Official Magazine of the Motor Trade Association of South Australia

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May 2017



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DENSO's revolutionary Twin-Tip design introduces the idea that two tips are better than one. Why? Because the additional tip on the ground electrode results in less obstruction of spark growth, while still maintaining the same gap. Less interference at the spark origin (quenching) means better ignitability for a more powerful and fuel efficient combustion.



SPARK PLUGS

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ACCEPTABLE QUALITY' FEATURES IN CONSUMER LAW REVIEW

The Australian Consumer Law (ACL) is being reviewed to examine how the law is currently working and how it could be improved to ensure that everyone is treated fairly.



Why bother switching systems?

Dealer management systems do similar things. But <u>how</u> they do them, and how their vendors execute, are very different

We know we're unique. Some say we care more. Our frontline people share ideas with the developers. Our senior executives are approachable and accountable, and our people take pride in their work. We're the ideal partner to transform your business this year.



CEO'S MESSAGE

The MTA exists to make your business better.

To achieve that in the current market and with a State election less than a year away, we have become more focused and more forceful than ever before.

Recently you should have received our membership renewal document which sets out our clear goal for each Division, as well as three strategies to support this achievement.

This strategy is delivering outcomes, but there is a lot more to do. We scored a major win with the introduction of Mandatory Pilot Heavy Vehicle Inspections at State level, and the inclusion of an 'effects' test into competition law and the establishment of laws against unfair contract terms at Federal level.

Clearly a lot more was achieved – yet we also recognise that there is a lot more to be done to ensure the ongoing success of the industry.

As I have said in the past, we will continue to be a "forceful advocate" for our industry. We make no apologies for this.

The countdown to the 2018 State election provides us with a prime opportunity to make our voice heard and set the future direction for our sector.

In early April I met with the Premier's office, to set out what our industry wants, and what

it is opposed to (eg. no Sunday trading). We will also be meeting with the Leader of the Opposition, Steven Marshall, to articulate the same messages and I will update you on the outcome of those meetings in future communications.

Delivering for our members, means listening first and it is our goal to visit every member site in the State this financial year. The model of regional meetings has also been rolled out for metro members.

Each year brings new challenges. The MTA is your partner so you don't have to go it alone, to support you and to help make your business better.

Work Health Sites

naintenance schedule's

g completed

DON'T BE ON THE BACK FOOT

The RAA have begun auditing their approved repairer network.

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

Book your inspection today: T: 8291 2000 E: IContact@mta-sa.asn.au

Only \$99 for members!



moeting minutes



PRESIDENT'S REPORT

By MTA-SA PRESIDENT FRANK AGOSTINO

The lack of qualified people entering our industry is a major and ongoing concern.

It is a recurring problem for members, who are constantly seeking new ways to attract technical staff without reverting to overseas workers via 457 visas or the newly announced TSS visas.

We are not alone; the chronic skills shortage is a problem for many other trades. As an industry, we are better off than many but that is small consolation. Apprentice commencements are down 40% and when you couple this with people retiring from our sector, the state and the nation needs to be bringing through new people with the skills to prevent ongoing shortages.

So what is the MTA doing?

We are tackling this problem with a range of strategies, in the belief that there is no "silver bullet solution" for such a complex problem. Some of these strategies focus on entry level feeder programs and include:

- The number of apprentices starting is far too low, despite high youth unemployment. To address this, we have introduced Certificate II courses in Automotive Servicing Technology and Automotive Body Repair Technology. This involves eight weeks in class and a two-week work experience component.
- The MTA is actively visiting schools to sell the motor trade as an industry of choice with a bright future. We are highlighting exciting opportunities such as participating in the Clipsal 500 Motor Vehicle Repair Team, as well as success stories such as Tim Newton, the former MTA Apprentice who is now the fourth higherst ranked Subaru technician in the world.
- Apprenticeship completion rates have fallen. To address this, we are lobbying the government for mentoring funding, so that we can support young people when they need it most, and therefore keep them in the system.



WE ARE TACKLING THIS PROBLEM WITH A RANGE OF STRATEGIES, IN THE BELIEF THAT THERE IS NO "SILVER BULLET SOLUTION" FOR SUCH A COMPLEX PROBLEM.

- Support for the Youth Jobs PaTH (Prepare-Trial-Hire) program, a Federal Government initiative to get young people into the trades.
- investigating the feasibility of an online "jobs board" to help members find qualified staff.

It is critical that we have the full support of State and Federal Governments and that they are aligned on this issue. There is no time for partisan politics. The issue is far too serious for that.

HEAVY VEHICLE INITIATIVE

By STUART MARTIN

Photos by DPTI

The MTA has been lobbying for roadworthy inspections of heavy vehicles for decades, so the introduction is a great win for members.

The Department of Planning, Transport and Infrastructure (DPTI) has started a Heavy Vehicle Inspection Scheme (HVIS) in South Australia that so far applies only when a heavy vehicle changes owners.

The long-term vision is for annual roadworthy inspections.

DPTI said when the scheme was introduced that it was "working with industry and road safety groups on the scheme to strike a balance between the safety of all road users and the livelihood of truck drivers and operators."

At this stage, four private businesses can complete inspections -CavPower, Scania Trucks, South Central Trucks (all at Wingfield) and CMV Trucks at Cavan - with other businesses currently purchasing the relevant equipment and gaining certification.

MTA Board member and CMV Trucks Senior General Manager, Bill Lane, said the inspections now being undertaken was a trial for the state's inclusion in a national program and had already taken dangerous trucks off the road.

"There have been a number of vehicles, a few that will never be registered again, some where you can see the road through the floor of the cab," he said. "The cost of repairing to the standard means you have to scrap them."

"The ultimate ambition is to get the vehicles that have flogged suspension, rust in the cab or oil out of every gasket off the roads. It's not economical to repair them and they will disappear off SA roads and that's not a bad thing," he said.

Mr Lane said the program was progressing smoothly, with the industry and government working well together to get unsafe vehicles off the road.

"In certain segments of the transport community, it will change the thinking. Some maintain their vehicles really well, but there's a certain segment out there who will need to be more mindful of the condition of their vehicles," he said. Information from the department said the program was undertaken after "multiple heavy vehicle crashes resulting in fatalities and a Coronial inquest which set out a series of recommendations including the establishment of a heavy vehicle inspection scheme."

According to the Truck Industry Council there are almost 600,000 trucks on Australian roads, with around 30 per cent first registered in 1995 or before; the average age of Australian trucks is 13.92 years.

The SA transport department's figures show around 60,000 load-carrying SA-registered vehicles, of which DPTI annually inspects 4881, with the National Heavy Vehicle Regulator (NHVR) Maintenance Accreditation Scheme involves another 13,549.



Photos by HVIS



Photo by South Central Trucks

That leaves 69 per cent - just over 41,400 vehicles - not inspected. MTA CEO Paul Unerkov said the association was pleased with the government's industry consultation over heavy vehicle roadworthiness concerns.

"We know that there a number of responsible operators who maintain their vehicles but there are others who place a lower priority on their vehicle's safety which has been a huge concern to our sector," he said.

"THE ULTIMATE AMBITION IS TO GET THE VEHICLES THAT HAVE FLOGGED SUSPENSION, RUST IN THE CAB OR OIL OUT OF EVERY GASKET OFF THE ROADS. IT'S NOT ECONOMICAL TO REPAIR THEM AND THEY WILL DISAPPEAR OFF SA ROADS AND THAT'S NOT A BAD THING."

The Heavy Vehicle Inspection Scheme (HVIS) started in January and stage one of the program requires a vehicle inspection when changing ownership for all vehicles and trailers three years or older with a Gross Vehicles Mass (GVM) or Aggregate Trailer mass (ATM) over 4.5 tonnes.

According to the DPTI, an authorised inspection station should be able to inspect vehicles in an hour or less and cannot charge more than \$268 but may charge less and must post the inspection price on web sites for comparison.

Among the items inspected are brakes, steering, tyres, suspension, any leaks from the oil, air and fuel lines, lights and signals, horns, seat belts, windscreen wipers and washers, exhaust systems, body structure and chassis, couplings and the VIN and/or chassis numbers; a full list is available on the National Heavy Vehicle Regulator website www.nhvr.gov.au.



Photos by DPTI



Planning for a super future

Matthew Webster, 45 has a long way to go before he hangs up his hat, but is easily able to picture his retirement years.

He plans to grey nomad it around Australia in a caravan with his wife, once he convinces her that it will be a lot more fun than she expects.

Matt has spent his career in the motor trades and is well on the way to ensuring he has enough super to be able to see the nation in comfort. He started an apprenticeship in 1986 at the age of 16 and now works in an automotive training role in NSW.

He became an MTAA Super member when it was first established in 1989.

"I'm really happy I've been with MTAA Super. It's the industry super fund for my trade and has been supporting careers in the automotive industry for over 25 years."

"I'm still a long way off retirement but I do think about what I will do when I stop working and how I will support myself and my family."

Matt, like many Australians is not alone in his concern about life after work. We can now expect to spend more time in retirement than any previous generation, thanks to changing work patterns and increased life expectancy.

Leeanne Turner, CEO of MTAA Super mentions "As people start drawing closer to the 60-mark, they begin to think more seriously about what they would like to do in their retirement and how they will be able to finance it. With people living longer, weak interest rates and stricter rules around the age pension, these concerns have come to the forefront like never before."

Leeanne shares, "The key is to take advantage of the compounding nature of superannuation. Super gives the opportunity not just to grow one's employer and voluntary contributions but to grow the investment returns on these contributions as well."

"Small amounts can go a long way. Making extra contributions as little as \$25 per week early in your career can result in thousands of dollars over a 30+ year working life." "Extra super contributions can be particularly important for people in casual or part time employment as well as those who've needed to take career breaks to raise a family or care for sick or elderly relatives."

With increasing life expectancy, many Australians could be in retirement for over 25 years and may well need to look at ways to boost their super such as salary sacrifice contributions and personal contributions.

Give your super a boost!

For ways to give your super a boost while you're still working visit **mtaasuper.com.au/take-control.**

1300 362 415 mtaasuper.com.au/take-control

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Opening ceremony of the competition

LAST YEAR TIM NEWTON FROM SOUTH AUSTRALIA FINISHED FOURTH IN THE WORLD FOR A BI-ANNUAL COMPETITION RANKING SUBARU TECHNICIANS, AFTER CLAIMING THE AUSTRALIAN TITLE AND WINNING THE GARY MATTHEWS TROPHY.

Gary Matthews was the first winner of the Australian competition in 2005 before passing away in 2011, with the award being named in his honour since.

For Newton, it was an emotional experience, as Matthews took him under his wing when he first started working for Eblen Subaru.

"When Gary won in 2005 he was my mentor and it became a goal of mine to emulate his achievement, which took a decade, to win the Australian title," Newton said.

"And to have his wife Jo Brokenshire present the award made it even more special.

"Gary was an inspiration. Even when he was a co-driver in rally cars – I briefly became involved as part of the pit crew – he had a huge influence on me." The Subaru award involves 12 countries, with finalists invited to Japan for the final ranking, which is based on a range of selection criteria, including a number of written exams for engineering, mathematics, diagnosis and repair, and product knowledge.

After eligibility tests, finalists in Australia travel to Sydney, where the top five compete for the title, with the winner earning a trip to Japan.

"In Japan we did further tests, competing for ranking, while we also toured the Subaru factory and experienced a few cultural aspects of the country – eating traditional meals and visiting a few sites," Newton said.

"I spent an extra week over there, as I had wanted to visit Japan for several years, just to get among the people and experience city life there.



"As for visiting the Subaru factory, that was a unique opportunity, as not everyone gets to have that experience.

"The whole competition was an eye-opener, and I learned a lot, picking up various aspects in working more efficiently and effectively."

Newton has always had an interest in cars, especially engines, in pulling them apart and understanding how they worked.

"I SPENT AN EXTRA WEEK OVER THERE, AS I HAD WANTED TO VISIT JAPAN FOR SEVERAL YEARS, JUST TO GET AMONG THE PEOPLE AND EXPERIENCE CITY LIFE THERE."

At Uni, he originally studied computer science for six months but lost interest and decided to look for work in the automotive industry, so he applied to the MTA, which found him a 10-week training position at Eblen Subaru at Glenelg.



Tim Newton (right) with Mark Thompson (advisor from Subaru Australia) at the start of vehicle testing.



"I'D LIKE TO THANK EBLEN SUBARU AND THE MTA FOR ALL THEIR SUPPORT. WITHOUT WHICH, I WOULD NOT HAVE BEEN ABLE TO ACHIEVE MY SUCCESS."

Through his initial training, he developed a real passion for the brand and after serving an apprenticeship is now a qualified technician and a foreman at the company.

"Going through the MTA took a lot of stress out of trying to find work in the industry," Newton said.

"It definitely was a good kick-starter, and for anyone looking to get into the automotive industry, the MTA is a good stepping stone.

"As for my personal goals, I've been a bit lost since winning the Gary Matthews Trophy, as that had been my main focus for so long, although I'm keen to look at helping others who I work with make it at least as far as I did.



All contestants, advisors, Subaru Academy and FHI staff (Fuji Heavy Industries is the manufacturer of Subaru vehicles)

"It would be really cool to train someone from here and see them get to that level. Gary (Matthews) noticed my potential and helped feed it and built it up. I'd like to do the same for others now.

"I'd like to thank Eblen Subaru and the MTA for all their support, without which, I would not have been able to achieve my success.

"My best advice to others is to always drive to be best you can be."

MTA STRONGLY REPRESENTS ITS SMALL BUSINESS MEMBERS

The Motor Trade Association of SA on behalf of its members maintains a strong link with the Office of the Small Business Commissioner.

The MTA was supportive of the establishment of the Office during 2011 to give a voice on industry issues to the State Government and other stakeholders.

From actively campaigning for the establishment of the office while CEO at the MTA, I continue the work pursuing industry issues now as the Small Business Commissioner – a role which I have held for two and a half years.

In that time, our office has dealt with a number of business-tobusiness disputes involving motor vehicle issues and through our low cost or no cost alternative dispute resolution processes, we have been able to successfully resolve many of the matters raised with our office.

I have a small but well experienced case team which can assist all businesses with inquiries relating to disputes or other issues affecting small business.

We not only deal with business-to-business disputes but also business to local government and business to State Government matters.

Thankfully we do not have to resort to using formal legal powers that often, as we find most businesses are keen to resolve the complaint or dispute as soon as possible.

But that is not always the case.

ASSISTING MTA MEMBERS

Recently a regional MTA member successfully resolved a dispute over a trade-in tractor through a formal mediation in our office.

In that case, as Commissioner, I had to invoke special powers under the *Fair Trading Act 1987* to compel the other small business to attend the mediation.

I have also had to invoke similar powers to assist two automotive dealers who were faced with losing their franchises at the hands of their big business supplier.

The supplier was reluctant to engage with my office to work through the matter but worked positively with us when they received the formal demand. For MTA members who are undertaking work for the State Government, you are entitled to be paid within 30 days. If that doesn't happen, I am happy to take up the case on a member's behalf.

The wider issue of payment times has been subject to a national inquiry which has been supported by Small Business Commissioners from around Australia. I expect there will be some significant recommendations which will target those larger businesses which believe that delaying payments well beyond 30 days is acceptable. Why should small businesses be the bankers for big business?

I am monitoring closely the Australian Competition and Consumer Commission "Market Study into the new car retailing Industry" and attended a hearing late last year where your industry was well represented by Richard Dudley, CEO of the Motor Trades Association of Australia.

Recently, in a discussion with MTA CEO Paul Unerkov, we considered the difficulties faced by collision repairers and insurers and the current Internal dispute resolution process under the National Repairers Code of Conduct.

The MTA and I are working together to put a plan in place to ensure repairers get a fair hearing and outcome of their disputes.

Remember, our office is but a phone call away to assist you.



John Chapman Small Business Commissioner. 1800 072 722

FROM BLACKSMITH TO COMMUNITY ICON

By ROBERT LAIDLAW

NUINE ACCESSORIES SSAN WARRANTY ALESPERSON TODAY.









BAROSSA NISSAN HAS BEEN A MEMBER OF THE MTA FOR 85 YEARS, THROUGH FOUR GENERATIONS OF THE SIEGELE FAMILY.

The family dynasty started with Alfred, who began the business in 1927 on the back of his blacksmithing trade, continuing on through his son Bill, grandsons Michael and Jon, and great grandson Christian.

In the beginning Alfred dealt in International Harvesters, then with McCormick Gearing in the 1930s, with a focus on the machinery side and trucks.

When Bill joined the company, there was a change to cars in the 1950s, with Rovers and Singers, through to the late 1960s under Michael. Then for a short time with Mitsubishi until around 1972, when Nissan cars became the major focus.

"I joined in 1966 and (brother) Jon came on board through the mid-80s, while my son Christian has been a salesman for the past decade, so it truly is a family business," Michael Siegele said.

"We are now the oldest single family-owned Nissan dealership in South Australia, if not in Australia.

"As for the Barossa, the Valley has grown in itself, from the original German set-up, to the bigger industries, including the wineries, while the internet has changed things a lot more than I thought it would. We sell cars all over Australia because of it.

"Because we are a family business, we are a very personal company, where when you come to our place you can speak to anyone from me to the car cleaner, in the same spot – everyone is accessible."

Like most businesses in the Barossa, the Siegele family's fortunes rest with a good vintage, while there is also a lot of mixed farming, and with many companies getting bigger, there are more opportunities for fleet cars.

Another positive of Barossa Nissan is the number of longstanding employees, with three staff currently looking at taking long service.

"We started small and built the business up, and although there have been some tough times, we have developed a good tight business," Michael said.

"A positive is the stability we have with staff and customers. We are always looking to improve and grow, as the town grows. We recently rebuilt our showroom and are looking at other aspects.

"Our location in Nuriootpa is a plus, as we are on the main street near the banks. And while a lot of country towns are dying, there is a lot of growth here in the Barossa."



Photo of Barossa Nissan today



Michael Siegele with his grandfather Alfred (who started the business) and International rep. 1950's

Barossa Nissan has been a strong supporter of local sporting organisations, sponsoring the football, netball, cricket, bowls and golf.

Michael is was on the Angaston Hospital board, a Rotarian of 27 years standing, and, with wife Glenys, volunteers with Meals on Wheels.

"We are looking at continually growing our business to match community needs," Michael said.

"Next year we celebrate 90 years as a company and I hope to see us reach the centenary, then we can go from there.

"For me personally, I just love to get up in the morning and go to work. And to be able to walk down the street and virtually know everyone is a great feeling – we are committed to the community.

"As for our MTA membership, it has been great for advice, legal issues with staff needs, and just generally they are exceptionally helpful. All our stationery is from MTA."

Barossa Nissan has also won numerous awards of recognition for excellence in sales, service and customer satisfaction, with Michael and Jon receiving invitations to travel overseas to Japan and Italy because of the high standards the company has achieved.

CONSIDERING AN APPRENTICE?



Hiring staff can be difficult at the best of times. That's why at the MTA we try and make the process of hosting an apprentice as easy as possible. Using the MTA provides access to our extensive apprentice application process, allows improved flexibility if your apprentice isn't working out and MTA apprentices arrive with their own tools and PPE right from the start.

We also take responsibility for the WorkCover, payroll tax, wages and super, leaving you to get on with running your business. If you are increasing your FTEs, you may be eligible for a Government grant of up to \$10,000 and we only bill you when your apprentice is at the workshop.

"I can confidently say that hosting an apprentice through the MTA is the best way to do it." Roly McCreanor, Roly's Automotive

If a hassle free apprentice is what you're looking for call the MTA Training and Employment Centre on 08 8241 0522 or email jpolgreen@mta-sa.asn.au for more information.





CLIPSAL



SERVICE RESET ÖN BMW WITH iDRIVE 2002 – 2011

LEZO

SERVICE RESET

The iDrive function allows drivers or technicians to gain service information such as the remaining life of a service item and when it's due for replacement. Each item will have a percentage displayed beside it to indicate the item's remaining service life.

The service items displayed include:

- Engine Oil
- Pollen Filter
- Front Brake Pads
- Rear Brake Pads
- Brake Fluid
- Vehicle Check
- Spark Plugs
- Particulate Filter

To access iDrive information:

- 1. Switch ignition to ON.
- 2. Press iDrive controller to activate the info display.
- Turn controller until the word 'SERVICE' is displayed.
- 4. Press controller to select.
- 5. Turn controller until **'SERVICE REQUIREMENTS'** is displayed.
- 6. Press controller to select.
- 7. Turn controller until **'STATUS'** is displayed.



- 8. Press controller to select.
- 9. All service items requiring maintenance are displayed in Yellow.
- 10. All overdue service items are displayed in Red.
- 11. Any item displayed in Green requires no maintenance at this point of vehicle life.

NOTE: The service indicator can only be reset with the correct time and date set. Also, service items must not exceed 80% of its service life, as indicated by "!". When "o" is displayed, it indicates that the service item cannot be reset, and will require diagnostic equipment to clear the light.

To reset the reminder, you will need to bring up the word '**SERVICE**' in the instrument cluster and then:

- 1. Switch ignition ON.
- Press and hold reset button on cluster for 10 seconds until the first item is displayed.
- Press reset button to display next service item.
- Press and hold the reset button for 3 seconds until the message '*RESET*' is displayed.
- 5. Press and hold reset button for a further 3 seconds and release.
- 6. Switch ignition to OFF.



COMMODORE JUMP STARTING HOLDEN VE - VF COMMODORE 2007 TO 2014

There have been a number of problems resulting from incorrectly jump starting these Commodores. This usually results from owners using the wrong part of the wiring as the positive contact.

There is an easily accessed positive terminal underneath a rubber boot next to the fuse box at the front of the car. If

JUMP START TIPS:

- Only jump-start vehicles using the recommended jump-start points.
- If the battery is faulty, it is best not to jump start it due to voltage spike damage that can occur when connecting and disconnecting the jumper leads. The battery should be replaced to start the vehicle.
- If the battery is only flat, then it should be fine to jump start the vehicle using the procedure recommended by the manufacturer.

this terminal is used to jump-start the vehicle it will usually blow the 175 amp fusible link that is built into the wiring harness.

The correct positive jump-start point for this Commodore is under the red rubber boot at the left hand strut tower. This is in contrast with the grey boot over the harness at the fuse box. The recommended negative jump-start point is next to the air filter assembly. *See diagram below.*

If the 175A fusible link has blown, you will need to replace the wiring loom that goes between the positive jump-start point, the alternator, and the fuse box.



MARCH REGISTRATION REPORT

According to DPTI registration data, March registrations produced a total of 36,697 registrations, 2,477 more vehicles registered in March 2016 (34,220) (7%) and 3,028 more than February (9%). YTD this holds Jan, Feb, March at 5.1% ahead of same time last year (5,210 more total registrations (106897 vs 101,687 (2016)).

19.4% of all registered vehicles being done to dealers and 72.1% to Private buyers. Business registrations are 7.9% and .6% are registered to Government.

NEW CAR SALES

According the ABS data New Car Sales for Australia achieved 105,410 registrations.

 This represents a 18.4% jump on February (89,025) but a minimal but welcome increase (.86%)(898) increase on March last year (104,512).

South Australia also recorded a great jump of 19.2% increase on March sales against February with 6,387 vehicles against 5,354 (1,033). This is also up by 4.93% on last year by 303.

- SUV vehicles grew nationally by 4%. SA = 10%.
- Passenger cars are trended downward 8% nationally and 6% in SA.
- Other vehicles went up 14% in South Australia compared to 1% nationally just in March.

This includes the report with Year to date sales by comparison over 4 years for vehicles from the DPTI data.

EQUIPMENT TYPE (SA)

Movements have been recorded for March in the following categories compared to March 2016:

- New Car (light vehicles) up by 7% (420)
- Motorcycles down by 7% (-27)
- Tractors and Machinery up by 9% (16)
- Heavy Vehicle little difference% (203 vs 202)
- Caravans down by 1% (2)

MOTOR TRADE

USED CAR SALES

Used (Light vehicle) registrations are 4,754 more YTD than same time last year (6%). (89,018 vs 84,264 (2016)).

- Private to Private registrations are now 52.1%YTD (41,373 YTD)* 13,785 for March.
- Dealer to Private registrations still just 20%** 15,839 YTD. 5,324 for March.
- Note: * Registrations originating from Private account for a total of 67.7% of Used registrations
 - **Registrations originating from dealer account for a total of 24.7%





DIVISION NEWS

CHANGES TO PENALTY RATES

You may have read some of the political "argy bargy" over the last few months about penalty rates and how that will affect your business.

The good news is that the penalty rates decision really doesn't affect MTA Members apart from a few exceptions, namely those businesses employing people under the Hospitality Industry (General) Award, the Fast Food Industry Award, the General Retail Industry Award and the Pharmacy Industry Award. If you are unsure if you are affected by the changes, please contact the Workplace Relations team on 8291 2000.

INTERNAL DISPUTE RESOLUTION (IDR)

The revised *Motor Vehicle Insurance and Repair Industry Code of Conduct* has been signed with several changes including a new determination process and accompanying rules for disputes; now the focus returns to IDR cases.

The IDR process is an important step in the push to stop insurers

from directing work where they want, rather than where customers what. Around the nation there have been a number of wins for repairers, including an insurer who tried to wait six weeks before coming out to inspect a vehicle of a MTA Member. This is a clear beach of the code, with a resolution found in favour of the repairer.

DEALER FORMS

There have been a number of changes to forms for Secondhand Dealers that came into effect on 1 April which are available from the print shop.

You can continue to use the existing Forms 5 and 6 after our legal eagle Chris Mahoney noticed an issue with the proposed form. This has allowed the MTA and CBS to make further amendments to the form which will improve the registration process.

Just to reiterate, we have been assured by CBS they will not undertake compliance enforcement on Forms 5 and 6 until further notice.



WE ARE A SOUTH AUSTRALIAN OWNED COMPANY SPECIALISING IN:

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Prestige Wash Systems & Environmental Solutions

Contact: Christine Penhall

T/F: 08 8270 6529 M: 0413 130 164

christine@prestigewashsystems.com.au www.prestigewashsystems.com.au

MTA Members receive 5% discount on all our product range

Prestige Wash Systems is an endorsed supplier of the MTA

BUSINESS PARTNERS INDEX

APPRENTICE HOSTING



MTA Group Training Organisation

When you host an apprentice through MTA, you don't have to worry about advertising, interviewing, medical checks or being the legal employer for the Contract of Training. We shortlist based on the criteria you set, meaning we'll find you an apprentice that is right for your business. Forget WorkCover, payroll tax, annual leave, sick leave, training fees, wages and super - we'll take care of that. And there's more - MTA Field Officers also conduct regular workplace visits and contacts to ensure you and your apprentice have the support you need. T: 8241 0522 E: adminroyalpark@mta-sa.asn.au

ACCOUNTING



BDO

BDO is one of the largest full service accounting and advisory firms in Australia. At BDO we are committed to the automotive industry, having provided a broad range of services to a wide range of clients in the industry for over 30 years, and now look to extend that to MTA members. Contact Steve Fimmano.

T: (08) 7324 6046 E: Steve.fimmano@bdo.com.au www.bdo.com.au

AUDITS



MTA Audits

The MTA can provide WHS & HR workplace inspections and provide recommendations and support to fill the gaps required. **T:** 8291 2000

E: wr@mta--sa.asn.au

PARTS BUYING



Capricorn

Capricorn Society Limited is the largest independent automotive parts buying co-operative in Australia, providing the majority of parts and services to mechanical workshops, service stations and crash repairers throughout the country. Call toll free to find out how you can save your business both time and money.

T: 1800 EASIER (1800 327 437)

FINANCE



Working Capital Finance

MTA's partner in working capital services offers members factoring at a discounted rate of 1.75%* and is only available to MTA members! No business financial statements - no details on your assets - no details on your other liabilities.

T: 02 9968 2328 E: admin@workfinance.com.au www.workfinance.com.au

EFTPOS FACILITIES



Commonwealth Bank

The MTA offers ultra-competitive EFTPOS transaction rates for members through our partnership with Commonwealth Bank.

Please contact the MTA to find out the latest deal. **T:** 8291 2000

EMPLOYEE ASSISTANCE



Access Programs Employee Assistance Program

Services to MTA members at the sessional rate of \$130* (plus GST) without any retainer. Five convenient locations: Adelaide, Bedford Park, Elizabeth, Salisbury, Noarlunga. **T:** 8210 8102

www.accesssa.com.au

ENVIRONMENTAL ADVICE



GreenStamp

MTA Members can benefit from environmental compliance advice, briefings, training and on-site assessments. GreenStamp is an accreditation program that recognises and promotes businesses which have implemented sound environmental practices. **T:** 8291 2000 **E:** IContact@mta-sa.asn.au

HEALTH INSURANCE



Health Partners

MTA's preferred Health Insurance Provider for Members, Members' employees and MTA Staff. Their offer includes a 6% discount on any health insurance product when paid for by a direct debit and 10% discount on special corporate packaged products when paid for by direct debit. Importantly it does not matter whether you are simply looking for basic extras covers or the top level hospital and extras cover, the discount will still apply. For more information contact the Health Partners Sales Team.

T: 1300 113 113 **E:** sales@healthpartners.com.au www.healthpartners.com.au/MTA

CORPORATE MEMBERSHIP



The Qantas Club

The MTA Corporate Qantas Club membership scheme is open for MTA members and their partners and offers considerable savings. MTA members save \$220* upon initial application and reduced annual renewal fees.

BUSINESS INSURANCE



OurAuto Insurance

OurAuto Insurance provides smart, reliable solutions to automotive businesses. OurAuto Insurance is the MTA's preferred supplier of insurance for members and can give you the right cover at a competitive price. **T:** 1300 687 288

ourautoinsurance.com.au

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- ourautodigital.com.au

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MTA Print

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SUPERANNUATION



MTAA Super

MTAA Super is the industry super fund for the automotive industry. **T:** 1300 362 415 www.mtaasuper.com.au

CORPORATE MEMBERSHIP



Kemps National Debt Recovery

Kemps offers a comprehensive and professional debt collection service. We are wholly SA owned and operated with our offices in Adelaide CBD. With no up-front fees and the ability for our customers to monitor the collection process online, Kemps can offer collection services for both local and interstate debts. A competitive commission rate is offered to MTA members. **T:** 8418 1450.

UPSKILLING TRAINING



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E: adminroyalpark@mta-sa.asn.au

TECHNICAL REPAIR INFORMATION



mart reliable solutions

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tech-centre.com.au

WORKPLACE RELATIONS & EMPLOYMENT LAW TRAINING

MTA Training



MTA offers courses designed to help manage people, ensure compliance, navigate the complex regulatory environment & tackle difficult workplace issues. Courses include Address Customer Needs , BSB41415 Certificate IV in Work health and Safety, Bullying in the Workplace, Establish Effective Workplace Relationships, Fire Warden Training, In Service Testing & Tagging, Legislative Compliance for Officers, Manage Your Workers: IR/ HR Basics, Return to Work SA Scheme Training, WHS for Managers & Supervisors, WHS for Workers and Workplace Inspection Training. Members receive a discounted price on courses.

T: 8291 2000 E: IContact@mta-sa.asn.au

HOW WELL ARE AUSTRALIAN AND NEW ZEALAND ORGANISATIONS PREPARED FOR INCREASED CYBER RISKS

ANNA STOREN, BDO MARKETING MANAGER

One of the most frequent questions our team is asked by organisations is "How good is my security and how do we compare to other Australian organisations?" BDO and AusCERT joined forces to look at this and get insights into the cyber security strategies in Australian and New Zealand organisations.

We have released the results of our inaugural 2016 BDO and AusCERT Cyber Security Survey and they highlight that although general awareness of cyber risks have improved among Australian and New Zealand organisations, many are still relying too much on technical solutions for defending against the increased risk of cyber attacks and data breaches.

KEY SURVEY FINDINGS:

- Less than 19% of respondents have or plan to have a senior management role responsible for cyber security (i.e. a chief information security officer)
- **47%** of respondents have implemented security awareness training for staff
- Many respondents have already taken up endpoint and gateway controls like anti-virus (93%), website and internet filtering (75%), and email filtering to block suspicious emails (91%)
- **52%** of respondents are performing regular security risk assessments, but only **49%** regularly report cyber risks to the board
- 40% of respondents can detect security incidents, but only 21% have a security operations centre in place to investigate and respond to security incidents

- 48% of respondents have a cyber incident response plan in place and only 41% have a cyber incident response team or capability in place to respond to incidents
- **44%** of respondents have defined security standards for cloud and third parties or supply chain.

PROTECTING THE SUPPLY CHAIN

The fact that less than half of the respondents have security standards in place for their supply chain is a concern, especially considering most organisations today are becoming increasingly connected to the internet and rely highly on third party providers and applications for running their businesses.

Without proper security standards and oversight of the cyber security risks in their supply chain, businesses risk losing control over the security of their operation. Combine this with the rising use of cloud solutions and its clear organisations need to prepare themselves by having the right tools and processes in place to manage security risks directly under their control.

The best way to address this issue is to enhance transparency around an organisation's data sources. Start by identifying the key data sources and applications an organisation has outsourced to third parties and ensure these have effective security controls in place. This will shed light on the cyber risks in the supply chain and what strategies need to implemented to improve cyber resilience.

AWARENESS OF CYBER RISKS IMPROVED, BUT CONSEQUENCES TO TRULY APPRECIATED

Although respondents have adopted good security technologies, their reported cyber security processes and practices are relatively weak.

For example, 40% of respondents are able to detect security incidents, and 52% are performing regular security risk assessments which is great to see. Yet, only 21% of respondents have a security operations centre in place to investigate and respond to security incidents that may occur and, only 49% of organisations regularly report cyber risks to the board.

It's important the board and CEO continue to play an increasingly active role in the cyber security of their own business. After all, they are ultimately accountable for it.

Data breaches will impact the reputation and financial stability of an organisation and it's essential for boards and executives to be educated about the impact and likelihood of a security incident, and what the organisation's capabilities are to defend against it.

Nick Kervin

Leon Fouche

Partner Adelaide, IT Advisory

National Leader, Cyber Security

- ☑ Nick.kervin@bdo.com.au
- 🖂 leon.fouche@bdo.com.au

'ACCEPTABLE QUALITY' FEATURES IN CONSUMER LAW REVIEW

DINI SOULIO, COMMISSIONER CONSUMER AND BUSINESS SERVICES

The Australian Consumer Law (ACL) is being reviewed to examine how the law is currently working and how it could be improved to ensure that everyone is treated fairly. An interim report was released for public comment on 13 October 2016.

The report draws on previous feedback from more than 160 submissions received from:

- ACL Issues Paper
- face-to-face stakeholder consultations in each state and territory
- findings from the Australian Consumer Survey 2016
- a study into overseas consumer laws.

The interim report includes a focus on consumer guarantees and the expectations of goods and services purchased, including their quality. There is general agreement that the national law has improved overall levels of awareness of consumer guarantees, lowered compliance costs and improved dispute resolution. However there are varying stakeholder views about:

- how businesses should disclose to consumers their rights under consumer guarantees
- clarity around 'acceptable quality' and whether there should be industryspecific approaches (e.g. a 'lemon' law for motor vehicles)
- clarity about the reasonable durability of a good, and whether specific guidance

could be provided about how long certain goods should last.

Reasonable durability will depend on a range of factors such as the price paid, claims made about the product (e.g. in advertising), representations made by the trader and the way the product has been used. With millions of different products, brands and models in the marketplace it can be difficult to estimate the lifespan of each item. For vehicles alone there are many different makes and models. However there may be scope to expand guidance material to help consumers and businesses to better understand how long a product or key components could reasonably be expected to last and be in good working order.

While many of the issues raised about refunds relate to motor vehicles and whitegoods, the report also notes that there is flexibility in how generic consumer guarantees can be applied to individual circumstances. The report also considers how consumer guarantees will apply in the future as new technologies emerge and the nature of products change.

The Australian Consumer Survey 2016 highlights that the most common type of consumer problem relates to the quality of products (30 percent). This is entirely consistent with the advice and dispute resolution matters handled by Consumer and Business Services (CBS) in South Australia. Overall there were 4866 complaints in 2015/16 with 1463 of these relating to quality (which is also 30 percent). Although it is important to note that this is across all product categories, and not just motor vehicles.

Where there is a failure with a product – particularly a major failure that may even carry significant safety risks - it is important that consumers are aware of their rights, will seek a remedy, and that businesses comply with their obligations.

Consultation on the interim paper invited views about whether any issues require legislative intervention and if so the benefits, costs and the likely result (including unintended consequences). There are several pages in the paper that outline the arguments for and against a lemon law for motor vehicles, based on stakeholder feedback. Industry-specific approaches are generally only preferable where generic approaches do not strike the right balance between protecting consumers and giving businesses a fair go.

Feedback on the interim paper closed 9 December, with a final report to be provided to consumer affairs ministers by March 2017. To find out more about the ACL review or to read the interim report, please visit consumerlaw.gov.au

In the meantime, dealers are reminded of their rights and responsibilities under the ACL. Practical information and case studies are available in the ACL guide specifically on motor vehicle sales and repairs. The guide can be viewed on the CBS website, publications for business page, at cbs.sa.gov.au



HOW ARE YOUR GOOGLE REVIEWS LOOKING?

Google Reviews have been an important part of doing business for many years. Much of business can live or die based on those little yellow stars in the search engine sidebar.

But in the constantly evolving digital landscape, Google continues to close down old technology and replace it with new apps and innovations. With only a few notable exceptions, Google continues to place its stamp on the way the web works and be the primary trendsetter for webbased innovation.

If you have a website, here are two changes you may need to know about:

- Google Trusted Stores is being retired and replaced by Google Customer Reviews
- 2. Google Site Search, an enterprise offering from Google that allows you to have a Google-powered search on your site, is being shuttered 01/04/17 and retired 01/04/18.

OUT WITH GOOGLE TRUSTED STORES, IN WITH GOOGLE CUSTOMER REVIEWS

The Google Trusted Stores program was a free service to both e-commerce operators and online consumers.

Online retailers that lived up to Google's customer service and shipping standards could proudly display the Google Trusted Store badge on their website. The badge was a sign of trustworthiness and served to instil confidence for consumers making purchase decisions.

Moreover, by shopping at a Google Trusted Store, online buyers could take advantage of Google's free purchase protection by setting up a Google Trusted Stores customer account. If you had an issue with a "Google Trusted" merchant and were not able to resolve it directly with them, Google would intercede on your behalf at no cost.

The decision to shut down the Google Trusted Stores network in favour of Google Customer Reviews is a telling sign of the times. It has caught our attention because it taps into the "social" power of the online community.

It's a longstanding fact that word-of-mouth referrals are powerful business drivers. With online review aggregators such as Google Customer Reviews or Facebook, allowing your customers to rate your service creates the digital equivalent of word-of-mouth referrals. Building a bank of positive reviews reinforces your trustworthiness as an online retailer and affords you valuable social proof.

CONSUMER-CENTRIC E-COMMERCE

In shutting down Google Trusted Stores, Google is embracing the consumer-centric model of the market. Online retailers will be able to display a badge on their website showing their seller rating score from 1-5 stars. A high score means high trust and online shoppers will gravitate towards sellers with high trust rankings.

This consumer-centric social proof model is the basis of eBay's seller rating system – the highly successful method by which eBay's community keeps itself accountable. For example, an eBay seller with rankings in the high 90s (out of 100) lets potential customers know they can be trusted. One safeguard of the eBay system is sales volume, whereby having a good number of sales in your history affords you a more robust seller rating.

Of course, ratings such as eBay's can be manipulated (e.g. struggling merchants may shut down poor-performing accounts and open new ones). So, Google has placed checks and balances in the system, such as a minimum number of reviews before you receive your score (in star ratings) to ensure one or two malicious reviews don't skew the results.

To participate in the program, you will give permission for Google to send a feedback survey to your customers after they have made a purchase. Google's algorithm works out the results and your ranking changes according to your ongoing performance. Leaving you to focus on providing good customer service while the good ratings pour in!

Australia is not yet on the rollout list, but it won't be far away. As with many of Google's recent technologies and innovations, the Google Customer Reviews system lets you focus on doing good business while Google worries about the technical details. So getting ready for the new system is simple – provide the best customer service you possibly can, and let your social proof speak for itself.

GET AHEAD OF THE GAME

As a digital agency, Boylen make it our business to get in front of new technology so you can benefit from it.

If you'd like to know more about the new Google Customer Reviews system, or if you need help turning your old e-commerce site into a conversion powerhouse, contact Peter Blumenthal today on 8233 9433.

MTA CLASSIFIEDS

EMPLOYMENT OPPORTUNITY

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To include a free classified in the June 2017 edition of *Motor Trade*, email your listing of no more than 50 words to Cindy Ridgwell - cridgwell@boylen.com.au or fax 8212 6484 by Friday 19th May 2017.

A Free Advertising Section For MTA members

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MAY 2017

May 1	Yorke Peninsula Networking, Information & Feedback Evening
May 4	AADA Division Annual General Meeting
May 8	Upper North Networking, Information & Feedback Evening
May 9	Service Station Division Committee Meeting
May 10	Establish Effective Workplace Relationships

MTA-SA BOARD OF MANAGEMENT

PRESIDENT: Frank Agostino - Weeroona Holdings Pty Ltd

PAST PRESIDENT: Neville Gibb – Gibb & Sons Pty Ltd

VICE PRESIDENT: Vacant

MEMBERS REPRESENTATIVE: Clive Polley - Independent Components

BOARD REPRESENTATIVE: Peter Roberts – OG Roberts & Co

BOARD REPRESENTATIVE: Ron Lewis - Glynde Auto Spares

BOARD REPRESENTATIVE: Colin Butcher – Eastern Eyre Machinery

AADA: Vacant

Auto Dismantlers: Ron Lewis - Glynde Auto Spares

Auto Repair & Engineering: Craig Gough - C.A.R Mechanical & Detailing

Body Repair: Jeff Williams – Specific Prestige

Commercial Vehicle Industry Association: Bill Lane - CMV Truck Sales

Farm Machinery Dealers: Colin Butcher – Eastern Eyre Machinery

Licensed Vehicle Dealers: David Vincent - Adelaide Vehicle Centre

Motorcycle Industry Association: Mark Flynn - Coast Yamaha Unit Trust
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Towing Services: Brenton Caddle - Caddle Crash Repairs
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Central Zone: Phil Turner - Mount Barker Truck and Bus Repairs P/L
Gwer North Zone: Dale John - Ucal Pty Ltd
Mid North Zone: Vacant
Riverland Zone: Kym Webber - Waikerie Crash Pty Ltd
South Eastern Zone: Peter Roberts - OG Roberts & Co
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Upper North Zone: Vacant
Upper Spencer Gulf: Tracy Butler - Butlers Mechanical



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ASSOCIATION INFO

MOTOR TRADE ASSOCIATION

President: Frank Agostino CEO: Paul Unerkov Marketing, Communications Research Manager: Daniel Forbes



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Motor Trade Association

L1, 81 Greenhill Rd, Wayville **Ph:** (08) 8291 2000 Fax: (08) 8291 2099 **Toll Free:** 1800 882 046 **Website:** www.mta-sa.asn.au **Email:** mta@mta-sa.asn.au

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