



#12 EURO GARAGE

MAGAZINE Winter 2018



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SAVE THE DATE

2018

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OCTOBER

26th OCTOBER

EuroPremium Costa Rica

HOTEL BARCELO, SANE JOSE PALACIO, COSTA RICA

30th-1st NOVEMBER

AAPEX

LAS VEGAS, NEVADA, U.S.A.

NOVEMBER

17th-18th NOVEMBER

“ Profi Service Tage ”

GÖTTINGEN, GERMANY

10th NOVEMBER

Villepinte Trade Show

FRANCE

19th-23rd NOVEMBER

Solutrans Expo 15

FRANCE

FEBRUARY 2019

EuroPremium award 2018

COLOMBIA

OCTOBER 2019

3rd-4th OCTOBER

UK Trading Groups' Annual Trade Show

UNITED KINGDOM

Spring Event 2019

UNITED KINGDOM

UK Gold Event

UNITED KINGDOM

#12
Winter 2018

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147, avenue Charles de Gaulle
F-92200 Neuilly sur Seine
Tel: +33 (0)1 46 37 25 02
Fax: +33 (0)1 46 37 50 95
E-mail: groupauto@groupautointernational.com

PUBLISHER: Hans Eisner

COORDINATION: Susanna Laurencik

EDITOR: Alex Stewart

LAYOUT DESIGN: Comellink - comellink.com

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OUR PEOPLE OUR POWER

It's the 'why' that matters

Recent business thinking has recognised that it's the 'why' that counts – the 'how' will follow. While a good business strategy is important for growth, profitability, and achieving customer satisfaction, there's no doubt that companies who know 'why' they are doing something can weather storms, continue to grow, and deepen their customer engagement better than companies who simply draw up the 'how'.

At EUROGARAGE, we know what our 'why' is. It is giving our customers the very best by drawing on our strengths as a network, the best service, the best parts, and the best technical know-how. We know that by working together, by sharing best practice and experience, by evaluating our abilities and addressing our weaknesses, we can continue to ensure that our customers are always front and centre.

This issue of EUROGARAGE magazine highlights the power of 'why'. Whether it is the efforts of GROUPAUTO Italy, our featured member, to develop ways of building a relationship with the customer through intelligent use of the media, GROUPAUTO Central America's EuroPremium Gala, which celebrates success throughout their network, or the continued efforts of EuroTaller in Iberia to raise money to support the Theodora Foundation, 'why' is a thread that runs throughout this issue. All of these stories, and others in this issue, show that the EUROGARAGE network is about more than just doing a good job; it's about building a family of people who care about their customer, their community, and each other.

We operate in a rapidly changing technological landscape, with electric vehicles, autonomous vehicles, and the power of new media. We operate against a backdrop of political change, with environmental concerns growing and Brexit looming in March. We can plan for all of this – having a 'how' is important. But to face these challenges together, and succeed whatever occurs, we need to know 'why'. EUROGARAGE does, and that is why we can look forwards to 2019 and beyond with a steady gaze and a deserved confidence. That's the power of 'why'.

The EUROGARAGE team wishes all of you a successful and happy end to the year, and a brilliant 2019.

EDITOR'S
NOTE

REFERENCED SUPPLIERS



ADRIA (72 GARAGES)

BUILDING A BRAND

EUROSERVIS Slovenia is planning to promote AUTOANALITICA, which provides inspection of used cars on sale, to become a recognisable brand. AUTOANALITICA allows the potential buyer to have a clear view of a car's condition; this will add value to the EUROSERVIS network and its loyalty programme. To make purchasing of used cars less stressful, the buyer will have the opportunity to clearly differentiate between vehicles that are on sale and find out exact state the car is in.

In fourth quarter of the year a Loyalty Card will also be introduced, with the goal of bringing more long-term customers to the network's workshops. The plan is to cooperate with the EUROSERVIS organisation, which already has more than 180,000 card holders. From that community, new customers can be secured, who will use the benefits of the network's workshops and keep returning.

CHANGING THE GAME

G-CONNECT is now starting its final testing phase and, based on the enthusiasm workshops showed during the presenta-

tion Robert Stevens gave to them, it can clearly provide a big opportunity and an outstanding advantage over other independent service organisations in the market. EUROSERVIS Slovenia would like to thank Robert for a great job done so far and the excellent overview he presented to members.

In cooperation with GAA members, EUROSERVIS is also starting a project to repair and replace car glass. After the requisite training, this will, with contractual links to insurance companies, bring more revenue to network workshops.

In addition, the network recognises the importance of bringing more knowledge to workshops, and is dedicated to doing just that. Mechanics are being trained in cooperation with two of the largest training centres, ECAP and BOSCH, and this is already showing results in the improved quality of performance being offered by garages in the network.

By building a brand name through marketing activities, EUROSERVIS is becoming a widely recognised garage network within the market. The introduction of various projects in the near future will augment this and allow the network to quickly outstrip its competition.



AUSTRIA (61 GARAGES)

MEETING SUCCESS

From 20th- 22nd September, 2018, the 10th ProfiService Netzwerk Tagung took place in the beautiful ski resort Kaprun; 83 people attended. Partners were received with an extensive program, which included a tour of a vintage car museum, a visit to the Kaprun reservoirs, and a boat trip on Lake Zell; there was additional fun, too, as participants were able to enjoy the summer toboggan run, the "Maisiflitzer".

There were presentations for workshops about news and tools, such as DSGVO and Modular Diagnosis, as well as various training concepts offered by ProfiService. In addition, mobility guarantee partner Europ Assistance gave a presentation on their services and benefits to workshops.

Partners were also given a presentation by a sales training company on the topic of "self-defence in the sales fight", a powerful tool for everyday business that addressed not just competence in communication, but also charisma and attitude. It was a beautiful, sunny few days and a lot was learned; the whole network is already looking forward to the 11th ProfiService meeting in 2019.

COMPREHENSIVE COOPERATION

ProfiService currently cooperates very actively with IAM-Net.eu, which gives workshops access to the Full Manufacturer Diagnostics (Modular Diagnostics), meaning direct access to the manufacturer portals for data upload, software update, technical information and entry the digital service proof, as well as the receipt of the daily service plans.

In the spring of 2018, a comprehensive training program was also installed for PS Partners, which has already yielded a positive approach to High Volt 2 and HV3 training; in the coming months, involvement in this area will be intensified.



BRAZIL (686 GARAGES)

MODIFYING RETAIL

One of Rede PitStop EUROGARAGE's tasks is to help associates make their companies more attractive to and convenient for the consumer. For this, strategies and actions have been devised that unite the external visual identity of locations' facades, which look modern and striking to attract attention, with the organization and display of the products inside, thereby facilitating sales.

In Brazil, Rede PitStop EUROGARAGE is made up of 80% retail stores and 20% repairers, which encourages a focus on self-service, so the consumer can have a pleasant experience while buying and easy access to what he or she is looking for. Handling brings the customer closer to the product and the experience of touching the product ends up being a determining factor in the choice of which brand to buy. What should be understood is that the experience needs to be as sensory as possible: every detail matters, including colour, cleanliness, and smell. This is in addition to teams being prepared to assist the customer and add value that way.

Rede PitStop EUROGARAGE has therefore been working continuously with associates of the light line stores to improve the consumer experience in the automotive aftermarket,

bringing to customers the new reality of self-service. Within this process, improvements have been implemented and training provided to the associate's entire sales team, especially at the reception, so that everyone adapts to the new model and recognizes the qualities of the items. This allows the strength of the sensory experience to be partnered with excellent service at the point of sale.

Both the end customer and the repairer feel comfortable choosing products, and can then count on the help of a qualified professional to answer questions, making it likely they will give preference to the same store the next time they are in the market. This change, proposed and enacted by Rede PitStop EUROGARAGE, is a big step forwards in the Brazilian automotive aftermarket.



CENTRAL AMERICA (40 GARAGES)

THE EUROPREMIUM GALA



EuroTaller is a network of happy customers, fully satisfied with the maintenance and repair of their vehicles. To achieve this the EuroTaller Network has high quality standards that, year after year, are evaluated, and publicly recognizes the best EuroTaller, the one that exceeds the needs and expectations of the customer, during the EuroPremium Gala.

A jury made up of network coordinators and EuroTaller main suppliers periodically evaluates each of the candidates. After an exhaustive analysis of the merits of each one, the best EuroTaller garages received their awards at gala ceremonies that took place on September 28th in Panama and on October 26th in Costa Rica. The galas were hosted by Sandra Álvarez, Director of GroupAuto Central America, commemorating the fifth anniversary of the group's activity in the region.

Teresa Soriano, General Coordinator of EuroTaller Central America, accompanied by local coordinators Paola Vifara in Panama, and Paola Palacio in Costa Rica, evoked the values of the network and thanked and presented to the nominated workshops.

Francesc Creus, and Cesar González, both Autotecnic Managers, were also present at the event. Mr. Creus highlighted a firm commitment to innovation and technology as fundamental aspects to the network's continued differentiation from its competitors, with the aim of continuing to offer the best tools for future technologies. Pr. Benny Álvarez, CEO of BTW Holding, inspired the audience when he talked about the consolidation of dreams and goals, where a collective dream can go further than any singular dream.

To celebrate the fifth anniversary, this year's gala was created to highlight the culture of each country. The ceremony's guests enjoyed a dinner composed of typical products, music, and typical costumes. Prior to the delivery of the grand prize, other garages were recognised with awards by Wolf Lubricants and Lumileds.

The winner of the EuroPremium was revealed in each of the countries. In Panama, it was EuroTaller EK Quality Parts Chiriquí, and in Costa Rica EuroTaller Mora. The event ended with a music and dance show characteristic of the country. It was a magical moment where all the participants were able to share their joy with each other.


COLOMBIA (20 GARAGES)

THE FUTURE'S HERE

You do not have to be an expert in the matter to predict that the market penetration of electric vehicles is a reality, that hybrids are taking over, and that fossil fuels have already marked their end.

The electric car, whether hybrid or totally electric, is gradually being installed in the current global automotive panorama. The rise in the market for 'green' vehicles is significantly affecting the distribution system of the automotive market, forcing it to vary the business model.

The technological leap that involves the design of an electric car is forcing manufacturers to reinvent the way they offer their products. Training becomes the basis of the sales process, and the offer of an after-sales service, adapted to the maintenance of the vehicle, is more important than ever. Workshops' ability to adapt rapidly to this new context becomes, therefore, a fact of vital importance to their survival.

The challenge becomes increasingly interesting when one evaluates Colombia's local automotive service and repair workshops, and find out that even today, after 20 years, it is unprepared for the current technology. Advanced diagnostic equipment is used as a simple code reader and oscilloscopes, an essential tool in modern automotive diagnostics, is unknown in most workshops.

It has therefore become imperative to understand that technologies are not strange; they are the new daily routine and will determine the future of the automotive business. Because of this, a process of transformation has begun, joining efforts to access technologies and programs that will help the network achieve its goals and, most importantly, recognize the lack of knowledge and the long way still to go to get to an appropriate level.

GROUPAUTO Colombia wants to extend its gratitude to Autotecnic 2000, who for more than three years have

supported the hard work of sharing knowledge among the local network. Without Autotecnic 2000's support and commitment, this work would be almost impossible in the region.

Once again, all this can be possible only with a new mindset among workshop owners, recognizing that knowledge is the correct, and maybe the only, way to success in the market.


CZECH REPUBLIC (24 GARAGES)

DIAGNOSTICS ON THE GO

EURO KONCEPT has introduced a new, mobile 'service point', a fully equipped car with diagnostic tools and other accessories. It will be helpful for many diagnostic issues.

The network has also introduced a new 24/7 helpline. From 2019, EURO KONCEPT will be the main service centre for VALEO A/C machines throughout the Czech Republic.


FRANCE (850 GARAGES)

NEW TECHNO-CENTRE

In October 2017, the TOP GARAGE network announced the official opening of its Techno-Centre in Malakoff, in the Paris region. This integration and training centre for garages is also intended to serve as a technology and services laboratory. With this initiative, which is unique to the market, the TOP GARAGE network has innovated and intends to share this with its members.

Since January 2018, all new TOP GARAGE members have participated in a two-day training course at the Techno-Centre, learning about the standards and methods recommended by the brand. The Techno-Centre boasts the latest developments in exterior and interior TOP GARAGE signage. Inside, customers can wait for their vehicles while staying connected, watching the service in complete transparency through multi-media cameras.

The TOP GARAGE Techno-Centre offers all types of services: repairs, maintenance of vintage, hybrid, electric, and utility vehicles, and manufacturer servicing. Trainees discover all the tools that the network makes available to them, and in a genuine environment: the Techno-Centre is first and foremost a real garage open to the public. Garage operators in training will be able to test all kinds of new equipment that they will soon encounter in their workshops.

As for customer relationship management, trainees can test, on site, the latest technologies available at TOP GARAGE. For example, the network has developed IT solutions that enable garages to offer remote reception. Equipped with a tablet, the person receiving the vehicle walks around it with the customer and notes its condition and all services required. This active reception is possible thanks to the network's new DMS; TOP GARAGE has chosen Solware's solution. This system, now found in the majority of dealerships, makes it possible to manage all the garage's activity. Mechanics are guided by

instructions on the screen which indicate, for example, the time they should spend on each task, allowing the garage to optimise its performance. Another solution that garage owners will be able to test is the Top Console, which allows managers to oversee all the garage's activity and promotions, create car registration documents, and send SMS messages to customers. During their training, trainees will also learn about the operation of various tools, as the Techno-Centre has a 400 square metre dedicated area above the garage.

TOP GARAGE: BEST BRAND, 2017

For the 13th year, as part of the 'Grand Prix des Réseaux', a survey was sent to all automotive workshops, asking their members to judge the best performing brands. The ranking is based on a satisfaction survey conducted in June by the Kantar TNS Institute, in which 7,600 affiliated workshops participated. Members were able to judge their brand in eight categories: 'Commitment', 'Recruitment dynamics', 'Sales performance', 'Digital', 'Communications and Marketing', 'Promotion', 'Support', and 'B to B'.

TOP GARAGE was voted Best Brand of 2017 thanks to three criteria: digital, sales performance and recruitment dynamics, with more than 80 garages recruited in one year,

The trophy delighted members, who proudly wear the colours of their network and were also able to announce the award to their customers. And for the brand, it is a major asset that allows it to attract new garages. TOP GARAGE has now reached a record, with more than 860 active garages in France.





GERMANY (728 GARAGES)

EXHIBITION 4.0

The Profi Service Tagen exhibition, which takes in November 2018, is an opportunity for COPARTS, partner garages, and shareholders to pass on the latest information regarding garage equipment, tools, and diagnostic techniques, as well as service performance. The exhibition has proved to be a big attraction over the years. This is a result of a good mixture of sales atmosphere, technology to touch, time to speak to the exhibitors about offers, and information about new technologies and developments within the aftermarket. Presentations held by experts (about the repair and servicing of e-vehicles, among others) offer the exhibition visitor an insight into the near future of the independent garage. A number of presentations by Robert Stevens (Director of Telematics, GROU-PAUTO International) will document the already existing performance capabilities of the independent market in Germany. COPARTS is the first system organisation in Germany which is in a position to offer its customers an insight into practical telematics solutions. The exhibition takes place on 17th-18th November in Göttingen.



VEHICLE CONTROL

The G.A.S. (Global Automotive Service), a subsidiary of the COPARTS, has succeeded in achieving high levels of penetration within the fleet market. This is a result of lean processes, high quality of service, and co-operation with renowned part manufacturers. This has also been possible due to a particular consistency of part quality and attractive pricing for replacement parts and wages. A very impressive customer portfolio is confirmation of the strength of the G.A.S.'s performance and ensures attached workshop partners business today and in the future. Lease Plan Deutschland (one of the world's leading organisations in the area of full-service leasing and fleet management) and DAT AUTOHUS (the largest and most successful internet trader for used vehicles in Europe), among others, have become new customers of the G.A.S. The network's direction is farsighted and future-oriented and, as a result, it is the largest workshop network in Europe specialising in electro-service.



IBERIA (951 GARAGES)

EMOTION AND SOLIDARITY

EuroTaller is the network of workshops with happy customers, of motorists fully satisfied with the maintenance and repair of their vehicles. To achieve this, the network has high quality standards that, year after year, are evaluated in the EuroPremium. The EuroPremium publicly recognizes the EuroGarages that are best oriented to satisfy and exceed the needs and expectations of the client.

A double jury, made up of journalists from the automotive sector and suppliers of EuroTaller, rigorously considers the applications submitted by network members. After an exhaustive analysis of the merits of each candidate, the winning EuroGarages receive their award in a gala ceremony that took place on June 23rd in Madrid.

At the gala, Álvaro León, General Coordinator of EuroTaller, recalled the values of the network and the firm commitment of the brand to innovation and technology. Meanwhile, Vanessa Barros, Head of Top Car, EuroTaller's sister network in Portugal – three of whose workshops also received a distinction in EuroPremium 2018 – pointed out training as fundamental to the network in continuing to differentiate itself from its competitors by offering the best customer service.

Carlos Calleja, Director of EuroTaller, highlighted the social commitment of the network, as evidenced by the 'Kilometers

for Smiles' initiative that, together with the Theodora Foundation, brings joy to hospitalized children throughout Spain, thanks to the work of the 'Smile Doctors'. Mr. Calleja revealed that there are already more than 14,000 runners who wear the blue shirt of the EuroTaller Theodora team in popular races across the country.

To this end, during the ceremony, which was enlivened by the humourist, Dani Delacámara, EuroTaller gave the Theodora Foundation a check for €5,528, which matches the #kmsxs-miles achieved by the EuroTaller Theodora runners during the first semester of the year.

The winner of the replacement car was the EuroTaller Talleres Riamóvil (Oviedo, Asturias). It is an annual promotion jointly carried out by the network and SKF, decorated with the image of EuroTaller and the component manufacturer.



MOLDOVA (33 GARAGES)

STRATEGIC GOALS

In 2018, GROU-PAUTO Moldova has expanded the EUROGARAGE network throughout the country and today, the network is represented in every region of the Republic of Moldova. The implementation of the EUROGARAGE concept in the Moldavian market started in 2013; to date there are already 33 authorized members in the network and GROU-PAUTO Moldova is committed to reaching 50 by the end of 2018.

Every year, GROU-PAUTO Moldova invests in a national marketing campaign to promote the EUROGARAGE network and develop GROU-PAUTO International Suppliers' brands. This year, GROU-PAUTO Moldova has also held the "EUROGARAGE Mechanics Championship 2018", supported by strategic supplier GATES. It was a great event which definitely has increased the loyalty of our members and popularized the EUROGARAGE and GATES brands in Moldova as well.

During the "GROU-PAUTO Moldova's and AUTOMALL International Business Forum 2018" the network's three strategic goals for 2019 were announced: the development of loyalty concepts; achieving loyalty among retail customers; impro-

ving informational and technical support for GROU-PAUTO Moldova members. Reaching these goals will certainly add value for GROU-PAUTO Moldova members and will strengthen the EUROGARAGE network in general.

GROU-PAUTO Moldova would like to thank Mr. Robert Stevens for taking part in "GROU-PAUTO Moldova's and AUTOMALL International Business Forum 2018", and for his presentation on new technologies that will affect the automotive business in the very near future.

GROU-PAUTO Moldova would also like to thank GROU-PAUTO International and its suppliers for their support of EUROGARAGE Network in the Republic of Moldova.





THE NETHERLANDS (101 GARAGES)

NEW CARXPert MEMBERS

CarXpert, the Dutch workplace formula for garages, offers GROUPAUTO wholesalers a total package to help their customers: the workplaces and the car mechanics that work in the garages. From January to October 1st 2018, GROUPAUTO Netherlands has welcomed 23 new CarXpert members. The garages that have joined the CarXpert network were appointed by different GROUPAUTO wholesalers in the Netherlands. The new CarXpert members include automotive repair shops that specialise in general maintenance for every car type. They are provided with a variety of technical and marketing support, and the CarXpert workplace formula includes a broad selection of technical training courses, online access to technical data, online and offline marketing support and materials, collective profits, and the CarXpert mobility service.



NEW AUTOEXCELLENT MEMBERS

GROUPAUTO the Netherlands has welcomed three new AUTOEXCELLENT members in 2018: AUTOEXCELLENT Mos, AUTOEXCELLENT Henk Kelly, and AUTOEXCELLENT Kamstra. AUTOEXCELLENT is a premium full service workplace formula, introduced especially for garages which specialize in all brands. GROUPAUTO the Netherlands has the exclusive license for the AUTOEXCELLENT formula in the country.

AUTOEXCELLENT demands a high level of competence of every member regarding its business strategy, appearance of the building, mobility guarantees and customer approach. Additionally, it is expected that garages within the formula invest in skilling their mechanics at a high level. It's a formula with a special value for customers and several car companies in The Netherlands are considering membership.



POLAND (248 GARAGES)

THE EUROWARSZTAT CONFERENCE



On April 20th, the EuroWarsztat Conference was held; the conference is an extremely important event for the development of the EuroWarsztat network. This year's meeting was an opportunity to present changes regarding the protection of personal data which the GDPR introduces. The new EU regulation includes a number of changes that were crucial to present to EuroWarsztat. Garages do not usually employ a huge number of workers, but they can process customers' personal data on quite a large scale. They must therefore remember to choose and implement organisational and technical security measures and draw up relevant documents to reduce the risk of personal data breaches. An excellent solution is to consult with specialists who will help to create relevant security measures and advise what else is required by workshops to remain consistent with GDPR. In order to meet the needs of EuroWarsztat services, the Polish network has prepared a special audit offer in terms of readiness for GDPR.

WORKSHOP MANAGEMENT



In autumn the next series of manager training session took place across EuroWarsztat services. This is more proof that the professionalisation of business within the Polish automotive industry is progressing incredibly fast. Now, the owner of a car workshop is an entrepreneur, manager, and leader in one, but must also advise and plan. It requires incredible knowledge and staying constantly abreast of the latest trends.

The purpose of the training was to build a business plan, taking into account the organisation's potential and market opportunities. Each of the participants got to know the business planning scheme and, using the discussed modules, could build their own vision of development. There are a lot of possibilities and directions. However, all of this requires efficient management. Even the best mechanics will not succeed if the company is not properly managed.

The training participants also learned about the huge marketing opportunities provided by new media, because customers are looking for services and specialists there. Planning has entered the monitoring phase of all results, activities, and professionalisation of a garage's team; there was also time to talk about approaches to ensuring motivation of the crew.

Such a way of looking at business is definitely a step forwards to increase the efficiency and profitability of the organization and this is what modern investors care about. The network held two workshop management and 16 technical training sessions in October, and has four customer service training sessions scheduled for November.



RUSSIA (85 GARAGES)

CELEBRATING EXCELLENCE

GROUPAUTO Russia organized the first national «Best Garage 2018» award, which started on the 12th of April and ended with an exciting ceremony on the 27th of August, 2018.

The main objectives of the competition were: to identify the most effective independent garages on the market; to combine effective practices for achieving success and introduce them to the market; to increase consumer confidence in independent garages and promote the best companies and specialists of the garages; to increase the loyalty of the garages to the products, materials and technologies of GROUPAUTO Russia suppliers; and to involve the garages in GROUPAUTO Russia Academy's training courses.

More than 1,000 independent garages and their specialists from four regions of Russia participated in the competition. Within two months, there were regional competitions and finals, according to which the 'best' garages and specialists were selected by the competition's Expert Council and rewarded. The Expert Council included representatives of the Group's suppliers, market experts, and industry journalists.

The culmination of the competition was the national final ceremony on August 27th, 2018, where the "Best Garage of Russia 2018", "The Best Garage Manager 2018", "The Best Master Consultant 2018", and "The Best Mechanic 2018" were all named.



UKRAINE (73 GARAGES)

STAYING ONE STEP AHEAD

New trends in the auto service market dictate new requirements for auto repair shops. The Vladislav Company has directed significant effort towards improving service quality and optimising business among its EUROGA-RAGE concept auto repair shops.

The concepts' development department provides support with the introduction of effective management methods and process implementation; in addition, the realisation

of regular inspections of service stations has had a positive impact on the status of TOPSERVICE. The prime objective of this supervision is to maintain the public image of every auto repair shop.

Close co-operation with partners helps to identify garages' issues and solve them, as well as providing access to technical details and learning about the large product range and marketing activities of the Vladislav Company.



UK (700 GARAGES)

REACHING MILESTONES

It has been a great year for the AutoCare network, with 108 new garages joining so far this year; the total number of garages is now 710. To celebrate reaching 700 garages in the network, Maria McCullough, AutoCare Garage Network Manager, presented Valley Garage in Swansea, the 700th garage to join, with a plaque to mark the occasion.

There have been several key developments which have significantly benefitted the network. One of the UK's leading technical training specialists, Steve Carter, partnered with the network earlier this year and has delivered over 50 of the new IMI EV/PHEV training courses to over 200 garage technicians. In addition, he has also delivered more than 10 EV 1 training courses for motor factors' staff, resulting in over 70 motor factor staff being trained to EV accreditation standards.

In July, Tim Stock joined the Garage Networks Team to run the technical helpline exclusively for our garage network. Tim has a wealth of experience as both a technician and an AA patrol man, as well as previously running the technical helpline for eXponentia.

REWARDING LOYALTY

The annual AutoCare Garage Trade Show & Conference took place on the 5th October 2018 at the Exhibition Centre Liverpool and over 1200 delegates attended on the day. Delegates met with over 150 of the group's suppliers and business services providers and were able to attend the free technical seminars that ran throughout the day. After the trade show, delegates gathered for the conference session where 19 garages were presented with their 10-year anniversary plaques in recognition of their loyalty to the AutoCare network. Garages who have completed the IMI EV/PHEV level 2 & 3 training course were awarded EV Training Qualification Plaques. The Garage of the Year Award was presented at the Gala Dinner Evening. Congratulations to the winners, M.H. Vehicle Services in Burton-on-Trent, Staffordshire.

AutoCare will also be exhibiting at the Mechanex event in November at Sandown Park, Surrey.

GIVEAWAY

This Winter WIN A CAR Giveaway has just started, which gives UK motorists who visit an AutoCare garage between 1st October & 2nd December for a service, M.O.T., or repair the chance to win a brand-new Peugeot 2008, or one of 55 fantastic runners-up prizes.



AutoCare garages are provided with a free printed and digital marketing pack so they are equipped to promote this fantastic giveaway. AutoCare run two national giveaways like this every year (summer and winter). This summer, over 20,000 motorists entered the national giveaway, which generated over £2.9m for the network. Garages are also rewarded for taking part in the giveaway and encouraging their customers to enter. Every garage that has at least one customer enter the competition is entered in to a prize draw to win a branded courtesy car to keep for their garage. In addition, there are also 11 regional prizes; the top five garages with the most customer entries in each region go in to a prize draw to win £150 shopping vouchers.

ApprovedGarages.co.uk, the lead generation website for the garage network, is still performing above expectations; garages are continuing to receive on average 10 leads per garage per month. The Approved Garages website has received over 160,000 visitors and generated over 20,000 jobs.

DIESELGATE

GERMAN DIESEL DEAL GIVES DRIVERS CHOICE OF RETROFIT OR TRADE-IN

Owners of older diesel cars in German cities where the air is particularly polluted should be able to choose between trade-in incentives and a hardware retrofit, coalition parties have agreed. German carmakers had agreed to offer an exchange program with attractive trade-in incentives or discounts for owners of diesel vehicles of the Euro 4 and Euro 5 emissions standard. If owners of a Euro 5 model want a hardware retrofit with a so-called selective catalytic reduction (SCR) system and if this is available and appropriate, the German government expects carmakers to shoulder the costs for this. According to official figures, there are 3.1 million diesel cars running to the Euro 4 standard, and 5.7 million Euro 5 diesels, out of a total of 46.5 million cars on the roads in Germany.



RENAULT IN CHINA

RENAULT, WITH DONGFENG, TO LAUNCH FIRST EV IN CHINA



Dongfeng Renault Automotive, Renault's joint venture with Dongfeng Motor Group, will introduce its first electric vehicle next year in China. The joint venture will launch two other EV models before 2022.

According to the Shiyan government in central China's Hubei province, Dongfeng-Renault's first EV will be a low-priced small EV.

BREXIT

AUTOMAKERS TRIGGER BREXIT CONTINGENCY PLANS AS 'NO DEAL' FEARS GROW

Automakers in Britain have triggered some Brexit contingency plans, such as certifying models in the EU, and are working on redrawing production schedules and stockpiling more parts to defend against any loss of unfettered trade after Brexit. The moves are aimed at ensuring that plants, which rely on the just-in-time delivery of tens of thousands of components, can continue to operate after Brexit on March 29, but will add costs and bureaucracy which could risk their long-term viability. At stake is Britain's car industry, which employs about 850,000 people and is one of its few manufacturing success stories since the 1980s.



VW - MICROSOFT

VW WILL CONNECT 5 MILLION CARS THROUGH MICROSOFT CLOUD

Microsoft and Volkswagen are set to strike a deal to use the U.S. software giant's cloud technology to connect the company's entire vehicle fleet as the automaker steps up its transformation into digital and mobility services. This joint-venture will create the world's largest automotive cloud of its type in an effort to help streamline future developments. By 2020, more than 5 million new VW cars per year will connect using the software.



ONLINE SALES

FORD STARTS ONLINE SALES IN UK

Ford Motor has begun online sales in the UK and may extend the program across Europe. All cars available on the www.buy.ford.co.uk site are purchased using Personal Contract Purchase (PCP) finance, the most popular method of buying a car in the UK for private customers. The new car is delivered to the customers' home and Ford works with an auction company to trade in their old car. A test drive can be arranged at a local dealer. Ford has twice previously attempted online sales in the UK, its biggest European market, once in 1999 and again in 2010.



HYBRID

RENAULT WILL CUT DIESEL RANGE IN MOVE TO HYBRID

Renault will reduce its diesel-car range in Europe as it introduces hybrid versions of top-selling models including the Megane, Captur and Clio, starting in 2020.



BUSINESS

FAURECIA BUYS ALL OF PARROT FAURECIA AUTOMOTIVE

Faurecia announced its full takeover of the joint venture Parrot Faurecia Automotive, a transaction carried out on the basis of an enterprise value of €100 million. This is identical to that adopted when Faurecia entered into the capital of Parrot Automotive in 2017.



CHARGING POINTS NETWORK

EV RECHARGE TERMINAL NETWORK DEPLOYS IN FRANCE

At the end of the first quarter of 2018, France had more than 187,000 charging points for electric vehicles: 26,500 on public roads, 68,900 for individuals, and 91,800 in companies. It is still far from the state's target of seven million in 2030. In addition, since this summer, the 6,000 terminals of the Paris Autolib network are unusable. But with around 150,000 vehicles in circulation, the total number far exceeds the European recommendation of one public charging point per ten vehicles.

AUTONOMOUS TAXI

47% OF EUROPEANS ARE READY TO WAIVE THEIR OWN CAR FOR AUTONOMOUS TAXIS

According to a study by the PricewaterhouseCooper's strategic consulting branch Strategy&, 47% of Europeans would be willing to give up their own cars for the benefit of autonomous taxis, when they became widely available. By comparison, 38% of Americans and 79% of Chinese would be ready for this change of means of transportation.



MOTORSHOW

2019 BOLOGNA AUTOMOTIVE SHOW CANCELLED

The Bologna Motor Show, scheduled to take place from 5th-9th December 2018, has been cancelled. The 2017 edition had 370 exhibitors, including 33 builders, and 280,000 visitors. The organizers indicated that the show will be moved to Modena and renamed Motor Show Festival Terra dei Motori. It will take place between 16th-19th May, 2019. The new formula plans to focus on the city of Modena, the cradle of "very beautiful Italian cars".



ELECTRIC CAR

ELECTRIC CARS WITH 500-KMS AUTONOMY WILL REMAIN EXPENSIVE UNTIL 2030

According to a PricewaterhouseCooper study, electric cars with an autonomous range of 500km will continue to be expensive until 2030. For the moment, electric models are generally affordable only for motorists who are satisfied with a range of 150km.



LABEL

NEW LABEL ON GAS STATION

By October 12th, 2018, new fuel labelling will appear in all service stations in the European Union and beyond (Iceland, Liechtenstein, Norway, Macedonia, Switzerland, and Turkey). The objective: to make life easier for motorists. The new signage will be put in place on each of the fuel pumps: E for gasoline and B for Diesel, with a number which indicates the rate of biocarburant.



U.S.

TRUMP ADMINISTRATION SAYS TRADE PACT WILL BRING AUTO JOBS BACK TO U.S.

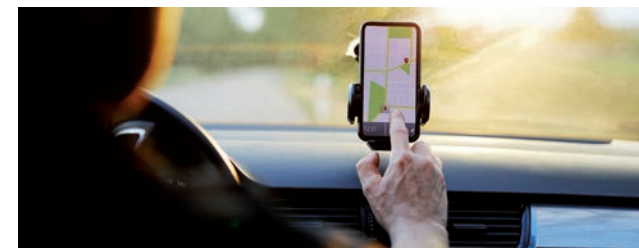
U.S. Commerce Secretary Wilbur Ross sees tens of thousands of jobs flowing back into the U.S. auto sector, especially among suppliers, thanks to the Trump administration's new trade deal with Mexico and Canada, while industry executives and analysts are less upbeat as higher costs could hurt sales.



DRIVING BEHAVIOUR

46% OF EUROPEAN DRIVERS USE PHONE WHILE DRIVING

The French Automobile Club Association (ACA) and nine other Automobile Clubs affiliated to the Federation International Automobile Association (FIA) have set up a European Mobility Observatory to give a global vision of mobility issues at European level. The ACA unveiled the results of its first survey, conducted from January to March 2018 among 31,222 Europeans in nine countries. The results: 97% of people interviewed believe that it is dangerous to call while driving, but 46% of them use their mobile while driving. In addition, 87% of respondents believe that new embedded safety devices should be installed on all vehicles and 51% would like to be trained in the use of these new technologies.



VIETNAM

VINFAST, THE FIRST VIETNAM BRAND

VinFast, a unit of Vietnam's largest conglomerate Vingroup JSC VIC.HM, is set to become the country's first fully-fledged domestic car manufacturer when its first production models built under its own badge hit the streets next August. From a standing start, VinFast will have the capacity to produce 250,000 cars annually over the next five years or so, equivalent to 92% of all the cars sold in Vietnam last year, according to data collated by the Vietnam Automobile Manufacturers' Association (VAMA). Vingroup says it only embarked on creating VinFast a little over a year ago and has earmarked about \$3.5 billion for the project.

SUPPLY CHAIN

ELECTRIC DELIVERIES FOR IKEA

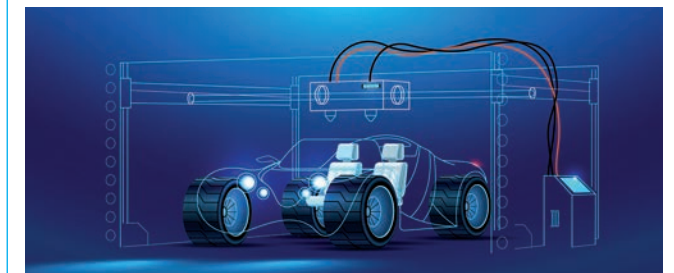
The Swedish group Ikea has announced that it will use electric vehicles for all its home deliveries to Amsterdam, Los Angeles, New York, Paris, and Shanghai by 2020.



TECHNOLOGY

3D PRINT IN AUTOMOTIVE INDUSTRIES

Volkswagen is the first automotive manufacturer using the latest 3D printing technology: the "HP Metal Jet" process simplifies and speeds up metallic 3D printing. The biggest advantage: productivity improves fifty times compared to other 3D printing methods, depending on the component. Hence, for the first time, three-dimensional printing is mass-production-ready in the automotive industry.



AUTONOMOUS CARS

UK EXPECTS FULLY AUTONOMOUS CARS WITHIN FOUR YEARS

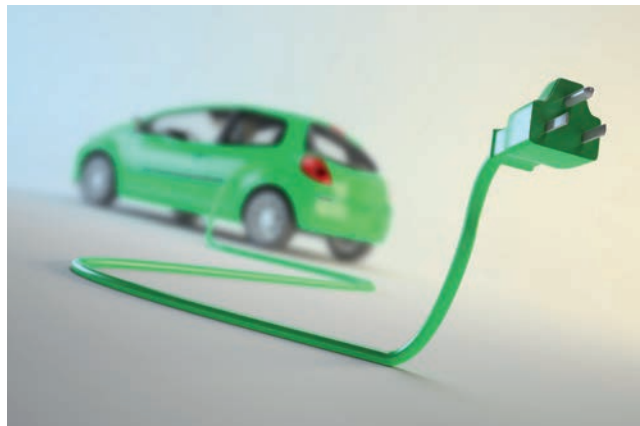
Britain will see fully autonomous cars on its roads in three to four years and there will still be a role for diesel cars for many years, the country's transport minister has said.



SPAIN MARKET

EV SALES INCREASE IN SPAIN

Sales of electric and hybrid vehicles in Spain rose by 35.6% in August, to 6,942 units, and 45.1% in the first eight months of 2018, to 59,262 units, says ANFAC (Manufacturers Association). Sales of electric vehicles (pure electric, rechargeable batteries, and extended battery life) almost doubled over eight months to 7,740 units. Sales of hybrid vehicles grew 40% in August to 6,122 units and 41.3% in eight months to 51,522 units.



DIESEL II

PORSCHÉ STOP DIESEL ENGINES

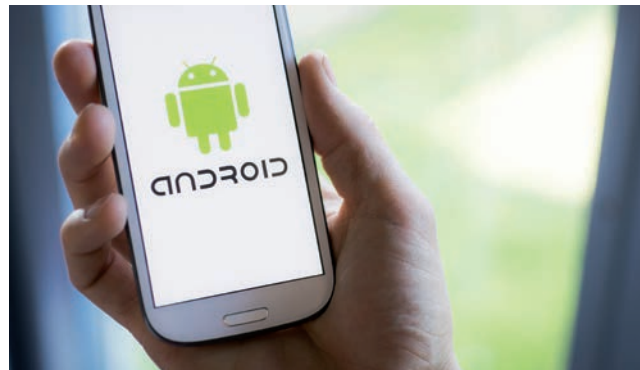
Porsche will stop offering diesel versions of its cars, the brand has said, and will be sharpening its focus on hybrid and battery-powered vehicles instead. The Volkswagen group has admitted to deliberately cheating diesel emissions tests, sending shockwaves through the automotive industry and causing a sector-wide crackdown on polluting diesel engines.



INFOTAINMENT

RENAULT-NISSAN ADOPTS ANDROID

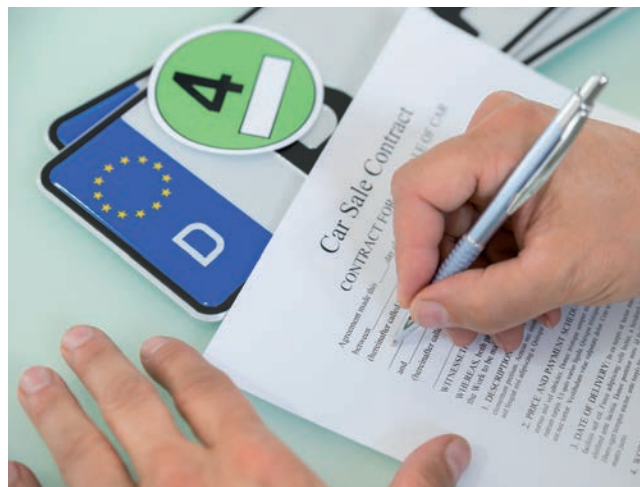
The Renault-Nissan-Mitsubishi car-making alliance has said it will adopt Alphabet's Google Android operating system, handing a victory to the U.S. tech giant as it pushes for a bigger share of the infotainment market. Renault, Nissan, and Mitsubishi, with combined sales of 10.6 million vehicles last year, said future models will "integrate Google applications and services" including Google Maps and the voice-commanded Google Assistant.



EUROPEAN REGISTRATION

PASSENGER CAR REGISTRATIONS UP SIGNIFICANTLY

In June 2018, passenger car registrations posted a robust increase (+5.2%) across the EU, totalling almost 1.6 million new cars. In volume terms, this result marked the highest June total on record to date. Results were diverse among the five major EU markets. The United Kingdom (-3.5%) and Italy (-7.3%) both posted declines, while demand for cars increased in France (+9.2%), Spain (+8.0%) and Germany (+4.2%). Over the first half of 2018, the European passenger car market grew by 2.9% to reach 8,449,247 units. The strong performance of the new EU member states is worth highlighting, as registrations increased by 11.4% so far this year. Looking at the major markets, demand went up in Spain (+10.1%), France (+4.7%) and Germany (+2.9%), although sales contracted in the United Kingdom (-6.3%) and in Italy (-1.4%) during the first six months of this year.



RESTRICTION

WINTER TYRES IN FRANCE

The Ministry of Transport has indicated that winter tires or chains will be made mandatory in mountainous areas for the winter of 2019-20.



CONVERSION BONUS IN FRANCE BLOCKED

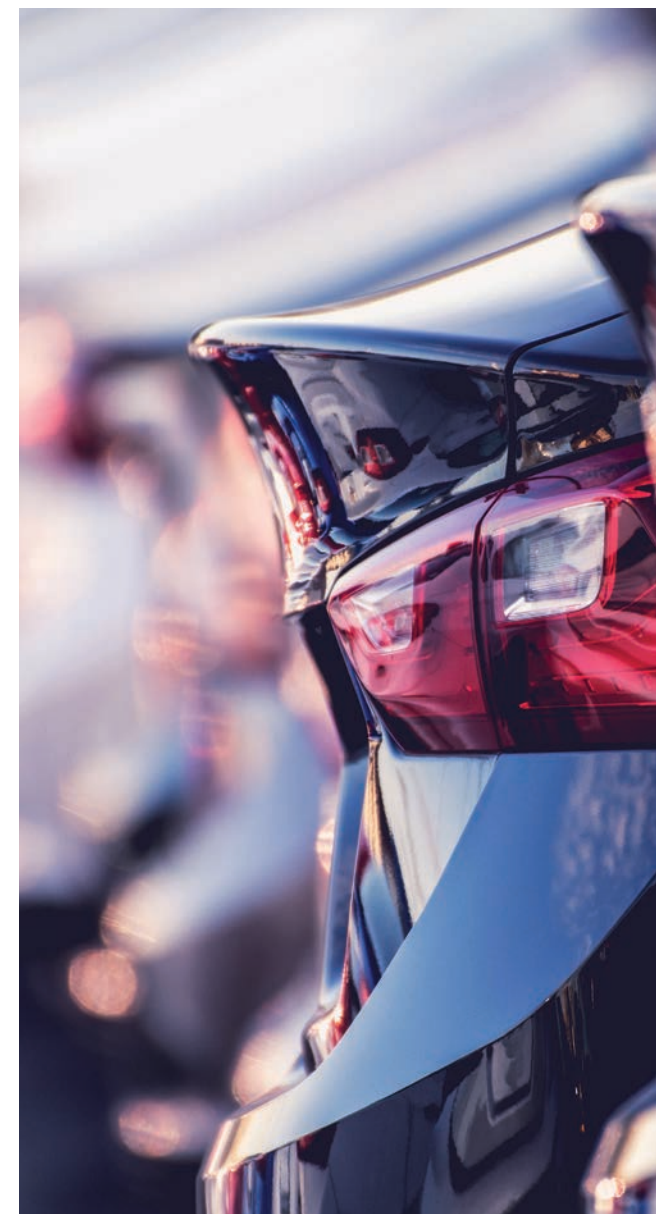
A victim of its own success, the conversion bonus in France seems blocked. While 100,000 bonuses had been budgeted for by Bercy, more than 250,000 applications should be registered in 2018. This bonus provides for the payment of 1,000 euros (or 2,000 euros for non-taxable households) for the scrapping of a diesel vehicle before 2001 (and before 2006 for non-taxable households) and the vehicle's petrol. The car purchased may still be used, but it must meet certain ecological criteria (vignette Crit'Air 0 to 2, Euro 5 or 6 standards). The premium is increased to 2,500 euros for the purchase of a new electric vehicle.



EUROPE

NEGATIVE JOB IMPACT OF FORCED ELECTRIC CAR PUSH UNDERESTIMATED

A recent report by FTI Consulting reveals that the European Commission underestimates the impact of a forced push for electric cars on EU employment. As part of its proposal on these post-2020 CO2 targets, the European Commission published an 'impact assessment' to identify the potential implications of the proposed reduction targets on the EU automotive industry. While the Commission recognises that full battery electric vehicles are less labour-intensive than vehicles with an internal combustion engine, the FTI report now shows that the Commission underestimates the negative impact of the proposed CO2 targets. According to the report, which brought together the results of various recent studies, a rushed shift to full electric vehicles will have a profound impact on employment. This is because the production and maintenance of battery electric vehicles is less labour intensive than conventional ones, given their lower mechanical complexity and fewer parts.



ACHIEVING GOALS

At the beginning of 2018, GROUPAUTO Italia set itself many goals for its PuntoPro network and now, by the second part of the year, it is clear that many important results have been achieved.



The year opened with a roadshow for the car repair network, during which many topics were discussed that would lead the network to improve and take significant steps towards the future. The roadshow has been very successful and the themes up for discussion were appreciated by everyone. One result was that, from January to April 30th, members were activated to create events for PuntoPro repairers or potential affiliates to the network; more than 1,900 people were involved.

In April 2018, a PuntoPro advertising campaign on TV secured remarkable results: more than 70 million viewers saw the TV spot on the main national television channels, with a peak engagement reached during the Champions League Semi-final match. A statistical survey, carried out at the end of the TV campaign, showed that 78% of those interviewed very much liked the spot, which featured the former MotoGP champion Loris Capirossi and the PuntoPro network. This reflected and rewarded the creativity of the communications campaign in 2018, and the brand's visibility has increased from 30% to 38%, while the spontaneous popularity of the brand has changed from 6% to 10%. In June 2018, a radio campaign on RTL 102.5, the main Italian radio broadcaster, also started, which reached 7.5 million listeners (average value) during the spot broadcasted in the first part of the day, for a total of 53 million listeners reached for the whole day. This year the network also directly involved motorists through two promotions: Check-up Summer and Check-up Winter. There have been a lot of single registrations to the PuntoPro.it website to win 100 in coupons and two holidays, one in Fuerteventura (Spain) and one in the beautiful Italian Dolomites.

After its complete restyling with essential and effective graphics, the PuntoPro site is still increasing its views and has reached the goal of two million unique visitors. This is also thanks to the "News for the Supplier" section, which saw the active involvement of all the suppliers that invest in the network. There are 40 participating suppliers with more than 42 informative videos that provide advice on the importance of checking up on and maintaining one's car, as well as showcasing a supplier every week with a product on the homepage and on the main social channels.

Beginning on 30th August, 2018, the new Italian '4 Wheels Italia' format was also broadcast on the DMAX channel. This TV program again shows PuntoPro car repairers.

Recognising achievement

The strategy designed for 2018 has led to new arrivals at Team GROUPAUTO and PuntoPro, two figures brought on board to support the activities of the workshops. Thanks to the work of Enrico Succo, IAS General Manager, who leads a specialized team now including Lorenzo Titaro, Network Management, and Davide Massaro, Network Specialist, 2018 has brought important results for the 5-star classification of the PuntoPro network. This project, created in collaboration with Quattroruote Professionale, the No. 1 industry magazine, and projected to run until 2020, will bring the network in to the future. Classification is the first step of a much wider project: PuntoPro will no longer be just a network but a brand that everyone recognizes. Those who win between three and five stars will receive a plaque to be displayed in their store. The goal is to create a full awareness of the current status of the network and offer the opportunity to make known all the services offered by the PuntoPro car repairers.



IN THE SPOTLIGHT

ONE EUROGARAGE, MANY NAMES

Robert Stevens – Director of Garage Networks & Technology

EUROGARAGE is known regionally by many names – PuntoPro, EuroTaller, EuroWarsztat and many more – as each region selects an appropriate name for its garage network. It is also important that each network reflects the culture, customer expectations, and industry requirements of their region. This approach has helped each of these networks to develop successfully within their region.



This regional focus has also meant that the various EUROGARAGE networks have developed unique capabilities and services to meet the specific needs of their local customers. I have had the opportunity to travel to many of the EUROGARAGE regions, and I have been consistently impressed by the results that have been achieved. These results include customer promotions, garage programs, training, network events, fleet services, and technology.

Although this regional approach has worked well, the marketplace for automotive service is in the process of changing.

One of the biggest changes is the growing presence of national and international passenger car fleets such as lease, rental, and shared-use. There is also an increasing interest from these fleets to transition their repair and maintenance services from the Vehicle Manufacturer Dealerships to the Aftermarket. This is an obvious opportunity for the Aftermarket, if we are prepared.

Another big change to the automotive services marketplace is the increasing presence of “Connected Cars”. These “Connected Cars” include both Retrofitted Telematics (OBD Devices) and Embedded Systems (built into the vehicle by the manufacturer). This new techno-



logy can provide an opportunity for the Aftermarket to provide a higher level of service for our customers, if we are prepared.

The focus of EUROGARAGE in 2019 will be to prepare for these changes. This preparation will be based on three key strategies: Integration, Standardization, and Technology.

These strategies are being used to prepare EUROGARAGE for tomorrow's marketplace for automotive services. We will integrate the networks so that we can learn from each other. We will standardize the networks to allow us to provide a consistent higher-level of service. And we will use technology to drive network-based Repair & Maintenance services for Fleets and Private Drivers that can be enhanced with services for “Connected Cars”.

In order to move forward with these strategies, an International Network Manager Meeting is being held in Frankfurt in November of 2018. This meeting includes the Regional Network Managers for both EUROGARAGE and TOP TRUCK. This meeting is an opportunity to provide information, exchange knowledge and experience, and agree standards and strategies for 2019 and beyond.

The successful future of EUROGARAGE requires two distinct priorities. The first is to preserve the unique and fruitful character of our individual regional networks. The second is to work together as one international network to provide the consistent high-level services that will allow us to become the aftermarket leader for international repair and maintenance services. This will be the focus of 2019, and I look forward to working with all of our networks to prepare for our own future.





FEATURED SUPPLIERS

MOOG® ANNOUNCES: INNOVATIVE NEW TECHNOLOGY LAUNCH & INCREASED EUROPEAN MANUFACTURING CAPACITY



MOOG®, the brand from Federal-Mogul Motorparts, unveiled an updated brand identity and made several significant announcements at Automechanika Frankfurt. A new manufacturing facility in Spain will initiate production of the brand's main products, featuring the company's new Hybrid Core Technology. This new innovation focuses on enhancing safety, improving durability, and offering higher quality through the use of carbon-fibre reinforcement and induction heat treatment. The resulting products are now stronger and more durable.

ADVANCED RANGE AND NEW TECHNOLOGY

Hybrid Core Technology will be featured on MOOG's entire range of steering and suspension parts, where suitable. In addition to using carbon-fibre reinforcement to lower weight and increase durability, the new technology also helps provide a range of application-specific benefits; for example, lower articulation torque and increased radial deflection for ball joints, control arms and tie rod ends is reduced.

"Hybrid Core Technology is just one of our technologies that enhances the entire MOOG range," explained Davor Horvat. "We are also utilizing advanced heat treatments, housing coatings, new synthetic grease for added comfort, and zinc-flanged nuts for quality and safety."



Business Director, Chassis, EMEA,
Federal-Mogul Motorparts



MOOG's innovations and in-house expertise will enhance its range of ball joints, control arms, tie rod ends, axial rods and link stabilisers. Induction hardening offers stud strength and durability, which also provides added safety benefits and peace of mind for customers. For example, the steel used for sheet metal arms is stronger than traditional materials. New synthetic grease not only makes correct fitting easier, it optimizes component friction to ensure steering is as smooth and precise as the vehicle's inherent design allows.

Components also feature a special zinc flake coating, which provides a premium high quality look and finish, improves corrosion resistance and, when featured on MOOG's flanged nuts, allows a higher locking force, adding a further boost to safety.

"Newly designed housing coatings provide a high-quality look, feel and finish to MOOG's latest launches and updates," continued Horvat. "We have concentrated on providing an all-encompassing update that offers customers a revolutionized range and service that is second to none."

"MOOG has a reputation for delivering high-quality products to the aftermarket, and we are delighted to be able to offer re-engineered products or parts that further build on this long-established capability," explained Horvat. "The latest announcements are testament to MOOG's dedication to providing customers with a service that evolves along with consumer expectations for improved reliability and enhanced comfort levels."

A NEW LOOK

The brand's new technology and the expansion of its existing range will be supported by new, refreshed packaging. The unveiling of vibrant yellow packaging will begin a new era for the brand and will ultimately be consistent throughout its ranges. The branding will help attain MOOG's goal of continuing to expand its market share and raise its profile as a premium brand.

"We felt it was important to support our broadening capacity and enhanced range with a new look," concluded Horvat. "The striking yellow packaging is designed to provide a distinction between MOOG differentiated products and MOOG products that do not yet offer the latest innovations."

TO LEARN MORE ABOUT MOOG,
PLEASE VISIT WWW.MOOGPARTS.EU,
VISIT A LOCAL DISTRIBUTOR,
OR CONTACT YOUR FEDERAL-MOGUL MOTORPARTS
REPRESENTATIVE.

PREVIOUS MOOG

NEW MOOG



BRIGHT NEW PACKAGING FOR BRIGHT NEW PARTS

At MOOG, we're always looking for improvement, both to our parts and to our service. With our recent innovations we've really gone the extra mile in making our products even better and, to expand our manufacturing footprint, we've opened our own MOOG production plant, in Barcelona. This will provide better control over our production to deliver an even better service.

We thought that we'd celebrate this by giving our differentiated Steering & Suspension products distinctive, new packaging. From now on, you'll be able to recognize them instantly in their bright new packaging.



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ADDED VALUE WITH E-COOL™ ELECTRIC WATER PUMPS FROM GATES



DRIVEN BY POSSIBILITY™

Technology upgrade is the key to competitive edge for distributors and installers.

One in four cars on European roads are now equipped with turbochargers and electrically-driven water pumps are increasingly the vehicle manufacturers' choice for cooling them. Introduced earlier this summer, the Gates e-Cool range of OE quality replacements provides distributors with the solutions they need to satisfy a rapidly expanding market. International Energy Agency (May 2018) figures forecast that the number of electric cars on roads worldwide will triple by 2020 (13 million, up from 3 million in 2017).

"We have increased the specifications of certain water pump components to improve their reliability and reduce call backs," says Gates Product Manager for EMEA, Jacob Tucker. "The initial range of 23 part numbers meets or exceeds industry performance and provides distributors with immediate access to the part numbers currently in greatest demand," he added. In some cases, the power ratings on the water pumps have been upgraded to extend operational life. In others, seals of enhanced quality have been designed into this upgrade range of water pumps to address failure issues related to the mounting position of some water pumps.

Jacob Tucker adds: "We have relied on our broad experience in the automotive aftermarket to ensure that the electric water pumps in the e-Cool range look like and fit as well as the OE products they replace. We have enhanced the designs to improve performance and reliability. Our goal with these improvements is to provide our distributors with an edge in the marketplace."

BENEFITS

- Reliable OE quality
- Exact fit and easy installation
- Competitive price
- Optimum coverage

APPLICATIONS

- Cabin heating
- Turbocharger system cooling
- Battery cooling



- | | |
|---------------------|-----------------|
| 1. Housing | 6. Gasket |
| 2. Impeller | 7. Body |
| 3. Seal ring | 8. Connector |
| 4. Separation cover | 9. Controller |
| 5. Stator | 10. Cover plate |

The image shown here is just one of many applications.



DRIVEN BY POSSIBILITY™

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Belt drive components wear at different rates. Avoid the stress this places on the system by replacing all components together, as a single unit. When it's time to change the belt, recommend a full overhaul with Micro-V® and PowerGrip® kits from Gates. Reliable OE quality, fewer comebacks, happier customers.

**GATES MICRO-V® AND POWERGRIP® KITS
TEAMWORK FOR ENGINES**

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AUTOMECHANIKA 2018 – JOHNSON CONTROLS LAUNCHES EUROPE'S FIRST TRUCK AGM BATTERY AND VARTA® PARTNER PORTAL 2.0



At the Automechanika 2018 in Frankfurt, Johnson Controls presented a Europe-wide premiere that underlines its strong sense for industry needs.

The launch of Europe's first truck AGM (Absorbent Glass Mat) battery under the VARTA brand marks the next step in minimizing the operational cost of trucks and increasing the comfort for drivers. In addition, Johnson Controls introduced a new service concept that supports workshops in their journey to find, test, sell, and fit a battery, from technical training to detailed fitment instructions. A key element of this concept is the now-enhanced VARTA Partner Portal 2.0.



Empowering logistics: Europe's first truck AGM battery

A high demand for nonstop transportation service requires trucks to be on the road more than five overnight stays at a time. This change in long-haul trucking makes improved cabin infrastructure indispensable to enhance the quality of work and life on the road. One feature to make pausing more comfortable is a parking cooler. Many original equipment manufacturers therefore offer trucks equipped with an integrated parking cooler and many fleet managers retrofit existing trucks with a parking cooler to offer better working conditions for employees. In addition, new regulations on higher emission standards put additional pressure on fleets to achieve an eco-friendlier footprint. The VARTA Promotive AGM battery increases the battery cycling capabilities by six times compared to standard battery solutions, and provides the ability to operate at levels of discharge close to 80 percent. "The VARTA Promotive AGM battery allows fleet managers to minimize total cost of ownership by avoiding vehicle downtime and maximizing profitability", explains Guido Schneider, vice president Sales Europe, Johnson Controls Power Solutions. It also guarantees hoteling while the engine is turned off, which creates more comfortable and individual work conditions for truck drivers.

New service concept with VARTA Partner Portal 2.0

The increasing electrical demands is a trend that not only has an impact on trucks, but also impacts passenger vehicles and the way they need to be serviced. Today, one out of three vehicles are equipped with start-stop technology. This development has changed the requirements for workshops. "The battery's importance is growing substantially, and workshops are experiencing this change. The electronics of modern vehicles do not forgive mistakes during battery replacement", emphasizes Ulrich Eich, vice president Aftermarket EMEA, Johnson Controls Power Solutions. "We empower our partners to face these developments by providing them our new enhanced service concept which will support them with the tools to properly service this new generation of vehicles. Battery know-how results in increased customer satisfaction".

Therefore, Johnson Controls has launched the new workshop concept that prepares and supports workshops in dealing with all steps of replacing a battery, from technical training to detailed fitment instructions. An important component of this concept is the now-enhanced VARTA Partner Portal 2.0, an online tool that provides market-leading battery fitment instructions in terms of detail and coverage. The VARTA Partner Portal 2.0 offers the broadest range of data types for battery location and replacement, such as

- ▶ Battery location
- ▶ Replacement time
- ▶ EOBD (European Onboard Diagnostic) location
- ▶ Detailed replacement process

Register now: www.varta-automotive.com/partner-portal



Johnson Controls Power Solutions EMEA

Johnson Controls Autobatterie GmbH & Co. KGaA
Am Leineufer 51 · 30419 Hannover · Germany
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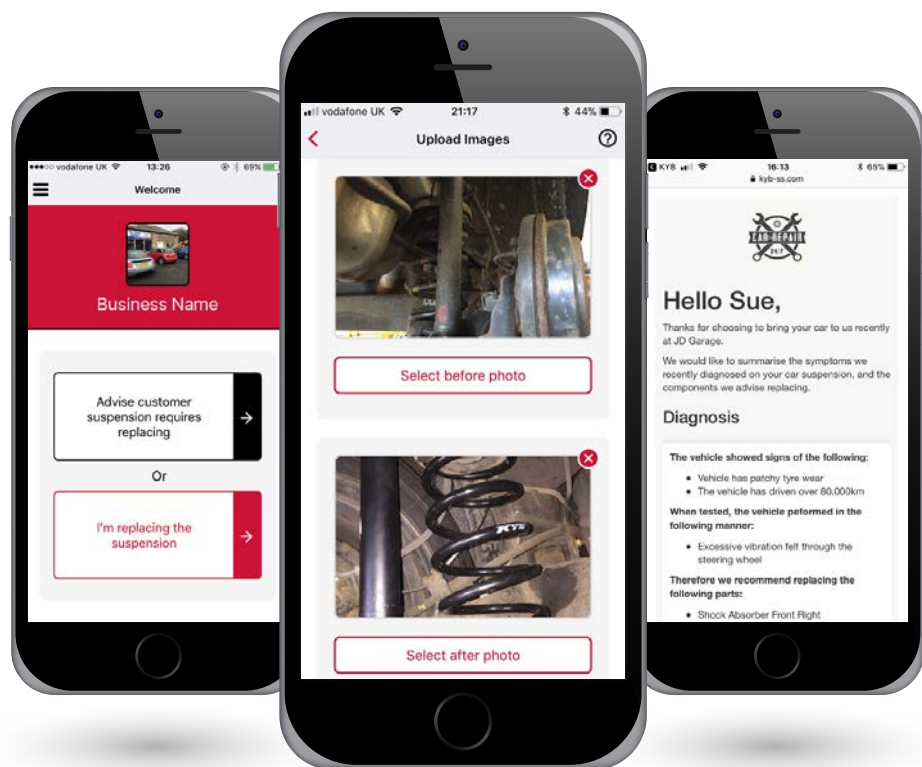
These car manufacturers fit VARTA®:

Audi Bentley BMW Bugatti Chevrolet Chrysler Citroën Ferrari
Fiat Ford GMC Honda Hyundai Jaguar Kia Lamborghini
Land Rover Maserati Mercedes-Benz Nissan Opel Peugeot Porsche
Renault Seat Škoda Vauxhall Volkswagen Volvo

It all starts with VARTA®

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KYB **SUSPENSION SOLUTIONS**

- ✓ 5/5 feedback rating ★★★★★
- ✓ Available in over 20 languages
- ✓ 4,000 downloads since launch
- ✓ Send motorist a report on the condition of their suspension, 22% of these reports result in a call back to the workshop
- ✓ Send motorist before & after photos of a suspension replacement

Available as a **free** download from the App Store & Google Play

Available on the iPhone
App Store

ANDROID APP ON
Google play

See app.kyb-europe.com for more information



FEATURED SUPPLIERS

KYB FOCUSED ON THE FUTURE AT AUTOMECHANIKA

KYB
Our Precision, Your Advantage

KYB Europe Aftermarket exhibited at Automechanika Frankfurt 11-15 September. The leading supplier of automotive shock absorbers, coil springs and suspension mounting kits took the opportunity to highlight elements of the future on their booth.

On display was a prototype next generation lightweight strut type shock absorber, which was of great interest to both visitors and other exhibitors. The outer shell and bracket were integrally injection moulded with high strength carbon fibre reinforced thermo plastic resin. Carbon fibre reinforced resin is also adapted to the piston rod, which was previously a metal material on this model.

The prototype shock absorber demonstrates one of the many projects which explore possibilities for the future, from the award-winning KYB research and development team. Drivers have more and more demands for optional extras on their vehicles; entertainment systems, satellite navigation, multi-media suites - are almost standard. These extras all add weight to the vehicle, so components have evolved to compensate

for the additional weight. Research and development engineers at KYB are constantly exploring ways for shock absorbers to evolve. The reduction in weight of these resin shock absorbers means the car would be more efficient and therefore kinder to the environment. This is just one example of how components may appear in the future.

KYB also considered the future by limiting the impact which attending this event would have on the environment, presenting a carbon neutral booth. Taking into account travel, booth manufacture, food and drink preparation and accommodation, the amount of CO2 generated was calculated using an independent online specialist. To offset this, KYB has made a donation to an environmental charity towards their work on combatting climate change, with a reforestation project in South America.

During Automechanika, KYB also showcased its growing portfolio of support tools which are aimed at helping the technicians who fit KYB products. This includes the new KYB Suspension Solutions App, which is available in European countries. The App has some exciting new additions launched exclusively at the show - notably a labour calculation tool and a part specific fitting advice tool.



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ALWAYS CHANGE HEADLAMPS WITH A NEW SET



Powerful and versatile LED work light for professionals

Safer on the road with two new headlamps

Because most road accidents occur at night or with bad weather conditions, vehicle lighting is essential for the safety of all road users. Especially at this time of the year when the days are still short and the weather conditions are difficult. Low light changes visual perception: attenuation of contrasts, reduction of the visual field, and distorted appreciation of safety distances. It has been proven that light has a huge impact in playing a safety role on the road.

Change headlamps in pairs

At the end of their lifetime, the intensity of headlamps decreases and reduces as much visibility on the road, such as the reflective power of traffic signs. Likewise, a lamp at the end of its lifetime deteriorates quicker and will eventually fade out soon after the first has died. Therefore having only one new lamp gives limited visibility and uneven light, whereas a set of two new headlamps will provide an optimal visibility and a faster reaction time on the road.



Increase the efficiency of the automotive workshops

Changing headlamps in pairs is more valuable for both the automotive professional and the client. Professionals optimize their productivity and drivers avoid a double intervention involving time and manpower.

Two new headlamps changed at once is smarter, easier and safer for everyone on the road.

NARVA automotive lighting quality

NARVA delivers high-quality automotive lighting products so that professionals can fully satisfy their customers' needs. With NARVA, garages and shops are able to deliver reliable products and quality service at an affordable price. NARVA has developed a comprehensive product portfolio in order to meet the needs of professionals all around the world.



Which lighting solution do you need?

12V halogen solutions

Replacement	Durability	Better vision		Styling		
Standard Value for money  ECE R37	Long Life Double lifetime  ECE R37	Range Power 50+ Up to 50% more vision  ECE R37	Range Power 110 Up to 110% more vision  ECE R37	Range Power Blue+ Up to 50% more vision, stylish white  ECE R37	Range Power White 4500 K Xenon white  Non-ECE-homologated*	Rallye Extreme brightness  Non-ECE-homologated*
Available in H1, H2, H3, H4, H7, H8, H9, H10, H13, R2, H27W, S2, HB1, HB2, HB3, HB4, HB5	Available in H1, H4, H7, H11, H6W, 862	Available in H4, H7	Available in H4, H7	Available in H1, H3, H4, H7, HB2, HB3, HB4, HB5	Available in H1, H3, H4, H7, HB3, HB4	Available in H1, H2, H3, H4, H7, HB1, HB3, HB4, HB5



LED solutions

LED retrofit
Range Power LED  ECE R37 LED
Available in LED-HL [≈H4], LED-HL [≈H7], LED-T10 [≈W5W], LED-FEST 38 mm

Xenon solutions

Ultimate lighting
HID Technology  ECE R99
Available in D1S, D1R, D2S, D2R, D3S, D4S

24V halogen solutions

Replacement	Durability	Styling
Standard Value for money  ECE R37	Heavy Duty Resists all vibrations  ECE R37	Rallye Extreme brightness  Non-ECE-homologated*
Available in H1, H2, H3, H4, H7, R2	Available in H1, H3, H4, H7	Available in H1, H3, H4

*Important: Products that do not carry the ECE certification logo are not homologated and cannot be sold in Europe.



It is your own responsibility that the use of the LED retrofit lights complies with applicable legal requirements. Lumileds cannot accept any responsibility and/or liability. Due to ECE legislation, the LED retrofit headlights and exterior signaling lighting cannot be sold in Germany, Spain, Cyprus, Netherlands, Greece, Luxemburg and Malta.



MANN-FILTER FLEXLINE: CUSTOMIZED AIR FILTER SHAPES

**MANN
FILTER**

Installation space in a car is a rare commodity. Comfort functions, turbocharging, and much more have significantly reduced the available space in the engine compartment over the past decades. In response to this, the leading global filtration expert MANN+HUMMEL has developed new air filters with flexible external contours that make more efficient use of the available installation space. For the independent automotive aftermarket, they are available as MANN-FILTER Flexline C 26 017 and C 30 030 for the Mercedes-Benz A and B Class. The C 26 017 air filter is for gasoline engines and the C 30 030 is for diesel models. The use of further elements with flexible contours for other automotive manufacturers is planned.

Whereas flat air filters based on rectangular, trapezoidal, and polygonal forms with straight lateral edges were once the dominant design, the MANN-FILTER Flexline also makes efficient use of installation spaces with curved external contours. "We can accommodate a larger filtration area compared with conventional designs, and thus achieve higher separation efficiency and dust holding capacity," says Daniel Schmid, product developer for AutomotiveAftermarketAirFilterElementsatMANN+HUMMEL.

"With Flexline, we produce the air filter contours using state-of-the-art laser technology. This means that we can produce almost any shape that was not possible with the conventional method. With this laser technology, we are setting new standards in filter manufacturing," emphasizes Schmid. Compared with filters with limited geometries and straight lateral edges, the C 26 017 air filter impresses with features such as 11% more filter surface area, 22% higher dust holding capacity, and 16% lower pressure loss. At the same time, the new Flexline air filters are also flatter than standard products, which means that can be used in particularly low installation spaces.

Mercedes-Benz was the first vehicle manufacturer to use the innovative solution, and is now using it as standard for its MFA2 (Modular Front Architecture) platform. The air filter will therefore be used in almost all four-cylinder gasoline and diesel engines from the A and B Class as well as their derivatives in the future.

MANN+HUMMEL has filed several patents for the manufacturing method and the design of the Flexline air filter with the German Patent and Trademark Office as well as in other countries.

**MANN
FILTER**

From the first mile to the last.

MANN-FILTER – for first fit and the automotive aftermarket.



MANN-FILTER, the premium filter brand of the automotive aftermarket, offers innovative solutions to new, challenging filtration demands. As original equipment or yellow-green boxed, whether for passenger cars, commercial vehicles or off-highway applications: original MANN-FILTER products in OE quality are trusted around the world. Always choose original MANN-FILTER in 100 % OE quality!

MANN-FILTER – Perfect parts. Perfect service.
www.mann-filter.com



LED WORK LIGHT FOR PROFESSIONALS

2018 NOVELTIES

See better, work better

The right tools for the job

Philips professional LED work lights are designed to illuminate every detail with pinpoint precision, letting you focus on getting the job done. So, no matter how challenging the situation is, when it puts your skills to the test, you can be sure you've got the right tools for the job.

The wide portfolio of Philips LED work lights has just been extended by three new models that provide helpful new features for the daily use in professional work environments.

Dimming function

The new dimming function allows to adjust the brightness to match a variety of illumination needs, including a memory function that keeps the previous setting for the next use.

Built to last











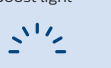



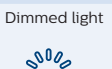

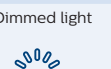

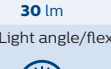

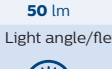

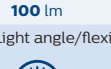

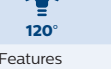
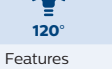
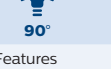














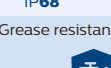
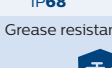
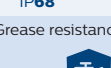
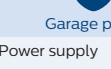
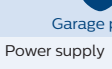
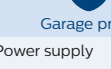
The three new work lamps have proven their worth under severe conditions by drop and impact tests, resulting in an outstanding classification of IK09 (on a scale from IK00 to IK10).

The robust housings are also particularly protected against water and dust, rated with IP67 (on a scale from IP00 to IP69). They are dust tight and protected against immersion in a water depth of up to 1 m.

The Philips work lights do not only have a high protection against water, but also against substances that are commonly used in a garage environment such as grease, oil and solvents which make them the ideal tools for car mechanics.

innovation  you

PHILIPS

RCH5S	RCH25	PJH10
 New	 New	 New
		
Boost light  300 lm  <1.5 h	Boost light  500 lm  <3.5 h	Boost light  1000 lm  <3 h
Dimmed light  30 lm  <12 h	Dimmed light  50 lm  <10 h	Dimmed light  100 lm  <12 h
Light angle/flexibility  120°  180°	Light angle/flexibility  120°  180°	Light angle/flexibility  90°  180°
Features  Dimming 120 lm	Features  Dimming 300 lm	Features  Dimming
Fixture  360° hook  Magnet	Fixture  360° hook  Magnet	Fixture  Magnet
Robustness  IP68  IK09	Robustness  IP68  IK09	Robustness  IP68  IK09
Grease resistance  Garage proof	Grease resistance  Garage proof	Grease resistance  Garage proof
Power supply  <2.5 h	Power supply  <3.5 h	Power supply  <4.5 h
Charging features  Docking station	Charging features  Docking station	Charging features  Micro USB

PHILIPS

WhiteVision ultra

Sharp white look

Philips WhiteVision ultra

The new Philips WhiteVision ultra adds a **superior white stylish look** to your car headlights. Featuring the latest coating formula, these bulbs deliver up to **4 200 Kelvin**. With up to **60% more vision**, compared to the minimum legal standard, the longer beam pattern improves safety on the road. Enjoy a great look and increased comfort.

innovation  you





Valeo the game changer in transmission systems

For the 25th anniversary of Automechanika Frankfurt, Valeo showcased its most comprehensive transmission systems range ever. Powered up by the acquisition of FTE, Valeo now offers one of the best dual offer comprising more than 110 Valeo FullPACK DMF™ (Original Dual Mass Flywheel and Clutch Kit), 230 Dual Mass Flywheels and 280 Valeo KIT4P™ (Rigid Flywheel Conversion Kits) covering around 80% of the European car parc.



Valeo and FTE: The perfect combination

Valeo is changing the game in transmission systems with its powered up range thanks to the acquisition of FTE the N°1 in aftermarket hydraulic actuators. All the actuators will now be provided by FTE who is the indisputable leader in Europe. Valeo is now offering 80% car park coverage in Europe on the Dual Mass Flywheel segment (DMF), which is the most growing market. The Valeo DMF range includes the following technologies:

- > The unique Valeo KIT4P™ offer
- > The complete range called Valeo FullPACK DMF™ (offering all in one solutions)
- > The exclusive Valeo VBLADE™ clutch technology

Valeo KIT4P™, the smart solution for comfort and durability

Smart alternative to the Dual Mass Flywheel technology, produced for almost 20 years in Valeo O.E. plants in Spain, Turkey and Korea, the Valeo KIT4P™ conversion kit is a competitive solution dedicated to vehicles with a more intensive usage. Replacing the Dual Mass Flywheel by a Rigid Flywheel and a Valeo Long Travel Damper disc technology, this Valeo innovation guarantees an efficient absorption of engine acyclism and ensures the protection of the transmission through its' efficient dampening system located in the disc instead of the flywheel.



Valeo KIT4P™

The Valeo KIT4P™ also ensures an increased durability of the clutch system.

First, it allows a reduction of the heat exchange between the Flywheel and the clutch disc (50°C less in average versus the Dual Mass Flywheel technology) avoiding a premature wear of the friction material. This makes it the perfect solution for Stop Start engines which generate a significant heat exchange due to increased starting sequences of the engine.



Valeo Long Travel Damper Technology

Second, when equipped with Valeo High Efficiency Clutch technology, the Valeo KIT4P™ will benefit from the long lasting friction material and the reinforced pressure plate to offer a stable driving comfort over time. Last, the Rigid Flywheel component of the Valeo KIT4P™ is guaranteed 1 million kilometers and never needs to be replaced once a Valeo KIT4P™ has been equipped on a vehicle.

As tested on Seat Ibiza 1.9TDI 77kW applications by Applus+ IDIADA and certified in report LM1804035/07 of May 2018, the Valeo KIT4P™ performance in terms of fuel consumption is equivalent to the Dual Mass Flywheel technology. Indeed the main factor for fuel consumption is the weight and the inertia and these are in average identical for Dual Mass Flywheels and Valeo KIT4P™ fitting on the same vehicles.



Valeo KIT4P™ 1 million km guaranteed Flywheel

Recognition of the high quality of the Valeo KIT4P™ technology, the Long Travel Damper has been equipping vehicles in O.E. since 1994 and this solution has also been used in O.E. as a replacement of Dual Mass Flywheel technology on vehicles with premature failure of the clutch system. The DMF dual offer Valeo FullPACK DMF™ and Valeo KIT4P™ offer an adapted solution to the needs of each driver allowing workshops and distributors to succeed on the Dual Mass Flywheel market.

78 new Dual Mass Flywheel references coming from years of O.E. expertise

As a major player in Original Equipment (O.E.) since more than 95 years on transmission systems, Valeo has released, in 2018, 40 new Valeo FullPACK DMF™ and 38 new Dual Mass Flywheels produced in its O.E. plants in Italy, Spain and Korea, increasing European car parc coverage by more than 12 points. These include applications for the most popular European vehicles such as Audi A3 and A4, Peugeot 308 and 3008, Renault Clio and Mégane, Volkswagen Golf and Passat. Relying on top of the art R&D and production capabilities coming from years of O.E. expertise, Valeo offers a high quality and competitive solution for workshops and distributors worldwide with a valuable offer of 340 references.

Valeo VBLADE™ DMF, the latest in-house exclusive innovation on the DMF market

Exclusive technology developed by Valeo to replace the traditional technology of Dual Mass Flywheel on selected vehicles, the Valeo VBLADE™ DMF patented technology has been introduced to the market in March 2018. This technology leverages the centrifugal force of two blades instead of the regular DMF springs, making the Valeo VBLADE™ DMF the most durable of the Valeo DMF range whilst maintaining an efficient absorption of engine acyclisms. The first part numbers of Valeo VBLADE™ DMF are already available for Volkswagen LT 28-35, LT 28-46 applications.



Valeo VBLADE™ DMF

Valeo confirms its position of Dual Mass Flywheel specialist on the market, offering a solution for each customer need.



All customers are different,
Valeo has a repair solution
for each one of them.

TRANSMISSION SYSTEMS SPECIALIST



VALEO KIT4P™

- > Convert a D.M.F.* into a single-mass flywheel
- > Choose Valeo KIT4P™ for intensive usages



VALEO KIT4P™

- > Reliable
- > Durable
- > Cost-efficient

No need to change the flywheel anymore!

Technical information
and fitting instructions on :
valeoservice.com

*Dual Mass Flywheel



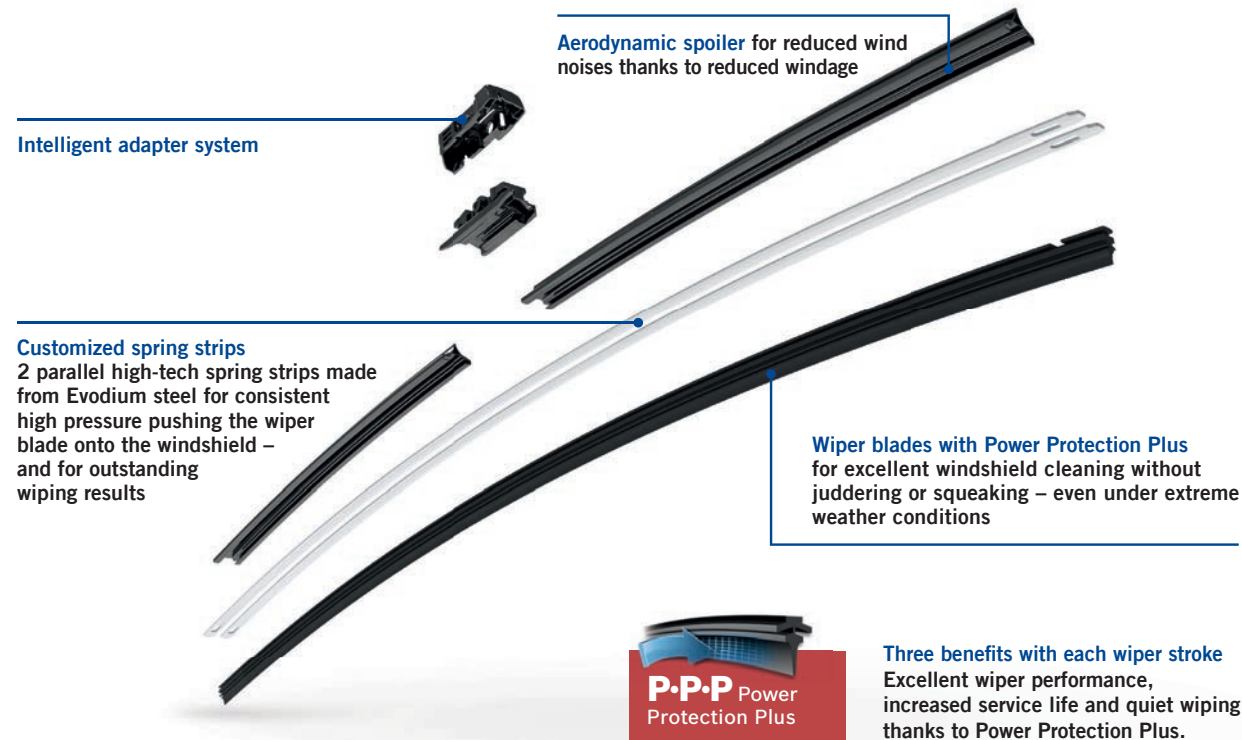
TRUST THE SPECIALIST



Aerotwin flat passenger-car wiper blades



Bosch Aerotwin: the technology leader in terms of flat wiper blades – aerodynamic design and patented Power Protection Plus wiper rubber for outstanding visibility under any weather conditions



Advantages at a glance

- **Perfect wiper performance under any weather conditions, increased service life and gentle wiper action:** wiper rubber with patented Power Protection Plus coating
- **Quick and easy fitting:** intelligent adapter system for quick and easy replacement of wiper blades
- **Clear view even at high speeds:** tailor-made high-tech Evodium spring strips and aerodynamically optimized profile improve the contact pressure for the wiper blade to clean the windshield

- **Extremely low wiping noise:** aerodynamic design for reduced windage
- **Tested on your car:** comprehensive and vehicle-specific quality and functional tests complying with the same standards as those applied for OE parts; high coverage of all common wiper-arm types

boschwiperblades.com

High vehicle coverage

Bosch wiper blades perfectly fit almost any vehicle – no matter how different individual types may be: from latest car models to commercial vehicles and through to vintage and classic cars. With up to 99 %, the vehicle coverage is particularly high.



Driven by DOWNPOURS



Bosch wiper blades support your customers when they need it most, ensuring clear vision during a downpour. Offer your customers both clear view and high safety: Bosch wiper blades ensure excellent wiper performance, a long service life and quiet wiper action – even under extreme weather conditions. The comprehensive range covers almost every vehicle. In addition, their innovative adapter concept allows quick and easy fitting of Bosch wiper blades.

boschwiperblades.com

**What drives you,
drives us**



DRIVER ASSISTANCE SYSTEMS TECHNOLOGY THAT SAVES LIVES



Driving a car has never been safer than it is today. New technologies are helping to steadily reduce the number of accidents, despite ever-rising traffic volumes. We take a look at the different types of driver assistance system and how they work together, and consider how they are taking us closer to the ultimate goal of “Vision Zero”.



Extensive range of systems – and premium tyres

As one of the world's leading automotive suppliers, Continental supplies and continuously develops a wide range of products designed to make driving safer. These include an extensive array of driver assistance systems (see p. 8ff). Of course, many of these systems are ultimately dependent on the tyres to relay their corrective actions to the road. “The tyres are the only point of contact between the vehicle and the road. In critical situations, it is above all the tyres and their technology that decide whether the vehicle can be brought to a standstill in time, or whether it stays on course when cornering,” says Nikolai Setzer, Head of Continental's Tyre division. “The technology of our premium tyres is being geared to the long-term goal of Vision Zero.” This technology includes not only rubber compounds and tread designs, but also new tyre-mounted sensors. Tyre Pressure Monitoring Systems (TPMS) are now being introduced that measure the tyre pressure directly in the valve and display the readings in the instrument panel. If the tyre pressure is incorrect, a warning message appears.

A “thinking” cruise control system

Millions of car drivers all over the world appreciate the benefits of Cruise Control (CC), a system which relieves them of having to make a constant effort to maintain an even speed. New intelligent cruise control systems like Adaptive Cruise Control (ACC) regulate not only speed but also the vehicle's distance from other road users. An ACC system detects traffic in front of the vehicle, helping to prevent forward collisions even at stop-go speeds. The system provides a warning whenever the distance to the vehicle

in front becomes too short. In this way it improves safety across a wide range of driving situations, including the daily commute to work or a trip to the shops.

Some driver assistance systems, like cruise control, might give the impression of being focused mainly on comfort and convenience. But the fact is that greater comfort can help to reduce accidents by promoting a relaxed and calm driving style – because one of the most frequent causes of accidents is human error due to lapses in concentration and fatigue. Other systems which come into this category include power steering or brake servo systems.

Braking reactions – cars have the edge

Many forward collisions occur because drivers fail to react in time. The average reaction time before the driver steps on the brake pedal is between 0.2 and 0.3 seconds. It can then take a further 0.8 seconds for the brakes to respond. Over that total timespan, a car travelling at 130 km/h will have covered around 40 metres. Emergency Brake Assist (EBA) reacts to such situations faster than a human driver. This proactive system goes into action as soon as the vehicle comes critically close to a vehicle in front and the driver fails to react. EBA comes in different versions, catering to different applications. For example in town, where most forward collisions occur, Emergency Brake Assist City can prevent accidents up to a speed difference of 25 km/h, whereas its Inter-Urban counterpart also operates at higher speeds. EBA uses a short-range LIDAR sensor which, thanks to its excellent affordability, is already establishing itself in the compact car segment as a further active safety feature alongside ABS and ESC.

Continental
The Future in Motion



Control

ENHANCED BY GERMAN TECHNOLOGY



Premium tyre technology and automotive know-how united in one company.

Continental gives you the confidence you need on the road - by combining tyre expertise with automotive know-how down to the sole contact that counts.



**GERMAN
TECHNOLOGY**

www.continental-tyres.com



New Packaging: Greater Clarity on the Shelf

ContiTech is to distribute its products under the Continental brand from now on. At the same time the company is expanding its product portfolio.

The automotive industry is facing epoch-defining change. We are making preparations for this and intend pooling our entire aftermarket expertise in the Continental Corporation under one strong brand in the future. Effective September 2018, the ContiTech product brand will disappear, and the products you receive from us will then be badged under the Continental brand.

“Our switch to Continental is part of our strategy of continually expanding the offer for the automotive aftermarket under the umbrella of this strong brand,” declares Rolf Sudmann, head of Aftermarket operations in the Power Transmission Group at ContiTech. “Our products will not change, but their packaging will be standardized globally. That will ensure greater clarity on the shelf,” continues Sudmann. Continental is also expanding its aftermarket product portfolio to include components for better temperature regulation in modern engines. The company is therefore releasing two new kits, while at the same time adding 23 new types to its range of standalone water pumps.

New Products for Thermal Management

Greater efficiency, lower emissions – manufacturers achieve that in modern engines by using sophisticated thermal management, in which individual components take on supplementary control tasks in addition to their “classic” functions. That enables energy streams in the engine to be controlled individually and in response to the load status, thereby increasing the engine’s efficiency. The problem is that such functionally integrated components, e.g. water pumps with electric actuators that can actively change the volumetric flow rate, have a very complex, increasingly patent-protected design. They are therefore almost impossible to obtain as a replacement part that conforms to the OE specification in the independent aftermarket – until now. Continental is resolving this dilemma by means of their thermal management product offensive. At long last, workshops can access premium-quality aftermarket parts that conform to, or even exceed, the manufacturers’ specifications for these components, too.



The multi V-belt kit plus water pump, for example, is a new addition to the range. The background to this is that the ancillary drive in modern engines with thermal management is now so complex that repairs to it are very time-consuming. When changing the belt, therefore, it makes sense to always change the water pump at the same time – as when changing the timing belt. The new multi V-belt kit plus water pump from Continental means that mechanics now always have everything they need for that operation immediately to hand. For the first time, therefore, the successful concept of the all-in-one kits plus water pump is also available for the ancillary drive, i.e. with multi V-belts.

Water pumps with added functionality

The expanded range also includes 23 new water pumps. These are particularly intended for use in the ancillary drives of modern vehicles, in which the water pump is driven via the multi V-belt. The water pumps can be ordered as standalone items and, like all products from the Continental Power Transmission Group for the automotive aftermarket, come with a 5-year guarantee for registered partners. The range for thermal management applications is being constantly expanded. The strategy Continental is following is, as far as possible, to offer their distributor and workshop customers all the products for the thermal management of modern engines – as they have come to expect – from a single source.



Clarity instead of blah, blah, blah: **5-year guarantee.**

Workshop professionals don’t need empty promises. They need quality they can rely on. That’s why we offer registered partners a 5-year guarantee on all Power Transmission Group products for the automotive aftermarket. With no ifs or buts. www.contitech.de/5

Power Transmission Group
Automotive Aftermarket





NEW WEBSITES SPEARHEAD GLOBAL IDENTITY



Dayco, a leading engine products and drive systems supplier for the automotive, industrial and aftermarket industries, has completely redesigned its corporate and aftermarket websites to more accurately reflect its position as a leading global manufacturer of original equipment (OE) and aftermarket components.

Digital interaction is the primary means of worldwide communication, so for Dayco and its many customers, these websites provide the ideal conduit to relay the huge depth of information Dayco holds to those that need it, when they need it. It is also the most effective way to portray Dayco's revised corporate branding, which graphically supports its global identity, values and culture via powerful imagery and a uniform style.

Alongside the ability to promote global recognition of the Dayco brand, the sites also need to deliver in terms of their content and ability to provide an enhanced level of service to Dayco's existing and future customers. To ensure this objective was met, the sites have been designed to reflect the growing needs of those using mobile devices and thereby utilize the latest technology to seamlessly integrate with whatever platform – mobile, tablet or desktop etc. – users choose to access them.

In terms of content, the new sites highlight Dayco's growing product portfolio and many technical innovations. Dayco's corporate site – www.dayco.com – highlights the company's OE technological, design and manufacturing competences and its global footprint, which extends to more than 40 locations in 21 countries, as well as its significance to both the light and heavy duty sectors of the automotive industry.

The aftermarket site – www.daycoaftermarket.com – focuses on providing technical information and support to Dayco's many customers and to the technicians that install its quality OE components. This is done by incorporating videos and technical bulletins, as well as a comprehensive parts catalogue. Among its many benefits, this exceptional resource features multiple search options to offer users the most convenient route to locate the correct replacement item.

In order to serve Dayco's worldwide presence, these websites are accessible in the local languages for each of Dayco's international manufacturing facilities, making them accessible for customers from all around the world. As a result, the corporate site is available in eight languages, reflecting its OE related facilities/main customers, whereas the aftermarket site can be accessed in 14 languages, demonstrating its multimarket aftermarket operations.



About Dayco

Dayco is a global leader in the research, design, manufacturing and distribution of essential engine products, drive systems and services for automobiles, trucks, construction, agriculture and industry.

Dayco's contributions are integral to how people get from place to place, goods are transported, food is harvested, and infrastructure is built. The company operates according to long-held values — keeping promises, delivering on time all the time, and an intense commitment to service no matter what the obstacles. For more than a century, Dayco has overcome challenges, emerging stronger and smarter at every turn.

Dayco improves how the world moves by creating products, systems and relationships that endure. Move Forward. Always.™

Dayco has more than 40 locations in 21 countries and over 4,500 associates. For more information about Dayco, visit the Company's website at www.dayco.com





Delphi Technologies

New GDi service programme from Delphi Technologies opens fast-growing market for garages, factors and distributors.

At Automechanika Frankfurt, Delphi Technologies launched a new service solution for high performance, fuel efficient gasoline direct injection (GDi) technology.

The comprehensive programme consists of pumps and injectors fitted as original equipment (OE) to more than 2.1 million popular French vehicles. Other important applications will be added in 2019. It also includes electronic and hydro-mechanical diagnostic tooling, prototype test equipment and training, offering broader all makes GDi capability. With the GDi new vehicle market expected to grow by more than 10 percent annually through 2026, the programme gives garages the parts, tools and know-how they need to tap into this high-growth, high-profit market.

The company also exhibited its industry-first Multec® 14 (M14) 350-bar pressure injection system at the show. This next generation of injectors can reduce automotive particle emissions from GDi technology by up to 70 percent.

Delphi Technologies is investing heavily in GDi. In 2017, it launched the latest generation 350-bar GDi system with VW in Europe and has programmes with other major automakers in China, Korea and North America ramping up in 2018 and 2019. The new system features a family of injectors, M14, that increase injection pressure from the industry norm of 200 bar to 350 bar, resulting in a 40 percent increase in compression performance and 30 percent faster injection speeds. This technology positions the company to help automakers meet both Euro 6d and China 6 emissions standards with a single solution.

“Whilst the technology has been in OE production for some years, it is fast becoming the preferred option to help meet tough emissions regulations,” said Alex Ashmore, president, Delphi Technologies Aftermarket. “Today more than a third of light duty vehicles produced in the world are fitted with a GDi fuel system, and this is expected to gain further share, growing at around 8 percent per annum for the next 10 years, meaning there will be an increasing flow of vehicle owners seeking high-quality independent repairs.”

“As an OE supplier, we understand the challenges of maintaining and repairing these highly advanced, high pressure systems. And as an aftermarket supplier, we understand how important it is for garages to be able to do this quickly and efficiently,” continued Ashmore. “With OE-quality parts, complemented by diagnostics, test equipment training and support, our new GDi service programme will give garages, factors and distributors the support they need to capitalise on this fast-growing market.”



Ashmore concluded by highlighting that GDi is another great example of how Delphi Technologies is using its expertise in advanced OE systems to help its customers benefit from new market opportunities. “This is the beginning of an important new area for us and for our customers,” he states. “These are complex systems where the support of an original equipment manufacturer can give garages a competitive advantage

Delphi Technologies



Delphi Technologies

f t YouTube in
delphiaftermarket.com

a shift to a new look

You may have noticed. We’re shifting from red to blue – saying goodbye to the red oval, and hello to a common brand for both OE and Aftermarket. With this change, you can expect the same quality parts, tools, training and support you’ve come to know and love. From brakes to steering, air conditioning to ignition, engine management to fuel systems — whether it’s diesel, gasoline, hybrid or electric. We’re still the OE experts. We’re still delivering quality you can trust. But now, we are Delphi Technologies.



**DENSO**

ENHANCE WORKSHOP PRODUCTIVITY AND PERFORMANCE

e-Videns is a unique and pro-active Vehicle Inspection Tool



Driver Interview

An optional short questionnaire to assess the condition of the car.



System Scan

VCI plugs into OBD connector and scans all systems for error codes.



Health Check (unique to DENSO)

Monitors live data from the running engine and compares against vehicle reference data stored by DENSO online in the cloud to identify abnormalities.



Walk Around

An optional checklist for a thorough visual inspection.



Reporting

Generates two easy-to-read, colour coded reports (one each for the customer/technician). Reports are stored online for easy future access; car owners can download their report via QR code.



THE NEW DENSO E-VIDENS:

Win more business with the next evolution of vehicle inspections

What's the workshop secret to happy customers, who'll keep on coming back, time after time? A friendly (and knowledgeable) team of mechanics? Clear explanations? Quick, efficient service? A boiled sweet with the receipt!?

At DENSO After Market Europe, we've been working closely with garages for 40 years, and the most common answer to what lies behind a workshop's success is trust. Building trusting relationships with customers requires all of the above (perhaps not the sweet!) and there are tools that can help you to improve your business' efficiency and transparency, and instil confidence in the car owner.

Introducing e-Videns

In 2018, we launched 'e-Videns', a vehicle inspection tool designed to shed light on the process for the driver, enhancing trust and resulting in happy customers.

e-Videns combines hardware, which connects with the vehicle, and software on a tablet or PC, to enable a simple, digital inspection which even a junior mechanic can conduct. The red boxes to the left illustrate this process.

Business benefits

e-Videns offers workshops many advantages. It's a quick and easy way to add a digital element to your business, often expected as standard by increasingly technology focused motorists.

Since it standardises the vehicle inspection process, it ensures you and your team are working effectively and efficiently, whilst delivering a consistently high level of service for your customers.

The Health Check can identify problem areas that need to be addressed now in order to avoid future costly repairs. This enables you to offer vehicle insight previously only provided by dealers and is a real upselling opportunity. In a 2017 UK trial, e-Videns generated 17.5% additional sales for garages.

As trends continue toward more innovative vehicles, garages need to keep up. e-Videns software includes 'push' updates that ensure its functions and data are as current as possible. Future updates will include data about new car technologies, enabling your workshop to evolve without additional costs, and ensuring you can meet the needs of every customer.

Your secret to success

Last but not least, the e-Videns process involves the driver in the inspection of their vehicle and clearly explains any faults or abnormalities, helping you to build trusting relationships with your customers, so they keep coming back again and again.

e-Videns is currently available in the UK, and will be launched in Poland and Germany in 2019.



NEW EXIDE EBT965P ELECTRONIC BATTERY TESTER



The indispensable battery diagnostic tool for workshops

As well as bringing the latest batteries to the aftermarket, Exide Technologies also delivers the right tools at the right time. The new EBT965P will be a welcomed addition to any workshop looking to future-proof their equipment and expand their business.

Current testers can indicate if a battery is good enough to crank the engine but fail to show how well it can cope with the vehicle's on-board electrical loads. This is extremely important with today's car and its increasing array of electrical accessories.

Exide's advanced and easy to use EBT965P is the next-generation tester, designed for the most reliable diagnostics of any make or type of battery with maximum precision. Featuring the latest Conductance Profiling™, the tester is unique in expanding the results to include the health and capability of the battery to handle demanding energy availability.

From day one, this new tester will deal with every battery technology you are likely to come across, including AGM, EFB and GEL up to 3000A. Furthermore, it includes built-in remote connectivity which allows software updates for future battery developments. Another clever feature of this smart tool is the ability to link to Exide's Tester App to e-mail test results to end-users. If no battery replacement is required, the App will calculate the recommended interval before automatically sending a new test reminder.

What difference will it make to your workshop?

The EBT965P saves time in assessing whether a battery needs replacing with far greater accuracy. This not only helps your customers avoid the frustration of one of the most common causes of a non-start situation, it safeguards your professional reputation too. Compared with 16% for conventional testing, 23% of EBT965P tests will result in a potential battery sale*.

*Midtronics research

CONDUCTANCE

CRANKING CAPABILITY
(CCA)

CCA

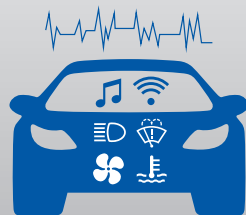


CONDUCTANCE PROFILING™

ENERGY AVAILABILITY

CCA

STOP
START



ADDITIONAL FEATURES OF EXIDE EBT965P

- › Integrated printer
- › Replaceable clamps/leads
- › Temperature sensor
- › Temperature compensation
- › Reverse polarity detection
- › Surface charge detection and removal procedure
- › 3.5" colour screen
- › Service app user interface
- › Software in 19 languages

What is conductance?

Conductance is how well a material carries an electrical current. The conductance test is a 10-second static test to measure a battery's internal resistance, determining the health of its active material and connections. Basically, it estimates a battery's cranking capability (CCA).

What is Conductance Profiling™?

Conductance Profiling™ technology measures the voltage drops under a small discharge load for 1 minute. It compares the battery's response with profiles of

batteries with "energy availability" issues, in order to diagnose if the battery can supply electrical charge for a long time.

Why Conductance Profiling™?

Conductance Profiling™ technology does not just estimate a battery's CCA performance. Identifying both cranking ability and energy availability is crucial for vehicles with high electrical requirements. A battery may be able to start a vehicle, but the available energy diminishes without the driver noticing, with a negative impact on the Start-Stop system, for instance.



EXIDE EBT965P

The next-generation Electronic Battery Tester

The new Exide EBT965P tester is a fast, easy to use and advanced smart tool for busy workshops.

Keeping up with the increasing complexity of modern vehicles is a challenge. So is the need to keep existing customers happy and win new business in an ever more competitive marketplace.

Exide's next-generation electronic battery tester is designed to carry out quicker and more comprehensive battery tests with far greater accuracy. Sharing the results with your customer directly using remote connectivity also increases confidence in your service and opportunities for new battery sales.



Conductance
Profiling Technology™



Connectivity



Ease-of-use



Multi Battery
Technologies

www.exide.com



POWERING THE
WORLD FORWARD



ALL-MAKES RANGE: BLUE PRINT NOW OFFERS CLUTCHES FOR EUROPEAN AND ASIAN VEHICLES



Historically, Blue Print have been offering a comprehensive range of clutch components for Asian makes and models. Now, the bilstein group brand has extended its portfolio: With the addition of clutches for European passenger cars and light commercial vehicles Blue Print are providing customers with an All-Makes clutch programme.

Blue Print offer more than 1,100 repair kits, covering over 30,000 passenger cars and light commercial vehicles applications. Customers and partners can choose from a broad range of clutch components in OE matching quality. The product portfolio also includes repair solutions for Dual-Mass Flywheel and Self-Adjusting Clutches as part of the complimentary SMARTFIT category.

Dedicated to quality

As an internationally renowned Aftermarket specialist and right choice for quality replacement parts, Blue Print offers the highest degree of development competence for all types of clutches. All our products are specified to exacting standards to guarantee a direct replacement to the original fitment. Our selection of manufacturers is subject to inspections by fully qualified auditors to ensure and verify that as a minimum ISO manufacturing standards and processes are being followed.

German-based CLUTCH COMPETENCE CENTRE

In 2017 the bilstein group introduced the new CLUTCH COMPETENCE CENTRE in Durmersheim (Germany). This modern facility is the home for all passenger car clutches offered by Blue Print.

At the COMPETENCE CENTRE all clutch components undergo stringent quality tests. With the aid of automated measurement tools, all product dimensions are checked to be accurate to the thousandth in order to guarantee a perfect fit. We also use special test beds to ensure the correct durability, functionality and driving comfort is achieved.

Get more information about our complete offer of clutch components at our online catalogue: partsfinder.bilsteingroup.com

Blue Print is part of the bilstein group, a seventh-generation family-run group of companies with headquarters in Ennepetal, Germany. The bilstein group offers more than 60,000 different technical spare parts for professional vehicle repairs. The internationally operating group of companies supplies its products to over 170 countries.

For more information, please visit: www.bilsteingroup.com



One Brand. All Clutches.



Blue Print has now extended its range to include European vehicles



The aftermarket specialist now offers you more than 1,100 clutch kits for **European** and **Asian** makes and models, covering over 30,000 passenger cars and light commercial vehicles applications.

All products undergo extensive performance tests, ensuring that only high-quality clutch components are included in the Blue Print range.

Get more information about our complete offer of clutch components at our online catalogue: partsfinder.bilsteingroup.com

www.blue-print.com



HaynesPro® WorkshopData™ CarSET

HaynesPro is part of the Haynes Publishing Group, world famous for their paperback workshop manuals. Since our launch in 1995, we have been serving the automotive market with the latest technical data for cars, trucks and light commercial vehicles.

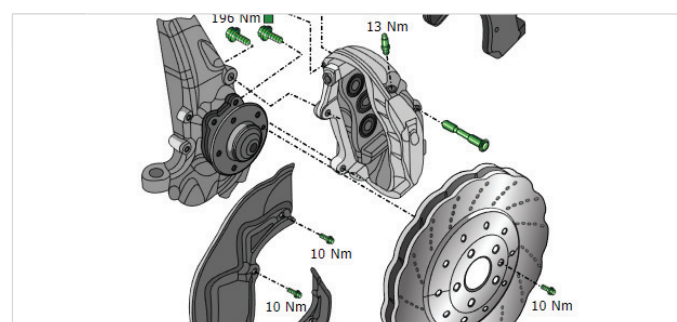
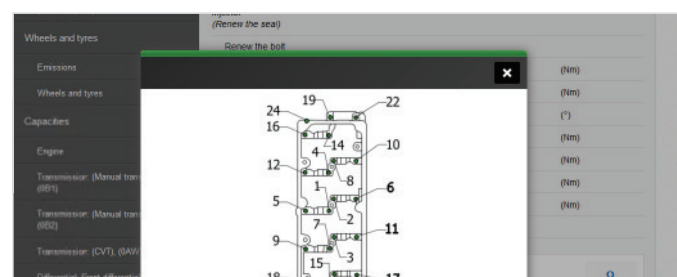
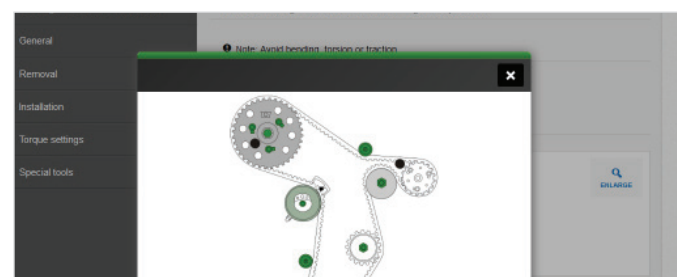
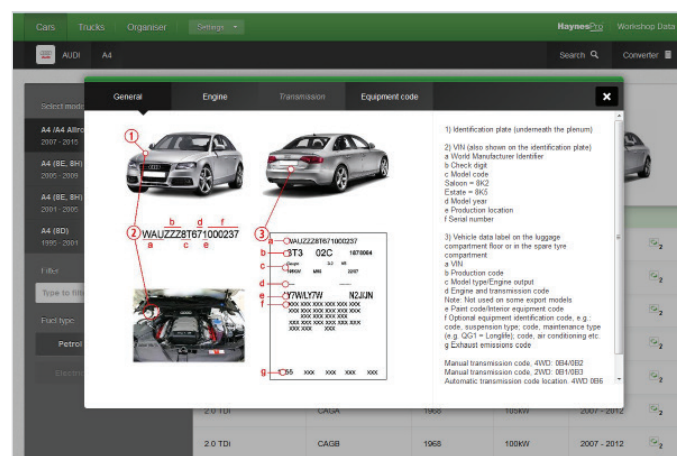
HaynesPro is committed to providing independent workshops with products which enable them to work more efficiently and improve their profitability by saving time on finding essential technical data. Our ergonomically designed touch interface makes WorkshopData™ accessible on both mobile devices and desktops.

HaynesPro WorkshopData™ - CarSET combines essential maintenance and repair data with detailed technical drawings, a unique electronics data module and intelligent diagnostics (VESA). It enables mechanics to diagnose, maintain and repair passenger cars and light commercial vehicles.

The information in HaynesPro WorkshopData™ is based on the OEM (Original Equipment Manufacturer) documentation.

For more inquiry please contact HaynesPro at CS@haynespro.com or visit our website haynespro.com

HaynesPro®



HaynesPro is a member of the Haynes Publishing Group

HaynesPro®, the number one in technical data for your workshop network.





AN IMPRESSIVE IMAGE HELLA USES OLED TECHNOLOGY



From the principle point of view, OLED technology had already been discovered in the 1950s.

Then thanks to consistent further developing and technological advances, it has been progressively perfected until today it is suitable for everyday use. We see OLEDs being implemented more and more in a countless variety of electronic products such as television sets and smartphone displays. And there is a good reason for this. OLEDs are highly luminous, they boast a high contrast and, what is more, they have a low energy consumption.

The lighting and electronic expert HELLA has been carrying out research on OLEDs since 2005 and exploits this progressive technology for automotive applications. This is how OLEDs have found their way into the rear combination lamp of the new Audi A8 where they enable, amongst other things, various “coming home” and “leaving home” scenarios. In order to integrate OLEDs into the rear combination lamp, HELLA engineers developed special, new connection technologies.

But what are OLEDs exactly?

The abbreviation “OLED” stands for “organic, light-emitting diode” and describes the colored and self-luminous organic LEDs.

The OLEDs consist of organic semiconductor layers that can be spread out extensively across a carrier material.

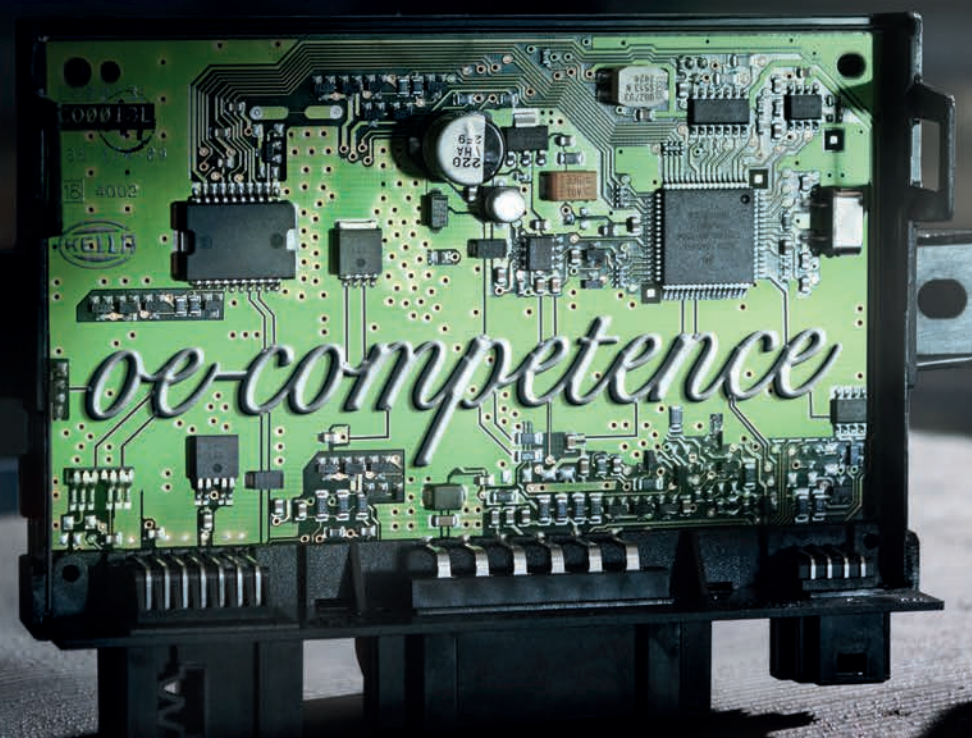
Two electrodes will then cause the layers to illuminate evenly. And thus the technology can do away with reflectors, light guides or any additional optics and still achieve a homogeneous appearance. “Furthermore, OLEDs open up the way for design possibilities that we didn’t dare to dream of in the past,” says Dr. Michael Kleinkes, Head of Lighting Technology Development at HELLA.

It is a fact that headlamps and rear combination lamps contribute enormously to the look of a vehicle and often these even create its distinctive features. There is an increasing demand for homogeneous lighting functions — as is the case with the new Audi A8 where Audi decided to use a surface light source, which was developed in collaboration with HELLA.

In the rear combination lamp, four upright OLEDs of less than one millimeter width float in each unit. They are subdivided into four individually controllable segments — two for the angular tail light and two for the luxury sedan’s stop lamp. The rear combination lamps in the new Audi A8 consist of three parts and stretch across the entire vehicle rear end. In total, eight OLEDs are used. Each is subdivided into four segments that are individually controllable, thus enabling different “coming home” and “leaving home” scenarios. The two upper segments furthermore support the stop lamp while the lower ones complement the tail light, which can be seen above the OLEDs as a lighting strip using LEDs. The combination of LED and OLED light sources creates the vehicle’s unique signature look.



TRUE FRIENDS HAVE A GOOD CONNECTION WITH EACH OTHER.



STAY IN TOUCH – WE WILL SHARE
OUR EXPERTISE ON ELECTRONICS
PRODUCTS IN OE QUALITY WITH YOU.





More than just oils and additives



Salvatore Coniglio,
Export Manager
LIQUI MOLY



LIQUI MOLY offers a complete package of automotive chemicals and many additional services for its customers

High-quality products form the foundation of LIQUI MOLY. However, the German oil and additive specialist does not stop there, but also offers many additional services for its customers. "Success to us is not when a customer awards us a major contract, but when they quickly sell on the goods," explains Salvatore Coniglio, Export Manager at LIQUI MOLY. "We don't want fast money, we want long-term success. And we want it for both sides."

That's why LIQUI MOLY supports customer retail sales in a variety of ways. It begins with the comprehensive range of automotive chemicals. This allows a variety of product packages to be strung together for the end customers, tailored to the respective purpose. This variety of products is an effective lever and opens up entirely new sales

opportunities. Furthermore, LIQUI MOLY has a variety of tools, devices and equipment in order to use the chemical products particularly efficiently. This allows interesting combination offers made up of devices and chemical products. Comprehensive training sessions and expert technical advice round off the offer.

LIQUI MOLY also works on stimulating the demand for its products. With strong appearances in sports it increases its brand awareness all over the world, be it at the MotoGP motorbike world championship, in basketball with the Chicago Bulls or at many winter sports events. This ensures the blue and red logo is present in the media all year round. Plus, there is currently a digital advertising campaign with which a billion contacts all over the world are being reached.

Alongside these flagship projects LIQUI MOLY also offers specific marketing support for individual, local customers. This ranges from flyers, brochures and plant articles to individually produced signage to tailor-made sales concepts. An example for the latter is the Car Performance Plan. Here the car driver is recommended an individual additive treatment depending on the mileage, condition and value of the vehicle. This paves the way for the use and sales of additional additives - a high-margin business. In this way the garage emphasises its expertise to the car driver. And these high-margin additives offer a significant increase in income with little work.

"All this is a part of the LIQUI MOLY package," says Salvatore Coniglio. "LIQUI MOLY is more than just products. LIQUI MOLY is a strong brand that ensures high demand itself."



www.liqui-moly.com

There is no automotive part we cannot "medicate" for you

Everything from a single source. Motor oils, additives, care products, chemical solutions and service products for automotive, trucks, motorcycles, marine and industry.

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**MAHLE**

FROM ZERO TO DIAGNOSTICS - IN 7 SECONDS

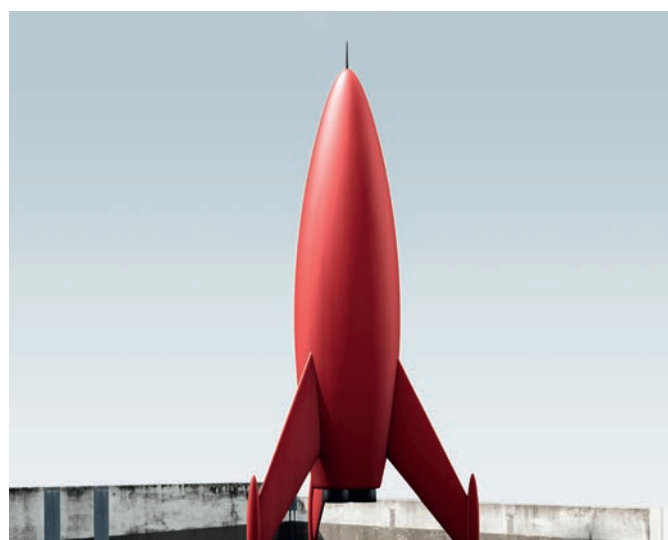
With TechPRO®, you're all set to start vehicle diagnostics within just seven seconds. From the fourth quarter of 2018, the fastest diagnostic tool in the world will also be available to workshops in Europe.

TechPRO® is easy to use and precisely tailored for use in workshops. The unit reads out data and errors, shows you solutions, allows component diagnostics, and offers component coding.



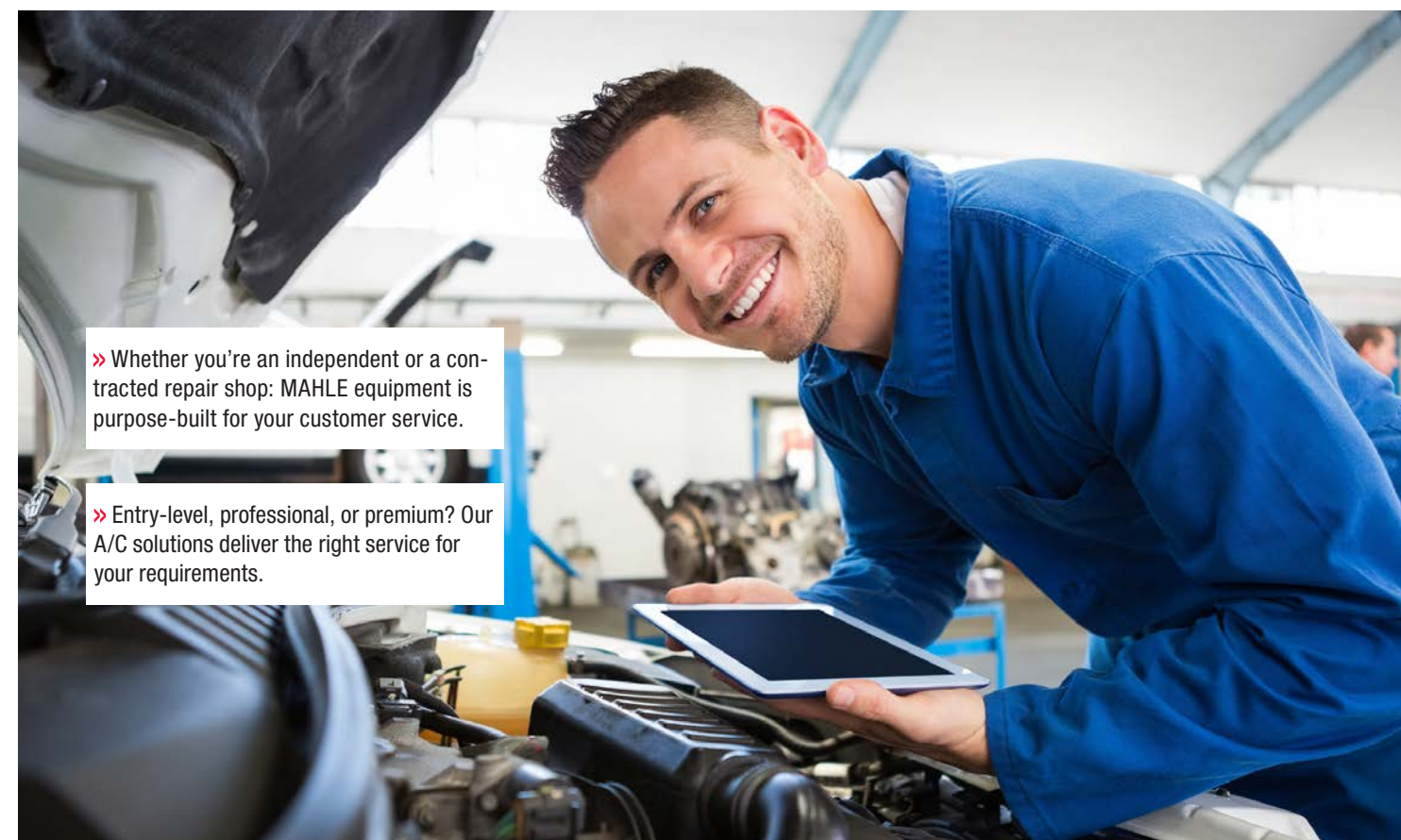
**88% OF ALL PASSENGER CARS IN EUROPE
ARE ALREADY COVERED**

- › Integrated Wi-Fi
- › Guided troubleshooting
- › Runs on Windows, Android, and iOS
- › Integrated technical info (wiring diagrams, fault lists)
- › Ready to go in seven seconds



BRAIN BEE - OUR NEW BRAND FOR WORKSHOP EQUIPMENT

Our MAHLE Service Solutions team has been working with the Italian diagnostics specialist BRAIN BEE for some time, and as of this year, the company is now part of the MAHLE brand family. BRAIN BEE was founded in 2001 and brings comprehensive expertise in the development and manufacture of A/C service, diagnostics, and exhaust gas measuring equipment as well as diagnostics software. We're working together to expand development, production, and service in the area of workshop equipment in Europe. This means that in the future, we'll be able to offer you an even broader range of equipment and services.



» Whether you're an independent or a contracted repair shop: MAHLE equipment is purpose-built for your customer service.

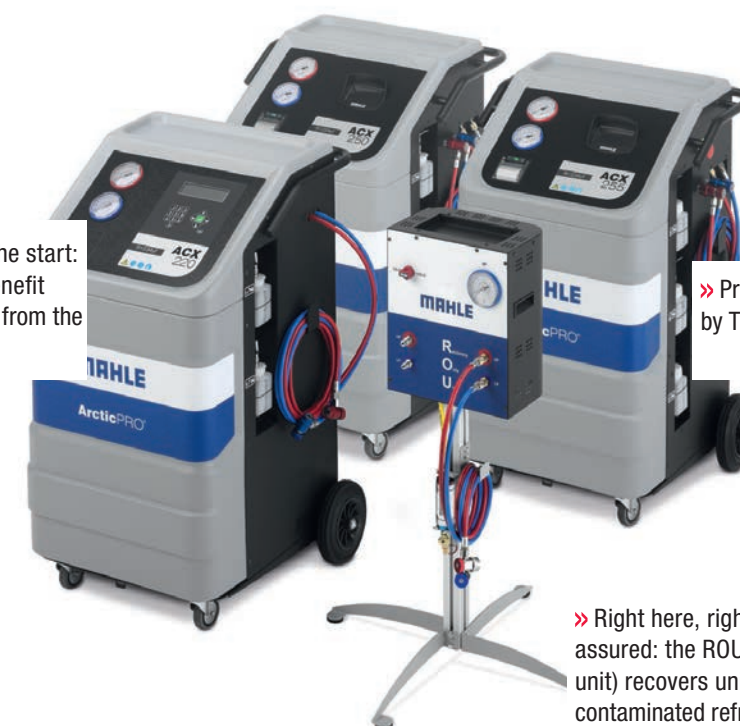
» Entry-level, professional, or premium? Our A/C solutions deliver the right service for your requirements.

FUTURE SOLUTIONS. FOR YOUR SUCCESS.

Efficient solutions— for maintenance and service



» Entry-level, smart from the start: with the ACX 220, you'll benefit from MAHLE E³ technology from the get go.



» Premium application certified by TÜV: ACX 255.

» Right here, right now, rest assured: the ROU (recovery only unit) recovers unidentified or contaminated refrigerant.

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Comprehensive New Range of Engine Speed & Position Sensors



NTK Vehicle Electronics—a brand of the world-leading ignition and sensor manufacturer NGK SPARK PLUG EUROPE—has launched the Aftermarket's most extensive selection of premium Engine Speed & Position Sensors.

The engine control unit (ECU) is provided with the most essential information needed to run the engine by Engine Speed & Position Sensors. This particularly includes the rotational speed and relative positions of the crankshaft and camshaft. Both of these sensor signals are used by the ECU to determine which cylinder is currently in its power stroke. From this the ECU determines precisely when to inject fuel and when to apply voltage to the ignition coil for perfectly timed spark plug operation and smooth engine control.



Premium Sensor Quality

NTK's new range of Engine Speed & Position Sensors includes 567 part numbers covering 88% of all currently available cars, which is equivalent to approximately 270 million cars*. This makes NTK Vehicle Electronics the first premium brand to provide a high-quality, long-lifespan replacement Engine Speed & Position Sensor for almost every vehicle application. The entire range is engineered

to improve original parts deficiencies and tested to the extreme in a thermal shock test from -25° to 135°C in order to provide the best products to the market. All NTK Engine Speed & Position Sensors are completely sealed to prevent leaks and to ensure a long product life, whilst sealed connections prevent environmental corrosion and performance issues.

Added Value At Every Stage

When it comes to excellence, NGK SPARK PLUG goes the extra mile. In addition to premium ignition and sensor products, the specialist offers unparalleled support and information which adds value to the customer experience. From technical videos on YouTube, dedicated technical trainings and interactive trainings via TekniWiki to listings in major electronic catalogues and a wide range of NGK and NTK product catalogues, NGK SPARK PLUG makes sure its customers profit from each part purchased in a multitude of ways.



* Source: TecDoc (referring to Europe, Maghreb, Russia & Turkey)



BECAUSE TIMING IS EVERYTHING

// ENGINE SPEED & POSITION SENSORS

In modern engines, exact timing of fuel injection and ignition is essential for efficient engine operation. The all-new **NTK Engine Speed & Position Sensors** perfectly fulfill these requirements: To ensure **highest precision and reliability**, they transmit the appropriate and accurate signal to the ECU at exactly the right moment, thus allowing the engine to **deliver optimum performance**.

- » **567** part numbers offering the best market coverage from premium brands
- » **88%** market coverage (source: TecDoc)
- » Around **270 million** cars covered in Europe

NGK SPARK PLUG EUROPE GmbH
www.ngkntk.com



VEHICLE
ELECTRONICS



NRF EXPANDING WORLDWIDE DISTRIBUTION CHANNEL



NRF offers a product range of 8.000 engine cooling and A/C parts. Every year, more than 1.4 million products find their way to customers in more than 80 countries worldwide. Due to the current growth, it's necessary to expand their distribution channel.

■ Worldwide distribution

NRF was established in Amsterdam in 1927. Originally, the factory was focused on repairing radiators. In 90 years, NRF has grown from a local specialist into an international manufacturer and supplier of cooling solutions for various segments. In 2010 NRF was taken over by Banco Products India. The acquisition strengthened NRF's international position with new factories and distribution centers.

NRF is now located worldwide with 18 distribution centers and 8 production facilities. Every year more than 1.4 million products find their way to customers in more than 80 countries.

■ Global company, local presence

Being present locally is very important to NRF. Therefore local customer service teams are situated at all distribution centers. These local employees speak the local language and are in close contact with the local customers. In this way NRF ensures an optimal service level.

Due to local distribution centers, NRF can guarantee fast delivery times. NRF can deliver its products in Europe within one day. Even night shipments are possible.

■ Recent developments

NRF has grown considerably in recent years, making capacity expansion an important topic. NRF therefore invests in the expansion of various distribution centers.

In order to continue the sales increase of the Eastern European and Russian markets, the capacity of the NRF distribution center in Gdansk (Poland) has recently doubled. By placing new and higher warehouse racks, NRF realized a capacity increase of 30% last year in Spain and Italy.



In the beginning of this year, the NRF distribution center (3PL solution) in the United States moved to New Jersey, a logistics hotspot.

The most recent development is the construction of a new 2.000 m² warehouse at the existing site in Valenciennes (France). The warehouse is 12 meters high and offers 3.000 extra pallet spaces.

■ Improving logistic software solutions

Current developments are the implementation of a Warehouse Management System (WMS) and a Transport Management System (TMS). This software automates the procedures for transport and the distribution of goods. The result is a more efficient and faster process.

■ Trans-Siberian Express

From 2018 NRF receives train deliveries from Asian suppliers. The effect is a lead-time improvement from 2 months to 3 weeks. This means that products are in stock faster and a higher availability can be guaranteed.

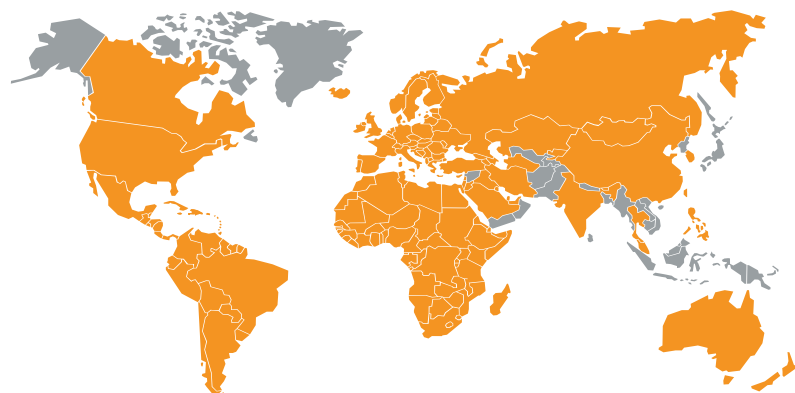


Image: NRF worldwide logistic network



NRF.EU

THE ART OF COOLING >



ENGINE COOLING

RADIATORS | INTERCOOLERS
OIL COOLERS | FAN CLUTCHES
FAN BLADES | EGR COOLERS

AIR CONDITIONING

COMPRESSORS | CONDENSERS
INTERIOR BLOWERS | HEATERS
EVAPORATORS | RECEIVER DRIERS
EXPANSION VALVES | PRESSURE
SWITCHES | COMPRESSOR OIL
A/C SPARE PARTS

LARGE RANGE OF RADIATOR
AND INTERCOOLER CORES
EURO6 ITEMS AVAILABLE

MORE THAN
1.250 TRUCK PARTS





NTN-SNR SUSPENSION KITS

**Demanding quality - technicity
security « Made in France »**

With suspension bearings and kits that incorporate filtration parts, NTN-SNR's suspension range is expanding year after year reaching today more than 500 products, including 386 suspension kits for front and rear applications. That makes it one of the most extensive ranges in the aftermarket segment for this type of part.

A premium quality

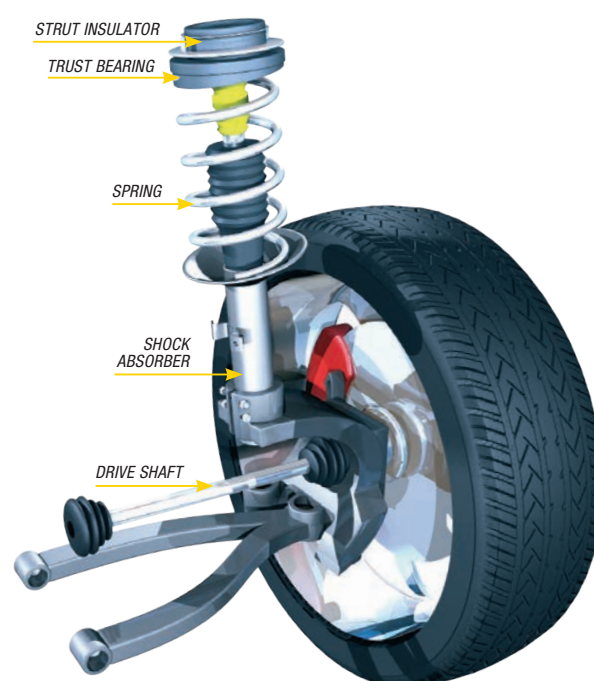
This range benefits from NTN-SNR's "Made in France" original equipment quality.

Our French factory produces more than 30 million suspension parts each year for both original equipment and aftermarket. As a leader in this market, with 35% market share in Europe, NTN-SNR applies its know-how and stringent original equipment quality standards to the benefit of its aftermarket suspension range.

A safety-related part that absolutely must be replaced together with the shock absorbers

Vital to the correct operation of the suspension system, this component is too often neglected. As chassis components that directly affect vehicle safety, suspension kits must be subjected to specific attention and care. Deteriorated suspensions can extend braking distance by as much as 15%, causing accidents as a result. With this in mind, NTN-SNR recommends replacing suspension bearings along the same lines and intervals as shock absorbers, i.e. between 75,000 and 100,000 km.

NTN-SNR suspension kits operate under the banner of « **#SECURITYINSIDE** ».



WE BUILD THE SOLUTIONS
YOU CAN TRUST



#SECURITYINSIDE

Benchmark and leader in suspension systems, NTN-SNR maximises safety levels. Creator of the ASB® system, our goal is to raise the quality of our original equipment parts while precisely controlling our industrial processes. Bearings, speed sensors, brake discs, CV joints and suspension components are all subject to strict quality controls – so all our solutions guarantee your peace of mind.



With You



OSRAM SETS NEW STANDARDS IN LED TECHNOLOGY AT THIS YEAR'S AUTOMECHANIKA IN FRANKFURT

OSRAM

With record figures regarding exhibitors, visitors and exhibition area, Automechanika positioned itself as the leading international trade fair for the automotive aftermarket. Once again, it has proven to be the perfect platform for companies to present their product highlights as well as their innovations to a broad international audience. This has also been a great success for OSRAM.

As a highlight the company was awarded by an independent jury of experts for its complete LED retrofit headlights for the VW Golf VII with the coveted Automechanika Innovation Award 2018 in the category Electronics & Systems.

New product line: Osram LEDriving work lights and additional headlights

OSRAM will be marketing its new LEDriving work lights and additional headlights from November 2018. The products were revealed to the public for the first time at Automechanika and demonstrated how they provide additional illumination for large areas, with users benefiting above all from high light output and better visibility thanks to the daylight effect. The extremely robust polycarbonate lenses can withstand even heavy loads. Three product lines are available for 12 and 24 V systems. The versions differ in terms of output, shape and beam angle, with different profiles such as Spot, Wide and Combo.



Osram LEDriving work light and additional headlight: High light output, better visibility thanks to the daylight effect and extremely robust polycarbonate lenses. Picture: Osram

LEDriving editions: the first complete retrofit headlights based on LEDs

The new Osram LEDriving headlights for the VW Golf VII replace the halogen and xenon lights with state-of-the-art LED technology and offer greater output than the original headlights. Low-beam, high-beam, daytime running lights, position lights and turn indicators are all combined in a complete LED retrofit headlight. The LED headlight is particularly impressive for its super cool looks and the long life of the light source and could be seen mounted in the VW Golf VII show car. The headlight can be fitted without the need for any further modifications to the vehicle. Osram also presented a xenon and LED upgrade version for the Ford Focus as well as various design studies for other vehicle models including LED rear lights and LED side mirrors at the booth.



Light leads the way

Offer customers top performance with OSRAM NIGHT BREAKER®

OSRAM's NIGHT BREAKER® performance vehicle lamps are a reliable source of success. They produce a longer and brighter beam of light. This enables your customers to recognize hazards earlier, giving them valuable reaction time – something that's good for your customers and your business. Discover our new and innovative product portfolio!

Light is OSRAM

OSRAM



Upgrade for car lights: New Night Breaker family

Osram is taking vehicle lighting to a new territory, particularly with regard to luminous intensity and the range of the light beam with technical upgrades of the Night Breaker Laser and Xenarc Night Breaker Laser performance lamps. The above-average brightness of these high-output lamps means that the road ahead is much better illuminated so drivers have more time to see and avoid dangerous situations, obstacles and other road users. With up to 200 percent more brightness than the legal minimum requirements (ECE R98/R99), the Xenarc Night Breaker Laser is the top performer in the Osram xenon portfolio.

Optimized light distribution is the key to greater performance, 20 percent whiter light than the ECE R98/R99 requirements and a light beam of up to 250 meters. The brightest xenon lamp in the Osram range is available in D1S, D2S, D3S and D4S versions.

In manufacturing the new generation of Night Breaker Laser, the halogen version of the performance lamp, Osram uses the innovative technique of laser coating removal. The unique design with the laser-engraved product name provides better protection against counterfeits. The Night Breaker Laser with 150 percent more brightness than the legal minimum to ECE R98/R99 is available for a wide range of applications.

A newcomer to the market from is the first uncoated performance lamp, the Night Breaker Silver. The lamp shines up to 100 percent more light on the road than the legal minimum requirement to ECE R112/R37 and the light beam has a range of up to 130 meters for much better visibility.



OSRAM



NEOLUX – German technology made affordable

NEOLUX offers a broad range of vehicle lamps produced with good quality standards for price-conscious customers. In considering the needs of their customers, NEOLUX applies German technology standards at all stages of the supply chain. For more than 90 years, NEOLUX has been offering its products for good value for money.



NEOLUX: solid quality at a fair price

This year's Automechanika was also a great success for OSRAM's secondary brand NEOLUX. Immediately opposite the company showcased the NEOLUX portfolio. NEOLUX is targeted at customers who appreciate simple and solid replacement products at a fair price/performance ratio. On show was a wide range of halogen and xenon products for cars, commercial vehicles and motorcycles. In addition to standard articles, the portfolio includes value added products such as Blue Light, Extra Light and Extra Lifetime.

NEOLUX
GERMAN TECHNOLOGY



German technology standards

NEOLUX takes safety seriously. Engineered by R&D teams in Germany, NEOLUX lighting products are tested throughout the production process and certified according to a number of German and international standards, such as ECE, SAE, CCC, RoHs, REACH, and ISO.

Good quality at affordable prices

NEOLUX delivers inexpensive vehicle lighting without compromising on quality. Our interior and exterior lamps light up your vehicle and the road ahead. At an affordable price.

Broad product portfolio

We offer a broad range of halogen and xenon lighting products for cars, utility vehicles, and motorcycles. In addition to standard items, our portfolio includes specialty options, such as Blue Light, Extra Light, and Extra Lifetime.

Experience with a rich history

NEOLUX boasts a rich history dating back to 1923. Today it operates as a registered trademark in automotive lighting in over 90 countries across the globe.



Extended range, superior support



After listening to our customers' most pressing concerns and needs around chassis parts, SKF has released a new comprehensive range of steering and suspension parts for the vehicle aftermarket.

Simplified sourcing experience

SKF has traditionally been a supplier for wheel end and top mounts. Now the chassis offer includes a full range of steering and suspension parts: ball joints, silent blocks, stabilizer links, track control arms, steering rods and axial joints. All premium quality products – extensively tested to match the highest standards and OE specifications. For distributors this means less administration, optimized logistics and better sales support.

Reliable, fast and easy product selection

Product selection is now faster and smarter. As always the latest make and model design is used to match kits, which reduces the amount of possible part number choices per vehicle. In addition, extensive cross listing lets customers more quickly match parts to OE numbers, own product coding or other suppliers' data.

Smart packaging

Sturdy, high quality boxes that permit extreme handling conditions in warehouses and garages mean less likelihood of damage. In addition, clear labels with graphics of contents, part numbers and other helpful information improve shelf management.

Faster repairs, fewer returns

All needed parts for a complete repair are included in the kits. Each part is also clearly marked, which means less confusion after unboxing – for example when installing a part on the left or right hand side of the vehicle. Phone and e-mail helplines are available to make part selection and repair procedures even easier.

Steering and suspension range

- Ball joint*
- Track control arm and wishbone*
- Stabilizer link*
- Silent blocks*
- Top mount kit
- Suspension repair kit
- Suspension arm kit
- Strut protection kit
- Suspension bearing
- Tie rod end*
- Axial joint*
- Rod assembly*
- Steering boot

*) New



New steering and suspension range

For distributors working with SKF, an extended chassis offer means not only products of trusted premium quality – but also a possibility for supplier consolidation, less administration and better sourcing conditions. The offer also entails reliable product data, robust packaging and clearly marked products, making parts selection and repair procedures easier.

Want to find out more?
Check out www.vsm.skf.com





TENNECO LAUNCHES **eLEARNING** PLATFORM FOR DISTRIBUTORS AND INSTALLERS

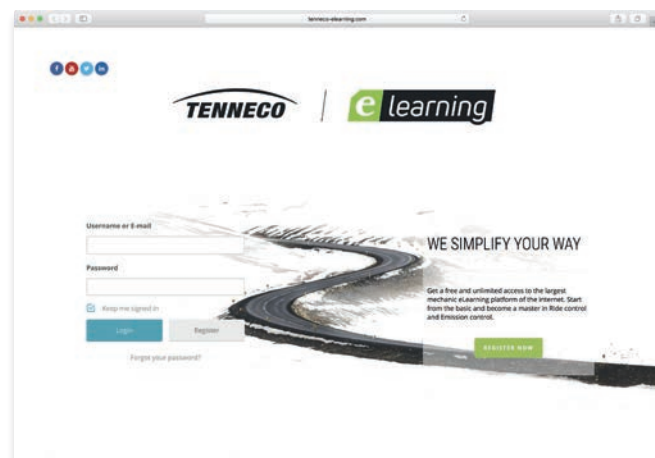


New Platform Offers Web-Based Tutorials and Other Training Resources

Tenneco, a global supplier of Ride Performance and Clean Air products and systems, announced the availability of the new Tenneco eLearning Platform. This new web-based platform is designed to offer automotive aftermarket professionals access to free, in-depth training opportunities and detailed technical information.



The Tenneco eLearning Platform, which gives users access to more than 130 tutorials, fitting instructions and training modules available through any web browser. Topics covered include Monroe® shock absorbers, struts and steering components and Walker® diesel particulate filters for passenger cars and commercial vehicles. Currently, the portal is available in English, but additional languages will be supported beginning in 2019. See website www.tenneco-elearning.com.



Training is an ongoing focus for Tenneco, which has invested heavily in various initiatives to support automotive workshop professionals, as well as those who train them. Since 2006, the company's successful "4T" Tenneco Train the Trainers program has brought in-depth technical instruction to more than 360,000 participants, offering valuable learning opportunities in areas such as ride performance, emissions control and soft skills. The new eLearning Platform expands on these efforts as a convenient and free additional resource for crucial technical information.



"Comprehensive, in-depth training has become vital to success in the automotive parts and service industry due to the increasingly complex technologies featured in modern passenger vehicles," said Maurits Binnendijk, vice president and general manager, Tenneco EMEA Aftermarket. "At the same time, aftermarket professionals find it difficult to frequently travel to live training events while meeting their work demands. Our new eLearning offers the balance these professionals need – now they can enhance their knowledge and skills on an ongoing basis when it is most convenient for them."

Beyond the new eLearning Platform, Tenneco supports automotive workshop professionals with comprehensive training and vehicle diagnostic information to help them quickly, efficiently and accurately diagnose and repair even the most complex ride control, suspension and emissions control problems.

At the center of this effort is the "B-Connected" initiative, which includes free, 24/7 access to such world-class tools as the Technicians Advanced Digital Information System (TADIS), which includes thousands of technical resources such as videos, eLearning modules, specification sheets, diagnostic tips, fitting instructions and more. English techline available. Check www.monroe.com for more details.

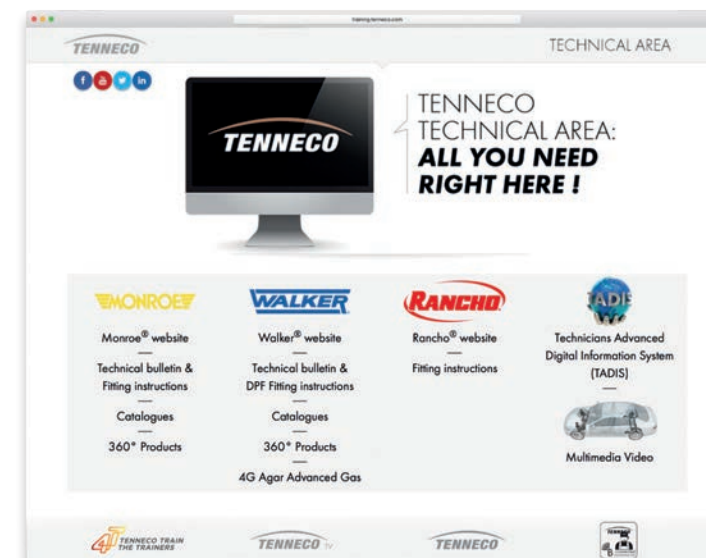
To access the new eLearning program, simply log on to www.tenneco-elearning.com. TADIS and other Tenneco training resources can be found at www.training.tenneco.com or via the "B-Connected" link at www.monroe.com. Aftermarket professionals also have access to Monroe and Walker advertising and point-of-sale promotional materials, as well as fully illustrated product catalogues, at www.monroecatalogue.eu and www.walkercatalogue.eu.



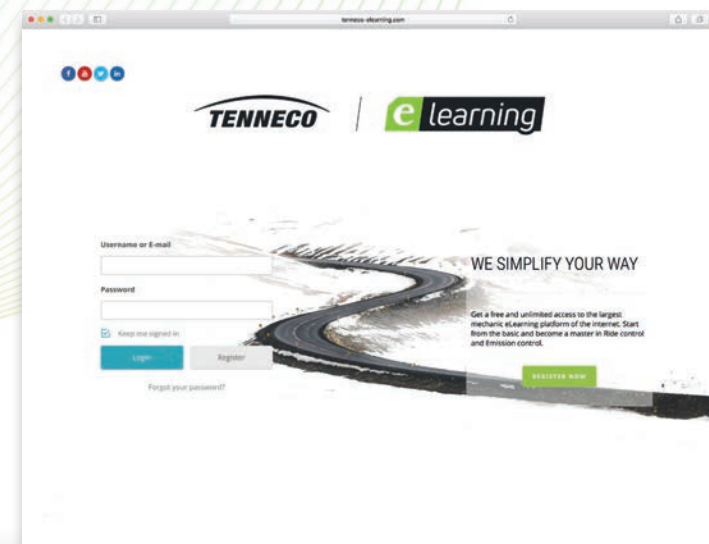
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WOLF ANNOUNCES LAUNCH OF SMART OIL CABIN FOR INDEPENDENT GARAGES



Wolf announces its latest innovation to help independent garages service their customers with the right oil at the right time, ensuring garages always have sufficient supply of the products they need. The new Smart Oil Cabin is the result of close collaboration between the company's Development team and its Marketing department, and is set to launch Q1 2019.

Says Bernard Panier, Digital Marketing Project Manager at Wolf Oil Corporation, "we have answered the calls of our end-customers with this latest development. Independent garage owners work to very tight schedules, with fast turnaround and often with a queue of cars lined up for service. The last thing they need is worry about losing customers because they haven't got the right oils and lubes in stock for the work. With the Smart Oil Cabin, that worry is gone."



How it works: real-time stock control

With 8 bays for 20L bottles and 2 spaces for 60L barrels, the Smart Oil Cabin connects to the Wolf Lubes network, with a link to the customer's distributor or retail supplier. Internal and/or external sensors provide constant measurement of fluid levels in the bottles and barrels, providing accurate availability data to the system. 'Order level' alerts are triggered when fluids drop below a certain amount, and an order ticket is created. Once approved by the customer, this ticket is automatically sent to the supplier via the integrated messaging system, and a confirmation is sent when the order is shipped.

"It just makes things simple," says Bernard, "garages can focus on their work without worrying about supply planning, now the whole thing is reduced to a single click. And distributors/retailers can now get a clearer overview of demand over time, also at a seasonal and regional level, so it helps them plan their own orders in finer detail."

A patented innovation with global potential

With the first Smart Oil Cabins planned for early 2019, demand is expected to grow from the first launch. "Since this is a first in fluid supply automation, we expect the demand to be high, from both the garage and distributor side. So, we are preparing for interest from throughout our global network."

What about those customers who already have an Oil Cabin from Wolf? "We can retrofit existing Oil Cabins with our new technology," explains Bernard, "fitting the sensors and connecting the cabin itself. This will provide the same real-time stock control, though we encourage customers to ask for the fully integrated system in the complete Smart Oil Cabin unit."

WOLF SMART OIL CABIN AND YOU'RE NEVER OUT OF STOCK



The **Wolf Smart Oil Cabin** makes your next oil change seamless. No need to worry about losing customers because you haven't got the right oils and lubes in stock for the work. Our brand new Smart Oil Cabin monitors the fluid levels in your oil cabin, automatically creates and sends you an order ticket when fluids drop below a certain amount. All you need to do is approve it and the missing oil will be on its way to you immediately.

Stay ahead of the competition and switch over to Wolf's Smart Solution!

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NETWORKMEMBERS

1 ARGENTINA (18 MEMBERS)

EUROTALLER
Sebastian Fraguas
sfraguas@groupautoargentina.com.ar
+54 291 5506888

2 AUSTRIA (61 MEMBERS)

PROFISERVICE
Andreas Schopf
a.schopf@profiservice.at
+436648275012

3 BELARUS (28 MEMBERS)

EUROAUTOSERVIS
Sergei Kuko
Sergei.Kuko@shate-m.com
+375-29-779 30 57

4 BRAZIL (686 MEMBERS)

REDE PITSTOP
Paulo Fabiano Navi
Paulo.Navi@distribuidora.com.br
+55-11-31557044

5 BULGARIA (45 MEMBERS)

AUTOEXPERT
Georgi Tchetinov
georgi_tchetinov@autohelp.bg
+359 888 421 001

6 COLOMBIA (20 MEMBERS)

EUROTALLER
David Gomez Velez
david.gomez@groupauto.co
+57-(2) 487-1500 Ext. 353

7 COSTA RICA (23 MEMBERS)

EUROTALLER
Sandra Alvarez Ramirez
sandra@groupautoamericacentral.com
+507-3000502/03 ext.605

8 CZECH REPUBLIC&SVK (24 MEMBERS)

Marek Bochnicek
Marek.bochnicek@jmautodily.cz
+420 777 555 545

9 DENMARK (149 MEMBERS)

AUTOPLUS
Marian S.Larsen
msl@autoplus.dk
+45 60 47 95 01

10 FRANCE (850 MEMBERS)

TOPGARAGE
Vincent Congnet
v.congnet@groupauto.fr
+33 (0)671 837 701

11 GERMANY (728 MEMBERS)

PROFISERVICE
Ulrich Wohlgemuth
sekretariat@coparts.de
+49 (0) 201 - 31940 -0

12 GUATEMALA (3 MEMBERS)

EUROTALLER
Sandra Alvarez Ramirez
sandra@groupautoamericacentral.com
+507-3000502/03 ext.605

13 ITALY (1373 MEMBERS)

PUNTOPRO
Enrico Succo
e.succo@ias.it
+39 335 1231336

Chiara Griseta
comunicazione@groupauto.it
+39 392 995 2088

14 KAZAKHSTAN (34 MEMBERS)

AUTOSYSTEMS
Alexandr Russanov
007@tanauto.kz
+7 701 711 04 30

15 MOLDOVA (33 MEMBERS)

EUROGARAGE
Denis Marusciac
denis.marusciac@automall.md
+373 22 815 464

16 THE NETHERLANDS (101 MEMBERS)

CARXPERT
Freek Blekxtoon
freek@groupauto.nl
+31 650 20 39 29

17 PANAMA (14 MEMBERS)

EUROTALLER
Teresa Soriano
eurotaller@groupautoamericacentral.com
+507 300-0502/0503

18 POLAND (248 MEMBERS)

EUROWARSZTAT
Luiza Kaminska
luiza@groupautopolska.pl
+48 602 36 44 56

19 PORTUGAL (66 MEMBERS)

TOPCAR
Carlos Calleja
ccalleja@groupautounion.es
+34 617 420 011

20 ROMANIA (72 MEMBERS)

PROGARAGE
Claudiu Gherghelas
ClaudiuGherghelas@gauromania.ro
+40 0740 305 001

21 RUSSIA (85 MEMBERS)

EVERYCAR
Igor Ponomarev
ponomarev@everycar.ru
+74 95 74 75 183

22 SLOVENIA (29 MEMBERS)

EUROSERVIS
Samo Krajnc
samo.krajnc@euroservis.si
+386 15 830 355
Andrej Stih
andrej.stih@groupautoadria.com
+386 41 695 429

23 SPAIN (885 MEMBERS)

EUROTALLER
Carlos Calleja
ccalleja@groupautounion.es
+34 617 420 011

24 TURKEY (25 MEMBERS)

EUROMOBIL
Mehmet Fatih Pazar
fatihpazar@grupototr.com
+90 216 314 00 50 / 415 00 05

25 THE UNITED KINGDOM (700 MEMBERS)

AUTOCAR
Maria McCullough
maria.mccullough@groupauto.co.uk
+44 78 60 43 91 71

26 UKRAINE (73 MEMBERS)

TOPSERVICE
Victor Golovchuk
victor.golovchuk@groupautoukraine.com
+38 503 404 636

NOTES

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