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Automobil is the official journal of the Retail Motor Industry Organisation (RMI) which hosts 13 constituent associations: ACRA (component remanufacturers); ERA (engine re-builders and automotive engineers); MDA (motorcycle, scooter, quad and jet-ski/outboard engine dealers);

MIMA (Motor Industry Manufacturers' Association); MIWA (the full spectrum of workshop operators); MPEA (wholesale and retail part dealers); NADA (new and used car and truck dealers); VTA (vehicle testing); SADFIA (diesel pumproom operators); SAPRA (Fuel resellers, convenience store and car wash operators); SAMBRA (South African Motor Body Repairer's Association); SAVABA (vehicle body builders) and TDAFA (tyre dealers and fitment centres).

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- Various **MIBCO** and Industry-related Boards and committee structures.
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- The National Regulator for Compulsory specifications (**NRCS**), defending our industry when compulsory specifications and standards are compromised.
- The Moto Health Care Fund, Industry Provident Funds and the Sick, Accident and Maternity Pay Fund.
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- Industry labour relations seminars.
- *Automobil* magazine and weekly web letters.
- Commenting on industry topics in the media, and participating in and hosting numerous conventions and shows.





Jakkie Olivier, CEO of the RMI

Dealing with disputes – we are here to help

Being in the service industry, customer disputes and the resolution of these is a large part of what businesses in the motor sector face almost daily. And it's not easy. But RMI members can rest assured that the RMI is here to help.

We have a dispute resolution rate of over 90%. This means that when customers or members approach the RMI for assistance because they can't find common ground, we assist in finding a solution, almost 100% of the time. Considering the RMI receives over 20,000 complaints and inquiries through its various regional offices annually we believe this percentage of resolutions is commendable.

What's key to remember is that there is a complaints process that members and consumers need to follow. We addressed this issue in last month's edition of *Automobil* but I'd like to highlight some important points.

There are different bodies with specific mandates within the industry. The Motor Industry Ombudsman of South Africa (MIOOSA) is tasked with the resolution of consumer complaints

through a process of adjudication. This can be a time-consuming exercise and the consumer is never quite guaranteed of a specific outcome.


Rulings made by the MIOOSA are not legally enforceable in their own right. Only the consumer tribunal can convert MIOOSA rulings into awards that are executable in law – a process that can also be extremely time consuming.

With this in mind, the RMI developed an alternative for members and consumers before the MIOOSA is approached, or the legal route taken. The process is based on facilitation between consumers and accredited-RMI members and is designed to produce speedy and equitable outcomes.

Members are always encouraged to try and resolve the matter directly with their customers first. If this doesn't work then members can direct disgruntled consumers to the RMI. We have tried to make the process as easy as possible so complainants can download a complaint referral form from our website and submit it to the nearest regional office.

Please bear in mind that the facilitation process is non-legal. No legal representation is allowed unless otherwise advised and is done without prejudice. The process is quick and effective. In most cases, disputes are resolved but if no suitable outcome can be reached, the complainant can then escalate the case to the MIOOSA.

The mediation process is a free service offered by the RMI. And is one of the many benefits that RMI-accredited members enjoy. Only if a technical inspection and report is required is there a charge and these costs will be for the complainant's account.

The RMI is a reputable brand and we strive to ensure this remains the case. We believe that a fair and just dispute resolution service reinforces this. By following the process set up by the organisation it is highly likely that the case will be resolved so we encourage all members to do so and advise their customers accordingly. Let's work together to make sure the system works for all. 

For information on the RMI and its workings, visit www.rmi.org.za or call 011 886 6300

CONSTITUENT ASSOCIATIONS



Who do they represent and what are their objectives?

The RMI is a proactive, relevant, retail and associated motor industry organisation recognised as the leading voice in South Africa's automotive aftermarket, serving the daily needs of its members and playing a key role in enabling motor traders to deliver top class service to motoring consumers. Here are the associations which fall under its umbrella...



ACRA (Automotive Component Remanufacturers' Association)

ACRA represents component remanufacturers involved in the remanufacture of safety-critical components and radiators, an ever-growing industry in which keeping abreast of change is crucial for business owners.



ERA (Engine Remanufacturers' Association)

ERA represents motor engineers who re-machine, rebuild and remanufacture engines in South Africa. ERA members promote the reuse of engines, parts and components in a manner that is green and sustainable. ERA members create employment and skills development opportunities, directly in their own machine shops and indirectly through suppliers to the industry and component manufacturers.



MDA (Motorcycle Dealers' Association)

MDA represents members who are motorcycle dealers – these members benefit from an extensive array of value-add services and products such as commercial insurance, labour legal assistance and representation, consumer dispute resolution, and a strong relationship with the Association of Motorcycle Importers and Distributors.



MIMA (Motor Industry Manufacturers' Association)

MIMA members are Parts, Equipment and Component Manufacturers and suppliers to Original Equipment Manufacturers and the automotive aftermarket that exports into Africa and other countries in the world.



MIWA (Motor Industry Workshop Association)

MIWA, the largest association within the RMI, strives to keep its members informed about the ever-changing auto repair industry, thereby ensuring that vehicles are repaired to acceptable standards designed to make them perform better and safely on South African roads.



MPEA (Motor Parts and Equipment Association)

MPEA represents South Africa's auto part traders, including wholesalers, retailers and independent operators in the replacement motor parts industry. Genuine replacement parts are available at accredited MPEA spares outlets at affordable prices, backed by the manufacturer's warranty.



NADA (National Automobile Dealers' Association)

NADA represents the interests of business people who own or operate new vehicle franchise dealerships and qualifying used vehicle outlets. NADA is committed to the image enhancement of the retail motor business, facilitating the interface between dealers and OEMs/distributors, building relationships between dealers and customers and bringing relevant industry issues to the attention of government.



VTA (Vehicle Testing Association)

The VTA represents private vehicle testing stations that are committed to operating within the law in accordance with the Road Traffic Act and the relevant SANS standards. In this highly regulated environment, the association represents the interests of its members at government working groups and is committed to enhancing the reputation of the industry in all the spheres.



SADFIA (South African Diesel Fuel Injection Association)

SADFIA members operate fully equipped pump rooms aimed at providing cost-effective service solutions for owners of diesel powered vehicles seeking fuel injection system testing, repair or replacement.



SAMBRA (South African Motor Body Repairers' Association)

SAMBRA is an active leader in the motor body repair industry and consolidates, communicates and regulates repair standards in the motor body repair industry. SAMBRA ensures the provision of technical and business skills training that meets the demands of the industry and instils confidence in consumers and industry stakeholders.



SAPRA (South African Petroleum Retailers' Association)

SAPRA represents and promotes the interests of petroleum retailers in South Africa and fosters strong relationships with the Department of Energy, oil companies, banks, financial institutions and other stakeholders that have an impact on the sustainability of the service station industry.



SAVABA (South African Vehicle and Bodybuilders' Association)

SAVABA members are professional, certified and regulated vehicle body builders in South Africa who manufacture commercial vehicle body applications (tanker, coal, refrigerated trucks and trailers) and bus bodies (commuter and tourist type). Members manufacture using the latest equipment and highly trained staff to ensure strict compliance with SABS standards and other legal specifications.



TDFA (Tyre Dealers' and Fitment Association)

The TDFA is the only representative body for tyre dealers nationally. The association works on all issues relevant to tyres and the fitment industry. Strategically, the TDFA is positioned as an intermediary between government, the tyre industry and consumers and is recognised by government and industry leaders as the legitimate voice representing tyre dealers.



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The times are changing

EDITOR'S LETTER



Editor: Kate Kennedy

the meaning and implication, and it's all rather interesting.

I've heard the term Industry 4.0 a lot lately, but didn't have a clear idea of what it meant. So I decided to learn about



The first industrial revolution started in the 1770s with water and steam power, from hands to machines, from farms to factories. The second industrial revolution evolved from the invention of electricity about 100 years later, when assembly lines were created, allowing for mass production. The third revolution started with computers in the 1970s. This gave rise to automation, largely of blue collar factory work.

This brings us to the fourth industrial revolution, with a network of computers that communicate with each other. It's giving us transformative technologies that are changing industries. We are learning to share our jobs and spaces with intelligent machines and connected robots.

Thanks to the collection of big data by these intelligent machines, it's possible to quickly optimise operations by interpreting the information being collected. Supply

chains and logistics also benefit from a connected system.

All of this technology does require knowledgeable people to operate it correctly, so upskilling of staff is a necessity, and needs to keep pace with the constant improvements and upgrades.

It's a scary time, for sure, but it does present opportunities for businesses open to change.

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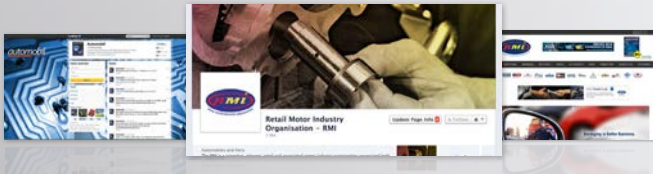
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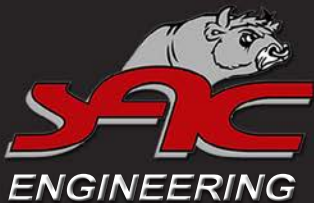
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taking care of our own

Working together for you

Regular meetings with members allows the RMI to provide support to the associations that constitute the organisation. One such example is the recent Automotive Remanufacturers' Association meetings that took place in the coastal regions. The RMI performs as a unit to assist the associations with their meetings in all regions and to provide its members with pertinent information about the industry

The National Chairman of ERA, Frank Mac Nicol, explained the synergy strategy under the 'new thinking model' (NTM) in the RMI and emphasised the importance of the three associations, being ERA, SADFIA and ACRA, merging in order to remain relevant.


Given the fast and rapid changes in the remanufacturers' trade sector – Industry 4.0, alternative energies, new technologies, automation, artificial intelligence, electric vehicle and more – it is important for ERA, SADFIA and ACRA to unite. Ultimately a merger will keep the associations, now as one, more relevant and economically sustainable – to best address industry matters as and when they come up.

At the Durban AGM, the Director for ARA, Attie Serfontein shared his excitement for the future. Moving into Industry 4.0 – where major global changes in the motor industry are imminent – the merger was not only the logical choice due to the synergy and successes over the last two-and-a-half years, but a necessity to stay current and relevant to an ever-changing industry. In essence, he said, we're preparing ourselves to be ready and catalyst for these changes, by way of diversification.

During the AGMs, elections for Regional Committees, Chairmen and Vice-Chairmen were conducted (as per RMI and Associational Constitutional regulations). The ARA office is pleased to report that regional members have mandated strong committees, Chairmen and Vice-Chairmen



in all the various regions, who will, together with the ARA office and the RMI as the umbrella body, take the unified approach forward on regional and national level.

A special thanks to all the regional RMI staff (under the leadership of its Regional Managers, Erwin Stroebel and Jeffrey Molefe) who joined forces in making the AGMs successful. The very fundamentals of a success story will always speak of team work; RMI – One Team, One Goal! 

MAHLE

» Quality is synonymous with holding to a standard. The original equipment standard, for instance.

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Members now have access to all compliance documentation and value-added services that RMI has for their accredited members.

RMI share all their events with members and consumers. All the detail is available, enabling you to join us at the events.

RMI members can order their stationery now from their app and in their region, and contact us for any enquiry when they have an issue from the Enquiries section on the app.

RMI provide consumers with the latest RMI news and the *Automobil* magazine on the RMI Connect App. Send us any complaint about our members so that we can ensure they are compliant.

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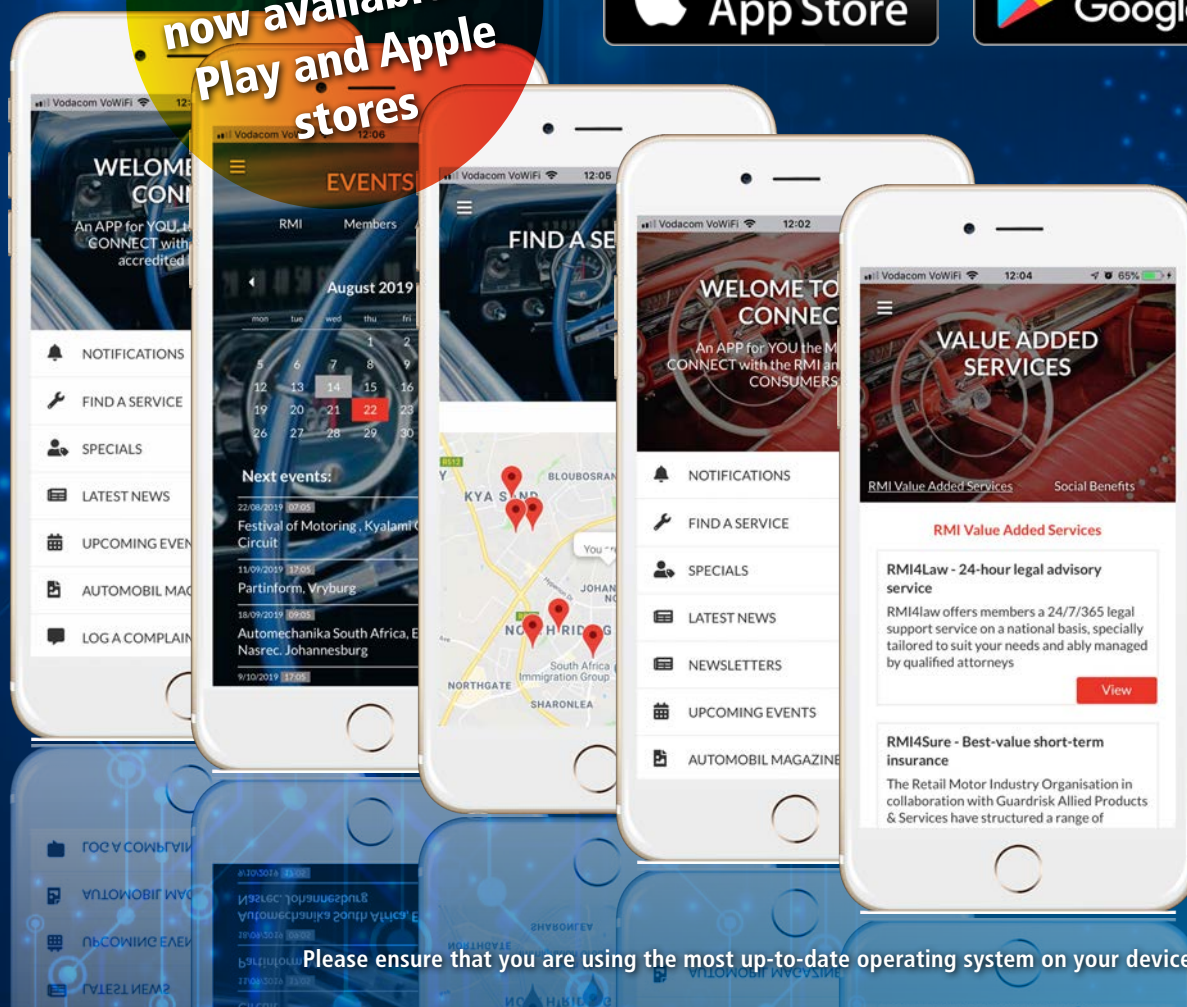
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What drives you, drives us.

Women of note

During Women's Month in August, the RMI wanted to get to know a few remarkable women a little better



Ferose Oaten
Managing Director of AVTS Roadworthy
Stations and Joint Chief Executive Officer
of TÜV SÜD South Africa

Q : How did you get where you are today, and who helped you along the way?

A : As a young working woman, I needed a support system to enable me to work, study and have a family. At the time, it was my parents and grandmother who were my best support systems, being there for my family in my absence. As a working woman, continuous personal development at Eskom Koeberg ensured that I received the best training in terms of human resources, management development

and soft skills. This was an excellent foundation for personal growth and eventually operating my own business. I also met a woman named Truida Prekel, who stoked my consciousness and opened my mind to the possibility that women can achieve anything. She continues to be an inspiration to me. Over the years, my husband has always been my sounding board and support.

Q : What have you learned about leadership, and mentoring others?

A : In all my mentoring relationships, I have learnt so much from the mentee, as in their journey, I have enriched my own. I have a strong belief that every successful woman should be mentoring at least one young woman at any time in their lives. I believe that when you have achieved success, you are obliged to spend time to inspire, enable, open doors, listen, mentor, advise and guide other women who are on their own path. This is based on the premise that within an enabling environment, young women (and men), have an unending potential for growth. With regard to leadership, I have emerged as an authentic leader, one who continues to reflect on my personal leadership behavior. I have a strong belief that staff engagement and an inclusive leadership style where people understand the "why" of decisions, result in a productive working environment.

Q : How do you achieve work-life balance?

A : While I have always embraced the benefits of work-life balance and giving advice on how to achieve this, this continues to be an uphill battle for me. I have a great management team and a good support system which enables me to achieve so much more. My saving grace is being able to spend time with the family, being able to relax, walk the dog and explore the world with my husband.

Q : What advice would you give to young women in South Africa who want to succeed in the workplace?

A : Acknowledge that you don't know what you don't know and do something about it. Continuous learning is imperative in the age of the fourth industrial revolution and artificial intelligence. Have integrity in all your dealings and in the way you live your life. Become involved in an industry body or business. Reach out to women you see as role models, to involve them in your life as a mentor or as a sounding board. Take time to smell the roses, it is no use working so hard and never reaping the rewards of your labour.

** Ferose is currently completing her Masters in Executive Management at the University of Cape Town, which continues her learning journey about leadership.*

Q : How do you push through your worst times?

A : The end goal is my motivation to keep going. When things are really tough, I focus on overcoming one challenge at a time.




Q : What are your success habits?

A : I am strongly driven by my values, and like to surround myself with people who share these values. Other

success habits include being consistent in getting the basics right, and working systematically, especially on bigger projects.

Q : What motivates you to get out of bed in the morning?

A : I love what I do, have a wonderful team who supports me, have so much to be thankful for, and I work in a business that is making a real impact on society. 



Santie Boshoff
CEO of BB Auto Body Rebuilds CC

First member to be awarded the Vehicle Damage Quantifier (VDQ) professional designation status

Q : How did you get where you are today, and who helped you along the way?

A : My late Husband Kallie Boshoff was one of the first apprentices who qualified as a Journeyman at Olifantsfontein in 1951. He taught me what I know today. We started the company in 1987 on a small plot just outside Bela-Bela. There were days

that I had to help sand or flat a vehicle because of the circumstances and no trained staff. Those were the good times when cars could easily be purchase from the scrap dealers, and we rebuilt many cars every year. We were very blessed and decided to move the business to town and started working for insurance companies. We later started with OEM Approvals and at the end we had to get a bigger shop. Eventually we bought the old Pole Depot. We started again, building a new bigger shop. While Kallie was busy building, I ran the shop down the road. Doing quotations and mixing paint for the spray painter. Every day was a challenge and I became more independent and could handle the shop easily with the day-to-day situations.

Q : What have you learned about leadership, and mentoring others?

A : A good leader is someone who others can look up to and choose to follow. There were a couple of good mentors in my life and it became a challenge to be like them... and by doing so help others to.

Q : How do you achieve work-life balance?

A : I still struggle with this one. If you know how to balance your life, please let me in on the secret.

Q : What advice would you give to young women in South Africa who want to succeed in the workplace?

A : Set your mind to it and you can achieve anything. Don't back down. Stand your ground and believe in who you are.


Q : How do you push through your worst times?

A : A lot of prayer and hard work. The harder you work the less time is there to think about your challenges. I love gardening. When times get really tough my garden is at its most beautiful. It becomes my therapy.

Q : What are your success habits?

A : Hard work and a belief in what you do. I merely ask God every time I make any big decision in life... only to find out afterwards it was eventually the right choice.

Q : What motivates you to get out of bed in the morning?

A : Coffee. 

NAAASP members excel in role-play

The 42 owners, directors, sole proprietors, partners, members and delegated managers from the Retail Motor Industry Organisation's (RMI's) development membership category, the National African Association of Automobile Service Providers (NAAASP), have completed the Business Communication module on the National Certificate New Venture Creation (Level 2)

Plan and prepare meetings, which forms part of this module, covered the ability to demonstrate and have a sound understanding of meeting agenda items. Further, the ability to explain the purpose and objective of minutes of meetings and act as scribe in meetings. Facilitator Chuene Johannes Tolo, included four role-play exercises in the meeting agenda.

Role-Play 1 (Item 6.1: Financial Reports – Mr Khune)

"Thank you Mr Chairman. A number of issues need to be raised in respect of finances. I will begin by requesting that you give me your support on this one. Please ladies and gentlemen, the financial reports are critically important in order that we, as the financial department, can really get to the job at hand and get the reports collated.

"May I kindly appeal to your spirit of co-operation and teamwork, and request the regional managers to please ensure

that these reports are submitted to us by close of business on 29 September 2019? We really need the work by this date and we will be in a difficult position if you do not work with us on this one. Asseblief mense, ek vra julle moo!

"Mr Chairman, may I also add, in conclusion, that we need to give credit where it is due! Please extend my thanks to the financial controllers for their stout efforts in submitting their input for the training initiative for personal assistants. It really is appreciated."

Role-Play 2 (Item 6.2: Staff Redeployment – Jessica Motaung)

"Thank you Mr Chair for the opportunity to address the meeting. As you all know we are in the process of facilitating the re-deployment process. I would therefore like to use this opportunity to give you each a copy of the approved re-deployment policy.

"Please note that Annexure A needs to be completed by all of your staff and submitted back to the respective HR managers. Furthermore, we have received a number of calls concerning objections. Please inform your staff that objections will be dealt with during the second phase of the re-deployment process, which will take place during the week of 15 to 22 October 2019.

"I thank you Mr Chair."

Role-Play 3 (Item 6.3: Staff Training and Development – Arthur Mafokwane)

"Mr Chair, let me first say that I am very happy and thrilled to speak at the meeting today. As a Pirates supporter, I feel that the best team in the country has won the Carling Cup. Well done Amabhaka-bhaka and the champion coach. Viva Ezimnyamangenkane viva!

"The document you see on the screen and the copy that Chuene will soon



be distributing is our Workplace Skills Plan (WSP). This WSP took us a while to compile but finally, here it is. We should all feel thrilled that all the months of slog have finally come to fruition and that the document is here with us.

"What we have also done is to put together a schedule of training programmes to really give our WSP the wheels to transport this training and development vehicle into the future. This is very exciting, all this training and development, and it must be said that one is happy to be at the stage of moving and improving.

"All nominations for training courses must be submitted one month before the training (as set out on the schedule) is due to commence. Please ladies and gents; let's make this work. As a manager, get actively involved in the training process. Talk to your staff; encourage them to attend training programmes. As a manager, please take the time to complete both the pre- and post-training documentation with your staff.

"Thank you once again Mr Chairman for the opportunity."


Role-Play 4 (Item 6.4: Community Projects – Thando Marawa)

"Thank you Chairman. I intend to be very brief today. As you are all no doubt aware, the community projects that have been outlined in the business plan are all under way. I intend giving each and every one of you a progress report when we next meet."

Facilitator Chuene Johannes Tolo deems the Skills Programme on Creativity and Innovation (with two Modules) and Maths Literacy (with five Modules) as the next important milestones towards completing the National Certificate New Venture Creation (Level 2) with NAAASP directors, sole proprietors, partners, members and managers on this Gauteng pilot programme.

The commencement and progression of the NAAASP Business Development Programme received coverage in the July and August 2019 issues of the *Automobil*

and the magazine will continue to cover this programme in future issues.

Service providers, suppliers, accredited members and other interested parties are encouraged to become part of this ground-breaking automotive repair and maintenance aftermarket transformation project. The qualification, with formative and summative components, and mentoring stretches over minimum 24 months. Programme partners will be recognised, acknowledged and afforded opportunities to promote their products and services over the 24 months inclusive of media exposure. A collective effort from programme partners will demonstrate a willingness to part with knowledge and expertise; promote skills transfer with the aim of assisting developing small and emerging enterprises to comply with and exceed industry standards. Collaboration on this initial pilot project echoes government's call for public-private partnerships to assist small and emerging enterprises to enter the main stream of the economy. 

Make contact with Joy Oldale, RMI Transformation Director, or Louis van Huyssteen, RMI National Director Training, at joy.aldale@rmi.org.za and louis.vanhuysteen@rmi.org.za.

Industry 4.0 ignites change in the motor industry



Abdullah Verachia, global strategist, speaker and facilitator on making sense of disruption, believes that there will likely be five major disruptors in the motor industry in the next few years

Firstly, he mentions the movement from combustion to electric becoming much more pervasive. "We will also see fully-connected digitised cars that do much more than get you from A to B. Cars are becoming spaces to work, to shop online, to watch movies, to connect to medical professionals, and more."

"As we see rapid urbanisation, new forms of mobility will become the new normal," he says. "These include current options such as Uber, Lyft and better public transport, but also sharing applications like ZipCar."

The changing nature of work which, he believes, will mean fewer trips and thus less dependence on vehicles which makes new mobility options more attractive.

Lastly autonomous vehicles. "Autonomous vehicles are still far off in their pure form but will become very prevalent in elements such as highways," he says.

So, is South Africa lagging behind other parts of the world when it comes to Industry 4.0 in relation to the motor sector?

Verachia says both yes and no. "South Africa is particularly great in terms of model launches that align to global cycles. Where we are lagging is in terms of the redefined concept of urban mobility. I was in Munich recently and drove 11 difference cars through a car app. I was able to drive through multiple cities through seamless mobility."

But what does the largest retail motor association in South Africa, the Retail Motor Industry Organisation (RMI), have to say



about this changing landscape? Jakkie Olivier, CEO of RMI, says it's challenging the South African motor industry to start assessing their businesses and where they need to be in the next five, 10, 15 years. "We saw how, almost overnight, the taxi industry was transformed with the introduction of Uber. While not all changes will be as rapid, we need to prepare for the likelihood that these disruptors will become the norm in the not-so-distant future."

Understanding the possible impacts is important. "We know that alternative fuels and electric vehicles will affect how vehicles are serviced and repaired," says Olivier. "This will have an impact on how technicians are trained and qualified. It will also have an impact on the traditional repair workshop and motor body repairers' business. Then comes the parts industry. The number of replacement parts in an electric vehicle, for example, is far less than in a petrol or diesel-powered vehicle. Businesses are going to need to be flexible and adaptable or will become obsolete," he says.


Olivier says the RMI is encouraging its associations to become immersed in what is happening internationally in their area of specialisation and to engage with

stakeholders both locally and abroad.

"It is a challenging time for the industry and we can't afford to be left behind. The sector is a major employer with great potential for entrepreneurial businesses. We have to ensure that businesses remain relevant and new entrants into the industry can succeed."

Verachia says the South African public is going to have to embrace many changes over the next few years. "Vehicle ownership is archaic. We have to redefine how the sharing economy fundamentally challenges the ownership models in the auto sector."

He says that the Internet of Things and Sensors will allow us to do preventative rather than reactive maintenance. This, Olivier says, will be a big step forward in terms of safer roads and responsible driving.

Verachia ends with the Gautrain as an example of how public transport can truly redefine mobility. "The train has become an anchor spine between Tshwane and Johannesburg. We have to amplify this by using the model to provide safe, effective and workable public transport for all," he concludes. 



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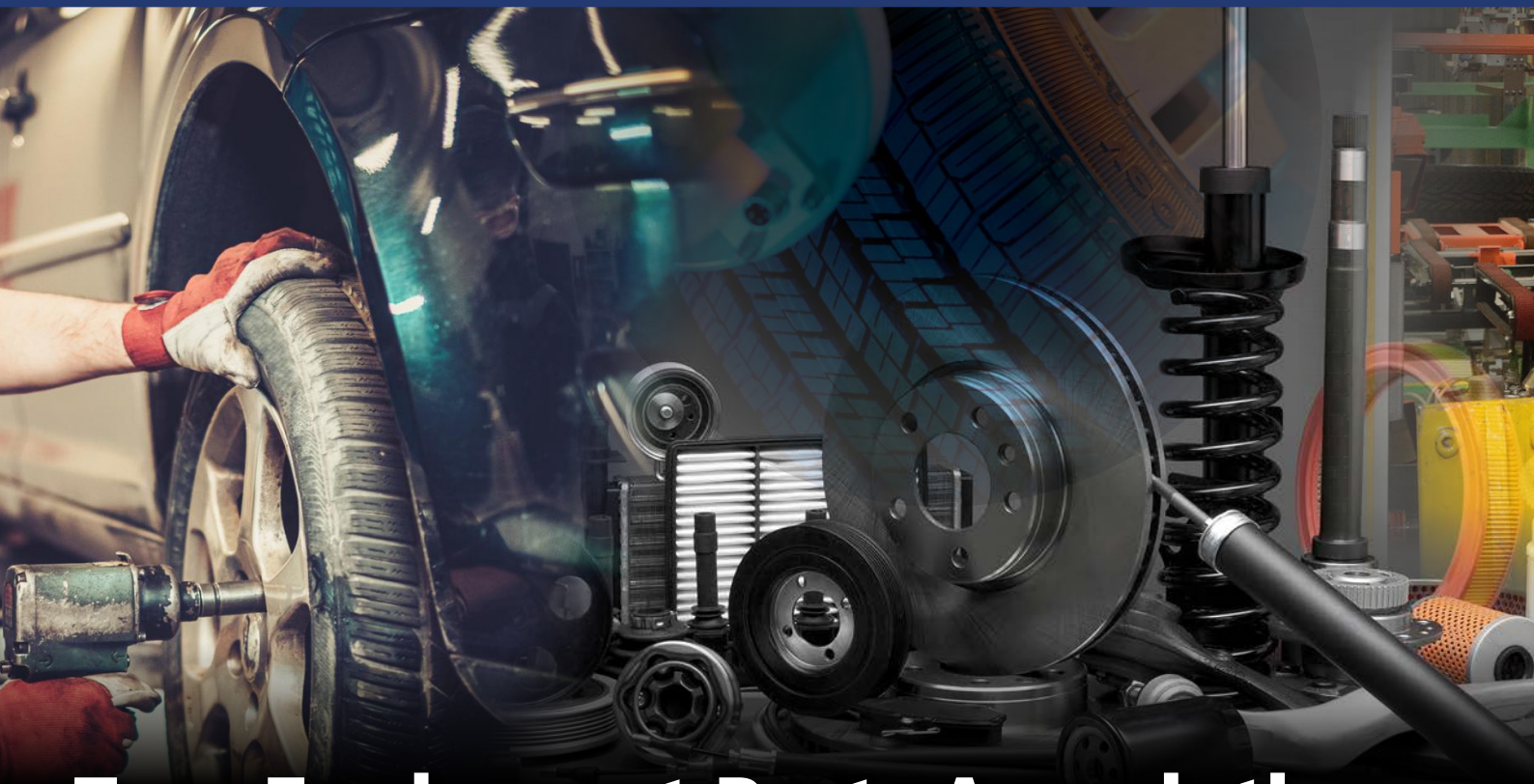


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Tyre Equipment Parts Association

It is always pleasing to witness the birth of something new, it brings with it a sense of growth and advancement. Advancement is a critical factor in our industry and as an industry that is continuously developing at a rapid rate the support and aftermarket sector needs to keep pace as well in order to remain relevant. The aftermarket equipment, parts, and tyres sector will need to ensure that the ranges of products and services offered align with the developments of the industry in both the workplace and the workshop

The introduction of the electric vehicle is upon us and as has been said, today's projected timeline may be halved by tomorrow's discoveries. The industry is in a heightened state of dynamic change. The RMI recognised this and the next chapter of the RMI is aligned with all this in mind as well.

The new phase being implemented is the merging of the TDAFA and MPEA into a single substantial association, which as of 1 July 2019, will be known as the: Tyre Equipment Parts Association (TEPA).

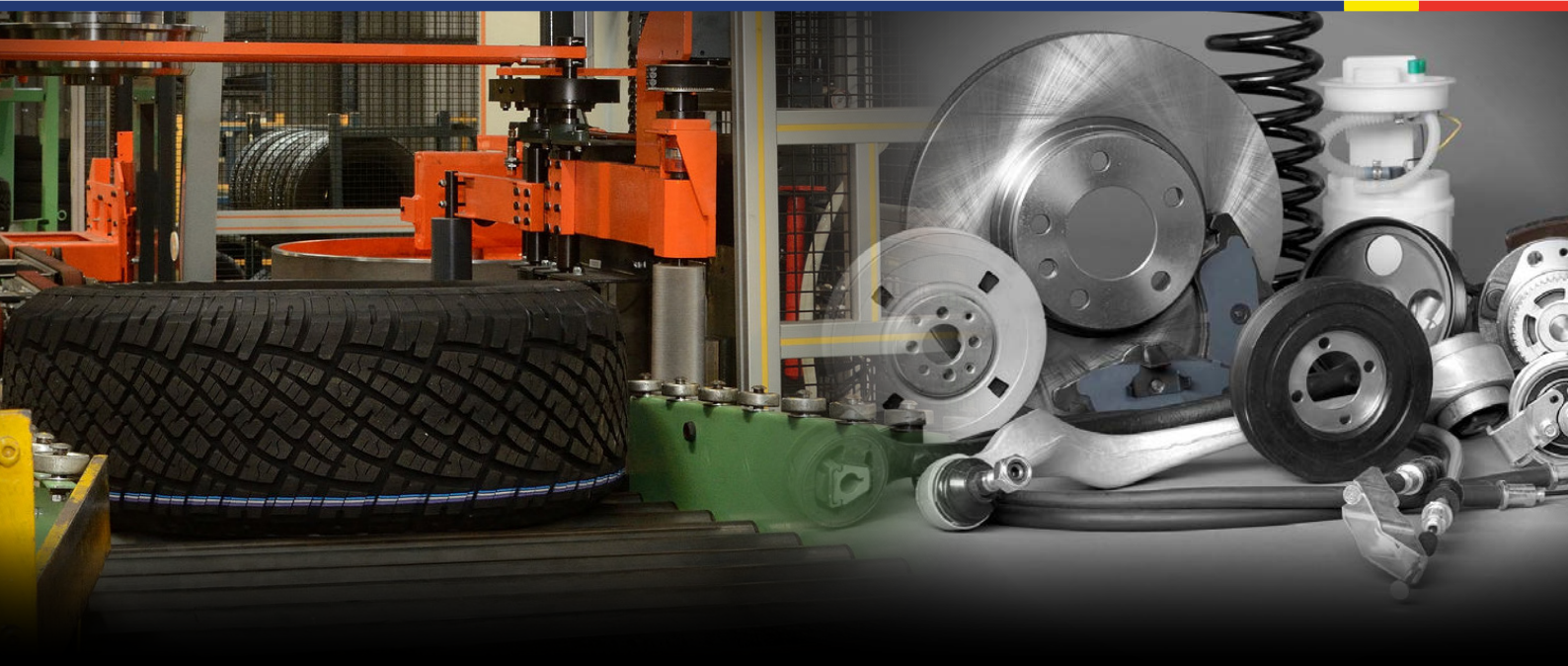
The benefit of this is that the combination provides for a critical mass where the ability to conduct more effective marketing and improve services 'on the ground'. Dedicated representatives based in Cape Town and Gauteng will become a reality, addressing, as far as possible, the question of visibility of the association at member level, by increasing our footprint.

Rationale of the decision making was centred on core business activities, where 'retailing' is the key element. In

context, the parts and equipment dealers buy and sell products, as do the tyre dealers, who buy and sell tyres, both of whom centre on direct consumer level interactions.

So as we move forward, the reference to TEPA will encompass Parts, Equipment, and Tyres.

TEPA will, with the consolidated approach, be seeking out new avenues to provide a better package offering to association members and their customer base, whether this is as fellow



association members or even to the consumer level.

Maintenance of standards is an ongoing issue in the industry, and the education of the consumer and the professionals on the ongoing efforts of the legitimate manufacturers to provide evidence of quality, is one of the avenues that TEPA is focussing on over the next period. We were at the Festival of Motoring and will be at Automechanika and an assortment of products will be displayed, where the following elements of quality will be showcased: traceability, markings, packaging, features and benefits, and other relevant aspects pertaining to quality.

As TEPA progressively gains traction it will further become evident that in addition to core business values there are many other factors that pertain to the new association membership, including synergies around regulatory compliance, consumer affairs management, industrial relations and others.

TEPA has over the past number of years, and continues to, interact

closely with National Regulatory Compliance Services and the South Africa Bureau of Standard on numerous issues relating to products that either fall within the compulsory specifications or voluntary standards sections of the overall standards control mechanisms. These interactions on the compulsory specifications cover amongst others tyres, brakes, and lighting. In the voluntary standards there are 18 technical committees that are functional across the industry and some of these have additional sub-committees. Where relevant, TEPA is represented, with the interests of the membership being promoted and developed.


These technical committees cover items such as rims and tyres, child restraints, lamps and lighting, alternate fuels, aftermarket workshops, braking, windscreens and glazing.

One area of influence that TEPA has been integrally involved in is waste tyre collections where, as an association, significant work has been done over the past two years in assisting both the department and the tyre dealers with waste tyre collections. This has had a

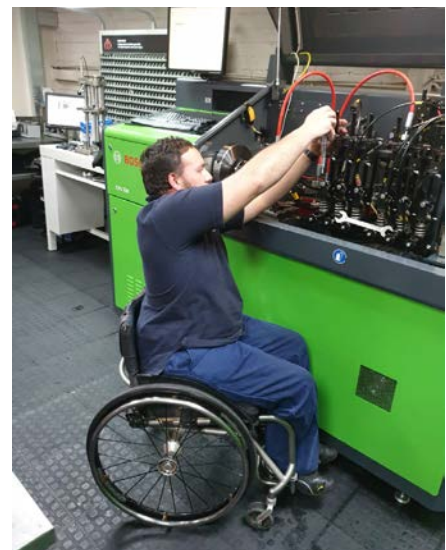
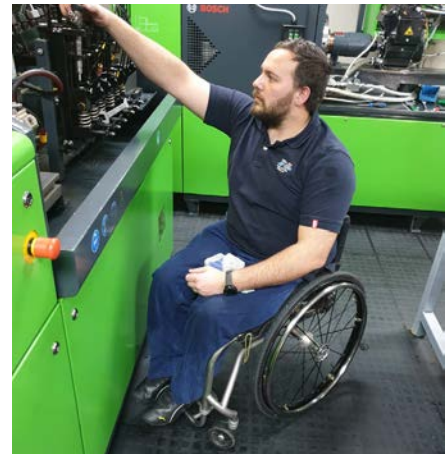
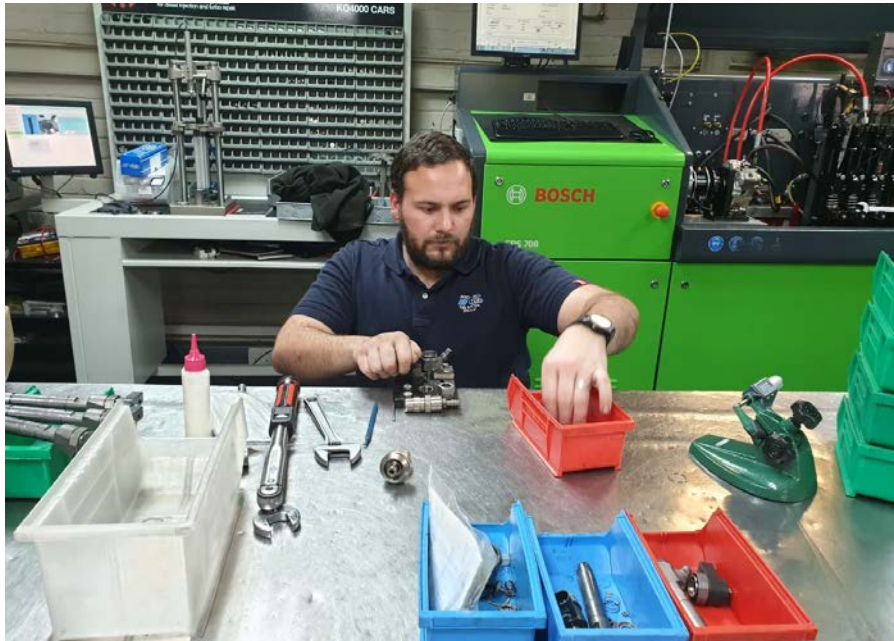
mixed level of success – in most cases the transporter has been where the system has been at its weakest. TEPA continues to fight the good fight on this front.

TEPA intends in the future to expand the level of equipment supplier membership with a view to enhancing equipment, sales, delivery, installation, commissioning, servicing and maintenance for all associations. The intention of this initiative is based again on overall upliftment of the industry.

TEPA is focused on growth and expansion through marketing and market presence, both at business-to-business and business-to-consumer levels. From the perspective of B2B, TEPA is striving towards encouraging members to buy from members which has the natural effect of strengthening our business model. By formulating a recognisable brand value in the eyes of the consumer, the drive of footprint enlargement is the end goal for the member business.

TEPA will launch in the next few months. Members will be kept posted on this process. 

Disability is no obstacle to success in the motoring industry



"We often see remarkable people in our workspace, but when someone has faced obstacles and is able to find success, this is even more noteworthy," says Jakkie Olivier, CEO of the Retail Motor Industry Organisation (RMI). "An example of this triumph over adversity is Kyle Louw, a paraplegic in Bloemfontein. He is a daily reminder that there are incredible opportunities for people living with disabilities to work in the motoring industry as mechanics, salespeople, fitters and business owners, or whatever career path they might choose."


Kyle, who lost the use of his legs after an accident at age 13, had always been interested in fixing cars and was at his dad Clive's workshop every day after school to learn and to help. Clive started his business, Bloemfontein Diesel Tech, in 1995 to service and repair mechanical VE and inline pumps. This later expanded to include DENSO

common rail pump systems as well as full-service bays. Clive is also the Free State and Northern Cape representative of the South African Diesel Fuel Injection Association (SADFIA), a proud association of the RMI.

Clive passed on his love of the motoring industry to Kyle, who, after finishing high school, enrolled in an apprenticeship, passed his trade test, and became fully qualified six years ago. The workshop needed a few modifications to ensure he could work efficiently including adjusting the height on some workbenches and tables, and tweaking the equipment to allow him to slide under cars. With these adjustments Kyle has been able to do exactly the same work as his able-bodied colleagues, and his long-term goal is to take over the family business when his father retires.

"It's important to apply yourself, and put your heart and soul into your

work," says Kyle. "There are many ways to accommodate your disability so don't be afraid to apply for your dream job."

Olivier is excited about the motor industry becoming more inclusive and opening up more opportunities for everyone who is interested, "As an organisation RMI welcomes the participation of people living with disabilities into the workforce. We strongly believe in giving opportunities to all." 



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Electric cars – where does South Africa fit in?



South Africa is not prepared for the serious economic implications of an inevitable transition from fuel-run cars to electric vehicles (EVs), says Vishal Premall, Director of the South African Petroleum Retailers' Association (SAPRA), a proud association of the Retail Motor Industry Organisation (RMI)



Vishal Premall – SAPRA Director

The economic changes will in the medium to long term oscillate between beneficial and negative. But in the short term most of the impacts are likely to be minimal, other than challenging retail petroleum and transport sectors to think differently about their business and how they will change these to accommodate and leverage technology advances.

"This will consequently require a transition plan for affected industries. A proactive and coherent approach is imperative to manage the transition effects and maximise the benefits of inclusive development," says Premall.

In the broader economy, the transition to EVs will deeply transform the transport value chain, which employs large numbers of people who, over time, will experience transformations in their jobs and careers.

Petroleum products are currently South Africa's largest single import at more than R100bn in 2018. As the demand for fuels and internal combustion vehicles dwindles, government revenues will be negatively impacted by a decrease in taxes and levies, but at the same time, there will be a significant decrease in the costs associated with clean air, which in 2017 was estimated (by the WHO) to cost South Africa R200bn. In 2017/2018 fuel levies contributed R70.9bn to government revenues, close to 6% of net revenues, these taxes will be offset through clean air saving and other forms of tax collection.

"On the automotive manufacturing side, the industry employs over 30,000 people and if we do not transform along with the rest of the world, we could see ourselves on the cusp of losing principal markets in the EU and US, which are seeing a rapid, unstoppable transition to e-mobility," he says.

Downstream, the petrol station business, which employs just under 80,000 people, will need to respond to these changes, just as they have successfully responded to changes in the past. The automotive retail industry, employing over 300,000 workers, will also see big changes to their operating models as EVs will have reduced maintenance requirements and have longer lifespans. The nature of the transition, where old and new technologies applied side-by-side for the foreseeable future, offers the opportunity to manage a gradual transformation.

This transition will be so gradual, that based on modelling done for South Africa's optimistic adoption, the job losses could be less than the natural attrition within the industry.


"We are already in the transition phase and every retail petrol station needs to ready itself for the level of changes that are imminent," says Premall. "The world is rapidly moving towards EVs, and even in South Africa more progress has been made than the average person suspects."

For instance GridCars has partnered with Solareff to help drive the use of renewable

energy in the new industry. Given the challenges we face with the national grid, renewable energy is a practical alternative for charging and also for any commercial site. GridCars is actively working with the industry to establish EV infrastructure and has already rolled out a national network of charging stations – The Powerway – on the N1, N2, N3 and N4, approximately every 100km to 200km. "The impact this will have on SAPRA is significant, albeit not in the immediate to medium term," says Premall.

"Furthermore, charge points are being installed at a wide variety of locations such as shopping malls and car parks, as well as along national roads. This is extremely exciting for the consumer, but I'm not sure the automotive industry is prepared for this speed of roll-out."

At issue, he points out, is that these are not factors within the control of the industry. "They're external forces – a technology which is shaping a new industry out of the old, in the same manner that broadcasting is currently being disrupted by Netflix and the internet; the taxi industry by Uber; and accommodation by Airbnb. As an industry, retail service stations have to ensure they do not go the same way as Kodak. We need to be early adopters."

There is time yet, he concedes. Notwithstanding the 'faster than speed of light' roll out, there is equally compelling research that any change will be gradual. However, Premall says the industry must not be lulled into a false sense of confidence. 

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MIRF, Retirement funds that deliver

Back Row Left: Radesh Maharaj (Principal Officer), Gerald Leith (Trustee); Chairman of the Administration and Communication Committee, Anesh Soonder (Chairman of the Board), Jakkie Olivier (Trustee; Chairman of the Remco), Kutlwano Mokhele (Trustee). Front row, from left: Ettie Claassen (Chief Operating Officer and Chief Financial Officer), Mantuka Maisela (Independent Trustee; Chairman of the Investment Committee), Hermann Köstens (Trustee; Chairman of the Claims Committee), Mike Motsoane (Trustee). Absent: Basil Cele (Trustee).

The Motor Industry Retirement Funds (MIRF) has embarked on a brand re-engineering drive to further enhance their relationship with their 250 000 members.

"In order to avoid confusion with similar sounding acronyms in our industry, the board has also decided to rebrand the funds to Motor Industry Retirement Funds (MIRF)," says Radesh Maharaj, recently appointed Principal Officer of the fund.

Sound and transparent

Maharaj says he is acutely aware that the funds' current culture needs to move with the times and its board needs to ensure it makes sound and transparent decisions in keeping with market changes and members' expectations.

Staff training

"We have also embarked on a comprehensive staff education and motivation programme to ensure we can deliver what we promise," recently appointed COO and CFO Ettie Claassen notes.

As part of their determination to keep up with the times and better communicate with their members, MIRF has launched a significantly more user-friendly website as well as an app aimed at better assisting their members with product information and queries.

Although MIRF already boasts assets in excess of R36 billion and has a board loaded with automotive industry leaders, the funds are clearly not content to rest on their laurels. The board believes the positive growth forecast for SA's automotive industry could make for a significant increase in their member base and the size of the portfolio they administer; but only if they evolve and actively engage with the fast-changing landscape

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Urgent Support for Childline Free State and Child Welfare Bloemfontein

The RMI has put out an urgent appeal to members to discuss how best the organisation can continue its long-standing relationship with ChildLine Free State (CLFS) and Child Welfare Bloemfontein (CWBFN) and find better ways of raising much-needed funds for this organisation. It provides a range of invaluable direct services to abused, abandoned, neglected, orphaned and vulnerable children and their families in the Free State

Programmes are guided by The Children's Act and developed according to the needs expressed and identified by the community. These range from providing a 24/7 crisis line and a range of child protection services to management of various centres including the Tshepong Thuthuzela Care Centre, the Talitha Cumi Child and Youth Care Centre and two after-school care facilities for almost 200 children from the community. These programmes play a critical role in helping to significantly eradicate all forms of child abuse.

As with most non-profit organisations, funding is a key challenge. Only 68% of the funding for these initiatives is secured; the rest comes from various fund raising initiatives and corporate and individual donations. These fundraising teams need to raise approximately R3.8 million per year. The organisation is currently facing huge funding constraints as a result of the withdrawal of international funds and an overall reduction in contributions from businesses that have traditionally provided support.

Jéanne Esterhuizen, Regional Chairperson of Retail Motor Industry Organisation (RMI) Freestate, says, "Members will remember we helped launch the Lelapa project last year as an additional method of raising funds using the organisation's professional social work staff skills. This

"There can be no keener revelation of a society's soul than the way in which it treats its children."
**Nelson Mandela,
Former President
of South Africa**

is unfortunately also struggling now that overseas funding has been withdrawn. Lelapa provides onsite consultation, counselling, socio-emotional support and therapeutic services for employees at a highly-affordable rate. A full breakdown of the services is available on request from the RMI or by contacting Lize du Plooy, Sustainability Manager at Child Welfare in Bloemfontein on 051 430 33 11."


Esterhuizen says there are a number of additional benefits for organisations when donating or partnering with CWBFN and CLFS's Lelapa project.

- Its Level One B-BBEE procurement recognition offers 135%, so for every R1 spent you can claim R1,35 against your own preferential procurement scoring.
- It is a tax-exempt Public Benefit

Organisation so it can issue you with a section 18A receipt for any donations which you can use to claim a deduction from your taxable income.

- It is classified as a Micro Enterprise (ME).

Any contributions to the organisation will allow you to count the full value of the SED contributions for B-BBEE purposes.

"I would like to appeal to our members to consider how best we can better support Child Welfare Bloemfontein and ChildLine Free State in the five districts of the Free State where services are provided. This well-run organisation can be integrated into your Community Social Investment strategy and will make a world of difference in the lives of those less fortunate than ourselves," concludes Esterhuizen. 

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First automotive machinist and engine fitter trade test centre opens in South Africa

One of the established routines of the automotive industry is the practice of training apprentices to the point where they have enough knowledge and experience to pass a trade test. Until now the testing has been done at automotive engineering firms or accredited colleges. However, the first South African automotive machinist and engine fitter trade test centre has been registered in Brakpan, Gauteng, by Hendrik Cronje, a qualified trade test assessor

Jakkie Olivier, CEO of the Retail Motor Industry Organisation (RMI), describes the opening of Automotive Specialised Testing Academy (ASTA) as “historic”. He says, “For the first time ever there is a member-owned trade test centre in the country. We are excited about how this will introduce uniformity to the process of assessing apprentices.”

Cronje, who has been working in the field for more than 20 years, said that his main motivation for establishing the trade test centre was to ensure there was uniformity in the work being done by assessors and mentors. He was also concerned about how the industry was coming under threat from overseas imports as some clients preferred to buy cheaper engines rather than pay for the existing ones to be refurbished.

The opening of the centre was not an easy journey for Cronje. The endeavour was an administratively heavy process, which required a lot of paperwork, and came with challenges regarding tax protocols and the correct filing of documents. Through sheer persistence, Cronje was able to overcome each of these obstacles, and finally register the trade test centre.

His first step was to purchase the premises, after which he bought all the necessary equipment for the apprentices. The machinery was signed off by merSETA, a training organisation that encompasses manufacturing, engineering and related services.

Now, with state-of-the-art equipment, modern premises, an industry-approved syllabus and qualified lecturers, the Automotive Specialised Testing Academy is ready to offer incredible opportunities for those who want to grow in the industry. This includes novices wanting to gain their first formal qualifications, and veterans looking to specialise or branch out in a different direction. The centre also offers accommodation for students from out of town.

Cronje strongly believes that preserving knowledge is one of the key factors to growth and employment provision, and that this local trade test centre can ensure that there is a constant supply of trainers and apprentices who are familiar with the latest equipment and techniques, and are therefore able to use best practices nationwide.

Through all this Cronje remains dedicated to his work with ERA, the Engine Remanufacturers’ Association, a proud association of the RMI. The group works to ensure that members supply clients with only the finest components



(From left) Assessor, JP Pereira, with owner of the Automotive Specialised Testing Academy (ASTA), Hendrik Cronje, and Sagrlys Helberg

and highest quality of workmanship in order to live up to their slogan – Hallmark of precision engineering.

Attie Serfontein, Director of ERA, is convinced that the registration of ASTA is a significant milestone for the country. “A lot of people did not think this was possible, which makes it all the more meaningful. We are positive that this first trade test centre is the start of many similar initiatives.”



Assessor, JP Pereira (left) with Christiaan Oertel, a trainee at the Automotive Specialised Testing Academy (ASTA)



X - 931 Touchless Wheel Aligner

WHEEL EQUIPMENT

X – 931 Touchless Wheel Aligner, professional equipment that can accurately measure vehicle tyre parameters, including front and rear toe-in, front and rear camber, caster, kingpin inclination and thrust angle etc.

The future of wheel alignment

Wheel alignment has always been a cornerstone in automobile maintenance. Over the past 50 years, wheel alignment has evolved in leaps and bounds. Many wheel alignment specialists in the industry today have personally witnessed the evolution of wheel alignment from the first specialised CCD wheel alignment machine to the now popular 3D wheel alignment. Launch Technologies is proud to present to you the latest in next-generation wheel alignment. The X931 Hands-Free Wheel Aligner. It's compact and sleek design is ready to take your workshop into the 21st century. Over five years of research and development and standing on shoulders of giants in the wheel alignment industry of the likes of Corghi and Beissbarth, the X931 utilizes 3D Laser imaging technology never seen before in the wheel alignment industry.

With the X931 installing cumbersome wheel clamps and performing rolling compensation is now a thing of the past. Simply drive the car onto the rail, live toe

and camber readings will instantaneously be displayed, and a simple 20-degree turn of the Wheel will enable the X931 to automatically calculate the caster angles.

Launch Technologies' latest three-dimensional laser technology combined with AI powered image recognition system enables the X931 to accurately determine the angle of the wheels directly from the wheel face. This eliminates any operational errors that can arise from incorrect placement of wheel clamps as well as damages to costly Mag Rims.

During live testing of the Launch X931 Hands-Free Wheel Aligner, it performed up to five times faster than a traditional 3D Wheel Alignment machine, thus reducing the time needed for a full vehicle reading to as little as 60 SECONDS. This cutting-edge time-saving Wheel Aligner will allow a single operator to perform the work of as many as five technicians. This translates to five times the number of wheel alignments performed per wheel alignment bay,

cutting your operational costs to a fraction of what a traditional 3D Wheel Aligner.

The ingeniously simple design of the X931 means that it is also a cost-effective machine, coming in at less than half the cost of its competitors in the market. The practical design of X931 eliminating any unnecessary components reduces the cost of maintenance and potential expensive Parts replacement prone to wear and tear.

The internationally recognised vehicle specification database, combined with South African local database gives you peace of mind when it comes to looking for the correct vehicle adjustment data.

Launch SA was established in Johannesburg South Africa in 1999. They have been the sole importer of Launch Equipment for over 20 years, with distribution and service networks throughout Southern Africa, Launch has become one of the industry's leading automotive equipment suppliers, providing excellent products and timely service and maintenance nationwide. 

For a chance to witness the X931 Wheel Aligner in action, you can visit Launch in Bedfordview Johannesburg. Launch will also be exhibiting at Automechanika South Africa (Hall 5 stand H14) at the Nasrec Convention Centre in Johannesburg South Africa between from the 18th until the 21st September 2019.



The importance of loyalty

Customers and employees will give you commitment, but when it comes to loyalty it's a different matter. Ross van Reenen looks at ways to make loyalty – an overlooked concept – work for businesses

Evidence suggested that loyalty is dead, and therefore, using it in the same breath as business is little more than an oxymoron. Loyalty programmes and CRM marketing have all helped to prove the futility of establishing loyalty in companies. The original focus of 'buying' loyalty through attractive fiscal packages that served to engrain retention in the way companies did business, has, somewhat predictably, failed miserably.

It has become fashionable to think loyalty is an outdated notion in a workplace where people defect at the click of a mouse and quality is continually compromised in the ever-increasing drive of goods or services, at the best (and cheapest) possible price. Forget about brands, loyalty and trust; it's all about 'no name' brands, the current bargain, the short-term profit, the eternal now...

But what is loyalty in the workplace?

Employee loyalty can probably be defined as employees who are devoted to the success of their organisation and believe that being an employee of this organisation is in their best interest. Not only do they plan to remain with the organisation, but they do not actively seek alternative employment opportunities.

In an article in the Harvard Business Review, Frederick F Reicheld – author of *The Loyalty Effect: The Hidden Force behind Growth, Profits and Lasting Value* – vigorously disputes the negative notion of 'loyalty'. He contends that new research has shown that companies with faithful employees, customers and key investors share one significant trait: leaders who sticks to six fundamental principles. He believes

the greater the loyalty a company sows among its stakeholders, the greater the profits it will reap.

Dr Jim Harris, author of *Getting Employees to Fall in Love with Your Company*, addresses the issues of downsizing, restructuring, outplacements, lay-offs and firings as the main reason for an unstable and 'mean' business environment.

All companies that want to successfully compete and thrive within an incredibly competitive marketplace must address the following question: how do we regain the lost loyalty and commitment of today's employee?

The only long-term competitive advantage for any organisation is the collective brainpower of its people. With an enthusiastic staff and 'brain-in-gear' people a company always has the chance

of establishing itself as an industry leader. Without these, a company remains vulnerable and, in all likelihood, on the road to rapid extinction. Business leaders too often take the low to short-term gains at the expense of employees, customers and ultimately shareholders.

Reicheld argues loyalty and commitment are part of the same mindset which, in simplistic terms, relates to the fact it's not only about the short-term profit but rather the glue that is ultimately one of the most important ingredients of retention. A 5% increase in customer or employee retention yields a 75% net present value.

"In a business environment that thrives on networks of mutually beneficial relationships it is the ability to build strong bonds of loyalty, not short-term profits, that has become the acid test of leadership," says Reicheld.

In his extensive research, Reicheld discovered six bedrock principles on which leaders built long-lasting and enduring companies.

1. **Create a win-win environment**

– Reicheld's research showed the connection between a company's attitude towards, and treatment of, its employees and customers. Customer and employee loyalty grow from the same root – principal leadership. Many companies like Apple, Google, Samsung, and well-known car manufacturers have proved this relationship between the company and its employees of deep and intense loyalty, which then leads to the same relationship with its customers.

2. **Keep it simple** – It is important for leaders to simplify their organisational structures and systems for measuring progress and rules for decision-making. Loyalty is a clear set of fundamentals in the basis for speed, flexibility and creating added value



to the company. A unique and significant opportunity to simplify issues in the organisation is to outsource all functions for which the organisation cannot provide outstanding customer value.

3. **Practice what you preach** – An old adage but one, like many clichés, which carries a ring of truth. The actions of leaders in companies speak volumes and how the company puts these principles into practice is crucial for spreading the message. The only way to achieve long-term loyalty is to show that it is a logical strategy, which will then be followed without dissent or opposition by employees.


4. **Be picky** – The behaviour and attitude of employees communicate directly to customers, suppliers and, ultimately the market. This shows exactly what the company stands for in terms of standards and commitment. High standards are especially important for new employees and are vital to attract and retain the appropriate level of individual loyalty in the organisation. Be picky about the appointment of new employees by making sure they can deliver products or services to the designated target audience.

5. **Reward great results** – Loyalty is not achieved through reasonable

performance – often the benchmark for reward in organisations – but for overachievement. Employees are often rewarded for significant short-term profits to the detriment of those who, often behind the scenes, build long-term customer loyalty. Whenever there is an opportunity for greater financial reward, productivity and loyalty will grow, hopefully not only for the money, but for the sake of creating an exceptional service and, in the process, exceptional rewards no matter what format it is given.

6. **Listen hard, talk straight** – The basic rules of good communication remain a constant; the key to better relationships, better business and better lives is not more communication, but improved communication. The result of better communication helps everyone to concentrate on the important issues and this can improve value to employees and customers alike.

The principle issue is that share price and profits are important and the creation of shareholders' wealth will always be a central focus – in some cases the only focus – and an objective for successful organisations.

But Reicheld's six principles will support the following: the centre of gravity for business loyalty – whether from employees, customers, investors, suppliers – will always be the integrity of the leadership team. 

merSETA had a great year



The merSETA has done a sterling job for the 2018/19 financial year, says the merSETA Acting Chief Executive Officer Wayne Adams

The merSETA has made major strides, according to our final assessment for the 2018/19 financial year.

This proves once again that the organisation is adept at confronting the volatility in the skills, training and employment-creation environment.

Innovation and determination have been key to this success.

Here are some powerful facts about our achievements.

The merSETA supported 19,826 employed learners in improving their skills, thus enabling better productivity and addressing workplace shortages.

We further supported 13,739 unemployed learners in various programmes to address scarce skills and development in the mer-sector.

In addition, the merSETA supported 10,814 members of trade unions in basic, intermediate and advanced shop steward training. These programmes were initiated by the National Union of Metalworkers of SA, the Liberated Metalworkers Union of SA, Solidarity, UASA (formerly the United Association of South Africa) and the Motor Industry Staff Association.

These training interventions saw a marked drop in disputes



Written by Wayne Adams, merSETA Acting CEO

related to skills training, and we thank the labour constituency on the merSETA Accounting Authority for their contributions.


In 2018-2019, the merSETA entered into 1,609 partnerships with government departments, TVET colleges, universities and employers to support education and skills development.

Further to these partnerships, 3 963 higher education students and lecturers were assisted through short-learning programmes, master's and PhDs, and postgraduate diplomas.

Civil society also benefitted.

The merSETA supported 693 civil society, community-based organisations (CBOs), trade unions, small businesses and other non-levy-paying entities (NLPEs) to promote skills development and training in different skills.

As I have said previously, the second submission of mandatory and discretionary grant applications via the electronic grant application system went live in 2018-2019. We encourage our stakeholders to continue using this system as it has better features which are based on your feedback.

And now that the minister has extended the life of all SETAs to 2030, you, our stakeholders, can be sure our output and dedication will rise. 

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Making a fire in your engine

A detailed look at combustion

Most hydrocarbon fuels consist mainly of carbon and hydrogen molecules in various combinations to form compounds with slightly different properties. Petrol differs from diesel fuel because it contains different mixtures of these compounds in order to satisfy the requirements needed for two different combustion processes. However, in both types of engine the fuel combines with the oxygen in the air to form carbon dioxide (CO_2) and water (H_2O). The combustion process is seldom perfect with the result that harmful carbon monoxide (CO) is also formed. In addition, impurities in the fuel, such as sulphur, as well as nitrogen in the air, also cause the formation of harmful compounds

To me, the most fascinating part of combustion is the fact that petrol engine combustion and diesel engine combustion are very different from each other. Petrol engine combustion is a bit like making a fire by putting all your wood in pile and then lighting it while diesel engine combustion is similar to starting a small fire and then adding wood gradually.

PETROL COMBUSTION

In these engines the combustion process can be described in stages.

The ignition stage

Ignition is started by an electrical spark occurring at between 12 and 32 degrees before TDC (top dead centre), depending on the engine design features. This creates a plasma (sea of electrons) at an average temperature

of 6,000 degrees Celsius in the vicinity of the spark plug gap that promotes a breakdown of the fuel molecules. The oxygen in the air can now combine with the carbon and hydrogen in the fuel to form carbon dioxide and water. This process starts comparatively slowly because of heat losses to the colder spark plugs as well as the colder gas mixture, but the first flames can be detected about six crankshaft degrees after the spark has occurred. The flame would have been spherical in shape in still air but the piston's movement has caused turbulence that promotes fuel/air mixing but distorts the flame-front. Initially, the flame is small, moves very slowly, and does not generate enough energy to heat up the surrounding gasses. Consequently, the cylinder pressure and flame speed rises very slowly so that a noticeable

increase is only visible after eight to 10% of the fuel has burned.

Flame propagation

The flame now speeds up and moves very quickly through the combustion chamber about 10 times faster than it would have travelled if there was no turbulence. The flame causes the temperature and pressure to increase rapidly with the gasses behind the flame front initially hotter than the unburnt gasses in front of the flames. This increases the volume of the burnt gasses so that when 30% of the mixture is burnt these gasses occupy almost 60% of the space above the piston. This compresses 70% of the unburnt mixture into 40% of the available space with the result that the unburnt gasses also start to heat up. This process is aided by the flame



front temperature which is by now close to 3,000 degrees Celsius.

In an ideal combustion process the fuel/air mixture should be about two-thirds burned by the time the piston has reached TDC and completely burned at about 15 crankshaft degrees after TDC. This would result in the maximum temperature and pressure to occur between five and 10 degrees after

TDC, which is the ideal condition for a four-stroke petrol engine.

The flame speed is affected by the mixture strength. Lean and very rich mixtures slow the flame down but the highest flame speed occurs when the mixture is slightly rich. Exhaust gas recycling slows down the flame but the turbulence caused by a rising engine speed increases the flame speed.

The burn angle is a critical number associated with the combustion process. This is the angle through which the crankshaft turns during the combustion process. This is about 25 degrees for most well-designed engines. This number means that if the spark occurred at 16 degrees before top dead centre and the first flame appeared at 10 degrees before TDC (see delay time above) then the combustion should be completed by 15 degrees after TDC.

If the ignition occurs too early then the initial combustion pressure will oppose the piston movement and energy will be wasted. If the ignition occurs too late then the rising pressure will occur after the piston has started to move downwards so that less energy will be imparted to the piston. Combustion takes less time as the engine speeds up, but the time taken for the crankshaft to move through the burn angle also decreases. However, it is desirable that combustion should still be completed by about 15 degrees after TDC and this result is achieved by advancing the ignition timing. The timing is also advanced at part throttle when the slower engine speed results in a slower flame speed.

Flame termination

Soon after the crankshaft reached 15 degrees after TDC most of the fuel mixture has burnt itself out and the flame front has reached the further walls of the combustion chamber. The small amount of mixture that has not been consumed by the flame will often self-ignite because the temperature is still high enough. Research has shown that this occurs practically all the time but the amount of mixture involved is so small that for most of the time it is harmless. However, if the wrong fuel is used, or if the combustion chamber gets too hot, then self-ignition occurs before the flame front has weakened, and this creates a harmful shock wave that can be heard and

TECH TALK

felt. This is called detonation and a modern CPU will get a signal from the knock sensor and reduce the ignition timing to eliminate detonation.

DIESEL ENGINE COMBUSTION

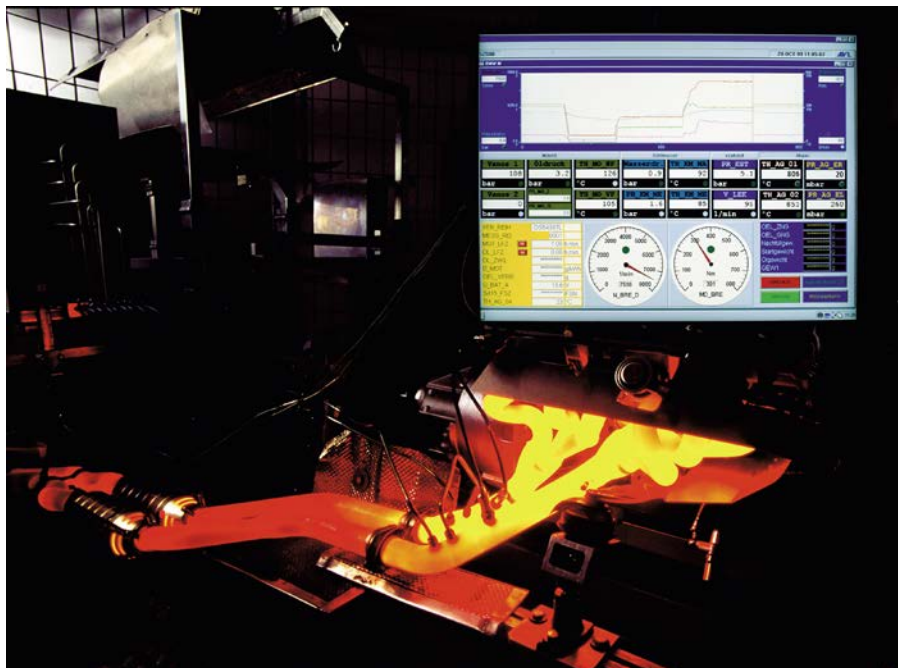
Petrol engine combustion is spark-induced and occurs in a mostly homogeneous mixture of fuel and air but diesel engine combustion takes place when fuel droplets evaporate and burn spontaneously in hot air.

Some early diesel engines employed a throttle valve but modern diesels do not employ such a restriction. They always inhale the maximum amount of air that is forced in by the prevailing atmospheric conditions and the valve timing configuration. This is one of the reasons why diesel engines are more efficient.

The throttle valve on a petrol engine is a restriction that causes what are known as pumping losses. These result from the energy required to suck air past a partly closed throttle and these losses are obviously highest at part-throttle operation. This is where the diesel is at its most economical.

On a diesel the intake air is heated by the employment of a high compression ratio of between 14:1 and 20:1 and the fuel is injected quite late in the compression stroke by a high-pressure injector. The injection starts at about 15 degrees before TDC and carries on for about 20 degrees. The injection delay ie the time it takes for the fuel droplets to evaporate and start burning, does not change much with engine speed so that the fuel injection initiation must start earlier as the engine speeds up. The injection pressure needs to be very high because of the high compression ratio and also in order to impart a high speed to the fuel droplets. This speeds up the mixing and evaporation process.

Once injection has taken place, the fuel must break up into very small droplets




to make the evaporation process easier. The hot air helps so that about 90% of the fuel has evaporated in one millisecond after injection. Evaporation of the first fuel droplets tend to cool the surrounding air with the result that evaporation of the interior of some of the droplets actually stalls but the turbulence in the air and heat from other burning droplets soon causes more complete evaporation.

It's interesting to note that the average fuel droplet tends to develop six layers of varying fuel/air mixture strength. These zones surround each other like the layers in an onion.

- The inner layer is still in liquid form.
- The next layer is too rich to burn, but it will form soot.
- The next layer is slightly rich but will burn. This is where self-ignition usually starts and some soot will also form here.
- The mixture in the next layer is chemically correct.
- The next layer is lean but will burn.
- The outer layer is too lean to burn.

About six to eight degrees after injection starts the first droplets will start to burn. Combustion usually starts in the slightly rich zone inside a fuel droplet. Between 70 and 95%

of the fuel is now in vapour form and multiple flame fronts arising from the many self-ignition sites now burn all the mixture that's has the correct fuel/air ratio. This results in a rapid increase in temperature and pressure in the cylinder so that the unburnt droplets as well as the last of the fuel still entering can now evaporate and burn very quickly. The combustion lasts for about 40 to 50 degrees of crankshaft rotation, which is about twice as long as the petrol engine combustion process.

Fuel injectors used to be mechanically operated but the electronic revolution has resulted in solenoid-operated fuel injectors on older engines and piezo-electric fuel injectors on modern diesels. The latter are four times faster than older injectors and this has enabled the CPU to employ up to five small injection squirts for every combustion event instead of just one in order to control the combustion process in such a way that less harmful by-products are being produced. 

Jake Venter has worked as a mechanic, as an engineer in an engine assembly plant and as a lecturer, but now prefers journalism.





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Interest up, but sales down

While consumers may have enjoyed some reprieve from the interest rate cut in July, the motor industry didn't. New vehicle sales continued their downward trend according to results released by the National Association of Automobile Manufacturers of South Africa (NAAMSA)



Ghana Msibi, WesBank Executive Head of Motor

Total market sales for July declined 3.7% to 46,077 compared to July 2018. This market performance reflected the year-to-date sales trend down the same amount for the first seven months of the year compared to the same period last year.

"While the small interest rate cut during July was warmly welcomed by industry and consumers alike, it may take some more incentive from the Reserve Bank to jump-start the economy and entice consumers back into the new vehicle market," says Ghana Msibi, WesBank Executive Head of Motor. "While small, its effects will be enjoyed by household incomes in the longer term, but another cut before the end of the year would be welcome and effective."


Consumers appear to be shifting their allegiance to Light Commercial Vehicles (LCV) judging by July sales. LCV sales increased 2.9% year-on-year to 13,852 units. Dealer channel sales in the segment grew 4.1%, indicating that motorists are more inclined to drive bakkies than passenger cars.

By contrast, passenger car sales declined a hefty 8.2% to 29,477 units. Rental sales in the segment were down 9.3%, softening actual consumer demand on the dealer floor, which was down 7.6%. Year-to-date sales for passenger cars and LCVs are 5.4% and 1% down respectively.

"The economy remains tough," says Msibi. "Retrenchments across the board are hitting all sectors hard and the motor industry is feeling the effects of significantly reduced spending power. Consumers simply cannot afford to replace their vehicles, never mind enter the market for the first time."

July was the longest selling month of the year with 23 working days. While this technically makes the market's performance even worse, it is interesting to note that demand is increasing.

"WesBank experienced it's best month this year in applications received for finance," says Msibi. "While this clearly didn't translate into sales, it is reassuring for the industry that consumers are at least shopping for vehicles. Industry has to understand what is limiting the conversion of this interest into actual deals – whether new or pre-owned vehicle purchases – which is likely driven primarily by affordability.

"Consumer behaviour in those deals that are concluded has also shifted significantly towards linked interest rates over the past 18 months," says Msibi. "This is indicative of a market expecting interest rates to decline over the period of the contract and consumers being hopeful of savings over the contract term." 

Partinform at Cars in the Park

The Partinform trade show was part of Cars in the Park held on 4 August at the Zwartkops Raceway

The annual Cars in the Park motor show recently took place at Zwartkops Raceway and once again lived up to its reputation as the biggest motor show on the calendar. With over 100 clubs displaying over 2,500 vehicles, commercial exhibits, food markets, a flea market as well as an arts and crafts market, the event was a great outing for motor enthusiasts and the whole family.

Although Partinform usually speaks to the automotive industry, specifically the aftermarket, it was agreed that

by being present at an event like Cars In The Park it could inform the consumer of the importance of having good quality parts fitted to their vehicles when taking it for a service, or purchasing good quality branded parts when servicing their own vehicles.

With many visitors to the show this year, the organisers and members of Partinform were pleased with the number of visitors at the various stands, with many questions being asked as to who

Partinform is and how members of the association can benefit the consumer.

Partinform and its members remain committed to promoting good quality branded parts to the automotive aftermarket as well as to the consumer.

The next Partinform event will be held in Vryburg on 11 September 2019. If you are involved in the automotive industry, come and visit the event and spend time communicating with your fellow members in the automotive industry. 

If you are involved in the automotive industry come and visit the event and spend time communicating with your fellow members of the automotive community or if you need more information contact Charmsevents on 082 381 9026 or charmsevents@mweb.co.za

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Subpoena in labour proceedings

In order to present a satisfactory case in disciplinary proceedings, an employer is, apart from presenting documentary evidence, required to present evidence in the form of witness testimonies. Ordinarily, this should not be an onerous task for the employer in circumstances where the specific witness is employed by the employer – the presence of the witness in the proceedings should be secured

By securing the witness's attendance at the hearing, the presiding officer will be privy to all relevant evidence and will not have to deal with any hearsay evidence. Consequently, any challenges concomitant to hearsay evidence are circumvented. After having considered all the evidence that was presented during the disciplinary hearing, the presiding officer will decide whether the employee is guilty of the misconduct so charged with.

If the chairperson finds the employee guilty, on condition that all other procedural aspects of a fair hearing had been adhered to, the presiding officer will make a recommendation of dismissal to the employer. As a further condition, the misconduct should be of such a nature that dismissal would be regarded as the primary sanction. If the employee is dismissed, the employee will have the right to refer to

matter to the CCMA (Commission for Conciliation, Mediation and Arbitration) or, should there be a bargaining council dealing with the disputes in a specific industry, to that bargaining Council's Dispute Resolution Centre.

Each forum has its own set of rules on how to deal with disputes. Although such rules are normally similar in nature it remains imperative to ensure that the correct set of rules is followed – this will assist in eliminating any defective and unnecessary procedural challenges and delays.

The Motor Industry Bargaining Council (MIBCO) has its own Dispute Resolution Centre (DRC) which, in turn, developed its own set of rules when dealing with disputes.

In circumstances where the dismissed employee elects to refer a matter

to the DRC – and it is eventually set down for arbitration – the employer will need to prepare for the matter.

It will subsequently be necessary for the employer, as a priority, to secure its witnesses for the specific arbitration date. Ordinarily, the employees who testified during the internal disciplinary hearing, are still in the employ of the employer. However, the challenge arises when the employee has subsequently left the employment of the employer. Crucially, the employer will have to ascertain whether the testimony of the witness will be important in the arbitration. If it is evident that the attendance of the witness will be unavoidable, the employer will have to subpoena its erstwhile employee. The subpoena would, in the ordinary course, be applied for in circumstances where there is any uncertainty of the witness's willingness attend the

arbitration to testify. A subpoena is an order by a court or tribunal that commands the presence of a witness.

The rules of the DRC make provision for such a process. In order to be successful in having a subpoena issued, those rules need to be followed, with specific reference to Rule 37 of the Rules of the DRC which makes provision for the manner in which a subpoena is required to be issued.

A prescribed form, known as an LRA 7.16 form, needs to be completed with relevant information and it should be accompanied by a written motivation. The motivation is imperative due to the fact that it should provide to the Commissioner the reasons for the person is required attendance and the importance of the testimony in relation to the case of the employer. If the person's is not subpoenaed, the employer may suffer immense prejudice. Section 142 of the Labour Relations Act provides for the powers of the Commissioners – section 142 (2) states that the subpoena should be signed by the Director (of the CCMA).

Once a person is subpoenaed, witness fees, reasonable travel expenses and subsistence allowances will become payable. These fees will be published in the Government Gazette. The rules also make provision for circumstances where no fees will be payable by the requesting party. Proper and compelling reason for the waiving of the fees will have to be made in the same motivation where reasons for the subpoena are advanced. Subpoenaes need to be filed at least 14 days prior to the scheduled arbitration date.

The Commissioner may refuse to issue the subpoena. Circumstances in which such a refusal may be warranted can be found in rule 37 (4). These circumstances are as follows:

- The reason for the attendance of the witness/person was not disclosed;
- The party to whom the subpoena needs to be served does not




have seven days to comply with the subpoena;

- The party requesting the attendance of the person did not pay the necessary fees which include the witness fees, reasonable travel costs and subsistence allowance.

If the subpoena was issued successfully it is required to be served on the subpoenaed party. It needs to be served seven days prior to the date of the arbitration. The subpoena should be served by the party who requested the subpoena to be issued, or the relevant sheriff. If the matter is postponed to a later date, a new subpoena will have to be issued, or the Commissioner may warn the witness to appear on a certain date. A proper note should be made of this. The subpoena should be accompanied by the proof of payment for the relevant fees or, should the Commissioner (in certain circumstances) waive the full payment of the relevant fees or a part of such fees, the Commission/ Council will assume responsibility for the cost, unless directed otherwise.

The employer will have to ensure compliance with the subpoena. Despite proper compliance by the employer, the witness that has been subpoenaed may ignore it. The witness will be regarded as being in contempt of the Council/ Commission. The Commissioner may make a finding to this effect and refer the matter to the Labour Court.

Unfortunately, the employer will not only be required to comply with all the prevailing procedural requirements, but in some instances the employer will face much different challenges. These might range from dealing with hostile witnesses to those who have suddenly become untraceable. All of these might have an adverse effect on the outcome of the matter, unavoidably so.

It is advisable that when an employer receive a set down, the matter be evaluated immediately and all witnesses necessary to be in attendance during the arbitration phase of the dispute, be identified as a preliminary step. This will not only assist in complying with the rules of the DRC/CCMA, but also in identifying the potential risks and challenges that will have to be avoided or dealt with during the arbitration. If timeous risk assessment is conducted, there might be alternative avenues that the employer might be able to explore with an aim at a positive outcome of the arbitration. 



Douw Breed is a Director at Barnard Incorporated Attorneys, Centurion.



Director's liability

The company's recourse

Attorneys are often approached by aggrieved parties who wish to institute legal proceedings as a result of unlawful conduct by a company. Mostly, such unlawful conduct takes the form of failure to perform in terms of a contract or alleged misrepresentation by a representative (mostly a director) of that company

Once it is established that the aggrieved party has a valid claim, the first question being asked is, whether the party who acted on behalf of the company, can be held personally liable for the damages suffered by the aggrieved party. This is especially the case in uncertainty whether the company is financially capable of paying for the damages caused. If the company lacks financial capability, the company would, in all probability, face the possibility of being liquidated. This is obviously not ideal for the aggrieved party because that party may only end up collecting a dividend of a few cents in the Rand.

However, what about the company's rights, those of the remaining directors and shareholders? They too face a non-optimal situation due to months and even years of time and effort invested, which may be for naught if the company is liquidated.

It would be especially heart breaking if the reason for this loss was due to the unlawful conduct of one of its directors.

The liability of company directors is provided for in section 77 of the Companies Act 71 of 2008 (the Act). In accordance with section 77, a company director may be held liable for any loss, damages or costs sustained by the company as a consequence of any breach by the director of his or her duties contemplated in sections 75, 76 (2), 76 (3) (a), (b) or (c) or any provision of the Act or of the company's Memorandum of Incorporation. Section 75 of the Act deals with the Director's personal financial interests and section 76 with the standards of a director's conduct and therefore with the director's 'internal' conduct in, and obligations towards, the company.

Section 77, however also deals with the liability of directors as a result



of their external conduct. In this regard section 77(3) provides that the company may hold a director liable for any loss, damages or costs sustained by the company as a direct or indirect consequence of the director amongst others:

- having acted in the name of the company despite knowing that he or she lacked the authority to do so [section 77(3)(a)];
- participated in the company carrying on its business recklessly, with gross negligence, with intent to defraud any person or for any fraudulent purpose [section 77(3)(b)].

Although a third party may under certain circumstances hold the director


personally liable for its damages as a result of the director's above conduct, that third party will in most instances, especially as a result of the risks involved in holding a director personally liable for damages, seek recourse against the company first. Where a third party does hold a director personally liable and execute a court order for damages against the director only, the company's damages may be limited. However, despite the fact that a third party may in the end only execute a court order against the director personally, the company would in all probability have had to incur substantial legal costs in defending the claim against the third party. In such an instance section 77 provides that the company may recover the damages it suffered from the director who acted unlawfully.

The word 'knowing' in section 77(3)(a) presupposes that a director acting unlawfully must do so intentionally to be held liable. This, however is not the case. In terms of section 1 of the act 'knowing' also means that the person was in a position in which the person

"reasonably ought to have –

- (i) had actual knowledge;*
- (ii) investigated the matter to an extent that would have provided the person with actual knowledge; or*
- (iii) taken other measures which, if taken, would reasonably be expected to have provided the person with actual knowledge of the matter."*

In light of this, a director can also be held liable by the company when the director acted unlawfully because of his or her negligence.

It is therefore imperative that directors of companies are *au fait* with the internal procedures of the company and the requirements to be met in order to have authority to act on behalf of the company. 



Andries Stander is a director in the litigation department at Barnard Incorporated in Centurion.

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Car sales remain slow

The South African car market continues to struggle, with the bulk of the buying activity currently taking place in the used car sector as financially-stretched consumers increasingly opt for older cars at lower price points. This is according to the latest TransUnion SA Vehicle Pricing Index (VPI) for Q2 2019

The number of new and used vehicles financed have fallen 7% and 2% quarter-on-quarter respectively, according to the TransUnion VPI report. The drop in sales is in spite of the VPI for new and used vehicle pricing remaining below inflation, with used vehicle pricing increases at their lowest since Q2 2014.

The new vehicle VPI moved to 3.1% in Q2 2019 from 2.6% in Q1, while the used vehicle index fell sharply from 2.5% to 1%. The index measures the relationship between the increase in vehicle pricing for new and used vehicles from a basket of passenger vehicles, which incorporates f15 top volume manufacturers. Vehicle sales data is collated from across the industry to create the index.

"There is a direct correlation between current macro-economic conditions – the country's negative GDP growth of 3.2% for Q1 is the lowest it's been in the past 10 years – and the constrained new vehicle market," said Kriben Reddy, head of Auto for TransUnion Africa.

"Overall, the South African car market had another challenging quarter. The signs for new vehicle sales are looking stagnant going into the second half of the year as dealers push sales through guaranteed buy-back options and marketing initiatives to suit the consumers' pocket," said Reddy.

"What this means is that consumers are in a position of power when purchasing new or used vehicles, with



price increases well below inflation for the past two years as manufacturers try to stimulate the market through bargains and discounts."

The TransUnion VPI report shows the used-to-new vehicle ratio increased from 2.05 in 2018 Q2 to 2.16 in 2019 Q2, which means that 2.16 used vehicles were financed for every new vehicle financed. The make-up of used vehicle sales is also shifting, with 34% of used vehicles financed under two years old, with 6% of those being ex-demo models – which indicates consumers are opting for older vehicles as pressure on disposable income increases.

People continue to spend less on cars, with a clear shift back to vehicles under

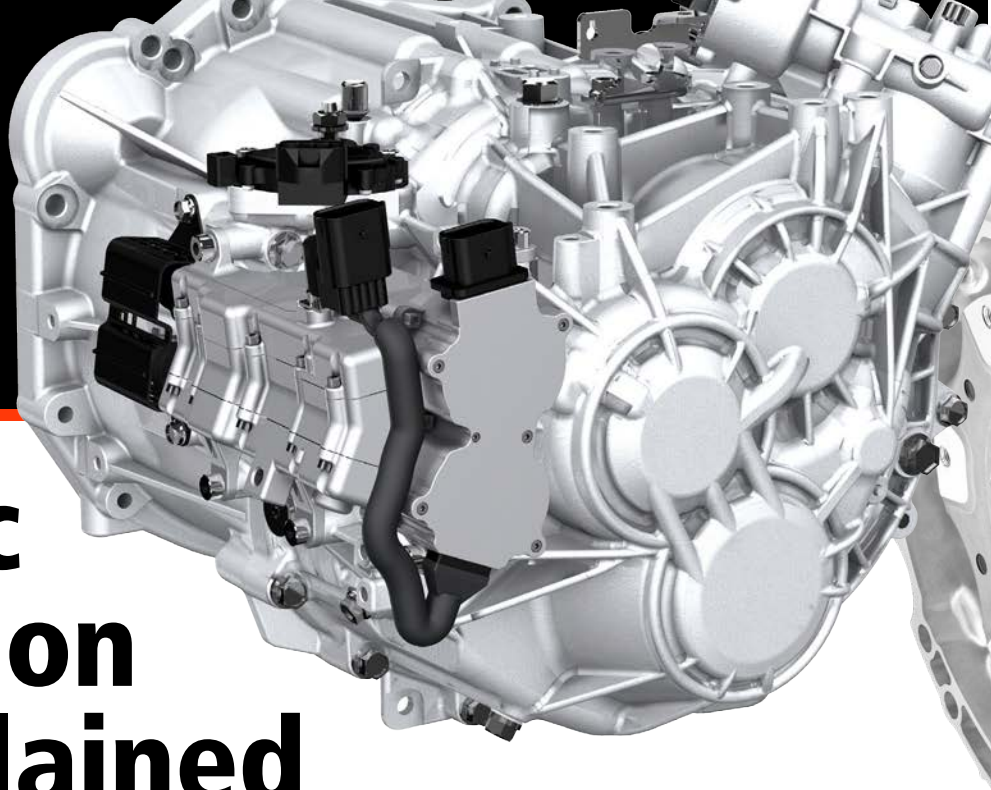
R200,000 as consumers continue to feel strain on their disposable income. The percentage of cars (both new and used) being financed below R200,000 is at levels last seen in Q2 2013, which effectively means that consumers' purchasing power has not changed since that time and has actually decreased in real terms (that is, taking inflation into account).

"While we anticipate car sales will remain under pressure for the rest of the year, we're cautiously optimistic about 2020. Although the Q1 2019 GDP fell sharply, our expectations are that we will see a slight improvement in Q2 and Q3, which should positively impact the car market," said Reddy. 



Transmission

Automatic transmission types explained



Automatic transmission types explained

A transmission (or gearbox) is a bridge between the engine and the drive wheels of a vehicle. It transforms torque and horsepower to various speed limits

Simply put, it sends power from the first part to the second part to help the car to move forward and backward. The automatic version of the gearbox can change gears with the movement of the vehicles; the driver does not need to do anything except for selecting the modes. Modern vehicles feature a few versions of automatic transmission types.

Automatic Transmission Types Explained

A Canadian inventor named Alfred Horner Munro first patented the concept of the auto gearbox and he utilised compressed air for the change of gears. American inventor Oscar H. Banker developed the concept and invented the first practical auto transmission. The automobile giant General Motors introduced the first modern and mass-produced self-shifting gear called Hydramatic in 1940.

The automatic transmission is available in several versions depending on the make and model of a vehicle.

Traditional Automatic Transmission

Mostly known as torque converter automatic, this is the standard type of automatic transmission to be found in most of the cars these days. Unlike a manual gearbox, it does not use a clutch to change gears. Instead, a hydraulic fluid coupling or a torque converter does this job. It connects to the Electronic Control Unit of the engine and allows for precise control of the vehicle.

Automatic cars perform smoothly, but the shifting of the gears is not quick all the time, earning them the name 'slushbox'. The impression has been changing though, thanks to some brilliant transmission models such as the ZF 8-speed, which you will find in many performance cars ranging from Jaguars to BMWs.

Automated-Manual Transmission

Also known as semi-automatic transmission (SAT) and by several other names, this automatic transmission type utilises a regular clutch and gear setup but automates the action

by the use of sensors, actuators, processors, and pneumatics.

The cars featuring this transmission provide better performance on highways. They are not recommended for city driving because the engines feel jerky under hard acceleration.

These gearboxes use either belts or pulleys instead of steel gears found in traditional auto transmission, for changing the gears. It allows for seamless gear shifting with numerous range of ratios and facilitates the engine to spin at the maximum RPM (speed).

Two more types of CVT are there. The Hydrostatic CVT uses hydrostatic motors and variable-displacement pumps for transferring power to the engine. On the other hand, the Toroidal CVTs use discs and power rollers for this purpose.

The transmission allows the engine to operate at the maximum efficiency with seamless acceleration. It is good for fuel economy, and the repair

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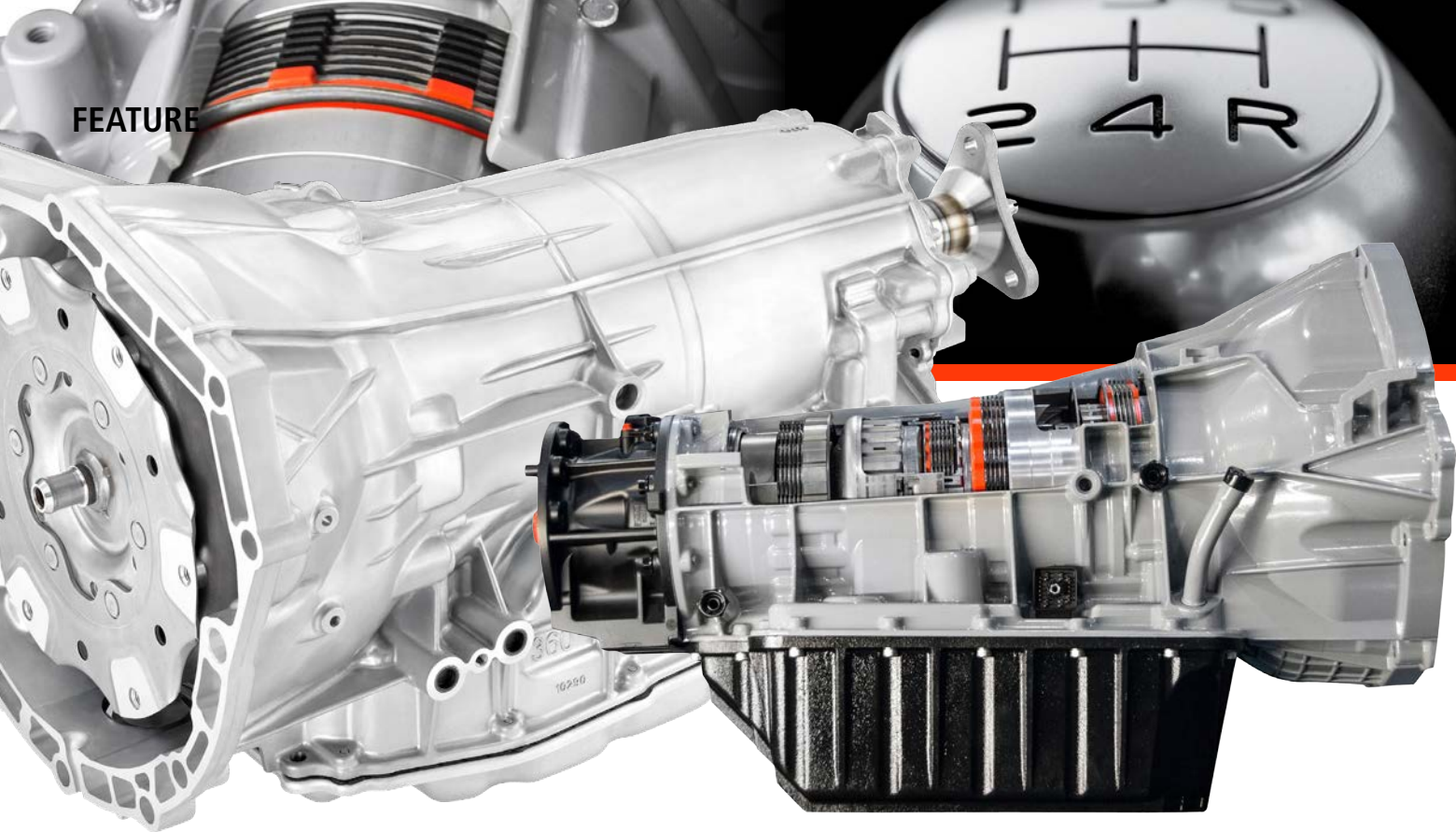
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and maintenance are not expensive. However, the engine creates much noise under acceleration and load. Plenty of models use this gearbox, and some of the crowd favorites are Chevrolet Spark, Ford C-Max, Nissan Sentra, and more.

Dual-Clutch Transmission (DCT)

This is a hybrid of automatic and manual transmission. There is no torque converter in DCT. You will use two separate shafts for gear changing, one for odd-numbered and another for even-numbered gears. Both the shafts have their own clutch.

You can shift to a higher or lower gear in a fraction of second and the transformation from automatic to manual is also seamless. However, the DCT gearboxes can't escape the complaints of noisy clutches, scratching sound, and rough shifts.

DSG (Direct Shift Gearbox)

It is almost similar to the DCT but without its annoying problems. It uses two clutches instead of a torque converter, and its mechanism works by simple disengaging one clutch and

engaging the second one for changing the gears. This transmission offers faster gear shifting and smoother pulling away than the traditional models.

Modern DSG units provide better fuel efficiency than even the manual gearboxes. The DCT is a dry transmission that does not need the driver to change the gearbox fluid, ever. It leaves the clutches dry and wears out their frictional quality eventually. The results are abrupt shifts, slow responses to gear shifting, and jerky transmission. On the other hand, DGS is a wet transmission that keeps the clutches lubricated. The result is decade-long service with lighting gear-changing performance. However, you have to change the fluid on a regular basis, which could be costly.

BMW M3 is one of the best cars for driving with the DSG.


Many automobile manufacturers such as Skoda, VW, Porsche, and Audi use this model in their cars but under different names. For example, Porsche calls it PDK gearboxes while the name changes to DSG S-Tronic units for Audi models.

Tiptronic Transmission

This is one of automatic transmission types that functions just like a manual gearbox. However, it's different from manual operation in the sense that it uses a torque converter in the place of a clutch pedal, does have the option for auto shifting, and does not let the driver have full control over the gears.

What's unique about this unit is it has the option to override the automatic mode. It means that you can drive your car as an automatic along with being able to switch into the manual mode when required such as getting up a hill or going downward in a steep road.

Tiptronic Transmission was first seen in Porsche 911.

The cars using this unit have an inbuilt safety feature so that any driver error does not result in the damage of the gearbox. A number of manufacturers use this type of automatic transmission but it was first seen in Porsche 911 (in 1990) and then adopted by BMW and Chrysler. 



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Automotive drivetrains in the SA aftermarket

Written by Chris Reilly on behalf of Rex Diff and Gearbox

South Africa's automotive industry is a major contributor to the country's economy, despite its relatively small size compared to major markets in Europe, the Americas and the Far East. Total revenue amounted to R503bn in 2018, contributing 6.8% to the GDP. Of this, 4.3% came from manufacturing and 2.5% from the retail motor trade



Vehicle warranties are good for the manufacturers, importers and their dealers. Besides a peace-of-mind benefit to attract buyers, they tend to keep customers coming back to their dealerships for servicing and maintenance (replacement of numerous wear-and-tear parts) for the warranty duration.

Expired Warranties Feed Aftermarket Business

But, just as thousands of warranted new vehicles enter the national population every month, so many thousands of vehicles' warranties expire every month. How many expired warranty vehicles are out on the road?

To understand how the automotive drivetrain aftermarket fits into the retail motor sector, it helps to know the scope of the overall motor industry in South Africa.

According to the National Association of Automobile Manufacturers of South Africa (NAAMSA), there are 37 automotive nameplates represented in South Africa (as of July 2019). Several of these, like Toyota, Volkswagen, Ford, BMW, Nissan, Mercedes-Benz, Isuzu and others, have extensive manufacturing, assembly and dealer infrastructure in the country. Most other marques are importers of fully assembled vehicles with varying distribution and dealership footprints.

New Vehicle Sales

Every month, NAAMSA publishes a detailed summary of new vehicle sales in SA (comprising all types of cars, trucks and buses) on the Department of Trade and Industry's website. New vehicle sales for July 2019 reached 46,077 units. This is the sales trend for most months of the year. South Africans buy over half a million vehicles per year.

Clearly, there is a healthy injection of tens of thousands of new vehicles joining the South African vehicle population every month, with valid warranties varying between one and five years' duration, depending on the brand.

eNaTIS, the National Traffic Information System, publishes the live vehicle population in South Africa on a monthly basis on its website. As of 31 May 2019, the total number of self-propelled vehicles (with engines and gearboxes – excluding trailers and caravans) registered on eNaTIS was 11,358,810.

That's 11 million vehicles. Subtract those crashed and/or scrapped vehicles that are de-registered daily, and this number still increases by a few thousand every month. It is these vehicles which feed the burgeoning non-OEM automotive aftermarket in South Africa.

Maintenance, Repair and Bling

There are hundreds of auto spares shops and chain-stores flogging fan belts, filters and spark plugs. Almost as many franchise suppliers of wear-and-rear items such as tyres, batteries, exhausts, shock-absorbers and windscreens jostle for a place on Google search pages with scores of independent car service, diesel and auto-electric workshops.

Then there are the flashy 'want, not need' vendors offering swish aero-cheating body kits; glittering displays of exotic mag wheels to go with your choice of exotic race-bred tyres. And for the cash-flush car owners, there are a select few tuning gurus touting their turbocharger and supercharger engine kits, ECU chip upgrades and free-flow exhaust systems.

And somewhere in between this plethora of automotive aftermarket anarchy, you find the drivetrain specialists. These are the people who work with the most abused and neglected component of any vehicle – the gearbox, with its various attendant appendages – clutch, CV-joints, propshaft and differential.

Rex Diff and Gearbox, better known as RDG to stakeholders in the motor industry, was launched in 1992 from a small suburban garage, much like Disney, Harley Davidson, Microsoft, Google and Amazon came into being.

Rick Rex, the new company's only technician back then, intuitively decided to specialise in repairing Isuzu KB bakkie gearboxes – the KB was the best-selling bakkie in South Africa at the time. Within a year or two, broken bakkie gearboxes began arriving from Johannesburg's biggest Isuzu dealership, prompting Rex to find bigger premises and additional technicians.

The RDG business had from an early stage committed itself to providing



excellent workmanship, quality customer service, value for money and a fix-right-first-time ethos that attracted even more customers. No less than the Delta Motor Corporation – then official importers of Isuzu and Opel – became RDG's first OEM client.

When General Motors Corporation acquired Delta to form General Motors South Africa (GMSA), Rex Diff and Gearbox became an OEM factory-approved drivetrain warranty repairer for all of GMSA's products – Chevrolet, Opel, Isuzu, Hummer, Saab and Cadillac. The relationship with GMSA lasted a decade until the parent company, GMC, suddenly withdrew from South Africa in 2017.

During the GMSA decade, RDG had to rapidly expand its workshop footprint and infrastructure in order to deliver the service specifications of the Service Level Agreement it had concluded with GMSA. New, fully equipped RDG workshops were set up in Port Elizabeth and East London, as well as Cape Town and Durban. These facilities were geared to handle all GM product drivetrain repairs – warranty or otherwise – for the many General Motors dealerships around the country.

Standards Certifications

"In order to do business with GMSA, all our workshops had to be ISO 9001 certified, and comply with General Motors factory standards," said Dennis McLachlan, RDG's consumer affairs officer. "That process took extraordinary effort and investment to achieve, but it paid off exponentially, by attracting a few major new OEM clients to RDG."

When General Motors discontinued the Hummer brand in 2010, a lot of owners became concerned about servicing, repairs, and the availability of spare parts.

RDG purchased GMSA's entire stockholding of spare new Hummer H3 automatic transmissions; "...so we would be able to assist Hummer owners around the country in the future," says Salomé Potgieter, RDG's national service manager. "We're always getting Hummers in our workshops for gearbox and diff repairs; if a gearbox can't be fixed, the new replacement Hummer transmissions are available at all our branches."

Truck and Bus

Rex established a massive commercial workshop in Jet Park solely focused on trucks, buses and heavy-duty



automotive transmissions. Isuzu Trucks South Africa (ITSA) was an important early OEM customer.

Following General Motors' withdrawal from SA in 2017, ITSA acquired GM's Port Elizabeth Isuzu bakkie plant and merged it with the truck business to form Isuzu Motors South Africa (IMSA). IMSA also acquired RDG's commercial workshop and rebranded it Isuzu Drivetrain (IDT). A new RDG commercial workshop was built in Boksburg.

Jannie Barnard, a senior technician at RDG Commercial, says repairing truck gearboxes pose a greater challenge to technicians. "They are from four to six times bigger than car transmissions; we have to move them around with cranes and forklifts. They may have two shafts and four speeds like standard gearboxes, but their multiplier gear-sets, designed to give them 12 or 16 speeds, add more complexity; more things to go wrong."

Many big gearboxes have built-in cooling systems and retarders to help with braking. They have to be stripped down to the last bolt for individual inspection to find all damaged components.



Despite the complexity, a growing number of truck manufacturers are offering products with automatic transmissions. Isuzu's acclaimed Automated Manual Transmission (AMT) fitted to some of its medium-sized trucks is extremely popular with South African truck owners and fleet operators.

"All the top transmission manufacturers like ZF, Voith and Allison are supplying electronically controlled, fully automatic transmissions to big name truck and bus makers," says Shane Beukes, manager of the RDG Commercial workshop. "Even their extra-heavy trucks are available as fully automatic."

Gearboxes Break

Logically, sophisticated automotive transmissions do fail, or the likes of RDG would not need to exist.

"Gearboxes and drivetrain components fail due to a few simple causes: simple wear of certain parts; loss of lubricant which hastens wear, and user abuse," says Frans Peens, one of RDG's auto repair bay specialists.


In manual gearboxes, the most common fault is worn or damaged synchro rings which help the gears to mesh during gear changes. Partial loss of lubricant damages the many bearings on the upper countershaft.

In automatic transmissions, wear or damage to the valves in the valve body, or the solenoids which activate the valves, causes overheating and failure of one or more of the clutches comprising the transmission. This often manifests as "limp mode" on a vehicle's dash display. In either case, it can cause untold stress for many motorists.

The Elusive Gearbox Failure

Every vehicle needs to fill up with fuel every week or so. Every vehicle needs a service every year or so. Every vehicle needs new tyres and a new battery every few years or so. But how often does a vehicle need a gearbox or differential or CV-joint repair? Not very often, as it turns out.

Out of the 11 million vehicles on South African roads, how many develop a faulty gearbox, differential propshaft or CV-joint per day? How many owners of those vehicles know about Rex Diff and Gearbox when their vehicle's drivetrain breaks?

RDG's challenge is to be front of mind whenever any motorist or vehicle owner suffers a drivetrain failure. 

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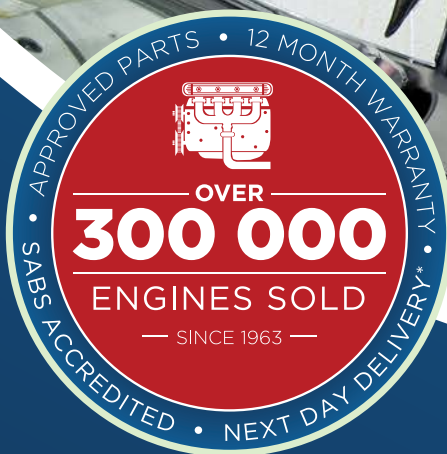
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Continental launches brand name change

RAM automotive fan and multi-V belts will be sold under the Continental brand name in the future, whilst premium quality remains guaranteed and will include new, globally-harmonised packaging design that will ensure greater clarity on distributors' shelves. The RAM brand will continue for car and commercial vehicle spares including selected automotive hoses, anti-freeze, hose clamps, radiator caps, and Weldit radiator seal


The technology company Continental is carrying out a brand shift in the automotive drive system aftermarket with its current ram-branded fan belts and multi-V belts. To be phased in during the second half of 2019, these product lines will be distributed and sold under the Continental banner in South Africa and sub-Saharan African markets, in line with global trends. "The automotive innovations of today are the workshop business of tomorrow. Thanks to our corporation-wide synergies, our customers can have confidence in our ability to promptly adapt current original equipment trends to the special needs of the aftermarket. That means we can offer demand-driven solutions that will prove a hit for distributors, workshops and customers," explained Rolf Sudmann, who is responsible for the global aftermarket business for drive systems at Continental.

"By rebranding this important line of fan belts and multi-V belts, we are pooling our in-house expertise and resources in the aftermarket equipment segments under the Continental brand, which is renowned around the world for premium quality and excellence," added Lynne Dunn, Sales Manager for drive belts in South Africa. "This will give our customers the assurance that they are fitting the very best belts that match the stringent original equipment specifications."

The Continental-branded products will be easily identified by eye-catching new standardised packaging designs, with large-format images on the boxes illustrating which products they contain.

"Our products have a high level of penetration in the automotive aftermarket, and we will continue looking after this segment by offering superb value for money matched to even higher levels of product quality with the new Continental belts," Dunn said.

This doesn't mean the end of extensive RAM product range, however, as it will still remain the brand of choice in selected automotive hose lines for cars and commercial vehicles, including hoses for radiators, air brakes, fuel lines, air-conditioning systems and heaters. The company's range also includes anti-freeze, hose clamps, lever vent radiator caps and Weldit radiator seal. It will continue to be sold along with the Continental fan belts and multi-V belts through the major national automotive spares outlets, larger independent spares retailers and export houses.


Rubber & Associated Manufacturers, or RAM, was formed in 1981 and has a long and proud legacy, having established itself as one of the region's leading automotive brands. Continental purchased the ram brand in 2015, thus bringing customers an even wider range of products and services. 

Troubleshooting made easy

Autodata, the leading provider of automotive technical information shares manufacturer verified fixes to common problems found in motor vehicles. Visit www.autodata-group.com to learn more about its online tools for workshops. Autodata is part of the Solera Group of companies

LAND ROVER RANGE ROVER SPORT: ENGINE COOLANT LEAK FROM FRONT BUMPER AREA

Problem: We are having difficulty finding the source of an engine coolant leak from around the front bumper area on a 2014 Range Rover Sport 3,0 Diesel. We have carried out a pressure check on the cooling system which confirms that there is a coolant leak but we cannot see where from exactly. Has this type of coolant leak been reported before?

Solution: We have had reports of this type of coolant leak on Ranger Rover Sport models with 306PS/306DT/508PS engine codes. The coolant loss is due to the engine coolant auxiliary radiator chafing through on the air intake duct caused by the front bumper being misaligned. Remove the front bumper to gain access to the engine coolant auxiliary radiators. Inspect engine coolant auxiliary radiators for damage and leaks. Renew the engine coolant auxiliary radiators if necessary. Fit foam pads, available from Land Rover parts department, to the new engine coolant auxiliary radiator Fig.1.1. Refit front bumper. Ensure front bumper is correctly aligned. Carry out a pressure test on the cooling system after the repair to check the coolant leak has been eradicated. 

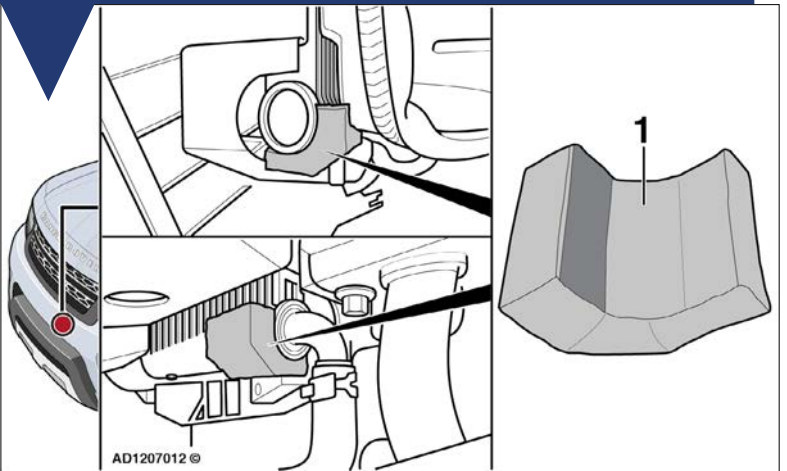



Illustration reference: lar199

AUDI Q5: RATTLING NOISE FROM ENGINE BAY WHILE DRIVING

Problem: A customer of ours has a 2010 Audi Q5 and they are complaining of a rattling noise from the engine bay while driving. We have experienced the rattling noise on road test but we are struggling to find the cause when back in the workshop. Are you aware of any common rattling noises on this model?

Solution: We have had the same problem reported to us before by owners of Q5 models with air conditioning up to 11/15. The rattling noise is due to insufficient clearance between the AC pipe and engine coolant expansion tank. Inspect AC pipe for signs of contact with the engine coolant expansion tank Fig.1.1. Fit modified AC pipe. Ensure suitable clearance between the AC pipe and engine coolant expansion tank. Carry out road test to confirm rattling noise has been rectified. 

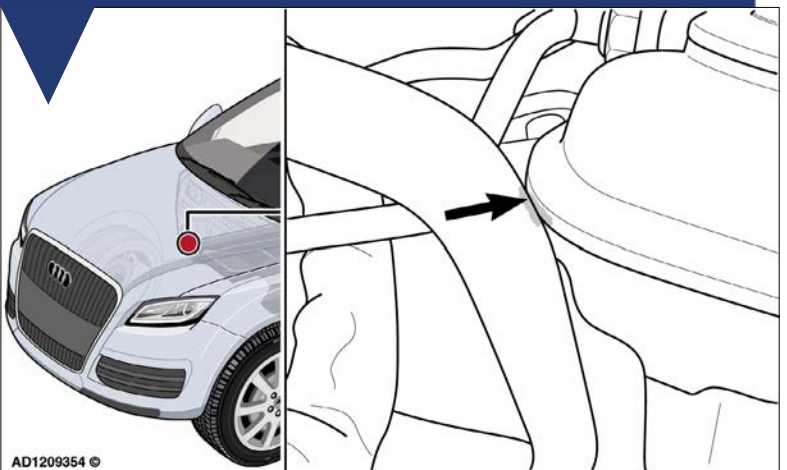


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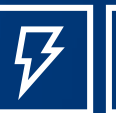
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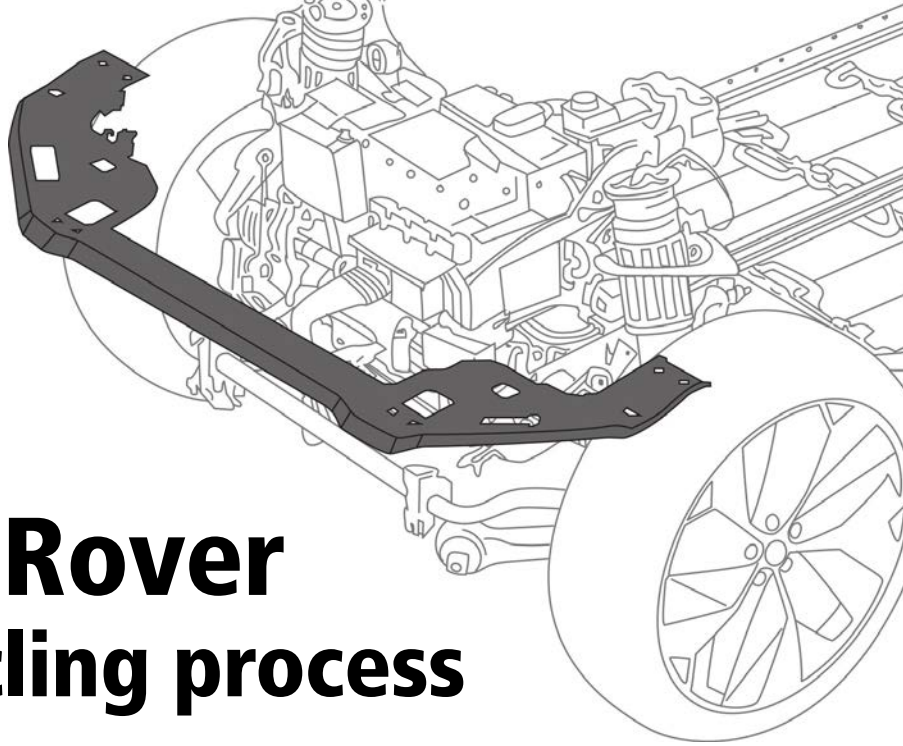
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LEADERS IN CLOSING THE SKILLS GAP



Jaguar Land Rover trials new recycling process

Jaguar Land Rover is trialling an innovative recycling process which converts plastic waste into a new premium grade material that could feature on future vehicles

It's estimated that the amount of waste plastic is predicted to exceed 12 million tonnes globally by 2050. Today, not all of this plastic can be recycled for use in automotive applications – especially in vehicle parts that are required to meet the most exacting safety and quality standards. Working in conjunction with chemical company BASF, Jaguar Land Rover is part of a pilot project called ChemCycling that upcycles domestic waste plastic, otherwise destined for landfill or incinerators, into a new high-quality material.

The waste plastic is transformed to pyrolysis oil using a thermochemical process. This secondary raw material is then fed into BASF's production chain as a replacement for fossil resources; ultimately producing a new premium grade that replicates the high quality and performance of 'virgin' plastics. Importantly, it can be tempered and coloured making it the ideal sustainable solution for designing the next generation of dashboards and exterior surfaces in Jaguar and Land Rover models.

Jaguar Land Rover and BASF are currently testing the pilot phase material in a Jaguar I-PACE prototype front-end

carrier overmoulding to verify it meets the same stringent safety requirements of the existing original part.


Pending the outcome of the trials and progression in taking chemical recycling to market readiness, adoption of the new premium material would mean Jaguar Land Rover could use domestically derived recycled plastic content throughout its cars without any compromise to quality or safety performance.

"Plastics are vital to car manufacturing and have proven benefits during their use phase, however, plastic waste remains a major global challenge," says Chris Brown, Senior Sustainability Manager at Jaguar Land Rover. "Solving this issue requires innovation and joined-up thinking between regulators, manufacturers and suppliers.

"At Jaguar Land Rover, we are proactively increasing recycled content in our products, removing single-use plastics across our operations and reducing excess waste across the product lifecycle. The collaboration with BASF is just one way in which we are advancing our commitment to operating in a circular economy."

This is the latest example of Jaguar Land Rover's commitment to addressing the challenge of waste plastic. The company has collaborated with Kvadrat to offer customers alternative seat options that are both luxurious and sustainable. The high-quality material, available initially on the Range Rover Velar and Range Rover Evoque, combines a durable wool blend with a technical suede cloth that is made from 53 recycled plastic bottles per vehicle.

Jaguar Land Rover has already met its 2020 target for Zero Waste to Landfill for UK operations. This includes the removal of 1.3 million square metres – equal to 187 football pitches – of plastic from its manufacturing lineside and replacing 14 million single use plastic items in business operations.

Together, these efforts are driving towards Jaguar Land Rover's vision for Destination Zero; an ambition to make societies safer and healthier, and the environment cleaner. Delivered through relentless innovation to adapt its products and services to the rapidly-changing world, the company's focus is on achieving a future of zero emissions, zero accidents and zero congestion. 

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AB399176AC	Fuel Filter
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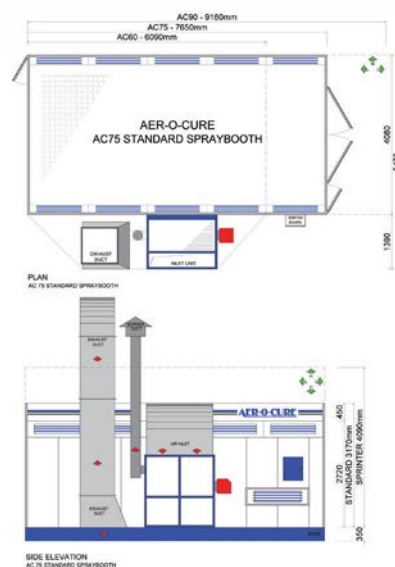
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