

The Tool Box

Winter 2018

The newsletter from Scotlands Ash Garage

Our services

● MoTs from 6am (by appt)

● Servicing

● Repairs

● Wheel Alignment

● Air-conditioning

● Brake discs re-surfacing

● TerraClean engine clean

● Electric & Hybrid vehicles

● Free vehicle checks

● Guaranteed courtesy car with every service

Scotlands Ash '12 Days of Christmas' winners – and more coming soon!

Back by popular demand, the garage provided another '12 days of Christmas' promotion, which asked participants to like and share a Facebook post to be in with a chance of winning the prize for that day. 2017 had the largest response so far. Look out for more competitions coming soon on Facebook.

Congratulations to all the winners!

- First Day Winner: Jodie Andrews
- Second Day Winner: Joanne Fisher
- Third Day Winner: Barry Light
- Fourth Day Winner: Kelly Knight
- Fifth Day Winner: Lorina Hodgkinson
- Sixth Day Winner: Terry Devlin
- Seventh Day Winner: Terrence West
- Eighth Day Winner: Bex Franklin
- Ninth Day Winner: Lucy Uzzell
- Tenth Day Winner: Linda Latter
- Eleventh Day Winner: Phil Keable
- Twelfth Day Winner: Lisa Williams



Day 12 Prize - A Meal for two at the Olivier Red Lion, Britwell Salome

Scotlands Ash Garage riding high as approved taxi vehicle tester

Scotlands Ash Garage has been awarded “approved taxi and private hire vehicle compliance testing centre” for the Vale of White Horse and South Oxfordshire district councils for a further three years.

This is just one of a few recent developments that has helped position the Didcot-based independent garage as one of the leading MoT



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centres in the region and surrounding areas.

Over the past few years, the family-run business has ploughed heavy investment into the latest diagnostic, servicing and MOT equipment, including the installation of an Automatic Test Lane with shock absorber and wheel alignment testing capabilities.

Since 2013, Scotlands Ash Garage has been just one of a handful of approved compliance testing centres in the area authorised to carry out tests on Hackney Carriages and private hire vehicles.

Scotlands Ash Garage proprietor, Peter Welch, said: “Our three year extension as a taxi and private hire vehicle compliance test centre underlines the quality of our test, service and repair work, undertaken by a team of highly skilled technicians.

“It is this flexibility, also illustrated by us starting MOTs and services from 6am and offering a guaranteed courtesy car with every service, that helps set us apart from our competitors. Modern life is now so demanding that garages need to step up to meet customers’ needs, or risk being left behind.”

AA reveals most common MOT failures!

The AA Garage Guide has released a list of the most common MOT failures.

1. Wipers and washers
2. Suspension arms and linkages, sub frames etc
3. Registration plate bulb
4. Front and rear position bulb
5. Tyre tread - pattern, breadth and depth
6. Brake light
7. Headlamp Aim
8. Suspension - Coil springs
9. Headlamps
10. Condition of tyres



Electrical specialist Andrew joins garage

A big Scotlands Ash Garage welcome to Andrew Jubber, who has joined in the new position of auto electrical specialist and vehicle technician.

Andrew has extensive experience in the motor trade having entered the industry in 1983 before going self-employed as a mobile auto electrical technician in 2001.

He is skilled in car and commercial vehicles and joins the award-winning garage with a view to ensuring the business remains ahead of the competition when it comes to diagnosing and repairing electrical faults on modern vehicles.

Andrew said: "I've known Peter Welch for nearly 30 years, so when the opportunity came to join the team I couldn't say no. The business is incredibly forward thinking and with the amount

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of electrical content on vehicles increasing dramatically, I am here to ensure we maintain our reputation of being a leading garage that can service and repair modern vehicles."

Peter Welch, Scotland's Ash Garage proprietor, said: "We're delighted to have Andrew on board. He has a wealth of experience that will complement the team. In addition to our investment in the latest tools and equipment, we also invest in our people and Andrew has now undertaken his MOT testing accreditations."



You have the right to bring your car to your local... garage



Last year I highlighted the issue with consumers succumbing to poor main dealer standards. That still stands as being very much an issue we as an independent garage continue to tackle, as we head into this year.

Consumers still believe they should take their car to the main dealer when a problem arises. It is our responsibility to ensure that their local garage can service and repair their vehicle.

A rise in poor main dealer servicing standards is killing the trade's reputation and so we must be pro-active.

It is encouraging to see the Right2Choose campaign promote the message to motorists.

Right2Choose is all about informing motorists that they can take their vehicle, irrespective of

age, anywhere for servicing without invalidating the vehicle manufacturer's warranty.

Motorists have a choice and can legally take their vehicle to be repaired or serviced at any independent garage, franchised dealer or autocentre. Providing parts and fluids of Original Equipment (OE) quality have been used in accordance with manufacturer's service schedules, you will NOT invalidate the warranty.

At Scotlands Ash Garage, we need to make the customer experience as best and as stress-free as possible - I'm talking improved customer service, excellent communication, more availability and slicker efficiency.

Thank you for your continued loyalty, support and custom and we wish you a happy new year.

Peter Welch, Scotlands Ash Garage



For every MOT we perform, we donate £1 to Teenage Cancer Trust - so far we have donated more than £4500! We'd like to say a massive thank you to everyone who has contributed - the charity provides life-changing care and support and we look forward to increasing the figure as the year continues.