

TPS

INSIDER

MOT ESSENTIALS

Get ready for MOT season
with the right parts for
your customer

THE BIG READ

The MOT changes:
Testing times,
a year on

GROUP ICONS

MK1 Golf: We review
the original 'hot hatch'



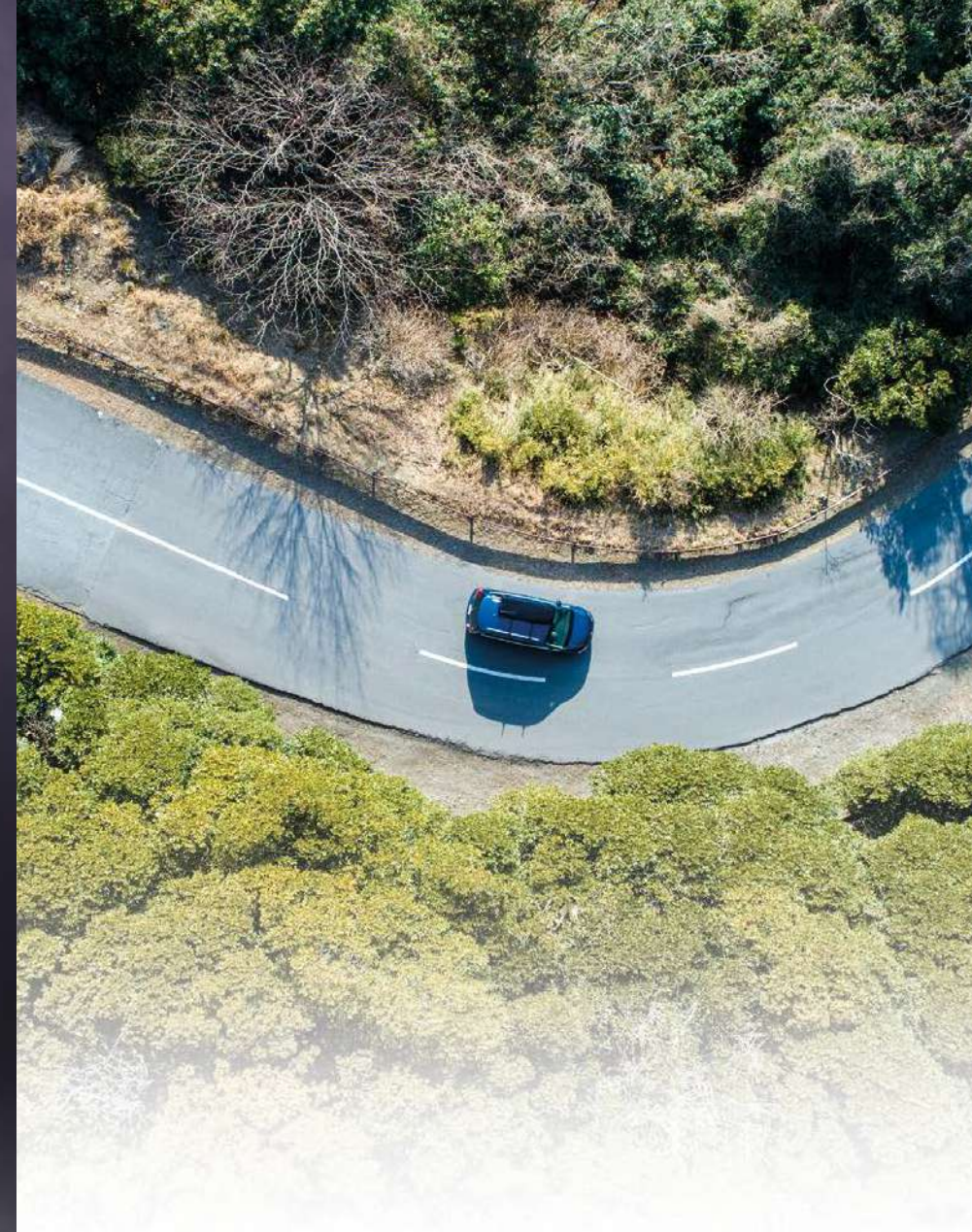


CALLING ALL THE **GENUINE HEROES**

We're on the lookout for Genuine Heroes.
More details on our new campaign coming soon.



for Volkswagen Group
Genuine Parts



Craig Canavan,
Issue Editor

HELLO AND WELCOME...

...to the second issue of TPS Insider, our quarterly magazine. It's good to be back!

Within this Spring issue, you'll find our regular format of technical information, business advice and the news and views from around our industry.

Our Group Icons feature sees the classic Mk1 Golf take centre stage, we showcase the business opportunities available with AdBlue and review the impact of last year's MOT changes.

With this issue landing in MOT season, naturally you'll find tips and advice on the MOT conversations to be had with customers, a guide to essential parts and what needs to be considered to help a vehicle pass first time.

We hope you enjoy it.

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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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tpsinsider@vwg.co.uk

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tps.trade

Or message us via our social media:

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[TPSTradeParts](#)

WHY IT PAYS TO BE SWITCHED ON WITH BULBS



Andrew Cooper, Parts Product Planning Manager at Volkswagen Group UK, offers some illuminating thoughts and expertise on the best bulb options available.

Lighting components are the biggest cause of MOT test failures - accounting for one in four of MOT failure points.

As a result of the MOT test changes introduced in May last year, there are now more reasons that bulbs top the list of most common failed MOT parts. There are now automatic fails for front fog lamps, daytime running lamps, reversing lamps, the light source and lamp not being compatible.

With such changes in mind, it really does pay to be switched on when it comes to lighting.

Halogen, High Intensity Discharge (HID), commonly known as Xenon, and LED are the three main types of bulb available. It's important to understand the difference between these types of bulbs when carrying out a relevant repair or replacement to ensure you are choosing the correct option for a customer's vehicle.

Halogen Bulbs

Halogen bulbs are the oldest and most common type of bulb. They contain a tungsten filament that, when current flows through it, gets hot and creates light.

Halogen bulbs are simple to produce, low-cost, easily replaced and can be used for all lighting purposes, from headlights to interior lights.

The disadvantage of halogen bulbs is they are not as long-lasting as HID or LED bulbs. However halogen bulb technology has evolved to increase the intensity of the light, resulting in the more modern bulbs emitting a stronger, brighter light than their older counterparts. Despite these developments, it's still becoming increasingly common for vehicle owners to switch away from halogen bulbs by upgrading their lighting units to more modern LED or HID bulbs.

HID/Xenon Bulbs

HID/Xenon bulbs use an electric arc between two electrons within the bulb to produce light. They provide a whiter, brighter light than halogen - up to 300% lighter - and are extremely effective as headlight bulbs.

However one issue to consider with HID/Xenon bulbs is their unsuitability to older vehicles if retrofitted. New MOT requirements dictate that all HID/Xenon headlamps must be fitted with a washer system and automatic self-levelling functionality to combat the glare caused by a scattered light beam.

While this is fitted as standard on newer cars, older vehicles tend not to have such systems in place and retrospectively fitting HID/Xenon bulbs can result in an instant MOT failure. It is a conversation a garage should have with their customer and one that will be appreciated when it proves the difference between an MOT pass or failure.

LED Lamps

LED (Light Emitting Diode) bulbs are simply semi-conductors, with no wear or tear parts, that produce a lot of light without using much energy.

As well as being energy efficient, they generate a light closer to daylight and require less electricity than halogen bulbs, so are not such a drain on the battery.

On the downside it can be expensive to replace the complete unit, they don't produce much heat and there can be issues with the build-up of condensation in the lamp unit.

TPS offer a full range of Genuine lighting products and HID/Xenon and Halogen bulbs in our all-makes Quantum range. All Genuine and Quantum bulbs are E1 certified and are manufactured in Europe to OE fitment and specification as chosen by many car manufacturers.

AGE IS NOT A BARRIER WITH FOURPLUS

Recent industry reports indicate that the UK car parc is getting older. According to statistics from the Department of Transport, 2018 saw the average age of a car on Britain's roads go above eight years for the first time since 2000.

With an increasing number of older vehicles on the road, comes the prospect of more frequent repairs, meaning more visits to the garage. Which in turn, gives you increased revenue opportunities.

When that visit takes place, the conversation you have with your customer about fitting the right parts for an older vehicle is vitally important.

While in the first instance TPS would always recommend Genuine Original Parts, those owning an older vehicle might well be looking for a more cost-effective option that doesn't compromise on safety or quality. In this instance, they should be asked to consider the Genuine FourPlus range.

The FourPlus range is a cost-effective parts solution for SEAT, ŠKODA vehicles, Volkswagen Passenger Car and Commercial Vehicle models that are four years or older.

All FourPlus approved parts are manufactured in accordance with Volkswagen Group's strict Formula Q quality assurance system, and so are subject to the same expertise and rigorous Volkswagen Group testing procedures as Genuine Original Parts.

The range of FourPlus approved parts also comes with the same comprehensive two-year warranty as Genuine Original Parts. It's a strong selling point to a customer looking for peace of mind when fitting parts to an older vehicle, and one which helps to build a good degree of trust between you and your customers.

Four reasons why FourPlus Parts are the right choice for your customers.

Savings

A cost-effective alternative for older cars to Genuine Original Parts that fit first time, saving both time and money.

Harmony

FourPlus Parts are designed to work in harmony with other Volkswagen Group Genuine Parts. They offer durability and are composed of materials that are matched to the needs of older vehicles.

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

All FourPlus Parts are covered by a comprehensive two-year warranty (batteries come with three-year), which is amongst the best industry standard warranty agreements available for older vehicle parts.

PARTS EXCHANGE: YOUR QUESTIONS ANSWERED

Q1 *When changing suspension struts on a customer's car, is it best practice to change them both at the same time?*

A1 Yes, it's best to change them in pairs. The suspension struts control the ride height and it's therefore important that they match, otherwise it can negatively affect a vehicle's handling.

Q2 *What are the benefits of carrying out a Vehicle Health Check (VHC)?*

A2 Conducting a VHC helps technicians identify additional repair items, which can be fed back to the customer via an easy-to-understand vehicle inspection report. The process is transparent, it creates trust between the garage and customer and can lead to more opportunities which generate additional work.

Q3 *Given Quantum Ultra SN and LongLife IV are both 0W-20 viscosity oils, can I use one as a direct replacement for the other?*

A3 No. Both oils have a 0W-20 viscosity but are completely different products. Ultra SN 0W-20 is primarily for use in Honda, Suzuki and Toyota petrol vehicles, whereas Quantum LongLife IV is approved for the latest Volkswagen Group vehicles. **TPS stock both products and they come in a range of pack sizes.**



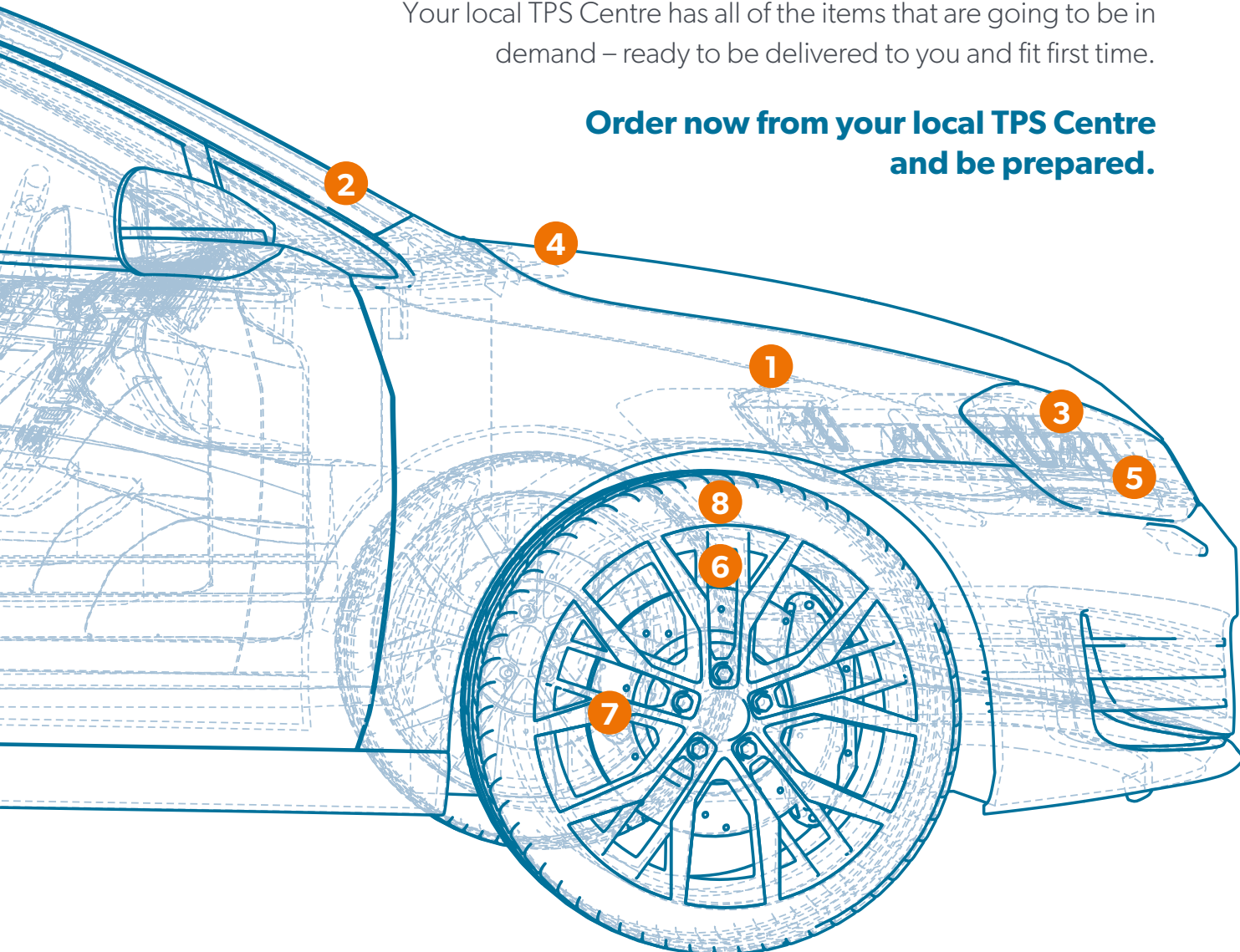
Email us with your questions to: tpsinsider@vwg.co.uk

YOUR MOT ESSENTIALS

With the MOT season upon us, it's worth understanding that the majority of vehicle failures can be put down to a handful of parts and consumables.

Your local TPS Centre has all of the items that are going to be in demand – ready to be delivered to you and fit first time.

Order now from your local TPS Centre and be prepared.



- 1** **QUANTUM**
LONGLIFE III
Price per litre
£2.36
(ZGB115QLB01503)



- 2** **QUANTUM**
WIPER BLADES
Prices from
£1.90
(ZGBQWBSTA11)



- 3** **QUANTUM**
BULBS
Prices from
£1.10
(941QBU453BD)



- 4** **QUANTUM**
SCREENWASH CONCENTRATE
Price per litre
£0.49
(ZGB00QSWC05LNF)



- 5** **Genuine Parts**
HEADLIGHTS
Prices from
£187.98
(1Z2941017L)



- 6** **Genuine Parts**
SUSPENSION SPRINGS
Prices from
£9.60
(1K0411105DB)



- 7** **FOURPLUS**
VOLKSWAGEN APPROVED PARTS
BRAKE KITS
Prices from
£55.72
(JZW698601AA)



- 8** **FOURPLUS**
VOLKSWAGEN APPROVED PARTS
SHOCK ABSORBER KITS
Prices from
£49.42
(JZW598025E)



Prices exclude VAT and are correct at time of print, subject to change and can be withdrawn at any time.
Prices may vary in accordance with TPS' discretionary discount, such discounts are subject to change and availability.
Images for illustrative purposes only.

FROM REAR TO FRONT WHEEL DRIVE

The car's water-cooled, inline four cylinder, four-stroke engine was mounted transversely in the front, and drove the front wheels. It marked a significant shift from rear wheel drive in Volkswagen Group's major car lines.

INTERIOR

For the GTI, a range of features that included the golf ball gear stick, tartan upholstery, chin spoiler and branded steering rack, helped to make it stand out amongst the hot hatch crowd.

ENGINE

Later Mk1 GTIs had enlarged 1.8 litre engines (and five-speed gearboxes) which delivered more power than the original versions and helped them reach an impressive 0-60mph of just eight seconds.



Richard Farrington, Parts Sales Executive at TPS Bournemouth, is our next contributor to choose a Volkswagen Group Icon. Richard has selected the Mk1 Golf – the original 'hot hatch' hero that helped define a car class that continues to resonate to this day.

DEPENDING ON WHICH VERSION OF THE LEGEND YOU BELIEVE, THE MK1 GOLF WAS NAMED AFTER THE GERMAN WORD FOR THE GULF STREAM CURRENT, GOLFSTROM.

Given that Volkswagen Group had form at the time for naming its cars after wind systems – Sirocco (Mediterranean wind), Passat (trade wind) and Jetta (jet stream) – the wind naming theory seems the most credible.

It's certainly the most apt. For when the Mk1 blew into the market in 1974 it definitely put the wind up the opposition, taking on and

surpassing popular models of the time such as the Allegro, Cortina and Escort. Within a year, it was the 14th best-selling car in Britain and runner-up in the 1975 European Car of the Year.

However, the best was yet to come. Away from the official factory endorsed programme that unleashed the Mk1 Golf, an unofficial sport version was being secretly developed. The Mk1's sporty little brother, the GTI, was conceptualised and built by a Volkswagen elite team of engineering, suspension, chassis and marketing experts, who combined to produce a car that secured legendary status as the leader of the 'hot hatch' pack.

As our guest contributor Richard says of his own pride and joy, a red Mk1 Golf GTI, "It's a car that, when you park up or take it to an event or show, always attracts attention. People instantly recognise it and they love it."

WEIGHT

At 840kg, the Mk1 Golf GTI is 14kg lighter than the most featherweight modern-day VW – the Up! – and near enough half the weight of a Mk7.5 GTI.

GTI Approved accessories available from your local TPS Centre

BODY

Early versions featured a lower horizontal bodyline running under the tail lamps on the rear hatch - dubbed the 'Swallowtail' by Golf enthusiasts. A minor design revision saw the Swallowtail deleted in later models, leaving the surviving Swallowtail versions much sought after.

CHASSIS

The Golf adopted an efficient 'two-box' layout with a steep hatchback rather than a formal trunk. The chassis was a steel unibody.

Indeed, that love shown by a generation of car enthusiasts has helped to establish the GTI's place in the petrol head pantheon of all-time classics. Even when first launched, it achieved almost instant popularity, and in 1981 the GTI's status was truly established when it was voted 'Car of the Year' by What Car magazine.

So what makes this heroic little hatch such a group icon? Its origins are to be found in Volkswagen Group's need to find a successor to its popular Beetle back in the 1970s, whose sales had dwindled due to a maelstrom of market pressures.

Recruiting renowned car designer Giorgetto Giugiaro to design the Golf – he would later come to consider the Mk1 Golf as the most important design of his career – it reflected his signature 'folded-paper' style, emphasising sharp corners and flat planes.

Its most notable engineering feature was to signal Volkswagen Group's shift from rear-wheel drive and rear-mounted, air-cooled engines to front-wheel drive and front-mounted, water-cooled engines – often transversely-mounted.

Other key features included two transmission options, a four-speed manual and a three-speed automatic. A five-speed manual became available in 1979.

For the younger, faster GTI, the power outputs were cranked up to 110bhp, providing the base speed for tuners and modifiers everywhere to realise their boy/girl racer dreams. It had better suspension, finessed design flourishes, such as the golf ball gear stick and iconic tartan upholstery, and a general styling that inspired many imitators but was never bettered.

From an initial production run of 5,000 units, the Golf GTI reached the heights of 462,000 units. Since its 1974 launch, the Volkswagen Golf in all its forms and ideations has achieved over 30 million global sales – making it one of the most successful vehicles in Volkswagen Group's history.

Now into its seventh generation, the Golf is an iconic trailblazer that defines the term, 'hot hatch'. Its enduring appeal is best summarised by Richard: "What I love about it most of all is that whenever I drive the car, it puts a smile on my face."

That sense of pleasure it brings perfectly captures the appeal of the little hot hatch. So aptly named after a wind system, it's blown away generations of fans such as Richard and seems likely to continue whipping up a motoring storm for many more years.

TESTING TIMES FOR THE MOT

In May 2018, stricter MOT rules were introduced to help better identify the roadworthiness of cars in the UK. Curtis Hutchinson reports on how the rules have bedded in as testers prepare for a large influx of three-year old cars over the course of 2019.

Last May saw the biggest shake-up to the MOT system in decades as the Driver & Vehicle Standards Agency (DVSA) introduced tougher new regulations governing the minimum safety, roadworthiness and emissions requirements for vehicles aged over three years old.

The changes saw MOT testers apply a comprehensive new set of criteria to cars undergoing their annual test, with new minor, major and dangerous defect categories replacing the simple pass or fail notices issued under the old system.

Major and dangerous faults identify safety issues resulting in automatic test failures with dangerous faults rendering vehicles no longer road legal and owners facing a £2,500 fine, ban or three points on their licence if they continue to drive them.

Cars found to have major faults can still be driven if roadworthy and if the MOT is still valid but owners are advised that repairs need to be undertaken as soon as possible.

Minor faults cover defective components, while advisory notices continue to indicate components that are either wearing or on their way out.

Stricter rules on diesel car emissions were also introduced, with vehicles tested to the manufacturer's plate value. If the plate value is not present then testers follow default levels set for older cars, while a new default level has been set for all cars first used since 1 January 2014.

Major faults are given to cars with "smoke, of any colour coming from the exhaust" or if testers find evidence of Diesel Particulate Filters (DPFs) having been tampered with.

New items were also added to the MOT check list including underinflated tyres, contaminated brake fluid, illuminated brake pad warning lights and fluid leaks.

Additionally vehicles registered from 1 September 2009 now have their reversing lights and headlight washers checked. And from 2021 the daytime running lights on vehicles registered from 1 March 2018 will also be checked.

With a bumper crop of 2.7 million cars first registered in the record-breaking year of 2016 due their first MOT this year, how have the new regulations bedded in?

According to Stuart James, Director of the Independent Garages Association, MOT testing stations across the UK adapted well to the introduction of the new rules and continue to play a crucial role in explaining the changes to customers, many of whom are unaware of the new regime.

"Garages embraced the changes as they are resilient and adaptable. You have to be in the motor trade!

"We have the best MOT testing in the world, with a road safety record second to none"

"The new categorisations are welcome as they clearly identify the high levels of dangerous faults which, in many cases, are the result of owners not regularly servicing their cars.

"We believe annual testing after a car's third year, using these new criteria, once again demonstrates that we have the best MOT testing in the world, with a road safety record second to none."

James also said garages have responded well to being placed in the invidious position of breaking bad news to customers after detecting dangerous faults rendering their cars unsafe and illegal to drive.

"Garages have risen to the challenge and will advise customers not to drive away cars with dangerous faults and will assist them in getting their vehicles moved elsewhere to be repaired if necessary."

The DVSA confirmed that 1.13 million cars registered to drive on UK roads failed their MOT during the first six months of the new testing regime through defects classed as dangerous, almost a third (32%) of all failures.

Also the number of cars failing emissions tests more than doubled during the first six months of the new MOT test.

According to the agency the total number of vehicles undergoing an MOT during this period was almost 16 million. Of those 744,592 cars failed their emissions tests, compared with 350,472 during the same period in 2017.

The DVSA's figures show how petrol-engined cars continue to fare worse year-on-year in unit numbers, although the rate of increase for diesels was much higher at 312%, compared with 73% for petrol.

However, despite the significant growth in emissions test failures, overall MOT failure rates under the new regime have remained broadly in line with 2017. Almost 35% of petrol MOT tests resulted in a failure and just over 33% of diesels failed.

With the new rules approaching their first anniversary, and testers working through the influx of 16- and 66-plate cars, comes news that a further change to the MOT system could be afoot.

As reported in Auto Express, the DVSA plans to work with the Department of Transport to see if the MOT system could be expanded further to address the 2.39 million cars in the UK that are subject to an outstanding safety recall.

If the policy makers decide to go down this route then further major changes will be required. In the meantime it's a matter of 'business as usual' for testing stations.

DANGEROUS

A direct and immediate risk to road safety or has a serious impact on the environment.

Do not drive the vehicle until it's been repaired.

FAIL

MAJOR

It may affect the vehicle's safety, put other road users at risk, or have an impact on the environment.

Repair it immediately.

FAIL

MINOR

No significant effect on the safety of the vehicle or impact on the environment.

Repair as soon as possible.

PASS

ADVISORY

It could become more serious in the future.

Monitor and repair it if necessary.

PASS



ADBLUE® A WORKSHOP ESSENTIAL

Emma Clack-Palmer, Local Parts Product Manager at Volkswagen Group UK, explains why AdBlue® is an ideal opportunity for cross-selling to your customers.

AdBlue® is used to help reduce harmful exhaust emissions in many Euro 6 diesel engines and has become increasingly common since 2015. Kept in a reservoir, it is automatically injected in small quantities into the flow of exhaust gas where it reacts with the Nitrogen Oxide produced and breaks it down into harmless nitrogen and water.

Although some diesel drivers will already be aware of the need to top-up, your customer may not be aware that if AdBlue® runs out, their engine's power and performance will be reduced in order to limit its emissions. Once the engine is turned off, it will not restart until the AdBlue® has been replenished.

AdBlue® creates an opportunity to further your relationship with your customers by offering them knowledgeable advice about how best to take care of their vehicle.

Whilst sales of new diesel vehicles are falling, some 750,000 new diesels will be registered this year, and millions will remain in use for years to come – an increasing proportion of which will require AdBlue®. The opportunity therefore should be clear.

The facts:

- AdBlue® is an exhaust fluid, not a fuel additive
- It is a mixture of synthetic urea and de-mineralised water; it is colourless and non-toxic
- It is stored in a separate reservoir and can be topped up via the blue filler cap found next to the fuel filler, in the boot, or beneath the bonnet
- How long AdBlue® lasts depends on customers' engines, their driving styles and variations in tank sizes. All of these will impact frequency of refills.



A dashboard warning sign will flash to alert when a top-up is needed. Remind your customers that AdBlue® and top-ups are available from your workshop.

Be sure to make AdBlue® top-ups an essential part of your routine service jobs for applicable vehicles, and also remember to let your customers know you've topped up their vehicle. It's also worthwhile educating your customers about their AdBlue® requirements and an ideal opportunity to sell a top-up pack for them to take away. This can build additional loyalty and can also help to remind your customer that you are the go-to garage for future vehicle needs.



THE **BENEFITS** OF QUANTUM ADBLUE®

- Ultra-filtered to provide a product of the highest quality
- Available in a variety of pack sizes catering for all needs and sizes of business. Plus, allows excellent storage options. Sizes of Quantum AdBlue® include 5L, 10L and 205L
- Adheres to stringent testing to ISO22241 standard
- Easy pour with no mess and no wastage. And the 10L pack incorporates anti-glug technology
- Very competitive trade prices

USING ADBLUE® FOR **CUSTOMER VALUE**

- Offer AdBlue® as stand-alone top-ups – set a retail price per litre and fill as required, and additionally offer as a takeaway top-up.
- Consider including as part of your service offering
- Use AdBlue® as an opportunity for cross-selling



AWARD WINNING TPS TRIO PROVE BEST FOR BUSINESS PERFORMANCE

A trio of top performing TPS Centres have been recognised nationally for being the top performing Centres.

TPS Humberside ,TPS Coventry and TPS Northern Ireland have all earned the top places for delivering outstanding business performance and customer service excellence across their individual centres during 2018.

A large number of TPS Centres were in contention for the top three places throughout the year, with the intense competition illustrating the high level of customer service being delivered across the TPS Centre network. It's an award which clearly recognises TPS' dedication to both its customers and, in turn, your customers.

We'd like to say 'thank you' for taking the time to feedback on the service we deliver, and we hope you continue to do so throughout 2019.



TPS APPRENTICE OF THE YEAR REVEALED

TPS 'Apprentice of the Year' has been named at a graduation event to honour Volkswagen Group's latest crop of young highflyers.

Mohammed Janjua of TPS London South East, clinched the prestigious top TPS apprentice title and two awards at a ceremony held at Rockingham Speedway Circuit.

He received a winner's trophy, a framed certificate and £500 of shopping vouchers as reward for his achievements.

Mike Guy, TPS Centre Manager at TPS London South East, said: "I feel extremely proud of Mo, he is very dedicated, thorough and has a tremendous thirst for product knowledge."

"He has been an incredible asset to both of our businesses."

All of the graduating apprentices enjoyed a track day experience at Rockingham which included driving supercars, road cars and passenger laps in various touring cars.

10MINUTEINTERVIEW



**"OUR REPUTATION FOR
REPAIRING PRESTIGE
VEHICLES IS AMONG
THE BEST."**

A CHAT WITH **BALGORES MOTORS**

Balgores Motors is East Anglia's leading accident repair group, with 11 manufacturer-approved car body repair centres throughout Essex and Suffolk. We dropped in for a quick chat with Group Parts Manager, Graham Gash, to find out more.

TPSBREAK

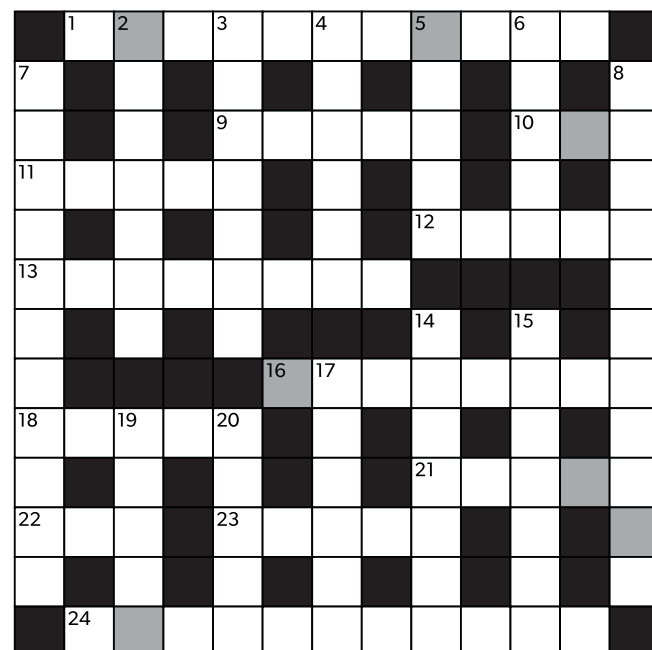
Across

- 01 Not in the same way (11)
- 09 Change (5)
- 10 Quantity of money (3)
- 11 Select; choose (5)
- 12 Fault; mistake (5)
- 13 Acutely (8)
- 16 Approximate (8)
- 18 Name of a book (5)
- 21 Big (5)
- 22 Belonging to us (3)
- 23 Male relation (5)
- 24 Measure of heat (11)

Down

- 02 Concern; implicate (7)
- 03 Have as a prominent attribute or aspect (7)
- 04 Habitual practice (6)
- 05 Care for; look after (5)
- 06 Intense light beam (5)
- 07 The process of changing one language to another (11)
- 08 A change for the better (11)
- 14 Form of speech specific to a region (7)
- 15 Brave fighter (7)
- 17 Football (6)
- 19 Number in a trilogy (5)
- 20 Supply with; furnish (5)

Find and send the hidden word to: tpsinsider@vwg.co.uk



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

Tell us how the business began and how it's evolved since?

The company started in 1982 as a car dealership, with a body shop, a single attendant petrol station and just four staff. We've since evolved to become an accident repair group with 300 staff operating across 11 sites.

Can you describe Balgores Motors and what marks you out?

We are a well-established business with a strong reputation for being at the forefront of repair technology. In the past year we have invested around £500,000 in new equipment, including an ADAS wheel alignment unit and a £100,000 lathe to carry out specialist wheel work.

We have manufacturer approvals for 20 leading prestige and premium brands including Aston Martin, Bentley, VW Group and Jaguar Land Rover. We are not cheap but you pay for quality and our customers recognise that as they keep coming back to us.

Who are your customers?

Around 40% are main dealerships and another 40% are insurance referrals. The final 20% are walk-in customers, which is quite high for the industry. The walk-ins come from repeat business or word-of-mouth recommendations. Our reputation for repairing prestige vehicles is among the best.

Any unusual facts about the business?

We have recently acquired our own go karting centre! We wanted the freehold for the site and the centre came with it. The staff love it, as they get a discounted rate and it's good for team building.

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

Vehicle technology is a huge challenge. Cars are becoming like a computer on wheels. Even something as simple as changing a bumper now requires more specialised skills, with parking sensors and cameras that have to be recalibrated during the repair process. We have invested a lot in training our staff to deal with the advances in technology.

Describe your relationship with TPS?

TPS are one of the best suppliers we deal with. They always keep to their delivery times, in fact you can set your clock by them. Martin Turner, our key contact at our local TPS Centre, is brilliant to deal with and his product knowledge is second to none. It also helps that he is a West Ham fan, like most of us here!

What do the next five years hold for Balgores Motors?

We are always looking for acquisitions, particularly freehold sites, to keep the business moving forward. As we acquire more sites, we will take on more staff, including apprentices. We have taken on three new apprentices so far and have plans to recruit more throughout the year.

And finally, what's your favourite Volkswagen Group vehicle?

It has to be the Audi Quattro. If money was no object, it would be the original Audi Sport Quattro, as that was *some* car.



STRENGTH TO STRENGTH

INCREASING VEHICLE PARC COVERAGE...
A VERY SMART MOVE INDEED.



The ever-evolving Quantum range is continually moving forwards in performance and application. Now, Quantum LongLife IV has been approved for the latest Volkswagen Group Oil specification 508.00 / 509.00* – making it increasingly important for your business.

The new grade Quantum LongLife IV is available from TPS in a range of sizes, including the new 5L CUBE.

tps.trade/strength-to-strength

