

MOTOR TRADE

Official Magazine of the Motor Trade
Association of South Australia

March 2018



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HELPING CAR BUYERS TO AVOID SCAMS

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PRESIDENT'S REPORT

BY MTA PRESIDENT FRANK AGOSTINO

South Australia has a long history of supporting political independents, but this is the first election in living memory where there is a genuine three horse race for Premier or Government. Minor Parties and Independents will play a significant role in determining how our State will be governed.

I have been watching all political parties with interest, particularly to see what they are promising to do in the key areas that the MTA has identified for the automotive industry.

There are a number of threats and possible opportunities for the automotive retail, service and repair sector and, unashamedly, the MTA has approached all political parties to help inform members as to who will provide the best outcomes for MTA members.

With the election campaign almost over, it has been disappointing to see so much focus from the political parties on their opposition and very little of their own vision for the future and how they can boost confidence in the State.

The major items that the MTA has identified as crucial for the next elected government are:

- Maintaining the exemption for vehicle dealers trading on Sundays and public holidays.
- Removing unroadworthy vehicles from our roads for safety's sake.
- Fixing the crippling skills shortages in the automotive trades.
- Tax reduction to ensure the burden is removed from businesses, allowing industry to create jobs and growth.
- Energy security; lowering electricity costs for struggling families and businesses.
- Reducing industry specific red tape for small businesses to allow owners to do what they do best.

- Technology and innovation. There is a huge opportunity to facilitate the emergence of new technology in this state. The next elected government needs to recognise the infrastructure and training requirements of the looming future, or risk being left behind.
- And finally, business confidence. The bottom line is South Australian automotive businesses need certainty. This is the only way you can confidently invest in your future.

The response on these issues from the SA Best and Australian Conservatives has been generally positive, while the Labor Party has been genuinely proactive on all areas with the exception of parity training funding to help meet the skills shortage, though their continued support for the Job Accelerator Grant Scheme however is to be applauded.

The Liberal Party has a number of positive policies including training support to address the skills shortage, but removing the exemption for vehicle dealers from trading on Sundays and public holidays and a failure to support a mandatory vehicle inspection scheme will hurt the automotive industry.

Electricity expenses are rapidly rising and whoever wins this election must address the crippling cost of electricity. While Labor has taken positive steps to improve conditions for businesses, SA BEST's and the Liberal Party's policies to improve electricity prices should also help to further reduce cost pressures.

There is much to be excited about heading into 2018 for the automotive industry, and the MTA, along with our members will be closely watching the outcome of the election. Whoever the winner, the MTA will work with the government of the day to represent, advise and protect our local automotive industry.

Let's hope there is a positive finish to this campaign.





CEO'S MESSAGE

The upcoming election is looking to be an interesting contest. Whoever is the Premier of South Australia, the MTA will continue to work with them on behalf of our industry.

This edition of Motor Trade is an important one, as members have their say as to what each Party has promised the automotive industry in South Australia.

I agree with MTA President Frank Agostino that each Party has promised many positive things for the automotive industry, and some not so, should they win the election.

Regardless of the election outcome, we are in for a big year.

We continue to oppose Sunday trading for vehicle dealers, fighting to retain the exemption for dealers trading on Sundays and public holidays.

The Heavy Vehicle Inspection Scheme will shift up a gear as we approach the conclusion of the tender process. With mandatory heavy vehicle inspections set to commence July this year, this scheme will make our roads safer and has been a long time coming.

The MTA has been fighting for host and apprentice's needs and secured funding for a mentoring program, specifically designed to help apprentice completion and retention rates. This will go a long way in providing struggling automotive apprentices with a designated industry expert mentor, guiding them through any obstacles they face as they move through their training.

Also, the Federal Government has released proposed legislation resulting from the Motor Vehicle Standards Act Review. This will provide the automotive industry with a further opportunity to provide feedback on the impact changes are likely to have.

In this edition of Motor Trade, I encourage you to read more about the MTA's position on scrapping the redundant Luxury Car Tax, making vehicles more affordable for consumers and our position on the ACCC's New Car Retailing Report.



Paul Unerkov,
CEO

ADVOCACY OVERVIEW

SUPPORT FOR 1ST AND 2ND YEAR AUTOMOTIVE APPRENTICES

The MTA has secured federal funding to deliver Industry Specific Mentoring for South Australian automotive apprentices.

Funding to deliver mentoring will improve the cancellation rate of 1st and 2nd year apprentices at no cost to apprentices or hosts.

Based on a previous mentoring program, the MTA believes this scheme will significantly improve retention rates, resulting in many more apprentices completing their training, an important factor in addressing the skills shortages currently affecting our industry.

Where apprentices are identified as having any difficulties, mentors will develop and implement support mechanisms to facilitate successful outcomes and the completion of the apprenticeship.

The MTA is excited to provide this much needed support to apprentices and employers. The program will go a long way to securing a successful career and future for many young people employed in the automotive industry in South Australia.

LUXURY CAR TAX / TARIFFS

The Luxury Car Tax and Tariffs on imported vehicles gained momentum in January with then Federal Transport and Infrastructure Minister, Barnaby Joyce, stating that reducing the cost of new cars to encourage the use of safer models was an 'idea of merit'.

The MTA and many other members continues to be openly opposed to the Luxury Car Tax and regularly brief politicians on our stance. We don't have a tax on boats or diamonds, so why should luxury vehicles attract this redundant cash grab? Ridding the automotive industry in Australia of this unnecessary vehicle tax should see the cost of our most popular models fall, making them more affordable for consumers.

“THE MTA WILL CONTINUE TO WORK WITH THE GOVERNMENT AND ALL POLITICAL PARTIES AFTER THE ELECTION TO ENSURE VEHICLE INSPECTIONS ARE SUCCESSFULLY IMPLEMENTED ACROSS THE BOARD TO LOWER THE NEEDLESS LOSS OF LIFE.”

Now that automotive manufacturing has closed its doors in Australia, there is no need for a tax that does nothing other than make vehicles less affordable in this country.

HEAVY VEHICLE INSPECTION SCHEME EXPANDED

The Mandatory Heavy Vehicle Inspection Scheme (HVIS) tender and register for stakeholder contract is currently underway.

This marks the start of the process of the new mandatory Heavy Vehicle Inspection Scheme, something the MTA has been championing for more than 40 years. This new scheme will improve road safety and strengthen industry.

101 fatalities were recorded on South Australian roads last year. **1 death is too many.**

Approximately 900 vehicles were inspected as part of a pilot scheme in the first half of 2017. An astonishing 58 per cent of vehicles were found to be non-compliant. In stage two of the HVIS, all heavy vehicles will require an inspection at four, six and eight years after manufacture, then every year from 10 years on.

Vehicle inspections ensure vehicles are roadworthy and play a vital role in reducing the road toll. The MTA will continue to work with the Government and all political parties after the election to ensure vehicle inspections are successfully implemented across the board to lower the needless loss of life or severe injury.

MOTOR VEHICLE STANDARDS ACT REVIEW

The Federal Government has announced that it is proceeding with its reforms to the Motor Vehicle Standards Act 1989. This is the most comprehensive package of changes in decades and is designed to accommodate rapid changes in the automotive sector.

This will provide industry with an opportunity to be consulted about the possible impact the changes are likely to have. We will engage with members to enable us to provide substantive feedback changes proposed as well as make additional recommendations.

The proposed legislation seeks to further harmonise Australia's vehicle standards with global standards. It will also bring about a number of other changes to the regulation of motor vehicles and associated administrative processes.

In addition to this, the Australian Government has also amended the Customs Tariff Act 1995 to remove the \$12,000 special duty on imported used vehicles from 2018.

NEW CAR STUDY RECOMMENDATIONS

The ACCC has recommended that manufacturers update their dealer agreements and policies to expressly state that obligations under the manufacturer's warranty are in addition to Australian Consumer Law. A mandatory right to repair scheme be introduced

to ensure that car manufacturers share technical information with independent repairers, on commercially fair and reasonable terms.

Many of the recommendations in the study align with those already put forward by the MTA. The ACCC has also given some indication that an Automotive Industry Code of Practice could be a way to resolve many of the broader issues identified in the submissions it received.

SUNDAY TRADING

For reasons that remain unclear to the MTA and our members, the South Australian Liberal Party continues to persist with its policy that vehicle dealers should not remain exempt from Sunday and public holiday trading.

More than 87 per cent of the MTA's vehicle and motorcycle dealers oppose the introduction of deregulated shop trading hours for dealerships and we have acquired approximately 2000 signatures from MTA members who support this view.

SA-BEST does not support changes to current trading hours, expressing their view that it would be a reckless move that will hurt too many dealerships. The State Labor Government supports the current balance of shop trading hours saying that hard working small-business owners have the right to ensure they and their workers have decent time off to share with family.



AUSTRALIAN CONSERVATIVES' POLICY

AUSTRALIAN CONSERVATIVES SUPPORTS:

- An inquiry into the needs of the automotive sector: the inquiry would consider legislative impediments and red-tape making appropriate recommendations for change were necessary, the inquiry would also consider the funding needs for training and development with recommendations as to how government could best support the automotive industry;
- Appropriate funding for service providers and apprentices;
- The development of an Automotive Innovation Hub;
- The rollout of hybrid electric vehicle technologies;
- An inquiry into the cost of energy to South Australian's and appropriate ways in which to increase reliability and reduce cost.

SKILLS SHORTAGE

Australian Conservatives supports the development of an Automotive Innovation Hub. We believe an inquiry into the needs of the automotive sector is required to ensure best legislative practice

and appropriate funding for training and development within an ever changing industry.

INCENTIVES OR SUBSIDIES FOR MATURE AGE APPRENTICES

We support the re-training and upskilling of mature age employees, including fostering a system whereby mature age persons have access to apprenticeships

FUNDING FOR PRIVATE AND PUBLIC TRAINING PROVIDERS

Public money should be used to support high quality training providers, whether they be public or private, to ensure that our students graduate with relevant industry knowledge and the skills to become effective and valuable employees.

MANDATORY VEHICLE INSPECTION SCHEME

Australian Conservatives have strongly supported the mandatory Heavy Vehicle Inspection Scheme. We are conscious of the potential benefits of requiring light vehicle inspections at change of ownership of a vehicle aged 4-7 years and having annual checks for all vehicles over 7 years old.

DIVISIONAL NEWS



DOB IN A BACKYARDER

Two of the biggest issues for the automotive dismantling industry are illegal backyard operations and increasing number of cheap, non-genuine online parts.

The MTA continues to pressure authorities to act on reports of backyard operators who appear to be flouting the legal requirements. The MTA is able to report possible criminal activity to the authorities if you do not feel comfortable.

Unfortunately there are a range of operators who continue to operate outside the law and continue to do the wrong thing. Legitimate automotive dismantlers in South Australia are addressing the needs of customers, become increasingly environmentally friendly and adhering to strict regulations.

If you would like to report anyone you suspect of backyard operations or who is selling cheap, non-genuine parts, please call 8921 2000.

By using a backyard trader or dealer the only thing that is guaranteed is the risk!

BODY REPAIR DIVISION BRIEFING

On Tuesday 6 February this year, the MTA had a good turnout for the Body Repair Division (BRD) Industry Briefing night.

A strong focus on the night was the new cost calculator tool that will assist body repair businesses across South Australia to identify costs, establishing accurate charge out rates. To download the cost calculator, go to **www.mta-sa.asn.au/costcalculator**

Mandating the Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct was also a focus of discussion on the night and the Code has proven to be successful in resolving repairer disputes.

The MTA has also launched a Choose Your Own Repairer Facebook Group, reinforcing the customer's choice to choose who repairs their vehicle which is available at **www.facebook.com/groups/567106540290949**

ELECTION ISSUES

DAVID VINCENT LICENSED VEHICLE DEALERS (LVD)



As a licensed vehicle dealer, I would like to see mandatory light vehicle inspections become compulsory in South Australia, as we are one of the only States without a roadworthy system.

Also, my concern as a vehicle dealer is the deregulation of shop trading hours and its impact on our staff and their families. The hours in our industry are already long without working Sundays as well.

MARK FLYNN MOTORCYCLE DEALERS (MIASA)



I would like to see the party that wins the election prioritise getting youth into employment by cutting red tape for employers, continuing with accelerator grants in their current or an evolved form and, continuing to reduce payroll tax as it is a burden to all employers that are near or above the threshold.

Funding for training going to both Government and Industry RTO's, whoever is able to meet the needs of the industry at the time.

I would also like to see expansion of light vehicle inspections to cover motorcycles to lift the roadworthiness of all motorcycles on SA's roads and bring it in line with best practice being adopted interstate. All in all, trading Sundays for Motorcycle retail is a bad idea and won't be supported by our industry.



Vehicle
Inspections

Tax
Reduction

Technology/
Innovation

Business
Confidence



PETER STEWART REPAIR (ARD)

The highest priority is to improve the significant skills shortage in relation to Motor Mechanics / Technicians. In my opinion, the best way to do this is by incentivising and subsidising more businesses to employ apprentices.

Electricity prices need to be reduced, or Government subsidies need to be improved to encourage small businesses to install solar & battery storage systems.

As seen by the random testing of heavy vehicles, mandatory inspections of both heavy and light vehicles will not only improve road and vehicle safety and save lives, with essential repair work being undertaken.

87% of MTA car and motorcycle dealers oppose the changing of trading hours to allow Sunday and Public Holiday trading. This view is supported by both Labor and SA BEST. This is great news for our dealer members.



SCOTT HUBNER REPAIR (ARD)

The State is really struggling at the moment and the Government needs to restructure the economy. There won't be any quick fix.

The need to regularly repair roadworthy motor vehicles is important work and we need to get the training of our future work right.



MALCOM EGLINTON FARM MACHINERY (FIMDA)

I would like the red tape and regulation in regard to WHS to be simplified to a sensible and practical level. The liabilities placed on employers should be reasonable.

We must get our power supply back to a base load, reliable and low cost system.

I will look at the Party that is prepared to work on reducing red tape rather than increasing it.



AUTOMOTIVE TRAINING

The skills shortage in South Australia has been well documented and there is a clear demand for qualified automotive technicians. In an attempt to meet this demand, the MTA board made a conscious decision to increase the number of apprentices in training. This has resulted in an increase in apprentice commencements at the MTA to 40% in 2017, up from 38% in 2016.

A major focus of the MTA is to get as many young people work ready across as many trades as possible.

With an increase in the number of commencements, the next crucial step is to ensure that apprentices continue through to the completion of their training. Regrettably, many apprentices drop out in the first or second year of their apprenticeship, due to a range of personal and learning difficulties.

The MTA has sought and received funding from the Federal Government to deliver an automotive specific mentoring service which will mean that additional support is available to all industry apprentices, helping them to complete their training.

The aim of the scheme is to retain over 75 per cent of 492 program participants by guiding them through trade training, mental health, family and financial issues that can arise during an apprenticeship and prevent completion. Past experience in delivering this service indicated that if apprentices successfully completed their first two years, most of them go on to complete their full apprenticeship. This will help to reduce the skills shortage currently experienced by industry.

The quality and flexibility of the MTA's training is being increasingly acknowledged by our industry, with a growing market share.



MTA trained apprentices Chylle Sumampong, Nicholas Pate with Group Training Organisation Manager Jason Polgreen.

CMV Group is one company taking full advantage of the MTA's state of the art training. Sebastian Krause is nearing completion of his automotive apprenticeship at Mercedes-Benz Unley and his MTA training has led him to servicing over 100 Mercedes-Benz G Wagons for the Australian Army and servicing high end vehicles such as a Mercedes-Benz S600 Maybach.

"I never wanted an office job, I always wanted to be a mechanic. The training that you learn at the MTA is a great gateway to being an automotive mechanic and the supportive staff help you through it from start to finish. It's been a great four years and I have learnt a lot through my apprenticeship at the MTA. The support I have received from my MTA Field Officer has been good as well, checking up on my progress and training needs."

Jacob Shubin recently completed his Certificate III in Mobile Plant

Technology and has been hosted at Liebherr SA, where he recently won their South Australian 2017 Apprentice of the Year Award and was the national runner up.

"The MTA is a great starting point for those who want to get into the automotive industry. I also couldn't speak highly enough of my Service Manager at Liebherr and MTA Field Officer who help me in and out of work life."

The technology that is going into the vehicles of the future is also crucial to retraining our workforce and being prepared for what lies ahead.

Last year, the Training and Employment Centre saw participants from interstate and overseas attending the Hybrid and Battery Electric Vehicle course, with the planned expansion of both geographical coverage and the range of trades in which we train.



MTA trained Automotive Refinishing Apprentices.

Building on our unique service, the MTA is in discussions with VTECH to expand our geographical footprint as well as our range of courses, particularly in regional locations, further enhancing the MTA's ability to provide high quality training and employment services to the automotive industry.

The MTA's Training and Employment Centre also continues to showcase the latest equipment to members and ensure that those training with us are using the latest on offer. The MTA is now equipped with new tyre fitting machines from Corghi, a leading world expert in tyre fitting and wheel diagnostics equipment as well as new cars and engines from Holden, Kia and Subaru. Axalta Paint joins PPG as a paint supplier for the MTA's Training and Employment Centre as well.

Improved safety and innovation are priorities at the MTA Training and Employment Centre. Trainer and Assessor in Vehicle Painting Matt MacDonald is on a mission to encourage to parents that their children can have a career in automotive refinishing and learn in a safe environment at the MTA.

"The biggest misconception I hear from parents at careers expos is that vehicle painting is dangerous and their kids will be working in an unsafe environment. But the truth is that the industry has dramatically changed and the MTA has state of the art facilities to grow and develop skills the industry is crying out for."

RTO Manager Mario Marrone is passionate about training and is proud of what we have achieved when visitors come to Royal Park and are "blown away" by the quality of the facilities.

"The Royal Park facility has quality trainers, who have all been industry based and understand what it's like in the real world. Our workshops are second to none and allow apprentices to learn in a real world environment. Training combines both the theory and practical to enable apprentices to learn in a hands on fashion."

"THE MTA IS NOW EQUIPPED WITH NEW TYRE FITTING MACHINES FROM CORGHI, A LEADING WORLD EXPERT IN TYRE FITTING AND WHEEL DIAGNOSTICS EQUIPMENT."

GTO Manager, Jason Polgreen, said that last year was very positive and intakes this year have been good so far. With a strong demand for heavy and light vehicle apprentices, the MTA is at the forefront of providing training and employment options in the automotive industry in South Australia.

"There is definitely a demand for apprentices. With industry demanding more, the MTA continues to provide the flexibility when taking on an apprentice. We are continuing to engage with schools and promoting the employment opportunities in the automotive industry."



Members first, always.

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Simon Hackett, Managing Director of Base64.

HOW MTA MEMBERS CAN PROSPER FROM CHANGE

Imagine the day when your children no longer need to learn to drive. Where most car servicing is completed remotely via software updates. Where more police are 'on the beat' as traffic duties become obsolete due to the safety of an autonomous vehicle network.

This is the future envisaged by two leading Adelaide business identities, Simon Hackett and Anthony Kittel. Both have impressive track records in positioning their businesses to benefit from change and both not only agree on the changes coming – but also their enormity.

"These are not incremental advances in motor vehicle technology – they are massive shifts in the entire nature of road transport," says Simon, Managing Director of Base64. He forged his reputation of being able to 'see' the future when he established ISP Internode in 1991, building the business into Australia's largest privately-owned broadband provider, before selling it to iiNet in 2012.





Anthony Kittel, CEO and owner of REDARC Electronics.

"An important sector to watch is in autonomous vehicle technologies. These place society on a path to eliminating the traditional role of the driver. This is a catalyst to the consequent rise of services that will place a car in front of you when you need it and that will then drive away from your destination by itself to go and help someone else.

"This speaks to a vision of society whose roads are full of Uber cars but with no drivers, precisely the end game Uber dreams of achieving. Owning a private car will become a lifestyle choice for those who can (and choose to) afford it – not the semi-essential thing that it is, today, in most major cities."

Anthony Kittel agrees. As the CEO and owner of REDARC Electronics and National Vice President of the Australian Industry Group, his insights are highly sought after.

"The big picture for future technology is a fully autonomous network of cars", he says.

"We are seeing the beginnings of major changes from your combustion engine to hybrid, to electric, to fully autonomous vehicles. The challenge is how we deal with this mix of different types of vehicles on the road together.

"Underpinning that is the move from what you would call a mechanical system to solid state systems, where the vehicle is essentially the same as your iPhone, in that all the smarts are controlled by software. Because we are using software with very smart sensors in the vehicle, we have so much big data available.

"So the future technology obviously is around big data simulation, virtual modelling, so that we can map the road network, where there's issues with infrastructure and see how all these vehicles interrelate and a simple thing like a software upgrade to the vehicles can be done overnight in your garage."

HOW TO KEEP UP

All this begs the question: How do MTA members keep up with this change?

First, says Anthony, think of it as an opportunity and understand what these changes might mean to your business.

He also recommends members tap into the MTA's resources, including training and ongoing information.

"One thing I'd encourage small business owners or employees to do is travel. Go internationally and attend trade shows or



conferences, so that they're keeping up with what the future holds and how quickly the technological changes are being introduced."

Simon adds that members should "keep your eyes open", "be nimble" and increase their focus on finding "aspects of value-adding rather than expecting traditional profit margins and workflows in fixing car engines and changing oil to exist forever – because they won't."

He points out that society has always had to adapt to major changes: "When the last steam engine was being built, steam train drivers were not expecting their children to plan the same career as they had pursued. Transport was evolving, and new opportunities emerged to replace the old. It has happened before and it will happen again."

Forecasting the move to a reinvented transport system, he recommends taking a leadership role. "Into that realm where 95% of automotive servicing costs have disappeared, where there are no oil changes because there is no oil and where 'driver' is a weekend hobby, not a necessary life skill, the automotive industry needs to embrace this change with both hands, and to lead it."

"As for the massive shifts inherent in the end of the manufacture of complete cars in Australia, the point isn't to mourn (or aggressively act to preserve) old professions – it is to work diligently and continuously on looking out for, and training people, for new opportunities.

Both Anthony and Simon agree that Governments play a key role.

"The best way Government can assist is by considering the changes in advance, as they need to take advice from industry experts and come up with the laws," says Anthony. "Some European countries have said that by 2040 they are phasing out internal combustion engines, so anyone in that industry whose livelihood has survived on internal combustion engines will know that by 2040 that's come to the end of the road. The earlier they can flag changes and brief industry, the better."

Simon is equally clear: "Ideally the Government would actively move to incent the faster take-up of electric vehicles in Australia, versus the current policy and incentive vacuum – we are the *only* developed country of significance that fails to provide any real incentives in this realm."

"The point of accelerating the take-up of electric transport in this



country is that it prepares our society to embrace and adapt to the consequent changes sooner – including creating new types of jobs to replace the existing ones. Other countries who move into the electric-transport-centric future sooner than us will have the potential to dominate our own industry to the extent that we become a nation who imports these technologies instead of instigating or manufacturing them locally.”

It is a mistake to ignore change. It is a mistake to think it won't happen, that it's too fanciful.

Look around. People are talking into their watches. Low maintenance electronic vehicles are on Adelaide roads. Self-driving cars are slowly appearing on roads around the world. Uber is ordering 24,000 self-driving cars.

It's time to start thinking about how all this will impact your business.

DON'T BE ON THE BACK FOOT

The RAA have begun auditing their approved repairer network.

The MTA can conduct a walk through inspection and provide recommendations and support to fill the gaps identified.

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ELECTRONIC TIME & ALARM CONTROL SYSTEM

KIA PREGIO 2004 TO 2006

The updated Kia Pregio uses an Electronic Time & Alarm Control System (ETACS) module to provide a controlled timer and warning alarm for a number of vehicle functions.

These functions include:

- Rear demister timer
- Interior light timer
- Power window timer
- Seat belt warning and
- Central locking

The ETACS module is located directly below the heater at the front of the vehicle cabin. A leaking heater core will leak directly into the module, and, over time, can cause corrosion of the circuit board and components.

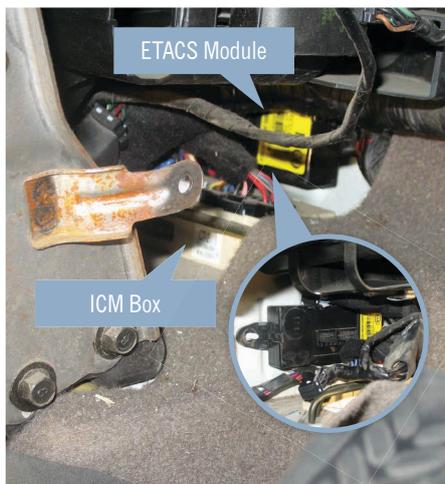
To check if this is the case, remove the ETACS and disassemble to inspect for water or corrosion.

NOTE:

The ETACS module and its associated components use a number of power feeds through various fuses. If you are trying to diagnose problems, ensure that you first check the integrity of all fuses and fusible links.

ETACS MODULE REMOVAL

1. Disconnect the battery.
2. Remove the mounting nuts holding the ICM box and move ICM out of the way.
3. Disconnect the ETACS connectors.
4. Remove the mounting nuts holding the ETACS Module and remove module.
5. Refit in reverse order.

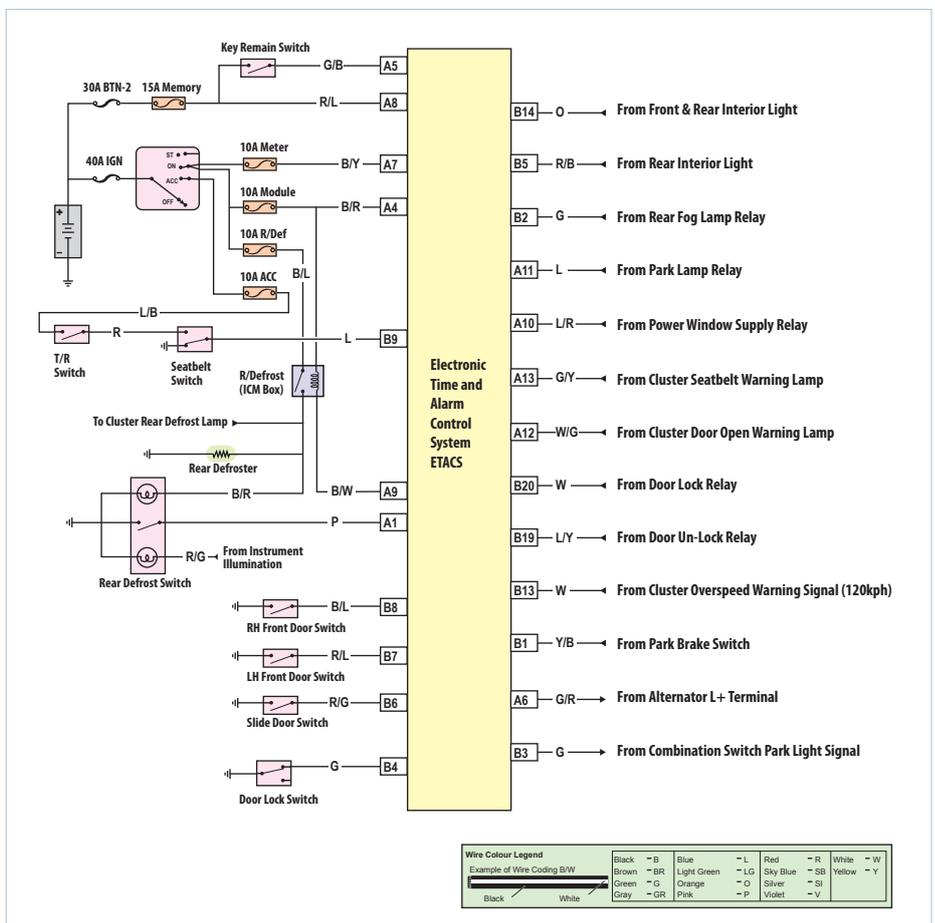


KIA ETACS

Dismantle the Kia ETACS module and inspect it for the presence of moisture and for corrosion of the components and circuit board.



Kia Pregio ETACS Module



ACCORD REMOTE PROGRAMMING

HONDA ACCORD 7TH GEN 2003 – 2007

CENTRAL LOCKING REMOTE PROGRAMMING

If the central locking remote key is not operating and the LED is not working, then a low battery is a likely cause. If the LED is working then the transmitter may need to be resynchronised with the receiver. Press the lock button five or six times in a row to reset it.

The battery required is a **CR1616** lithium 3-volt button cell.

Up to three transmitters can be programmed into the system. Therefore, if a fourth remote is added, the first will be deleted.

Time limits must be observed in the following sequence for the programming to work. All doors, bonnet and boot/ tailgate must be closed.

1. Turn ignition on.
2. Press the lock or unlock button within a couple of seconds.
3. Turn ignition off and then on again within a few of seconds.
4. Press the lock or unlock button within a couple of seconds.
5. Turn ignition off and then on again within a few of seconds.
6. Press the lock or unlock button within a couple of seconds.
7. Turn ignition off and then on again within a few of seconds.
8. Press the lock or unlock button within a couple of seconds.
9. The doors should now lock or unlock, depending on which button you have pushed. Press again to confirm operation.



10. Within 10 seconds, press the buttons on any other transmitters you wish to program, up to a maximum of two more.
11. Turn off ignition, and remove key.
12. Check operation of all transmitters.

AUTO POWER WINDOW RESET

Reset of driver's window auto-up must be performed after any parts have been removed or replaced on the window mechanism.

1. Turn ignition on.
2. Press the drivers switch down until window reaches the bottom, and then hold for 2 seconds.
3. Pull the drivers switch up until the window reaches the top, and then hold for 2 seconds.
4. If the auto-up function still doesn't work properly, use a scan tool and check for faults in Multiplex Integrated Control Systems.





SUMMARY OF THE MOTOR VEHICLE INSURANCE AND REPAIR INDUSTRY CODE OF CONDUCT

The MTA has been working to inform members about the benefits of the Code over the last few months with reviews of all 13 sections of the Motor Vehicle Insurance and Repair Industry (MVIRI) Code of Conduct.

The Australian Motor Body Repairer Association (AMBRA), together with state MTA's are working to streamline repairers' documentation and record collection in relation to IDR disputes.

Members are strongly encouraged to complete IDR's as there is no other way to demonstrate effectively to stakeholders the

ongoing pressure placed on collision repairers by insurance companies. It is also the only way you can stand up to an insurance company, demanding and receiving fair treatment.

Follow the link below to access a summary of the MVIRI Code of Conduct and if you have any questions on any section, please contact Paul Back by calling 8291 2000.

http://www.mta-sa.asn.au/MTA/News/AnnouncementsData/MVIRI_Code_of_Conduct

EVOLVING THROUGH THE GENERATIONS

BRIDGESTONE SELECT NURIOOTPA
BY ROBERT LAIDLAW



While the Jaensch family business in Nuriootpa has evolved from a service station/mechanical repair shop to its current role as a tyre dealership for Bridgestone, the company's MTA membership has remained solidly consistent through three generations.

In the late 1930s, Hugo Jaensch opened a mechanic shop in what is now the Commonwealth Bank building. Ownership passed to his son Allan and his wife June and then in 2006, current manager David Jaensch and his siblings Stephen, Simon and Melanie purchased the business from their parents.

"My grandfather was a mechanic and also sold Case Tractors and eventually started selling cars, like the old Sunbeams," David said.

"He built our current site in 1957, where it became a Shell Service Station. Dad started as a mechanic, eventually taking over in the mid-70s, while the business also evolved into selling tyres a few years later.

"In the early 80s we became a Bridgestone dealer, then about a decade ago we operated as a Bridgestone Select franchise."

David started to work for his father in 1994, as an 18-year-old – the only one of his siblings who has worked in the business – originally as a tyre fitter, then onto wheel alignment and sales, and since taking over, as general manager.

While the business has been an MTA member through its history, David has only been involved with it since becoming general manager.

"A lot of my dealings with the MTA has been HR, like staffing, pay role information etcetera, which has helped me quite a lot," David said.

"Help with issues such as long service leave, pay rates and other types of leave is probably what I value the most from our membership, as the MTA's advice is like a safety net and gives you the confidence in those areas.



"Issues such as OH&S is another aspect where their advice is invaluable. It's good to know the MTA is behind you when you need them."

At Bridgestone Select Nuriootpa there is an extensive range of quality tyres, including car tyres and 4x4 tyres, as well as complete tyre services and auto repair services, including tyre fitting and wheel alignment.

The modern, welcoming store has a tyre-free showroom and a comfortable customer area to relax in comfort while expert technicians are servicing vehicles.

David and his staff pride themselves in providing outstanding customer service and advice.

All the work to be done on vehicles is explained, without confusing jargon, before they start. If a problem is found, they will keep customers informed on all details, including cost.

And as for the Jaensch future in the business, David has three children, Hollie, Harry and Henry, with Harry already hands on, as he loves to talk to staff and roll the tyres, although just eight years old! A fourth generation in the making?

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KEY PERFORMANCE INDICATORS

TALIS EVANS, DIGITAL & IMPROVEMENT EXECUTIVE, BDO

'DRIVING MISS DAISY OR DRIVING FOR PERFORMANCE?'

It wasn't that long ago that trying to get data regarding the performance of a work unit or division was at best difficult but more often impossible. How things have changed. These days we are now drowning in data and information, so the critical issue is working out what factors are most 'important' to measure. Increasingly, we are working with firms large and small to develop their 'dash board' of true key performance indicators (KPIs). The following is a summary of some of the key lessons we have learned.

UNDERSTAND WHAT YOU CURRENTLY MEASURE

A useful starting point to developing your KPIs is to log and map those items that you currently measure and report on. This process will often highlight overlapping effort from one section to the next, measures that are out of date and reports that go nowhere. A client we are working with has over 800 measures that they regularly collect. An enormous amount of staff and management time goes into the collection, analysis and reporting of these measures. This simple audit exercise could save you time and money.

WHAT SHOULD YOU MEASURE?

Activity in the workplace can be measured

at a range of points throughout a system such as at input, during the process, as an output or the outcome they produce. To overcome the resultant paralysis look at your strategic and/or business plan and identify your primary purpose (remember this is different to your function) and this will guide you to the right measures. Your measures need to be relevant to your short and long term goals.

WHAT GETS MEASURED GETS DONE

The old adage is now more relevant than ever as it is important that the measurement drives the right sort of behaviour and effort. For example, organisations invest considerable resources tracking absenteeism. Although the resultant data and information is important, wouldn't we be better off monitoring the degree employees are engaged and hence working to strengthen their connection to our firm? According to the research, if we did this then performance and quality would improve and absenteeism would fall. The right measures ensure appropriate action and better results.

WHAT IS A REALISTIC STANDARD?

The final piece of the puzzle is to consider what level of performance we are aiming

for. We often see clients who want their measures to be perfect or in the top 10% when in fact they don't actually know what 'normal' is for their business. For example, we worked with one company whose staff satisfaction was around 75%. Management of the firm were unhappy that it wasn't in the vicinity of 85%. After tracking their staff satisfaction score over 5 years we determined that 75% was a good score and to pursue scores in the 80's would require a disproportionate effort for only a marginal increase. Your measures need to be realistic for your business.

The bottom line with performance measures is that the process of identifying the 'right measures' cannot be driven by a formula or template as each organisation is different. By investing sufficient time in considered and thoughtful discussion and exploration over a number of years, you will begin to identify the measures that really count for you and your business.

Please contact Scott Way or the BDO Industrial and Organisational Psychology team for more information on how they can improve your workplace.

<https://www.bdo.com.au/en-au/adelaide/industrial-organisational-psychology>
E: Scott.way@bdo.com.au



SCAM

HELPING CAR BUYERS TO AVOID SCAMS

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

At the start of each study year, Consumer and Business Services (CBS) engages with young consumers on a whole range of issues, such as renting rights, mobile phone tips, car buying advice and avoiding scams.

In 2017 South Australians made 3,725 reports about scams related to buying, selling and classified ad scams. ScamWatch data shows that more than \$624,599 was reported as being lost to these types of scams in SA. To help prevent scam losses when students buy their first car, CBS has been reminding students of the important protections they get when buying from a licensed dealer.

Millennials are generally comfortable making purchases online, but CBS reminds students that there are very big risks involved with a purchase where:

- You don't get see the vehicle for yourself. A photo posted online doesn't prove that a person is the rightful owner of the vehicle.
- Payment is sent direct to the seller.
- There is a significant price being asked for a vehicle. The risk is much greater buying a car than just purchasing a cheap electronic product.

“HELPING STUDENTS TO BE SCAM AWARE IS CRITICAL AT A TIME WHEN THEY'RE STARTING TO MAKE SIGNIFICANT PURCHASES FOR THEMSELVES.”

Through direct contact with young adults at on-campus events and class presentations on consumer rights, CBS is able to deliver key education messages to students at a time when they're excited about their new study opportunities and ready to listen and learn.

CBS has a number of resources which are helpful for students:

- Buying a car brochure and short videos that were developed as part of last year's education campaign, which was developed jointly with the Motor Trades Association.
- Be Smart – Buy Smart booklet and a car-buying checklist to help Indigenous consumers, particularly in regional and remote areas where the range of cars on offer for sale can be limited.

Helping students to be scam aware is critical at a time when they're starting to make significant purchases for themselves.

Online research is helpful to compare vehicles and prices and to see independent reviews about vehicles. But CBS wants consumers to also consider the seller. Buying from a licensed and reputable dealer gives consumers peace of mind - that they're guaranteed vehicle ownership and are protected by a warranty in many cases and also by consumer guarantees. And if something should happen to go wrong, there are options available to consumers to get the problem fixed. But if money is sent to a scammer, especially if the scammer is overseas, then it's likely that the money is gone for good and the consumer is left without a vehicle.

CBS will continue to educate potential car buyers throughout the year, to reach consumers of all ages, after this initial focus at the start of the year on young car buyers.

To see the resources for car buyers please visit cbs.sa.gov.au/cars

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L1, 81 Greenhill Rd, Wayville
Ph: (08) 8291 2000 Fax: (08) 8291 2099
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Website: www.mta-sa.asn.au
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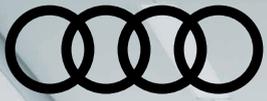
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