

A couple of happy customers



It's not every day an advertiser gets a genuine pat on the back for both product and service, but it happened recently to one of our own.

TaT subscriber and regular contributor Jason Smith down in Victoria reports that he found the Top Tools article (Multisystem Ignition Analyser – Issue 25 February 2012) was 'great and very informative'.

He goes on, 'I had seen the product advertised a few months ago. I have been wanting a tool like this for a while, just to use as a supplementary tool to my ignition scope and your article got me over the line to buy the TA500.'



The TA500 featured in February issue

'I had a quick look online at the demo video and that was good.

'I rang Dayle Thomas's mobile and had a really good chat to him. We got onto the subject of TaT and he confessed to his love of the TaT magazines.

'Now the experience with Dayle gets even better. I ordered the tool at about 4.30pm on a Wednesday and I had it in my hand at 8.25am the next morning, all the way from Brisbane. How good is that.

'I have had a brief play with the tool and it seems really good, just what I expected and very useful,' Jason added.

(Isn't it great that there are still people in the world who think so highly of their products that they will chat to technicians and deliver their goods at warp speed. We've often wondered why some companies say it will take up to a week to deliver something. It's also good to hear that our stories generate sales for our advertisers. That's what makes the world go around, and also makes our magazine stand out from the rest of the crowd. And no, Dayle didn't pay any extra for this free plug. When Jason writes it, you've got to believe it. Ed)

YOU SAID IT! Tale of the leaking slave

A Mazda Bravo which we had recently serviced was returned by the customer who complained that the car was very 'notchy' when changing gears.

The vehicle had a low 82,000 kilometres on the clock.

During the service the gear oil had been changed with the recommended oil.

On road test the gear change didn't feel all that bad. We asked the usual questions – was it worse when cold, was it worse changing down rather than up, are you revving out the car when the problem occurs?

The answers were a little vague – sometimes yes, but maybe no.



So we decided to change the oil to an expensive, light weight, fully synthetic gear oil, instead of the factory recommended oil.

A week went by and the customer reported the condition was a lot better, but he still had this 'notchy' feeling when changing gears.

Working on the theory the car was OK until we serviced it, I pulled out the job card and found we had replaced the slave cylinder.

This could have something to do with making it hard to change gears.

On the hoist I was amazed to find the new

slave cylinder was leaking. A replacement was installed and the clutch was bled.

The owner picked up the vehicle and returned with a big smile. I suspect that while fluid was able to leak out it was likely that air was sometimes being sucked back in, making the problem intermittent.

In my 35 plus years in the auto industry I have learnt to listen to the customers. They know their car better than anyone, and if they notice a problem we need to take them seriously.

I drove this car just around the block.

They drive the car all the time, so I felt sure that there must have been a problem even though it was not always so obvious to me.

The moral of this story is to listen, ask as many questions as necessary, and go back over the vehicle's history.

Maurice Donovan
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