



## NAVANA 3S CENTRE

# One stop solution to pamper your ride

MAHUB HUSSAIN ■ PHOTOS BY RAHIN SADMAN ISLAM

One of the perks of owning a brand new car is not having to deal with erratic neighbourhood mechanics due to the warranties provided by the dealers and near bullet proof nature of new vehicles. But you do not know what luck you have, and might be compelled to visit the workshop even the day you buy your shiny new car a love bite. Cringing, you will be obliged to take it to the workshop to be repaired before taking the car home. Things become very easy if the dealer has a functional workshop to take care of the issue.

### NAVANA'S STRICT ADHERENCE TO TOYOTA'S QUALITY MANAGEMENT

Navana has been in the business of selling brand new Toyota vehicles for over 50 years in Bangladesh, and to complement that, they have quite a few service centres around the country to help customers overcome car troubles. Adjoining their dealership in Tejgaon, they have their 3S Centre, a state of the art, Kodawari (Japanese for "pursuit of perfection") certified service station.

A Global Operations Guideline (GOG) is applied from the very beginning of the service operations to the delivery stage. It comprises of all aspects of the service from compliance to providing original parts to attaining total customer satisfaction. If you have a new generation Toyota vehicle, it is suggested you get it checked through Toyota's VIM (Vehicle Interface Module), and not tampered with other interfaces available locally.

### WHAT THE SERVICE STATION HOUSES:

Toyota divides their service station in three parts - General Repairs (GP), Periodic Maintenance (PM) and Body Paint (BP). Naturally, the 3S Centre in Dhaka is built accordingly. There are four service floors, each connected to the other with a winding driveway.

The ground floor houses the billing offices with the General Repairs section. An advanced engine inspection system is stationed there that analyses the motor by studying exhaust gases the combustion chamber emits. Engine overhauls and drive train replacements are carried out here. Some suspension work like wheel alignment, balancing and caster/camber adjustment facili-

ties are also located here.

Climb up to the first floor and you will enter the Body Paint section, which houses two body paint booths and a Hawk chassis aligner. To ensure a factory quality finish, the body paint section controls the dust, temperature and pollution of the vicinity. Paint-in-process vehicles are baked under the right conditions (60-65 degrees Celsius) before being transferred to the next phase of the paint job.

The second floor is dedicated to General Repairs of high tech vehicles including hybrids and Lexus models. All Lexus models are worked upon without any issue, confirms Navana. Vehicles diagnosed with electrical issues including sensor troubles and air conditioning problems are also sent here. Currently, the only hybrid vehicles Navana is selling is the 2.5 litre Camry. Recently, the



Bangladesh government commissioned 50 Camrys to its Minister pool, and considering the heavy usage, they require regular inspection.

Lastly, the third floor has quite a few sections to it. The Periodic Maintenance unit works on thirty to forty vehicles a day; usually takes care of vehicles under service warranty, such as replacing the engine oil or air filters. It is to be noted that maintenance parts are not included in the warranty (such as a fuel filter change). The other section houses specialized diesel vehicle works (including Commonrail technology), where most of the vehicles are either owned by the Armed Forces or government. Finally, the floor also has a large training room, where we sat down to be briefed upon all these before the workshop tour.

### HOW ARE THE TECHNICIANS TRAINED?

Previously the technicians were flown to Japan, but Toyota made an extensive training facility in Bahrain recently, where Toyota technicians from most South East Asian countries are now sent to for periodic trainings. Once trained, the technicians conduct follow up training in the local (Tejgaon) training centre. Furthermore, pro technicians from Japan are occasionally flown over to Dhaka for extensive local trainings.

Not all technicians are allowed to touch your precious vehicles, unlike your neighbourhood workshop. Depending on the diagnosis, pro technicians or master technicians will be appointed to oversee your vehicle's work progress.

### IS THERE ANY MOBILE ASSISTANCE?

In order to tackle on-the-road emergencies, Navana 3S Centre has a fully functional Spanner Patrol team ready to go over wherever you get stuck with your vehicle. Some of the most common on-the-road problems are battery and radiator related issues; indicating sheer negligence of car owners/drivers.

### THE MOST COMMON CAR TROUBLES NAVANA 3S CENTRE FACES:

It is common knowledge that newer generation vehicles are nowadays more intelligent than the drivers themselves. As a result, most errors are coded into the "Engine check" warning in the instrument cluster. Some of the most common reasons for your engine check warning to go off can be issues with CNG system, bad fuel or electric sensor issues. Besides that, the terrible road and traffic condition of the country is to be blamed for tons of suspension and brake jobs. Lastly, engine tuning is also reported to be one of the common problems of customer vehicles.

### SHOULD YOU TRUST NAVANA 3S?

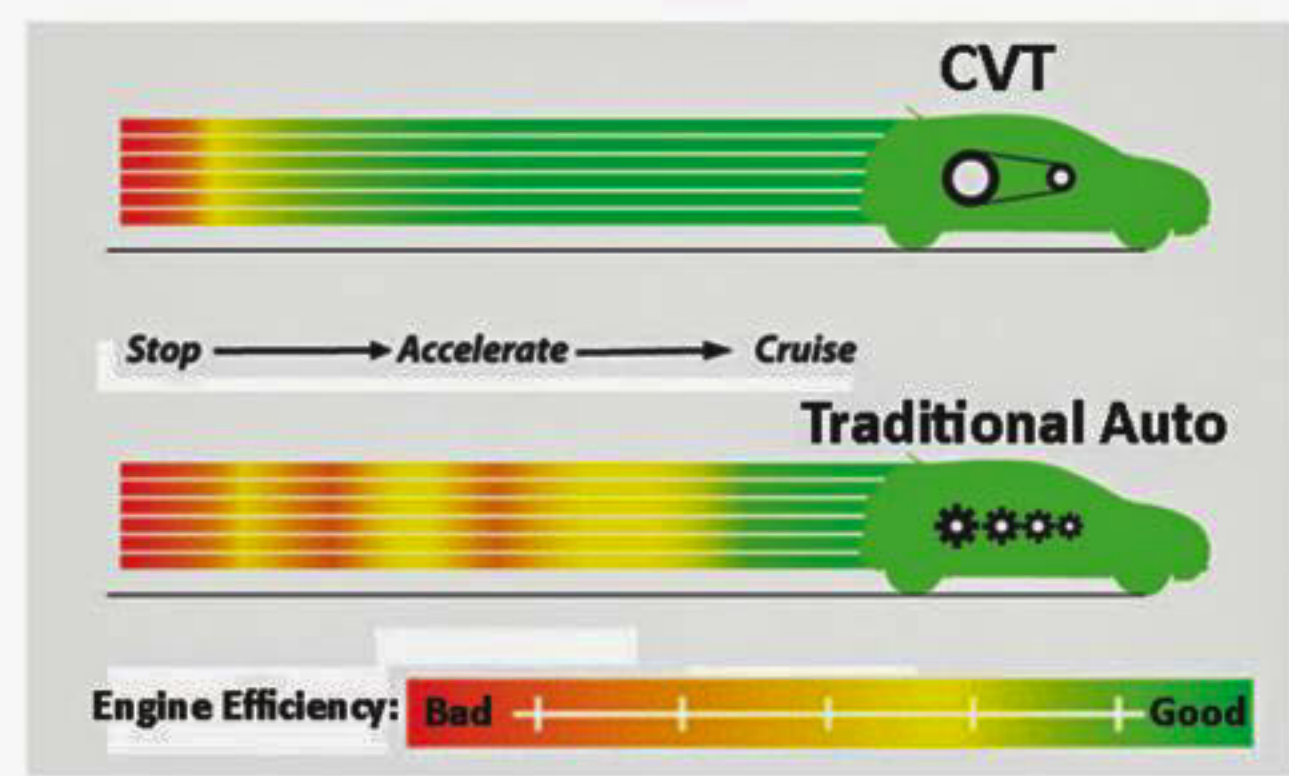
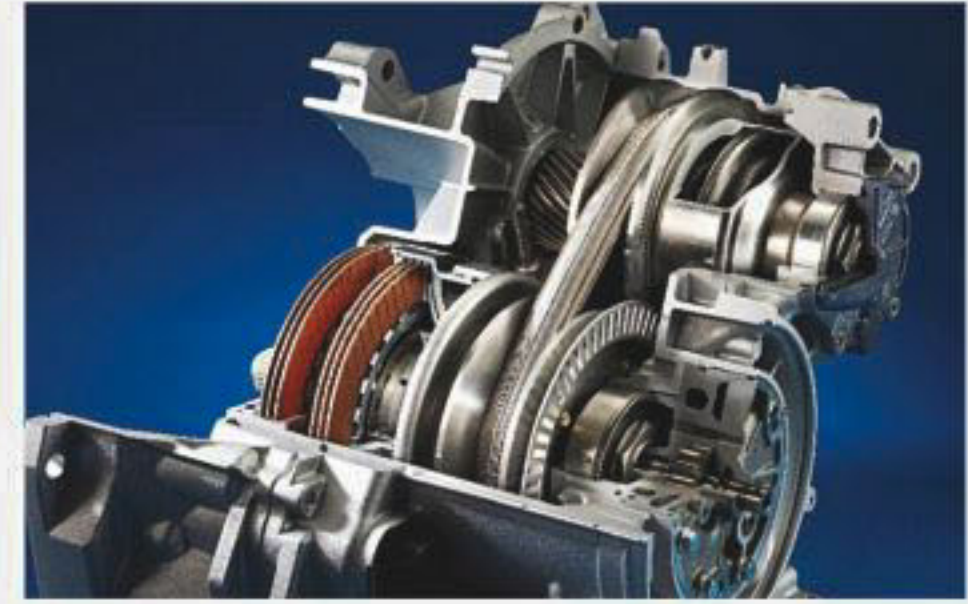
There are hundreds of workshops around, and your vehicle's longevity is directly proportional to the service you get from them. Navana goes all out in terms of customer satisfaction - it is known that converting your brand new car into CNG system will void you of the dealership warranty, but Navana 3S Centre will continue assisting customers with these conditions out of sheer goodwill.

# CVT service: dealership recommendations

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Like all new technology, Continuously Variable Transmissions (CVTs) have gone through multiple development stages. Toyota (being the most popular choice of automobile brand in Bangladesh) introduced CVT relatively later than competitors and had a few models

such as the Axio/Axio Fielders which suffered some initial CVT breakdowns. (The new age Toyota CVTs are great). Most of the CVT breakdowns you hear about, has happened due to the owner/driver's ignorance and replenishing it with ATF instead of CVT fluid. Kind of like getting you B+ blood instead of A+. But generally, CVTs are quite sturdy and requires far less maintenance than the conventional automatics. The belt connecting the conical pulleys happens to be the most fragile unit of the CVT system and we spoke to the dealership service centers to find out ways of maintaining a CVT unit.



The best fuel efficiency can be had by using the area where efficiency is good for the engine (green) from an early stage. CVT's are thus more economical when accelerating.

### NAVANA 3S CENTRE (TOYOTA)

If you have a Toyota vehicle equipped with a CVT, you are encouraged to get the vehicle's transmission unit inspected at the 3S Centre after 50,000 KMs. OEM CVT fluid is recommended to be used. The process of replenishing in the fluid can be automated or manual, but what is more important is the temperature of the fluid must be contained at a suitable lower temperature while carrying out the procedure. Furthermore, most new vehicles are converted to CNG and hence occasional tuning is required. Navana advises not to tune the CNG system by throttling your vehicle at high RPMs above 3,000.

### DHS MOTORS SERVICE CENTRE (HONDA)

Honda owners are advised to visit the authorized service centre after 100,000 KM of usage for a CVT inspection. If required, a fluid change will be done. Sometimes, you do not even need a fluid change for the entire lifetime of the vehicle. But it's Bangladesh and you spend a lot of time idling in the traffic. If your new car is no longer new, you might want to consider inspecting your CVT oil sooner than 100,000 KMs. Currently the Honda models having CVTs are City, Jazz, and the brand new Civic Turbo.

### DRIVING THE CVT WAY

CVTs are high tech. They are expensive too. Your driving habit plays a surmount role in determining the longevity of your vehicle's CVT. It also determines whether you can get frugal with it or not. Basically your right foot determines whether you win or lose with the CVT.

CVTs are built to be more fuel efficient

than the traditional automatic boxes. But it all comes down to your driving habit. In an automatic, you would require the engine to rev to higher RPMs a couple of times to hit 100 kph, whereas with a CVT, you just need to tap the throttle and maintain an RPM below 2,500 which will attain you over 100 kph. If you can drive conservatively, you will maintain a low average RPM that will get you a great mileage. Floor the throttle unnecessarily all the time, and you will be burning too much fuel and your precious CVT belt.

Do not hold on to throttle in an uphill; just use your brakes - not that it applies to our roads, but you might be stuck in a jam at an elevated bridge/ flyover. Do not coast in neutral thinking it will save fuel; the CVT will adjust the gears accordingly to save your fuel anyways. Don't be a boy racer with it - never rev your car at Neutral and launch at Drive mode immediately. You should never change gears (forward to reverse or vice versa) while moving; must always come to a complete halt before doing so. However, if you have a dual clutch transmission, have the fun the manufacturers wanted you to have. Feel free to move up or down the gears in S or M mode via the paddle shifters or gear flickers - your car's transmission system is built to take in step-gear commands you throw in, while continuously changing gears itself.

Lastly, know that your vehicle is equipped with CVT. Disseminate the knowledge to your chauffeur too. Just because it looks like an automatic, does not mean it is one.

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