



# UPDATE

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## FROM THE DESK OF THE OMBUDSMAN

# THE VALUE OF CARING ABOUT YOUR HEALTH TO REDUCE STRESS LEVELS



**Johan van Vreden -**  
Motor Industry Ombudsman of  
South Africa

I came upon an article the other day that once again brought home the fact that we who work in a highly stressed environment like the motor industry, must never underestimate the influence that our health has on our productivity and overall work life.

I am going to take some liberties from an article written by Amy-Jane Louw to re-emphasise the fact that general ill health plays a major role in how we perceive our jobs and responsibilities.

According to Amy-Jane Louw a recent study in Australia showed that unhealthy workers take up to nine times more sick leave and are three times less productive than their healthy colleagues. Work related stress was found to be one of the main reasons for illness. In South Africa the situation is no different. Louw went on to say that the signs and symptoms of work-related stress can be physical, psychological and behavioural. Physical symptoms may include muscular tension, headaches, fatigue, insomnia, gastrointestinal upsets, heart palpitations and dermatological disorders.

Psychological and behavioural symptoms will see an increase in sick days or absenteeism, aggression, irritability, pessimism, a drop in work performance, feelings of being overwhelmed or an inability to cope, concentrate or make decisions.

I found the tips offered very useful and would like to share them with you. Identify the things that you can control and the things that you cannot! You are typically in control of your own responses and actions but not of macro forces or somebody else's attitude. Just be perfect for your own 50% and let go of the rest.

Streamline your work by thinking of ways to manage your responsibilities. Planning prioritising and organising are useful stress managers. Do away with interruptions. Manage them by accepting them, cut them off or analyse their importance and make plans. As some interruptions are habitual, work around them you will feel more in control.

Include stress breaks in your programme as most people agree that they handle stress better by temporarily disconnecting themselves. An informal chat with a colleague can assist. Sharing your work problems could also be a good form of therapy. The bottom line is that we should not ignore our health as this without a doubt will impact on your day to day performance and will most certainly affect your customers negatively.

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# SOUTH AFRICAN NUMBER PLATE ASSOCIATION

BROUGHT TO YOU BY SANA (SOUTH AFRICAN NUMBER PLATE ASSOCIATION)

## EMBOSSER REGISTRATION PROCESS

Government Gazette No: 37645 was published for comment on 15 May 2014 and proposed that manufacturers of number plates and embossers be registered by 1 July 2014. SANA's submitted comments were as follows:

- The Minister of Transport should control the registration process, since there is currently no consensus between the provincial MECs and in the light of the proposed national number plate system for South Africa;
- A copy of a valid certification permit / letter of compliance must be submitted with the completed MNP form, as verification that the applicant is competent and that the premises were inspected;
- A national once-off fee should be legislated and SANA proposed that Manufacturers pay R5000 and Embossers R2000;
- A cancellation procedure should be clearly defined and referenced in the National Road Traffic Act. Embossers are in possession of highly confidential public information in the form of the embossers' register and supporting documentation. Currently no reference is made of what should happen to aforementioned register and documents, once an embossing business closes down or if the registration permit is cancelled. A specific Government Department should be mandated to store these records, in order to prevent the loss of confidential information or from getting into the hands of criminals.
- The date of 1 July 2014 be postponed until the process has been revised.

Industry is still waiting on the outcome of the comments and proposals received.

## NEW 2D SECURITISED SABS NUMBER PLATE STICKER

SABS is in the process of rolling out a pilot test phase for the new SABS 2D barcoded number plate sticker at an approximate cost of R6 per sticker, which will have a huge impact on the cash flow of the embosser if they are expected to pay for it. The new SABS sticker system will have advantages in the form of security and control of the already compliant embosser. It will unfortunately not address non-compliance or industry's number one complaint - illegal number plate manufacturers.

An Embosser Questionnaire was handed out to embossers by SANA, as part of the Association's consultation procedure, and the results will

be submitted to SABS and the National Department of Transport. Embossers and manufacturers that still want to take part in this process can contact SANA.

## PROPOSED NATIONAL NUMBER PLATE FOR SOUTH AFRICA

Industry is still waiting on the outcome of the proposed national number plate, as per Government Gazette No: 37845 of 9 April 2014.

## PROVINCIAL : NORTH WEST : PROPOSED NEW SECURITIZED NUMBER PLATE

North West has still not published any new legislation with regard to the proposed new securitized number plate for the province and SANA has advised embossers to not sign any agreements with North West without the promulgation of the required legislation.

## NUMBER PLATE FONT : WHAT IS LEGAL?

SANA often gets complaints from members of the public regarding embossers who refuse to emboss number plates in fonts of their choice. They are usually quite shocked when told that it is illegal, since there are so many vehicles on our roads bearing number plates with a variety of different fonts.

The prescribed font, as per the required SANS 1116 specification, was especially designed at a European university and was implemented in 1996, some changes were made to 8 letters during December 2007 and the revised version was officially implemented in 2008.



Example of an illegal font used on a plastic number plate.



Example of the correct and legal font on an aluminium number plate

COURTESY OF THE SOUTH AFRICAN NUMBER PLATE ASSOCIATION SA  
 Cell: 082 322 5208 Fax: 086 684 1304 Email: zurika@neza.co.za

## INSPECTACAR CONFERENCE SHOWCASES BRAND AND TOP-PERFORMING DEALERS

Whilst sales of new cars are expected to be sluggish in the months to come, consumer confidence is growing in the value offered by the used car industry. So said InspectaCar chairman, Derick de Vries, at the company's annual conference, held recently at Irene Country Lodge in Pretoria.

The conference culminated in the announcement of the best-performing dealers, with 18 trophies and certificates presented.

Top InspectaCar honours were awarded to Epton Motors, Nigel, which was named the franchise's dealer of the year.

The title of WesBank dealer of the year – judged on the value of business placed with WesBank – went to InspectaCar Prima Motors in Pretoria.

Other awards were presented to:

- InspectaCar Durban (best metro dealer) and Akson's Pietermaritzburg (runner-up);
- Derick Roodt Motors, Klerksdorp (rural dealer) and InspectaCar Polokwane (runner-up);
- InspectaCar Highveld, Witbank (customer service index dealer) and Auto Strada, Pretoria (runner-up);
- InspectaCar Trichardt (most improved dealer) and Morgan Motors, Johannesburg (runner-up).
- Steering Auto in Benoni (second in Dealer of the year award);
- Top Mark's in Pretoria (runner-up Wesbank Dealer of the year. ..



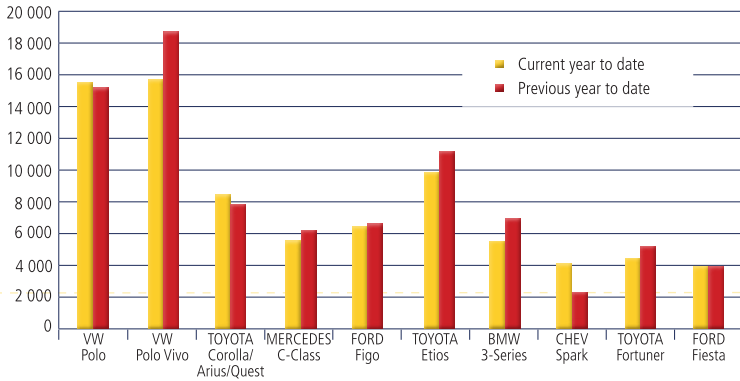
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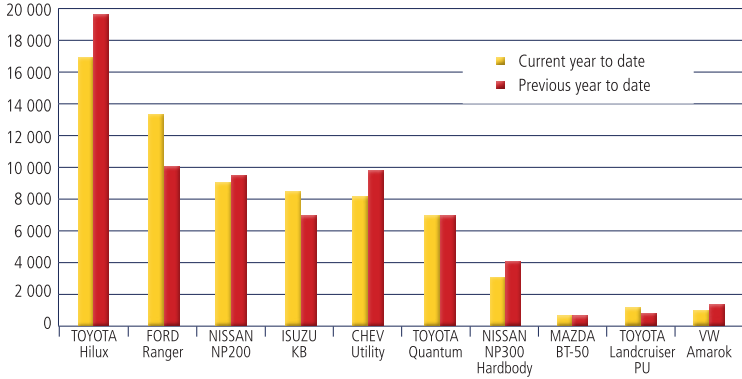
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**TOP SELLERS JUNE 2014 YEAR TO DATE**

**PASSENGER VEHICLES**



**LIGHT COMMERCIAL VEHICLES**



**Lightstone**  
AUTO

Article acknowledgement: Lightstone Auto is the independent provider of the South African new vehicle sales and export data to the dti and the automotive industry. For more information on the Lightstone Auto product line view [www.lightstoneauto.co.za](http://www.lightstoneauto.co.za)



InspectaCar chairman Derick de Vries presented the InspectaCar dealer of the year trophy to Epsom Motors' Irfaan Mahomed.



Derick de Vries with Durand Snyman of Prima Motors, which was named WesBank dealer of the year.



InspectaCar chairman Derick de Vries (left), chief executive officer Gary Farrell (centre) and Frikkie van Rensburg of Morgan Motors, which was named runner-up in the most improved dealer category.

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- National Deal Partner support programme
- Fleet Program



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# NAAMSA MEDIA RELEASE:

## NAAMSA COMMENT ON THE JUNE, 2014 SOUTH AFRICAN NEW VEHICLE SALES STATISTICS AND AUTOMOTIVE INDUSTRY EXPORT NUMBERS

# TOTAL VEHICLES BY MANUFACTURER FOR JUNE 2014



### Nico Vermeulen -

Director NAAMSA & Member of MIOSA advisory board

In amplification of the new vehicle sales statistics for the month of June, 2014 – the Association commented that domestic new vehicle sales had shown some resilience despite the South African economy continuing to experience pressures in the form of slower economic growth, high levels of industrial action, rising inflationary pressures and exchange rate vulnerability. The domestic market was expected to continue to face headwinds over the short to medium term in sharp contrast to developments internationally which were characterised

by expanding vehicle sales in China, the United States and Europe. However, continued improvement in global economic conditions would benefit SA vehicle exports during the second half of 2014 and in 2015.

In the event, June 2014 aggregate new vehicle sales at 52 837 vehicles had registered a modest decline of 1 251 vehicles or a fall of 2.3% compared to the 54 088 vehicles sold in June last year. The June, 2014 export sales total at 24 024 units reflected a marginal decline of 195 vehicles or a fall of 0.8% compared to the 24 219 vehicles exported in June last year.

Overall, out of the total (disaggregated) reported Industry sales of 52 837 vehicles, 83.8% represented dealer sales, 8.3% represented sales to the vehicle rental Industry, 4.4% to Industry corporate fleets and 3.5% to government.

The new car market had remained under pressure during June, 2014 and at 35 355 units reflected a decline of 2 017 units or a fall of 5.4% compared to the 37 372 new cars sold in June last year.

Domestic sales of new light commercial vehicles, bakkies and mini buses at 14 556 units during June, 2014 had shown some recovery and reflected an increase of 621 units or 4.5% compared to the 13 935 light commercial vehicles sold during the corresponding month last year.

Compared to the corresponding month last year, sales of vehicles in the medium and heavy truck segments of the Industry at 942 units and 1 984 units, respectively, reflected a mixed performance with medium commercial vehicle sales showing a decline of 109 units or 10.4%, whilst heavy trucks and buses had registered an improvement of 254 units or a strong gain of 14.7%.

Industry new vehicle exports during June, 2014 at 24 024 vehicles had registered a marginal decline of 195 units or a fall of 0.8% compared to the 24 219 vehicles exported in June last year. During the second half of 2014, the momentum of Industry vehicle exports was expected to improve significantly.

South Africa urgently needed stronger growth, faster employment creation and a narrowing of the current account and fiscal deficits. The restoration of and improvement in domestic and foreign investor confidence represented a necessary pre-condition in this regard.

The current strike in the steel and engineering Industry was most unfortunate in that it would further undermine investment sentiment and, if prolonged, would increase the risk of the South African economy moving into recession. The impact on vehicle production and exports would start to be felt if the industrial action continued beyond two weeks.

The outlook for the automotive sector for the balance of 2014 was mixed. Domestic sales would continue to be affected by general economic conditions, exchange rate induced new vehicle price increases and upward pressure on interest rates. The domestic market was likely to register a decline, in volume terms, of around 5.0% compared to 2013 with the main impact in the new car and light commercial vehicle sectors. The heavy and extra heavy truck markets were expected to continue to hold up well. In the case of exports, further improvement was anticipated during the second half of 2014 on the back of better global economic growth.

Manufacturer	RSA	Exports
TOYOTA	9 825	5 456
VOLKSWAGEN GROUP SA	9 020	5 740
FMC	6 110	3 944
GMSA / ISUZU TRUCKS	5 491	99
NISSAN	3 943	870
MERCEDES-BENZ SA	3 430	1 477
BMW GROUP	2 237	6 100
RENAULT	1 579	0
HONDA	913	26
CHRYSLER SA	796	53
JAGUAR LAND ROVER	572	0
SUZUKI AUTO	506	0
TATA	347	0
UD TRUCKS	347	1
MITSUBISHI MOTORS SA	324	44
FIAT GROUP	290	5
MAHINDRA	263	0
PCSA	250	0
VOLVO CARS	244	3
MAN	220	59
SCANIA	199	94
VOLVO TRUCKS	161	9
SUBARU	125	0
IVECO	82	41
PORSCHE	74	2
FAW TRUCKS	72	0
JMC	55	0
POWERSTAR	53	1
RENAULT TRUCKS	42	0
BABCOCK	21	0
VOLVO BUS	12	0
FERRARI	6	0
MASERATI	1	0
<b>SUB TOTAL</b>	<b>47 610</b>	<b>24 024</b>
AMH & AAD	4 906	
GWMSA	321	
<b>INDUSTRY TOTAL</b>	<b>52 837</b>	<b>24 024</b>

ARTICLE ACKNOWLEDGEMENT: NAAMSA



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# ROAD SAFETY

## 5 STEPS TO ENSURE DRIVER SAFETY

When it comes to safety the biggest variable facing fleet managers are drivers. While no two drivers are alike safety programs can do quite a bit to make sure that at the very least drivers are equally safe. When focusing on the driver in a fleet safety policy or program we can in all probability boil it down to 5 important points:

### 1. Don't forget about all drivers – not just professional drivers

For a driver to be held accountable for their actions behind the wheel, it is imperative that he or she is educated regarding proper, safe driving techniques.

For example, how can you hold a driver responsible for a hit-from-behind collision if that driver was not aware of the proper techniques that can be used to maintain a safe following distance? If a driver receives safe driving instruction criteria for driver accountability can be established. Accountability is crucial in creating a safe driving culture within any organization.

Moser suggested fleet managers provide all drivers with the important elements necessary for them to avoid collisions. They should be aware of the basic principles of safe driving and have the knowledge necessary to avoid the most common collisions. Educate drivers so they are aware it is their responsibility to drive safely. Driving safely needs to be important to them as they have families not just the company.

### 2. Understand the dangers of newly hired drivers

Statistics from abroad indicate newly hired drivers have a higher vehicle crash rate than other average fleet drivers. Considering these individuals are learning new jobs, driving unfamiliar vehicles, learning new territories, are often overloading their schedules, and are preoccupied with all that is involved with starting a new job, it isn't hard to understand why they are a statistic.

Many experts say "During initial training, these individuals are taught much of what they need to know to complete their job tasks. It is equally important they learn that the most important task they accomplish is arriving at their destinations safely".

Drivers must put safety first every time they get behind the wheel. Providing a comprehensive classroom and behind-the-wheel training program at the time of new-hire training is an effective way to stress that safety is important.

This approach has proven to reduce motor vehicle crash rates for many organizations.

Question: have you had new drivers assessed by an independent company? Feel free to contact us for assistance : [info@advanceddriving.co.za](mailto:info@advanceddriving.co.za)

### 3. How to handle high-risk drivers

Consistently, there are a small percentage of drivers involved in the majority of fleet crashes. These individuals typically also have a history of moving violations or speeding fines.

It is important to track the driving records (and to the extent possible) crash history of all fleet drivers. By doing so, it can be determined which drivers are at the highest risk for a crash. Once a high-risk driver is identified, it is imperative to take corrective action equal to the seriousness of the driver's history.

### 4. Get managers and/or supervisors onboard

Managers who have direct contact with a company's fleet drivers play a vital role in the efforts to reduce fleet crash rates. It is important for these managers to understand that they set the tone for the drivers they manage.

If field-level managers offer no support to fleet safety initiatives, safety will not be important to the drivers and the initiatives will fail. It is extremely important for these managers to understand that they play an important role.

Fleet managers must also convince these managers that they must support fleet safety. Have managers and/or supervisors participate in a comprehensive training program accomplishes several things:

- The managers will improve their own driving habits and skills,
- They will learn how to conduct a proper ride-along with the people they manage, and
- They will be motivated to support fleet safety,

### 5. Keep training going

Safe driving is a learned skill. Like any other skill, unless correct methods are practiced, the skill level will diminish with time and bad habits will emerge.

Driver safety must stay in front of drivers. Many companies have achieved great success with their fleet safety and driver training initiatives but to maintain those results they need to provide continued driver safety awareness which can come in various forms.

Alert driving is making available a series of "driving tips" which are obtainable for distribution and/or co-branding – request a sample.

For any information and advice on the implementation of safe driving policies please contact us on [info@advanceddriving.co.za](mailto:info@advanceddriving.co.za)

## MIOSA WELCOMES NEW SUBSCRIBERS

The following dealers/service providers have joined the Transaction Protected Project of the MIOSA recently:

### DEALER GROUPS

ALPEN AUTOHAUS BRACKENFELL  
BRAMAR AUTO BOKSBURG  
CENTRAL NISSAN CHURCH STREET  
BLOEMFONTEIN  
DROOMERS NISSAN PAARL  
INSPECTACAR MIDRAND

INSPECTACAR OGIES  
INSPECTACAR THE GLEN  
MCCARTHY PRE-OWNED STELLENBOSCH  
YELLOW STONE AUTO RUSTENBURG  
ZAMBEZI SELECT MONTANA

### SERVICE PROVIDERS

CAR CARE CLINIC HATFIELD

## CONTACTING CONSULTANTS

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Gauteng/Free State/ Mpumalanga/ North West/ Northern Cape	Mercia van Niekerk Area Project Manager	082 442 9250
Limpopo	Deon Schuhardt	081 536 7654
Kwazulu-Natal	Cyril Neilson	071 608 9995
Eastern Cape	Stephanie Newsomee	081 267 2608
Western Cape	Rozanne Spangenberg	082 575 2681

ARTICLE ACKNOWLEDGEMENT: EUGENE HERBERT, MASTERDRIVE

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## FROM THE DESK OF THE DEPUTY OMBUDSMAN



**Kobie Krause -**  
Deputy Ombudsman

### THE RISK OF PROFIT AND LOSS

It has come to our attention that many service providers still display signs in workshops with a disclaimer that the consumer will carry the risk of loss. In this respect it is important to observe Sections 15(3)(b) and 54(d) of the CONSUMER PROTECTION ACT (CPA).

When a vehicle is sold to a consumer and in terms of the sales agreement the consumer is obliged to service the vehicle with the service provider, then it is obvious that the service provider can not force the consumer to waive his rights and accept the risk of loss. It is clear from Section 54(d) that in these circumstances the consumer will have to agree to forfeit his right to claim damages from the service provider.

In this regard the provisions of Section 49 of the CPA will also apply and will have to be thoroughly observed by the service provider. This issue is dealt with in the Industry Code soon to be accredited by the Hon. Min. of Trade and Industry where after it will again be discussed in depth.

In the interim it is suggested that great care should be taken by service providers regarding this issue.

## MIOSA ADVISORY BOARD MEMBER RECEIVES LIFETIME AWARD

At the annual awards function of the South African Guild of Motoring Journalists held at the Protea Balalaika in Sandton on the 03 July 2014, **Adri Bezuidenhout**, Advisory Board Member of MIOSA, was honoured with the ultimate **Lifetime Achievement Award**.

Adri's career in motoring journalism spans several decades, with notable achievements including hosting the first Afrikaans language motoring programme on television in the 1980s and creating the legendary Wheels Annual.

Adri has also shown considerable vision and has fully embraced the digital era with the latest digital-only version of Wheels.



ABOVE: Adri Bezuidenhout (Advisory Board Member of MIOSA)

## REVIEW OF THE PAST 3 MONTHS MAY 2014 – JULY 2014

Incoming telephone calls have increased over the past 3 months in comparison to the same period the previous year.

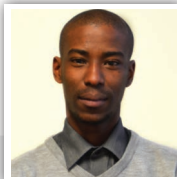
A total of 9 707 calls were received between May and July 2013 and a total of 11 480 calls were received between May and July 2014, which is an average of 173 calls per working day.

**Leanne Lubbe -**  
Personal Assistant to the Ombudsman

*NB: OUR CALL CENTRE IS OPEN BETWEEN 13:30 AND 15:30 MONDAYS TO FRIDAYS.*

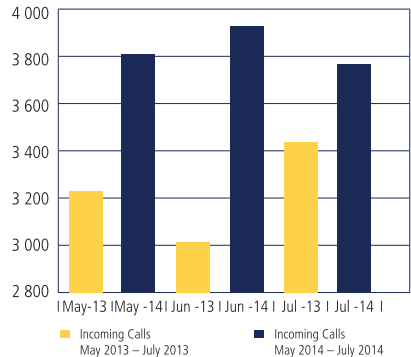
## NEW STAFF AT MIOSA

Antoinette Swartz (left) and Mpho Bogopa (right) have been appointed as Assistants in the Administrative Department of the MIOSA



## DAILY INCOMING TELEPHONE CALL TRAFFIC

(COMPARISON MAY 2013 – JULY 2013 & MAY 2014 – JULY 2014)



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