

TPS

INSIDER

THE BIG READ

Mapping out workshops' digital requirements

BUSINESS BUILDER

Transmission talk – shifting up a business gear with DSG

GROUP ICONS

SEAT's sporty sensation put under the spotlight



TPS



Volkswagen



SEAT



SKODA



Commercial Vehicles

for Volkswagen Group
Genuine Parts

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AA Silencers



Craig Canavan,
Issue Editor

HELLO AND WELCOME...

...to this issue of TPS Insider.

As we head into the autumn months, we have all the service and MOT essentials required to keep your customers' vehicles running smoothly on the road. We also have a battery special – a supercharged two-page feature on battery technology, products and some exciting offers.

The Big Read focuses on car connectivity, assessing the challenges vehicle digitalisation is presenting to workshops and how those challenges are being met by garages as they embrace the digital age.

Our Group Icon is the SEAT Leon CUPRA and we look at its evolution from super sports model to standalone brand. For the 10 Minute Interview we chat with MOT and repair centre AA Silencers.

We hope you enjoy it.

Craig

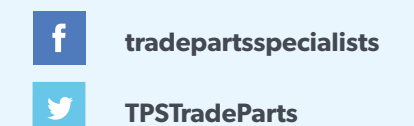
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think and what you'd like
to see in future issues.**

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SUPERCHARGED TECHNOLOGY

HOW TO JUMP-START YOUR CUSTOMER CONVERSATIONS ABOUT BATTERIES



Our Tech Talk expert Emma Clack-Palmer, Parts Product Manager at Volkswagen Group UK, looks at the evolution of battery technology and the impact of stop-start systems.

The days of fitting a standard lead-acid battery will soon become a distant memory due to advances in vehicle technology and the introduction of stop-start systems. Stop-start systems are a standard feature on 90% of new vehicles as manufacturers strive to increase fuel efficiency and reduce engine emissions.

Now in 2019, it's estimated that one in three vehicles entering a workshop will be fitted with a stop-start system, yet there is still some uncertainty when it comes to replacing the starter battery on these vehicles. A 'one size fits most' approach is no longer feasible, so what are the most important considerations for an independent workshop?

BATTERY SPECIFICATION

Vehicles with stop-start systems require a much higher specification of starter battery than a conventional vehicle to cope with the frequency of stop-start cycles. For these applications, the battery will be one of two types; an absorbent glass mat (AGM) battery or an enhanced flooded battery (EFB).

AGM batteries are a unique design with four to five times the cyclic durability of a flooded product and typically 16% higher starting power, even at lower temperatures. They are often used on premium and high-performance models and can also be found on the earliest vehicles fitted with stop-start technology.

EFB batteries are an enhanced version of the standard wet-flooded technology, with a greater cyclic durability when operating at a reduced state of charge (typical of stop-start applications). An EFB battery is capable of 270,000 engine starts, compared to around 30,000 from a standard flooded product, and offers a more cost-effective solution for entry-level stop-start vehicles. Despite these higher engine demands, the life expectancy for both battery types remains the same, providing the correct battery is fitted.

One of the most important things to remember is that if a vehicle is equipped with stop-start technology, it must have a stop-start battery. The EFB and AGM batteries are also not interchangeable and failure to follow these important rules will result in the vehicle not functioning correctly and make it more prone to the dreaded 'non-start' scenario.

BATTERY MANAGEMENT SYSTEMS

Vehicles fitted with a stop-start system will also have a Battery Management System (BMS) that continuously monitors the state of the battery. The BMS will only feed in a charge when the state has dropped to a predetermined level which avoids using the engine to power the alternator unnecessarily, thus reducing fuel consumption and emissions.

A replacement battery must be registered or validated into the BMS via a diagnostic tool to ensure that the battery is charged with the correct algorithm. If not, the vehicle will generate a fault code leading to a malfunction of the stop-start system and the premature failure of the battery.

LOCATION

An additional challenge that must be overcome is the location of the battery, as only 58% of vehicles have the battery in the traditional 'under the bonnet' location. 40% are in the boot and the remaining 2% are situated somewhere in the passenger compartment, resulting in both locations requiring the removal of parts to access the battery.

This means that for some vehicles, such as the Audi Q5, it can take up to an hour and a half to replace the battery. It's therefore imperative that the correct specification of battery is fitted to avoid a repeat repair and a significant loss of labour time.

TPS offers a comprehensive range of Genuine, FourPlus, Quantum and Yuasa batteries to cater for all of your stop-start battery requirements. The best way to ensure you are fitting the correct battery to your customer's vehicle is by visiting tps.trade and entering your customer's registration number, or contacting your local TPS Centre.



EXCLUSIVE NEWS

TPS AND GS YUASA SIGN NEW BATTERY SUPPLY DEAL

We have agreed to extend our arrangement with GS Yuasa to exclusively supply their range of batteries.

As a result of the agreement GS Yuasa, one of the world's leading battery manufacturers, will continue to supply their full automotive battery range through TPS - positive news for all our customers and their battery requirements.

James Hylton, Managing Director for GS Yuasa UK Ltd, said: "We are delighted to extend our relationship with TPS and Quantum, having recently been awarded a new long-term supply agreement.

"GS Yuasa have been working with TPS since 2014 and

the renewal of our partnership will allow us to continue supplying a full automotive battery range offer to the market through the group.

"As one of the UK market leaders for vehicle batteries, our YBX automotive range provides dependable starting power, together with the performance, technology and market coverage to handle the demands of today's modern vehicles. Yuasa are the number one choice for quality, reliability and performance."

Contact your local TPS Centre to find out more about the Yuasa range and the full extent of our batteries on offer.

OUR CURRENT BATTERY BENEFITS

We have a range of offers and initiatives that can help spark customer conversations. Here are some key benefits to get your customers talking.

When you purchase any 12 batteries from our range, you'll receive a complimentary battery stand to help store and display your products to your customers (see T&C's on tps.trade).

From September, we'll be offering extended credit terms, with three months to invoice payment to help give your business extra flexibility.

Always make sure to remind your customers of our great warranty options, with either two or three years warranty available across our entire battery range.

Don't forget our vehicle registration look up facility which will help ensure you're fitting the correct product - you can find it on tps.trade



SERVICE & MOT ESSENTIALS

Regular servicing is essential to a vehicle's smooth and efficient running. It reduces the risk of a breakdown for a customer's vehicle and helps them to avoid incurring an expensive repair.

A full check and change of a vehicle's fluids and components should take place as standard and at TPS, we have all the products required to complete a comprehensive service.

Whether it's oil or air filters, brake fluid or bulbs, TPS can meet your customers' vehicle servicing needs.

Fancy a mini model CUPRA or some life-sized sporty alloys for the real thing? Here are a few of our favourite CUPRA essentials.

- 1 CUPRA TCR MODEL CAR 1:43**
£18.60
EXCL. VAT AT 20%
(6H1099300 IBF)



- 2 19" ATECA CUPRA ALLOY WHEEL**
£200.14
EXCL. VAT AT 20%
(5F9071499A HPN)



- 3 CUPRA MUG**
£9.20
EXCL. VAT AT 20%
(6H1069601 IAA)



- 4 NEXTBASE 422GW DASH CAM & GO PACK**
£106.79
EXCL. VAT AT 20%
(ZGB000052422GW)



- 1 Genuine**
DSG OIL
Price per litre
£10.49*
EXCL. VAT AT 20%
(G 052182A6)



- 2 Genuine**
DSG OIL FILTER
Prices from
£8.56*
EXCL. VAT AT 20%
(0B5325330A)



- 3 Genuine**
OIL FILTER
Prices from
£2.80*
EXCL. VAT AT 20%
(056115561G)



Also available:
AIR FILTER 32129620 £8.25*
CABIN FILTER 1S0820367 £6.84*
FUEL FILTER 1J0201511A £5.95*

- 4 FOURPLUS**
VOLKSWAGEN APPROVED PARTS
SHOCK ABSORBERS
Prices from
£40.53*
EXCL. VAT AT 20%
(JZW513025N)



- 5 FOURPLUS**
VOLKSWAGEN APPROVED PARTS
BRAKE KIT
Prices from
£55.66*
EXCL. VAT AT 20%
(JZW698601AA)
Brake kit includes:
Brake discs
Brake pads
Fixings



- 6 QUANTUM**
WEDGE BULB (501) 12V 5W
Prices from
£0.20*
EXCL. VAT AT 20%
(941QBU501SP)



- 7 QUANTUM**
LOGLIFE IV OIL 20L
Price per litre
£4.50
EXCL. VAT AT 20%
(ZGB115QLB02402)



- 8 QUANTUM**
BRAKE FLUID DOT4 ESP 20L
Price per litre
£2.80
EXCL. VAT AT 20%
(ZGBQBESP20L)



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.

CUPRA EVOLUTION



David Hawthorne, Parts Sales Executive at TPS Northern Ireland, is our next contributor to choose a Volkswagen Group Icon. David has selected the Leon CUPRA – a sports performance ‘hot hatch’ equally at home on the track as it is on the road.

WHEN SEAT ANNOUNCED IN 2018 IT WAS LAUNCHING THE CUPRA AS A STANDALONE BRAND, IT MARKED A COMING OF AGE FOR THE POPULAR SPORTS MODEL.

Given its own identity, including a new logo, the CUPRA brand now has the opportunity to take its fast-established icon status far into the future.

The CUPRA has always been SEAT's ultimate expression of sportiness. As David says; *"The CUPRA has built up a big enthusiast community and for those of us who love this vehicle, it's always been considered to be a little bit different. It's a modifier's dream but unlike some performance models, not only does it look the part, it drives the part as well."*

It began in 1998 with the original Leon 20VT, a variant of the original SEAT Leon model. Based on the Volkswagen Group A4 (PQ34) platform, it shared many common components with other Volkswagen Group vehicles such as the Golf Mk4, Bora and Audi A3.

The early models were marked out by a deliberately limited choice of colour schemes. Only three body paints were available; red, yellow and black, chosen in homage to the colours of Spain's and Germany's national flags – the partner countries involved in the original joint project.

A notable addition to the first-generation range was the CUPRA 4 TDI, equipped with a 1.9-litre turbocharged direct injection diesel engine. This would evolve later into the Top Sport model and eventually be rebranded as the Formula Racing (FR).

In 2005, the next-generation CUPRA arrived. Based on a Volkswagen Group A5 platform, similar to that used on the Volkswagen Golf Mk5, the first sport version to appear was the FR. Making its debut in 2006, it came complete with twin-exhaust pipes to the left rear, sport seats and an FR logoed gear stick to distinguish it from other models.

With additional models such as the TFSI CUPRA R added, it fast established its credentials in the sports performance market. So much so that in 2010, the Leon CUPRA took its place in the top ten of Autocar magazine's 'best hot hatchbacks of all time' poll.

The latest generation arrived in 2012. Based on the Volkswagen Group MQB platform, it boasted a host of new features and an upgrade in performance. The new generation CUPRA R's 310bhp dwarfed the previous R model outputs, and its 0 to 62mph in 5.5 seconds was over a second quicker than the original.

Such performance is rooted in SEAT's motorsport heritage. With the CUPRA name originating from the combination of 'Cup' and 'Racing', the development of the road version will always be inextricably linked with its motorsport counterpart. The Leon CUPRA first burst onto the motorsport scene in 2002, tearing up the tarmac in various race series.

The SEAT Leon Supercopa one-make series began in Spain in 2002, with sister championships quickly established in other countries including Britain. In 2005, SEAT Sport recorded their first victory in the World Touring Car Championship (WTCC) with the Toledo CUPRA championship car winning at Silverstone.

The following year, the Leon CUPRA won the manufacturers title in the British Touring Car Championship (BTCC), with team drivers Jason Plato and Rob Huff taking nine wins between them. In 2008, the Leon CUPRA TDI was a dominant force in the WTCC registering 11 wins and drivers Yvan Muller and Gabriele Tarquini taking a one-two in the overall driver standings.

As David says; *"The SEAT Sports division have always had that ethos of looking at things and taking a different slant on them, which is very much carried over into the production car. It's what makes the CUPRA such an exciting brand."*

With the new CUPRA brand taking over SEAT Sport's entire motorsport and racing division, it marks the dawn of a new era.

However, with just over 1.9 million SEAT Leon models sold since its launch 20 years ago and a well-established motorsport tradition, the new brand is built on solid foundations. In fact, with the winning formula of performance, design and specification as strong as ever, the new CUPRA brand is all revved up and ready to reinforce its iconic status.

CUPRA

through the ages

The SEAT Leon CUPRA has come a long way since 1998, always maintaining its sporty persona, and has continually competed at the highest level in motorsport.

SEAT Leon CUPRA R Mk1

1998



SEAT Leon CUPRA Mk2

2005



Jason Plato's 2007 BTCC Leon CUPRA race car

2007



SEAT Leon ST CUPRA

2013



THE MOVE TOWARDS GREATER VEHICLE DIGITALISATION IS PRESENTING NEW CHALLENGES FOR INDEPENDENT WORKSHOPS.

CURTIS HUTCHINSON REPORTS

Increased digitalisation is driving current and future vehicle technology and is impacting the way cars are serviced and maintained in the independent sector.

While access to on-board diagnostics has enabled independent garages to accurately identify faults, newer generation cars are connected to the internet enabling this data to be accessed and analysed remotely.

The level of standard car connectivity is growing exponentially with new cars bundled with digital technology linking the car and the user to the internet.

Digitalisation may have been a slow burn in the automotive sector but is now accelerating on a wave of consumer demand and regulatory requirements.

Counterpoint, the global industry analysts, forecasts the international connected car market will grow 270% by 2022 when more than 125 million vehicles, with embedded connectivity, are expected to be on the road.¹

This growth will be largely powered by European sales following the mandatory

fitment of eCall, the automated emergency call system, on all new models type-approved for sale in the EU since April 2018.

Meanwhile, for car buyers currently spec'ing their next purchase, connected car features have already shifted up the list from 'nice to have' to 'must-have', with analysts McKinsey & Company finding 40% of car owners saying they would actually switch to another marque for better connectivity.²

This consumer demand will accelerate the move towards connectivity especially with millennials, who have grown up with digital technology, expected to represent more than 45% of the potential car-buying cohort by 2025.³

With this increased level of OEM-led connectivity, the challenge facing independent workshops is how to future-proof their businesses by delivering competitive servicing and repair solutions.

According to Frank Harvey, Head of Member Services at the Independent Garage Association (IGA), the sector has evolved and is embracing digitalisation.

"The challenge for independent garages is the vehicle-to-OEM interface as most new cars now come with an embedded SIM card which is constantly transferring data online. Under Block Exemption regulations independent garages are entitled to have access to this data because doing so gives customers greater choice when it comes to servicing and repair work," he said.

However, the repair process is often complicated by the software features put in place by OEMs to ensure vehicle security.

Since 2016 the IGA has been promoting the SERMI (SEcurity related Repair & Maintenance Information) standard which forms part of ISO-18541 and is the process by which garages, able to meet the strict requirements of the scheme, will be accredited. The standard will ensure independent garages are able to access all areas of OEM technical information, including data related to the security of the vehicle.

In a typical scenario, SERMI will enable independent garages repairing a car where the airbags have been deployed, which has in turn triggered the doors to be unlocked, to access the security code to reprogramme the ECU (Engine Control Unit) and reset the vehicle systems.

"SERMI aims to create a level playing field for independent garages and allow everyone who is accredited to access all security information from all vehicle manufacturers."

Harvey discusses how the digitalisation process is being helped by an increase in younger, tech savvy owners in the sector.

"In family-run businesses we're seeing second and third generation garage ownership coming through. These new managers have grown up with new technology so it doesn't hold the same fears as it may have for past generations; they tend to be open-minded and see it as an opportunity.

"They know they must look after existing customers and attract new ones, while all the time customers are changing cars for newer models with connected technology and these systems need to be maintained. The independent garage sector is starting to see these cars in greater volumes and garage owners realise they need to tool-up and train for it now; it's not happening in five or ten years' time, it's happening right now," he said.

Meanwhile, Harvey confirmed independent repairers were quick to adapt to the regulatory demands of GDPR (General Data Protection Regulation) which came into force in May 2018 and safeguards customer data.

"For many independent garages GDPR compliance did not necessitate massive changes. Many already had good systems in place and found it was a matter of making sure they had the basics covered," he said.

The rules have sharpened up both online and offline processes.

"A major change was making sure that customers were given the option of opting out of marketing communications. We also did a lot of work to remind garages running physical diaries for bookings to not leave them on reception desks but make sure they are locked away," he said.

The sector had already learnt a lot about good data protection processes from the implementation of PCI DSS (Payment Card Industry Data Security Standard).

Harvey said the card payment companies were supportive during its rollout and ensured garages had the correct terminals for their needs.

"When it comes to embracing new car technology and new regulatory processes, independent garages are a lot more adaptive than perhaps they are given credit for. This is a dynamic and fast-changing sector and the best independents are continually looking at ways of providing customers with a highly professional service no matter how complex their cars are becoming," said Harvey.

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

Sources:

1. Counterpoint, April 2018, 125 Million+ Connected Cars Shipments by 2022
2. McKinsey & Company, December 2018, Profiling tomorrow's trendsetting car buyers
3. McKinsey & Company, March 2019, Driving the automotive customer experience toward the age of mobility

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

DSG SERVICING

DRIVING CUSTOMER AWARENESS TO TAKE YOUR BUSINESS UP A GEAR



Paul Britten, Parts Product Planning Manager at Volkswagen Group UK, explains how the increase in vehicles fitted with DSG gearboxes presents increased opportunities for workshops.

The expanding number of Volkswagen Group vehicles fitted with DSG transmissions has resulted in a growing opportunity for DSG servicing.

By the end of 2019 there will be over 200,000 Volkswagen Group vehicles fitted with a DSG or S-tronic gearbox on UK roads, the majority of which have a specified service interval.

However, many owners are unaware of the requirements for service, resulting in subsequent issues with gear selection and engagement.

In addition to the intervals themselves, the specification of the DSG fluid is equally important. It must maintain a high level of viscosity across a full range of temperatures for the smooth operation of the gearbox. Using non-compatible products can impair functionality and damage the mechatronics.

To help you manage your customers' service intervals and make the most of the opportunity, below are the service intervals required and recommendations on the best products to use.

Gearbox type		Gears	Service interval	Fluid*
DQ200	OCW	7-speed	No service interval	G 055512A2
DQ250	OD9	6-speed	40,000 miles – fluid and filter	G 052182A2
DQ381	OGC	7-speed	80,000 miles – fluid only	G 055529A2
DQ400**	ODD	6-speed	40,000 miles – fluid only	G 052182A2
DQ500	ODL	7-speed	40,000 miles – fluid only	G 052182A2
DQ500	OBH	7-speed	40,000 miles – fluid only	G 052182A2
DL382	-	7-speed	40,000 miles – fluid only	G 055529A2
DL501	-	7-speed	40,000 miles – fluid and filter	G 052529A2

* Part numbers shown are for 1 litre bottles, a 20 litre product is also available

** Fitted to hybrid models, only EV certified technicians should work on these vehicles

Top tip: Always refer to the Erwin Workshop Manual for the correct vehicle-specific interval, servicing instructions and filling capacities.

TPS RECOMMENDED PRODUCTS:

- **Genuine DSG transmission fluid** developed to meet the specific requirements of DSG units and contains special additives that govern its frictional properties
- **Genuine DSG filter** for maximum performance and durability, use with DSG transmission fluid
- For easy and efficient refilling try the **VAS 6262A DSG oil filling adaptor**, part number ASE40134601000.

All featured products are available through TPS. Visit **tps.trade** to find your local TPS Centre.

CUSTOMER CONVERSATIONS:

When talking to customers, it's key to reinforce the benefits of having their DSG oil and filter changed. It saves on costly gearbox repairs, improves their car's performance and keeps the warranty valid for any repairs to parts related to the gearbox.

TPS PAIR TAKE THE PLUNGE WITH CHARITY SWIM



A fearless pair of TPS managers have been making waves for charity by completing the Bournemouth to Boscombe Pier to Pier Swim.

Tony Trotter, TPS Regional Sales Manager and Adam Miller, TPS National Sales Manager, have raised £662 for the British Heart Foundation by completing the 1.4 mile sea swim between the two piers.

It was quite an achievement for Adam, having only started swimming again for the first time in years around nine months ago. Training with his daughter Macy, a competitive swimmer, Adam has come a long way in a short space time to complete the arduous pier to pier swim.

Tony, said: "It was a fantastic event with sunshine, sandy beaches and clear(ish) blue water. Our families came along to support, along with many of our colleagues, which was a fantastic boost.

"This event resonates with me because I lost my Dad to heart disease. He was a British champion swimmer in his prime, my biggest hero and I was lucky enough to train and compete with him when I was younger.

"We'd like to thank the network for their generosity and support and the money we raised will help to power life-saving research."

CUSTOMER CHANNELS INNER 'FRESH PRINCE' TO PRAISE TPS CENTRE

TPS Guildford has received some 'princely praise' from one its customers in the form of a rap replicating one of the catchiest sitcom songs of the nineties.

This creative customer has produced their own humorous take on 'The Fresh Prince of Bel Air' theme tune, to thank TPS Guildford staff for all their efforts.

It's quite a rhyme, and here are a couple of sample verses:

*"Now this is a story all about how,
the TPS team helped us all out,
and I'd like to take a minute just sit in your chair,
I'll tell you all why we won't go elsewhere.*

*Now somewhere along the Slyfield estate sits Dan,
and all of his TPS mates ordering, phoning making money like
Paul or Lawrence who brings sausage rolls for a refuel,
When a couple of cars were breaking up good,
Started making trouble in Witley Hood...*

To read the full-length version go to tps.trade/blog for the full-length version.



We'll always welcome a creative rap or rendition of your favourite song, but if not, we'll be just as happy if you complete our monthly feedback survey via InMoment - it takes less than 1 minute and helps us to deliver an even better service.

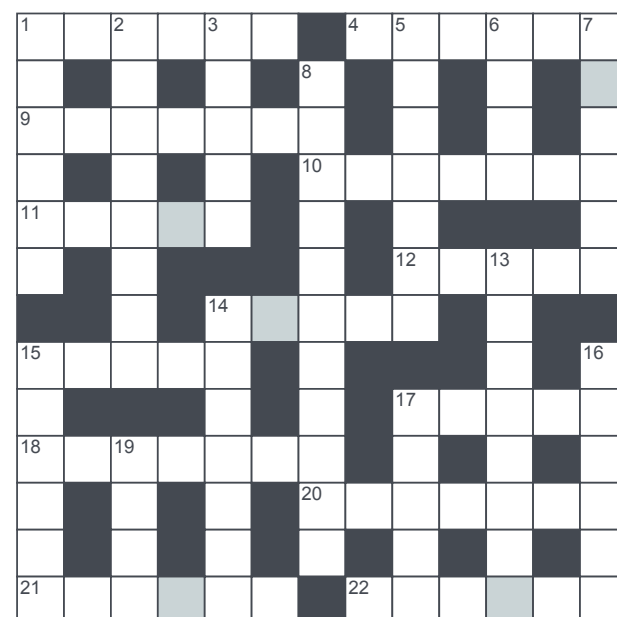
TPSBREAK

Across

- 01 Make possible (6)
- 04 Sport Andy Murray plays (6)
- 09 Cigarette constituent (7)
- 10 Person proposed for office (7)
- 11 Absolute (5)
- 12 Health professional (5)
- 14 Range (5)
- 15 Meal (5)
- 17 Pursue (5)
- 18 Alike (7)
- 20 Not spiritual or sacred (7)
- 21 A tuner (anag) (6)
- 22 Kept private; unknown by others (6)

Down

- 01 Large property with land (6)
- 02 Aspiration (8)
- 03 Nearby (5)
- 05 Analyse (7)
- 06 Midday (4)
- 07 Ball-shaped object (6)
- 08 Ongoing disagreement (11)
- 13 Merchant (8)
- 14 Protective location (7)
- 15 Period of instruction (6)
- 16 Rue doing something (6)
- 17 Ride a bike (5)
- 19 Liquefy (4)



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



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

10MINUTEINTERVIEW



AA SILENCERS LTD IS A FAMILY RUN BUSINESS BASED IN CHEADLE AND HAS BEEN A SPECIALIST MOT SERVICE AND REPAIR CENTRE SINCE 2002.

As an expanding operation with plans to supercharge its future through the electric vehicle market, we popped in to speak to owner Simon Grocott about why AA Silencers has got plenty to shout about.

How did the business begin and in what ways has it evolved?

We acquired the business 17 years ago and since then we have built it up into a specialist MOT and repair centre. We offer the full range of MOT and repair services and tyres as well.

Tell us more about being a specialist centre?

We still offer the regular day-to-day vehicle services but are investing in the business to enable us to become more specialised in the future. We want to focus on key brands including of course, Volkswagen Group. It's very much in response to the increase in electric and hybrid vehicles. Setting the business up to handle the demand for electric and hybrid cars requires major changes in how we are structured, including investment in new kit and staff training. By concentrating on specific brands, it will enable us to manage that change more efficiently.

How have you invested in the business recently?

In the last few years we have invested around £50,000 in new machinery. The new 4-wheel alignment system we have is as good as it gets. We also have a new DPS filter machine that allows us to work on and off the car. It means we can offer services that others can't and as a result, we get a lot of referrals – both trade and retail – into the business.

Any other intriguing facts about the business?

Another big investment recently has been in digital. We have our own YouTube channel, where we post videos giving technical advice and tips. It's proving very popular, so much so we had a customer recently bring in their Mazda DX5 on the back of watching one of our videos. We also had LED screens installed and they have been a huge success in making customers aware of the diverse range of services we offer.

AA Silencers certainly don't stand still. Is there anything else?

We sponsor a number of local sports teams, a local boxer and a local para-athlete, Shaun Burrows, who is looking to qualify for the next GB Paralympics team. There are also the tyre safety events, at which we conduct free tyre safety checks on-site for companies that include Alton Towers, JCB and Tesco. It's all about getting across the tyre safety message and the events are well received by everyone involved.

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

TPS is one of our key suppliers. What we get with them is peace of mind. We know that with their scheduled deliveries we will always get the parts we need on time and ready to fit first time. We also stock almost their entire range of Quantum engine oil, which

allows us to service around 95 per cent of the UK vehicle parc. We have a really good relationship with our local centre in Stoke and we can't speak highly enough of them.

What's the future vision for AA Silencers?

We just want to continue moving forward. We're always looking to evolve the business where possible. Becoming a more specialised business is the key priority in the next couple of years. This will include having all staff approved to work on EVs and hybrids by the Institute of the Motor Industry (IMI).

What's your favourite Volkswagen Group vehicle?

Well, given the switch to electric vehicles, it's got to be the Golf GTE. It combines all the classic Volkswagen Group styling with the technology of the future.

To read our full interview with Simon and catch up on any past interviews you may have missed, visit tps.trade/blog



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help make you a **Genuine Hero.***



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save the day for your customers.