

The Trade Parts Specialists



TPS

Driven

The TPS Parts Club Magazine

Autumn 2007



On the Road!

FROM 0 - 57 IN 11 MONTHS

Wind of Change

TPS prices blow away the competition

Octavia Mk1

Clocking up the miles

Test Area

VWG Original Oil filters put through their paces

Something for the weekend?

Results of our Saturday opening survey

...and much more inside

On the Road!

Eleven months on from the opening of the first ever TPS Centre, the roll-out of Volkswagen Group UK's (VWG) new network of Trade Parts Specialists is now virtually complete.

Serving the needs of IMRs and national chains across the UK, this world-first network for VWG began life in December 2006 and January 2007 when four pioneer centres opened in Derby, Bristol, Yeovil and Norwich. The 57th and final, for the time being, TPS Centre, Aberdeen, is scheduled to open in early December.

"We've come a long, long way in a very short space of time," says Alex Smith, Head of Group Parts Operations at VWG.

"I have no doubt that TPS will achieve our aim of being the best trade parts supplier in the UK with the best service proposition available for IMRs maintaining Audi, SEAT, Škoda and Volkswagen passenger cars and commercial vehicles."

Welcome to TPS Driven, the new quarterly magazine for TPS Parts Club members

TPS Driven is a wholly appropriate name for our new magazine, as here at VWG we are totally driven to delivering the very best trade service to you via our groundbreaking TPS Centre network.

TPS Parts Club, which is only available from TPS Centres, is but one element of this UK-wide service, a handy reference to the parts you need for most everyday Audi, SEAT, Škoda and Volkswagen passenger car and commercial vehicle jobs.

Behind our new five-brand Parts Club is the complete TPS service and parts catalogue – thousands of competitively priced VWG Original Parts®, most available immediately from stock and delivered quickly by your local TPS Centre.

Remember too that TPS is the only trade programme 100% dedicated to the trade and your needs and requirements.

So put your local TPS to the test. If you don't know their contact number please visit www.thetradepartsspecialists.co.uk and enter your post code in the "Locate

your nearest Centre"
search facility.



Mark Lewis

Mark Lewis, Editor

That view appears to be endorsed wholeheartedly by AM Magazine, who recently made the TPS network the subject of their regular parts comparison price survey. See our feature on pages 8 and 9 for more details.

TPS Driven is published by Volkswagen Group United Kingdom Limited, Yeomans Drive, Blaklelands, Milton Keynes, MK14 5AN. Every effort is made to ensure that the information and prices featured in TPS Driven are correct at time of printing, errors and omissions excepted. For latest prices and promotional offers always check with your local TPS Centre. Find your local TPS Centre's contact details in the TPS Parts Club Application Guide or by visiting www.thetradepartsspecialists.co.uk anytime. For general enquiries about TPS Parts Club call our helpline on 0870 756 1427.

Here we provide a few vital statistics on the groundbreaking new TPS service

57 The number of TPS Centres now serving IMRs and national chains across the UK

6 The number of days a week your TPS Centre is open

3 The minimum number of scheduled daily deliveries to customers from each TPS Centre

95 The percentage of the Volkswagen Group UK car parc covered by the TPS network

4.25 million

The approximate number of parts held in stock by our West Midlands parts distribution centre and available for next-day delivery through your TPS

60
The number of models covered by TPS Parts Club

7,500

The number of applications covered by TPS Parts Club



Škoda Octavia

Hail the taxi king

The current Škoda Octavia may be the one getting all the recent accolades (the UK's favourite car in the Auto Express Driver Power Survey, Best Hot Hatch in the What Car awards, to name but two), but it's the Mk1 that really puts the Octavia on the map.

Beloved of taxi firms, this super-dependable workhorse offers a strong blend of attributes. High standard spec, good comfort levels, hugely reliable engines and excellent economy were just a few of the reasons why it proved so popular.

Today, countless examples of the Mk1 Octavia are still going strong with 200,000-plus miles on the clock. And with ultra-competitively priced original parts for the Mk1 now easily available via TPS Centres, this particular success story is likely to run and run.



Keep on running Some of the most frequently ordered Octavia Mk I parts

Part and part number	Octavia Mk1 application	Other applications*	TPS Parts Club price
Oil Filter 074115562	1.9SDi, 1.9TDi	Audi A3, SEAT Leon, Golf Mk4	£2.64
Fuel Filter 1J0127401A	1.9SDi, 1.9TDi	Audi A3, SEAT Leon, Golf Mk4	£11.19
Air Filter 1J0129620	1.9SDi, 1.9TDi	Audi A3, SEAT Leon, Golf Mk4	£6.21
Pollen Filter 1H0819644B	1.9SDi, 1.9TDi	Audi A3, SEAT Leon, Polo, Golf Mk3	£4.38
Cam belt kit 038198119A	1.9TDi 130bhp	Audi A3, SEAT Leon, Golf Mk4	£56.65

**Examples of multiple applications across Volkswagen Group vehicles. For full application details please call your TPS Centre.*

Under the bon

Get a promotion

Umpteen money-saving offers to choose from at your TPS Centre

And every one available nationally over the coming weeks. But get a move on, as some finish 30th November while others continue until the end of the year.

Here's a quick rundown. For further details see the Promotions leaflet with this issue of TPS Driven.



- 1. 5 litre Quantum PD and LongLife III oil – 4 for the price of 3**

Buy 3 x 5 litres of Quantum PD or LongLife III oil and get 1 free.

Offer Ends: 31/12/2007

NEW one-litre pack size

- 2. One-litre Quantum PD and LongLife III oil – 12 for the price of 9**

Buy 9 x 1 litre of Quantum PD or LongLife III oil and get 3 free.

Offer Ends: 31/12/2007



- 3. Original brake pads and discs – extra 10% off**

Buy any mix of 6 from our list of featured pads and discs and receive an extra 10% discount.

Offer Ends: 31/12/2007



- 4. Quantum wiper blades, consumables and oil* – discounts and special prices**

September and October quantity discounts and special prices continue through November and December.

Offer Ends: 31/12/2007

- 5. Get into our Battery Top 100 in November and December, and receive a £5 High Street voucher every time.**

Be one of the first 100 customers each month to order 5 batteries – and get your rewards.

Offer Ends: 31/12/2007



- 6. Quantum anti-freeze – beat the price increase**

Anti-freeze is also going up in price on 1st December, so be sure to stock up now.

Offer Ends: 30/11/2007



All of the above promotions are subject to stock availability and in some circumstances a substitute product may be offered. Please contact your local TPS Centre for more information.

* Quantum oils other than those featured in the PD and LongLife III November and December promotions.

According to AM Magazine* Volkswagen Group UK's TPS Centres *"have blown away the price advantages that the aftermarket has always had on most (if not all) vehicle manufacturer parts operations."** We couldn't agree more...

Wind of Change



"Volkswagen has blown away the price advantages that the aftermarket has always had,"*

"We can't recall a manufacturer coming out better priced than all of the opposition,"*

"Volkswagen has really got its act in gear,"*

If you haven't had a chance yet to take a really close look at TPS prices, don't worry – AM Magazine has done it for you.

In their recent parts comparison survey they filled up three shopping baskets with parts for the 2000 Polo, the 2001 Passat 1.9TDI and the 2000 Beetle 2.0.

For the purposes of their price comparison they shopped at four different parts suppliers: a TPS Centre (for VWG Original Parts®) and two continental specialists and an independent factor (for comparable aftermarket parts).

To say AM Magazine was impressed, and perhaps even a little surprised, by what they found is an understatement.

Here we present several choice quotes from the survey. To read the AM Magazine article in full, see the insert that came with this issue of TPS Driven, or visit the News section of www.thetradeartsspecialists.co.uk

To demonstrate why VWG Original Parts® are so reliable and respected in the trade, we proudly present what will be a regular feature:

Test Area

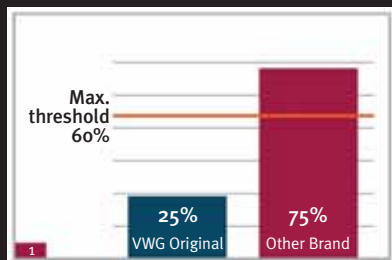
PRODUCTS TESTED: OIL FILTER (petrol)
TEST INSTITUTE: DEKRA

The best oil cannot fulfil its role in reducing wear (and thereby performance loss) if it is not kept clean. Oil filters clean circulating oil dust, metallic abrasion, oil carbons, soot particles and other contaminants. If the filter does its job continually and effectively, only clean oil makes its way to lubrication points and bearings.



Can you rely 100% on the oil filters you fit to customers' VWG vehicles to maintain their shape and performance and prevent leaks? Independent test institute DEKRA tested two supposedly equivalent oil filters: the VWG original oil filter part number 030 115 561 AB and an aftermarket brand filter. Here's what they found.

Risk of oil leakage



In the leak test, after 22 hours hot air storage the other brand oil filter exceeded the maximum permissible threshold (Lasting deformation as per test regulation PV 3307) by a considerable margin. The consequence could be leaks, causing circulating oil to seep out of the oil filter.

1

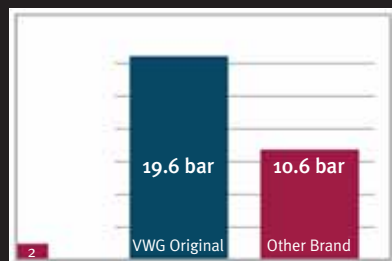
Max. threshold 60%

25% VWG Original

75% Other Brand

Leak test The figure for the Other Brand oil filter clearly exceeds the maximum permissible threshold

Danger of bursting and breaking



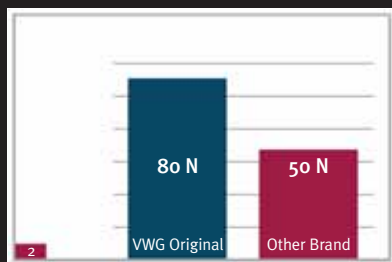
During operating simulation as per DIN ISO standards, the burst test showed that the other brand filter could only withstand half as much pressure as the VWG original oil filter. The pull test with breakage force led to a similar result, and the strength test showed softening or swelling in the other brand oil filter.

2

19.6 bar VWG Original

10.6 bar Other Brand

Burst pressure test The Other Brand oil filter only withstood just over half as much pressure as the VWG original oil filter



3

80 N VWG Original

50 N Other Brand

Pull test with breakage force The Other Brand oil filter paper tore considerably faster than the VWG original oil filter

Conclusion You expect, quite rightly, that the oil filter you fit will clean circulating engine oil effectively during the entire service interval period. That fundamental purpose of the oil filter is undermined by the risk of oil leakage or, worse, filter burst or breakage seen in the other brand aftermarket oil filter tested by DEKRA.

Something for the weekend

How many independent repairers regularly work Saturdays instead of getting a chance to relax or enjoy some sport? Our Saturday Survey results prove once and for all that you're a hard-grafting bunch who could probably do with a little extra support.



During September, just as Spurs manager Martin Jol was realising that his kind of Saturday work can be really soul destroying, we too ventured out into the field.

We spoke to a representative sample of independent motor repairers to get a clearer picture of how many of you work Saturdays, what services you offer and what your parts needs are. Here we reveal some of our findings.



Opening on Saturday?



WHO DOES, WHO DOESN'T?

76% DO	open on Saturdays and the remaining	24% DON'T
63% DO	need parts availability on Saturdays and	37% DON'T
69% DO	pre-order their parts needs for Saturdays and	31% DON'T
63% DO	MOT testing on Saturdays and	37% DON'T
80% DO	servicing on Saturdays and	20% DON'T
82% DO	mechanical repairs on Saturdays and	18% DON'T
46% DO	other vehicle-related work on Saturdays and	54% DON'T
52% DO	know their TPS Centre opens Saturdays and	48% DON'T

Are you being served?

Of those IMRs who had a need for parts availability on Saturdays:

- Just under two-thirds required just one delivery
- Less than 10% said they required two deliveries

Need some support on Saturdays?

Remember that staff at every TPS Centre in the UK work Saturdays too, from 8am to 1pm (or longer in some instances – call your local TPS for details).

Don't forget, we're on the phones until 1pm Saturday taking orders for delivery first thing Monday morning.

Saturdays

Winter Warmers

A seasonal top 4 to help keep customers' vehicles running efficiently when Jack Frost comes along and perches himself on the bonnet.



1

VARTA Black Dynamic Battery

Ideal for the lower electrical demands of older vehicles, the Black Dynamic offers premium VARTA quality at a competitive price. For cars bristling with loads of electrical equipment (whether factory - or retro-fitted), check out the VARTA Silver Dynamic and Blue Dynamic battery ranges at your local TPS.

TPS price From **£27.88** (until 30 Nov 2007)

ACT NOW! The relentless rise in lead costs means battery prices increase again on 1st December. Promotional offers also apply – see page 6.



2

Quantum Universal Antifreeze

Given the drop in temperature and the imminent price rise for anti-freeze, building up a large stock of anti-freeze right now is a wise move. In fact, with many car owners not inclined to carry out routine top-ups, now's the time to stock up on all winter essentials and offer customers a thorough winter health check. (Does not meet VWG G12 specification.)

ZGB00QAFR005L 5-litre
TPS price **£5.99**
(until 30 Nov 2007)

ZGB00QAFR020L 20-litre
TPS price **£21.99**
(until 30 Nov 2007)

BE QUICK! Across the board, anti-freeze will be subject to a major price increase on 1st December, so phone that large order through to your local TPS Centre now!



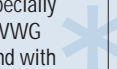
3

VWG Original Screenwash

Frozen washer jets are both a pain for the vehicle owner and a danger to all on the roads. Help to avoid the risk by using only VWG-approved screenwash, specially formulated for VWG fan-type jets and with guaranteed anti-freeze down to minus 21°C. A must-buy, must-use product for Audi, SEAT, Skoda and Volkswagen passenger car and commercial vehicle services and winter top-ups.

G052164A2
1-litre concentrate
TPS price **£1.96**

G060164A2
1-litre premixed
TPS price **£1.84**



4

Quantum Wiper Blades

Grit and salt spraying up onto windscreens from winter roads can create one hell of a murky outlook for drivers. And if wiper blades are on their last legs they'll really struggle to leave the screen free of smears. Thanks to Quantum prices, persuading customers of the safety benefits of new blades shouldn't be difficult.

TPS price From **£1.85** (until 31 Dec 2007)

QUANTITY AND QUALITY! Get a further 5% discount for a quantity of 10 to 19 and a further 10% discount for 20-plus Quantum wiper blades when purchased on one invoice.



REAR END

OTHER NEWS JUST IN...

New AeroSet retrofit opportunities

IMPROVED WIPER PERFORMANCE AND LONGER SERVICE LIFE NOW AVAILABLE



▲ AeroSet advanced aerodynamic blade technology – as used on later VWG models – is now available in quick & easy upgrade sets for many more older models.

Upgrades are available for previous generations of the Volkswagen Polo Hatch, Lupo, Golf MkIII and MkIV, Vento, Bora and Passat.

Quick-Clip adaptors make fitting simple. Customer benefits of the new technology include improved wiping performance, less wind noise, no external metal components, 20% increase in service life and a unique wear indicator. For more details, call your TPS Centre.

TPS price From £14.81

Body parts test pack and DVD coming soon

BODYSHOPS AND CRASH REPAIR SPECIALISTS, REGISTER YOUR INTEREST NOW

Arriving soon at TPS Centres will be a limited number of packs containing the results of comprehensive independent tests that compared the performance of VWG original body parts with non-original body parts.

DEKRA and the KTD test institute carried out the tests, which included installation, materials and crash tests. Included are three product quality tests – front cross member/ bumper, engine bonnet and mudguard – and a DVD. The body parts were purchased worldwide to properly represent the global market.

Bodyshops and crash repair specialists should contact their TPS Centre now to reserve their pack.

An electronic version of the test can also be viewed now on www.thetradeartsspecialists.co.uk



REAR END

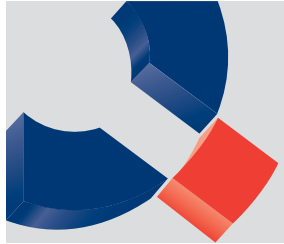
CONTINUED

Quantum goes new product crazy

NUMEROUS NEW QUANTUM CONSUMABLES ARE NOW AVAILABLE –
ASK YOUR TPS REPRESENTATIVE FOR A DEMONSTRATION



New extended Hand Care range
Includes new Red Beaded Hand Gel, Heavy Duty Hand Cleansing Wipes, Barrier Cream and After Care Cream for cleaning and protecting hardworking hands.



New extended Lubricants range
Includes new White Grease, a multi-purpose aerosol grease providing highly visible lubrication, and Copper Grease, a highly visible aerosol grease with extreme load bearing capabilities.



NEW extended Oil Absorbents range
Includes new Oil Absorbent Granules, Socks, Pads and Rolls – just about everything you need for tackling workshop spillages, preventing contamination and maintaining a clean and safe environment.

Tell us and win yourself £50 of Snap-on Tool Vouchers*



Win £50 in Snap-on Tool Vouchers just by giving us some feedback*

Tell us what you like or dislike about the TPS Driven magazine, Application Guide or TPS website. Email tpsmarketing@rlagroup.co.uk with news, views and suggestions.

The sender of the best email each quarter, in the opinion of the Editor, will win £50 in Snap-on Tool Vouchers.

*For full terms and conditions for all competitions featured in TPS Driven please go to www.thetradeartsspecialists.co.uk