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PRESIDENT'S REPORT

By MTA-SA President Neville Gibb



After almost three years as President of the MTA, it is time for me to take a step back and hand over the reins. I'd like to take the opportunity to use my last President's Report to reflect on some of the highlights during this time.

Vehicle Inspections at Change of Ownership

Our endeavour to have a vehicle inspection scheme at change of ownership has been one of our most significant lobbying efforts in recent memory. Over the three years we have taken both a behind the scenes and very public position on the issue, which culminated in the presentation to the Premier and Leader of the Opposition at my President's Lunch in March of 2012.

Although we do not yet have a scheme in place, I am extremely pleased with the current state-of-play. We are in genuine dialogue with the government on how we can introduce a voluntary vehicle inspection scheme. This is to honour their promise to us in the lead-up to the last state election, where the then Transport Minister, Tom Koutsantonis, committed to a government backed voluntary vehicle inspection scheme at change of ownership. There is a little way to go to make this a reality, but we are further along than we have ever been and with the good work of the MTA this should become a reality in the future.

Member representation

Whilst vehicle inspections at change of ownership was the headline policy item on our agenda, we made numerous representations to governments,

oppositions and minor parties on a range of issues. Whether it was Senator Nick Xenophon asking a question in Senate Estimates on a member issue with the ACCC, or walking the halls on North Terrace meeting whomever would listen on member issues, we did it. Not all of it was a high profile representation such as the "pig of a deal campaign", but the number of meetings, phone calls and member representations that have helped members is staggering. I certainly participated in a number of these representations, however the staff of the MTA must be congratulated for their commitment to ensuring that members' views are heard through their hard work.

Member engagement

If there was one legacy I hope to leave, it is that of member engagement. I am very proud to say that I visited almost every zone in the state at least once and attended many divisional and metropolitan member meetings.

You, our members, are the lifeblood of the organisation and being able to meet with you in these forums and discuss the industry issues has helped guide me and the Board to drive us forward. It has been a pleasure to talk to you about the industry, your businesses, the ever changing business environment and most importantly, how we can work for you to improve the landscape so you can get on with doing what you all do best, and that is providing employment opportunities to thousands of South Australians.

National representation

As I became President, the formation of our national representation, the Australian

Motor Industry Federation (AMIF) had just happened. Since this time it has been nothing but impressive to see the large agenda the federation is taking on for all its members and their divisions. I also have the pleasure of currently being AMIF President, enabling MTA SA to have representation at the highest level.

It was great to see AMIF CEO Richard Dudley address the National Press Club in the lead-up to the 2013 Federal Election on our industry position paper *Automotive 2018 – An Industry at Crossroads*. This paper highlighted the need for recognition of our sector, the retail automotive sector, and not just the manufacturing sector in policy development as the industry changes. Never more has this been critical, with the unfortunate end to vehicle manufacturing in this country.

Celebrating 30 years of MTA Group Training

We had many events during my time as President, but one sticks out for me. The celebration held in 2012 for our 30 year anniversary of being a group training scheme was just sensational. It was great to be able to talk to both former and current apprentices, hosts and staff about how the industry had changed, and in particular how technology (computers) are now so integral.

It highlighted to me the importance of an industry-led training organisation, and the need to continue to develop and grow our training centre so we can continue to develop appropriately skilled tradespeople for you and your businesses long into the future.

2012 Small Training Provider of the Year

Probably one of the biggest highlights for me was when we had the honour of being named as the South Australian 2012 Small Training Provider of the Year. While we know at the MTA we have something special in our training centre and our Group Training Scheme, to have that recognised formally through this process was sensational.

But going through the award process was also a reminder that there is always room for improvement, and I am pleased to see our training and employment areas continue to improve to deliver better outcomes for our apprentices and for our members.

In closing, I'd like to take the opportunity to thank the Board of Management, and the entire MTA membership for their support during my Presidency. Together, we have continued to grow the Association and grow the benefits from being part of the MTA. I'd also like to thank former MTA CEO John Chapman for his guidance over the years. His professional approach to raising the profile and respect of the Association, particularly in the local and federal political arenas, was second to none and his constant perusal of improving brand recognition for members was fantastic.

I think the future is also bright for the Association. Under the guidance of the incoming President, Frank Agostino and MTA CEO Paul Unerkov, there is a fresh direction ahead, a direction which will see a focus on members, recruitment of apprentices and host employers, and training for the industry (including apprentice training).

members, rest assured that you are in great hands with Frank and Paul. I wish them all well as they continue to support the retail automotive sector in South Australia.



March 2012: Former Leader of the Opposition Isobel Redmond and MTA President Neville Gibb at the MTA President's Lunch.



November 2012: MTA President Neville Gibb and the State Treasurer Hon Tom Koutsantonis MP celebrating MTA Group Training Scheme's 30th birthday.

MTA GRADUATION AND AWARDS NIGHT

The next generation of automotive professionals are ready to enter the workforce.

The 85 graduates from the MTA Group Training Scheme's annual Graduation and Award Ceremony have big plans for their future in the automotive industry.

With professional development a top priority, many graduating apprentices were eager to stay on with their host employers to continue to learn as much as possible from their mentors, with long-term plans ranging from starting a business to further professional development and qualifications.

MTA President, Neville Gibb said the night represented the graduating apprentices' hard work, commitment and passion for the motor industry.

"This year has been a year of transition for the MTA, but despite the challenges we have faced as an industry, you - our graduates highlight why we are all here this evening," Mr Gibb said.

"You have put in the hard yards, overcome numerous challenges and made many sacrifices to be here.

"This is a testament to your character and your resilience. Continue to make those choices, continue to work hard and continue to learn. Do this, and there are no limits for you in our industry.

"The commitment you have invested over the last few years to build your trade skills for the future is something which you should all be proud of.

"When you go beyond what is expected of you, and really commit to a task it is recognised.

"Your apprenticeship may have finished, but your continued professional development has just begun.

"Take the commitment you made to your apprenticeship, and apply that to our industry, the retail automotive industry.

"Pursue a job in the field which interests you most and never lose the passion for what you do."

Special guest speaker, The Hon. Gail Gago MLC, Minister For Employment, Higher Education And Skills added to Mr Gibb's sentiments, congratulating the graduates and outlining the importance of their trade, describing the motor industry as a very important part of South Australia's economy.

A question and answer session conducted by MTA apprentice, Daniel Casey with Ford Pepsi Max V8 supercar driver Chaz Mostert, explored Chaz's journey from being an apprentice mechanic to becoming one of the country's top V8 Supercars drivers. Following this, the great work from the motorsports repair team at the Clipsal 500 was highlighted through a Channel 7 video, featuring Mark Soderstrom.

The night also celebrated MTA's outstanding apprentices, with award winners from all year levels.

The recipient of the most outstanding first year apprentice award was automotive mechanic apprentice, Rohan Schrapel. Hosted by Solitaire Automotive, Rohan is a quick learner who always meets or exceeded expectations.

The most outstanding second year apprentice, Ross Hansen and the most outstanding third year apprentice, Daine Thomas were both hosted at Pringles AG Plus Crouch Rural. Ross's exceptional



Participants in the MTA Motorsports Repair Team who assisted with repairs at the MTA tent.



(L-R) Bupa General Manager SA/NT Daniel Gallagher, MTA Apprentice of the Year Dylan Connor-Baxter and MTAA Superannuation Deputy CEO, Michael Skyes.

communication skills and Daine's commitment to ongoing learning made both men an asset to Pringles AG Plus Crouch Rural.

The most outstanding training centre student was awarded to Rhiannon Jessop. A diesel mechanic apprentice hosted by Duns Bros in Port Lincoln, Rhiannon received the award for her exceptional attitude towards learning and leadership skills.

The Bob Goldsworthy award recipient was William Oliver. A third year panel beater hosted by Des Higgins Motor Bodies, William received the award for his dedication to the workplace, natural ability and good attitude that made him a respected member of the team.

Finally, the deserving recipient of the prestigious apprentice of the year award was Dylan Connor-Baxter. Hosted by Rickfield Truck Repairs, Dylan received the award for his work ethic, initiative and ability to work well under pressure.

Sponsors for the evening included:

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(L-R) Rafal Staporski from KIA Motors and Rhiannon Jessop.



Participants in the MTA Motorsports Repair Team who were placed in V8 Supercars teams.



(L-R) MTA CEO Paul Unerkov and Ross Hansen.



(L-R) Libby Goldsworthy and William Oliver.



(L-R) Ron O'Sullivan from Crash Supplies, Rohan Schrapel and Jon Giddings from Hip Pocket Workwear and Safety.



(L-R) Capricorn's Scott Launer and Daine Thomas.



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GIVING IT A 'CRACK' PAYS OFF FOR DYLAN

With a combination of hard work and the right attitude, Dylan Connor-Baxter has been able to turn his passion into a promising career and is a deserving recipient of the prestigious title of MTA Apprentice Of The Year.

Dylan's host employer, Danny Rickard of Rickfield Truck Repairs nominated him for the award for his continuous improvement, ability to work well under pressure and dedication to the workplace.

"His performance within our company is high," Danny said.

"He can be testing but he is confident, competent, reliable and has a lot of foresight.

"I have had lots of apprentices over the years and those qualities are what made him stand out to me."

Reflecting on winning the award, Dylan said it was a great feeling to know that his hard work over his apprenticeship had paid off.

"It felt awesome to be nominated by Danny," Dylan said.

"He is a hard boss, so to be recognised by him for doing good work was great."

The pressurised situations that come with the nature of breakdown work, hands-on learning environment and his long-held interest in cars and trucks keeps Dylan interested and eager for work each day.

"The breakdown work is what I love, if one day in the distant future I set up my own workshop, that is what I would do," Dylan said.

Danny said breakdown work is suited to Dylan because he performs well under high pressure from clients.

"With a lot of our repairs, especially the concrete agitator trucks, it's high pressure," he said.

"You can't let the truck sit on the side of the road for more than 30 minutes.

"Dylan usually reacts quickly, thinks quickly and gets the truck going quickly," he said.

Dylan said that counting to 10 helps him keep his cool.



(L-R) Danny Rickard and Dylan Connor-Baxter.

"If you get into a situation, especially with concrete trucks, where they are fully loaded, you have to deal with it fast. Otherwise it can do a lot of damage," he said.

"Definitely stopping, taking a breath, counting and just assessing the entire situation instead of getting in there hot headed helps," he said.

Cars and trucks have been a big part of Dylan's life so far and the thrill of fixing a vehicles engine and working under pressure is something he discovered at a young age.

"Mechanical stuff has always been in my family, it's what we do," he said.

"My dad has always been a truck driver, and as a kid I was always out there helping him work on the trucks.

"I also raced in the speedway and I did one season as a junior driver when I was 13.

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"I used to be at the site and fix my vehicle, not by myself because I was only young, but my dad would help me.

"I learnt a lot a lot about working under pressure from working on the vehicle in between races."

Although Dylan did have a background in the mechanical industry with his involvement in the speedway, it did not stop his nerves on his first day at Rickfield's Truck Repairs.

"My first day was definitely nerve wracking," he said.

Danny also recalls Dylan being nervous when he first started.

"He was a bit hesitant to get stuck into things," he said.



Scan to watch a video
of Dylan & Danny.

However, Danny's mentoring style and method of training ensured that this would not be the case for long.

"The first year Dylan was here, I was with him five days a week, in the workshop, on the side of the road and in quarry's fixing trucks and earthmoving equipment," Danny said.

"My way of training Dylan from day one, I believe is the only way to train.

"I gave him jobs to do, I threw him in the deep end and I didn't demean him.

"I don't make my apprentices do demeaning jobs like sweeping the floor. You don't learn anything from doing that," he said.

Dylan credits Danny's hands-on mentoring style in his achievements so far.

"For the first two years working with Danny, I worked with him directly. It was always the same person mentoring me," he said.

"It's a lot easier to understand and grasp the same technique.

"The hands-on learning has always worked better for me.

"When you are doing something you see it and you can visualise it exactly as it is happening."

Dylan can now fix most issues on the side of the road without having to call Danny or refer to a manual.

"His confidence and competence is 100 per cent compared to what it was in his first year," Danny said.

"I know I can send him out for a job on his own and he will deliver a quality result.

"A great thing about Dylan is that he thinks for himself and as a result he can fix most things on his own.

"From day one I have tried to make him into a 'mini me' and I hope he continues to follow that path," he said.

Although Danny was Dylan's host and mentor, the learning curve goes both ways.

"Back in my day when I did my trade, there was not nearly as much electronic management system in trucks, it was much more basic," Danny said.

"Dylan goes through trade school and learns all the new stuff; the computer programs and working with the modern technology.

"It has been really helpful having Dylan here to teaching me about the new technologies, he is really advanced in that area."

Danny hopes that Dylan will also be able to train up future apprentices at Rickfield Truck Repairs.

"Dylan's future looks pretty good, I do hope that he continues to stay here," he said.

"One day I would like Dylan to spend the time training another apprentice for us, to shape them into a 'mini Dylan'."

Dylan's advice for other young people looking at starting a heavy vehicle apprenticeship is to persevere.

"You are not always going to get it right, you will get it wrong, but you can't let that go and say it's too hard," Dylan said.

"If I was giving advice to a first year apprentice it would be to always to give it a go.

"Don't ever think that just because you make a mistake that you are not capable of being a mechanic.

"The best way to learn is by making a mistake because that mistake sticks in your head forever.

"If you're doing the same job twice, you remember that you did it wrong the last time and it makes you determined to get it right."

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BUSINESS SCHOLARSHIP TO HELP REPAIRER THRIVE

Auto Transmission repairer Rowell & Searle will have the support and guidance required to implement succession and long-term planning after receiving the \$15,000 BDO business scholarship.

Open to all MTA members operating in South Australia, the scholarship was an initiative from the MTA and BDO to support motor industry businesses facing both operational and strategic challenges.

The scholarship will help address challenges specific to Rowell & Searle, with leading advisory firm BDO providing business advice, at call support and business coaching up to the value of \$15,000.

Rowell & Searle Managing and Company Director, Peter Stewart, said the scholarship will assist in the challenge of restructuring current business operations to continue into the second generation of the Stewart family.

"Over the next few years, I am looking to reduce my involvement in the business and to hand the daily operation of the business over to my youngest daughter, Kallie Stewart," Mr Stewart said.

"Like many other businesses in the industry, succession and long-term planning is something we have to be looking at for our future success.

"Receiving the scholarship from BDO is a great benefit to us and we feel very fortunate to receive it."

Transition will be a focus for the business as Kallie, a qualified Solicitor who does not have a mechanical background, takes over.

"It will not be easy for Kallie and we need to have a point of difference from other mechanical workshops to assist in managing staff," Mr Stewart said.

"We will use the scholarship to structure a staff productivity and profit sharing scheme and look at ways to attract the best staff in the state for the future."

BDO's local automotive partner, Tim Pullman said he is looking forward to working with the team at Rowell & Searle.

"On behalf of BDO, we congratulate Peter Stewart and the team at Rowell & Searle on winning the 2014 MTA and BDO scholarship," Mr Pullman said.

"Rowell & Searle are the perfect recipient of this grant as it will enable a well-established South Australian business to prosper long into the future.

"We hope that this scholarship will provide Rowell & Searle, with not only succession advice, but a long-term plan to drive their future business growth and success."

MTA Chief Executive Officer, Paul Unerkov, said this scholarship is an initiative that exemplifies how the MTA's business partnership with BDO benefits members.

"Supporting South Australian motor industry businesses that are facing both operational and strategic challenges is a key objective for the MTA," Mr Unerkov said.

"We are pleased to have BDO side-by-side helping our members meet these challenges."



Kallie Stewart, Peter Stewart & Vicki Stewart happy recipients of the BDO scholarship

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Q&A SESSION WITH CHAZ MOSTERT



(L-R) Chaz answers Daniel's questions.

At the MTA Graduation and Awards night, a question and answer session was conducted by MTA apprentice, Daniel Casey with Ford Pepsi Max V8 supercar driver Chaz Mostert.

Q: In 2013 you drove with the great Dick Johnson, was it as great an experience as some would imagine? Did the partnership work well between having Dick Johnson Racing and Ford Performance Racing working together for you?

A: Dick Johnson Racing is a customer support team of Ford Performance Racing. I was driving an FPR car which I had been driving the last couple of years in the development series. It was quite an easy transition. As a development series driver watching your peers racing in the V8 Supercars and wishing you could do that one day; to get a late call up in the fourth and fifth round at Perth was an amazing feeling. To get a win with Dick Johnson last year was a dream come true. It was good to get some results with them last year and secure their spot on the grid this year.

Q: How did feel driving the Tough Stuff car around Mt Panorama last year? A huge privilege I can imagine?

A: Last year was 30 years since Dick Johnson's Greens-Stuffed Ford at the Mountain. It was well known for a big accident at Bathurst. You always want to know a car of its winning, not really crashing. Funny enough we had a big crash there as well. So 30 years on, same delivery. The crash was just as big as it was 30 years ago. All the team got together and worked hard and put the car back together. It is pretty tough when you have a car that is twisted and bent; not a component on it that is good. Normally it would take two weeks in a workshop to put back together. But, you do it in a couple of nights at the track. To see the team come together with the limited resources and get us back on that track was a really special moment.

Q: Your debut in the Dunlop series in 2011 had you seated with Miles Racing before being snapped up by Ford Performance Racing

A: Ford Performance Racing is a well-known V8 Supercars team. I came out of the Formula Ford category, which is the third tier motorsport in Australia. A lot of young guys go there to learn about the basics of big track racing. Once you come out of there. It's unlikely that you will get picked by a big V8 Supercars team. You have to take baby steps and go in a private tier development series team. I was lucky to get support from Miles Racing, which had a couple of V8 Falcons; it was great to learn V8 Supercars there. I had some good results and got picked up by Ford Performance Racing.

Q: In 2012 you competed in the Dunlop series full time with Ford Performance Racing. Winning two rounds and finishing third in the series. Tell us about that first drive in the V8 Supercar.

A: It was a bit different to my Honda Civic that I was driving at the time - A little green 98 hatchback; it was quite a rocket ship. A V8 Supercar is much faster than that. I loved it. It was a great experience to cut some laps in a V8 Supercar for the very first time. 650 horsepower with braking capabilities of anywhere between 240km hour in a 100 metre distance to a dead stop is a pretty fantastic feeling. I did a couple of laps and got hooked on it straight away. I've been trying to go faster and faster ever since.

Q: How do you think you grew as a driver through the 2012 season? Did you receive any mentoring from your fellow drivers, such as teammate, Mark Winterbottom?

A: I was very lucky to do my 2012 development series, with Ford Performance Racing, which had Mark Winterbottom and Will Davis in there at the time. The amount of stuff I learnt off them, and their coaching, was amazing. You think you know a lot until you start talking to a really experienced driver. You listen, you open your ears and you take as much advice as you can because they have been doing it a lot longer. And now I'm racing them, which is pretty cool.

Q: We have all seen that you along with Mark, Dave, Jack and Cam have attended a training camp prior to the beginning of the season to gauge fitness and to extend upon your team bonding exercises. How important is your diet, training and fitness to your driving and stamina? Do you like to have a time during the season where you can eat what you like and stay up late?

A: There are a lot of drivers that are picky with their diets, but good steak and good vegies is an important diet for me. We have a training camp every year at Ford Performance Racing. At the

start of the season it's basically to get ready for the season ahead. It's beneficial to gage ourselves against other drivers' fitness wise and see what we could be doing better as a driver, to hopefully succeed in this game. This year we went to New Zealand. We were very lucky that the team paid for us to go over there. We did cycling, gym stuff; it was a whole week of training. It's pretty tough when you are training three times a day. You feel like an Olympian a little bit, training like that. We are used to sitting on our bum a lot, pushing some pedals and turning the wheel in a hot environment. We go to some great places in our season, but to start the year off in New Zealand was fantastic.

Q: You must have been pretty excited and nervous heading into the 2013 season. What training and coaching did you have to prepare for this move?

A: In 2013 I started the development series, which are quiet sprint races. I wouldn't do any more than 20 laps. I got the call up to V8 Supercars, which do anywhere between 40-50 laps. Almost three times the distance of the development series, I wasn't quite prepared for that. My gym and cardio fitness had to raise a lot for the longer races. We can spend anytime from an hour and a half to two hours in the car. The cabin temperature is 60 degrees and with the full race suit, full underwear and helmet, it does get really hot in there. We can lose anywhere between three and five kilograms in just in one race. There is a lot of work we need to do in preparation before we go to the tracks.

Q: Looking ahead to the remainder of the season, what are your expectations around your personal growth as a driver and those of the team?

A: I would love to keep winning, get on the podiums and throw champagne all over the team mates. It's obviously pretty special and a pretty rewarding feeling when you've done the hard yards and it's good to stand on the top step. I would like to jump



(L-R) Chaz Mostert and Daniel Casey.

to top five in my first full year, and hopefully to get the teams championship this year would be really special.

Q: Does the boss get the drivers together after a race and get a feel for what the drivers and engineers are working towards, or does everyone just get on with the task at hand?

A: Before and after a weekend we have a pre brief and a debrief. At the start of the week we will go into work, usually the Wednesday before a race weekend. We will talk about what we are trying to attempt, set up goals. Usually the Wednesday after the event, we will have a debrief talking about the weekend we just has and and where we failed, where we succeeded and how we can go faster. They can take two to four hours of a meeting. Those two meetings are an important part of our job.



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KELLY TOYOTA THRIVING IN NEW LOCATION



Now located on a main traffic thoroughfare, Kelly Toyota is more visible to the local community and passing traffic.

After 34 years, Kelly Toyota has moved from its location on Cumnock Street to the corner of Mannanarie and Boundary Roads in Jamestown.

Located on the main traffic thoroughfare, the new location is more visible to the local community and passing traffic.

Kelly Toyota Director, Chris Kelly said the move has had a positive impact on the Jamestown community.

"We have had overwhelmingly positive feedback from our customers, the general community of Jamestown and surrounding districts regarding the move to the new premises," he said.

The work associated with the move and building the new showroom boosted local employment and trade in the area.



There is ample display area for the used vehicles as well as plenty of customer parking.

"We used two local builders, Redden Bros and Benton General Builders," Mr Kelly said.

"Local tradesmen were used wherever possible, the architect, Duncan McKendrick came from the surrounding district Clare and an extra staff member has been employed.

"The larger, brand new facilities have created a better working environment, benefitting both staff and customers.

"We have larger areas in the showroom and workshop, making the display of our vehicles customer friendly," Mr Kelly said.

"We have had overwhelmingly positive feedback from our customers, the general community of Jamestown and surrounding districts regarding the move to the new premises,"

"The design of our workshop also allows a smooth movement of vehicles.

"Overall, it has a much better layout than our old workshop at Cumnock Street."

The move has set the groundwork to build the business with the Toyota brand experiencing national success.

Mr Kelly said that at this early stage it is hard to judge the sales figures but the move has created a promising future for Kelly Motors in Jamestown.

"We are certainly seeing many new customers.

"There is an increase in new customers from outer locations," he said.

An increase in customers from surrounding districts will help move the business forward.

"Our plan for the future is that our business continues to provide the service that we have been able to offer to Jamestown and the surrounding districts over the past 34 years, Mr Kelly said.

"Being located in the brand new premises enhances our ability to provide that service."



The larger area in the showroom creates a customer friendly vehicle display.



The reception counter at Kelly Toyota.

THE SMALL BUSINESS MENTORING PROGRAM

Many prosperous business owners credit a mentor's guidance in their success.

The small business mentoring program provides members with access to a panel of knowledgeable business owners and selected MTA partners to act as guides, open up new networks and listen to ideas.

Ideal for members who are starting out or looking to grow their business, the aim of the program is to develop an on-going relationship to achieve the member's business objectives and goals.

The program provides funding for members to access mentors for three one hour sessions. The initial session will be at the members cost, with the following two sessions funded by the Office of the Small Business Commissioner and the MTA.

MENTEES

ANDREW PELHAM

Andrew Pelham Crash Repairs



"My experience with the Small Business Mentoring Program was an invaluable three hour lesson into my business and its available opportunities."

"The session was filled with many different aspects of advice such as; what is my role in my business and what do I actually do?"

"I would recommend the program to anyone regardless of how many years of experience they have in business."

"You can never stop learning."

DANNY MASSACCI

Danny's Auto Studio



"Although I have only had one meeting so far with my mentor, I found it very beneficial."

"It is an opportunity I would encourage anyone our industry to grab hold of."

"Having a very knowledgeable mentor to listen and offer feedback provided me with a great sense of clarity."

ANDREW PRIOR

Peterborough Auto Repairs

"The key thing I gained from the program was working out where I was potentially losing profit."

"My mentor opened my eyes up to things I have been overlooking."

"I learnt that the small things can make a difference to my overall bottom-line, and that was really helpful."

MENTORS

MICHAEL CORNER

Wicked Biz Advisors



Profile:

Michael Corner is a dedicated and independent specialist business improvement consultant who has many years of industry

knowledge and practical experience. Michael understands how to successfully develop a business and take it to the next level.

Michael has the ability to look into and across the detail and structure of a business, analysing the operational and strategic business management - not just its numerical performance.

Comments:

"The MTA mentoring program I have found to be a real eye opener for participants with regard to potential possibilities that their businesses could provide them."

"Having a totally independent professional challenging owners, asking them the tough questions and helping to put some light on potential and or ongoing issues and opportunities can only be beneficial to the mentored business."

"The main benefit to member businesses it gives them a unique opportunity to look at their businesses hopes and dreams in a completely new way that normally lets owners think a bit differently about what and why they are doing what they doing."

ADAM BASHEER

Managing Director of Fit 4 Market



Profile:

Adam has been successfully working in with 'blue chip' companies as well as small and medium sized enterprises (SME's). Adam began

consulting in 1998 providing marketing and business expertise to SME's.

Developing business and marketing plans for a range of organisations he has a strong strategic focus and entrepreneurial orientation.

Comments:

"A combination of workshops and mentoring are an ideal platform for any business to gain industry knowledge and then apply it to their business."

"The MTA Program hits the mark on both of these, allowing your business to gain an understanding of particular topics through the workshop process and then

take those learnings back and apply them directly at the coal face with specific assistance by a business specialist."

GEORGE PAPILLO

Director of Just Commodore Spares



Profile:

George is well known throughout the auto industry and his business is not the usual recycling business. He and his team have a customer driven

focus and are always looking to do things a little differently.

He has also previously been the National Chair of the Auto Parts Recycler Association of Australia as well as on the Board of the MTA.

George's advice should be for any business that needs that second eye cast over it.

JEFF WILLIAMS

Director of Specific Prestige



Profile:

Jeff is well known to all in the collision repair industry and has a no-nonsense approach to business, his workshop was designed and largely built by himself. He is also a thinker and rather than rushing to a conclusion he will analyse the situation and do his research.

Jeff is a straight talker and will tell you what he thinks.

Comments:

"Mentoring enables improvement by a sharing of ideas from business professionals that have experienced change first hand and how to adapt to change.

"It's a motivational and positive learning in future development for anyone looking for assistance in better business practise.

BRENTON LEITCH

Director of Specific Prestige



Profile:

Brenton has a unique insight into Australian small and medium sized enterprises and the key success factors that

distinguish some of the best businesses in the country.

His key activities include management of industry enhancement projects, development and delivery of enterprise improvement programs and coaching to achieve business and personal success.

Comments:

"Many successful people in sport or business have a mentor."

"Here is your opportunity to have such a person focused specifically on your professional and personal success, working with you to expand and realise your potential and help achieve your business goals."

To register your interests contact Peter McMahon via pmcmahon@mta-sa.asn.au



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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

BODY REPAIR INDUSTRY CONTINUES TO LEARN WITH I-CAR TRAINING

The latest I-Car training session was conducted by Paul Colangelo at MTA House on May 19. With 22 attendees. Turnouts are growing again after slowing late last year.

National Shop Grading launches are continuing around the country and repairers are committing to training their employees, as well as themselves.

Training is one of the key components of the Shop Grading program as the industry continues to keep up with new vehicle technology and repair methods.

To attend the next I-Car training session, visit the I-Car website at www.i-car.com.au and enrol in a live or virtual classroom session.



Paul Colangelo conducting I-Car training at MTA house.

MARKETING WORKSHOP A WINNER

The Better Business Workshop, facilitated by Adam Basheer from Fit 4 Market, was held at MTA house on May 21.

Fifteen members attended the free workshop that focussed on practical marketing and how it fits within the day-to-day operation of business. Members engaged in comprehensive discussions about marketing principles and were encouraged to share their own ideas about how the principles can be applied to their business.

The workshop was supported and funded by the Department of Manufacturing, Innovation, Trade, Resources and Energy (DMITRE) as part of a partnership with the MTA. Over the last two years, this partnership has seen over 300 members attend workshops at MTA house and in many country zones across South Australia.

The MTA wishes to acknowledge the support of the State Government and DMITRE in providing the Association with the opportunity to provide this workshop to members.



Adam Basheer discussed how marketing principles fit within the day-to-day operation of business.

Want to advertise in Motor Trade?

Contact Kent on khumphrys@boylan.com.au

Boylan +

P (08) 8233 9433

A Level 3, 47 South Tee, Adelaide SA 5000

boylan.com.au

mtaasuper.com.au



MTAA
SUPER



THE INDUSTRY SUPER FUND FOR THE AUTOMOTIVE INDUSTRY.



Follow us on facebook: **MTAA Super Pathways** for news on careers and employment.

Motor Trades Association of Australia Superannuation Fund Pty Ltd (ABN 14 008 650 628, AFSL 238 718) is the Trustee of MTAA Superannuation Fund (ABN 74 559 365 913). You should consider whether or not MTAA Super is appropriate for you. The MTAA Super Product Disclosure Statement (PDS) can be obtained by calling us on 1300 362 415. You should consider the PDS in making a decision.



CLASSIFIEDS

A Free Advertising Section For MTA members

EMPLOYMENT OPPORTUNITY

PANEL BEATERS - 2 POSITIONS

Precise Crash Repairs are looking for a qualified panel beater tradesperson and a 2nd/3rd year apprentice for full time employment at our premises in Somerton Park. Major crash repair work - insurance and private. Excellent working conditions and salary. Globaljig equipped workshop. Please contact Adrian on 0407 181 787.

Senior qualified Motorcycle Technician position available.

Resumes to Bridgeland Motorcycles
145 Adelaide Rd Murray Bridge 5253

Motorcycle Mechanic wanted. Yamaha World is seeking a dynamic, versatile, qualified technician. Fantastic training and development opportunities are available for the successful applicant. Must have own tools. Above award pay plus performance based bonus structure.

If you take pride in your work, are passionate about motorcycling and strive to provide exceptional service then come and join the winning team, resume and references to: bikemaster@yamahaworld.com.au

Duttons in the Adelaide Hills are seeking an experienced Service Advisor who will create a superior customer service experience for our customers. For more details, please email tbormann@duttons.com.au

Repco Authorised Service has positions available for Mechanics & Managers. Experienced and/or qualified. Work near home. 23 sites around Adelaide. Looking for a change? We offer benefits above the award. Great career opportunities. Email RSmith@Repco.com.au

WANTED TO SELL

Beissbarth ML Easy "Wireless radio" wheel alignment machine complete with Haweka pro clamp plus system. Molnar 4 post hoist 4t (2 Jacking beams) extra long ramps for low cars LED lighting. New cables 2 years ago. Full service history available - Fully functional and will be able to see in service until July 5th. Photos available - inspections welcome.

Complete genuine exhaust including cat convertor, back from the turbo 2011 D40 Navara 2.5 T/D. Make an offer. Ph Mick, Cliffs Auto Repairs 08 8341 1611 or 0432 028 799

BA BF Territory ignition switch faults repaired better than new for \$350 to \$450 seriously less than alternative options ,repaired same day and freighted to return to anywhere around Australia .call 08 82766975 or email smar5042@gmail.com

Kwik-Kleen Car Wash Equipment inc spot free rinse.

Contact Mike Claridge 0402131660 or mclaridge@claridgeholden.com.au

Clearing sale: 16th October 2014.
Farm machinery attachments including loader buckets, tractor weights, hay spikes and frames, general workshop equipment, engine cranes, tractor tyres, rims and weights. Lots of machinery spare parts, bearings, housings, pins etc. Contact Peter Hood Machinery & Holden 0885751109 or admin@peterhood.com.au

Disc Brake Lathe VGB 50-310 On car disc brake lathe machine for sale. Lathe comes with hub attachments, which will do most common vehicles. Older machine in good working order. Great way to make more money for your workshop. \$1800 ono Phone Jeff 0415318048

Mechanical Repair, Est 28 years, current owner 26 years. Very well equipped inc. 3 hoists + scissor lift, Bosch FSA + KTS, G Scan, tyre change / wheel balancer, Air / Hyd press + suspension tools. Air cond service repair equipment + brake lathe. Long term employees. Sought after, South Coast location. Freehold available - 440sqm. Shed + 3100sqm. Land. Phone Danny 0438524106

PK or PJ Ranger 5x Steel Rims 15" x 6.5" including 4x centre caps. With 5x Dunlop AT22 Grandtrek Tyres - 235/75/15. 1x brand new (was spare) 4x 50% wear. Tyres normally \$276 ea new. Will sell the lot for Slashed to \$500 Ring 0438663569

Farm machinery business for sale, specialising in seeding and tillage

machinery, situated in a town with all amenities, good family business, available as freehold or lease hold, some vendor finance available, Contact Colin Butcher 0428604922 email: colin.butcher@bigpond.com From eastern Eyre Machinery Rudall Road Cleve Box 83 Arno Bay 5603

WANTED TO BUY

CASH for BIKES, We can buy or sell your Motorcycle or Waverunner for you!!! Yamaha World 8297 0622

Nissan & Datsun Dismantlers
We have/want NISSAN Pulsar * NISSAN Tiida * Nissan Skyline * Nissan Micra * Nissan Bluebird * Nissan Pintara * Nissan Silvia * Nissan Maxima
Datsun 1000, 1200, 120Y, Sunny 1600 180B, 200B, 240K
Bluebird & Stanza models in all body types.
Free Car Pick Up Grand Auto Wreckers - Nissan & Datsun specialists
www.grandauto.com.au or call 8382 6066

Bombs wanted - urgent. Cash paid for all vehicles, smashed or end of life. We pick up! Phone 8447 1200 for valuation and pick up time all areas. 1300 UPULLIT self-service auto dismantlers at Elizabeth, Gillman and Lonsdale.

EVENTS CALENDAR

JULY-AUGUST 2014



- | | |
|------------------|--|
| July 21 | Forklift License Training |
| July 22 | Legislative Compliance for Officers (LCO) |
| August 4 | Air Conditioning Course |
| August 4 | Upper South East Country Zone Dinner Meeting |
| August 4 | Wheel Alignment Course |
| August 5 | How to Conduct a Workplace Inspection |
| August 6 | Introduction to Environmental Management |
| August 7 | Policies and Procedures Training |
| August 11 | HEV & BEV Training |
| August 14 | Bullying and Harassment Training |
| August 25 | Forklift License Training |
| August 26 | Basic WorkCover |
| August 28 | Legislative Compliance for Officers (LCO) |
| August 28 | Riverland Country Zone Dinner Meeting |
| August 29 | Privacy Reform - Waikerie |

To include a free classified in the Sept/Oct 2014 edition of *Motor Trade*, email your listing of no more than 50 words to admin@boylen.com.au or fax 8212 6484 by 19th Aug 2014

INSIDE THE MTA...

Position: Administrator

The best thing about my job is:

The diversity of work and the projects I get to work on.

My dream car/motorbike is: Dream car that fits the kids and all their stuff and still be able to go 4 Wheel Driving (seriously probably a Porsche Cayenne)

My favourite food is: Mexican, the hotter the better.

My favourite drink is: Red Bull

The football team I support is:
Port Power

My favourite sportsperson is:

Nick Riewoldt (he is my son's favourite and he wouldn't be a happy chappy if I didn't say it too)

My perfect Saturday night is:

Movie and dinner with my hubby and no kids and taxi home!

The person I would most like to meet is:

Julie Andrews

My last holiday destination was:

Port Douglas

If I had to take three things to a deserted island I'd take:

A bottle of wine, a book and a never-ending packet of fruchocs.

My favourite film/TV show is: Game of Thrones

My favourite actor is: Daniel Craig

The last album I listened to was:

Radiohead (In Rainbows)

My biggest fashion mistake was:

Anything I wore from the 90s falls in this category.

If I won a \$1,000,000 I'd spend it on:

Buying an island somewhere exotic!

If I had 24 hours to live I would:

Ask for longer



Name:
Tammy Nolan



*"Introducing The Next Evolution"
"Fast fit, rust resistant brake Rotors
and Drums now available and in stock"*

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GP MAX



*"And a brake pad for every
type of car & driver"*

Ultimax



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your nearest stockist visit: www.rdabrakes.com.au

**S.A.E
U.S.A**



HOW TO RESPOND TO A BAD REVIEW

Just as it takes a lifetime to build the reputation of a business, and a second to destroy it, a single bad online review can pose a severe threat to an otherwise flawless business operation. Unfortunately, anyone with a computer and an internet connection can leave a review, and the business owner is left not only with the burden of proof that the review is valid, but how and when to respond.

To successfully address customer complaints in an online review, remember:

Think

The internet is populated with plenty of over stimulated hate-machines, and one will occasionally land on your website and spray with it with complete nonsense. Is the review valid, and if so, how much of it is? Do not stoop to petty online warfare. You wouldn't squabble with a bully in your business, the internet is just as public.

Respond

If the customer complained about something specific, you can respond with a simple and reasonable explanation. This is also the place to clarify any misunderstandings. Often customer dissatisfaction is due to expectations that were not met, and not necessarily failure on the part of your business.

Apologise

No establishment is perfect, and defensiveness will not make your business look any more attractive. If your management, employees, or product fell short, apologise and make it right.

Invite

Extend an invitation for the guest to return so your business has an opportunity to correct the misstep.

"I was originally impressed with the service I received. Everything was great.



They were efficient and prompt and everything worked like clockwork. That was until it all went pear shaped! And boy was that a big old pear.... my drivers seat was covered in grease and my new white top was also covered in grease. Not happy Jan!

"What really annoyed me was that when I took my car back they tried to deny responsibility for the problems. Really not happy Jan! In the end they fixed my car but I received no apology and they conveniently forgot about my grease covered top."

The business did not reply to the review. It sits there selling a bad message. Perhaps management thought the follow up phone survey would suffice ... but that didn't work either: "A couple of weeks later I received a follow up call (as is their normal practice) to make sure I was happy with the service I received. When I told the kind lady who called that I wasn't happy at all, she also offered no apology but promptly went away."

Left unanswered, this review is only doing the business harm.

Another review complained about a company not accepting cash. The business owner crafted a fair reply: "Melissa, your comment isn't fair. Its the insurance companies that dictate that rental companies should ask for a credit card from their customers. With good reason. People that have credit cards have to prove to the bank that they are of good financial standing and are not bankrupt etc and can afford at least the excess if they smash the car. As you did not use the company, you cannot review its service. Perhaps you should remove your comments."

The only criticism of this response is that it does not reveal any empathy for the person's plight, which can reflect poorly on your business. An alternative start would have been "I am sorry you had a difficult day and that we were unable to accept your cash payment. However, your comment isn't fair. It is the insurance companies etc."

If you have comments or questions, email Tim Boylen on tboylen@boylen.com.au.



HOST AN MTA APPRENTICE

Apprenticeship Employment

Would you like to have an apprentice but not sure how?

Are you unsure if your business can sustain an apprentice for the term of the contract of training?

Are you tired of wasting time and money recruiting the right person?

MTA Training and Employment

If you answered yes to any of the above questions then you should consider **hosting and MTA Apprentice**.

Partnering with the MTA and becoming an Industry Host Employer takes all the worry out of employing an apprentice. Specifically:

- No recruiting costs such as advertising, testing, medical checks and interviewing.
- The MTA remains the legal employer for the entire Contract of Training and is the organisation bound to the Contract of Training.
- MTA is responsible for WorkCover, Superannuation, annual leave, sick leave, wages, payroll tax, training fees and tool allowance.
- Apprentices come equipped with own tools and PPE.
- Apprentices complete up-to 10 weeks of training prior to being hosted.
- Host employers are invoiced monthly and only for the time spent on-the-job.
- Charge-out rate includes all costs - no hidden fees.
- The full cost of hosting an MTA Apprentice/Trainee is tax deductible.
- MTA visits its apprentices every eight weeks providing pastoral care, mentoring and monitoring of training.

For more information call 08 8241 0522 or visit:

www.mta-sa.asn.au/hosts



MTA can provide skilled apprentices:

Light Vehicle Technicians
(Motor Mechanics)

Heavy Vehicle Technicians
(Diesel Mechanics)

Body Repair Technicians
(Panel Beaters)

Refinishing Technicians
(Vehicle Spray Painters)

Auto Parts Interpreters
and more.

SERVICES TO MEMBERS



MTA Group Training Scheme

Host a MTA apprentice. You host via short or long term contracts to suit your business. You only pay for the days the apprentice works. Contact: 8241 0522, email careers@mta-sa.asn.au, or check the website at www.mta-sa.asn.au/apprenticeships

Discounted Post-trade Training

Our Registered Training Organisation delivers a variety of essential post-trade courses at Royal Park. MTA members receive a discount on course costs when enrolling staff.

MTA Printing and Stationery

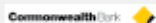
The MTA Printing and Stationery Department delivers high quality motor vehicle industry stationery and printed materials at very competitive prices and for members' convenience. With over 25 years printing experience we can meet all your printing needs from 1 colour to 4 colour work and save you money too! Call now for a quote. T 8440 2666 F 8241 1057 www.mta-sa.asn.au/shop

Fair Work Act

MTA members are provided with specialised advice on the very complex State and Federal Industrial Relations laws and receive representation on Industrial Relations matters pertinent to the automotive industry. This advice covers issues such as recruitment and termination, wage rates and workplace policies (where errors or oversights can lead to crippling costs or damage claims). Contact: 8291 2000.

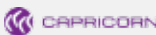
National Representation

Your MTA membership means that your collective voice is heard at a national level.



Commonwealth Bank

The MTA offers ultra competitive EFTPOS transaction rates for members through our partnership with Commonwealth Bank. There is no joining fee and you don't have to be a Commonwealth Bank customer to access the savings from 0.69%* (Inc GST) on credit card transactions and \$0.19* (Inc GST) on debit card transactions.



Capricorn Society Ltd

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 on 1800 EASIER (1800 327 437) and find out how you can save your business both time and money.



MTAA Industry Superannuation Fund

MTAA Super is the industry super fund for the automotive industry. For more information on how to join MTAA Super, visit the website www.mtaasuper.com.au or contact the Customer Service Centre on 1300 362 415.



Bupa

A great member-only benefit for MTA members and their staff who have the option to join Bupa's MTA Corporate Health Plan and never pay a hospital excess*. Call Kate on 0432 750 862 for more information regarding benefits of the MTA Corporate Health Plan.



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.



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. Contact: 02 9968 2328; admin@workfinance.com.au www.workfinance.com.au



Access-OCAR 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 E enquiries@access-ocar.com www.access-ocar.com.au



Fusion Business College

10% discount on a range of courses: Sales, Finance and Insurance, Office Administration, Management and Senior Management, up to a Diploma in Dealership Management. Contact the college for details on 82084888 or visit www.fusionbusinesscollege.com



Prestige Wash Systems

Supply and installation of industrial and commercial vehicle wash systems, water management and recycling systems or environmental solutions for your business. Prestige Wash Systems offers free specialist advice and site inspections. Members receive 5% discount on all products and systems. Phone Christine Penhall at 8270 6529.



Teng Tools

Members receive 10% discount on all orders made through the MTA Printing and Stationery Department.



Southern Cross Personnel

Southern Cross Personnel offers all MTA members the opportunity to source skilled candidates nationally, locally and from overseas. We provide short term and permanent solutions for your business and can tailor the services to suit each members' specific requirements. Contact us on 8357 1882 or email info@southerncrosspersonnel.com



Costa Pericles Consultancy (CPC)

CPC provides MTA members and their employees access to quality and independent rehabilitation services that will ensure a safe return to work following an injury or disability. Call Andrea on 0416 178 394 or email info@costapericles.com.au for more information. *Prices and terms subject to variation.



Boylen

The MTA has selected Boylen as the preferred partner to provide website and online solutions for members. A special range of packages are available to MTA members, with discount pricing. Contact Luke Clayton on 8233 9413 or lclayton@boylen.com.au



Kemps Nation Debt Recovery

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



Wicked Consulting Business Improvement Advisors

Wicked Consulting Business Improvement Advisors are a group of dedicated and independent specialist business improvement consultants who have many years of industry knowledge and practical experience to assist small business. Specialised Motor Trade packages available, five per cent discount on fixed RRP. www.wickedbizpacks.com.au



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 Tim Pullman T: (08) 7324 6107 E: Tim.pullman@bdo.com.au W: www.bdo.com.au



Tindo Solar

Tindo Solar are creating the next generation of photovoltaic solar panels. The panels are manufactured in Adelaide, and Tindo Solar is proud to be 100% Australian owned. All Tindo Solar panels are made for Life — with pride and passion, along with a pedigree of excellence. Contact Richard Inwood on 8162 5655

Endorsed by MTA

Further information about these or any membership service may be obtained from the MTA Membership Department.

MOTORCYCLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: MAY 2014

	This Month	%	2014 YTD	%	2013	%
APRILIA	2	0.65	22	1.41	26	1.64
BAOTIAN	5	1.63	51	3.26	24	1.52
BENELLI	7	2.29	12	0.77	7	0.44
BMW	8	2.61	52	3.32	29	1.83
BOLWELL		0.00	18	1.15	24	1.52
DAELIM		0.00	7	0.45	7	0.44
HUSABERG	5	1.63	6	0.38	13	0.82
CF MOTO	4	1.31	26	1.66		0.00
DUCATI	3	0.98	27	1.73	44	2.78
HARLEY DAVIDSON	31	10.13	165	10.54	166	10.48
HONDA	75	24.51	338	21.60	270	17.05
HUSQVARNA		0.00	14	0.89	15	0.95
HYOSUNG	4	1.31	17	1.09	29	1.83
KTM	22	7.19	95	6.07	62	3.91
KAWASAKI	35	11.44	151	9.65	231	14.58
KYMO	3	0.98	14	0.89	26	1.64
INDIAN	3	0.98	12	0.77		0.00
MOTO-GUZZI	1	0.33	3	0.19	9	0.57
MV AUGUSTA		0.00	6	0.38	4	0.25
PIAGGIO	4	1.31	61	3.90	56	3.54
LONGJIA		0.00	16	1.02		0.00
SUZUKI	28	9.15	133	8.50	184	11.62
ROYAL ENFIELD	2	0.65	14	0.89		0.00
TRIUMPH	11	3.59	41	2.62	65	4.10
TGB	2	0.65	11	0.70	23	1.45
VESPA	7	2.29	32	2.04	13	0.82
VICTORY	2	0.65	9	0.58	9	0.57
VMOTO		0.00	2	0.13	11	0.69
YAMAHA	32	10.46	155	9.90	140	8.84
OTHERS	10	3.27	55	3.51	97	6.12
TOTAL NEW REGISTRATIONS	306	100	1565	100	1584	100.00

Registration figures are compiled by data supplied by Transport SA. No responsibility can be accepted by MTA for the accuracy of the information.

NEW VEHICLE REGISTRATIONS

SOUTH AUSTRALIA - YEAR TO DATE: MAY 2014

2014 (22 Working Days)						2013 (23 Working Days)					
Make	Sedan	Wagon	Comm.	Total	%	Sedan	Wagon	Comm.	Total	%	
ALFA ROMEO	18			18	0.32				0	0.00	
AUDI	44	18		62	1.10	27	26		53	0.91	
BMW	41	36		77	1.36	44	42		86	1.48	
Mini	6			6	0.11	14	3		17	0.29	
TOTAL BMW	47	36	0	83	1.47	58	45	0	103	1.77	
CHRYSLER	2	1		3	0.05	12			12	0.21	
CITROEN	3	1		4	0.07	2			2	0.03	
DAF			11	11	0.19				0	0.00	
DODGE		3	1	4	0.07		9		9	0.15	
FIAT	27	4		31	0.55	6	5	3	14	0.24	
FERRARI	1			1	0.02				0	0.00	
FORD	160	104	192	456	8.06	222	114	160	496	8.53	
FREIGHTLINER			1	1	0.02			9	9	0.15	
GREAT WALL		3	2	5	0.09		4	11	15	0.26	
HOLDEN	436	239	153	828	14.64	488	189	100	777	13.36	
ISUZU		35	91	126	2.23			69	69	1.19	
TOTAL GMH	436	274	244	954	16.87	488	189	169	846	14.55	
HONDA	79	45		124	2.19	152	37		189	3.25	
HYUNDAI	235	125	37	397	7.02	243	159	13	415	7.14	
INTERNATIONAL				0	0.00				0	0.00	
IVECO			5	5	0.09			6	6	0.10	
JAGUAR/DAIMLER	5			5	0.09	4			4	0.07	
JEEP		93		93	1.64		71		71	1.22	
KENWORTH			20	20	0.35			29	29	0.50	
KIA	98	45		143	2.53	113	61		174	2.99	
LAND ROVER		24	1	25	0.44		26		26	0.45	
LEXUS	14	1		15	0.27	9	4		13	0.22	
MACK			4	4	0.07			4	4	0.07	
MAN			1	1	0.02				0	0.00	
MAZDA	317	149	51	517	9.14	340	115	62	517	8.89	
MERCEDES	53	19	13	85	1.50	71	7	12	90	1.55	
SMART				0	0.00				0	0.00	
TOTAL MERCEDES	53	19	13	85	1.50	71	7	12	90	1.55	
OPEL	3			3	0.05	25	3		28	0.48	
MITSUBISHI	77	172	160	409	7.23	116	195	125	436	7.50	
NISSAN	54	156	82	292	5.16	93	121	138	352	6.05	
PEUGEOT	3	5		8	0.14	9	7		16	0.28	
PORSCHE	3	15		18	0.32	1	4		5	0.09	
PROTON	1	4		5	0.09	2			2	0.03	
RENAULT	28	11	15	54	0.95	13	6	17	36	0.62	
ROVER/R.ROVER		16		16	0.28		20		20	0.34	
SAAB/SCANIA			9	9	0.16			2	2	0.03	
SKODA	5	11		16	0.28	5	10		15	0.26	
SSANG YONG		1	2	3	0.05				0	0.00	
STERLING				0	0.00				0	0.00	
SUBARU	92	126		218	3.85	122	124		246	4.23	
SUZUKI	89	18	6	113	2.00	93	34	3	130	2.24	
TOYOTA	475	304	273	1052	18.60	499	324	312	1135	19.52	
HINO			24	24	0.42			18	18	0.31	
TOTAL TOYOTA	475	304	297	1076	19.02	499	324	330	1153	19.83	
VOLVO	8	4	3	15	0.27	5	6	1	12	0.21	
VW	189	69	41	299	5.29	125	49	68	242	4.16	
WESTERN STAR			13	13	0.23			9	9	0.15	
OTHERS	5	1	16	22	0.39	2	3	24	29	0.50	
TOTAL ALL VEHs.	2571	1858	1227	5656	100.00	2857	1774	1184	5815	100.00	
DAILY RATE	116.864	84.455	55.773	257.091		124.22	77.13	51.48	252.83		



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COMPLAINTS COOL OFF FOR CAR DEALERS

By Dini Souli, Deputy Commissioner Consumer and Business Services



Purchasing a vehicle is a significant and expensive purchase for most households and a recent decline in complaints is a win for sellers and purchasers.

With the financial year coming to an end, new data from Consumer and Business Services (CBS) reveals a significant drop in complaints relating to the sale and repair of motor vehicles.

In 2012/13 CBS received 142 complaints. While as of June 19 2014 only 104 complaints were received for the current financial year and over half the complaints of these have been successfully resolved.

While there has been a decrease in the number of complaints, once again this year warranty issues continue to make up the majority of the total sitting at 38 per cent.

CBS prompts traders to be aware of their legal obligations in regard to warranties.

The *Second-hand Vehicle Dealer Act* provides a statutory warranty from the date of purchase. The extent of the warranty depends on several factors including price, age of the vehicle, or any defects.

If a car develops a fault during the statutory warranty period, and the fault was not caused by the consumer, traders have a duty to repair.

However, consumers must provide the dealer a reasonable opportunity to undertake the repair of their vehicle. If for road safety or logistical reason the consumer wishes to have their vehicle repaired elsewhere, they must discuss this with the dealer so that the dealer can nominate a repairer and arrange for the reimbursement of the cost of repair. The nominated repairer, however, cannot

be located at a place that presents an unreasonable logistical or road safety concern for the purchaser.

Extended warranties provided by dealers and manufacturers do not remove the dealers duty to repair under the statutory warranty. The extended warranties often do not include the same obligations and licensees are urged to ensure that they take time to explain the terms and conditions of these additional warranties to their customers.

CBS is responsible for the regulation of the second-hand vehicle dealers in South Australia and conduct regular monitoring to ensure that licensees are complying with their requirements under the law.

CBS has a range of information for second-hand vehicle dealers available. For information and advice visit www.cbs.sa.gov.au or call 131 882.

VARIETY BASH

For the first ever time, the much loved and iconic SA Variety Bash will travel to Sydney as part of a national Variety Bash, only the sixth of its kind in the 30 years since inception.

Some 28 mechanical support people will travel with the group.

Overseen by the head of the mechanical teams, Des 'Rusty Nuts' Butler, each car attends the vehicle safety check to encourage safety along the route.

"Pre 1980's vehicles require specialised knowledge these days," said Des.

"As a team, we would have hundreds of years of experience in working on these types of vehicles, and that is hard to come by now."

Saturday, August 9 will see the South Australian contingent set off from Victoria Park Racecourse for nine days of fun and camaraderie in the name of raising much

needed funds for sick, disadvantaged and special needs children in the state.

The Variety Bash originated in Sydney, brainchild of businessman, explorer and philanthropist Dick Smith. This year the entrants will travel some 2700km's to revisit the Bash's place of origin and meet other bashers from around the nation, driving together as one cohort over the Sydney Harbour Bridge in spectacular fashion.

The South Australian Bash aims to be the highest fundraising state in the country, having raised in excess of \$30m net since the event began in the state and \$1.75m net last year for children in need.

The colourful cavalcade of approximately 320 entrants and 99 cars covering a multitude of themes, from Good Cops to Toy Soldiers and Lawrence of Arabia to Hillbillies, depart Adelaide's Victoria Park Racecourse, on August 9 at 7am.



Variety Grant Recipient, Bailey Thompson, aged 4.

REGIONS AND DIVISIONS

Adelaide Hills Central Zone AGM

The Adelaide Hills Central Zone Annual General Meeting was held at the Stanley Bridge Tavern on 16 June. This was the first opportunity for members of this Zone to meet with MTA's recently appointed CEO, Paul Unerkov.

MTA Business Development Manager, Roger Ballantine conducted the Election for Office Bearers, with Phil Turner (Mount Barker Truck and Bus Repairs) accepting the nomination for Zone Chairman and Ashley Harris (Charleston Garage and Farm Services) accepting the nomination for Vice Chairman.

Phil Turner's nomination as Zone member on the MTA Board was also confirmed.

MTA staff member Paul Eblen gave a presentation on the application of the new privacy laws and what is required from members to conform to this legislation.

MTAA Superannuation Business Development Manager for SA/NT, Asta McCormack spoke to members on recently introduced changes to superannuation reminding members of the importance of planning for retirement. A highlight of Asta's presentation was the lucky spot draw for a superb gift basket of goodies. The lucky recipient was Joan Paech from Paech Motors.

Roger Ballantine provided members with a presentation on current Association activities and details of the business plan for 2014/15.

One area of concern for members is the lack of a Service SA facility within the Mount Barker area. This is a major handicap for business and residents within this growth area and will be followed up again by MTA.

New CEO, Paul Unerkov provided members with an insight into his background; his long-term employment with Mitsubishi and plan to seek greater input from members over issues of concern.

Phil Turner closed the meeting and thanked members and MTA staff for their attendance on what was a cold (but not too wet) winter night.



MTAA Business Development Manager, Asta McCormack spoke to members about recently introduced changes to superannuation.



The AGM was held at the Stanley Bridge Tavern.

Auto Repair Division Meeting



Committee members of the Auto Repair Division discuss the light vehicle inspection form.

The Auto Repair Division Meeting was held at MTA house on 17 June.

Items on the agenda included a follow on from meetings with the Minister for the Department of Transport about the MTA providing Consumer Business Services with a light vehicle inspection form that provides minimum safety standards for light vehicles.

When the suitable safety standard is agreed upon, the MTA will work with Consumer Business Services to promote the scheme as a matter of public interest.

Detailed discussions about what to include in the light vehicle inspection form occurred at the meeting. It was agreed that a recommended inspection requirements form from the MTA discussion paper would be used as the template with extra additions as required.

It was noted that this was only a minimum safety standard inspection form. There will be an option for a more detailed inspection form to include items such as the removal of wheels and measurements of disc rotors.

CEO'S REPORT

By MTA-SA Chief Executive Officer Paul Unerkov



I would like to start by thanking all the members, the Board and MTA staff for their welcome to the organisation. Just two months in and I can see there are a lot of exciting times ahead, but a number of challenges along the way.

As I settle into the role, it is becoming clear that the organisation must focus on you our members, on recruitment (and industry placement) of the best automotive apprentices and training opportunities both for trade skills and for business/management growth. We must continue to work with you and for you, ensuring we provide relevance and add value to your membership, and this will be the cornerstone of our journey forward.

I have begun to meet with as many of you as I can, mainly through our comprehensive meeting schedule, but also through numerous phone calls and meetings. I want to ensure that you, our members, have the opportunity to drive the organisational objective. Now, we may not be able to do everything but we will certainly consider any needs you have.

The last two months have given me an interesting introduction with the delivery of both State and Federal budgets. I'd like to briefly outline some of the key points.

In the **Federal Budget** there was not a whole lot for small business. Some of the positives are:

- **Company Tax reduction:**
1.5% in the company tax rate, to offset the Paid Parental Leave Scheme for Large Business
 - **Red Tape Reduction:**
\$1 billion in savings from a number of measures, including rationalisation of government departments and agencies, two legislative repeal days annually to streamline legislation and regulations, and other measures to streamline business.
 - **Extension of Unfair Contract Provision to Small Business:**
\$1.4 million over four years to ACCC to support the extension of unfair contract term provisions available to consumers under the Australian Consumer Law to small businesses.
- Improving small business access to Commonwealth Contracts:**
\$2.8 million (including \$0.5 million capital funding) over four years to assist small businesses to access the Commonwealth procurement market.

On the flip side, changes to the fuel excise, reduction of the Transformation Scheme supporting automotive sector jobs, and other initiatives will mean that there is less money in consumers' pockets and will have an impact on our sector.

From a training/apprentice point of view, the tools for your trade incentive will be abolished in favour of the \$20,000 Apprentice Trade Loan Scheme.

The budget clearly is a jump-start on the GST debate and something which the MTA has called for over a number of years.

The **State Budget** was touted in the media as going to be a "horror budget for the SA community". It wasn't the horror budget that was expected, however there was little for small and medium businesses either.

The tax regime in South Australia remains the most critical area for review. We keep hearing how the taxation burden on you our members is stifling attempts to grow your businesses, to employ more South Australians and to be a larger contributor to the state's economy. Our argument remains simple, reduce the taxes on business and free them up to help grow the state's economy. Our State recovery needs to be based on a business led recovery

We will continue to discuss with government the need for a genuine review of our taxation system, particularly to address the exorbitant burden placed on you as small and medium business owners through land tax, stamp duties and payroll tax.

Vehicle Inspections

A voluntary vehicle inspections scheme is gaining momentum. We have recently participated in the government's working group meeting, which was established to work out the finer details for the Voluntary Vehicle Inspections Scheme. The outcome of the meeting was positive in that the MTA will provide Consumer and Business Services (CBS) with a light vehicle inspection form that provides minimum safety standards that light vehicles would

have to meet. As detailed in the divisional news, our Auto Repair Division is well on the way to developing this form so we can progress to the next stage.

On a National front

We have been very busy on a national Federation front. Our national body, the Australian Motor Industry Federation (AMIF), continues to consult with us on a number of policies and enquiries affecting all MTAs, the VACC and their respective members. Significantly, AMIF has questioned the Australian Tax Office's interpretation of the application on GST and LCT on manufacturer rebates and incentive payments. The ATO has committed to working with AMIF to improve the final interpretation for dealers. I have also recently been to the Northern

Territory to participate in a national meeting. This also gave me the opportunity to mingle with some of the locals.

Over the coming months, things will continue to move along at a fast pace. We are meeting with State Treasurer Tom Koutsantonis, Transport Minister Stephen Mulligan and his shadow Minister Corey Wingard. We also have meetings organised with Service SA and Consumer and Business Services. All these meetings will enable us to continue to drive our members' agenda.

The future for the MTA is exciting and there is a lot we can do to support you and your businesses to grow and prosper. Thank you for the kind welcomes and I look forward to working with the entire MTA team to continue to add value to your membership.

Profile:

Paul Unerkov

BORN in Adelaide 1966

EDUCATED at UniSA (Bachelor of Marketing), graduate of Australian Institute of Company Directors and University of Adelaide management program.

SITS on the advisory board of the International Graduate School of Business, UniSA MBA Program.

CAREER spanning 23 years at Mitsubishi Motors Australia where he was vice-president customer and brand.

LED the "Love that car" campaign for Mitsubishi.

PRIOR TO MTA was running own consultancy company, called Customers and Brands.

MARRIED to Marisa and has two children.

INTERESTS are family, friends, food and wine and occasionally Golf

IS a Port Adelaide supporter, but would rather see a real football (soccer) match.



MTA CEO, Paul Unerkov mingling with the locals at a recent AMIF Meeting in the Northern Territory.

MTA-SA BOARD OF MANAGEMENT

BOARD LISTING, AS AT 1ST JULY

- **PRESIDENT:** Neville Gibb – Gibb & Sons Pty Ltd
- **CHIEF EXECUTIVE OFFICER:** Paul Unerkov
- **PAST PRESIDENT:** Frank Agostino – Agostino Group
- **VICE PRESIDENT:** John Zulian – Keswick Crash Repairs
- **MEMBERS REPRESENTATIVE:** Clive Polley – Independent Components
- **BOARD REPRESENTATIVE:** Peter Roberts – OG Roberts & Co
- **BOARD REPRESENTATIVE:** Ron Lewis – Glynde Auto Spares
- **BOARD REPRESENTATIVE:** Danny Shane – South Coast Auto Repairs

AADA – Paul Page – Peter Page Holden Pty Ltd.

Auto Dismantlers: Ron Lewis – Glynde Auto Spares

Auto Repair & Engineering: Brian Weeks – Western Auto Repairs

Body Repair: Jeff Williams – Specific Prestige

Commercial Vehicle Industry Association: Vacant

Engine Reconditioners: Vacant

Farm Machinery Dealers: Colin Butcher – Eastern Eyre Machinery

Licensed Vehicle Dealers: Andrew Forrest – Lexus of Adelaide

Motorcycle Industry Association: Martin Guppy – Moto Adelaide Pty Ltd

Service Station (Casual): Brenton Stein – Weeroona Holdings Pty Ltd

Towing Services: John Jansse – Dial-a-Tow

Tyre Dealers: Vacant

Central Zone: Phil Turner – Mount Barker Truck and Bus Repairs P/L

Lower 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

Southern Zone: Danny Shane – South Coast Auto Repairs

Lower Eyre Zone: Robert Duns – Duns Bros Nominees Pty Ltd

Upper North Zone: Vacant

Upper Spencer Gulf: Tracy Butler – Butlers Mechanical



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Communications Manager: Liam Hunt



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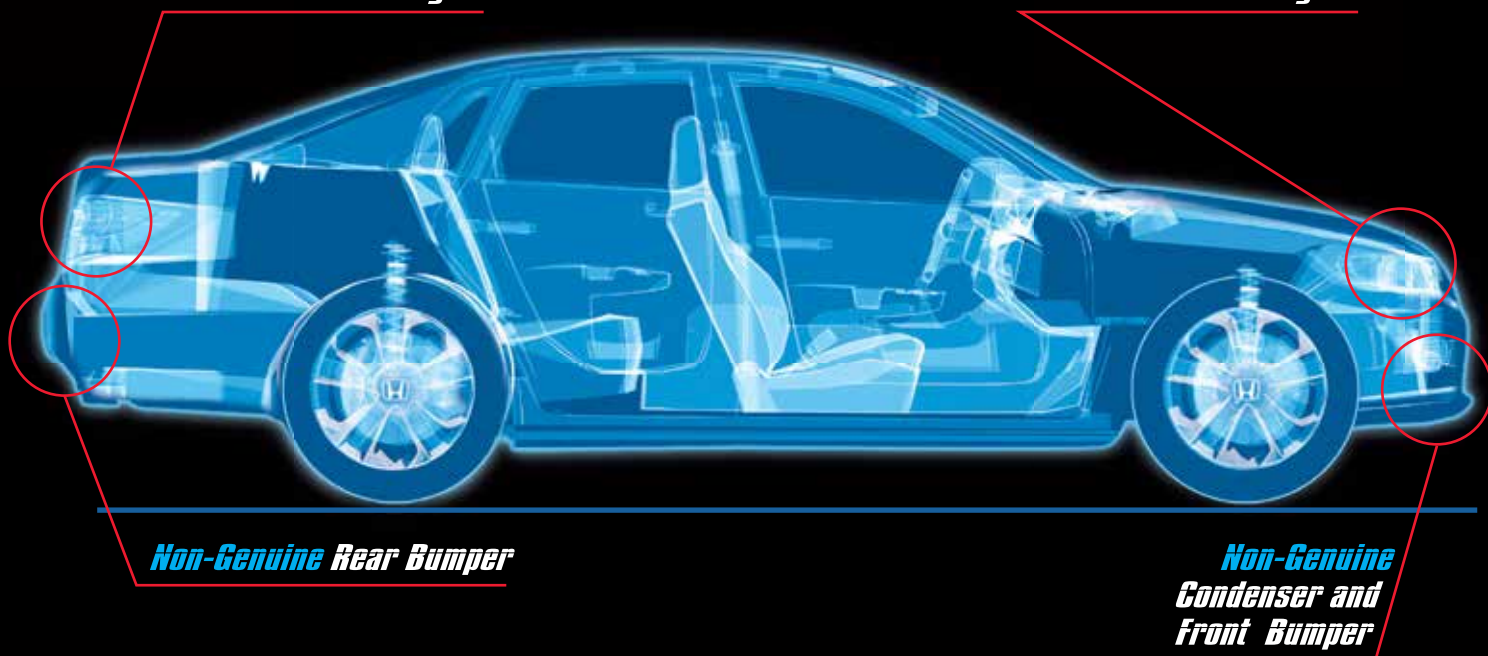
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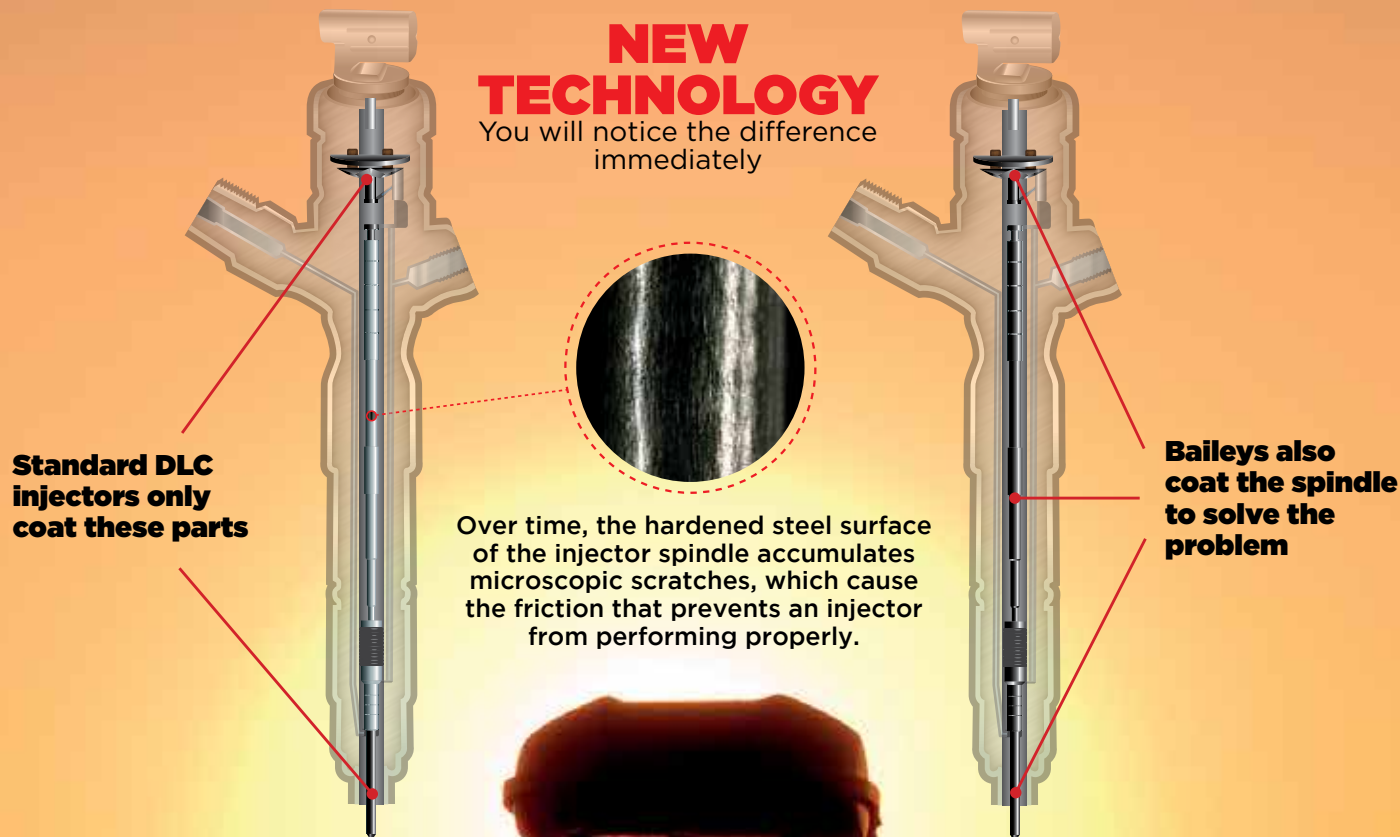
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