and heavy-duty usage. It also combines the advantages of a hybrid inhibitor package while maintaining a five-year and 100,000 mile life.

And crucially, Purple Anti-Freeze is now used at first fill across the Volkswagen Group. So while its parc coverage is currently only around 3%, this base will continue to grow.

Andrew Cooper, Parts Product Planning Manager for Volkswagen Group UK.

REMEMBER TO ALWAYS

Drain and refill – never mix anti-freeze colours. Use the same colour products already in the vehicle.

PARTS EXCHANGE: YOUR QUESTIONS ANSWERED

Q1 Will putting tap water mixed with anti-freeze be harmful to my customer's car?

A1 It's not advisable to use tap or mineral water as both contain mineral deposits that will corrode your customer's radiator and engine, eventually ruining your customer's cooling system. Always use a distilled mixing water as it's free of contaminants and will help prevent calcium build-up in the radiator.

Q2 With a water pump, is it best to select one with a metal or plastic impeller?

A2 Plastic is our recommendation. This helps to minimise the risk of consequential damage in the event of part failure. Plastic blades will bend whereas metal will likely shear, placing other components at risk of damage. All the latest Volkswagen Group Genuine water pumps have plastic impellers.

Q3 What are the benefits of buying brake kits instead of the individual components?

A3 The major benefit is cost. Buying the individual brake discs, self-locking bolts and pads is far more expensive compared to purchasing the kits. Genuine Volkswagen Group front wheel brake kits, which contain discs and pads, are 23% cheaper than buying individual components, so a great opportunity to increase your margin.

Send in your questions. Email us at tpsinsider@vwg.co.uk

PARTS PAY-OFF

How Genuine conversations with your customers can boost your business.

The conversation you have with your customers about fitting the right parts to their vehicle, is one of the most important you will have.

Engaging with customers in an informed and knowledgeable way about the benefits of Genuine Parts over their aftermarket counterparts, can pay-off in many different ways.

One of the most important is the peace of mind that can be achieved for both you and your customer.

Genuine Parts are the best parts you can fit to a vehicle. Not only are they identical in quality to parts used in new-vehicle production, giving customers the confidence that they will work perfectly, but also their fit first time convenience saves both time and money.

Crucially, they also make a significant contribution to the safety and integrity of the vehicle. The safety message provides a compelling case for the fitting of Genuine Parts to a vehicle and demonstrates a concern for the customer's welfare that helps to build trust and advocacy.

There are also the commercial benefits of fitting Genuine Parts. The reassurance of fit first time ensures efficiency in the workshop and the parts themselves help to retain the residual value of a vehicle. Furthermore, with a two-year warranty* provided, which includes consequential damage and is also Europe-wide, there is protection for both the garage and customer from any costly future repair costs for replacement parts.

*Terms and conditions apply – see website.

When conducting a Volkswagen Group Genuine Parts conversation with a customer, what are the top five selling points to consider?

Quality

Genuine Parts are identical in quality to parts used in new vehicle production, providing assurance and peace of mind for the customer.

Testing

Manufactured in accordance with Formula Q, Volkswagen Group's strict quality assurance system, Volkswagen Group Genuine Parts provide a significant contribution to a vehicle's overall safety and performance.

Cost-effective

Volkswagen Group Genuine Parts offer the lowest cost of ownership over a vehicle's life and with an assurance of fit first time, helps reduce labour time and associated job costs.

Protect value

Fitting Volkswagen Group Genuine Parts helps retain a vehicle's value, giving the customer a more profitable asset should they sell the vehicle in the future.

Warranty protection

The two-year warranty protection offered with Volkswagen Group Genuine Parts can help justify the higher cost compared to an aftermarket part.

YOUR WINTER ESSENTIALS

The chill is setting in, so now is the ideal time to ensure you have the essential winter products to keep your customers' vehicles on the road during the colder months. Our selection covers everything from pothole damage to lighting to workshop essentials.

Contact your local TPS Centre for expert advice.

Genuine Parts

STARTER MOTORS

Prices from
£126.39
(02M911023GX)



ALTERNATORS

Prices from
£142.66
(038903018SX)

HEADLIGHTS

Prices from
£187.98
(1Z2941017L)



QUANTUM



BULBS

Prices from
£1.10
(941QBU453BD)



WIPER BLADES

Prices from
£1.90
(ZGBQWBSTA11)



PURPLE ANTI-FREEZE

Price per litre
£2.13
(ZGBQAFPUR)



DE-ICER

Prices from
£1.45
(ZGBDEICE750ML)

FOURPLUS

VOLKSWAGEN APPROVED PARTS

SHOCK ABSORBER KITS

Prices from
£49.43
(JZW598025E)



BATTERIES

Prices from
£26.82
(JZW915105D)



SCREENWASH 3L

Price per litre
£1.04
(GJZW021M3)

SCREENWASH 199L

Price per litre
£0.75
(GJZW015M9)



Prices exclude VAT. Prices valid until 28th February 2019. Terms and conditions apply. Prices may vary in accordance with TPS' discretionary discount. Such discounts are subject to availability and changes from time-to-time. Images are for illustrative purposes only.

AUDI TT MK1

FOUR-WHEEL DRIVE SYSTEM

Utilising Audi's classic Quattro technology, the four-wheel drive system delivers enhanced acceleration, cornering, and stability, particularly in cold and wet conditions.

INTERIOR

An array of finessed finishing touches include baseball glove stitching in the seats, a small silver metallic short shift gear stick and silver chrome dashboard.

BODY

Framed in an aluminium body, meaning no rust, that boasts sleek and sporting curves and with a well-protected underside that minimises corrosion issues.

WINDOWS

Along with the slightly reprofiled bumpers, the rear quarterlight windows behind the doors were the only features added to the car from the original design.

GEARBOX

First introduced on the 3.2 litre V6 version, the dual clutch six-speed DSG offered on the UK variants was the world's first dual clutch transmission configured for a right hand drive vehicle.

CHASSIS

It's based on the Volkswagen Group A4 platform as used for the Volkswagen Golf Mk4, the original Audi A3, Škoda Octavia and others.



Jack Lankester-Bell, Vindis Group Head of Business, and former TPS Cambridge Centre Manager, is our first guest contributor to choose a Volkswagen Group Icon. Jack has selected the Audi TT Mk1 – a car celebrating its 20-year anniversary this year and still looking as good as ever.

AN ICON: A SYMBOL OF INNOVATION AND CREATIVITY THAT RESONATES WITH ITS AUDIENCE.

It's certainly a fitting description for the Audi TT, and we can throw in revered and adored for good measure.

It's why when our guest contributor Jack was asked to pick his Group Icon, he could have scarcely made a better choice to get this feature off the starting line.

But what is it that makes this cool coupe such an iconic vehicle? Well as Jack says, "it was a head turning car that got people talking."

It certainly achieved that when first launched back in 1998. Designed by the Volkswagen Design Group in California, it was first shown in 1995 as a concept car at the Frankfurt Motor Show. Roll on three years and the concept car was made real as it moved into production with only minimal deviation from its original form.

The Audi TT was the rarest of automotive ideations – a mechanical and design vision that retained all the beauty of its original beholder. It was the show stopper that actually translated into showrooms.

There are many reasons for its appeal. Much of it comes from the way Audi mixed its retro-styled aluminium body with proven Volkswagen sourced mechanicals.

Sitting on a Golf Mk4 platform, it was powered by a choice of 1.8 litre turbocharged petrol

engines, with 180bhp and 225bhp versions both available. It had good outright pace and was certainly nippy enough to live up to its TT moniker – a tribute to NSU's Tourist Trophy racing pedigree.

Mechanically, the standout features that helped mark it out from the crowd were the Quattro four-wheel drive system and its dual clutch six-speed Direct Shift Gearbox (DSG). First made available in 2003 in the 3.2 litre VR6 addition to the range, the DSG took the TT to

a whole new level, offering lightning fast gear changes and acceleration.

Stunning looks on the outside were matched on the inside, with design touches and flourishes that exuded quality and finesse. The baseball glove stitching on the seats was among the stand-out features.

With accolades that included 'What Car? Coupe of the Year' for five consecutive years, the Audi TT Mk1 has truly earned its place in the automotive hall of fame.

As Jack says, "it was an aspirational car, a cool, funky machine that people noticed."

Well it certainly made people take notice 20 years ago and has been doing the same ever since. In fact, you could say it's the stuff that icons are made of.

COUNTERING THE COUNTER- FEITERS



The rise of fake car parts has prompted the government to back a campaign highlighting the seriousness of the issue. Curtis Hutchinson explores the scale of the problem and what's being done to protect independent garages.

Mention the phrase 'vehicle crime' and the image that immediately springs to mind will likely be one involving theft or vandalism. But there's another form of less visible vehicle crime that's steadily gathering momentum - and it's far from victimless. A recent EU study found the automotive sector is losing over €2.2 billion each year due to the rising number of counterfeit tyres and batteries sold across Europe.

The total figure is certain to be much higher as that figure excludes filters, brake pads, lights, wheel rims and air bags - amongst the most commonly counterfeited car parts, according to research from Illicittrade.com.

The increase in fake vehicle parts sales, coupled with the associated safety risks, has become an industry-wide issue prompting the Intellectual Property Office (IPO), the official Government body responsible for

safeguarding intellectual property rights in the UK, to launch a campaign to raise awareness of the issue amongst consumers.

The initiative has attracted wide support from automotive trade associations, legitimate parts suppliers, trading platforms, manufacturers and the police.

The campaign highlights the scale of the problem and offers advice to consumers on how to identify fake parts, provides tips on how to buy genuine parts online and how to report counterfeit goods.

"It's clear counterfeit vehicle parts can pose a serious risk to drivers, passengers and other road users, with potentially life-threatening results," says Dr Ros Lynch, Director of Copyright and Enforcement at the IPO.

"Criminals who produce counterfeit vehicle parts have no concerns about public safety and they use this as an opportunity to profit at the expense of others.

"We are committed to protecting the public from these dangers. This collaboration between government, industry and law enforcement offers us an opportunity to raise awareness, change consumer behaviour

and remove these dangerous products from the market."

As a supporter of the campaign, Audi was able to shed light on just how widespread the issue of fake parts has become.

"The automotive sector is losing over €2.2 billion each year"

Speaking at the campaign's launch event, a representative from Audi's dedicated Brand Protection Team said: "The counterfeiters aren't choosy when it comes to selecting fakes. According to our investigations, a large number of spare parts are counterfeited in the automotive business. These include service-relevant components, such as oil filters or air filters; crash-relevant components such as bumpers, radiator grilles or bodywork; and also safety-relevant parts such as suspension arms, exhaust systems or brake linings.

"Spare parts produced using inferior materials clearly pose high risks for Audi consumers. We are pleased to be part of this campaign to warn and protect our customers."

The Independent Garages Association (IGA), which represents 4,000 garages across the UK, worked closely with the IPO to launch the campaign and believes it has already helped raise awareness of the issue with posters now displayed prominently by members in their customer reception areas.

"The number of car owners sourcing spare parts has increased significantly over the last 18 months," comments IGA Director, Stuart James.

"We believe it's because owners can simply put their registration number into a website or go onto a bidding site and source parts significantly cheaper than what's quoted by a garage.

"They're cheaper for a reason: their quality is not the same as an OEM part or one sourced from a reputable supplier."

The IGA has noticed an increase in the number of customers asking garages to fit parts they have supplied themselves. Most garages wisely refuse to fit parts supplied by consumers as the part being fake is just one of a number of issues which presents problems for both parties.

"Consumer supplied parts may not be the correct fitment for the car; some internet sourced parts can be of low quality and there are potentially complex warranty issues if the part fails - especially where provenance is difficult to establish."

If a fitted part fails then it could put the garages in dispute with the customer, a scenario most businesses would choose to avoid.

"Most garages wisely refuse to fit parts supplied by consumers"

"Our message to consumers is to let the garage manage the whole servicing or repair job from start to finish. If there are any issues along the way then the garage is responsible and will be happy to deal with it as they've managed the whole process."

The IPO campaign has also received the support of the Independent Automotive Aftermarket Federation (IAAF), the aftermarket parts distribution trade body.

IAAF Chief Executive Wendy Williamson highlights the problem garages face with

telling genuine parts from fakes because the counterfeiters use advanced techniques to make their products look genuine, so even a visual inspection of the part and its packaging might not be enough to identify a counterfeit.

"Counterfeiters are really clever in making the parts look identical to genuine ones. However, whilst they might look the same they are unlikely to perform to the same standards. In many cases counterfeit parts are produced using sub-standard materials which won't have been properly tested and can be dangerous.

"For instance, braking distances could be doubled and in lighting products, glare and dazzle could be dangerous to other road users," she said.

With the IPO campaign helping raise consumer awareness of the dangers of buying counterfeit parts, garages need to remain vigilant when it comes to sourcing parts and that means avoiding fitting customer supplied parts and only purchasing genuine parts from legitimate suppliers.

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



OIL: YOUR KEY TO A SMOOTHER, MORE PROFITABLE BUSINESS

Oil Programme Manager, Ross Morgan, explains why oil is key to customer satisfaction and improved margins.

Older readers will remember a time when a barrel of 10 W-40 was pretty much all that was needed when it came to oil, but this 'one oil fits all' approach no longer works.

Lubricant specifications are becoming ever more exacting to satisfy manufacturers' requirements to ensure their engine performance levels and warranty protection are maintained. As manufacturers strive to find the perfect balance between engine performance, reliability and efficiency, maintaining the correct grade at service time is vital.

For garages, this means two things.

Firstly, there's a responsibility to know which oil is right for a specific vehicle. Secondly, there's a need to hold a greater number of manufacturer-approved oils in stock.

The first is easily solved via VRN lookup tools now available online at tps.trade/strength-to-strength. This will advise which product to use simply from the registration number. The second is best achieved by choosing a range with the widest car parc coverage and pack options that allow you to stock up according to your customer profile – bulk for commonly used specifications and bottles or CUBEs for those less frequently required.

The new extended range of Quantum engine oil offers all of this – plus the reassurance that only comes from a product with full manufacturer approval.

OIL MARGIN TOP TIPS

- It pays to think of oil as more than a commodity – it can be the key to better margins.
- The most straightforward method is to sell customers the correct top-up oil pack after every service.
- Encourage customers to check their oil levels regularly.
- Let customers know a 1 litre pack will be more economical for them in the long run (and a quick win for you).
- Make sure you're pricing at the right point for your local market. It's surprising how many garages are underselling themselves when it comes to oil, charging below their competitors for a comparable product. Identifying this and addressing any deficit is a fair and simple way of protecting your profits.

Ross Morgan, Oil Programme Manager for Volkswagen Group UK.

NEW IMPROVED QUANTUM RANGE

The Quantum range of oils has been extended to provide greater coverage and improved performance.

- Volkswagen Group approved
- Broad range of other manufacturer approvals
- Includes QFX technology for enhanced performance and protection
- Expanded range of Synta and LongLife product ranges with Ultra coming soon
- A full range of pack sizes to cater for the needs of all sizes of workshop

Find out more at tps.trade/strength-to-strength

CUBIC CAPACITY

Oil storage can be a headache in many workshops. With the growing need to have a greater range of oil products in stock, comes the question of where to store it.

Enter the new 20 litre Quantum CUBE. This 'bag-in-box' concept offers a smart alternative to rigid plastic bottles and is eco-friendly, as well as being much easier to store and use than a conventional 20 litre drum.

The CUBE packaging is 100% recyclable, helping to reduce waste disposal costs and the unnecessary use of plastic packaging.

For larger, busier garages and workshops, the robust Quantum CUBE storage stand holds up to six packs on a very small, space-saving footprint. Specs and grades can be chosen to suit regular service requirements ensuring that the right oil is on tap whenever required.



TPS NATIONAL ROLLS OUT

TPS National, a nationwide parts support service aimed at helping keep customers' vehicles on the road, has been launched.

Offering UK wide coverage, TPS National is a dedicated call centre staffed by a team of experts providing Aged Parts Pricing and Total Loss Avoidance (TLA) assistance to body shop customers.

Using the VISION system and merging the two services together under one roof, TPS National offers a range of benefits through its support services.

Customers can receive discounts at invoice value, removing the need for rebates, and all requests are dealt with by one team.

For further efficiency, customers can set up an account on the VISION system and then use it time and time again to order the Volkswagen Group Genuine Parts they require.

While operating as a centralised service, TPS National will retain connections to local TPS Centres to enable a more complete customer service experience. To find out more, visit tps.trade/tps-national



NEW PHONE SYSTEM RINGS THE CHANGES

TPS has answered the call from customers to improve its telephone system by providing customers with a new and improved service.

With on-going launches, the new system is now quicker and more efficient in connecting customers to their local centres and dealing with the full range of enquiries.

Since it went live, the average queue time for calls has reduced to 35 seconds, with further efficiencies expected in the future as the telephone system is fully bedded in.

TOWERING EFFORT RAISES THOUSANDS FOR CHARITY



A team of fearless fundraisers from TPS Cambridge has raised **£10,000** for a colleague's charity campaign by taking the plunge down the UK's largest permanent abseil.

The senior management team from Vindis Group, which operates the TPS Cambridge Centre, abseiled 416 feet down the Northampton Express Lift Tower to raise funds for the Kelis's Mountain Climb appeal.

The JustGiving appeal was set up to raise £80,000 for four year old Kelis, the daughter of a TPS employee, to have life changing spinal surgery that will help her walk again.

Kelis helped inspire the fundraising team by turning up to watch them descend the landmark tower.

"IT'S MORE LIKE A PARTNERSHIP THAN A BUSINESS RELATIONSHIP"



A CHAT WITH QUATTRO-TECH

Quattro-Tech Ltd is a Cambridgeshire-based, independent Volkswagen Group specialist, with a reputation for exceptional customer service and technical excellence. We dropped in for a quick chat with Justin Reason, Head of Operations, to find out more.

How did the business begin and how has it evolved since?

We started out five years ago with just three staff but several decades of Volkswagen Group dealer experience. Since then, we have quadrupled our staff numbers and now operate across two sites in St Ives and Peterborough.

Can you describe Quattro-Tech and what marks you out?

We have similar attributes to a main dealership – the same up-to-date diagnostic equipment and tooling, and we continually invest in the business. Recently we invested £53,000 into a new MOT bay alongside new wheel alignment machinery. But I think what really sets us apart is our approach to customer service. We have three qualified Master Technicians in the team – more than the average dealership - but all our staff excel when it comes to delivering exceptional customer service.

Who are your customers?

Around 70% are individual customers and the rest are commercial fleet operators.

We pride ourselves on being transparent, knowledgeable and providing great service. We have a loyal customer base - our first ever customer remains with us to this day. Our reach is also now global with customers from Hong Kong, Taiwan and Austria putting their trust in us to look after their cars.

Wow, that is impressive! Tell us more...

Our Hong Kong customer came to us on recommendation. He owns an immaculate Audi Ur-Quattro which he uses on his occasional visits home. We collect the car from storage and prepare it for him. As you would expect it's an immaculate piece of machinery and a joy to work on. Our Taiwanese customer shipped his Golf GTI Mk1 over to us for a complete rebuild.

What's the biggest challenge you face as a business right now?

Getting ready for electric vehicles. It's important to stay ahead of the curve, so all our technicians have undertaken the Volkswagen Group LEAP training programme to help increase their knowledge of EVs and hybrid vehicles.

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

It's more like a partnership than a business relationship. As a national account customer, we get a really bespoke service. They listen to us and understand our business. Around 85-90% of our parts are supplied by TPS and we know we are getting quality, both in terms of parts and service.

What do the next five years hold for Quattro-Tech?

We want to cement our reputation as a Volkswagen Group specialist, expand our new MOT service and open a third site. We also want to start selling cars, but only as a small additional revenue stream for the business.

What's your favourite Volkswagen Group vehicle?

The one I drive now, the Volkswagen Amarok. I would not swap it for anything!

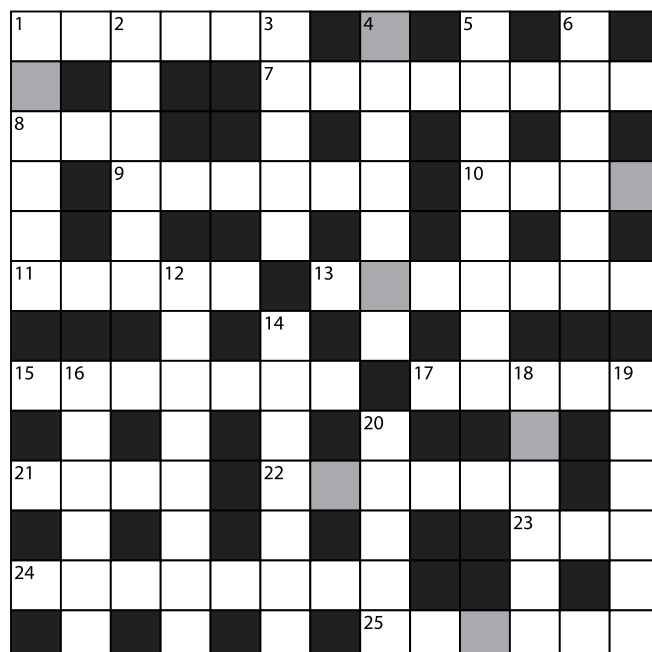
TPSBREAK

Across

- 01 Divulge; tell (6)
- 07 Cosmos (8)
- 08 Pronoun used to refer to a ship (3)
- 09 Occurring every seven days (6)
- 10 Settee (4)
- 11 Weary (5)
- 13 Obviously (7)
- 15 Eg from Ethiopia (7)
- 17 Clothing made from denim (5)
- 21 Opposite of won (4)
- 22 Bring into a country (6)
- 23 What painters create (3)
- 24 News journalist (8)
- 25 Equipment for fishing (6)

Down

- 01 Popular holiday destination (6)
- 02 Spectator (6)
- 03 Fortunate (5)
- 04 Two-wheeled vehicle (7)
- 05 Convince (8)
- 06 Of practical benefit (6)
- 12 Expulsion (8)
- 14 Kind or sort (7)
- 16 Bloom (6)
- 18 Seek to hurt (6)
- 19 Understated (6)
- 20 Not together (5)



Unscramble the letters in the shaded squares to reveal a themed word:

Find and send the hidden automotive part to tpsinsider@vwg.co.uk for your chance to win a prize

New Genuine Cambelt Kit

If your customer's EA288 diesel engine is coming up for its first time-based change interval, we're currently offering a great deal on our new Genuine Cambelt Kit.



**Save
28%**
on the individual
components

Our kit includes:
Belt, Tensioners, Idlers, Bolts and Studs

EA288 1.6 & 2.0 TDI engine models 2013 onwards



for Volkswagen Group
Genuine Parts