

PETERMARK

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Hi All,

Welcome to our first newsletter for a very long time. This was meant to have been done at the beginning of the year and bugger it's already half way through! Hopefully you will find some of the content useful.

Car Insurance: Mark and Shanley had their car stolen late last year and it was never recovered.



When processing the insurance claim and subsequently looking for a replacement vehicle of the same make and model, they found the value of vehicles had increased and therefore had to pay more for a replacement. Due to the drop off in new car sales and used imports being brought into the country over the past couple of years, the used car market values have increased. Maybe it would be worth checking if your vehicle is insured for the correct amount.

Credit Cards: In the past some of you have preferred for us to keep your credit card numbers on file so we can process your payment straight away. This has been convenient for both parties. Recently we have had an audit done by Eftpos NZ and although we have had the numbers stored in a safe manner, we are no longer allowed to keep credit card details on the premises. You can, however, phone us with your details and we can still process it without you having to come in and zap your card through the machine. We apologise for any inconvenience caused but guess it is a PC World!



Should I service my vehicle every 5000kms or 10000kms? There is a minefield of varying opinions as to what the correct answer is to this question. Some vehicle manufacturers are now scheduling their service intervals at 15000kms to 20000kms and even 40000kms to 60000kms (or 12 mths in small print). The oil quality has got a bearing on this, but it is mainly done for marketing reasons aimed at the fleet car buyer ie. buy this product and it only needs to be serviced once every 20000kms.

Remember most fleet car buyers replace their vehicles every 3 years or 100000kms. Nearly any vehicle will do its first 100000kms with very little servicing, it's after this period that the real costs will be incurred due to a lack of servicing ie. premature oil seal/gasket failures, excessive camshaft and lifter wear, engine bearing failures and stretched timing chains causing engine running problems and even "check engine lights" to come on. For most of us who purchase a vehicle and intend to keep it for a reasonable period of time, we believe a regular maintenance plan is needed.

So what do we recommend? First and foremost the correct grade and quality of oil specified for each individual vehicle must be used. A quality oil filter must also be used. It is well documented that under harsh conditions ie. numerous cold starts, short trips, long engine idling periods, stop start driving (Jaffa Land) and continuous high speed conditions, your engine oil needs to be replaced every 5000kms or 6 months. For vehicles doing a higher mileage, then 10000kms or 6 months is okay but the oil level should be checked and topped up in between servicing. A minimum requirement is 10000kms or 12 months, whichever occurs first. The other reason for regular servicing is that the tyre pressures and condition can be checked (improved fuel economy), other fluids can be tested, belts and hoses checked and recommendations of things to be done before a major failure or costs are incurred.



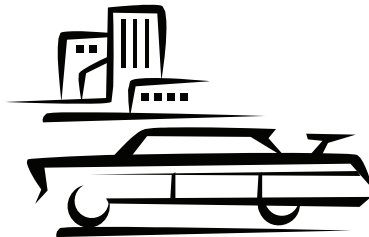
We are still servicing some vehicles that have done well over 200000kms and have never suffered any expensive failures or required to be off the road for any unplanned length of time and still show no signs of failure in the future. We are aware that vehicle servicing comes at a cost, but the costs of repairs caused by lack of servicing are becoming extremely expensive and sometimes exceed the value of the vehicle forcing the owner to then have to outlay a much larger sum of money to change their vehicle at a time that was not planned for.

Remember servicing is a cost that can be budgeted for and carried out at a convenient time. A failure is not budgeted for and normally doesn't happen at a convenient time adding stress to everyone involved.

Informal Info Morning: We have been considering having a Saturday morning information class where we could show those of you that are interested, how to check your oil and coolant levels. How to check your tyres and pressures and what to look for when checking your vehicle over. This would be informal and would probably take about 1 hour. If you think this would be a good idea and are interested in attending, please let us know.

For your Info: Did you realise that we at Petermark can cater for all your vehicle servicing and repair needs. There is generally nothing that we don't do and what we can't do we can organise through a reputable out source. So if there is anything that relates to your vehicle please don't hesitate to ask us.

A Note of Interest: For those of you who follow the V8 Supercars, did you know that the engines start at \$100,000 and need an extensive rebuild every 1500kms and every 4000kms the vehicle then has to have a ground up rebuild costing around \$35000 (that's an expensive service!).



We thank you for your custom and wish you happy and safe motoring.

THE TEAM AT PETERMARK AUTOMOTIVE

