

# #17 EURO GARAGE

MAGAZINE Spring 2021



[www.eurogarage-international.com](http://www.eurogarage-international.com)



**Continental**   
The Future in Motion



# Make your way the safe way.

**German engineered safety for any situation.**

**The Continental PremiumContact™ 6.**

- Reliable braking performance whatever the weather.
- Enjoy a comfortable drive thanks to our enhanced footprint design.
- Stay in control with our Macrobloc technology.

**150**  
YEARS



# CONTENTS

**#17**  
Spring 2021

## THE EUROGARAGE MAGAZINE

is published by GROUPAUTO International  
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](mailto:groupauto@groupautointernational.com)

**PUBLISHER:** Holger Hellmich

**COORDINATION:** Susanna Laurencik

**EDITOR:** Alex Stewart

**LAYOUT DESIGN:** Comellink - [comellink.com](http://comellink.com)

**LAYOUT:** Comellink - [comellink.com](http://comellink.com)

**PHOTOS COPYRIGHT:** Here, Renault, Nikola Motor, Scania, D.R.

© 2021 GROUPAUTO International.

All rights reserved.  
Reproduction in whole  
or in part without permission is prohibited.  
Printed by Cifi Laboureur Imprimeur.



## #04 Editor's note

## #06 Member news

Argentina, Belgium, Brazil, Central America, Czech Republic, France, Germany, Italy, The Netherlands, Poland, Russia, Spain, Turkey, UK.

## #18 Industry news

## #26 Featured member

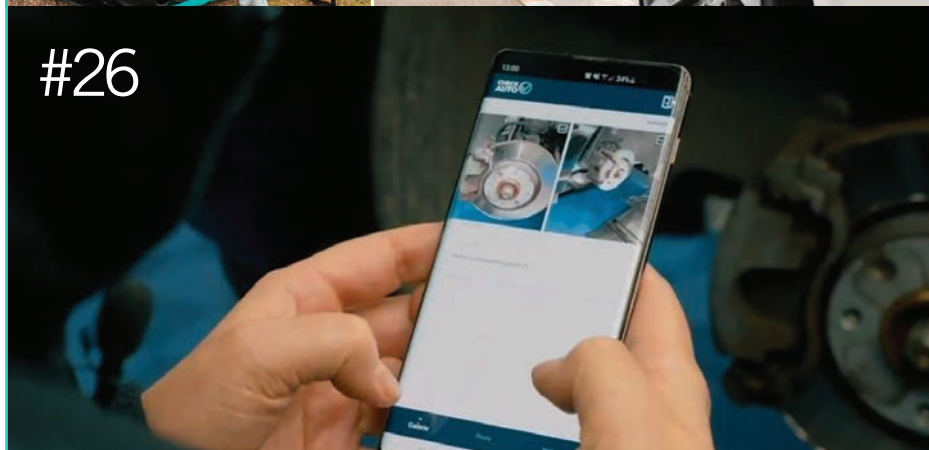
Showroom - France

## #28 In the spotlight

## #30 Featured suppliers

Bilstein Group, Borgwarner, Bosch, Brembo, Clarios, Continental ATE, Contitech, Conti tires, Delphi, Denso, Exide, Gates, GKN, Hella, Herth&Buss, KYB, Liqui Moly, Mahle, Narva, NGK, NRF, NTN-SNR, Osram, Philips, Shell, Valeo, Wolfoil.

## #80 Network contacts



# STRENGTH IN NUMBERS

## Communication and collaboration are the keys to success

As the end of 2020 approaches, it is time to look back, reflect, and take stock of what we have achieved in this most unusual of years. No one could have foreseen what transpired, as the Covid-19 pandemic shut down whole countries, causing great human and economic harm. But this issue of EuroGarage magazine is testament to your resilience, your creativity, and your unmatched commitment to delivering the best service to your customers and support to one another.

It is an irony that a disease that forced so many into isolation has also proved beyond doubt the power of communication, collaboration, and connectivity. As members across the world scrambled to adapt, we have seen an incredible effort to keep workshops open and functioning, to maintain training programs, to keep customers informed and safe, and to support one another in these challenging times. From our Featured Member, Poland, the whole range of responses is clear: intelligent business strategy, community support, and making superb use of digital platforms to stay in touch with customers and colleagues.

Germany took their hugely successful exhibition online, live-streaming sessions. Italy improved its online information platform. Portugal innovatively uses QR codes to ensure customers can still record their experience satisfaction in workshops. And Russia made its BEST GARAGE competition an online event, a mammoth technical undertaking that passed without a hitch.

And we showed we cared – about customers' health and our own. Safety protocols, the provision of PPE, and helping the community get back on the road was another key theme of the year. More than ever before, what has affected us all has shown the power of the network – of how we adapt and change and support one another. As is brilliantly put in GROUPAUTO Central America's entry in this magazine: "Great unity has been demonstrated among this group of companies and that has allowed positive thinking to be the year's protagonist, not the pandemic."

Times have been hard, but they will get better. And we will never lose the lessons of this difficult time: be there for one another, and your customers, and keep communicating, because in unity there is strength.

The whole EuroGarage family wishes you a wonderful new year and looks forward to heading into 2021 with you all!

STRENGTH  
IN NUMBERS

GROUPAUTO



# REFERENCED SUPPLIERS

# MEMBERNEWS



ARGENTINA (44 GARAGES)

## REINFORCING THE PILLARS



Each year, EuroTaller Argentina continues to invest in its two fundamental pillars, marketing and training. And 2021 is no different.

With regards to marketing the network is, as it has been for the last two years, one of the main sponsors of Leonel Pernia. Pernia is one of the most famous motor racing drivers in Argentina, competing in the Turismo Nacional and Turismo Carretera, the two most popular categories of motorsport in the country. During the opening of the 47<sup>th</sup> EuroTaller, in Bahia Blanca, Pernia made an official presentation of his new car at the garage, a Ford Focus that he will be using in 2021 as he hunts for another championship to go with those he won in 2019 and 2020.

The presentation was attended by country's main media and it served to advertise the network's continuous growth in the country. This event was also accompanied by other members of the network under the strictest

Covid security protocols. It is important to note that motorsports are the second most popular sport in Argentina after soccer, especially among garage owners.

On the other hand, and always thinking about the importance of training workshops, on March 31<sup>st</sup>, EuroTaller Argentina presented its exclusive new training program, TECET, which stands for Tecnico EuroTaller. This program was specially developed for EuroTaller Argentina by ITCA, the Instituto Tecnológico de Capacitación Automotriz, one of the most prestigious technical academies in the field.

During 2020, EuroTaller Argentina staff worked with ITCA to plan and develop the training program. This work culminated in ITCA presenting its final proposal for what TECET should be. This consists of a four-year study plan that includes information on every subject that network members and technicians need to be aware of, in order to keep garages trained in the latest technology and increase their professionalisation. The network's mechanics now have available to them one of the best programs in Argentina, covering topics such as electronification of vehicles, electronics, air conditioning, and programming.

The TECET certification runs to an academy format that makes the network very proud. It not only provides the same level of training as that received by employees at automotive companies, but as an exclusive benefit, it gives members an official certificate from an accredited, national university.






**BELGIUM** (2 GARAGES)

## LAUNCH!



GROUPAUTO Belgium and Luxemburg and their members are very proud to announce the official launch of the EUROGARAGE concept. It is now live in the Benelux!

The concept is based on three key pillars: TECH360, which is technical support and training; image and branding; and marketing and sales.

TECH360 is a concept within the garage concept. This unique idea is based around practice on three specific cars, a hotline, a remote system, the Passthru model, and a learning management system. No one else can offer the same level of service.

The concept's image and point-of-sale material make EuroGarage members attractive, recognisable and, above all, professional. This brings in customers and will also help to develop extra business with significant players in the industry with whom GAI is in negotiation.

And last, but not least, EuroGarages will hold major, attractive national summer and winter promotions. There will also be specific regional promotions based on publicity and supported by dedicated websites. In addition, national events will be devised to foster the EuroGarage club spirit.

The first EuroGarage, DM Cars/Nieuwrode, joined up in the middle of March and the target is to have 40 EuroGarages by the end of 2021.




**BRAZIL (82 GARAGES)**

## CELEBRATING MORE THAN 1,500 SALES POINTS



Pitstop EuroGarage has reached another historic mark, passing 1500 sales points in more than 600 cities throughout Brazil. The number shows the success of the associative model that the network put into practice in 2009. In an evaluation by GROUPAUTO in 2019, GROUPAUTO BRAZIL was awarded the best operation in the world among the 62 countries that are part of the group.

Pitstop EuroGarage was developed in Brazil by the Comolatti Group, with the objective of strengthening the Brazilian aftermarket market. It has been a key factor in the maturation of the segment and the improvement of the management and operation of auto-parts stores, grinders, and car repair shops. By becoming an associate, owners now have access to a package of exclusive benefits that cover the different areas of business management. These are divided into five pillars: information, training, technology, commercial and marketing, and financial.

The more-than-1,500 points of sale are made up of 956 stores and 102 garages with the EuroGarage brand; the rest are with the TOPTRUCK brand.

"We created the Pitstop EuroGarage to guarantee the sustained growth of the independent Brazilian aftermarket. It is with great pride that we have collaborated for the

formation of successful companies, been able to remain competitive and offer a quality customer service. To be part of the Pitstop EuroGarage is to evolve", highlighted Paulo Fabiano Navi, director of Pitstop EuroGarage.

"The structure of the Pitstop EuroGarage aims to provide members with knowledge, infrastructure, brand strengthening and favourable commercial conditions, making their business increasingly attractive and competitive. To this end, the network has the support of the main manufacturers of the market", explained Conrado Comolatti Ruivo, Commercial Director of Br Autoparts.

Pitstop EuroGarage is always seeking to innovate and to reinvent processes in the Brazilian aftermarket. This made it a point of reference, with a consolidated brand and associates increasingly prepared to achieve success in such a competitive sector.

"It is very satisfying to follow the growth of the Pitstop EuroGarage. Today, we are celebrating more than 1500 sales points, and we can say that it is the largest associative network in the independent auto-parts replacement market in Brazil, and one of the most representative GROUPAUTO networks in the world", said Sergio Comolatti, president of the Comolatti Group.





## CENTRAL AMERICA (49 GARAGES)

## MAKING HISTORY



On March 11<sup>th</sup>, 2021, and for the first time in history, the EuroTaller Network held the EuroPremium, a virtual gala in conjunction with four countries: Colombia, Panama, Costa Rica and Guatemala.

More than 70 nominated workshops and 16 finalists were part of this important celebration involving suppliers, top quality international distributors, private companies in the automotive sector, and the team in charge of the network's growth and sustainability in Central America and Colombia.

The event was opened by Sandra Álvarez, Director of GROUPAUTO Central America who, with some emotional words, encouraged workshops to remain committed to the delivery of excellent service and adaptation to current changes.

Then, and with the aim of providing important information about the automotive industry's future, two representative figures in the development of the network gave their vision of vehicle technology to the attendees.

Mr. Carlos Calleja, Business Development Manager in GROUPAUTO Iberica, spoke about connected cars, a current reality that continues to expand among major manufacturers. Then, Mr. Robert Stevens, Director of Garage Networks and Telematics of GROUPAUTO International, an expert in telematics with more than 15 years of experience in the industry, spoke about his vision for the development of the independent automotive after-market, especially for Latin America. He emphasised the opportunities that the region has and showed the existing gap with Europe. He highlighted management tools focused on improving the service of the workshops and

exploring opportunities for alliances with fleets, companies, and private vehicles. He stressed the importance of the EuroTaller Network and how support from each member to the customer provides a different and better alternative for the vehicle repair and maintenance.

In addition, GROUPAUTO Central America and GROUPAUTO Colombia recognized workshops that have believed in and been part of the concept of a distribution network for more than five years. A lot of emotion was felt in the studio when the best workshops connected live to express words of gratitude and happiness for their awards. In Panama, the winner was EuroTaller FCG Mecánica. In Costa Rica, EuroTaller Lubrimotors. In Guatemala, EuroTaller ESR and for Colombia, the winner was EuroTaller Autocars.

David Gomez, Director of GROUPAUTO Colombia, gave a closing speech, reinforcing the constant support received by the workshops affiliated to the network, such as technological investments, training, and OE brands portfolio, among others.





## CZECH REPUBLIC (192 GARAGES)

### A HELPING HAND



Despite the pandemic, GROUPAUTO Czechia are still enthusiastic and full of determination to develop and grow the network. Of course, some plans had to be delayed, but most activities were quickly adjusted to fit the current situation. The EURO KONEPT network is still growing. There are currently 198 members, and that means that after three years of the project, the magic figure of 200 is in sight.

Because the business and its activities were not impacted that much by restrictions, EURO KONEPT decided to help where the restrictions had a much bigger effect. So, since 2020, the network has started to sponsor animal shelters and zoos, many of which have been hit by revenue decrease and whose existence is threatened. It does not matter if they need vehicles repaired, money for food, or any other kind of support: EURO KONEPT is happy to share its success with them.

### THE EK RENT PROJECT



There has been a great demand for courtesy vehicles from the EK RENT project. A lot of network members have been renting vehicles, not just for a day or a week, but for longer periods. Because of this, the number of vehicles has been increased, and there are also plans to extend the range of available vehicles to include pick-ups, vans, and light commercial vehicles. Work is also being done to improve the online portal that handles rental, pick-up, and return of vehicles.



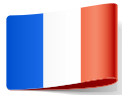
### OTHER NEWS

The network is happy to announce a lot of new contracts with small or mid-sized fleets or repair networks. This includes a very recent cooperation with the PREMIO network, which will bring a strong partnership and lots of opportunities for further cooperation.

Like almost everywhere, member training has shifted online. The whole online system for training has been improved, including equipping training centres with more cameras and better audio systems to provide the best experience possible. Lastly, the annual JM Cup event is still postponed, but is expected to return in 2022.

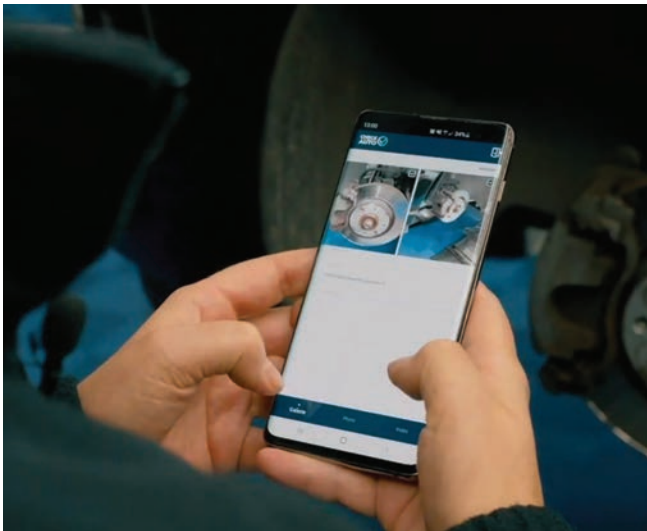






## FRANCE (1250 GARAGES)

Find out how Showroom is opening new avenues for sales in France and celebrate the growing success of Top Garage Classic's thriving Instagram account in our Featured Member Text.





GERMANY (634 GARAGES)

## HAPPY ANNIVERSARY



2021 is an anniversary year for COPARTS, which is 40 years old. That's 40 years of strong performance and powered innovation. Special workshop and trade partner anniversary offers are available throughout the year.

## EXHIBITION UPDATES



The sixth annual PROFI SERVICE DIGITAL exhibition took place in 2021. The exhibition offered a valuable sales and marketing tool aimed at increasing customer loyalty. Industry partners had the opportunity to increase their customers' awareness and buying motivation with a variety of time limited special offers.

In addition, the 2020 PROFI SERVICE TAGE in Göttingen received a facelift due to the ongoing pandemic. PROFI SERVICE TV was created, which allowed industry partners the opportunity to present their products in a specially designed TV studio. Viewers were then able to buy products online or by telephone. A whole media library now exists, with hundreds of videos aimed at providing tips about products and examples of their use.

And PROFI SERVICE TAGE, the trade exhibition planned for November 2021 in Frankfurt, is undergoing a further conceptual development. The most important planning criterion is flexibility, in order to react to sudden possible changes in regulations caused by the pandemic. It is not possible to say whether the exhibition in Frankfurt will take place in its normal form, but the experiences of the PROFI SERVICE DIGITAL and PROFI SERVICE SPEZIAL show that it is possible to create an emotional digital exhibition experience and to promote increased sales.

## CONTRACT EXTENSION

G.A.S.' contract with the German postal service will be extended in the coming years. G.A.S. has worked successfully and closely together with the post for several years, servicing and repairing fleet vehicles, in particular the StreetScooter. The German postal service has the largest fleet in Germany and the largest electric fleet in Europe.

## FIGHTING THE VIRUS

COPARTS secured the exclusive marketing rights within the automotive sector for BactoAttaQ. This product kills 99.99 % of micro-organisms, especially multi-resistant bacteria, and stops the long term and continual growth of bacteria, mould and special viruses (including SARS-CoV-2). The product's efficiency is certified by independent laboratories and its protection lasts for at least one year. The product can be applied with a special damp cloth, allowing for easy use in professional or domestic situations. This means garages can return vehicles to customers bacteria and virus free. In addition, the product can be bought in smaller quantities in the shop.

## BUSINESS ADVICE

Unfortunately, workshops and garages have been hit by the ongoing Corona crisis. Businesses effected have received help through BAFA, the Federal Office of Economics and Export Control. There is currently a simplified procedure for assistance and funding of up to €4000 is possible. The amount is paid directly to consultants and means that the workshop or garage does not have to pay any fees in advance.







ITALY (1320 GARAGES)

## WORKSHOP DIGITALIZATION: INOFFICINA.IT



The last few years in Italy have seen a growing need for customers to access services, reviews, and references for every type of service. Online, people find many answers to their different needs, but it is still difficult to find immediate answers for queries on car repairs and servicing.

Digitalisation does not simply mean having a website, but instead requires the integration of activities and services on the web that provide a real proposition, designed for the driver. This is why GROUPAUTO Italy is investing on InOfficina.it: a new Workshop's Digitalization Project. For GROUPAUTO Italy, the digital workshop means bringing together the needs of the driver and the needs of the workshop.

For drivers, the main emerging needs are visualisation of the services offered, the opportunity to view user reviews, and the display of a star-based workshop classification system. Also helpful are online quotation tools, a booking system for work, reminders before and after servicing, and the opportunity to leave reviews.

For workshops, on the other hand, it means having a single, integrated platform, a digital brand identity, marketing offerings for customers, and Cloud-based data security.

Through the InOfficina.it project, GROUPAUTO Italy also provides several modules, each one representing the meeting point between the needs of the driver and those of the workshop. The Web Platform module is the main module that allow workshops to communicate their services and strengths to potential web customers, to share reviews, and communicate promotions.

The quotation tool allows customers to make appointments online, provides a clear, daily calendar, sends immediate confirmations to customers and related reminders before and after the car service. The car rental and sale module aims to give an online digital window for cars that are for sale. And there is an 'other services' module, which helps with brand naming and identity, as well as G-suite Basic and Pro, and photo and video business support.

InOfficina.it is a real opportunity for workshops that want to invest in their future and in new technologies.



## THE NETHERLANDS (131 GARAGES)

### NEW MEMBERS



Between October 2020 and 1<sup>st</sup> April, 2021 GROUPAUTO Nederland welcomed three new CarXpert members, three new CarXpert Service Partner members, and two new Happy Driver Centre members. This brings the total number of CarXperts in the Netherlands to 90, CarXperts Service Partners to 45 and the number of Happy Driver Centres to six.

The following workshops have joined the CarXpert formula: CarXpert Autoland Drachten; CarXpert Broekhuizen Banden & Autoservice; and CarXpert P. de Jong Auto's.

The following workshops have joined the CarXpert Service Partner formula: CarXpert Service Partner Auto Boertien; CarXpert Service Partner Autobedrijf Nijberg & Atoc; and CarXpert Service Partner Autoservice Doldersum.

The following workshops have joined the Happy Driver Centre formula: Happy Driver Centre Autobedrijf van der Weide; Happy Driver Centre Banden en Autoservice Assen; Happy Driver Centre Dörholt; Happy Driver Centre Garage Boon; Happy Driver Centre Garagebedrijf De Sleutel; and Happy Driver Centre Garagebedrijf Tijssen.

### INDEPENDENT WORKSHOPS



The workshops that joined the Dutch CarXpert and Happy Driver Centre formulas were appointed by different GROUPAUTO wholesalers in the Netherlands. The new CarXpert and Happy Driver Centre members are independent automotive repair shops that specialise in general maintenance for every car type.

CarXpert members receive a variety of technical and marketing support, such as a broad selection of technical training courses, online access to technical data, collective profits, technical support, CarXpert mobility services, and online and offline marketing support and materials.

Happy Driver Centre is a Dutch workplace formula for independent workshops. It offers GROUPAUTO wholesalers a smaller package to help their customers: automotive repair shops and car mechanics that work in the garages.





## POLAND (197 GARAGES)

### NETWORK AUDIT



What factors decide which workshop the customer will choose? Whether the customer comes back or not depends on how they are served. It's also key to support the EuroWarsztat network in this aspect.

That is why, in 2020, the network conducted audits and took a closer look at members' work. The 'TOP 50' rankings, selecting the best of the best in performance, image, and workshops operations, were picked at the beginning of 2021. In each category, there were well-balanced questions that allowed for the evaluation of: customer facilities, customer service, internal and external communication, the image of the workshop, and operational data. This allowed the network

to better determine the needs of each workshop. The results from each category influenced the final workshop audits.

All the conclusions were then shared, and garages strengths and weaknesses discussed. On the GNM portal, each EuroWarsztat workshop can take a detailed look at the results of its audit. This indicates too if network standards are being met and what should be improved. Guidelines are presented that allow for increased working efficiency and improved customer service, both of which should increase customer satisfaction with the workshop's services and thus their revenue. Interesting facts about the entire network are also communicated, with specific tips available on how to benefit fully from being part of the network.

A workshop certification system has also been introduced, thanks to which all audit results are converted into a star rating, with scale from one to five stars. These results are published on the EuroWarsztat website and each workshop received a sticker with their number of stars from the audit, to be displayed in the customer service area.

There are now 195 workshops in the network.



## RUSSIA (49 GARAGES)

### LEVELLING UP

In 2021, GROUPAUTO Russia outlined some very ambitious plans. Exactly one year ago the Group had to switch its educational conferences and "Best Garage" contest to online mode. It is now clear that the format definitely has many benefits: the activities are now more affordable to participants from all over Russia and it is also possible to invite speakers and experts from all over the world; those opportunities were especially valuable in 2020, a year that required extraordinary changes.

This is why the Group has decided to keep the same format for 2021's conferences, but name them differently. "Garage 2021: Level Up" will be an online marathon for the owners and managers of Russian garages, and it will take place in the format that GROUPAUTO Russia had the opportunity to try in December 2020:

The marathon will last three days: April 14<sup>th</sup>, 21<sup>st</sup>, and 28<sup>th</sup>. Each conference date will be dedicated to one specific topic. Day One is "Taxation system and its innovations. Formation of an accounting system, law related questions analysis". Day Two is "Effective ways of communicating with your staff". Day Three is "The trend of garage unionization".

Each day will provide thorough discussions of the topics with experts in the relevant areas. In addition, each day's program will be accompanied by webinars from spare parts suppliers' Technical Specialists, held in additional webinar rooms.

The 2020 experience showed that this format really suits the participants. The next marathons are scheduled for autumn and winter.

Additionally, in April, GROUPAUTO Russia is launching the new season of the "Best Garage 2021" contest. It has already been decided that the first regional stages will be held online. It is hoped, however, that the epidemiological situation will stabilize enough for the Group to have the opportunity to meet all finalists in person, in August, during the National Finale in Moscow.

This year, BOSCH is the General Partner of all of the GROUPAUTO Russia events. BILSTEIN GROUP, DRIV, Garage GURUS, GATES, KYB, LESJÖFORS, and VALEO are the Official Partners. NRF, NTN-SNR, SIDEM, SKF, and WOG are the Official Sponsors.



## SPAIN (996 GARAGES)

### CONTINUED SUCCESS

In 2020, and despite the pandemic's challenges, EuroTaller and Alphabet Fleet Management consolidated their relationship by tripling the number of operations carried out by EuroTaller. And the prospects for 2021 are even better as the network has become AFM's preferred garage network in Spain.

To make this possible, the integration of repair and maintenance (R&M) with Alphabet's systems has been crucial, as has 100% of the network participating in this agreement using the fleet management platform. So how does integration work?

On the one hand, Alphabet has their system entirely integrated into R&M, so they can see all the network garage information and can record any necessary appointments directly on the R&M platform. On the other hand, Alphabet vehicle data is pre-loaded, so R&M internal algorithms and databases allow proper allocation of times and resources.

The garage simply has to input the budget in R&M. In addition, it can access the maintenance history of each vehicle. Thanks to the integration of R&M with Haynes Pro and GT Estimate, repair times and replacement spare parts are automatically allocated, cross-referenced with information from GROUPAUTO's IAM parts. All this is done thanks to R&M's integration with the Armin electronic parts catalogue. This allows for easy location of the equivalent parts available from a GROUPAUTO distributor, with information on availability and prices, and ordering of spare parts with one click and without leaving R&M.

Alphabet has improved its appointment management and its average costs by increasing the use of IAM parts in after-sales operations. Likewise, vehicle immobilization times have also been reduced. There is more agile management of the job, even before the vehicle arrives at the workshop and, by improving the supply of spare parts to the workshop, components can be chosen that have guaranteed availability through R&M.

For their part, GROUPAUTO distributors not only ensure the sale of IAM spare parts, but also gain control and transparency over the repair process. They can access in real time the interventions carried out by their garages under the Alphabet agreement, which is key to assessing customer loyalty. Likewise, the choice of unavailable and erroneous parts is minimized, which means a reduction in returns.

Finally, for the garage, the management of repairs from a single application is more efficient and effective. It is no longer necessary to use three separate platforms to check appointments, pending or authorised operations, or completed and invoiced jobs, or to request additional parts. Full productivity for the garage is also enhanced with the use of GMS, GROUPAUTO's DMS tool, which has R&M integrated. This gives further control over repair workflows, saving time and money.

Therefore, this agreement demonstrates the R&M potential for corporate customer management and loyalty. It also contributes to generating value and facilitating the day-to-day life of Alphabet, as well as that of GROUPAUTO distributors and the EuroTaller network.



## TURKEY (25 GARAGES)

### TECHNOLOGICAL UPDATES

GROUPAUTO Turkey has developed the new EuroMobil Service Management software. It continues to adapt the updated service management and spare parts order programs to the newly commissioned service points. With this renewed system, which connects customer, vehicle, usage information, maintenance and service details, and parts procurement in real time, total customer satisfaction is achieved.

While the new Service Management program provides customers with a unique experience, it also facilitates the service business' processes. It makes it possible to access real-time and up-to-date vehicle and spare parts information.

The new EuroMobil Abarth service centre, opened in Maslak, Istanbul, has started using this up-to-date software. Training and software updates ensured a smooth transition for the centre.

Going forwards, these technology-focused updates will continue to be implemented both at existing service points and newly opened EuroMobil points.







UK (732 GARAGES)

## PROMOTIONS AND MORE

Firstly, in news and updates from 2020, and despite several lockdowns in the UK, 50 new AutoCare garages have been signed up to the network, which means the year ended with an impressive 844 garages on the AutoCare programme. The pandemic continues to have a huge impact on the UK and industries globally, and poses many new and ongoing day-to-day challenges. It seems, however, in the UK at least, that there is some light at the end of the tunnel, with much to look forward to and achieve in 2021. And there will be some exciting developments ahead for the AutoCare Garage Network.

AutoCare have continued to offer training to the network, with a selection of free online training webinars during the first three months of 2021. Some 290 delegates attended. Under normal circumstances AutoCare would only offer classroom/workshop courses, but with lockdowns imposed, it was a positive way to support the members. However, from 1<sup>st</sup> March, 2021, all classroom and workshop courses are now back on the calendar, with garages booking spaces and courses filling up quickly.

The 2021 spring promotion will kick off on 1<sup>st</sup> April and run until 31<sup>st</sup> May. This is slightly earlier than previous years. The aim is to boost sales for the garages during April and May to counteract a decline in business due to the national lockdown in April 2020. In that period, a lot of garages closed due to the MOT extension given to all consumers at the start of the pandemic.



All garages will receive fully personalised leaflets detailing all of the particulars of the promotion, posters to display that will incorporate QR codes for online entries, as well as invoice stickers and a full digital pack for social media channels. In addition, AutoCare will also promote the competition on their own social media platforms.

The promotion gives motorists who have a service, MOT, or repair at an AutoCare garage a chance to win a top prize of a Peugeot 308 or one of 66 runner-up prizes.

To run alongside the promotion, a bespoke advert will run on talkSPORT Radio, promoting the spring campaign. The first advert will be aired on 5<sup>th</sup> April and will run until the end of May, when a new advert will then start, coinciding with the UEFA European Championship; this will run into the middle of July.

A package has also been put together for all network garages, offering them the opportunity to install AutoCare branded EV charging points at their garage premises. The package includes the charger, fully installed, and a site visit by an EV engineer to help with the government funding that is currently available.

All in all, the network is very enthusiastic with what lies ahead and, despite some challenges still to come, stands ready to support its members throughout 2021.



## WORLD PRODUCTION

### GLOBAL AUTO PRODUCTION FALLS BACK TO ITS 2010 LEVEL

With 78 million units, world automobile production fell back to its 2010 level, a decline of 16%. Due to the pandemic, the sector experienced “the worst crisis in its history. 2020 has swept away the growth of the past ten years,” said OICA (Organization of Motor Vehicle Manufacturers) President Fu Bingfeng.

With a drop of 30%, South America suffered the most from this crisis, followed by Europe (-21%) and North America (-20%). Asia, which represents more than half of world production, resisted better with a drop of 10%. China, in particular, “recovered very quickly after being hit hard in early 2020,” noted OICA in a statement. The drop in Chinese factories was indeed limited to 2% over the year. The health crisis of 2020 followed a slight slowing down in 2019, with 92.2 million cars, trucks, and buses produced (-5% over one year). With parts supply issues, especially semiconductors, facing the industry, the first half of 2021 could also show a slower pace.



## WORLD MARKET IN 2020

### GLOBAL VEHICLES SALES FALL 14%

Global vehicles sales fell 14% in 2020 to 77.7 million units. In China, the world's largest market, the acceleration towards new energies has continued. Vehicle sales fell 43% in the first quarter of 2020, before recovering rapidly to end the year down just 4%, or just over 24 million vehicles. The recovery was particularly strong for new energy cars (BEV, PHEV, and FCEV) which drove sales.

In the United States, the market held up relatively well. PC sales fell 15% to 14.5 million units in 2020, bringing

## EUROPEAN MARKET

### TOP FIVE FOR ICE, PHEV AND FEV MARKET

The Peugeot 208 was the great champion of car sales in Europe, a market that dropped 20% in the region's worst February since 2013, as a result of lockdowns and uncertainty in local economies. There were 848,455 units, compared to 1.06 million registered in February 2020. Despite their leadership, the French model also showed a reduction in sales, but a little lower than the market average: 18,375 units were sold, 12% less than a year ago.

In second place was another Peugeot, the 2008, followed by the VW Golf, Toyota Yaris, and Fiat Panda. Among the plug-in hybrids, the first place went to the Volvo XC40, which sold 3,479 cars, a 323% growth over last year. The runner-up also had a significant increase: the Peugeot 3008 grew 120% (2,564 units). The hybrid versions of Renault Captur (third place) and BMW X1 (fourth place) were recently launched. In fifth position was the BMW 3 Series plug-in, with an increase in sales of 60%.

In the ranking of electric models, the highlight was the Tesla Model 3, with 5,405 vehicles, an increase of 55%. This was followed by the Volkswagen ID.3, (recently launched, with 3,557 cars), Renault Zoe (3,547 units, with increase of 45%), Peugeot 208 (3,047, down 13%) and Kia Niro (2,642, up 72%).



sales to their lowest level since 2012. Europe has been the most affected market. Sales contracted by 24%, to less than 12.5 million units, despite a rebound recorded after the first lockdown in spring. This is because of the various additional containment measures taken in European countries at the end of year.

For 2021, sales are expected to rebound 15%, to 14.3 million units, provided that containment measures remain limited in the first quarter and that the supply problems affecting certain materials and components, such as semiconductors, reported by several manufacturers, do not delay production plans. Despite this strong rebound, however, sales will remain 12% below 2019 levels. A return to pre-crisis levels is not expected until 2023.



## EUROPEAN PRODUCTION

**NISSAN QASHQAI WILL BE THE MOST PRODUCED VEHICLE IN 2021**

IHS Markit has unveiled its production forecasts in Europe for the main new models that will appear on the market in 2021 and 2022. Among all these new features, it appears that the Nissan Qashqai will be by far the most produced model on the Europe, combining this year's forecast with that of next year (402,561 units). Behind this SUV, two cars are manufactured in France: the Toyota Yaris Cross (238,726 units) and the third-generation Peugeot 308 (236,265 units).



## BUSINESS

**BUY A TESLA WITH BITCOIN**

Tesla has innovated, giving customers the opportunity to pay for their vehicle order in Bitcoin rather than dollars. The American brand promises that this diversification of payment methods will soon go beyond the borders of the United States. It should be a first in the automotive world and was promised last February without setting a timetable. Elon Musk invested \$1.5 billion in Bitcoin last February, bringing to some \$5 billion his reserve amount, split between his personal fortune and the holdings of Tesla and SpaceX.

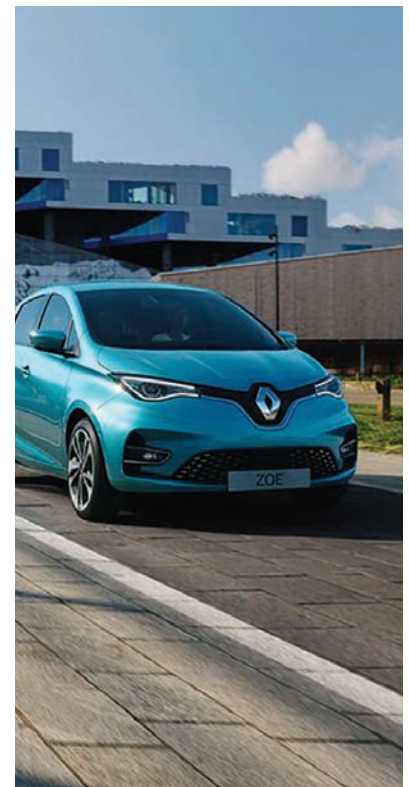


## EUROPEAN EV MARKET

**EVs REPRESENT 9.6% MARKET SHARE IN 2020**

In 2020, sales of electric cars in Europe doubled to 1.1 million units, according to a study published by the French organization IFP Energies Nouvelles. EVs now represent a 9.6% market share. With a fleet of 2.8 million vehicles, Europe is the world's second largest electric vehicle market after China, which has 4.4 million.

With more than 98,000 units sold, the Renault Zoe was the best-selling 100% electric model in Europe in 2020, followed by the Tesla Model 3 (79,000) and the very recent Volkswagen ID.3 (51,000). By country, Germany leads the sales of electric vehicles in Europe, with some 350,000 units sold last year, followed by France (181,526) and the United Kingdom (175,000).



## EV BATTERIES

## COMMON STRATEGY FOR FRANCE AND GERMANY

French and German Economic Ministers have signed an accord in which they stress the importance of developing a European battery industry. By 2025, the ambition is to be able to equip up to seven million electric vehicles per year. By 2020, the number of electric vehicles on European roads had doubled to more than two million. The EU's goal of creating one public charging point for every ten electric cars is approaching. Europe needs to accelerate in four areas: regulation, securing its supply of raw materials, recycling, and training. The industrial sector estimates that up to 800,000 jobs will be vacant by 2025.



## EV SURVEY

## HOW IS THE ELECTRIC CAR PERCEIVED?

According to a study published by Continental in five countries (France, Germany, Japan, China, and USA), electric cars are still struggling to appeal to motorists. Germans are the most resistant to the adoption of the all-electric vehicle for their personal travel (59%), ahead of the French (57%). Only China seems ready for this change, with only 12% resistant to it.

The brakes on the adoption of electric mobility remain numerous and, here too, there is a French peculiarity. France is the only country where the price of electric vehicles, still high compared to thermal, is the first sticking point invoked (by 55% of respondents). All other countries surveyed cite the lack of charging stations as the main barrier, with price the least relevant issue. The number of charging stations is second in France (49%) and remains a major concern. The range of electric vehicles compared to conventional vehicles also appear to be a major drawback in Germany (57%), the USA (44%) China (59%). This issue is ranked last in France (28%) Japan (14%).



## EV READY?

## MOVES TOWARDS SMALLER VEHICLES

After the premium market for electric and hybrid models above €40,000, car manufacturers are starting to electrify their small vehicles to appeal to the tightest budgets in Europe. "Tesla's strategy, starting with the high end, was common sense: it's the only way to finance the cost of sufficient autonomy. With the mid-range Zoe, Renault has gone in a radical opposite direction, which has proved to be less profitable," explained Eric Kirstetter of the Roland Berger consultancy. But as the cost of batteries drops, and the market converts to electric, "all the major manufacturers now have an electrification plan for the mid-range, with hybrids for long distances and pure electric for smaller distances," said Kirstetter.

At the entry level, the equation is more complex: the electric transmission chain costs on average €7,000 more than its thermal equivalent, which is almost the selling price of these small cars. Manufacturers must therefore offer different technologies. Sedans and recreational vehicles require the most efficient batteries, while city dwellers can cope with a range of 150km, found in Smart models, or 300km, like the new Dacia Spring.



## EV BENEFITS

## EV IS GOOD FOR THE PLANET

"Electric cars are much less greedy for raw materials than thermal cars, especially if their batteries are properly recycled," according to analysis by the European Transport & Environment NGO. An electric car recharged with renewable energy would need 58% less energy than a thermal car over its entire life cycle. Some 60% of the energy consumed by the electric car is used to recharge it, while 23% accounts for the manufacture of the battery, 11% for the manufacture of the rest of the vehicle, and 7% for the production of wind turbines and solar panels.

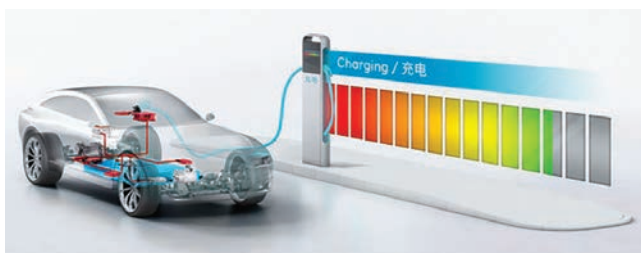
In the case of a combustion engine car, 77% of the energy is burned in the form of fuel and 18% is used for fuel extraction, refinement, and the transportation of petroleum. An electric car battery is made up of around 160kg of metals, a large part of which is graphite, aluminium and nickel, in parts that decrease with newer batteries. With improved recycling technologies, only 30kg would remain difficult to reuse, according to the NGO.



## EV AND CONSUMERS

## HELPING CONSUMERS IDENTIFY THE RIGHT RECHARGING OPTION WITH STANDARDIZED LABELS

A new harmonized set of labels for electric vehicles and charging stations will begin to be used throughout Europe as of March this year, in line with the requirements of the EU Directive on the deployment of alternative fuels infrastructure. As well as appearing on charging stations, the labels will be placed on all newly-produced electric cars, vans, trucks, buses, coaches, mopeds, motorcycles, tricycles, and quadricycles, in a clear and visible manner. The aim is to help consumers identify the right recharging option for their battery electric and plug-in hybrid-electric vehicles by harmonizing labelling across the entire EU. In order to assist both consumers and the operators of charging points to understand these new labels, a coalition of European vehicle manufacturers, charging infrastructure operators, and the electricity industry have published informative brochures.



## FUELS

## DIESEL THE MOST POPULAR FUEL FOR LCVs

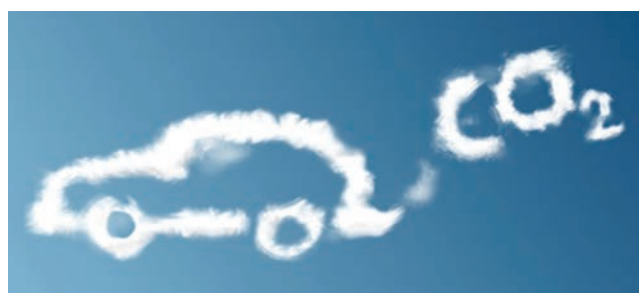
In 2020, diesel remained the most popular fuel for new light commercial vehicles in the European Union, accounting for 92.4% of the V.U.L. market, according to a report from Acea. Although the coronavirus pandemic adversely affected the overall performance of the European market, sales of electric and hybrid charging vans increased last year. Electric charging vehicles accounted for 2% of V.U.L.'s total sales in the region, compared to 1.3% in 2019. Hybrid models accounted for 0.9% of the market, compared to 0.3% the previous year.



## CO2 TARGETS

## CAR MAKERS OPEN TO HIGHER CO<sup>2</sup> TARGETS, IF MATCHING INFRASTRUCTURE RAMPS-UP ACROSS THE EU

The EU automobile industry is open to higher CO<sup>2</sup> reduction targets for cars in 2030, provided that they are directly linked to binding commitments from member states to roll out the required charging points and hydrogen stations. CEOs of Europe's leading car makers agreed this during a recent Board meeting of the European Automobile Manufacturers' Association (ACEA).



## HYDROGEN

## TOYOTA MARKETS FULL CELL MODULES TO COMPETITORS

To promote hydrogen, Toyota plans to market ready-to-use fuel cell modules to other vehicle manufacturers. The Japanese manufacturer has just developed a compact module integrating the various elements of a fuel cell and plans to market this "kit" from spring 2021. Toyota wishes to facilitate access to this technology to the greatest number of manufacturers, in particular to companies which work on it for all kinds of applications (heavy goods vehicles, buses, trains and ships running on hydrogen or stationary generators). The 'hydrogen pack' brings together in a single compact module the elements of the second generation Mirai's heat pump system, as well as the components managing air supply, hydrogen, cooling, and power control. This new module is available in four models. There are two types, one vertical (Type I), the other horizontal (Type II), and two powers to choose from, 60kW or 80kW.



## TIRES

## NEW LABEL FOR TIRE MARKETS

Tire labelling in Europe is changing to be more precise and take into account more criteria from May 2021. The use of a QR code is envisaged to allow labels to be scanned by smartphones and the aim is to make labels more precise and readable. In addition to the current information, such labels will include details on performance in snow and icy conditions. Additionally, data on durability (mileage) and abrasion resistance should appear. The purpose of the abrasion measurement is to better control the rubber particles released by the tires when driving. This is "another important concern with regard to the environment," says the EU Commission. Noise level data, which is important with electric cars, has also been revised, and will be accompanied by the values A, B or C. By scanning the QR Code, a tire's "identity card" will be available on any smartphone.



## BRAZIL

## SALES FALL MORE IN MARCH, BUT FIAT STRADA LEADS

With 87,000 light vehicle registrations in 11 business days, there was a drop of 22.3% over the same period in 2020. In the first half of March, 87,175 light vehicles were registered. Fiat maintained a good sales pace with

## TIRES

## GOODYEAR BUY COOPER

The American manufacturer Goodyear plans to buy its competitor Cooper Tires in order to strengthen its position. The transaction values Cooper at \$2.8 billion and has been accepted by the latter's board of directors. It is due to be finalized in the second half of the year. Goodyear employs approximately 62,000 people, six times more than Cooper, which occupies fifth position in the American market.



## ARGENTINA

## ARGENTINA ABOLISHES VEHICLE EXPORT TAX TO MARKETS OUTSIDE MERCOSUR

The Argentine government has reduced the export tax from 5% to 0% for vehicles produced in Argentina and exported to markets outside Mercosur. The goal of Argentina's auto industry is now to double its exports over the next five years and to substantially increase its workforce. According to figures published by Adefa (the Association of Automobile Manufacturers in Argentina), automakers based in Argentina sell more than 50% of their production abroad, in 35 countries on five continents. The automotive industry accounts for 6.6% of the country's industrial GDP.

20,795 units and a 23.8% share. Volkswagen was in second position with 15,750 license plates and a 18% share, while GM went down to third place with 12,494 cars sold, 14.3% of the total for the period.

Italian brand Fiat has four cars among the ten best sellers, with the Strada in first, Mobi in fourth, Toro in sixth and Argo in seventh; meanwhile, the Fiat Uno fell to 12<sup>th</sup> place.



## CHILE

## A BRAND-NEW RECYCLING PLANT FOR MICHELIN

Michelin will begin construction of its first tire recycling plant. The French manufacturer has partnered with a Swedish company, Enviro, which has developed a patented technology to recover carbon black, pyrolysis oil, steel, and gas from used tires. Located in Chile, this plant will eventually be able to recycle 30,000 tonnes of civil engineering tires, which represents 60% of end-of-life tires used in this country. The investment is \$30 million or €25 million, and the start of production will be operational within two years. Collected directly from the customer's site, tires will be brought to the factory to be cut and then recycled. Enviro technology will allow the recovery of 100% of end-of-life tires. Some 90% of regenerated materials will be reintegrated into several types of rubber-based production such as tires, conveyor belts, or anti-vibration products. The remaining 10% will be recovered as energy, used directly for the operation of the plant.



## GERMANY

## POSSIBLE PRICE INCREASES FOR USED CARS

The Federal Association of Independent Motor Vehicle Dealers (BvfK) addressed the Federal Council and criticized the planned changes to warranty law as part of the implementation of the EU sales directive merchandise. "The changes are disproportionately disadvantageous and unacceptable for the motor vehicle trade," Bvfk said in a statement. If the bill becomes law, the dealership association expects used car prices to rise. "These more stringent requirements for the used car trade can only be met if the considerable additional costs are included in the business calculation. With a significant expansion of entrepreneurial bonds, expect a price increase of 10% to 20%," said Ansgar Klein, chairman of Bvfk.



## GERMANY

## GERMAN MINISTER OF TRANSPORT WOULD LIKE TO BAN THERMAL ENGINES USING FOSSIL FUELS BY 2035

According to German Transport Minister Andreas Scheuer, only cars with internal combustion engines running on synthetic fuels should be in circulation from 2035 in Germany. The conventional combustion engine, which is powered by fossil fuels such as gasoline and diesel, is expected to be phased out over the next 15 years. The minister also reaffirmed his opposition to the draft Euro 7 standard that the European Commission is due to present at the end of this year. "We should focus on existing emissions regulations and not have a debate on even stricter requirements," said Scheuer in a German newspaper.



## GERMANY

## GOOD TURNOVER FOR AFTER SALES MARKET

Despite the closing of dealerships in the spring and at the end of the year, and a significantly lower workshop capacity utilization, the turnover of the automotive trade and repair sector in Germany declined little in 2020. It amounted to €184.8 billion, a decrease of 0.7% from the previous year. The average corporate margin fell 0.1 point to 1.2%. However, results have varied depending on the sector. New car sales fell 14.4% to €62.86 billion, while used car sales rose 14.8% to just under €62.58 billion. Trade in new commercial vehicles fell 14.3% to €7.6 billion, while that of used commercial vehicles rose 2.1% to €4.57 billion. Maintenance and repair turnover fell 8.3% to €27.54 billion.



## NORWAY

## FIRST EV MARKET IN EUROPE

New car registrations in Norway rose 7.7% in January to 10,301 units. Electric models, which accounted for two-thirds of registrations in December, grabbed 53% of the market last month. The Toyota RAV4 was the best-selling model in January (with 812 units), followed by the Audi e-tron, the Volvo XC40, and the Peugeot 2008.



## RUSSIA

## THE RUSSIAN AUTOMOTIVE MARKET RANKED FOURTH IN EUROPE IN FEBRUARY

The car market in Russia, which showed slight growth in February to 113,000 units, has retained fourth place in the ranking of the largest European car markets. Germany remains the leader, with 194,349 cars sold (-19%), followed by Italy, with 142,998 cars (-12.3%) and France (132,637, -20.9%). Spain completed the top five of European passenger car markets in February, with 58,279 cars sold (-38.4%).



## SOUTH KOREA

## BACK TO FIFTH PLACE

South Korea regained its place as the world's fifth-largest automaker last year, five years after losing the rank to India, according to a recent report from the Korean Manufacturers' Association (KAMA). According to the organization, South Korea manufactured 3.5 million cars in 2020. While the volume is down 11.2% from the 3.96 million vehicles manufactured in 2019, which had placed the country in seventh place globally, the decline was smaller than in other countries.

The top four auto-producing countries all saw production contract over the past year, but there has been no change of place in the rankings. China remains in the lead (with production down 2%), followed by the United States (-19%), Japan (-16.7%) and Germany (-24.7%). "The resumption of fifth place by South Korea is a consequence of the setbacks India and Mexico have encountered in their auto production," KAMA said. The two countries, which placed fifth and sixth in 2019, saw output decline 24.9% and 21.2% respectively. In 2020, China accounted for 32.2% of global automotive production (+4.4 points) and South Korea 4.5% (+0.2 points), according to data from KAMA.

## MARKETING

## NEW LOGOS FOR RENAULT AND PEUGEOT

Renault has unveiled its new logo, which appeared in a new Zoe TV ad. At the end of the advert, an animation draws the new logo. This new logo is reminiscent of the one drawn by Vaserey, present on the models marketed between 1972 and 1992. At the same time, Peugeot unveiled its new logo, a coat of arms adorned with a magnificent lion's head. Since 1850, Peugeot has had ten successive logos, all of them featuring the lion emblem. Today an eleventh version, "even racier, more qualitative, and more elegant", has been created by the palette of Peugeot Design Lab, the Global Brand Design studio of the Peugeot brand. Launched in 2010, the current logo had to evolve to echo the brand's move upmarket.





## SPAIN

## VEHICLE PRODUCTION FALLS

Vehicle production in Spain fell 17.3% in February, to 217,065 units, due to falling demand and the shortage of microchips, which is affecting the global automotive industry. ANAFC (the Spanish Association of Automobile Manufacturers) added that production fell 13.4% over two months to 435,266 units. The sharp declines recorded in markets such as France (-21%), the United Kingdom (-35.5%) or Portugal (-59%) were “decisive” in this decline in activity in Spain, as well as the situation of the domestic market, which fell by 44.6% in February.



## INDUSTRIES

PSA, RENAULT, MICHELIN, AND VALEO  
AMONG THE TOP PATENT FILINGS IN EUROPE

The European Patent Office (EPO) has published its Patent Index 2020 barometer, which identifies the number of patent filings. France stands out for innovation, despite the health crisis. With 1016 patent applications, the mobility sector remains the main most innovative technological field in France. The automobile industry is driving this dynamic, and four French companies have climbed into the top 25 for innovation in transport at the EPO: the PSA group in 10<sup>th</sup> place; Michelin in 12<sup>th</sup> place; Renault in 13<sup>th</sup> place; and Valeo in 16<sup>th</sup> place. EPO registered a total of 180,250 European patent applications in 2020, a slight decrease of 0.7% compared to 2019. With 10,554 applications, France retains its second place in the ranking of the most innovative European countries, behind Germany (25,954 requests). Yet in the midst of a health crisis, along with Italy and Finland, France is one of the rare exceptions to see an increase in patent applications of 3.1%.



## ANNIVERSARY

DAIMLER  
PRODUCES ITS  
50,000,000<sup>TH</sup> CAR

Mercedes has made fifty million cars in seventy-five years. The fifty millionth car in Daimler's car division, a Mercedes-Maybach S-Class, has been produced at the Sindelfingen site in Germany, the German automaker announced on February 12<sup>th</sup>. “50 million vehicles produced is an important milestone in the history of our company and a remarkable team result,” said Jörg Burzer, Mercedes' production manager.

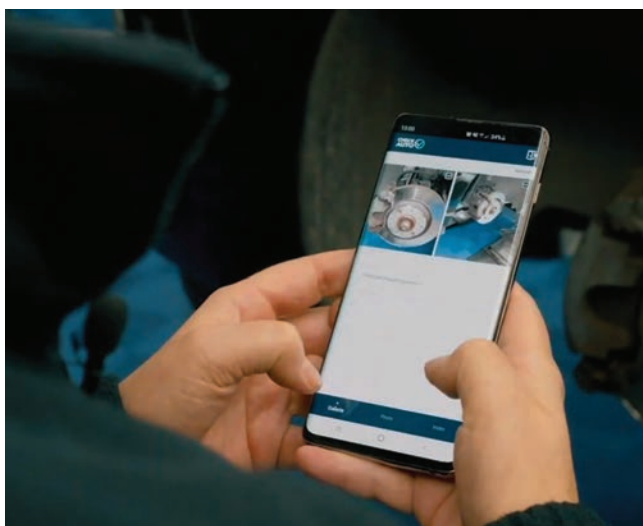


## TECHNOLOGY

AUTOMOTIVE  
DRIVE LEVEL 3

Honda plans to sell around 100 Legend sedans equipped with Level 3 “Traffic Jam Pilot” autonomous driving technology, which allows the driver to watch movies or use on-screen navigation in traffic jams, helping to alleviate fatigue and stress. The manufacturer has emphasised that this first contingent of 100 vehicles is an important step towards its goal of becoming the first manufacturer to mass-produce a car equipped with level-3 autonomous technology. The Legend's “Traffic Jam Pilot” system can control acceleration, braking, and steering under certain conditions. It can also alert the driver to react to unusual vibrations on their seat belt, for example. And if the driver does not respond, the system will initiate an emergency stop by decelerating and then stopping the vehicle, while alerting surrounding cars with hazard lights and a horn.

## SHOWROOM



Top Garage is continuing to innovate to help its garages grow. To this end, it has launched a new label and associated digital platform: Showroom. Showroom is dedicated to the sale of new and used vehicles in the network. Always attentive to the needs of its members, Top Garage is proud of this initiative, which is unprecedented in the automotive aftermarket market and offers the first independent multi-brand sales platform for new and used vehicles.

Behind this launch, Top Garage has two objectives: the first is to help garages diversify their activities by offering an additional new and used vehicles sales service, and the second is to facilitate the recruitment of new members. This last element is particularly important. Indeed, Top Garage attracts many former agents of French brands, who often fear losing their car sales business by joining a network. From now on, with Showroom and its turnkey platform selling new and used vehicles, this fear is alleviated.

On Showroom, all brand members will find a variety of services to support them on a daily basis in this activity: sourcing new vehicles,

financing tools, sourcing used vehicles (between the ages of one to 10 years and up to 150,000 km on the clock), warranty, and the recovery of used vehicles. And with just a few clicks members get answers to all their questions and can access services that save them time.

### Check Auto

Check Auto is a smartphone application that allows for the remote sending of repair orders with photos and videos and the receipt of customer signatures. How does it work? Very simply! During the inspection of the vehicle, in the event of an unidentified failure during reception at the workshop, the repairer will be able to film and photograph the parts concerned to highlight the necessary maintenance or repair operations. Then, an estimate of the work is made, including the client's original request, as well as suggestions for additional interventions. This is all filmed and photographed. The quote is then sent by e-mail to the client, who decides what work to undertake.







For customers, this system strengthens the trust between the motorist and the workshop, incorporating greater transparency. With Check Auto, as a consumer, the quote with video and photo support is much clearer. For repairers, CheckAuto represents three major advantage. The receipt of customer signatures for quotes creates a legal framework, the absence of which can create disputes. Selling additional services with videos and photos means the customer better understand the importance of any additional work required. And there is increased traceability of exchanges between the workshop and customers.

### Top Garage Classic on Instagram

Promoting the expertise of the Top Garage Classic network and increasing its notoriety: these are the ambitions of the Top Garage Classic Instagram account. The account, which now has nearly 3,000 subscribers, mostly passionate collectors and amateurs or repairers, shows before and after repair photos, vintage car races, competitions, and highlights of the new godfather of Top Garage Top Body, Gregory Galiffi.

Updated two to three times a week with posts or ephemeral stories, the Top Garage Classic account is distinguished by the visual quality of the images posted, which is essential to succeed on this growing social network. The commitment of subscribers is also remarkable: the engagement rate, which is number of likes or comments on posted images, is almost 13%, making the account one of the most dynamic in the industry. Finally, real-time responses allow for the development real engagement with the community.

Of course, the Top Garage Classic team's intention with this account is to make new repairers of classic cars want to join the first network dedicated to vintage cars in France.

Fancy an escape and photos of unforgettable vintage cars? See you on: <https://www.instagram.com/topgarageclassic/?hl=fr>

This presence on Instagram is also complementary to the actions carried out on Facebook for the Top Garage/Top Carrosserie brand, which now has 40,000 subscribers.

<https://www.facebook.com/TopGarage.TopCarrosserie/>



# IN THE SPOTLIGHT

## PARTNERING FOR SUCCESS THE FUTURE OF THE AFTERMARKET

Robert Stevens – Director of Garage Networks & Technology



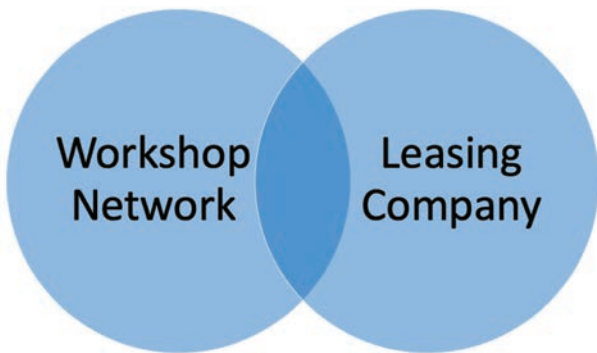
A workshop network is simply a group of individual workshops that choose to join together for a common purpose. That purpose is usually to gain access to resources that might not be available to the workshops individually. These resources might be related to publicity, training, technical resources, purchasing terms, or potential customers.

I assume that if you are reading this article you are either a distributor or workshop who is associated with the EuroGarage Network, a supplier to the EuroGarage Network, or a customer of the EuroGarage Network. If this is correct, then you probably already understand the value of a network like EuroGarage. Because of this, I would instead like to talk about the value of partnerships beyond the EuroGarage Network.

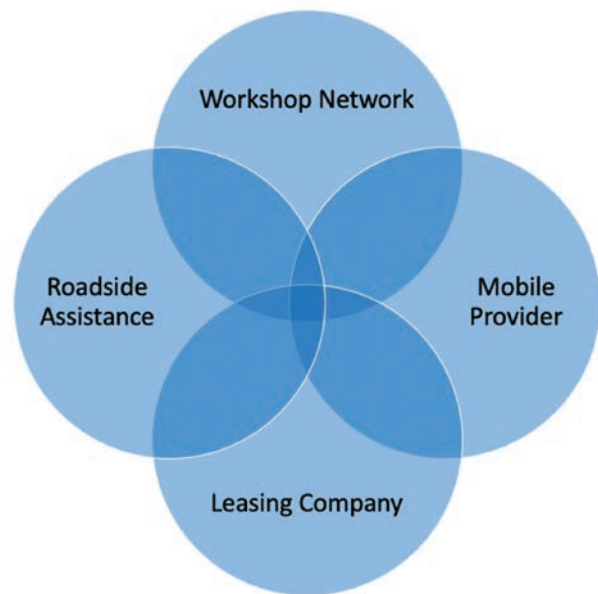


Due to changes in the vehicle services industry, the future of the aftermarket depends on networks, systems, and partnerships. We have our workshop networks, although I would like them continue to grow in number and coverage. We have our systems, which I have discussed in previous articles, that support workshop information, fleet services, live vehicle data, parts information, and more. The next key piece to our future is partnerships.

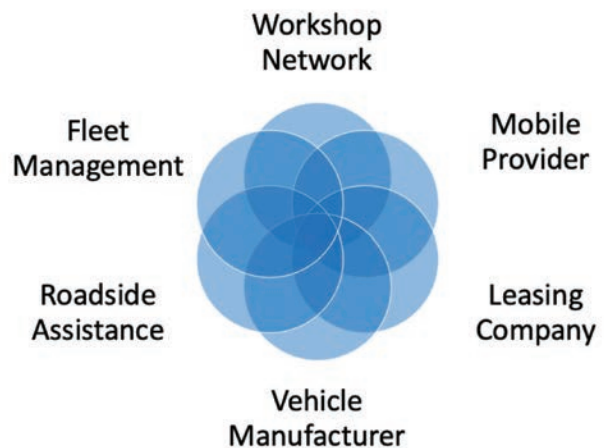
Of course, we currently have a number partnerships with parts suppliers and fleet operators, but I am talking about a new kind of partnership. These new partnerships would be based on common customers outside of vehicle repair and maintenance services. For example, we currently provide repair and maintenance services to leasing companies.



But if the driver of that leasing company vehicle was also a common customer with additional partners, such as a mobile provider and a roadside assistance company, then all four of these partners could work together to provide a higher level of service to our common customer.



As the number of partners with a common customer increases, the value of the service provided by these partners to their customers increases.



It is this type of common-customer partnership that GROUPAUTO is working to establish to support our networks, because this type of partnership can deliver one of those key resources for network members: potential customers.

GROUPAUTO greatly values the workshops in our EuroGarage Network, and exploring potential common-customer partnerships is one of the ways we are working to support our networks. If we all work together, we can succeed in this new future for the aftermarket.

# FEATURED SUPPLIERS



## Bosch Multi Adapter Rear: Less short codes, high vehicle coverage

Quick identification of the right wiper blade and more space on the shelf:  
6 new short codes substitute 19 former ones



Bosch Aerotwin rear wiper blade with Multi Adapter Rear

Under bad weather conditions, a clear rear view is indispensable as well. For a very good view and high safety, Bosch thus complemented its range by the Aerotwin rear wiper blade with Multi Adapter Rear.

### BOSCH MULTI ADAPTER REAR

Bosch specifically designed the new Multi Adapter Rear for Aerotwin rear wiper blades. As these wiper blades come with a modular adapter system, 6 new short codes cover the same range of vehicles as 19 short codes did so far.

As a result, the new Bosch Multi Adapter Rear eases stock keeping and leaves more shelf space – at wholesalers, retailers and workshops alike.

### HIGH QUALITY INCREASES SAFETY

Aerotwin wiper blades with Multi Adapter Rear come with PPP wiper blade technology and patented coating. They ensure outstanding wiping performance – even under extreme weather conditions. With their wear-resistant wiper blade edge, these rear wiper blades provide a high degree of safety and feature a long service life.

### INSTALLATION VIA 1-2-3 PRINCIPLE

Three steps to install Aerotwin wiper blades with Multi Adapter Rear:

1. Choose the right adapter out of 4!
2. Clip it onto the base adapter!
3. Fit the wiper blade – ready to go!



Multi Adapter Rear – modular system consisting of Aerotwin Rear and 4 adapters

### Installation video

The QR code on the packaging will take you to an installation video clearly showing the wiper blade installation.







**BOSCH**

Invented for life

# Driven by **CLARITY**



## Clear rear view: Bosch rear wiper blades

In bad weather, it is also essential to have a clear view to the rear. Rear wipers from Bosch impress with their outstanding wiping performance and long service life. The range offers specific solutions for almost all vehicles, consisting of Bosch Aerotwin flat wiper blades, design plastic wipers or metal frame wipers.

[boschwiperblades.com](http://boschwiperblades.com)

**What drives you,  
drives us**



# 5 STEPS FOR A SAFE CHECK-UP OF BRAKES



Spring has begun and with her also the possibility of returning to summer tires, as indicated by law. The tire change is the ideal time to have your brakes checked.

## FIRST STEP: THE GENERAL CHECK

If you do not hear vibrations or suspicious noises, which lead you to run to the mechanic, you can have your braking system checked every 15,000 / 20,000 Km to avoid the risk of suddenly finding yourself in dangerous conditions.

The **tire change** is the **ideal time** to have your car checked and to check that the brake system is also in excellent conditions. And to intervene promptly in case there was some parts to be replaced.

During the winter, your car and its components are severely tested by snow, ice, rain, salt and cold.

## SECOND STEP: THE PADS

The brake pads are in good condition until they reach what is called the **minimum thickness** in jargon, that is the minimum thickness beyond which they will no longer be able to perform their task correctly.

Brake pads are normally equipped with a **wear indicator** that indicates

when to replace. Depending on the type of braking system adopted, it is possible to have an electrical or acoustic wear indicator.

The Brembo brake pads guarantee a **very small braking distance** and excellent **driving comfort**, thanks to the Brembo multi-layer ESE shim (Elastomer – Steel – Elastomer) which minimizes noise and vibrations.

## THIRD STEP: THE DISCS

Even the brake discs must be replaced when they reach their **minimum thickness**.

Measurements should be taken with a gauge in at least 4 different points of the disc. The lowest value should be used as reference for the entire disc.

This value should be compared with the number etched on the disc and indicated with "MIN TH". If the measurement taken shows values below the MIN TH, the disc must be replaced. Most importantly, it should be noted that **discs must be replaced on both sides** even if only one of the pair proves to be below the minimum wear level.

Brembo brake discs are painted with **UV technology**, very

resistant to corrosion and with **reduced environmental impact**, without forgetting the pleasant aesthetic effect.

And for true enthusiasts, the **Xtra** and **Max** discs are brilliant in every braking situation. The holes and grooves combine the attractive aesthetic **look** with **brilliant** and efficient **performance** in any braking conditions.

## FOURTH STEP: THE BRAKE FLUID

Brake fluid is essential for the whole system to be well lubricated. Its presence ensures correct braking distance and protects you from any dangers.

On the contrary, if the fluid is low and exhausted it could generate the feared **vapor lock**, that is, the dangerous overheating of the system with the consequent impossibility of braking in an adequate space.

The car would slip with serious consequences for you, the other cars and any pedestrians.

Brembo Premium brake fluids have **reduced viscosity** and **high boiling point**, thus offering **superior resistance** to the vapor lock and ensuring braking efficiency even at low temperatures.

With high **anti-corrosion properties** and resistance to oxidation, Brembo brake fluid also allows for long-term unaltered chemical/physical characteristics of the fluid in operating circuit; therefore, preserving its integrity.



## FIFTH STEP: THE CALIPERS

The calipers, unlike the other components of the brake system, do not damage or break due to friction, but due to normal wear or accidental causes.

If you live where the **weather conditions** are very harsh, the life expectancy of the calipers is lowering: snow, frost, salt and chemical agents act, in fact, negatively on them.

Brembo remanufactured calipers are designed to offer you **maximum performance** in all driving conditions and, thanks to their robustness, **exceptional durability**.

Designed to provide the **same performances** of new brake calipers, the Brembo remanufactured calipers **respect the environment**.

The remanufacturing process includes three different phases. After undergoing an inspection, the calipers are marked with an incision to indicate the regeneration, so that they are not subjected to future remanufacturing. They are supplied ready for assembly.







[bremboparts.com](http://bremboparts.com)

OUR PRIORITY IS MAKING ALL DRIVERS  
OUR PRIORITY IS MAKING ALL DRIVERS  
OUR PRIORITY IS MAKING ALL DRIVERS



## EVERY CAR DESERVES BREMBO

### Champion safety

Drive like a champion, in optimum comfort, thanks to the Xtra brake pads, and drilled or grooved discs. Our brake pads adapt perfectly to Xtra and Max discs to guarantee the best braking performance for everyday driving. Choose from our complete range of ECE R90 certified components.



VARTA® PARTNER PORTAL

## THE ROLE OF 12 VOLT BATTERIES IN ELECTRIC VEHICLES



**When the main battery of an electric car fails, the 12 Volt battery steps in to support the electrical consumers and systems.**

### The role of lead-acid batteries in electric vehicles

Have you ever wondered what happens when the lithium-ion battery in a modern electric or hybrid electric vehicle stops working? Look under the bonnet and you will find your answer. Alongside the high voltage lithium-ion traction battery you might find a second one: A 12 Volt battery acting as a second power source to ensure the uninterrupted function of safety critical systems, in case of a traction battery failure, but also key off-loads like the central locking system.



Car drivers today find that more and more comfort and safety features like lane assist, front assist or the proactive occupant protection are handled by onboard smart systems. The same goes for the majority of the car's monitoring functions which are also operated by automatic control systems. This in turn increases the need for a reliable, high-performance power supply. VARTA Silver Dynamic AGM and Blue Dynamic EFB batteries have proven their reliability in this regard for years, making them the perfect companion in supporting the 12 Volt electrical system of electric or hybrid electric vehicles.

### Old but not old-fashioned

Lithium-ion batteries are considered the successor for lead-acid technology when it comes to the drivetrain of electric or hybrid electric vehicles. However, they are not as inherently robust as other rechargeable technologies and require continuous monitoring. Lithium-ion cells need protection from being overcharged and deep discharge. Additionally, they need to have the voltage maintained within safe limits, making a special protection circuitry mandatory. A further aspect of the protection circuitry is that the cell temperature needs to be monitored to detect and avoid critical malfunctions.

This is where already proven solutions like AGM and EFB play to their strengths. They step in when the high voltage battery fails or switches off, to lock and unlock the car and also serve as an additional power supply to buffer the electrical system. They ensure that important safety functions such as ABS and ESP are working at all times. AGM and EFB batteries are far from being obsolete. Their construction and behavior as well as their lack of electronics make them a reliable and robust power source.

The VARTA 12 Volt battery portfolio is ready to support both today's as well as future electric vehicles. They have sufficient spare capacity to reliably supply future consumers too. Our VARTA batteries deliver energy for crucial safety systems, comfort features and fuel-saving functions. Today and tomorrow.

Learn more about the VARTA products here:  
<https://www.varta-automotive.com/en-gb/products>

### Clarios

Am Leineufer 51 · 30419 Hannover · Germany  
[www.varta-automotive.com](http://www.varta-automotive.com)



# VARTA® AGM THE ORIGINAL.



**MADE  
IN  
GERMANY**



- ▶ The OE spare part for start-stop vehicles and highly equipped cars
- ▶ 7 out of 10 newly manufactured AGM Start-Stop vehicles come with a VARTA
- ▶ Best solution for the aftermarket to offer 1 : 1 replacement

[www.varta-automotive.com/en-gb/agm](http://www.varta-automotive.com/en-gb/agm)

The VARTA® Partner Portal saves workshops valuable time and supports them to provide an effective and accurate battery service. **Register now for free!**



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®**

CLARIOS



# NEW BRAND, PROVEN QUALITY – VDO TO BECOME CONTINENTAL IN THE PASSENGER CAR AFTERMARKET

Packaging artist Christo (1935–2020) once said, “Packaging is a promise”. Others may think that the content is more important than the packaging – especially if the external packaging has been changed. Such a change is now imminent in the passenger car spare parts business, because the technology company Continental is completely changing the appearance of its VDO product brand – it will now become the Continental brand. However, the packaging will still contain what has distinguished VDO for decades now: premium quality from the original equipment manufacturer.

The technology in automobiles is becoming increasingly complex, whether it's driver assistance systems, connectivity or engine control. As one of the world's largest automotive suppliers, Continental not only produces for almost all vehicle manufacturers, it also develops solutions for the mobility of the future. “From the many conversations we've had with our customers, we know that the Continental brand stands for comprehensive technological competence of a leading original equipment manufacturer, a uniquely broad portfolio and high-quality products – and it's this know-how that we're aiming to underscore even more strongly with the brand changeover. However, our proven and very successful premium brake brand ATE will of course be retained,” says Peter Wagner, who heads the OE & Aftermarket Services segment at Continental.

The catalog and website have already been changed into the Continental design, but the packaging itself is being

converted step-by-step. One very important fact here – no product changes will be taking place in terms of sensors, windshield & headlamp cleaning systems, fuel systems or service equipment. “Original stays original. Our customers can continue to rely on the proven premium quality of our original equipment,” emphasizes Peter Wagner. MAPP codes on the new packaging also guarantee that original Continental products are inside.

With the new image, the Continental brand is gaining even more importance in the automotive supplier and tire manufacturer's range of passenger automobile spare parts. This is also reflected in the workshop concepts previously managed under VDO. They are now being given new names. For example, “VDO Electronics Partner” will become “Continental Electronics Partner” and “VDO Diesel Repair Partner” will become “Continental Diesel Repair Partner”. In this way, the new, uniform Continental brand image offers not only high-quality spare parts but also a great deal of readily available know-how. As “Continental Electronics Partners”, workshops will benefit from technical information and training courses on topics such as braking, diagnostics, high-voltage technology, diesel repair and sensor technology. Although VDO is becoming Continental in the automotive aftermarket, the VDO product brand with more than 90 years of tradition will remain as a successful brand for intelligent solutions for digital tachographs, fleet management systems and data-based services.



Yellow will soon be one of the main colors in the workshops: The VDO product brand will be completely changed to Continental in the passenger car aftermarket.





# Original stays original. VDO becomes Continental.

New brand, proven original – customers can continue to rely on the proven premium quality of the original equipment manufacturer.

**Further information:**

[www.continental-aftermarket.com/brand-transition](http://www.continental-aftermarket.com/brand-transition)



More information:  
[www.continental-engineparts.com](http://www.continental-engineparts.com)

## Smoothly Does It: New TVDs with Assembly Bolts



Torsional vibration dampers (TVDs) reduce vibrations in the crankshaft to ensure the belt runs smoothly. This makes for a more comfortable ride and at the same time prolongs the service life of belt drive components.

Ten new TVD pulleys have been added to our range. All come with the relevant fixing bolt, so our customers no longer need to order the bolts separately. "In most cases, it makes sense to change the bolt when you change the TVD pulley," says Adrian Rothschild, head of product management EMEA.

**Why?** "Because the manufacturer's specs often stipulate that a new bolt is required when the TVD is replaced. And now we supply these expansion bolts as part of the package." We're aiming to add further items to the range, as these complete packages give fitters quick access to all the parts they need to replace a TVD pulley. You can identify them by the "S" at the end of the type designation and they cover all the most important applications:



VD1094S for e.g. Citroen 1.6 HDi  
 VD1080S for e.g. Peugeot 2.0 HDi  
 VD1104S for e.g. Nissan 1.9 dCi  
 VD1002S for e.g. VW 2.TDi  
 VD1105S for e.g. BMW 3.0d  
 VD1110S for e.g. Ford 2.0D  
 VD1120S for e.g. BMW 2.0d  
 VD1113S for e.g. Renault 1.5 dCi  
 VD1127S for e.g. BMW 18d  
 VD1031S for e.g. Opel 2.2DTI

Further information is available, as usual, at the PIC or in TecDoc-based online catalogues.

And please note: we'd be delighted to receive feedback from the field (by e-mail to [adrian.rothschild@continental.com](mailto:adrian.rothschild@continental.com)). This will help us as we expand our product range. In the course of 2021 we're aiming to offer a TVD solution for 80% of all vehicles in Europe - and to achieve the same success here as with our TVD pulleys for the Volkswagen Group's EA211 engine family.





**Continental**   
The Future in Motion



## 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.continental-ep.com/5](http://www.continental-ep.com/5)

ContiTech Antriebssysteme GmbH  
[www.continental-engineparts.com](http://www.continental-engineparts.com)



# Delphi Technologies

## Premium braking opportunities ahead with Delphi Technologies

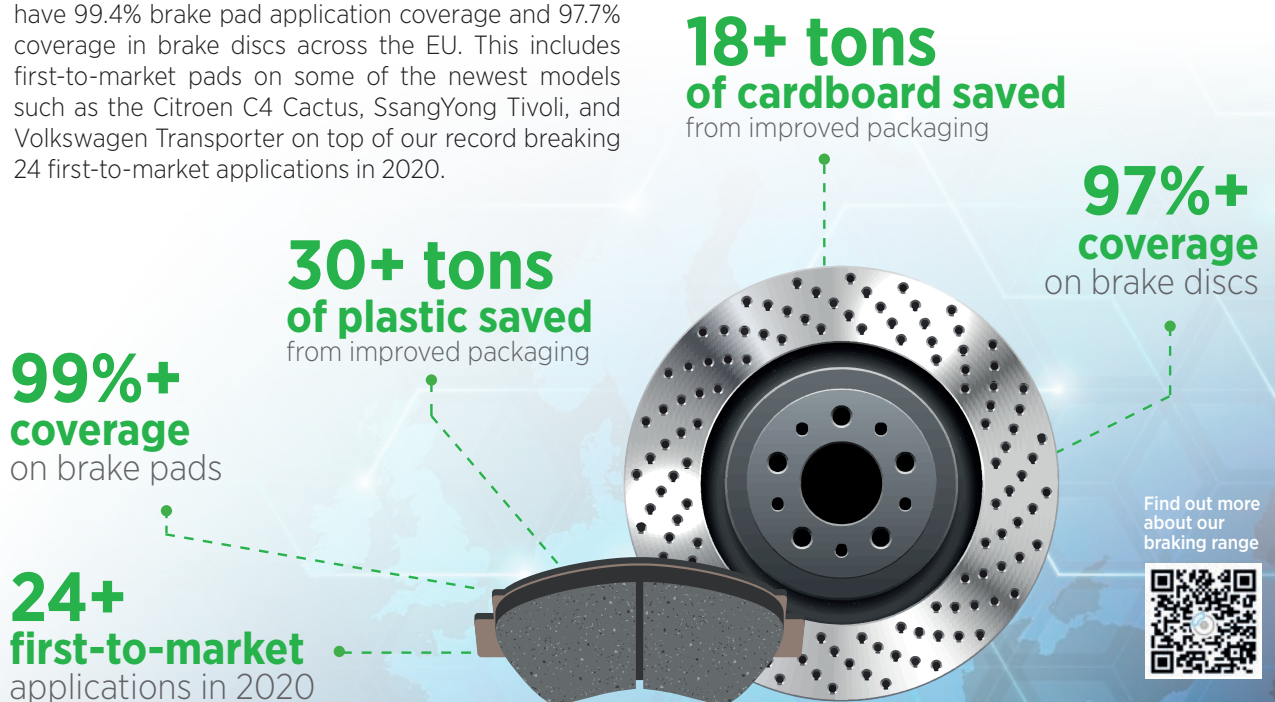
This year the typical holiday season is predicted to be very different, with more emphasis on domestic holidays by car compared to jumping on a flight to get away. This presents a highly anticipated fresh wave of demand coming for workshops, as both old and new models alike could be paying workshops a visit for the most essential component of a safe journey; brakes. Even newer models can require brake servicing ahead of other time-bound service requirements, and this presents a challenge to workshops to find aftermarket braking components, even for the latest models.

That's where we come in. Delphi Technologies is a first choice supplier for workshops, helping them welcome as many vehicles into the technician's bay as possible to maximize opportunities for growth and revenue. Aiding workshops in seizing aftermarket opportunities earlier in the vehicle life is the foundation of our coverage expansion programs. We add new makes and models to our braking range with such consistency that we have 99.4% brake pad application coverage and 97.7% coverage in brake discs across the EU. This includes first-to-market pads on some of the newest models such as the Citroen C4 Cactus, SsangYong Tivoli, and Volkswagen Transporter on top of our record breaking 24 first-to-market applications in 2020.

Throughout our leading range and rapid market provision, our OE expertise packs safety-focused technology into all our braking components such as OE matching materials and designs, OE underlayer on friction and temperature management. We even found ways to improve the packaging, saving upwards of 30 tons of plastic and 18 tons of cardboard annually for a more sustainable solution.

Brake checks, servicing, and repairs will be a vital part of workshops efforts to get their customers safely on the road this year. Delphi Technologies' braking range combines market leading coverage, first class speed to market, with OE know-how to furnish workshops with easy access to profitable and sustainable repair options to best suit their needs.

**For more information visit [delphiaftermarket.com](https://delphiaftermarket.com)**





**Delphi**  
Technologies

Technology  
driven



Our full-service aftermarket **braking** program provides access to **premium parts, leading vehicle coverage, advanced diagnostic** and **technical support** to help you be a step ahead in servicing the rapidly evolving European car parc.



[delphiaftermarket.com](https://delphiaftermarket.com)



Delphi Technologies is a brand of BorgWarner Inc.

**BorgWarner**



## Invest in yourself and the right tools to get the job done in the new aftermarket landscape

The world has changed, the automotive industry has changed and it's time to adapt to new ways of working. Coronavirus, together with emerging automotive trends such as the rise of MaaS and changes in vehicle ownership are bringing new training requirements to workshops. In this article, DENSO looks at some of the options available.

The aftermarket has always been a changing landscape which caters to shifting customer needs and technicians can put themselves in the best position to deal with this by investing in skills with further training and the right tools for the job at hand.

### DENSO digital training courses now available

Thankfully, there is a vast selection of digital training courses currently available for technicians with MOOCs (Massive Open Online Courses) becoming increasingly popular over recent months. These provide easily accessible resources in a safe and self-timed way so busy professionals can fit training around their schedules.

DENSO provides its own training following the digitalization of its entire learning offering last year, as a direct response to the pandemic. During the past 12 months, DENSO has run 104 webinars, accessed by 2,800 participants, which focused on everything from air conditioning and thermal management to oxygen sensors and spark plugs.

Early feedback from technicians was overwhelmingly positive, with more than half of participants very satisfied with the content, 80% finding the webinars extremely or very positive and 70% stating they are very likely to recommend the program to friends and colleagues.

DENSO's e-learning portal, accessible via [denso-technic.com](http://denso-technic.com), offers a range of online courses available to technicians from the comfort of their home, or via their smartphone device, with audio, visual, and interactive materials written and delivered by top industry instructors.

The e-learning program is currently offered in 31 European countries and 10 languages with many more due to be added in the future. It has also been accredited by the Institute of the Motor Industry in the United Kingdom.

[www.denso-am.eu](http://www.denso-am.eu)

### Comprehensive training supported by innovative tools

Workshops can do more than invest in technical skills to truly offer a differentiated customer experience; providing advanced tools and equipment for technicians to utilize, is also a priority.

When it comes to a cutting-edge vehicle inspection system, you'd be hard-pressed to find technology as innovative and versatile as the DENSO e-Videns tool.

It interfaces directly with available vehicle systems for error codes, monitors live engine data under various operating conditions, and gives technicians the same reset functions as OE equipment, meaning there is no need to switch to dedicated reset gear after inspections are complete. e-Videns also brings the customer into the loop on the progression and results of the inspection, allowing workshops to deliver an easy-to-read report via the cloud.

The latest update not only increases speed and coverage but also allows the technician to customize the inspection through a selection of modules which tailor the checklist and order to suit the vehicle and time available. The 'Walk Around' tool has also had an overhaul – now known as 'Visual Inspection'. The feature provides a thorough checklist of over 100 parts allowing technicians to assess wear and tear in various categories including OEM maintenance, service acceptance check and seasonal checks (such as tyres). A colour-coded menu clearly indicates four main options: service maintenance check, summer inspection, winter inspection, and service acceptance check.



For more information regarding e-Videns, visit [www.densoevidens.com](http://www.densoevidens.com)

*e*Videns



# LEAGUE OF **TRUE** MECHANICS



## ACCESS THE NEW DENSO TECHNICAL PORTAL

-  Register on [www.denso-technic.com](http://www.denso-technic.com)
-  Get technical know-how and tips on DENSO products
-  Improve your technical knowledge
-  Take the online courses & prove your skills through tests
-  Get D-coins and official personalised certificates
-  Join the League of True Mechanics, reach the TOP 10 and get rewarded



Scan the QR code to register

For more information and terms and conditions, please visit [www.denso-technic.com](http://www.denso-technic.com)

Driven by  
**Quality**



# RAPID GROWTH OF LEISURE VEHICLE PARC DUE TO PANDEMIC



Greater demand for Exide leisure batteries creates a new business opportunity for workshops to benefit from



Supply batteries for motorhomes and caravans are a very profitable segment of the battery market. It has always been a great opportunity that many workshops and autopart retailers do not fully exploit.

**Did you know that there are more than 5.4 million leisure vehicles in Europe?** As a consequence of the global pandemic of coronavirus, this number is now higher due to a surprise boost of new motorhome registrations in 2020. Germany witnessed a 65 percent increase of registrations during the summer, compared to the same period in the previous year and other countries record similar figures\*. This trend is set to continue as

more people see the benefits of a safer, self-contained form of travel and leisure accommodation.

Supply batteries (referred to as deep cycle) are designed for longer and slower discharge for lighting, entertainment and comfort loads. The choice of this type of battery is determined by the unique needs of each individual user rather than the vehicle. Some people prefer overnight stays on organised campsites with access to hook-up power, but others enjoy more remote locations in the wilderness. So calculating the required power loads and the length of time between recharging are the main factors to consider.



**Exide is a specialist in leisure batteries** with the widest range of sizes, performance ratings and technologies. Our customers rely on our expert knowledge and understanding of this lucrative market, to gain the advantage of making better informed decisions and recommendations.

Ask your local Exide entity how you can explore this expanding market. With full control over pricing and product selection, workshops can tap into the best-in-class fitment information. And, because Exide is an OE manufacturer all its batteries are produced to the highest industry standards expected by vehicle makers.

\*Increased registrations (June 2020) in other countries: France (+58%), Italy (+50%) & Benelux (+84%) Source: Association of the Caravaning Industry (CIVD)



# Power to escape



Exide offers the widest range of supply batteries to meet the increasing number of leisure vehicles



**EQUIPMENT AGM**  
A maintenance-free lead-acid deep cycle battery with faster recharge



**EQUIPMENT GEL**  
The ultimate lead-acid deep cycle battery – unmatched safe depth of discharge to 90%



**EQUIPMENT LI-ION**  
Latest Lithium-ion technology creates a ultra light-weight battery with fastest recharge



**DUAL AGM**  
Designed for the dual purpose of engine starting and deep cycle supply in a single battery



**THE  
POWER  
OF NEW**

**EXIDE<sup>®</sup>**  
TECHNOLOGIES

exidegroup.com



# All Under Control

## With febi Engine Management Components



With the evolution of the internal combustion engine, continuous enhancements to the efficiency and performance of a vehicle have been paramount. This is thanks to the improved internal components and the addition of electronic engine management. To maintain the high standards set upon engine management components, febi offers high-quality, robust engine management components.

### High-Tech in the Aftermarket

From throttle bodies and EGR valves to ignition coils and camshaft sensors, febi has the engine management part you need. As your no.1 in the Independent Aftermarket for engine management parts, febi provides OE matching quality for its dynamically growing range. febi is dedicated to quality since the components we provide play critical roles in engine management systems.

Sensors, for example, and the technology they use, control and regulate engine management systems. A sensor is a device which can acquire one or more physical parameters and convert them into another; this can be used effectively to sense specific physical characteristics such as temperature, position, movement, speed, etc.

Today, the electronic control of the engine requires a wide variety of different sensors to monitor the performance of fuel, air, ignition, and emission related events. This vital data is received by the vehicle's control units which act on this information to control the many engine sub-systems using the various actuators to regulate the engine.

Modern engine management systems can assimilate megabytes of sensor information quickly and control a multitude of engine actuators, all while evaluating both sensor input and actuator data for plausibility and integrity. With their important role within the engine management system, febi only offers sensors which meet the highest standards and are of OE matching quality.

### Efficiency. Economy. Performance.

Just as sensors are important to the proper function of engine management systems, actuators also have a key position in the system. Actuators are components which convert the electrical output signals from the ECU into physical quantities to control the internal combustion engine for efficiency, economy, and performance.

This includes parts such as fuel injectors, ignition coils, and electro-pneumatic valves. Actuators send feedback to the ECU on variable such as position, power consumption, and load to give greater control.



Camshaft Sensor

### High Quality Standards

febi rests its reputation firmly on the quality of its product with engine management components being no exception. Every febi part has been designed and manufactured to meet OE standards. You can feel rest assured that all febi engine management parts are manufactured with the highest standards and can be fitted to any vehicle without invalidating the vehicle manufacturer's warranty.

### 3 Year Manufacturer Guarantee

As a specialist with manufacturing competence, we only include products with a high degree of installation safety and durability into our range. To underline our high product quality standards, we offer a 3 year manufacturer guarantee for all our products. This not only exceeds the statutory warranty, but it is also a real added value for everyone who trusts our products including our engine management parts.

Further information can be found at:

[www.febi.com](http://www.febi.com)





## All Under Control

with febi Engine Management Parts

- Range of 1,500+ Engine Sensors and Actuators
- Covering 65,000+ European and Asian vehicle applications
- OE matching quality, tested and verified in-house
- Dynamically growing range

**Your brand to keep the engine under control.**



SOLUTIONS  
MADE IN GERMANY

[www.febi.com](http://www.febi.com)



Find our All Makes range of Engine Management Sensors and Actuators at: [partsfinder.bilsteingroup.com](http://partsfinder.bilsteingroup.com)

**bilsteingroup®**



GATES CORPORATION

## E-START DRIVES REPAIR OPPORTUNITIES

**Gates, the well-known manufacturer with along OE pedigree, now provides fast and reliable solutions for professional mechanics in the hybrid vehicle repair market.**

The E-Start™ range, from Gates, has made the identification of the correct OE quality belts, tensioners and kits for the right hybrid applications much easier for installers. At the same time, it is helping garages reduce vehicle downtime and increase customer satisfaction. At the distributor level, Gates E-Start delivers major benefits by recording fewer comebacks and boosting future sales potential.

Gates' involvement in hybrid vehicle research and design is well documented. In collaboration with multiple vehicle manufacturers, the drive systems manufacturer helped drive development of the Electro-Mechanical Drive (EMD), designed specifically for hybrid vehicles fitted with belt-driven starter generators (BSGs). BSGs play a key role in fuel economy and emissions reduction by shutting off the engine when the vehicle becomes stationary. As well as re-starting the engine, they also recuperate energy during the braking process. This helps to maintain the vehicle's battery charge. In service, the Gates EMD has proven to be among the quietest stop start systems on the market.

Originally branded as Gates EMD, Gates E-Start succeeded EMD as the premium brand for the hybrid parts range. Today, 29 E-Start Micro-V® Belts are available, with an initial launch of 12 E-Start Micro-V Belt Kits. These include the specific E-Start belt for each application, as well as the appropriate highly engineered E-Start tensioner needed to carry out a complete overhaul of the drive system. These belts replace the Micro-V Stop & Start belts that were catalogued with EMD part numbers.

Identifying and fitting the correct belt and tensioner for each hybrid vehicle is vital because the operating tension inside the BSG far exceeds the tension found inside standard belt drive systems. Consequently, E-Start belts are developed from EPDM compounds and include much stronger aramid cords to provide the strength and durability needed to accommodate the higher tensions involved.

Over the last two years the percentage of Euro 6 vehicles requiring service and repair outside of their initial purchase warranty or contract service terms has risen sharply. This makes the business a popular target for independent workshops that can offer favourable service and repair

New packaging and sleeves identify the belts and tensioners of the E-Start range more closely with the hybrid repair market. Perhaps more importantly, they distinguish them more clearly from the standard Micro-V range products. A complete range of E-Start marketing materials provides sales support for distributors.

### These materials highlight the:

- High-load and flex design of the belts
- Capacity and durability for over 600,000 start-ups
- Proprietary rubber compound coupled with advanced adhesion technology
- Enhanced aramid fiber cord material
- Ultra-quiet construction for ultimate noise resistance in all conditions

Gates has always responded well to technological change. Having been instrumental in the development of BSGs, the switch from EMD to the E-Start brand highlights Gates' ability to address the emerging needs of installer as more hybrid vehicles enter the aftermarket. It also helps to better associate belts and kits manufactured by Gates more strongly with the repair of hybrid vehicles.







**DRIVEN BY POSSIBILITY™**



## **E-START™ MICRO-V® KITS A SMOOTHER WAY FORWARD**



### **SOLUTIONS FOR THE HYBRIDS OF TODAY AND TOMORROW**

Gates is working with the world's major automotive manufacturers to develop more fuel efficient ways to reduce CO<sub>2</sub> and other harmful emissions.

### **GATES® E-START™ MICRO-V® BELTS AND KITS: THE LATEST AND MOST ADVANCED OE TECHNOLOGY FOR YOUR VEHICLE**

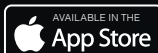
Gates is the name behind fuel saving and engine emissions reducing technological solutions such as Belt-driven Starter Generator (BSG) systems. They enable engines to shut down at a red light, for example, before re-starting quickly and smoothly when acceleration is desired. BSGs recuperate energy during braking, serve as generators to maintain the charge of the battery and provide an additional boost of power. That kind of strength and versatility demands a very special type of belt. The Gates E-Start™ Micro-V® belt leads the way.



**GATESTECHZONE.COM**



**GATES AUTOMOTIVE CATALOGUE APP**



© GATES 2021 - All rights reserved.



## PUT YOUR TRUST IN THE ORIGINAL: ONLY SPARE PARTS FROM SERIES SUPPLIERS GUARANTEE UNCHANGED HANDLING



The drive specialists GKN Automotive are the undisputed number one in the field of sideshafts, propshafts and constant velocity joints

It is crucially important to use premium parts from series suppliers, even in the automotive spare parts market, a fact that many only realise once it is too late. The quality of spare parts is usually assessed with durability in mind, but few people consider that they also influence driving behaviour and safety.

Drive and chassis technology has improved markedly over the last few years and is particularly sensitive to repairs and replacement of parts. This is an important issue for workshops because the market share of vehicles with complex four-wheel drives, multilink axles and high-torque engines is constantly rising, not least due to the boom in SUV popularity. "Many of our developments have been instrumental in enabling the currently accepted active and passive safety standards to be fulfilled," says Frank Hürter, Commercial Director, GKN Automotive Aftermarket. "If a repair is necessary, it is vital to use components that comply with OE requirements in order to preserve the vehicle's performance", continues Hürter. The following examples from GKN Automotive illustrate the high performance of drive technologies that are used as standard today.



### Long spring travel equals safe and comfortable driving

Modern SUVs are not far behind classic saloons in terms of road holding and driving comfort. This is facilitated by complex axles that allow for long spring travel and that guide the wheels with consistent toe and camber alignment. The driveshaft must support length compensation to allow the wheel movements to

be followed. GKN Automotive has developed an unusual as well as highly innovative solution to this problem: an axial ball bearing that achieves longitudinal shaft displacements of over 70 mm. This progressive design requires high-precision manufacturing technology and has given the GKN shaft its name: ballspline. The unprecedented longitudinal displacement values and the precise, lossless and smooth response result in comfortable and safe road performance. This has impressed numerous vehicle manufacturers so much that they employ our ballspline technology in a wide range of high-power, four-wheel-drive vehicles.



### Propshafts greatly improve passive safety

The design of a propshaft contributes to the safety of a vehicle, even in cases where an accident is unavoidable. If the body is badly deformed, there is a latent risk of components entering the vehicle interior. For this reason, manufacturers demand high levels of propshaft crash safety from their suppliers, particularly for vehicles with long wheelbases. GKN Automotive has defined various predetermined breaking points on the propshaft that reliably prevent the component from penetrating the vehicle interior. At the same time, the entire component is engineered to prevent any impairment of force transmission or smooth running characteristics.

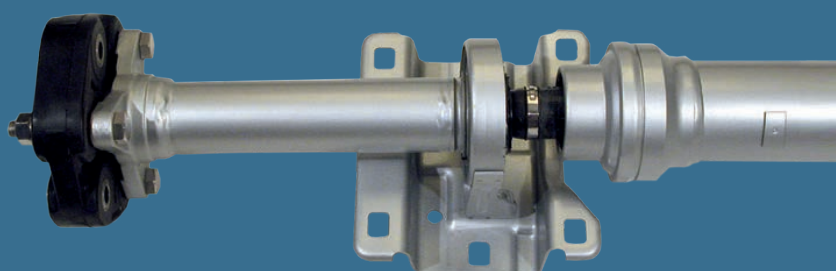
The GKN ballspline technology described above is also suitable for use on propshafts and uses compression to provide a greater safety margin. Therefore, using OE-compliant spare parts can certainly provide additional safety in crash scenarios.

When repairing vehicles, the only way to fully retain safety, comfort and driving characteristics is through the consistent use of the same technologies employed in series production. And these technologies are only available to series suppliers, whether for technological reasons or due to patent.



# GKN Driveline Service

*Only we provide patented OE joint technology to the automotive aftermarket!*



*GKN Automotive SX joints - High performance in the smallest possible size and weight*

- The OE deflection angle of up to 52° can only be reached with patented GKN technology
- Preservation of all OE characteristics even after repair: identical steering geometry, max steering angle and performance with the same joint dimensions

*No alternative! GKN TPE boots*

*TPE boots ex factory and rubber boots for repair?*

*A clear NO to compromise! If TPE boots are installed on the original shaft then only TPE boots (by GKN Automotive) may be used for repair.*

- Only GKN TPE boots guarantee firm, durable fit on the profile shaft
- High operating temperatures up to 140 °C
- High impact resistance and rotational stability

[www.gknautomotive.com/aftermarket](http://www.gknautomotive.com/aftermarket)

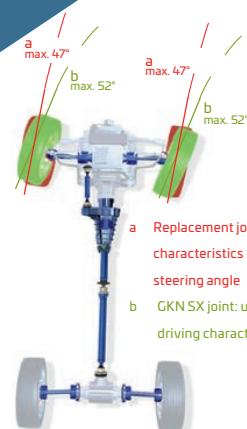


*Ballspline – The technology for extreme conditions*

- Extreme displacement length of 70mm and more, independent of deflection angle
- High accuracy and stability, even at high speeds and high acceleration or deceleration

*No compromise on safety and comfort – Complete propshafts for all vehicle categories*

- Minimum levels of Noise Vibration Harshness (NVH)
- Crash-optimised shafts to OE specification



- a Replacement joint: changed characteristics – lower steering angle
- b GKN SX joint: unchanged driving characteristics

*Ideas in Motion >*



# Air conditioning servicing - well prepared

## Start the summer with a cool head

Thanks to modern vehicle technology, the times when drivers hoped that at least the airstream would provide a little refreshing breeze if they lowered the vehicle windows in high summer temperatures are almost resigned to history. The air conditioning system is now only rarely an expensive special feature in the luxury class. In summer, it guarantees a pleasant interior climate even in extreme heat. The basic prerequisite for this is the fault-free function of all components of the technology. As air conditioning systems are fundamentally susceptible to faults over the long term they should be checked regularly. Experts expressly advise you to have an air conditioning service carried out at least once a year.

The maintenance of the air conditioning system requires appropriate specialist knowledge and various special tools. We supply specialist companies with all the tools required for professional maintenance of air conditioning systems.

### Air conditioning servicing normally includes various individual steps:

As part of a functional and visual inspection, the workshop checks hoses and lines for leaks under pressure. If a leak is detected, even the smallest leaks can be localised using our SelectH<sub>2</sub> leakage detector.

The pressure test is normally carried out by checking the refrigerant. The sight glass offered by us, is suitable for refrigerant analysis, which enables contamination in the refrigerant or compressor oil to be visualised and the general condition of the refrigerant can be checked. A limited loss of refrigerant, is normal and topped up as part of the annual air conditioning service. If leaks are found on the aluminium pipes in the air conditioning system, they must be replaced or repaired correctly. With the RepAC air conditioning repair kit, we offer a reliable and easy-to-use option for replacing pipe connections or replacing entire pipe sections. The mobile repair solution is primarily suitable for use on site.

Finally, the disinfection of the air conditioning system is also recommended. Germs, fungi, bacteria and viruses can accumulate in the air-carrying lines

in an air conditioning system. Regular disinfection is therefore advisable for health reasons and particularly when buying or selling used cars. With AirClean, we offer a reliable system that enables both the air conditioning system and the vehicle interior to be disinfected thoroughly and efficiently.

The cabin filters should also be replaced at the end of the air conditioning service for both hygiene and functional reasons. If they are clogged, the desired neutral air flow is obstructed. In addition to pollen filters, we also offer biofunctional filters in the Jakoparts range. The additional polyphenol coating bonds free allergens and reduces the growth of bacteria and moulds.

With our comprehensive range, we offer our customers everything they need for a complete air conditioning service. Thus, we help to ensure that drivers keep a cool head in summer and reach their destination safe and healthy.



### Leak Search Set, Air Conditioning SelectH<sub>2</sub>

Article number: 95980028

### Sight Glass, coolant analysis SelectH<sub>2</sub>

Article number: 95980029

### Repair Kit, air conditioning RepAC

Article number: 54272015

### Air Conditioning Cleaner/-Disinfector AirClean

Article number: 95923008,  
95923008005

### Spray Gun, air conditioning cleaner/-disinfectant AirClean

Article number: 95921003

### Air filter, passenger compartment

Article number: J134\*

### Biofunctional filter

Article number: J134\*BF





## ELPARTS

Breathe easily:

This specialist from our comprehensive Elparts assortment combats germs, fungi, viruses and bacteria. It helps you to disinfect the vehicle interior and the air conditioning system with minimal effort.

**Passt immer!**



# HEALTH RESORT

[herthundbuss.com](http://herthundbuss.com)

**HERTH+BUSS**



## AN ATTRACTIVE APPEARANCE



Numerous vehicle manufacturers are increasingly using vehicle lighting as a targeted design element. And for good reason: because light not only provides more safety, but also offers a high degree of design freedom for an individual, striking appearance. This is especially true for the emerging field of body lighting.

Lighting and electronics expert HELLA has systematically positioned itself in this area from early on. HELLA opened a state-of-the-art competence centre for car body lighting in Ljubljana, Slovenia, back in 2016 and has since been driving development in the field of car body lighting forward at full speed and with a great deal of innovative strength. Among other things, HELLA focuses on creating highly integrated lighting solutions, such as in a German premium manufacturer's sports utility vehicle (SUV), for which HELLA co-developed the illuminated radiator grille.

The result is an unmistakable design that spectacularly highlights the front of the vehicle in striking lighting. In every respect, the premium vehicle is a pleasant contrast to the "design monotony" often encountered and creates "highlights" in the truest sense of the word. Especially in view of increasing electrification, attractive vehicle lighting is becoming more and more important, because electric vehicles no longer require classic engine cooling and open up new possibilities for vehicle design by integrating the

front of the vehicle. By designing individual light signatures, the vehicles can be given a much higher degree of visual individualisation.

In the field of electric vehicles, HELLA recently planned and developed radiator grille lighting with an individual "design character line" for both a premium and a volume manufacturer. The vehicles will both be launched in early 2021. For one of the design solutions – dynamic grill lighting – 130 LEDs are used, which are fed into a thick-walled edge light guide and create a unique crystal effect. Another design in development is a panel of over a metre wide, which will be used in the front area of a European electric vehicle brand and which, in addition to its convincing appearance, also has a technical treat to offer: the panel has a particularly great surface quality and is also radar-permeable for automatic distance control. As a system integrator, HELLA has all the core competencies required to bring such innovations to the road, from its distinctive lighting expertise, electronics and software know-how up to years of experience in producing complex radar covers.

"Light is the new chrome."

Dr. Frank Huber,  
HELLA Management  
Board Member for Lighting Division



The striking HELLA radiator grille illumination gives vehicles an individual and unmistakable appearance

# OUR LIGHT WAS ALWAYS BRIGHT. NOW IT'S SMART AS WELL.



AS A PIONEER IN LIGHTING TECHNOLOGY,  
WE SHAPE THE MEGATRENDS OF TOMORROW  
– INDEPENDENT WORKSHOPS BENEFIT TODAY FROM  
OUR COMPREHENSIVE OE KNOW-HOW AND INTELLIGENT  
LIGHTING TECHNOLOGIES.





## KYB SUSPENSION SOLUTIONS: SUPPORT TOOLS FOR TECHNICIANS



As one of the world's leading suppliers of OE shock absorbers to vehicle manufacturers worldwide, KYB also has a range of free support tools for technicians. As part of the KYB Suspension Solutions programme, these are specifically designed to make the fitting of suspension components easier.



### 360° Product Images

KYB struts and semi struts are available to view in 3D on the KYB website. You can rotate and zoom in on the image and compare to the unit being replaced. This ability to compare in detail helps to ensure the correct part is being chosen for the job, increasing efficiency and reducing returns.



### Fitting Videos

KYB's YouTube channel contains over 130 vehicle specific fitting videos, covering over 132 million vehicles in Europe that are known to have difficulties when fitting suspension components.



### KYB Suspension Solutions App

KYB has developed a free App to aid technicians with the fitting of suspension components and to assist with informing customers of the dangers of driving with worn suspension. The App can be used to find KYB part numbers, fitting guides and also to produce free diagnostic reports for the customer.



### QR Codes

Some KYB part numbers have a QR Code with a spanner on the box. Once scanned, this will take the user to a web page, where they can access fitting tips, instructions and videos (if available).

For more information about KYB Suspension Solutions, please see our Support Zone at [www.kyb-europe.com](http://www.kyb-europe.com)



## It's in our DNA

For over a century, **KYB** has been one of the world's largest hydraulic manufacturers, making over **1 million** shock absorbers for OE and the aftermarket every week.

With over 100 years of expertise, you can trust **KYB** for your replacement parts.



Original  
Equipment  
Manufacturer



[kyb-europe.com](http://kyb-europe.com)



[KYBSuspension](https://www.facebook.com/KYBSuspension)



[@KYBEurope](https://twitter.com/KYBEurope)



[KYB-Europe](https://www.youtube.com/KYB-Europe)



[KYBEurope](https://www.instagram.com/KYBEurope)



Professional products just for workshops  
www.liqui-moly.com



# HOW GARAGES CAN BENEFIT FROM HYBRID VEHICLES

## LIQUI MOLY enables garages to generate attractive additional sales

The growing share of hybrid vehicles offers new business opportunities for garages. This is because the combination of two drive systems causes problems of its own. One of these is the transmission: it is subject to higher stress while at the same time having reduced power reserves due to the lower quantity of oil, so the transmission cannot be kept as clean. For this reason, sources such as ZF Aftermarket recommend changing the transmission oil in hybrid vehicles more frequently than in pure combustion engines.

LIQUI MOLY offers Gear Tronic II, a device that automates the otherwise complicated and technically demanding ATF change – making it a very straightforward process even for those garages who have been reluctant to carry out this work up to now. Changing oil in an automatic transmission is considerably more complicated than performing an engine oil change. In the latter, it's simply a matter of unscrewing the drain plug and the



oil can flow out. If you do the same thing with an automatic transmission, a lot of used oil remains in the transmission – two thirds of the total amount in fact. Gear Tronic II enables all the transmission oil to be replaced.

The sensitive job of simultaneously emptying and filling the transmission is carried out fully automatically and does not even require supervision. To make the mechanic's life easier, Gear Tronic II has a vehicle database: it indicates which transmission oil the vehicle needs and what the fill capacity is.

Gear Tronic II is not only capable of carrying out oil changes. It also allows cleaning and care additives to be integrated in service. This makes sense from a technical point of view and also generates extra revenue for the garage – not just in connection with hybrid vehicles.

The latter are subject to other problems, too. If a hybrid car is run mainly on electric power, the petrol stays in the tank for a long time and degrades. Furthermore, the intermittent use of the combustion engine prevents it from reaching normal operating temperature. This leads to increased build-up of residue in the injection tract.

Petrol ageing and residues – LIQUI MOLY combats both problems with a single additive: the Hybrid Additive. This stabilises fuel quality while cleaning the injection system at the same time. The garage can use the hybrid additive itself for inspections – and it can be sold to customers over the counter, too.

Hybrid vehicles offer garages business opportunities that did not exist before. LIQUI MOLY helps realise this new sales potential.



Use of Hybrid Additive



Everything  
that drives  
works  
better with  
**LIQUI MOLY.**



**MOTOR OILS  
ADDITIVES  
CAR CARE**

[www.liqui-moly.com](http://www.liqui-moly.com)



**QRCode**
[www.mahle-aftermarket.com](http://www.mahle-aftermarket.com)
[www.mpulse.mahle.com](http://www.mpulse.mahle.com)

## Independent cleaning expert

# MAHLE

**Hygiene in the workshop? Of course! MAHLE's OzonePRO is a new, mobile device for professional cleaning of vehicle cabins, workplaces, as well as larger spaces. The device kills coronaviruses. OzonePRO is also being offered as O3-NEX under the BRAIN BEE sales brand.**

Using ozone is a natural way of disinfecting areas contaminated with bacteria, viruses, spores, mold, and mites: it's safe, fast, reliable, fully automatic, and 100 percent environmentally friendly. Our unit consists of a portable generator with a specially designed multifunctional sensor. Besides moisture, temperature, and air pressure, this sensor continuously analyzes the concentration of ozone produced in the vehicle cabin—until the ideal value for optimal cleaning is reached. Inside the unit, corona-effect ceramic plates generate ozone, which is then released into the environment. The sensor ensures that the ozone only remains in the vehicle as long as necessary for the unwanted nasties to be destroyed. OzonePRO is suitable for use in passenger cars, trucks, and buses as well as in offices and workshops.

OzonePRO is extremely simple to use: plug the unit in to the 12 V cigarette lighter socket, place it in the vehicle cabin, press the start button, and close the door—the fully automatic unit does the rest. Once the process is complete, you'll be informed via an acoustic signal and

via the app linked to the unit. The time required for the process depends on the volume to be cleaned, the temperature, the humidity, and the composition and cleanliness of the cabin. The unit will also provide a cleaning report, which you can print out for your customer as verification. A first-class service.

### For indoor spaces too

With OzonePRO you can also clean your workshop professionally and hygienically. An additional power adapter is available for using the OzonePRO unit in indoor areas. With an ozone output of 5,000 mg/h, the unit can sanitize interiors with a surface area of up to 30 square meters or a volume of around 75 cubic meters.

### Connected

OzonePRO is designed to connect to all the other MAHLE equipment in your workshops via Bluetooth®. So in the future, you will be able to link the unit to the TechPRO® diagnostic tools and ArcticPRO® air conditioning service units. There's also a dedicated app for OzonePRO called O3-Easy, which can be used to control the unit.



### Powerful action against Corona!

OzonePRO reduces the number of active coronaviruses by **99.683 percent**. This has been proven through analysis conducted by Eurofins Biolab Srl, a laboratory certified by the Italian Ministry of Health. All it takes is a cleaning cycle lasting just 35 minutes.



## Your performance is great!

It's you who make sure that millions of people around the world are able to get to where they're going every day. You keep your head on straight even when things get tricky. You keep abreast of the latest in the field of the mobility of tomorrow—and you aren't afraid to get your hands dirty to make the impossible possible.

**To sum it all up, you achieve great things.**

We, on the other hand, stay behind the scenes—but we've got your back! So that everything goes just as smoothly as you imagine when it comes to repairs. So that, in the end, only what really counts is at the forefront: your **GREAT WORK!**



With this extensive product range, MAHLE keeps your back free—from engine cooling and air conditioning, engine parts, turbochargers and filters to workshop equipment and diagnostics.

[mahle-aftermarket.com](http://mahle-aftermarket.com)

# MAHLE





www.ngkntk.com

## A NEW WORLD OF OPPORTUNITIES



**Innovative engineering that drives powerful, clean-running engines – it's what NGK SPARK PLUG is known for. Always one step ahead, the company is ready for the big changes facing today's automotive markets and even those beyond mobility.**

The automotive industry is in a period of rapid change. In the coming years, ecological and social pressures will continue to grow, leading to a decline in the number of internal combustion engines (ICE). People are not going to give up on mobility, but they are going to look for alternatives to the car they have today. NGK SPARK PLUG is a strong, dynamic company, well-equipped to withstand those challenges.

### Reducing emissions

More than that, NGK SPARK PLUG is very aware that as a large, multinational company, it has environmental and social responsibilities, both for today's world and for future generations. Today, this awareness shows itself in the exceptional quality of its engineering. The highly efficient ignition and vehicle electronics parts the company produces play an important role in reducing CO<sub>2</sub> emissions. Looking to tomorrow and beyond, the company has established a global innovation division to work on a broad range of projects that target future-oriented mobility and more.

### Tomorrow's mobility

In fact, structures have already been implemented to transform NGK SPARK PLUG into a more wide-ranging company with new business areas and products.

The company will continue to play a major role in mobility. Indeed it will build on this, using its expertise to branch out into areas such as providing Mobility-as-a-Service (MaaS) as well as tailor-made maintenance services. Beyond that it is also working on new products in ultrasound medicine and ceramics used for connectivity.

One of the really strong developments today is the increasing use of electrically powered vehicles. All indications are that EVs will be exceptionally important for the mobility of tomorrow and NGK SPARK PLUG is also involved in a wide range of developments in the field of battery technology.

### A global vision

The long-term management plan 'NITTOKU BX' aims at creating four strong business pillars in 'Environment & Energy', 'Mobility', 'Medical' and 'Communication'. It also promotes diversity within the company as well as strengthening those aspects that empower the employees to think outside of the box and take risks. And all of this is part of an even bigger vision. Entitled 'Beyond ceramics, exceeding imagination', it is about the exciting transformation of NGK SPARK PLUG into a multifaceted organisation, working with passionate individuals to bring about a better society. NGK SPARK PLUG will be a company that transcends the imagination, with technology that transcends boundaries.



# IGNITION & SENSOR *SPECIALIST*



## The Brands of Choice

We are the world's number one automotive supplier of ignition parts and vehicle electronics. From spark plugs, glow plugs, ignition coils, leads and caps, to oxygen and temperature sensors, MAP/MAF sensors as well as engine speed and position sensors – our parts combine extraordinary performance and exceptional precision to bring the power of both from the racetrack to your engine.

NGK SPARK PLUG EUROPE GmbH



[www.ngkntk.com](http://www.ngkntk.com)



IGNITION  
PARTS



VEHICLE  
ELECTRONICS





[www.nrf.eu](http://www.nrf.eu)  
[webshop.nrf.eu](http://webshop.nrf.eu)

## - HOW IT'S MADE - NRF AFTERMARKET COMPRESSORS



NRF compressors are made on a fully automated production line. Due to this production process, NRF set new standards on low warranty rates in the aftermarket.

### Fully automated production process

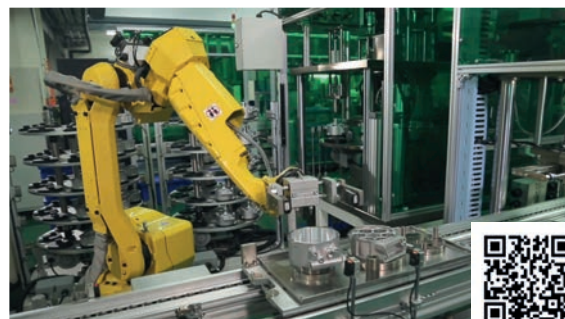
Even the smallest piece of dirt (micron size) can have negative effects on the performance of a compressor. To achieve the highest quality, NRF compressors are made at a fully automated production line. The production takes place in a dust-free environment. Even the sorting and selection of specific parts is computer-controlled.

After production, every compressor is subjected to a number of strict inspection, quality and performance tests. Therefore NRF guarantees a reliable and durable product. The total NRF compressor range consists of 1.022 references.

**Scan the QR-code to watch the video of the fully automated production line.**

### Benefits of the NRF compressor range

- Largest aftermarket range
- Meet or exceed OE performance
- 95% is Easy Fit (O-rings included)
- Prefilled with the correct OE-oil
- An installation manual is supplied with each compressor



## NRF OPENS NEW EUROPEAN FACTORY

With more than 90 years of experience, NRF is a leading manufacturer and supplier of cooling parts. NRF is constantly developing. And right now, NRF takes the next step to be ready for the future. NRF is very proud to announce the opening of their new aluminium factory in Gdansk, Poland.

as well as for OE customers. NRF is specialized in making products for the railway industry, agricultural and off highway machinery and gensets.

**Scan the QR-code to watch the video of the new factory.**

The new factory is located close by their largest European distribution center in Gdansk, which will ensure a good logistic service. With the opening of this new factory in Poland, NRF closed part of their production in the Netherlands. At the new location NRF has the opportunity to further improve their processes. Furthermore NRF is able improve and enlarge their product range.



**Timo Schlotzhauer, Director Industrial and Marine NRF:**  
 "With opening this new factory I am absolutely convinced that we can keep our leading position in the market and make it even better. With new products and new services."

At this new factory NRF will produce a large variety of custom-made oil, water and air coolers for the Automotive Aftermarket,







## EXPERIENCE OUR EXCLUSIVELY DESIGNED GROUPAUTO BOOTH!

### NEW PRODUCT GROUP

> THERMOSTATS

### OTHER HIGHLIGHTS

- > ELECTRIC/HYBRID PRODUCT RANGE
- > NEW EUROPEAN PRODUCTION FACILITY

**NRF.EU/EXPO-360/GROUPAUTO**

# NTN-SNR TIMING & ACCESSORY RANGE, A COMPLETE SOLUTION FOR #PERFORMANCEINSIDE



NTN-SNR uses all their **innovation, manufacturing** and **OEM expertise** to ensure engines offer both power and performance. Developed with the world's leading vehicle manufacturers, our timing and accessory system offer the highest level of reliable performance.

NTN-SNR, as an original and major equipment supplier for manufacturers like VAG, Mercedes, Toyota, Hyundai and many others, is also committed to the original quality of its spare parts to ensure the best performance of both engine and vehicle.

Premium manufacturer, NTN-SNR provides a full aftermarket range of timing and accessory replacement parts such as timing belt kit with water pump, tensioners and pulleys and accessory belts.

## Sprit of leadership & performance

Leader on the hydraulic pulley technology offering a better belt tension, pulleys and bearings for pulley manufacturer, supplier of timing kits (pulley & belt) and timing kits with water pump with an original equipment expertise, NTN-SNR is an undisputed expert.

### POWERTRAIN in numbers:

**10 million pulleys**

manufactured per year

**40 million bearings**

for pulleys manufactured per year and 100% controlled

**Over 650 timing kits**

and timing kits with water pump

**Over 600 timing pulleys,**

hydraulic, tensioners and idlers

**Over 700 auxiliary belts**

**Over 100 auxiliary kits**

**Over 200 dampers & damper kits**

With more than 3000 part numbers in POWERTRAIN, NTN-SNR is covering more than 97% of the European car park.

## Innovation ready for oem production and the aftermarket

NTN-SNR is constantly innovating thanks to its 80 dedicated engineers for POWERTRAIN products based in the Japanese R&D centres. The group offers one of the widest and most innovative range on the market.

### Chain kit and individual chain tensioners

The timing market is still mainly dominated by timing belts. However new technological constraints mean that chain-driven timing systems have become more popular as new engines were designed. This implies that in 2021, 30 to 40 % of the global car park is made up of engine with timing system driven by chain.

In order to meet those new requirements of the markets, NTN-SNR has expended its timing range with individual chain tensioners and chain's kit composed of chain, hydraulic chain, guides and gears.

### Timing kits with water pump

The market trend is towards the growth of distribution kits with water pumps (compared to sales of water alone pumps, rather down). They currently account for 50% of the total distribution kits sold, with professionals turning more and more towards "full kit" offers. Attentive and responsive to the needs of the market, NTN-SNR proposes additional part numbers bringing its range to more than 225 references in 2021.

### Tensioner with the variable damper mechanism

The automatic tensioner roller with variable damping mechanism reduces CO2 emissions and vehicle consumption. It allows a variation of damping by using 2 oil channels with different resistance compared to previous system with only one single oil channel. A relatively low tension can be applied when driving to improve fuel efficiency, while also ensuring a high level at any moment that the engine needs to be restarted. The system optimizes fuel consumption and increases component life. The design of this pulley allows its installation without any modification of the engine design.

Our watchword in the aftermarket engine sector: **#PERFORMANCEINSIDE**.

POWERTRAIN  
WE BUILD THE SOLUTIONS  
TO POWER YOUR BUSINESS



## #PERFORMANCEINSIDE

NTN-SNR uses its expertise as an original equipment manufacturer, to design and manufacture innovative solutions, that deliver long last lasting performance and durability.

Developing products with the world's leading vehicle manufacturers ensures our timing and accessory system ranges offer highest levels of reliability and performance.

**NTN®** **SNR®**

[www.ntn-snr.com](http://www.ntn-snr.com)



With You






[www.osram.com/roadready](http://www.osram.com/roadready)

# OSRAM

## YOUR 1<sup>ST</sup> CHOICE IN A CHANGING AUTOMOTIVE WORLD.

**OSRAM**

For over 110 years, OSRAM's industry-leading automotive lights have helped motorists navigate the unexpected. Now, OSRAM goes beyond light with a new range of products designed to keep your customers moving, no matter what lies ahead. From an advanced UV air purifier and dash cameras to tyre care, battery care, and more – OSRAM's automotive care & equipment portfolio will ensure that you and your customers are fully prepared for every journey.



With the new automotive electronics and accessories products, OSRAM is expanding its automotive aftermarket portfolio.

### OSRAM now offers more than light in the aftermarket

The merger with Ring Automotive more than two years ago, has strengthened OSRAM's aftermarket business. The company was able to expand the retail market beyond its existing portfolio of automotive lighting to achieve further growth and offer new product opportunities including automotive electronics and accessories for end customers and workshops. What path is OSRAM taking with this new range? Their top priority is to continue offering their customers safety and comfort – as they already do it with their lamps. Currently, they are launching dash cameras, air purifiers, battery and tyre care products. Their inspection lights portfolio is also being optimized. And this is just the beginning – there is much more to expect for you and your customers.

### 5 new product categories to get your customers road ready

Every automotive professional knows, batteries require regular maintenance. Support your customers keeping their battery charged at optimum levels with premium-quality smart **battery chargers** and maintenance devices by OSRAM. If the battery hasn't been taken care of and won't start, the range of high-value **battery chargers** puts the power in your customers' hands whenever you aren't able to show direct support. These powerful and portable jump starters are a must-have for any roadside repair kit, and a quick way to get your customers back on the road and on track.

In addition, too many motorists ignore the risks of driving with poorly inflated tyres. Proper **tyre care** can help keep them

safer on the road. With premium quality tyre care products from OSRAM, drivers will get the optimum performance from their tyres, even in tough conditions.

You can't predict when road incidents and accidents might happen, but you can support your customers being ready when they do. The new range of premium quality **dash cameras** captures unexpected details in crystal clear vision. High-resolution and wide-angle lenses record activity outside the field of vision, allowing them to stay focused on the road ahead.

Whether your customers have to change a wheel, top up oil and water, or simply perform a routine inspection – help them get it sorted in the dark, with OSRAM's new range of **LED inspection lights**. High performance, long-lasting LEDs produce up to 6000 Kelvin of powerful cool-white light, delivering intense brightness to the darkest corners.

While air quality is not the first thing that comes to mind when talking about road safety, it is certainly worth considering. Protect your customers from unseen dangers with the new **AirZing™ Mini Air Purifier**. This powerful and stylish device eliminates 99.9% of viruses and bacteria in the air<sup>1</sup> whilst also removing allergens and pollutants.

All in all, OSRAM's entire aftermarket portfolio is closely aligned to the needs of its customers and provides them with the right product. Whether they want to maintain their vehicle with automotive accessories and electronics or want to upgrade their headlights with high-performance lamps – at OSRAM they will find what they need.

<sup>1</sup> Verified by independent laboratory tests in accordance with GB/T 18801-2015

osram.com/roadready

## Let's get road ready

### Confidence now comes in a new range of products



OSRAM has been turning night into day for over 110 years. Now, we're going beyond light with a new range of products designed to keep your customers moving, no matter what lies ahead - from our advanced air purifier to dash cameras, tyre and battery care, and more. Wherever your customers are, wherever they're going, let's get them road ready.

Discover our new automotive care & equipment portfolio  
at [osram.com/roadready](https://osram.com/roadready)

# OSRAM



Tyre care



Air purifier



Inspection lights



Battery care



Dash cameras



[www.philips.com/automotive](http://www.philips.com/automotive)

RECOMMENDED  
BUY:

**PHILIPS**

## PHILIPS RACINGVISION GT200

### Auto Express Bulb mega test

Philips automotive lighting bulbs have always fared well in the UK's premier annual bulb test, and, only weeks after its introduction, the new Philips RacingVision GT200 – with up to +200% brighter light<sup>1</sup> – has been awarded the coveted "Recommended Buy" status by the magazine.



#### Up to 200% brighter light for a safe drive!

In awarding the Philips RacingVision GT200 this status, Auto Express wrote "Philips [automotive lighting] leads halogen bulb development and now offers this plus 200 per cent lamp."

Indeed, the Philips brand has introduced almost every major innovation in automotive lighting over the last fifty years – halogen and then high-performance halogen bulbs, HID Xenon lighting, long-life halogen and LED lighting. Therefore, when a new bulb is introduced, which further pushes the boundaries of automotive lighting, it is not unexpected for it to have the Philips brand attached to it.

The highest performer in the Philips portfolio, RacingVision GT200 delivers the super-bright visibility of a rally bulb in a format drivers can use on public roads. The optimized bulb design provides higher luminance for a better view of the road ahead, giving drivers a safer, more exciting drive. With its ultra-performance beam reaching a full 80 meters further than the minimum length<sup>2</sup>, Philips RacingVision GT200 lets you see more of the road ahead, spot potential hazards

sooner, react faster and position your car more accurately on the road. It all adds up to a safer, more satisfying driving experience.

#### Fully road-legal for an enjoyable drive

New production techniques for Diamond Precision quartz glass have been used to ensure more light output within the regulation limits, guaranteeing a sharp cut-off line as well as a brighter sweet spot to give more brightness where it counts. Also, quartz glass means greater resistance to thermal shocks to protect the bulb's lifespan, while enhanced UV absorption protects the car's headlight optics.

"Our Philips RacingVision GT200 headlight bulbs are ECE homologated, approved for use on public roads. Performance-oriented drivers enjoy a bright, vibrant and street-legal bulb compliant with relevant regulations," says Richard Armstrong, Business Development Manager Automotive – UK and Ireland at Lumileds.

"The Auto Express Bulb test is hugely respected in the UK and to have won Recommended Buy status so soon after its launch is a great endorsement of the bulb," he added "It is the most powerful road-legal halogen bulb from our portfolio, offering the super-bright visibility of a rally bulb in a format that can be used on public roads. It all adds up to a safer, more satisfying driving experience."

#### Renowned quality and enhanced safety

Technologically advanced Philips lighting is renowned in the automotive industry, and has been for over 100 years. The Philips Original Equipment Quality products are designed and developed following strict quality control processes (including applicable ISO norms), leading to consistently high production standards. Philips RacingVision GT200 is compatible with car models of major brands, such as Audi, BMW, Ford, GM, Toyota and Volkswagen. See the product selector guide [philips.com/mylamps](http://philips.com/mylamps) for more information.

Philips RacingVision GT200 is available in the most common headlight bulb types, H4 and H7. They succeed the previous award-winning top-performance range, Philips RacingVision.

To find out more: [philips.com/racingvision](http://philips.com/racingvision)

<sup>1</sup> Brightness compared to legal minimum standard.

<sup>2</sup> Additional safety distance compared beam length to derived minimum after ECE regulation, based on 1 Lux. Farthest distance from the car.



**PHILIPS**

X-tremeVision Pro150

# The best blend of high performance and lifetime



Lead the way for the future generation with **Philips X-tremeVision Pro150** headlight bulbs. The **best blend of high performance and lifetime**, featuring up to **150% more brightness\***, they will keep you driving safely and comfortably all day, every day.



\* Compared to the minimum legal standard.

[philips.com/x-tremevision](http://philips.com/x-tremevision)


[www.narva-light.com](http://www.narva-light.com)

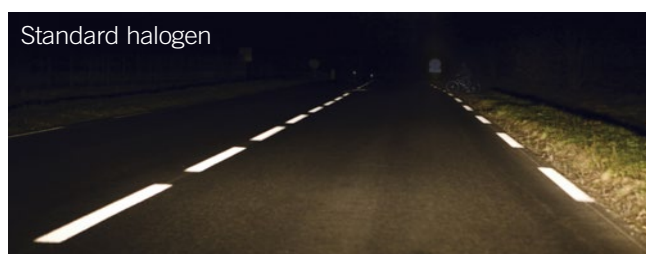

## HALOGEN UPGRADE

# NARVA RANGE POWER 150

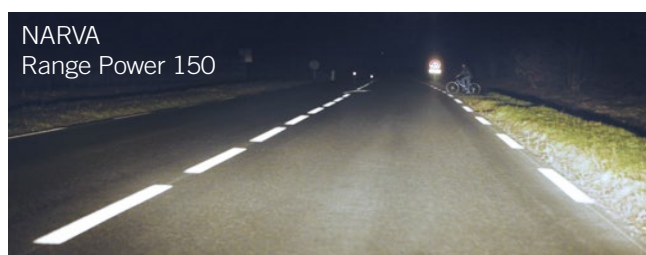
Powerful light beam to see further and react faster

### Up to 150% more brightness<sup>1</sup>

The new NARVA Range Power 150 delivers up to 150% more brightness. The powerful light beam allows drivers to see farther. Its specially designed burner creates a higher light output for increased safety and greater performance.



Standard halogen



NARVA  
Range Power 150

The performance of the NARVA RP150 warrants for better night vision, also in difficult weather conditions. It increases visibility and concentration when driving: high performance for drivers safety. The special burner design creates a higher light output; hence drivers will see farther and react earlier in any situation.

“Dim headlights present an increased safety risk when driving at night. Drivers’ ability to judge distances, distinguish colors and see things in your peripheral vision are all diminished in low light conditions”, says Mark Bülow, EMEA Senior Product Manager at Lumileds. “With 150% more brightness, the NARVA Range Power 150 helps drivers to see and be seen on the road.”

### Cool light for more contrast

Providing up to 3,400 Kelvin color temperature, the NARVA RP150 allows better contrast on the road, so drivers can see better, react faster and stay alert for longer.

### Outstanding lifetime for durable performance

NARVA RP150 is one of the most durable high-performance bulbs in the market. Its lifetime is higher than 400 hours for many safe night drives.<sup>2</sup>

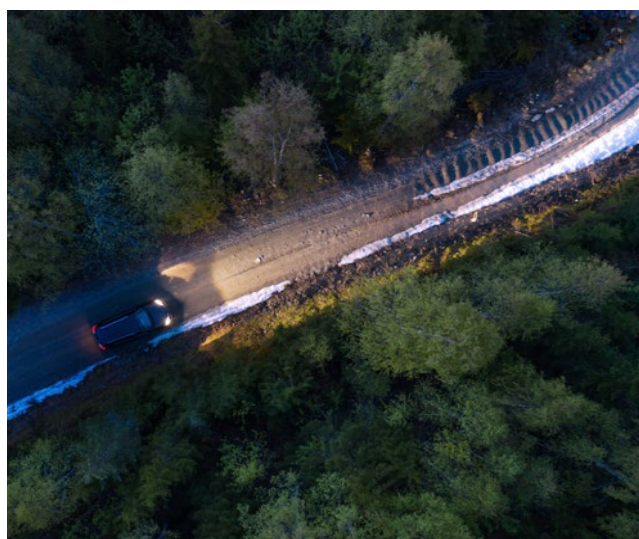
### High-quality headlights

Built to exacting standards, the NARVA RP150 meets the strictest European and international regulations. Every NARVA bulb undergoes stringent quality control during a rigorous production process.

The NARVA brand is distributed worldwide, and is recognized as a market leader for automotive and inspection lamps in many parts of the world, including Central and Eastern Europe, Northern Africa, Asia and Latin America. NARVA continues to innovate and extend its comprehensive portfolio of superior lighting products.

“NARVA lighting products are known the world over for high quality and reliability”, added Mark Bülow. “Which makes the Range Power 150 an excellent choice for a powerful and durable yet low-cost halogen headlight.”

NARVA Range Power 150 is available in H1, H4, H7 and H11.



Images for illustration purposes only.

<sup>1</sup> Compared to the minimum legal standard for halogen bulbs.

<sup>2</sup> Lifetime Tc for H7, tested under regulations. Lifetime differs per bulb type.



## Upgrade your car light from standard to stylish

**LED**

[www.narva-light.com](http://www.narva-light.com)

### NARVA Range Performance LED

**The new NARVA Range Performance LED with crisp, white light and brilliant colors, does not only look gorgeous, the brighter light also helps you see more and react faster.**

Illuminate the road with bright white headlights, ensuring great visibility and an amazing appearance. Due to their compact size and "twist and fit" design, these bulbs are one of the easiest to install. With superior thermal resistance, the lights are protected from heat damage, making them extra durable and long-lasting.

**New**



Available in all major headlighting and fog lamp types and compatible with both 24V and 12V:

LED-HL [≈H1], [≈H3], [≈H4], [≈H7], [≈H11], [≈HB3/HB4], [≈HIR2]  
LED-FL [≈H8/H11/H16]



Member of NARVA e.V. Germany



It is your own responsibility to ensure that the use of the LED retrofit lights complies with applicable local legal requirements.

**NARVA** Licht Tradition  
GERMANY





## SHELL CARBON NEUTRAL LUBRICANTS: EQUIPPING YOUR BUSINESS FOR THE FUTURE

**As the world's mobility needs increase, so too will the demand for cleaner transport solutions. Three out of four car owners across the globe are concerned about the air pollution from their vehicles, and 43% of consumers want brands to make it easier for them to make sustainable choices<sup>1</sup>. Drivers are increasingly looking for ways to reduce their net carbon footprint, and as the world's leading lubricants supplier<sup>2</sup> we have an important role to play.**

At Shell, we are aiming to become a net-zero emissions energy business by 2050 or sooner, in step with society and with our customers. Becoming a net-zero emissions energy business is a huge task. The business plans we have today will not get us there. So, our plans must change over time, as society and our customers also change. That's why, as part of this journey, on February 23, 2021 we launched the largest carbon neutral programme in the lubricants industry to date<sup>3</sup>, including our carbon neutral Shell Helix 0W family.

Our new carbon neutral programme isn't just about lowering emissions. It's about avoiding and reducing emissions with the help of energy efficient manufacturing, sustainable packaging, and the use of nature-based carbon credits when it is not possible to avoid emissions entirely.

Our aim is to offset the annual emissions of more than 200 million litres of advanced synthetic lubricants, expecting to compensate for around

700,000 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e<sup>4</sup>) emissions annually. For Europe, this means compensating for around 280,000 tonnes of CO<sub>2</sub>e per year, the equivalent of taking 130,000 cars off the road.

We want to help businesses build stronger, more clearly differentiated and more responsible operations. Our products and services help to reduce cost, meet regulations and increase competitiveness.

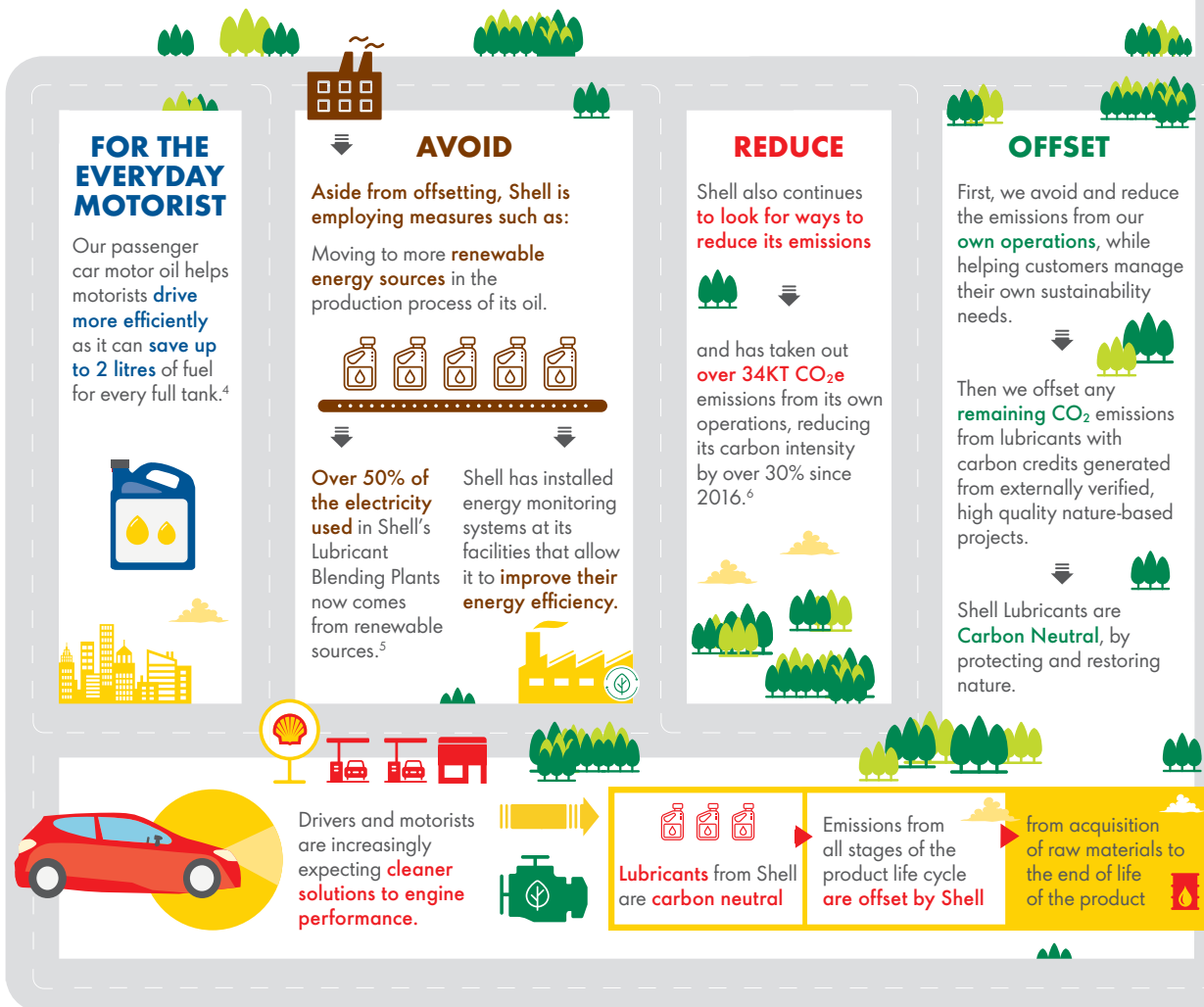
We help workshops and mechanics stay ahead of the competition by being able to stock and recommend products that meet the evolving needs of customers. Our lubricants will take your business further, with less emissions – including our Shell Helix Ultra 0W Carbon Neutral family, our specialised lubricants for hybrid vehicles, and our E-Fluids that help electric vehicles perform better and more efficiently.

Working together, we can develop the innovative products, solutions and services that will help you reduce your emissions and enjoy all the business benefits that go with driving change.



## DRIVE ON

# MAKING IT EASIER FOR CUSTOMERS TO MAKE SUSTAINABLE CHOICES WITH SHELL CARBON NEUTRAL LUBRICANTS



1 Customers and consumers are increasingly expecting brands to offer sustainable products and services as a table-stake, with 74% globally citing environmental concerns. Consumers want brands to make it easier for them to make sustainable choices (43%), Project Maximus, Shell Insights + Kantar, Nov 2019.

2 Kline & Company's 18th Edition Global Lubricants: Market Analysis and Assessment 2020 report.

3 "Carbon neutral" indicates that Shell has engaged in a transaction where an amount of CO<sub>2</sub>e equivalent to that associated with the raw material extraction, transport, production, distribution and end-of-life of the product has been avoided as emissions through the protection of natural ecosystems or removed from the atmosphere through a nature-based process.

4 Based on ACEA M111 fuel economy results compared with the industry reference oil.

5 Including renewable electricity contracts.

6 Own operations involved in manufacturing of lubricants and based on Shell Internal Reporting.

**Create the automotive business of tomorrow, starting today.**  
**For more information, please contact your local Shell stockist**





QRCode

www.valeoservice.com

## THE VALEO REGLOSCOPE™ PRO: PRECISE, FAST AND EFFICIENT



**More precise, faster to use and more efficient: The VALEO REGLOSCOPE™ PRO makes it easier for mechanics to check and correct headlamp alignment, from trucks to passenger cars.**

### More precise adjustment

The precise adjustment of the alignment of the headlamps is essential to avoid dazzling other road users and to comply with regulations. Garage floors are not always perfectly flat and a dedicated area is sometimes necessary to avoid making inaccurate measurements.

Thanks to its Flex Set modules that are placed against a front wheel and a back wheel of the vehicle, the VALEO REGLOSCOPE™ PRO measures the horizontality of the floor with a laser and calculates the necessary compensation.



The REGLOSCOPE™ PRO's diodes then detect the intensity of the light, so that the device can be centered on the headlamp.

With its 1.80 m mast, the VALEO REGLOSCOPE™ PRO can be adapted to all vehicles, from passenger cars to trucks, headlamp heights in order to correct the settings of all types of lamps (fog lamps, low-beam lamps and full-beam lamps) that use existing (halogen, xenon) and emerging technologies (LED, matrix).

### Significant time-saving

Nowadays, wasting time is not an option for workshops. By making sure that the lamps on a vehicle are in good order, you can avoid being stopped for a failure to meet the regulations that could result in late deliveries and unsatisfied customers.

The VALEO REGLOSCOPE™ PRO is so easy to use and efficient that you will be able to increase the number of vehicles you can work on in a given period of time. This is a clear economic advantage, for all workshops.

### Proven added value for customers

As technical check-ups become stricter, complying with regulations is essential. Lighting is one of the top three reasons for failing a technical check-up that demands a second verification (along with tires and brakes).

The VALEO REGLOSCOPE™ PRO performs a complete diagnostic of the lamps in less than 5 minutes and prints out a diagnostic report. The system is also instructive, because if an adjustment is necessary, it produces a pre- and post-adjustment report that explains the need for the operation and proves that the problem has been solved. This clear and detailed report highlights any hazardous parameters, in comparison with the optimal settings.







© 2020 - Valeo Service - Société par Actions Simplifiée - Capital 12 900 000 euros - 306 486 408 R.C.S. Bobigny - 70, rue Pleyel 93200 Saint-Denis - France  
\*Passenger Car O.E. Worldwide Market Share 2019 in value, excluding Trucks

## VALEO REGLOSCOPE™ PRO

Precise, innovative and universal: make your life easier !

**Save time**  
with the flexible  
zone function

**Enable accurate**  
lighting settings for  
any type of technologies

**Demonstrate added value**  
to your customer with  
comprehensive report

Trust the Lighting Expert:  
Valeo is #1 Leader worldwide in Lighting Systems\*

**Adapted for all vehicles;  
PC, TRUCKS (LHD & RHD)**

Valeo technical support always available



Call us: 0044 01 527 838 300

TECH @SSIST

Access a free complete  
technical support program online.

Smart care for you  
valeoservice.com





# WOLF LUBRICANTS UPGRADES ITS PORTFOLIO WITH NEW **ILSAC GF-6** RANGE

Wolf Lubricants is thrilled to upgrade its portfolio with a line of lubricants that meet the new ILSAC GF-6 standards, demonstrating its commitment to always stay on the top of the market!



The recent technological developments such as engine downsizing, turbocharging, and gasoline direct injection, have placed much greater demands on engine oils. With such rapid changes, we see shifts and upgrades in the tests and standards, which determine the performance of lubricants.

An example of this happened in May 2020 with the International Lubricant Specification Advisory Committee (ILSAC), who announced that they have a new official standard – GF-6. Based on the API service categories, the ILSAC standards are a great combination for improved engine performances and with the latest API SP/RC.

As a brand at the forefront of automotive lubricant technology, we reacted quickly by developing six new low-viscosity products that meet these standards! While the developments prove that the ILSAC GF-5 tests do not measure up to the demands placed on modern lubricants, these new standards also specify more stringent engine oil performance requirements for spark-ignited internal combustion engines.

Compared to ILSAC GF-5/API SN, the latest ILSAC GF-6/API SP/RC oils raise the bar in almost every dimension

of performance. They meet 8 new test parameters set by different original equipment manufacturers (OEM), including timing chain wear protection, a new test for very low-viscosity engine oils, and a test designed to detect low speed pre-ignition (LSPI). The automotive industry's recent licensing of the supplemental lubricant category API SN PLUS to mitigate low-speed pre-ignition (LSPI) observed in vehicles equipped with GDI engines is a good start, but there are still more issues that require better lubrication solutions.

The new API SP/RC and ILSAC GF-6 will balance these equally important needs:

- **Superior fuel economy**
- **Emission system compatibility**
- **Engine oil robustness** to protect engines from wear due to start/stop systems and failures related to LSPI and turbocharger depositing

The performance standard will include two separate specifications – GF-6A and GF-6B. GF-6A covers the existing ILSAC viscosity grades (0W20/5W20/5W30/10W30) while offering backwards compatibility. GF-6B caters to the needs of the most recent engines and covers viscosity grade 0W16.



**Johan Van Hove, Senior Technical Manager at Wolf Lubricants, commented:**

“Our ILSAC GF-6 range consists of six low-viscosity products that meet these latest ILSAC standards. This doesn't only show our ability to stay on the top of the latest developments in our industry, but it also proves the premium quality of our products as they have shown excellent results on multiple levels including a very strict chain wear test.”



# PRECISION DRIVES PERFECTION



Timing, speed, precision and power – together in your engine, under your complete control. Groundbreaking lubricants from Wolf that deliver on every detail, with responsive action on demand. Now when it comes to precision, you don't have to be a rally driver to enjoy winning performance.

Wolf, the Vital Lubricant.  
Make every detail count. Go to [www.wolf lubes.com](http://www.wolf lubes.com)



OFFICIAL LUBRICANT PARTNER OF THE  
FIA WORLD RALLY CHAMPIONSHIP



# NETWORKCONTACTS



## LEADING NETWORK OF INDEPENDENT GARAGES FOR PASSENGER CARS IN EUROPE, LATIN AMERICA AND ASIA

### NETWORKMEMBERS

#### 1 **ARGENTINA** (44 MEMBERS)

##### EUROTALLER

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

#### 2 **AUSTRIA** (40 MEMBERS)

##### PROFISERVICE

Andreas Schopf  
a.schopf@profiservice.at  
+436648275012

#### 3 **BELARUS** (25 MEMBERS)

##### EUROAUTOSERVIS

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

#### 4 **BELGIUM** (2 MEMBERS)

##### GA BELGIUM

Etienne Dubois  
info@eurogarage.be  
+32 (0) 470 06 129 15

#### 5 **BRAZIL** (82 MEMBERS)

##### REDE PITSTOP

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

#### 6 **BULGARIA** (46 MEMBERS)

##### AUTOEXPERT

Georgi Tchetinov  
georgi\_tchetinov@autohelp.bg  
+359 888 421 001

#### 7 **CAUCASUS** (14 MEMBERS)

##### EUROGARAGE

Davit Khvartsia  
D.Khvartsia@tegetamotors.ge  
+995591082226

#### 8 **CENTRAL ASIA** (34 MEMBERS)

##### AUTOSYSTEMS

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

#### 9 **CHINA** (101 MEMBERS)

##### DANIEL TUNG

daniel.tung@groupautochina.com  
+86 13761067560

#### 10 **COLOMBIA** (28 MEMBERS)

##### EUROTALLER

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

#### 11 **COSTA RICA** (26 MEMBERS)

##### EUROTALLER

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

#### 12 **CZECH REPUBLIC&SVK** (192 MEMBERS)

##### EURO KONCEPT

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

#### 13 **DENMARK** (124 MEMBERS)

##### AUTOPLUS

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

#### 14 **FRANCE** (1250 MEMBERS)

##### TOPGARAGE

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

#### 15 **GERMANY** (634 MEMBERS)

##### PROFISERVICE

Daniel Griesenbeck  
griesenbeck@coparts.de  
+49(0)20131940360

#### 16 **GUATEMALA** (13 MEMBERS)

##### EUROTALLER

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





**21**  **POLAND (197 MEMBERS)**  
**EUROWARSZTAT**  
 Zbigniew Lewandowski  
 zbyszek@eurowarsztat.pl  
 +48 602 36 44 56

**17**  **ITALY (1320 MEMBERS)**  
**PUNTOPRO**  
 Lorenzo Titaro  
 l.titaro@groupauto.it  
 +393929988890

**18**  **MOLDOVA (26 MEMBERS)**  
**EUROGARAGE**  
 Denis Pileavschi  
 denis.pileavschi@groupauto.md  
 +373 22 815 408  
 +373 22 815 405  
 +373 78 300 870

**19**  **THE NETHERLANDS (131 MEMBERS)**  
**CARXPERT**  
 Freek Blekxtoon  
 freek@groupauto.nl  
 +31 650 20 39 29

**20**  **PANAMA (8 MEMBERS)**  
**EUROTALLER**  
 Teresa Soriano  
 eurotaller@groupautoamericacentral.com  
 +507 300-0502/0503

**22**  **PORTUGAL (92 MEMBERS)**  
**TOPCAR**  
 Carlos Calleja  
 ccalleja@groupautounion.es  
 +34 617 420 011

**23**  **ROMANIA (53 MEMBERS)**  
**PROGARAGE**  
 Claudiu Gherghelas  
 ClaudiuGherghelas@gauromania.ro  
 +40 0740 305 001

**24**  **RUSSIA (49 MEMBERS)**  
**EVERYCAR**  
 Igor Ponomarev  
 ponomarev@everycar.ru  
 +74 95 74 75 183

**25**  **SLOVENIA (24 MEMBERS)**  
**EUROSERVIS**  
 Samo Krajnc  
 samo.krajnc@euroservis.si  
 +386 15 830 355  
 Andrej Stih  
 andrej.stih@groupautoadria.com  
 + 386 41 695 429

**26**  **SPAIN (996 MEMBERS)**  
**EUROTALLER**  
 Carlos Calleja  
 ccalleja@groupautounion.es  
 +34 617 420 011

**27**  **TURKEY (25 MEMBERS)**  
**EUROMOBIL**  
 Mehmet Yücesan  
 mehmetyucesan@grupototr.com  
 +90 216 314 00 50

**28**  **THE UNITED KINGDOM (732 MEMBERS)**  
**AUTOCAR**  
 Maria McCullough  
 maria.mccullough@groupauto.co.uk  
 +44 78 60 43 91 71

**29**  **UKRAINE (72 MEMBERS)**  
**TOPSERVICE**  
 Victor Golovchuk  
 victor.golovchuk@groupautoukraine.com  
 +38 503 404 636

[illegible]



[illegible]

Benefit from the wide  
product range of the  
OE manufacturer.



Extended  
new product  
range!

## My Choice? The Original!

- Glow plugs, glow plug controllers and ignition coils of BorgWarner's BERU brand
- AWD coupling spare parts
- High-quality EGR cooler, EGR valves and turbochargers in original BorgWarner quality
- REMAN turbochargers and EGR valves
- Excellent service and support



[aftermarket.borgwarner.com](http://aftermarket.borgwarner.com)

 **BorgWarner**