







GROUP ICONS

Ode to the Octavia









TECH TALK

history of headlamps

An illuminating look at the



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Craig Canavan Issue Editor

HELLO AND WELCOME...

...to this issue of TPS Insider.

For this edition, the Big Read will look at the rise of alternatively fuelled vehicles and how garages are preparing for the increased demand in PHEVs.

We focus on what independent motor traders are doing to meet the growing customer demands for servicing, repair and MoT work on hybrids and other alternatively fuelled vehicles.

Our Tech Talk is a double page special, tracing the history and evolution of the humble headlamp. From its origins in the 1880s to the modern-day laser light technology, I am sure you will find it an illuminating read.

For the 10 Minute Interview, we chat with Portsmouth charity worker Louise Hopwood. Louise tells us how the TPS Genuine Parts For Genuine Causes Fund helped keep her car on the road and continue her vital work in the community.

Finally, Group Icons gets the party started early for the ŠKODA Octavia. As it prepares to celebrate its 25th anniversary next year, we look at why this world record holder deserves a place in the motoring hall of fame.

As always, I hope you enjoy it.

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IN THIS ISSUE

O4 TECH TALK SPECIAL Tracing the history of

the humble headlamp

OG OUR BRANDS
How the TPS brands
line-up

O8 GROUP ICONS
How the Octavia vRS
became a record
breaking icon

10 THE BIG READ
The future is hybrids

BUSINESS BUILDER
Supercharge
your business

14 TPS ROUND UP
News from around
the network

15 A CHAT WITH...
Charity worker and
Genuine Cause recipient
Louise Hopwood

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

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TPSTradeParts

*Wash inner plastic prior to disposal. SPRING 2020 ISSUE 6 | 03

IT'S FULL BEAM AHEAD

With the evolution of ever-changing vehicle technology and modern design it's often easy to overlook the humble headlamp. Not only must its design fit the flow and lines of the vehicle, but it must also function at the level customers have become accustomed to.



Our Tech Talk expert Adam Hockley, Parts Product Manager at Volkswagen Group UK, looks at the history and evolution of headlamps, from their origin to the modern day.

We have come a long way since the introduction of the first headlamp in the 1880s. From an acetylene lamp lit by hand and housed to protect it from the oncoming wind, through to the latest laser matrix lamps fitted to the Audi R8 LMX, utilising a powerful blue laser that helps light the road ahead for up to 600m.

Whilst laser lighting may not be necessary on all but the world's most sought-after supercars, HID (High Intensity Discharge) and LED headlamps are commonplace on UK roads. Once reserved for manufacturers' high end models, more and more vehicles are coming equipped with these technologies.

However, with the OEM popularity it has become increasingly common for consumers to upgrade existing halogen headlamps by fitting kits normally consisting of HID bulbs and ballasts (regulating the voltage supplied

It's important to be aware that all headlamps must be type approved to ECE regulation 98. Once fitted they should have a headlamp cleaning and a self-levelling function, along with the ability for the dipped beam to stay illuminated when the main beam is operated.

In summary, current legislation does not allow you to modify or convert an existing halogen headlamp for use with HID or LED Bulbs. A headlamp designed and approved for use with these bulbs must be sourced and fitted in accordance with the rules stated.

Over time a headlamp's effectiveness will decline, particularly as most modern headlamps are manufactured from clear plastics. Whilst these are extremely effective for light transmission, the clear lamp covers can dull with weathering and poor cleaning methods.

The lenses and reflectors inside can also deteriorate after thousands of heat cycles. This leads to poor illumination of the road and the potential to dazzle oncoming road users, resulting in an increased risk of accidents.

DVSA data shows that nearly 2.5 million vehicle MoT failures are attributed to headlamps. Many will be simple bulb failures, a number of which will be down to alignment,

but damaged or aged lamps can also cause the light emission to be low enough to not meet the required standards.

TPS are aware that sometimes the costs associated with headlamps can lead drivers of older cars to fit aftermarket products, so that's why we have introduced Aged Parts Pricing.

Since January and running until June, you will find certain Volkswagen Passenger car Halogen Headlamps at discounts of up to 26%* on vehicles between 5 and 15 years old. It gives you and your customer the opportunity to buy Genuine Parts that are designed to fit first-time, have a manufacturer warranty and are of OEM quality.

For further details, or to enquire about any Volkswagen Group headlamps, from halogen to matrix, contact your local TPS Centre for the latest information.

For the full range of units and savings, view prices here: https://tps.trade/ promotions/genuine-headlamps



HISTORY TIMELINE:

The first acetylene headlamp was introduced.

1915 Henry Ford's Model T is the first mass produced vehicle to be fitted with magneto powered headlamps.

1940s The first modern sealed beam units appeared in Europe, allowing the scope for better aerodynamics and designs.

1962 The halogen headlamp is invented, still the most popular headlamp on UK roads.

1991 First introduction of High Intensity Discharge (HID) headlamps – more than 200% brighter than halogen but limited to premium models.

Japanese manufacturer Lexus fits the first LED headlamps 2007 to a production car.

Full matrix LED headlamps arrive with features that include a camera relaying the information of oncoming headlamps or tail lights.

2015 Laser lights incorporate blue laser technology - up to 1,000 times brighter than LEDs.



The innovative IQ.Light headlamp system has been announced as an option on the new Mk8 Golf.

Originally only available on the Volkswagen Premium SUV and the Touareg, the IQ.Light LED Matrix has a number of key features including an interactive light control that makes night-time driving safer.

Utilising a matrix of individually controlled Light-Emitting Diodes (LED), the dipped headlamp is formed by a circuit board with 48 LEDs, while the board for the main beam has 27 LEDs.

As well as these, there are a number of LEDs within the IQ.Light system that are utilised for other functions.

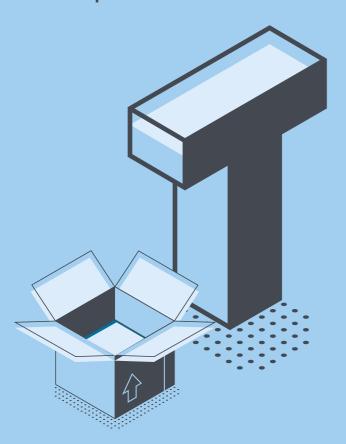
These include near zone illumination and signal functions, daytime running and position lights, alongside animated direction indicators. In total, each headlamp has 128 LEDs.

With deliveries from April 2020, the Golf and its IQ.Light technology look sure to take the spotlight.

THE BRANDS TPS SUPPLY

AND HOW THEY BENEFIT YOUR BUSINESS AND YOUR CUSTOMERS

Here are all the brands available at TPS, a wide range of parts available to suit all customers' needs and prices.



Genuine Parts

Genuine Parts are identical in quality to the parts used in new-vehicle production, so your customers can be reassured that they'll work perfectly.

They're the right parts, at the right price, and they're designed to fit first time – saving time and money in your workshop. And there's more:

- They're manufactured to Formula Q standards, Volkswagen Group's strict quality assurance system
- They help vehicles retain their value, and offer the lowest cost of ownership over the vehicle's life
- Availability is guaranteed for 15 years after the end of vehicle production*
- They're covered by a two-year warranty**
- Warranty claims can be made at home or abroad, with no upper limit
- Vehicle warranty is ensured with Volkswagen Group Genuine Parts™.

*For parts needed for road worthiness. ** Excludes wear & tear. Contact your local TPS Centre for full warranty terms and condition



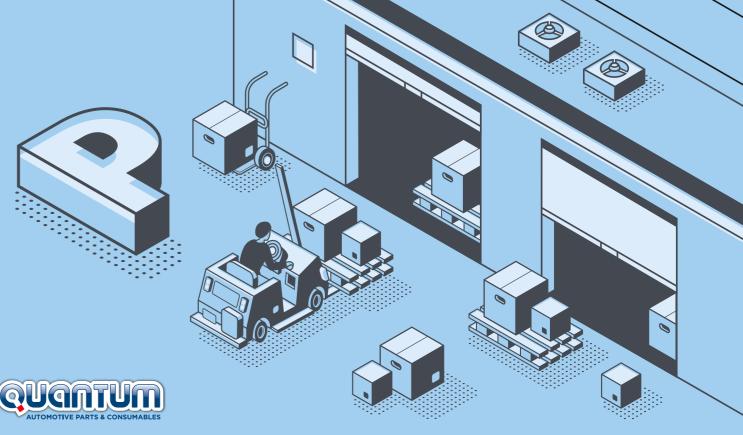
The perfect choice when a cost-effective parts solution is required for SEAT, ŠKODA, Volkswagen Passenger Car and Commercial Vehicle models in their fourth year or older.

Every part in the FourPlus range is manufactured in line with the Formula Q quality assurance system and receives the same rigorous testing procedures as a Genuine Part. So you and your customers get Volkswagen Group quality, with substantial savings and no compromises on safety.

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- Highly-competitive prices mean substantial savings compared with Genuine Parts
- The savings are made only on cost NEVER on safety
- All FourPlus Parts are designed to fit first time, saving money and wasted time
- All FourPlus Parts are covered by a two-year warranty[†].

† Excludes wear and tear



Over 500 competitively-priced automotive parts and consumables, regularly reviewed and updated to meet the latest requirements.

THE RIGHT CHOICE FOR PROFESSIONAL AUTOMOTIVE WORKSHOPS

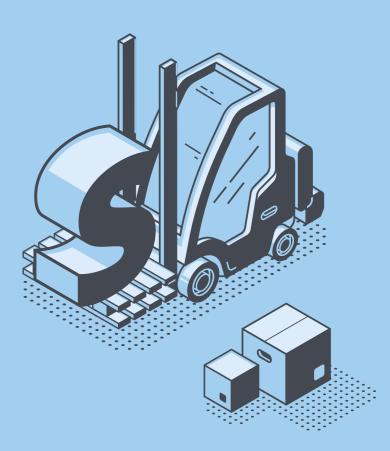
Quantum products are made to the highest spec, which means equivalent or higher than the original equipment specification. The aim of the Quantum range of parts and lubricants is to cover the majority of UK passenger vehicles and vans.



Volkswagen Group operates a remanufacturing process that mirrors the level of detail employed in the production of new units.

Every remanufactured part is completely disassembled and every component is inspected in line with the same quality standards and tolerances employed for new units fitted in vehicle production.

Guaranteed quality standards, exactly what you'd expect from the Volkswagen Group – all reliably delivered by TPS.



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OF THE RANGES DETAILED HERE,
SPEAK TO YOUR LOCAL TPS CENTRE.

OG | TPS INSIDER

ŠKODA'S WORLD RECORD HOLDER UNDER THE SPOTLIGHT

For our latest Volkswagen Group Icon, we are focusing on a model set to celebrate its 25th anniversary next year. During that quarter of a century, it's racked up some notable achievements. They include motorsport milestones and a world production car land speed record.

So, without further ado we give you the ŠKODA Octavia, or more specifically for this feature, the vRS edition. Let's find out what makes this turbocharged record holder such an icon.

The modern-day ŠKODA Octavia was launched in 1996, but to fully understand its origins we must first go back more than 60 years.

In 1959, the first-ever ŠKODA Octavia rolled off the production line in Mlada Boleslav, in the former state of Czechoslovakia. Produced by AZNP during the Cold War, the two-door car was named Octavia as it was the eighth car produced by the then nationalised ŠKODA.

Within the next year two new variants, the Octavia Super and Octavia Touring Sport, were introduced. With a top speed of 80mph, the latter model went on to secure a hat trick of victories from 1961-1963 at the Monte Carlo Rally in the category for unmodified road cars.

It laid the foundations for a motorsports

heritage that includes representation in the European Touring Car Championship, FIA 2-litre World Rally Cup and the World Rally Championship.

By 1971, the last original Octavia had rolled off the production line. Over 20 years passed before Volkswagen Group purchased the Czech manufacturer and with it the opportunity to resurrect the legendary Octavia name

The first-generation Octavia was released in November 1996 both in saloon and estate styles. In the UK, it soon proved a success, with sales putting it alongside established favourites such as the Vauxhall Vectra and Ford Mondeo

During this first-generation, came perhaps the biggest boost to the range – the ŠKODA Octavia vRS, launched in 2001. With chunkier bumpers, a rear spoiler, chrome exhausts and unique alloy wheels, the performance model was powered by the same 1.8-litre turbocharged engine found in a Volkswagen Golf GTI. It offered 178hp and a 0-62 mph (1-100 km/h) time of less than eight seconds.

TPS INSIDER

With such power and performance, it soon gained popularity including with the UK police, who used it as both a liveried vehicle and an unmarked interceptor.

From 2001 to 2011, the ŠKODA Octavia vRS went from chasing criminals to chasing records. In a world record attempt to mark its ten-year anniversary, a specially modified ŠKODA Octavia vRS hatch became the world's fastest 2.0-litre turbocharged production car.

Driven by motoring journalist Richard Meaden, the car registered 227.070 mph (365 km/h) on the legendary Bonneville Salt Flats in Utah, eclipsing the previous record of 216 mph (348 km/h), set back in 1998.

The record-breaking exploits of the vRS were followed seven years later by another world record, this time involving the vRS 245 version. The car teamed up with Austrian Olympic Archer Laurence Baldauf and martial arts coach Markus Haas to set a new world best of 57.5m for the farthest distance for an arrow fired and caught in a moving car.

In between these two spectacularly different world records, the third edition vRS was premiered at the 2013 Goodwood Festival of Speed. With a top speed of 154 mph (248 km/h), the Octavia vRS with petrol engine and manual gearbox was acclaimed to be the fastest production Octavia ever.

In 2015, ŠKODA took it up another notch by launching the more powerful 155mph (250 km/h) Octavia vRS 230 at the Geneva Motor Show.

Which brings us to now. Well to be more specific, when the fourth generation vRS debuts at the Geneva Motor Show in

March 2020. The headline news this time around is that the Octavia vRS will be a PHEV for the first time ever.

The new PHEV version promises to offer the most potent version yet of the drivetrain already seen in the Volkswagen Golf GTE.

The plug-in hybrid version will also match the petrol in terms of outright power.

Good to drive and better for the environment, it promises to be a winning combination.

It's the latest evolution in a brand, that thanks to years of consistent improvements, refinements, and innovations, has firmly cemented its place in the Icon Hall of Fame. It's a place well-deserved and, judged on the promise offered by latest models, is likely to remain long into the automotive future.

SHOP THE RANGE

For ŠKODA lovers who want to own more than just the vehicle, we have an incredible range of accessories and merchandise to showcase your customers' passion for the brand.

For further information about pricing, or to place an order, contact your local TPS Centre.



ŠKODA scoote



Men's Motorsport watch



Motorsport umbrella

Monte-Carlo thermo bottle





08 | TPS INSIDER

ECTRIC CHARGINGINTO



WHAT SHOULD GARAGES BE DOING NOW TO PREPARE FOR THE GROWTH OF HYBRIDS, BEVS AND PHEVS?

CURTIS HUTCHINSON REPORTS

New car registrations fell by 2.4% in 2019 to 2.31 million units, their lowest level in six years. Although this was the third consecutive year of decline, there were areas of growth which will have potential future impacts for the independent garage sector.

Figures produced by the Society of Motor Manufacturers and Traders (SMMT) showed demand for Alternatively Fuelled Vehicles (AFVs) diesel engine cars from 2040 to 2035 and bucked the overall trend and grew to take a record 7.4% market share.

Hybrids continued to dominate the AFV sector with registrations up 17% to 97.850 units. while Battery Electric Vehicles (BEVs) surged 144%, albeit from a low base, to 37,850 units overtaking demand for Plug-in Hybrid Electric Vehicles (PHEVs) for the first time.

This year demand for AFVs will continue their exponential growth. We know this because new CO₂ emissions legislation introduced on 1 January 2020 saw the introduction of allencompassing fines levied on car manufacturers who fail to meet the average emission targets.

This means there is a new urgency across all car brands to introduce new AFV models. The SMMT calculates there are now 60 plug-in models on the market and 34 more coming in 2020, consisting of 23 BEVs and 11 PHEVs.

Longer term, BEVs will become the most popular AFV as the government moves to bring forward the ban on new petrol and include hybrids and PHEVs among the prohibited vehicles.

DriveElectric, the specialist leasing company. estimates EV demand will surge this year by 260% to 100,000 units, boosted by benefitin-kind tax exemption for company car drivers from April. While that figure remains to be seen, this undoubted shift in demand in the new car market will start to impact the independent garage sector when these vehicles begin to have service and maintenance requirements.

While BEVs and PHEVs are still relatively new to the non-franchised garage sector, hybrid technology has been around since the early 2000s and the parc has grown in recent years as the market for used models becomes more established.

Consequently, independent repairers are now faced with a growing demand for servicing, repair and MoT work, often from long standing customers who are now running AFV's.

According to Frank Harvey, Head of Member Services at the Independent Garage Association (IGA), which represents over 4,000 sites, garages are increasingly identifying the need to future proof their businesses by upskilling technicians to be able to look after hybrid vehicles.

"We've found with hybrids it was a matter of overcoming the initial trepidation shown by some garages and we're certainly over that now. They realise this is a transitionary technology which still requires them to work on internal combustion engines and carry out routine maintenance on wear and tear items,"

"The main difference is making vehicles safe to carry out routine maintenance and this has led to an increase in demand for specialist training."

Since 2014 the IGA has provided onsite hybrid awareness courses and now offers Level 3 training to members and non-members for

technicians working on hybrids, PHEVs and BEVs. So far the organisation has trained more than 5,000 technicians.

Safe working practices are at the core of the training required to work on the high voltage systems on these vehicles. Technicians undertaking routine maintenance still need to know how to shut down vehicles properly - especially if they have smart keys which can reactivate a car if they are within a certain distance - be aware of the associated risks and follow the correct technical data.

Having the correct equipment is also important, from properly insulated gloves and tools to digital multimeters appropriate for the increased voltage loads.

"Hybrids are increasingly popular with second, third and fourth owners and that is prime independent garage territory. Some garages are acknowledging a need to protect themselves and adapt by recognising the requirement for greater skills and more knowledge," he said.

Harvey points to a growing number of independent garages now offering specialist hybrid, BEV and PHEV services.

"We've just seen a record a year of new hybrid and EV registrations, so three years from now there's going to be a hike in the number of these vehicles coming in for an MoT and subsequent servicing work. Owners will be looking closely at the cost of maintaining these vehicles. This gives independents an

opportunity to expand and future proof their businesses, as they'll still be maintaining petrol and diesel engine cars."

Providing services for EVs is more of a challenge but a growing number of independents are addressing this through upskilling their technicians and investing in charging points.

"In terms of pure Electric Vehicles there is still some hesitation in the independent sector because the volumes are not there yet. It's an easier decision for businesses to make in urban centres, many of whom will see it as an opportunity, especially for those garages who want to become EV specialists.

We see a bigger growth opportunity for independents with PHEVs and cars with range extenders. While these vehicles have more technology than hybrids, they still have internal combustion engines," said Harvey.

For independent garages, the rising demand for hybrids, BEVs, PHEVs should not be viewed as a threat. While tooling up and training will require expenditure, the opportunity to look after these cars, satisfy the changing needs of existing customer and grow with the market is too good to miss.

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

STILL PLENTY OF CHARGE FOR PHEVs

The 2019 new car registrations published by the Society of Motor Manufacturers and Traders showed demand for Plug-in Hybrid Electric Vehicles (PHEVs) fell 18% from 42,232 to 34,734 units.

On the surface this looked as though the Government's decision to exclude these vehicles from the Plug-in car grant in late 2018 had killed off this nascent market, which had become particularly popular with company car drivers attracted by the favourable benefit-in-kind tax treatment.

Tom Callow, Head of External Affairs for BP Chargemaster, which operates over 7,000 public charging points across the UK, believes there is another explanation.

"The fall in PHEV registrations compared to 2018 can be explained very simply as an issue of supply. The drop of around 7,500 units is accounted for almost entirely by models that were not on sale for part or all of 2019. It is simply not true that the removal of the £2,500 grant had any significant impact on registrations," he said.

With better supply of new models, the PHEV sector could bounce back into contention this year.

10 | TPS INSIDER SPRING 2020 **ISSUE 6 | 11**





Tim Lomas, Operations Director at Vasstech, an independent specialist service centre for Volkswagen Group vehicles, discusses how they have joined the Electric Vehicle (EV) revolution by adding two Golf GTEs to their vehicle fleet.

Vasstech, which began in 2009, operates across five locations: Northallerton, Teeside, Darlington, Knaresborough and Durham – the latter the most recently opened site.

The Golf GTEs are available for customers across all sites and provide an opportunity for those unfamiliar, or even sceptical of EVs, to find out what they are all about.

Tim tells us more about these new additions that have sparked interest with their customers.

"We have always sought to keep on top of the trends in the industry and that's why we have the GTEs. They represent the 'now' along with the 'future' and we want to be part of that. We also want to be among the first to offer EVs to customers.

The Golf GTEs have been with us for the last few months and we have had a really positive reaction from customers to them. They have become a real talking point and have helped distinguish us from competitors in the area.



For instance, we are the only service centre to offer EVs in this way and one of only two companies in the Northallerton area to install charge points for customers. It's really helping attract customers to us.

We offer the EVs as courtesy cars to customers to use while their main vehicle is in the workshop. It's all about breaking down the barriers, giving people the opportunity to discover more about them and enabling customers to ease anxieties they may have built up over the range, reliability and driving experience.

For a service centre they are also a great learning curve for us as a team. By owning EVs, we get to drive them, to service them and ultimately to understand them. They are a testbed for learning about the technology in general and it helps build our knowledge across the team.

We also have plans in place to implement a full training programme with our staff, which is all part of preparing for expansion in the market.



Any such expansion may potentially represent a hit to our business given the reduced servicing requirements for these vehicles, but they do represent the future. We therefore need to prepare for this and ensuring we are the go-to EV experts in our localities is a good way to future-proof our business.

It's also about being sustainable and knowing you are contributing to the collective good of the environment. If we all do our bit, and driving an EV can be part of that, it all adds up to making a big, collective difference.

We anticipate a tipping point being reached in the next three or four years, and with it a hugely increased demand for this type of vehicle.

The future will be Electric Vehicles, the government regulations, manufacturer programmes and market conditions will ensure that. As a business we need to be ready for that and have our customers ready for it as well."



12 | TPS INSIDER

TPSROUNDUP

TPS TONBRIDGE ARE SUPERHEROES HIGHFLYERS

TPS Tonbridge is flying high after being named as the Superheroes winners for 2019.

TPS Superheroes are the Centre which achieved the best scores across the year across a number of measures.

The team secured an impressive overall Customer Satisfaction score of 4.8 out of 5, with 5 out of 5 from its National Account customers, as part of the judging process for the award.

They received their winner's plaque at the recent TPS conference.

Matt Arnold, TPS Tonbridge Centre Manager said: "The team are all on board with our customer-centric approach and it's great to see their efforts rewarded.

"One of our approaches is to let a customer know straight away if there were any problems that would affect them and their business.

We also encourage customers to leave feedback. The process is then to display our best responses in the Centre to show how well the team is appreciated by our customers."



TELEPHONY SYSTEM ONE-YEAR ANNIVERSARY

TPS's improved telephony system is set to reach its one-year anniversary, with the benefits of the system already being recognised by customers.

Introduced in April 2019, the system was designed to be quicker and more efficient in connecting customers to their local Centres and dealing with the full range of enquiries.

Andy Oldknow, Sales Manager at TPS Derby, talking about the benefits of the telephony system, said: "We found it a big change at first, but now it helps the customers when we are busy."

One of Andy's customers, Zoe of Sunset VW, said: "It's a lot better now we don't have to wait in a queue, we can ask for a call back and get on with our day. I find it really easy to use."

Shortcuts available, press:

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

LONG-SERVICE AWARD FOR 81-YEAR OLD DRIVER

Jack Hogwood, an 81-year-old Van Sales Driver with TPS Medway, has reached 15 years' service with the JCB Group.

For achieving his milestone, Jack received a hand-written card and an extra day off work from Jonathan Bischoff, JCB Managing Director.

Jack, who enjoys working with his customers, intends to carry on in his role

TPSBREAK

THINK YOU KNOW YOUR GROUP VEHICLES?

Test your expertise by naming the vehicles in the pictures and head over to the TPS Blog for the answers: https://tps.trade/blog





10MINUTEINTERVIEW

The TPS 'Genuine Parts For Genuine Causes' fund was launched late last year to offer individuals, community projects and charitable organisations the opportunity to apply to local independent garages for help with repairs needed to keep their vehicles on the road.

TPS provided the free parts and the garages provided free labour, in an initiative designed to help those motorists most in need. One of the first people to receive assistance was Portsmouth charity worker Louise Hopwood. We dropped by for a chat with Louise about how the TPS 'Genuine Parts For Genuine Causes' fund came to her rescue.

Tell us about the charity you work for?

I am a Family Support Officer for the Sailors Children Society. It's a longestablished charity, celebrating its 200th anniversary next year, that supports families from a maritime background, including fishing, Merchant Navy, Royal Navy and Royal Marines, who are going through a difficult time.

What does your role involve?

I cover a region that goes from Portsmouth to Dover, visiting families in their homes, offering emotional and practical support. This includes mental health, physical disabilities, child welfare, child safety, child education, debt and money management. All the families we help are on a means tested benefit which ensures we only help those in most need.

Tell us the background to you applying to the fund?

When the SEAT Altea I use for my visits started having problems, I took it to the VW Service Centre in Gosport. They told me it required a full cambelt kit and water pump replacement and it was going to be a costly job. My husband had just been made redundant and money was really tight, so it could not have come at a worse time. I didn't know what to do and I was faced with taking the car off the road.

What was The VW Service Centre's response?

They were brilliant. I am a regular customer and when I told them I couldn't afford the repair bill upfront, they instantly suggested the 'Genuine Parts For Genuine Causes' fund. They helped me submit the application and put me forward for the Regional Award, which gave £1,000 towards the cost of the repairs. They even recommended my application be approved given the help I provide to the community, which was a nice gesture from them.

How did you feel when you found out your application had been accepted?

I was overwhelmed and just so grateful to everyone involved, TPS Portsmouth and The VW Service Centre in Gosport for helping me out. It was a great relief, as I could continue my visits and support the families without the worry of the car being taken off the road.

What has been the response of those you work with?

The families I support are so grateful as it meant I could continue to visit them during the Christmas period. It's a particularly difficult time of the year for many of the families and the support we provide is vital, so they really appreciated the help I received from the fund.

Finally, as always, we ask our contributors in the 10 Minute Interview this question, what's your favourite Volkswagen Group vehicle?

My first two cars have both been Polos. They were both very reliable, so I will always be fond of them. If money was no object it would be a SUV model, a Tiguan or something like that.

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

GENUINE PARTS FOR CAUSES

14 | TPS INSIDER













