

TPS

INSIDER

THE BIG READ

The EV challenge for
garages – watt to do?

TECH TALK

Remanufactured parts –
a cost-effective solution
for high-value repairs

GROUP ICONS

California Dreamin'! The
Volkswagen camper van
through the ages

TPS



**for Volkswagen Group
Genuine Parts**



STRENGTH TO STRENGTH

ARE YOU READY FOR AN UPGRADE?



Platinum Plus 23 5W-30 is our latest evolution of oil. By reformulating, it is now approved to meet Volkswagen 505 00, BMW LL-04 and Dexos 2 standards.

tps.trade/strength-to-strength



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Craig Canavan,
Issue Editor

HELLO AND WELCOME...

...to the third issue, of TPS Insider.

For our summer issue, we'll be providing advice on the parts your customers will be needing for their summer road trips and getaways. Our Group Icons feature focuses on the vehicle that symbolises the spirit of the summer getaway – the Volkswagen California.

The Big Read is sure to spark debate as we look at the supercharged arrival of electric vehicles (EV) into the market, the likely impact on your workshop and how best to prepare for the EV revolution ahead.

As always you'll find our essential products page, plus tips on how TPS National can help you and your customers and an interview with the AA Volkswagen Dedicated Technician of the Year.

We hope you enjoy it.

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

Email us at:
tpsinsider@vwg.co.uk

Visit us at:
tps.trade

Or message us via our social media:



tradepartsspecialists



TPSTradeParts



Paul Britten, Parts Product Manager at Volkswagen Group UK, gives advice on why remanufactured parts offer a cost-effective solution for high-value repairs.

The evolution of vehicle technology and an aging vehicle parc has created a need for lower cost repairs, particularly the replacement of high-value parts such as turbochargers and control units.

Whilst remanufactured parts are a well-established alternative in the automotive aftermarket, there is now a growing demand for quality and reliability equal to that of a genuine new unit.

This, combined with the pressure on natural resources and raw materials, means that high-quality remanufactured parts that reduce costly repairs will become the first choice for both customers and manufacturers alike. Volkswagen Group has recently introduced a range of Approved Remanufactured parts, beginning with a selection of turbochargers and DQ200 gearboxes.

REMANUFACTURED PARTS – WHY QUALITY DOESN'T HAVE TO COME AT A HIGH COST

Remanufacturing processes

Some aftermarket suppliers adopt a simple approach involving just a basic visual inspection and the replacement of components that have contributed to the fault or failure. The majority of original equipment (OE) suppliers and vehicle manufacturers mandate a more comprehensive process that mirrors the level of detail for the production of a new unit.

This is the case for all remanufactured parts supplied by Volkswagen Group including the new range of Approved Remanufactured turbochargers. The process begins with a unit that is returned following the purchase of an exchange part, which is completely disassembled, including the compressor/turbine assembly, right down to the individual seals, washers and screws.

Any components which do not conform are replaced with brand new OE quality components, regardless of whether they are related to the original fault or failure, along with all seals, washers, bearings and balance weights. The housings are subjected to a comprehensive industrial cleaning process and re-used, along with the turbine shaft, which is how the cost-savings are achieved.

The unit is then reassembled, balanced and tested to the strictest of tolerances, critical in ensuring the boost characteristics and throttle response matches the original specification. Following a final quality check, the end result is a remanufactured part with the performance, reliability and efficiency identical to that of a brand new unit.

Quality

There are no defined standards for remanufacturing in the automotive industry. This means that components of a lower quality with inconsistent tolerances are often used within cheaper remanufactured parts with little or no calibration.

In the case of a turbocharger, this increases the risk of a premature failure and the likelihood of consequential damage, leading to a second more costly repair.

Volkswagen Group's remanufactured parts are subject to a comprehensive process that replicates the level of detail employed in the production of a new unit. This process is applied to the initial range of Approved Remanufactured turbochargers and DQ200 DSG gearboxes offered by TPS, with the release of further part numbers in 2019. Contact your local TPS Centre for more details.

TAKE A QUANTUM LEAP INTO CONSUMABLES

The Quantum range is most commonly associated with engine oils, but there is so much more. It's an extensive range of over 500 consumables available from TPS to support the service and maintenance of all makes of vehicle.

Aside from oils, some of the most popular products offered in the Quantum range include coolant, batteries and AdBlue, but did you know the range also includes wiper blades, seat covers and workshop equipment?

This is just a small selection from a growing range of competitively priced, high-quality consumables, aimed at supporting all areas of the independent motor trade from vehicle parts and fluids to workshop essentials.

Competitive pricing and high-quality products in the Quantum range are supported by added value services including product information, a comprehensive registration look-up facility and technical data sheets, all available from the TPS website and your local TPS Centre.

The vehicle registration look-up is regularly updated with the latest vehicle data, providing an effective and reliable tool to identify the right parts and consumables for your customer's vehicle. All this displayed conveniently in one place, without the need to look up different products on multiple applications.

For more information on the range of Quantum products offered, please refer to the Quantum parts section on tps.trade, ask your local TPS Centre for the latest version of the Quantum Parts Catalogue or contact Quantum directly at quantum@vwg.co.uk



Here's four Quantum consumables you might not have seen before:



Full electrical and fixings range

Includes cabling, connectors, fuses, cable ties, o-rings and more.



Oil Absorbents

In granule, pad and sock form, they are a workshop essential to have on hand in case of spills.



Disposable Nitrile Gloves

All powder and silicone free, they are ideal for general workshop environments.



Industrial Hand Cleaner

Uses volcanic rock as the abrasive material so offers gentle yet thorough cleaning, ideal for washing away dirt, grime and oil.



PARTS EXCHANGE: YOUR QUESTIONS ANSWERED

Q1 *Do I need to decant from the Quantum 5L CUBE before I pour the oil into the car?*

A1 No, although its common practice when using 5L plastic containers, the 5L CUBE has an anti-glug feature. It means you can leave the remaining oil in the 5L CUBE, either for your next service, or hand over to your customer to keep should they need a top-up in the future.

Q2 *Do TPS only sell parts for Volkswagen Group vehicles?*

A2 No. Our Quantum range is supplied exclusively by Volkswagen Group UK for all makes of vehicles and all workshops. Our Genuine Parts (the same as originally fitted in the factory) and our FourPlus range (for vehicles four years and older) are only available for Volkswagen Group vehicles.

Q3 *Do I need to wait for all the TPS phone options to be listed before choosing?*

A3 As soon as you've heard the option you require, choose the correct number to direct you through to the appropriate person and department.

As a quick reminder, your shortcuts are:

1: Bodyshop, 2: Other parts, 3: Order delivery, 4: Invoice reprints, 5: Credit, 6: Anything else.



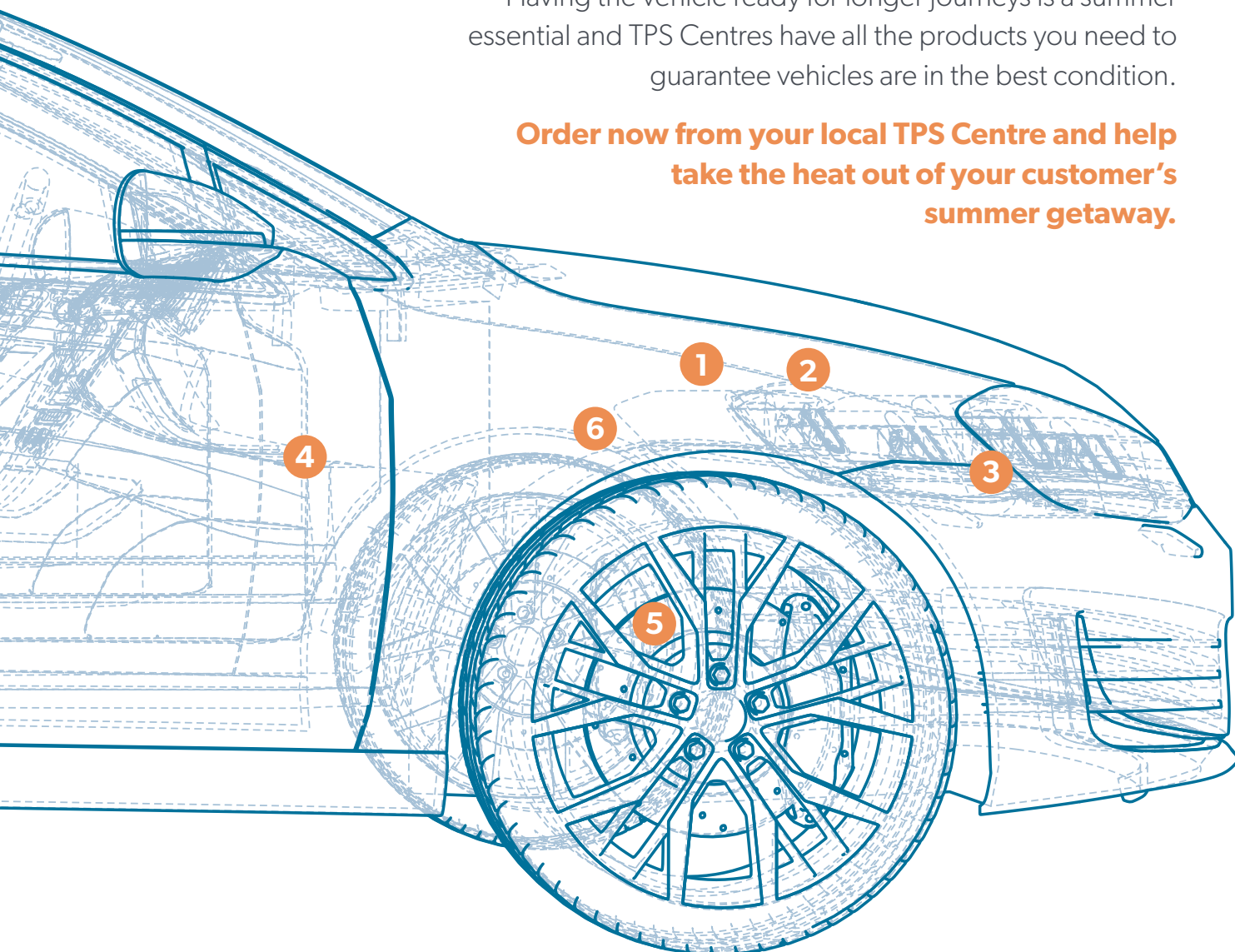
Email us with your questions to: tpsinsider@vwg.co.uk

SUMMER ESSENTIALS

With the great summer road trip upon us, it's important to ensure that your customers' vehicles are prepped, checked and ready to go.

Having the vehicle ready for longer journeys is a summer essential and TPS Centres have all the products you need to guarantee vehicles are in the best condition.

Order now from your local TPS Centre and help take the heat out of your customer's summer getaway.



Prices exclude VAT (at 20%) 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 prices shown.

1

QUANTUM
LOGLIFE IV
OIL 208L

Price per litre
£3.22
 EXCL. VAT AT 20%
 (ZGB115QLB02403)



2

QUANTUM
COOLANT
PURPLE
LONG LIFE 20L

Price per litre
£2.40
 EXCL. VAT AT 20%
 (ZGBQAFPUR20L)



3

Genuine Parts
CAMBELT KIT

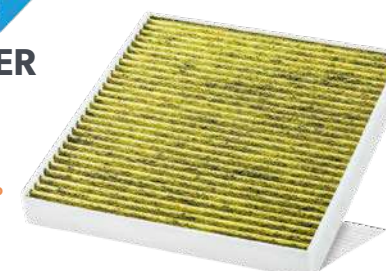
Prices from
£23.91*
 EXCL. VAT AT 20%
 (037198119)



4

Genuine Parts
CABIN FILTER

Prices from
£6.84*
 EXCL. VAT AT 20%
 (1S0820367)



5

FOURPLUS
 VOLKSWAGEN APPROVED PARTS
BRAKE KIT

Prices from
£55.66*
 EXCL. VAT AT 20%
 (JZW698601AA)



6

FOURPLUS
 VOLKSWAGEN APPROVED PARTS
AIR CON COMPRESSOR

Prices from
£288.71*
 EXCL. VAT AT 20%
 (JZW820803CX)



And don't forget your camper van summer essentials

MERCHANDISE
CAMPER VAN
BLUETOOTH
SPEAKER

Prices from
£36.00*
 EXCL. VAT AT 20%
 (ZGB508I718040)



ACCESSORIES
CAMPER VAN
JUTE BAG

Prices from
£7.50*
 EXCL. VAT AT 20%
 (ZGB5150718 050)



VANTASTIC!

WHY THE VOLKSWAGEN CALIFORNIA IS BUILT FOR ADVENTURE



Katri Livonen-Gray, co-owner at Volkswagen camper van conversion specialists, Chilli Jam Vans, is up next to choose a Volkswagen Group Icon. Given the nature of Katri's business it's no surprise that her chosen icon is the Volkswagen camper van, in particular the California, a symbol of motoring freedom the world over.

"IT'S MORE THAN JUST A VEHICLE, IT REPRESENTS A LIFESTYLE, A MINDSET THAT IS ABOUT DOING WHAT YOU WANT, WHEN YOU WANT AND WITHOUT RESTRICTION; IT'S LIKE FREEDOM ON WHEELS."

Those are the words of our guest contributor Katri on the enduring appeal of the Volkswagen van.

It's this appeal that has seen the much-loved minivan grace both Bob Dylan and Beach Boys album covers, become the vehicle of choice for everyone from surfers to staycationers, and symbolise a freedom of spirit that epitomised the counter culture and hippy movement of the sixties.

So how did this now enduring feature of the festival season and summer surf scene, start its motoring life? It began as a direct descendant of the other German classic, the Beetle. In 1947 Dutch Volkswagen importer Ben Pon, while on a visit to the Volkswagen car plant in Wolfsburg spotted an improvised vehicle, a Beetle chassis jury-rigged for moving parts around the factory floor, and it set his mind racing. He drew up the plans for his small transport vision of the future and the Type 2 (T1), also known as the Transporter, was born. The first production models – the Kombi and Commercial – rolled off the assembly line in November 1949, marking the beginning of an icon.

With its trademark profiled wings that sweep around the front and down into a point, forming a valley beneath the split windscreen, it was an instant hit. Numerous iterations have followed the original Type 2 including the camper version, with a cooker, sideboard and folding bench seat, as well as models with trapdoor sunroofs and concertina pop-tops.

A modern ideation of the original T2, but categorised within the T3 range, is the California which was first launched as the Volkswagen California motorhome in 1988. It was the perfect modern-day camper van, fully equipped with beds, a fold-up table, seats and a sink.

As with its predecessors, it quickly became established as a symbol of individual freedom associated with unforgettable holidays, spontaneous trips away and pure, unbridled adventure.

It was further upgraded in 2003 and again in 2015, with the launch of the T6 Transporter and a new version of the Volkswagen California as part of the range. Notable changes to these later models included a re-styled grille as well as re-designed headlamps and wing mirrors. There were also three equipment levels added to this line-up, including the T6 Ocean, the T6 Coast and the T6 Beach.

In 2018, for its 30th birthday, a limited edition 30 years model was unveiled with an array of

special features. Only 999 were built and just 30 available in the UK. It's a veritable home from home, primed and ready for its free-spirited owner to set off whenever the urge takes hold of them.

"OUR CUSTOMERS ARE VERY LIKE-MINDED, ALWAYS SEEKING NEW EXPERIENCES AND ADVENTURES. WHETHER IT'S HAVING A PICNIC, A SWIM IN A LAKE OR JUST ENJOYING THE OPEN ROAD, THEY KNOW THAT THE T5 AND T6 ARE THE PERFECT VEHICLES TO REALISE THEIR AMBITIONS."

As the longest produced model in automotive history the Volkswagen camper van is a true icon with an enduring appeal. While the original T2 stopped production in 2013, its spirit lives on in the latest ideation, the Volkswagen ID. Buzz - a concept electric version of the T2 classic. It's expected to offer a self-driving mode, with no doubt a 'freedom to go anywhere' option also included as standard.

Volkswagen California key features



Elevating roof

The expanding roof gives extra space to move around in the passenger compartment. As night falls, you can transform the upper-level of the camper van into a comfortable sleeping area. Setting up the elevating roof is even easier in the California Ocean as it's operated electro-hydraulically.

Kitchen

The kitchen comprises a sink, a two-burner gas cooktop powered by a 2.8 kg gas cylinder, a 69 litre compressor fridge, and two kitchen storage cupboards with drawers integrated.

DSG gearbox

All California models are fitted with a seven-speed DSG auto gearbox, a first for a Volkswagen van.

Lighting the way

Two LED lights, which sit on the inside of the tailgate, light up the living compartment. The LED lights in the standard tilting roof also provide excellent illumination and are operated by easy-to-reach switches.

Flexible seating

A variety of seat options available from ergonomic seats which can swivel 180 degrees, to the electric 12-way seat adjustment which offers plenty of freedom to configure the camper van.

Outdoor/indoor features

The sliding door includes a folding table which can be taken outside or used inside, alongside two folding chairs, stowed away neatly in the tailgate.

MAKING THE ELECTRIC CONNECTION

Over the next decade the UK’s electric vehicle car parc is set to grow at a fast pace. Curtis Hutchinson reports

The take-up of electric cars in the UK has been slow. Range anxiety, affordability, restricted model choice and the fledgling recharging infrastructure have all played a part in limiting appeal to early adopters.

But that’s starting to change. Sales of electric cars have been steadily rising with many first generation models now out of warranty and requiring servicing, maintenance and repairs; presenting an opportunity for the workshop sector as the car parc grows.

In 2018 the total number of plug-in electric vehicles on British roads hit a record high of 195,410, a year-on-year jump of 75%.¹

Several factors contributed to this exponential growth. The number of new plug-in models, from a fast growing choice of brands, has grown significantly in recent years; longer ranges have made ownership more feasible for more buyers; public and private charging points are popping up all over the country; while the rollout of urban low emission zones is causing some buyers to rethink their motoring needs. Additionally, awareness of the ecological benefits and tax efficiencies of electric cars are resonating with more motorists.

Legislative moves will hasten the pace. The UK government has declared its intention to ban the sale of all new petrol- and diesel-engined cars by 2040, but it could be sooner. A report published in May 2019 by the Committee on Climate Change urged the government to bring the date forward to 2030.

Uptake is accelerating. Last year witnessed record-breaking sales. According to Go Ultra Low², the campaign dedicated to encouraging motorists to make the electric switch, the total number of new fully electric and plug-in hybrids (PHEVs) registered in 2018 rose with a record performance for the seventh consecutive year of growth.

Meanwhile, JATO Dynamics, the automotive industry analyst, reported Battery Electric Vehicle (BEV) registrations increased 47% across Europe in 2018 jumping from 132,800 to 195,200 units, outselling PHEVs, with the UK the continent’s fifth largest market.³

One of the key obstacles to electric ownership is affordability, although a recent report from Deloitte, the management consultancy, forecasts this barrier will soon be removed.

“In the UK, the cost of petrol and diesel vehicle ownership will converge with electric over the

next five years,” said Michael Woodward, UK automotive partner at Deloitte.

“Supported by existing government subsidies and technology advances, this tipping point could be reached as early as 2021. From this point, cost will no longer be a barrier to purchase, and owning an EV will become a realistic, viable option for new buyers.”⁴

Against this backdrop of rising adoption, Volkswagen Group has accelerated its electrification rollout with a recently announced plan to build 22 million electric vehicles within the next decade; significantly more than the 15 million originally envisioned.⁵

By 2028 Volkswagen Group plans to have almost 70 new electric models, instead of the 50 previously planned. And by 2030 at least 40% of its fleet will be electric vehicles. The first of these new generation electric vehicles - the Audi e-tron, followed by the Porsche Taycan - go into production this year.

Meanwhile, set to launch is the ID. family of new generation of BEVs starting this year with the ID. 3, followed from 2020 by production versions of the ID. Buzz MPV and ID. Crozz SUV concept cars.

These vehicles, along with the SEAT el-Born and ŠKODA Vision E will be based on Volkswagen Group’s new Modular Electric Drive Toolkit (MEB) platform.

Joe Laurence, Product Manager for Electric Vehicles at Volkswagen UK, working across the e-up! and e-Golf models, the forthcoming hybrid Golf and Passat models and the ID. brand, is helping prepare the carmaker and its partners for a surge in activity across its electric vehicle business.

“The market share across new BEVs and PHEVs is currently around 5% but we anticipate that growing to 50% by 2030; that is when the shift will happen and ICE (Internal Combustion Engine) vehicles will be in the minority.

“Over the course of the next couple of years we expect the PHEVs to be more popular than BEVs, but once we start to launch our ID. suite of cars we will start to see BEVs overtaking PHEVs in the UK.”

To help prepare the groundwork, last year Volkswagen Group started working with supermarket giant Tesco and Pod Point, the UK’s largest independent public charging network, to roll out the country’s largest retail

network of EV chargers. The partnership will see 2,400 designated charging bays at Tesco Extra and Superstore car parks across 600 stores by 2020.

While these developments are welcome moves to stimulate new car sales, some workshops will be wary that their potential to service and maintain this growing vehicle sector will be limited. This is because EVs often have fewer moving parts than conventional ICE-powered cars.

“There are fewer moving parts, but only around the drivetrain. When you look at the profit potential for workshops, they will still have the opportunity to replace brake parts, air filters and suspension components.”

Indeed, workshops looking after first generation EVs will already have noticed a demand for front brake pads, brake discs and tyres. This is because battery packs are generally located at the front of the chassis and can be heavier than ICE units, resulting in more wear and tear. The weight distribution of these cars also prioritises the front for the harvesting of kinetic energy.

The traditional workshop model will need to evolve to cater for the different needs of EVs,

with the real possibility of increased vehicle throughput required to make good any shortfall in revenue.

However, there will be a requirement to replace battery cells which will need specialist skills and provide an additional revenue opportunity.

“Smartphones and laptops require battery replacement, the same will apply to BEVs; they are not an infinite source of power. In a typical 27-cell battery pack, if one of the cells fails it will need to be replaced and that will be an opportunity for workshops,” concludes Joe.

To understand what this means for you and your business, visit tps.trade/blog for workshop information.

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

Sources:
1. Society of Motor Manufacturers and Traders, Motorparc data, 13 April 2019
2. Go Ultra Low, 18 January 2019
3. JATO Dynamics, 7 February 2019
4. Deloitte Battery Electric Vehicles: New markets. New entrants. New challenges, 21 January 2019
5. Volkswagen Group, 12 March 2019

Type	Description	Plug-in
HEV	Full hybrid. Combustion engine and electric battery. Petrol, electric or both.	✗
PHEV	Plug-in hybrid. Combustion engine and plug-in electric battery. Petrol, electric or both.	✓
BEV	Battery Electric Vehicle. Plug-in electric battery. Electric only.	✓
EREV	Range Extender. Plug-in electric battery and combustion generator. Electric only.	✓

EVERYONE WINS WITH TOTAL LOSS AVOIDANCE



Lee Harrison, TPS National Account Manager, explains why the Total Loss Avoidance (TLA) repair programme can help you retain both vehicles and customers.

Seeing a damaged vehicle being written-off can be frustrating.

First of all, there's the loss of repair work that would have been valuable to your business.

Second, the vehicle owner faces the inconvenience and expense of having to source a replacement.

And third, the insurance company involved runs the risk of losing their policy holder.

This situation is often out of your control but the TLA repair programme has been created to provide a solution to help keep your customers' vehicles on the road.

The TLA repair programme from TPS is designed to deliver a better outcome for everyone. It offers you access to additional parts discounts on Volkswagen Group Genuine Parts (the fitting of genuine parts is a point often insisted on by insurers) to help secure repairs to a vehicle that might otherwise be written-off.

Through TPS, Volkswagen Group UK is the only manufacturer to have a dedicated team handling bodyshop enquiries – both parts and TLA. This ensures that the process of submitting a TLA request is quick and hassle free, and you can count on our support every step of the way.

The facts:

- The TLA repair programme is designed for C and D crash categories
- Discounts are offered at invoice stage
- The TLA discount is for the whole basket as opposed to individual parts, potentially offering you a larger overall saving.

To find out more, simply contact the TLA team

Email us at:
TLA@tpsnational.trade

Call us on:
03330 095 205

Visit us at:
tps.trade/tpsnational

WITH TOTAL LOSS
AVOIDANCE
PARTS DISCOUNTS,
EVERYONE WINS



Your bodyshop

gets the repairs and the opportunity for further business on your customer's vehicle



Your customer

gets to keep their vehicle, and avoids the cost and hassle of finding a replacement



The insurance company

is more likely to retain their policy holders

In 2019 so far, the TLA repair programme has authorised over 600 repairs, saving your customers a total of over £766k.

TOUGH TREKKING AND HAPPY CAMPER VANNING DRIVE TPS FUNDRAISING EFFORTS



TPS Cornwall has proved their worth by helping customer Chilli Jam Vans to raise £185 for the Children's Hospice South West (CHSW).

The TPS Centre was among suppliers contributing prizes to a secret charity auction at Chilli Jam Vans' annual 'jam' event.

Taking place at Hellesveor Holidays campsite, the 'jam' was attended by the Volkswagen camper van conversion specialist's past and future customers, business partners and staff.

Chilli Jam Vans business partner, Brett Gray, said: "We are a small family business and many of our customers have young children for whom these conversions are built, to have fun together and create lifelong memories.

"Therefore, the CHSW was again the obvious choice to donate the money raised from the mini festival."

David Hooper, TPS Cornwall Centre Manager, said: "It was a pleasure to support Chilli Jam Van's annual jam.

"It's great to be involved in a well-organised and enjoyable event that raises money for a worthwhile local cause."



Staff from a trio of West Midlands TPS Centres have shown their boots were made for walking and fundraising after completing a 23-mile charity trek.

Centre Managers Jono Cox, TPS Wolverhampton, Stephen Rendall, TPS Coventry, and Raj Momi, TPS Birmingham, signed up colleagues to help raise money for children's charity Action Medical Research – which supports children born prematurely or with disabilities.

The 17 strong team from Trust Group UK's TPS Centres, took on a tough night-time hike through the Cotswolds. Stephen said,

"The top was a very welcome sight and every member of the team managed it!"

Alongside the charity trek, Wolverhampton, Birmingham and Coventry TPS Centres also held pre-trek fundraising events including car washes and cake sales to raise further funds.

They have so far raised £1,400 and if you'd like to help the team, visit their Just Giving page at : www.justgiving.com/fundraising/birminghamtps

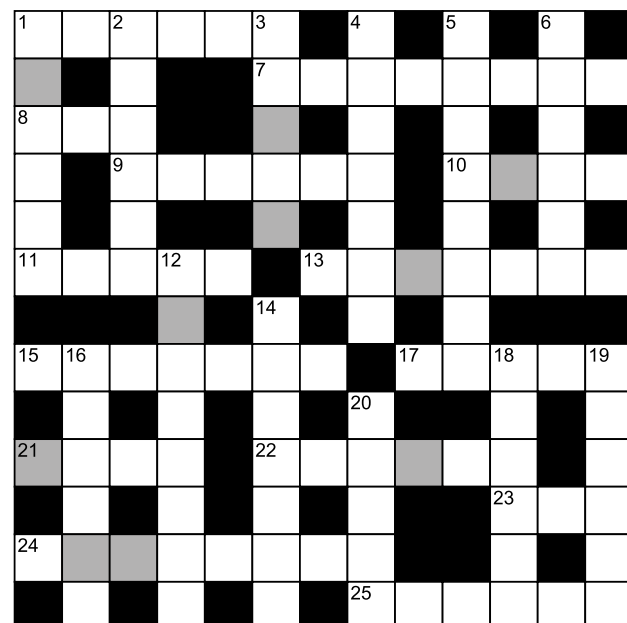
TPSBREAK

Across

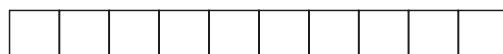
- 01 Emotional shock (6)
- 07 Unselfish (8)
- 08 Hearing organ (3)
- 09 Ask a person to come (6)
- 10 Temperate (4)
- 11 Give up (5)
- 13 Prescribe (7)
- 15 Need (7)
- 17 Take place; happen (5)
- 21 Aquatic vertebrate (4)
- 22 Industrial action (6)
- 23 Father (3)
- 24 Put up with (8)
- 25 Sense of musical time (6)

Down

- 01 Written agreement (6)
- 02 Reach a destination (6)
- 03 Once more (5)
- 04 Acquire from a relative (7)
- 05 Theatrical (8)
- 06 Vent (6)
- 12 Mirth (8)
- 14 ___ ball: item used by clairvoyants (7)
- 16 The boss at a newspaper (6)
- 18 Recognition (6)
- 19 Without pattern (6)
- 20 Command (5)



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



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

10MINUTEINTERVIEW

Roadside Assistance

WE CAUGHT UP WITH THE AA VOLKSWAGEN GROUP
DEDICATED TECHNICIAN OF THE YEAR

STUART FISHER

Stuart takes time out from his busy schedule to discuss what it's like to work for the UK's most reliable breakdown cover provider (as voted for by the readers of *What Car* magazine 2019).

How long have you worked for the AA?

I started in 1995 as a Mobile Mechanic and worked with SEAT when Volkswagen initially acquired them. Around 2005/2006 I came onto Volkswagen assistance (as it was called then) and I've been there ever since.

Tell us about a typical day as a Dedicated Technician?

On a typical day, before I start work I'll check emails to see if we have any parts returns required. I will then do daily checks on my van, such as, fuel, lights, oil and water. Then I'll sign on. Generally, I will get asked to go into the city to deal with breakdowns. Occasionally, if we've had a job that's come in from the night before, I might have to head out to the country. If I'm in the city, I'll drop into the local TPS Centre – I get on really well with the team there, so it's good to say hello. Then I'll continue with breakdowns and calls until the end of my shift, sign off and get ready for the next day. We generally work a week on then a weekend off and the shift patterns rotate.

What's the most unusual breakdown you have ever attended?

There's one that always sticks in my head. For the customer it wasn't a good outcome but the whole job was really interesting. It was a lovely old gentleman who lived in a rural village and was having warning light problems on his ŠKODA Yeti. I plugged into the vehicle and there was a 'fault' in virtually every control

unit so I had a look around. In the engine bay you could see a small hole where rodents had eaten through the wiring and made their way into the vehicle. On closer inspection, they had gone through every part of the car from front to back and there was a family of rats living in the boot. They'd eaten everything from the seatbelts to the centre console behind the dashboard. The gentleman admitted he saw something strange as he was driving, a family of rodents playing in the footwell but thought nothing of it. Unfortunately the damage caused was too great and the car had to be written off but it was an interesting job!

What parts do you tend to carry in your van and how do Volkswagen Group Genuine Parts help with your repairs?

I currently drive a Volkswagen Transporter and we'll try and carry a lot of the basic parts; fuses, bulbs and batteries. We use Genuine Parts first and foremost due to the warranty procedure. Customers frequently ask for Genuine Parts, even when their vehicle is out of warranty. They like to think that their vehicle is factory fresh and so customers want that brand on their vehicle, they want to see the Volkswagen Group logo on there, just because they know that part is of the same quality.

You only work on Volkswagen Group approved vehicles. Describe your relationship at a local level with TPS and how they help you get the job done on a day to day basis?

I'll visit my local TPS Centre three or four times a week. In Birmingham, there are many TPS Centres I deal with, but my port of call is TPS Birmingham. I get on really well with them, I've got a good relationship with the warehouse staff and they'll always do their best to try and get me the part I need the same day. They'll always take time to understand my order and email me if necessary to ensure we're on the same page and ordering the right part first time.

How did you hear about becoming Volkswagen Group Dedicated Technician of the Year and what does this accolade mean to you?

My line manager called me asking if I wanted to go for it. I initially wasn't sure, but my wife convinced me to and I am glad I did. We had a day assessment, driving assessment and radio and camera interview at AA headquarters. Then there was a fantastic awards night, it was like the BAFTAs. Just to see my name and picture up there was absolutely enough but when they announced my name, it was unbelievable. And since then, everything that has gone with the prize – I want to say that I did it all. It's been brilliant!

To read the article in full and to watch the interview with Stuart, visit tps.trade/blog.



National
for Volkswagen Group
Genuine Parts



On paper, it looks like a write-off

But with TPS National's Total Loss Avoidance (TLA) Programme, Volkswagen Group Genuine Parts can be supplied at reduced rates to help you re-write those write-offs. Keeping the job in your workshop and your customer in their car.

To find out more visit tps.trade/tpsnational or call us on 03330 095 205