



STRAIGHT TORQUE

MERRY CHRISTMAS!

We hope you have all had a fantastic three months ... it has been huge for us leading into Christmas!

We mentioned in our last newsletter how excited we were to be finalists in the Motor Traders Association of NSW Awards - you can imagine our excitement when we discovered that we won both *Metropolitan Member of the Year* and *OHS Member of the Year!*

Following this was the Workcover Awards where we were awarded the honour of *Best Workplace Health and Safety Practices in a Small Business* for NSW. Acknowledgement of the time and effort the team has placed into ensuring that we are committed to and proactive about health and safety has been



absolutely fantastic. Not only did we make it into the Sydney Morning Herald (whoo hoo!) but we have also received automatic nomination into the National awards. We will see what happens!



Winner 2011
WorkCover NSW
SafeWork AWARDS

While on awards, it would be remiss of us not to mention our apprentice

Evan, who has been awarded not only School-based Apprentice of the Year by the Automotive Training Board of NSW but also the MTA Award for Excellence in Automotive Mechanics.

Congratulations Evan - it is recognition well-deserved!

ALL IN ALL - A HUGE THREE MONTHS!!!

In other news ... our Office Manager Brittany had a gorgeous baby girl on 21 September whom she named Charlee - she is absolutely gorgeous!!! Congrats to Brit and her hubby Dan on Charlee's arrival - we miss you but are soooooo happy for you both!

We also said a few sad farewells - one was to Chantel, to whom we wish every success in her future endeavours. We also paid our respects to our friends Roy Johnson and John Banks - you were both amazing men who gave so much, and both of you will be sadly missed.

We hope you are all able to take some time off over Christmas and enjoy the holidays - we wish you all a fantastic Christmas and wonderful New Year. Here is to a brilliant 2012!

All the best,
Mel, Brendon and the team @ Production Automotive

WHY DO WE ROTATE AND BALANCE TYRES WITH EVERY SERVICE?

Depending on the type of vehicle, tyres can wear quickly on either the front or the rear. We rotate your tyres every service interval to minimise premature wear and ensure all four tyres wear evenly. You want to get as many kilometres out of your tyres as possible!

We also balance the two front wheels with every service - vibration within your vehicle is often caused by tyres and wheels being out of balance. Balancing will not only prevent vibration through the steering wheel or the vehicle itself (usually evident between 80-100km/h), but will also ensure you get optimum performance from your tyres.

So ... a simple rotation and balance every 10,000km provides you with the best chance of optimum performance and tread wear!

CHRISTMAS CLOSEDOWN DATES - WE WILL BE HERE!

We will be running skeleton staff across Christmas, closing down on Friday 23 December at 3pm and re-opening again on Wednesday 28 December.

NEW CAR? 1000KM LOG-BOOK SERVICE FREE FOR EXISTING PRODUCTION CUSTOMERS

We have had a huge influx of customers purchasing new cars, and to thank you all for being so loyal we are now offering the first log-book service (at the 1,000km interval) FREE to existing customers.

If you have a friend or family member you are referring because they, too, don't wish to go back to the dealership, ensure they let us know so we can look after them in the same manner.

Don't forget that our workshop is qualified to carry out your log-book service and stamp your log book so you retain your new-car warranty. This is because:

- All work is carried out by qualified staff
- All service work is undertaken according to the manufacturer's specifications outlined in your vehicle log book, and
- We only ever utilise genuine or appropriate quality parts which come with guarantees and meet required specifications to ensure your warranty remains intact.

Talk to a member of the team for any more information, or check out our article on new-car warranty servicing at www.productionautomotive.com.au!



OPENING HOURS

Mon - Thurs: 8am - 5pm
Friday: 8am - 3pm
Saturday: 8am - 12pm
(by appointment)

JOHN MACLEAN FOUNDATION

We are proud to let you know that we have donated over \$1000 to the John Maclean Foundation this year on behalf of Panthers Tri Club - thanks to all of the triathletes out there for your support of not only Production but JMF!



RESTRAINT FITTING CERTIFICATES

LET US KNOW ... if you would like your child restraints checked and a certificate issued when your vehicle is next in for a service. Make sure your children are buckled up safely.

PAY SOLUTIONS

Production have teamed up with Pay Solutions to offer our customers payment plans via a direct debit system - this has been a huge success with a large number of customers choosing this as a payment option. Talk to a member of the team for more information!



CONGRATS TO THE FOLLOWING:

- Dawn Stoffels, Emma Priebe, Anna McManus, Megan and Ryan Sutton, Chris Grame, Kerry Toomey, Kathy Winters, Gloria McHarg, Mark Eisenhuth, Steve Hurley, and Steve and Anita Fitch on their new cars (and to Steve for completing his first marathon!)
- Lisa Hutton, John Cox, Kerry Toomey, Napier Poulson and Trent O'Neill on their new roles, and
- Lauren Brown and Lauren Boswell on their graduation, and Kristy O'Neill on her upcoming PHD!
- Fiona and Ben Stork, Paul Walker and Deb Huffton, Matt Peacock and Cathy Petrovski, Lauren and Steve Brown, and Christine and Reyes Sandoval on their new homes
- Mark and Kim Lix on their new son Aiden, Nick and Cathy Carney on the arrival of Alexander, Terry McGivern on the arrival of grandson James, Donna and Dane Schnoor (and grandad Leif) on gorgeous Parker, Carly and Andrew Eekman on Olivia Kate's arrival, and of course welcome Charlee Poppy Frazer and congrats to Brit and Dan!
- Peter McGann after his shoulder operation, Noel MacDonald after his recent stay in hospital, Alan Hynes after his back operation and Graham Fletcher after his operation.
- Graham Clayton, Nicole Dyer and Jason Napper on their new businesses
- Debbie and David O'Connor on their 12th wedding anniversary, and Linda and Jim Kemp on their 33rd wedding anniversary
- OUR THOUGHTS ARE WITH:
 - Karen George after Roy's passing - thank you for all you did for Roy, you are a real-life angel
 - Nicole, Harper and Jean Banks after the loss of John - he will be greatly missed, you are all in our thoughts
 - Norma Young - our thoughts are very much with you after John's passing.
- The newly-married Linda and James Purvis - awesome news! Congrats also to Cherie Mitchell and Gavin Shatford on their recent nuptials
- Daniel Barnes on being awarded life membership of the Penrith RAMS
- Adam Dimech after posting a sub-10hour race at the World Championship Hawaii Ironman - absolutely AWESOME!
- Happy 21st to Jarrod Glascott, and happy 60th to Elizabeth Cole
- It was absolutely fantastic to see Josh Macintosh after his accident looking brilliant - great to see you Josh!!!



Follow us on
Facebook!

www.facebook.com/productionautomotive

