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**THE REAL DEAL: PERTH MECHANICAL WORKSHOP ON ISUZU GENUINE PARTS**

A mechanic workshop can be more than just a place to get repairs or a bit of panel beating done. A good workshop can have a centre of gravity for local industry, building a sense of community and attracting opportunities for growth.

This is something Mark Jamieson, the director of MJ the Mackman, has worked hard to foster.

Opening doors in 2008, in Bellevue an industrial suburb of Perth, Mark has built quite the reputation; not just as a reliable hand on the tools but as a business owner who has been able to offer employment opportunities to those in his community.

Mark was first prompted to dive into the deep end by his previous employer, who was entering retirement. With a little nudging, he built MJ the Mackman from the ground up into a successful heavy diesel mechanic workshop with a long line of loyal customers.

“We're a small, family-run mechanical workshop specialising in servicing transport truck fleets—we pride ourselves on being a one-stop shop for Isuzu Trucks, Mack and IVECO,” said Mark.

“Our team is working six days a week and overnights, servicing our customer’s trucks, working on engine component and transmission repairs, sandblasting, panel beating and painting.”

Customers come from all over to visit MJ the Mackman, including construction, concreting, and long-haul transport for freight and logistics—all industries that are in high demand throughout Western Australia.

Jobs need to be done right and done on time with reliable parts and componentry that won’t let customers down, says Mark.

“We do short notice repairs, breakdown roadside assistance as well as overnight servicing, alongside our usual offering during the day.

“Nowadays we are always busy, the pace has really picked up for us since 2020.”

**Under the hood**

Mark and his team look after truck fleets for national and multinational businesses alike, including a client with a 60-strong Isuzu truck fleet.

Mark believes that using quality parts and componentry for replacement keeps things running smoothly for his customers, which includes a large volume of [Isuzu Genuine Parts, Best Value Parts, and Isuzu Approved Parts](https://parts.isuzu.com.au/?_ga=2.134184526.1596401878.1731883346-143571600.1717472590#Range).

Although, as Mark attests, “The Isuzu engines rarely have issues, and they have a good long shelf life because Isuzu makes a good, reliable truck.”

Isuzu Genuine Parts & Accessories come backed by a 12-month, unlimited-kilometre warranty when fitted by independent repair shops such as Mark’s, ensuring peace of mind for mechanics and customers alike.

Mark also promotes the use of Best Value Parts suited to older Isuzu truck models as well as other brands, which range from products such as starter motors, alternators, drive belts, brake components, clutch components and filters, and which are backed by a 12-month, unlimited-kilometre warranty, regardless of the installer.

Partner brands such as Hendrickson, Allison Transmission, Fuchs Lubricants and Meritor are among the offerings included in the Isuzu Approved Parts range, which Mark says is one of the most frequently sought-after products his customers require.

**Dealer support**

Having a fast turnaround on parts is a priority for MJ the Mackman and a key reason why Mark first selected [Major Motors Isuzu](https://www.majormotorsisuzu.com.au/?_gl=1*1r1sdu6*_gcl_au*MTIyNzQ4NDg3Ni4xNzI1MjUyODAw&_ga=2.234233566.1596401878.1731883346-143571600.1717472590) as a supplier.

Mark describes MJ the Mackman as a “really small business” when he first began working with Major Motors in 2014 but notes that the customer support and service have been consistent, no matter the size of his order.

With MJ the Mackman busier than ever, Mark is fully enjoying the benefits of the personalised support offered by Major Motors—and a few new perks such as invitations to corporate events and product launches.

Major Motor Parts Business Development Manager, Peter Foote, has played a role in this journey from a one-man workshop to the business’s current success.

“Peter is our go-to man, and we have complete confidence in him,” said Mark.

“He has helped us out at the drop of a hat to get parts ordered quickly so we are ready to go for the night shift.

“Rather than ringing the counter, we can go directly to Peter who knows exactly what we have ordered previously so we can get the correct product quickly.

“The stock levels at Major Motors and Isuzu are always great so we have no problem getting what we need, and the pricing is competitive.”

Isuzu Parts are supplied by the brand’s [National Parts Distribution Centre in Melbourne](https://www.content.isuzu.com.au/news-articles/future-proofed-isuzu-parts-warehouse-meets-high-australian-demand/), and despite the lengthy distance between the two capital cities, Group Parts Manager of Major Motors Elliott Ramirez says fast turnaround is assured for Perth customers such as MJ the Mackman.

“Being in Western Australia can be a challenge but it’s something that we plan for, to make sure we can always deliver on time; we have great open communication with the team at Isuzu Australia,” he said.

“MJ the Mackman started off buying service kits from oil filters, fuel filters, and air cleaners, then as things grew, we were there to support the business as it progressively moved into mechanical replacement parts, truck body panels and even chassis ladders.

“Major Motors consider Mark one of our most valued parts customers.”

**Happy travels**

While fast and reliable access to quality parts is the main drawcard of doing business with Isuzu, there are a few other side benefits for the business to enjoy, notes Mark.

“The [Isuzu Qantas Trade Mate](https://www.content.isuzu.com.au/news-articles/rewards-unlocked-for-isuzu-parts-customers-trade-mate/) program was a big drawcard for me.

“Not only do I get Genuine Isuzu Parts through Major Motors, but we also purchase items from the Isuzu Approved Parts range as well.”

Isuzu Trucks’ partnership with [Qantas Business Rewards](https://www.qantas.com/au/en/business-rewards/earn-points-on-business-expenses/isuzu-trucks.html) means that approved Trade Mate members can earn one Qantas Point for each dollar spent on eligible Isuzu Parts and Accessories. Qantas Points earned for business can then be put towards flights, hotels, car hire, and the extensive range of products on the Qantas Marketplace. \*

“When I have big purchases for the business, I look at Isuzu first for that reason to make the most of the rewards program,” Mark said.

“My wife and I used it for our honeymoon to the Maldives, so from my perspective, the Isuzu Trade Mate program is a great success!”

***\*****Terms, conditions & eligibility criteria apply – see* [*parts.isuzu.com.au/isuzu-trade-program/*](https://parts.isuzu.com.au/isuzu-trade-program/)*. A business must be a Qantas Business Rewards member to earn Qantas Points. Membership, offers and earning, and use of Qantas Points are subject to Qantas Business Rewards terms and conditions available at* [*qantasbusinessrewards.com/terms*](http://qantasbusinessrewards.com/terms)*.*

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