



STRAIGHT TORQUE

HAPPY NEW YEAR!

Happy New Year to all! We wish everyone a wonderful 2011 and hope it brings much joy.

2010 was an incredible year for us, and we were fortunate to have been able to top it off with a National Award. The team won the category for Automotive Services in the 2010 Australian Small Business Champion Awards against strong competition from around the country. The evening was fantastic, like the Logies for small business! We were proud to have made the finals and to win astounded us all – we are still floating on cloud nine!

Our team expanded this year, with the addition of terrific full-time and part-time staff in both the office and the workshop. We are very proud of the growth of the workshop over the past two years and would like to pass on a big thanks to all of our customers who have helped make our business the success it is – we never hesitate to boast about how wonderful the Production family



(consisting of both staff and customers) is!

We are looking forward to catching up with each and every one of you over the next 12 months – here's to a brilliant 2011!

Take care,

Mel, Brendon and the team @ Production Automotive

KUMHO TYRES -

Free road hazard warranty!

We are happy to be able to offer the Kumho No Worries Road Hazard Warranty FREE to Production customers!

For all tyres that are part of the Kumho Ultra High Performance range, Kumho offer a road hazard warranty that covers against tyre damage resulting from:

- potholes
- hitting gutters, and
- foreign objects on the road.

The warranty covers the first 25% of the tread life or 12 months from date of purchase, whichever comes first. The RRP is \$3.95 per tyre but we are providing them free of charge for our customers. Talk to one of the team for more information when you need tyres!

DIRECT DEBIT SOLUTIONS AVAILABLE!

We are pleased to let you know we have joined forces with a company called Pay Solutions who organise direct debit solutions for customers.

Pay Solutions offer two options:



1. direct debit system with automatic payments, where you decide the amount and the frequency, after an unexpected repair or for general maintenance jobs, such as servicing or timing belts,

OR

2. direct debit system with small, automatic payments (you decide the amount and the frequency) which accumulate and are credited at any time towards your next service.

Debits are easy to set up and can be taken from a bank account or credit card – we have trialled the system with a number of customers and received very positive feedback, so we are making it available across the board. Talk to Mel for more information!

BEST WISHES

- Chris Pett on his knee reconstruction, Gavin Barr after his eye operation, Mel Elharge after breaking her ankle, John Kingsland after his shoulder operation, Daniel Clayton after having his tonsils removed, Josh Macintosh and Daniel Barnes after their accidents - our thoughts are with you all!

CONGRATULATIONS

- Sarah Maynard on baby Cameron, Mark and Tracey Hind on new baby Mitchell, Nicole and John Banks on son Harper, Ken MacLennan on new grandson Oliver, Grant and Rebecca White on baby Ronan, Catherine and Demetri Iliuk on twins Alexander and Nicholas, and Murray and Vicky Flemming (and parents Corrine

and Stewart!) on their beautiful new granddaughter Lilly

- Shane Egelton on gaining his driver's licence
- Vanessa Larwood on completing her teaching degree
- Luka Di Tomo on completing his trade
- Carmen and Bob Godsmark on their 40th wedding anniversary in November, and Trish Vandenberg on turning 60!!!

Congratulations continued!

- Karen George, Michael and Therese Vella, Daniel and Vanessa Barnes, Peter Johnson, Helen Lane, Jess Toomey, Simone and James Bye, John Corbin, Fernand Sajovic, Jason Filewood, Georgie Robson, Sarah and Chris Grame, Naomi and Adam Dimech, and Evan Dunne on their new cars
- Dave and Blanche Richardson, and Ed and Deanne Pett, on their new homes
- Brett Nicholson, Alberto and Nicole Ponce, Kiani Matts, Kylie and Callum George, Brittany and Daniel Frazer, and Naomi Scanlon on their weddings



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MEMBER PROFILE: RICHARD ROTGANS

Richard joined the Production team in 2010 after taking a break from the trade. Richard has over ten years experience in the automotive industry, initially spending time in the VW industry at Blacktown, and then later working in automotive performance engineering and owning and operating his own automotive service centre.

Richard is interested in WRC cars and off-road/desert racing. A coffee-addict like Brendon, Richard adds an extra dimension to the team with his dedication and ever-calm nature (despite his penchant for cappuccinos!).

His attention to detail and quality, as well as a diligent approach to mechanics has made him a valuable member of the team.

Don't forget about our online booking option – it is a great way to book in your car after hours!

Log on to www.productionautomotive.com.au and select "Online Booking" from the menu. Obviously we like to talk to you but it comes in handy when you remember that your service is due and it is 10pm!

JOHN MACLEAN FOUNDATION

CAR SERVICING

Kilometres and/or car age determine service intervals

Source: NRMA Open Road Magazine, June 2010, Q&A

Q: "My wife owns a five-year old VW Golf with 22,000km on the odometer. Last week it had a '75,000km service'. I was told the timing belt and tensioner are due for replacement, even though they are scheduled to be replaced at 105,000km. Surely it isn't necessary after 22,000km!"

A: "A car is serviced according to the time elapsed or the number of kilometres it has travelled since its last service, whichever occurs first. This is because oils and fluid deteriorate with age, not by kilometres travelled alone. Engine camshaft belts are made of materials that degrade with time. NRMA recommends services be carried out according to vehicle manufacturer's schedules."

OPENING HOURS

Monday – Thursday: 8am – 5pm

Friday: 8am – 3pm

Saturday: 8am – 12pm
(by appointment)

Last issue we let you know that we had continued our sponsorship of Panthers Triathlon Club (PTC) to say thank you to PTC members for their support. As part of our sponsorship, 10% of all service and repairs for PTC members showing their membership cards is donated to the John Maclean Foundation (JMF).

We are proud to let you know that for the last quarter of 2010 we donated \$382.75 to JMF on behalf of the Panthers Tri Club, and have pledged ongoing support to the foundation.

About the John Maclean Foundation



JMF is a registered charity founded by legendary wheelchair athlete John Maclean OAM. John is the first wheelchair athlete to have completed the famous Hawaii Ironman triathlon and the first wheelchair athlete to swim the English Channel, as well as representing Australia at the Sydney 2000 Olympic and Paralympic Games. John continues to set the standard for what is physically possible for a wheelchair athlete.

The foundation provides support on a national basis and assists children who experience paraplegia, quadriplegia, cerebral palsy, muscular dystrophy and similar conditions by providing financial assistance to:

- purchase items such as new wheelchairs, computers, remedial aids or any item that improves the quality of life for a child and their family
- make vehicle and house modifications, and
- help in surgery and medical costs.

For more info on JMF, check out www.jmf.com.au – it is a wonderful community charity established by a local and incredibly worthwhile of our support.

WOMEN IN TUNE - FREE WORKSHOPS

Our free workshops for women are going to be run again in early 2011 - be sure to let us know if you are interested! They will be run on various evenings and Saturday mornings, with the goal of giving women more info about their vehicles. Email Mel at info@productionautomotive.com.au to register your interest, and we will have more information in upcoming newsletters.

