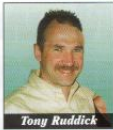




AJR Automotive Winter 2003 NEWSLETTER



Tony Ruddick

Hassle Free Winter Motoring

Cold weather means your car is working in extreme conditions. Here is some easy things you can do to make it safer travelling at this time of year.

Check your oil, water and tyre pressures...or have us do it.

Ensure wiper blades and washers are efficient.

Allowing a few minutes warm up in the morning gets the heater / demister happening.

Does your car warm up quickly? Perhaps it may require a thermostat if it doesn't.

Winter is the perfect time for an engine tune up.

Our community's automotive future

The Maroondah Automotive Employment Project seeks to develop an on-going program that will address the issues of skills shortages in the automotive manufacturing industry in the City of Maroondah.



To assist in this project Tony will be conducting an industry tour of the AJR Automotive premises on Wednesday 20th August 2003 5.30-6pm. He has also spoken recently at the Careers Centre in Norton Road Croydon with other Industry representatives.

The project aims to create a local industry partnership auspiced by Council, which will develop a strategy to form the basis for attracting a younger workforce into this sector over the medium to longer term.

The project will focus on changing the perceptions of young people, educating their parents and creating entry for young people into the automotive industry.

Specifically the project objectives are to:

- Increase the number of work experience and work placements from local schools.
- Increase the number of apprenticeships in the region.
- Use industry leaders to promote the sector by speaking at seminars and touring local businesses.
- Co-ordinate an industry-sponsored student teams in a "Grand Prix" event.



Farewell Bowlers

This time of year many of our lawn bowling clients and families migrate north and holiday or compete interstate.

Good luck and a safe return to all and thank you for allowing us to ensure your vehicles are checked and serviced prior to your trip.

*AJR Automotive has been a proud sponsor of the Mooroolbark Bowls club for the last 2 years.

Your safety our priority

A new street lamp above our premises provides greater vision and night security for those clients who prefer to pick up their vehicles after-hours.

It is our policy that vehicles stored inside overnight have their keys removed and locked away.

We strongly recommend against leaving a vehicle outside overnight for us to work on the following day.



Ease & Convenience

We understand your time is a precious commodity. Please take advantage of the following options when we next see you.

- Drop off your car the afternoon prior to your booking.
- Park your car outside if prior to 8am and place your spare key in the special slot in the green side door.
- Take your spare key to pick up your locked vehicle after 5pm. (pay by credit card over the phone through the day)
- Check with us earlier on for the availability of a courtesy vehicle.
- Allow us to run you home.

Unforeseeable breakdowns do sometimes occur. Please call all hours and leave a message for our prompt attention at the next working day.

Buying a new Car?

See Jeff & Tony Wilson 9725 0897 www.e-carsales.com.au
* All vehicle are RWC inspected by us.

New vehicle servicing will not void your warranty

Increasingly we are servicing more and more new vehicles for clients who choose us rather than go back to their place of purchase. We find we are able to be more than price competitive, offer superior service and stamp your handbook accordingly! "Peace of mind motoring."

A common concern for new car buyers is their right to have someone, other than the dealer, service the car without pitting the warranty at risk. Judging by the large number of calls received by the Australian Competition and Consumer Commission, many buyers are uncertain.

To put the record straight, dealers cannot declare a warranty void if the buyer has the vehicle serviced by someone else. The buyer however, has an obligation to ensure that the selected service centre employs qualified staff, the servicing matches manufacturer specifications and uses only genuine or appropriate quality parts. If the centre implies that it can perform genuine servicing but falls below expectations, then the customer has rights and remedies against it, regardless of the staff qualifications.

Where a problem arises, other than in servicing, and is covered by the warranty, the vehicle should be taken to the dealer for repair.

Under the Trade Practices Act, dealers cannot limit their warranty obligations or claim the warranty is void if the vehicle is serviced by someone other than the dealer or its agent. The statutory warranty applies to new and second hand cars. A consumer expects a second hand car to run effectively without repairs although, depending on price and age, it may not be expected to last as long as, or perform to the same standard as a new car. The warranty does not apply to cars sold for spare parts or one bought at an auction. At auctions the seller's only obligation is to give clear title with no legal restrictions on ownership.

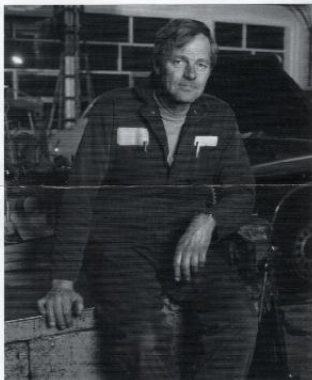
The Act prohibits anti-competitive exclusive dealing, which can involve a business attaching conditions to the sale of goods, thereby restricting the buyer's freedom to choose who services their vehicle. One particular type of exclusive dealing is third line forcing, when the supply of a good is conditional on the purchaser acquiring other goods from a third party. In the motor trade and example would be the car dealer directing a customer to a particular finance company to raise the purchase price. Third line forcing is unlawful.

A dealer may offer consumers 'express' warranties as a way of attracting sales by showing that they stand by their vehicles. Express warranties do not override statutory warranties in any way. They may be given on the basis of 'money back' or 'no questions asked' or there may be conditions attached such as regular servicing or time limits on claims.

A consumer may avoid an express warranty if, for example, the car is fitted with non-genuine parts. This is something to check before purchase.

If a manufacturer, retailer or service provider chooses to give a voluntary express warranty, then the law requires that they honour it.

The car industry is not the only part of commerce where there is some confusion about warranties and refunds. There is a widespread



misunderstanding by both buyers and sellers of the real nature of warranties, and the difference between statutory and extended warranties.

The statutory warranty entitles the purchaser to seek a refund or replacement, if the goods are faulty, fail to do the job intended, or do not match the sample shown or have hidden defects.

Some retailers encourage customers to buy an extended warranty offering additional benefits for extra cost. Consumers should check that the protection offered is more than that available under a statutory warranty.

Remember, you are not entitled to a refund if you change your mind or discover the product is cheaper elsewhere.

Written by Professor Allan Fels, Chairman of the Australian Competition and Consumer Commission (ACCC)

DID YOU KNOW WE CAN...

- Perform Pre-Purchase vehicle inspections
- Issue Roadworthy Certificates & Transfer Papers
- Repair punctures & supply new & used Tyres.
- Perform Wheel Alignments
- Repair Seat Belts & Upholstery
- Perform all electrical repairs
- Dynotune for the ultimate in performance
- Clean fuel injectors on today's modern cars
- Service & tune LPG vehicles

**ALL AT VERY
COMPETITIVE RATES**

Nitro Tyres

An increasing number of tyre outlets are recommending the use of Nitrogen gas for the inflation of tyres.

- Nitrogen will maintain tyre pressure for up to three times longer than regular air inflation.
- Nitrogen does not heat up as quickly as regular air and therefore keeps your tyres cooler.
- Nitrogen maintains stable pressure and therefore provides more consistent handling of the vehicle.
- Nitrogen is used for racing applications for the above reasons.
- Nitrogen is a chargeable item, regular air is NOT a chargeable item.

Jump Start

A guy goes into a restaurant wearing a shirt open at the collar and is met by a bouncer who tells him he must have a necktie to gain admission.

The guy goes out to his car and looks around for a necktie and finds he doesn't have one.

He sees a set of jumper leads in his boot. In desperation he ties these around his neck and manages to fashion a fairly acceptable knot and lets the ends dangle free.

He goes back to the restaurant and the bouncer carefully looks him over for a few minutes and then says, "Well, OK, I guess you can come in - just don't start anything."

Boom Boom!



Sunken Ute

Licensed to carry 45 passengers... boy did number 46 do some damage!
Front seat passenger to driver:
"Did you release the handbrake? The ute seems to be struggling a bit."



Hand Car Wash

This guy is up to knees in work today, I wonder how he's going to scrub the bottom half of the cars - with a snorkel!



Just Horsing around!