



Award-winning TPS network really delivers

Since its launch in 2007, Volkswagen Group's UK-wide network of TPS Centres has taken the trade marketplace by storm. Now for the second successive year, the TPS network has been named the UK's 'Best OE Parts Supplier' by the Institute of Transport Management (ITM)

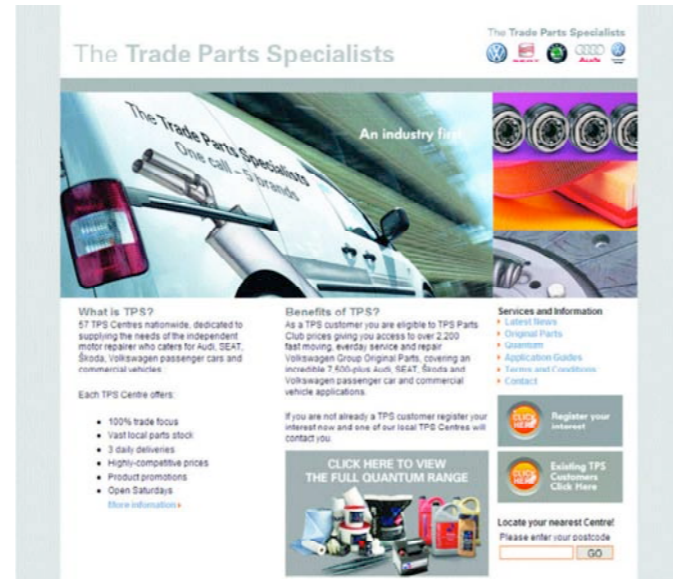
» As *AM Magazine* said in its first price comparison survey* to feature parts from a TPS Centre: 'Volkswagen Group has blown away the price advantages that the aftermarket has always had.'

Not surprisingly, the innovative TPS network continues to go from strength to strength, winning new business on a daily basis from independent repairers and

bodyshops through its excellent customer service, competitive prices, extensive local parts stock and customer offers.

To find out more about what TPS can do for your business, see the full list of TPS Centres on page 37 or visit www.thetradeartsspecialists.co.uk

*AM Magazine, October 2007



From phone order to delivered parts in 60 minutes max...

If it's On Demand, it's urgent!

A new delivery service from TPS means that local customers with urgent parts requirements can now get their parts delivered within the hour

It's a demanding job running an independent motor repair business. Customers fit their services, MOTs and repairs into increasingly busy schedules and expect their vehicles back on the road in next to no time, or sooner!

A vehicle up on a ramp waiting for parts and a technician left idle, means delays, lost revenue and, very often, an irate customer. Let's not forget that delivering great service is even more of a priority in these difficult times. Independent motor repairers simply cannot afford to lose customers or waste valuable time.

With this in mind, TPS has introduced its new On Demand delivery service for customers located within a 20 minute drive time of the TPS Centre. Some of the customer benefits are listed below;

- All On Demand customers have a dedicated telesales person that they call for their urgent deliveries
- All On Demand customers will also receive a phone call every morning and afternoon from their dedicated telesales representative to check on upcoming requirements, thereby providing a time-saving, proactive, 'joined-up' service
- All orders are fast-tracked through the parts picking process and on to special 'On Demand' delivery vans for delivery within 60 minutes

'Most independents are now aware that their local TPS Centre holds extensive stocks of the parts they need for everyday Audi, SEAT, Škoda, Volkswagen passenger car and Commercial Vehicle repairs,' says Mark Lewis, TPS Marketing Manager. 'However, this new service makes it even simpler for our On Demand customers to schedule and manage their daily workload.'

Of course, TPS will also continue to offer up to three normal deliveries a day to all of their customers.



'ONE CALL - FIVE BRANDS' - the TPS service summed up

- Genuine parts for Audi, SEAT, Škoda, Volkswagen passenger cars and Commercial Vehicles from one supplier
- 100% trade-dedicated network
- Highly competitive prices
- Up to three deliveries a day and an On Demand delivery service
- Extensive local parts stocks
- Customer incentives and special offers
- Comprehensive lubricants, consumables, wiper blade, anti-freeze and battery ranges
- 57 Centres across the UK
- Open six days a week
- Award-winning service

Well thumbed!

The TPS Parts Club Guide is your indispensable trade bible for everyday Audi, SEAT, Škoda, Volkswagen passenger car and Commercial Vehicle applications

The guide is packed with hundreds of fast-moving genuine parts at ultra-keen prices. The latest 2009 guide features 206 price reductions of up to 46 per cent, 82 new part numbers and three new models compared with the 2008 guide. Prices and applications are obviously subject to change, so you can always get the latest up-to-date information from the web-based version via www.thetradeartsspecialists.co.uk or by contacting your local TPS Centre.



All TPS Centre customers are enrolled automatically in TPS Parts Club. To find out more, contact your local TPS Centre.



Offers that make every week special

Here's a quick 'heads-up' to alert you to two Weekly Special promotions available at all TPS Centres in early April. Hurry and you'll save a little extra (and add a little more to your bottom line!)



Oil filters at even finer prices Monday 6th April to Saturday 11th April

10% off ALL Volkswagen Group Genuine oil filters

As if filter prices weren't competitive enough already at TPS Centres, off comes another 10 per cent for six days.

Any other key points worth a mention?

- ◆ They fit first time and meet the precise requirements of Audi, SEAT, Škoda, Volkswagen passenger car and Commercial Vehicle engines

- ◆ The filter material and design ensures optimum filtration levels and high dirt absorption capacity. So they filter out more of the contaminants that can cause premature (and expensive) engine wear
- ◆ Their guaranteed performance helps maintain full engine power



Braking news! Monday 30th March to Saturday 4th April

10% off ALL Volkswagen Group Genuine brake pads and discs

Make the most of these significant extra savings on already competitive prices – for every single brake pad or disc replacement you carry out on an Audi, SEAT, Škoda, Volkswagen passenger car or Commercial Vehicle.

Any other key points worth a mention?

Consider what three separate independent test institutes had to say about Volkswagen Group Genuine pads and discs:

- ◆ 'The service life of the Volkswagen genuine brake pad was three times that of the 'other

brand' brake pad.' (TÜV NORD Mobilität, the institute for vehicle technology and mobility, Germany.)

- ◆ 'Braking distances increase noticeably for non-Volkswagen parts.' (AUTO Straßenverkehr magazine, Germany.)

- ◆ 'Investigations show irrefutably that Volkswagen Group Genuine Parts are safer, technically better and, taking into account possible subsequent costs, cheaper than the copied parts tested.' (Kraftfahrzeug-technisches Institut, Germany.)



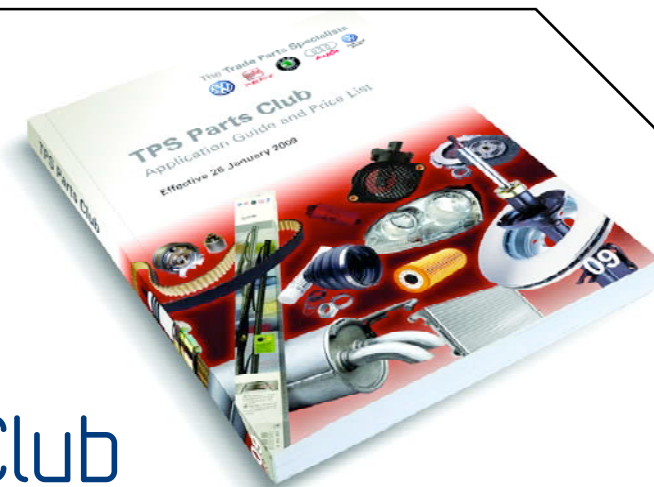
Diary note!

There's a new Weekly Special promotion every week at your local TPS Centre. The savings can really mount up for your business as the weeks roll by. So don't forget to mark in your diary; give your local TPS Centre a call every Monday

morning for that week's promotion. You can also check out the latest offers at www.thetradepartsspecialists.co.uk, where you can also register to receive SMS messages for our customer offers.

A vital component in the TPS engine

TPS Parts Club



TPS Parts Club pulls together 1,800 fast-moving Volkswagen Group Genuine Parts – all readily available from local TPS Centre stock at highly competitive prices. Critically for independent motor repairers, TPS Parts Club also makes these 'everyday' parts easy to match to vehicle applications

- ◆ Around 1,300 Parts Club parts are listed in the handy, printed TPS Parts Club Application Guide
- ◆ All 1,800-plus Parts Club parts can be viewed in the easily searchable TPS Parts Club OnLine catalogue
- ◆ TPS Parts Club also offers a comprehensive range of batteries, exhausts and lubricants



Think of TPS Parts Club as covering the everyday essentials, but remember that TPS Centres typically stock around 5,500 parts lines in total. They can also call on all 92,000-plus Volkswagen Group Genuine Parts for next day delivery from Volkswagen Group's huge UK parts distribution centre in the West Midlands.

Genuine quality that fits the bill

Need to convince Volkswagen Group vehicle owners that genuine parts are the way to go? Try this quick recap of genuine benefits for size:

- ◆ Manufactured to match or exceed the specification of the factory-fitted part
- ◆ Proven in independent tests to be safer, longer lasting and, over time, more economical*
- ◆ First time fit to minimise labour time
- ◆ Available at trade prices independent surveys have found to be highly competitive with factor parts
- ◆ Two-year warranty**

*Test institute results summaries available on request. **Excludes wear and tear.



Volkswagen Group UK TPS Centres

Aberdeen	01224 409409
Birmingham	0121 3800820
Blackburn	01254 503210
Bournemouth	01202 644480
Bradford	01422 205051
Brighton	01444 465500
Bristol	0845 8840416
Cambridge	01223 219100
Canterbury	01227 378510
Cardiff	02920 484488
Carlisle	0845 6067006
Chelmsford	01245 295805
Chester	01244 651330
Cornwall	01726 862420
Coventry	0845 6099066
Derby	01332 268826
Edinburgh	0131 3140770
Exeter	01392 829260
Glasgow NE	0845 6067006
Glasgow SW	0141 4254860
Gloucester	0845 8125440
Guildford	01483 573801
Hereford	0845 4708770
Humberside	01724 310000
Ipswich	01473 243973
Leeds	0844 8486200
Leicester	0116 2148859
Lincoln	01636 613443
Liverpool	0151 9446020
London N	020 76242020
London NW	0208 9313131
London S	0845 6189765
London SE	01322 394200
London SW	020 86879611
Loughton	0208 5325517
Manchester	0161 4748910
Medway	01634 727911
Milton Keynes	01908 625000
Newcastle	0845 1455001
Northern Ireland	028 90845080
Norwich	01603 751140
Nottingham	0115 8528080
Oxford	01865 840990
Peterborough	01733 207090
Plymouth	01752 331111
Portsmouth	02392 653133
Sheffield	0845 0945948
Shrewsbury	01743 454840
Slough	01753 486500
Southampton	02380 627540
Stoke	01782 336351
Swansea	01792 578073
Swindon	01793 891800
Teesside	01642 626570
Tonbridge	01892 515153
Wolverhampton	01902 870528
Yeovil	01935 477393

For addresses and full contact details, please go to www.thetradepartsspecialists.co.uk