



“The only place success comes before work is in the dictionary”

WIRED



PAGID



Turbocharger promotion



Denso



Collision Corner



Aircon



Red Line



Wheel Hub Oil Seals



Returned Machines



Optima



Products Process



Loro



Hidria



MVP Pro



Competition

New Sub cool Condenser boosts DENSO range

“New sub cool condensers boast compact design for improved fuel efficiency”

DENSO has announced the expansion of its aftermarket programme with 32 new OEM-quality condensers, featuring DENSO’s unique sub cool technology with an integrated receiver dryer (modulator). The new sub cool condensers are designed for a wide range of applications, boasting a compact design with efficiency improvements of up to 30%.

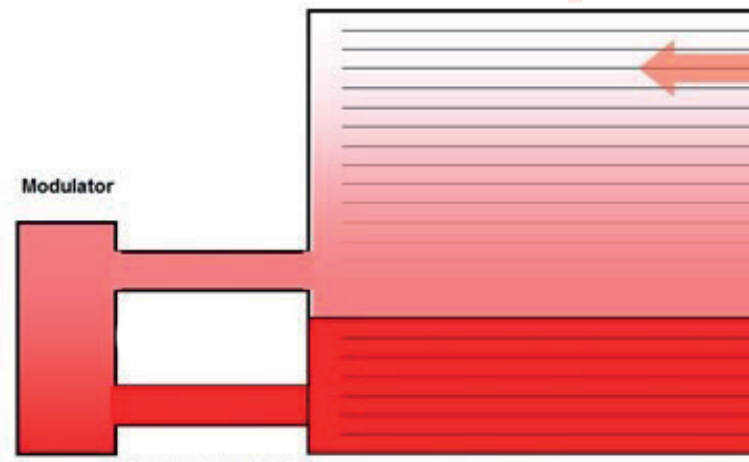
What is meant by subcooling?

“Subcooling is the condition where the liquid refrigerant is colder than the minimum temperature (saturation temperature) required to keep it from boiling and, hence, change from the liquid to a gas phase”.

DENSO sub cooling technology: 30 percent higher efficiency

DENSO condensers are designed specifically for each type of vehicle, and the easy installation process ensures they integrate seamlessly into a vehicle’s air conditioning system. Sub cool condensers are characterised by two essential design features: while the upper part consists of a condensing area based on multi-flow technology, the condenser has a second heat exchanger at the bottom section which is the super cooling part. In addition, the receiver dryer function is integrated in the form of a modulator on the

side of the condenser. This specialised construction enables efficiency improvements of almost a third compared with normal multi-flow condensers.



Compact design, improved fuel efficiency

Multi-flow technology optimises the heat exchange, ensuring the complete condensation of the refrigerant. Air conditioning systems, which operate with a sub cool condenser, require less refrigerant than those which are equipped with conventional multi-flow condensers. This enables a space-saving, smaller design while the super cooling part of the condenser also means

DENSO

energy consumption can be reduced during operation of the A/C system.

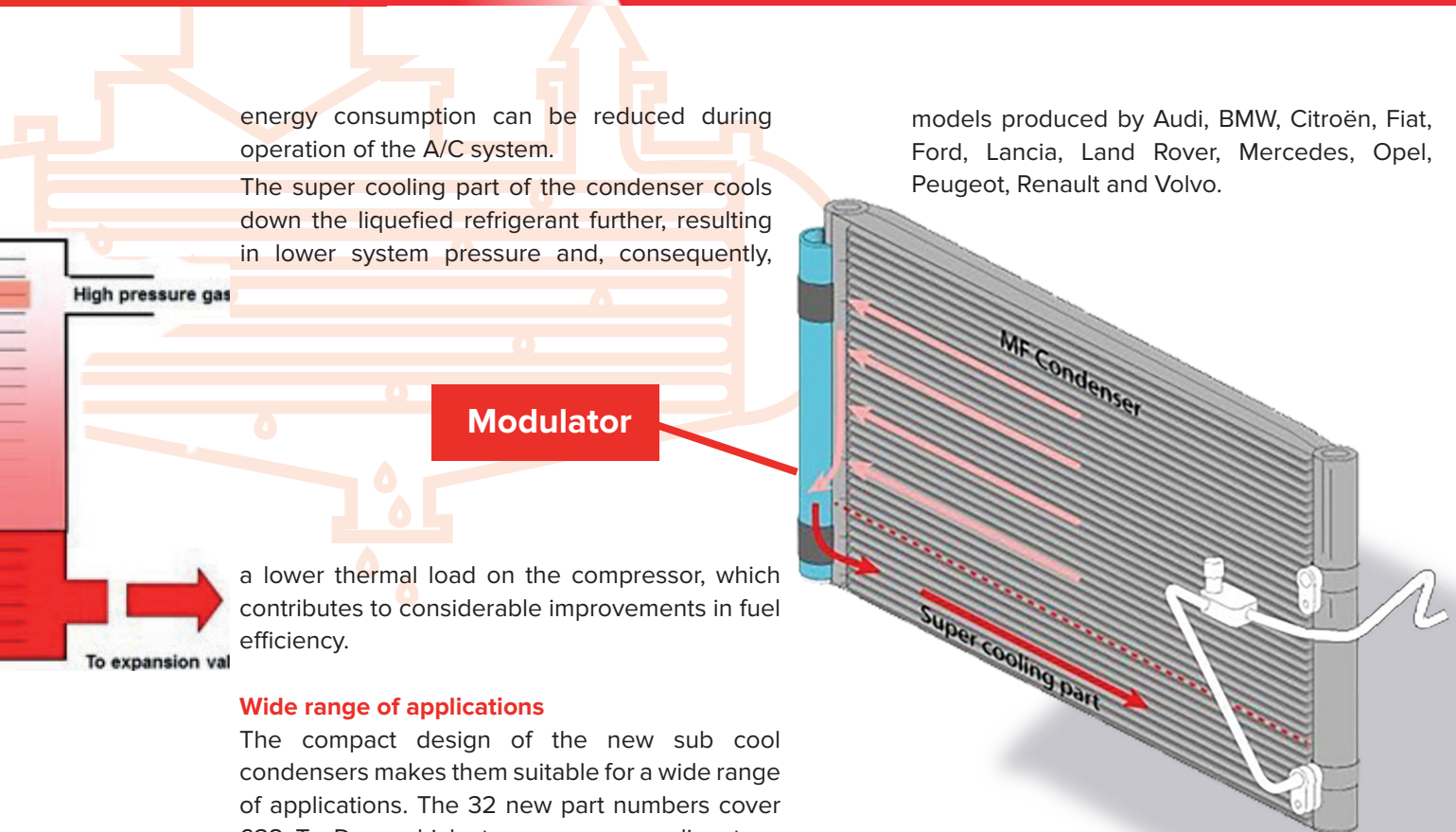
The super cooling part of the condenser cools down the liquefied refrigerant further, resulting in lower system pressure and, consequently,

a lower thermal load on the compressor, which contributes to considerable improvements in fuel efficiency.

Wide range of applications

The compact design of the new sub cool condensers makes them suitable for a wide range of applications. The 32 new part numbers cover 638 TecDoc vehicle types, corresponding to a total of 2,700,000 vehicles. Applications include

models produced by Audi, BMW, Citroën, Fiat, Ford, Lancia, Land Rover, Mercedes, Opel, Peugeot, Renault and Volvo.



If you have any queries, please do not hesitate to contact Khurshid Rumi on khurshid.rumi@eurocarparts.com who will be happy to assist

Aircon Station

Aircon Machine faults – Don't get in a sweat

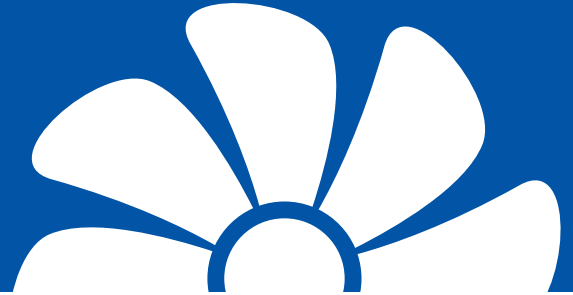
Whilst we are in the midst of the 'air conditioning season' there is no doubt you will have had at least one phone call from a customer demanding their not too old air con machine be fixed or that they need someone to service it tomorrow or the "we will never buy from you again" threats start coming into play.

So what do you do? If only there was a dedicated team that could help resolve these issues! Luckily there is, you have at your disposal a technical services team based in Autoclimate who can help. The below hopefully will help give you some trouble shooting tips to keep your more 'irate' customers at bay and also explain some of the more standard responses you should be giving customers:

Q: My machine is faulty / It doesn't do this properly / It doesn't work

A: Make a note of as much detail as you possibly can and advise you will get a technical advisor to give them a call. E mail all details to technicalservices@autoclimate.com and include k8 code, machine details and what the customer reports as their issue. Technical services will phone your customer and try





to resolve over the phone – this is a 70% success rate. Failing this the issue will be diagnosed and an engineer booked to attend site. All repair jobs are up to 4 working days for the engineer to attend, this will be explained to the customer and if outside of warranty quote any costs and obtain an order number.

Q: My machine is due a service can you book it in for me?

A: You certainly can – quote the customer £205 for the service plus any parts that are used. Typically the filter and vacuum pump oil will need changing which will increase the price to approx. £275 depending on the machine.

Any additional work that is required the engineer will advise when onsite and get the go ahead to do the work i.e. if the hoses and couplers need changing.

You should all have service forms that show which units can be serviced – fill out the form and send it to sales@autoclimate.com. The team will get the service booked in and the lead time is up to 20 working days, do not promise the customer specific day, we may not be able to achieve it.

Q: A machine is being commissioned but we can activate it, what do we do?

A: Commissioning of a unit should only be carried out at the customer's premises. E mail the customer details and machine information including serial number to technicalservices@autoclimate.com. This is important for warranty purposes so the machine is logged on our system!

Once you have sent your email you will get a response to say it has been received, trust in Autoclimate to get the job done and the request dealt with. You do not need to chase up or keep asking for updates – the customer will have been dealt with direct so will know what is happening.

If you do have any further queries then please feel free to contact the Autoclimate team who will be happy to assist on sales@autoclimate.com

New to range

Wheel Hub Oil Seals



An oil seal is a very simple component but essential for vehicle functionality. The standard design seal mainly comprises of a metal insert, rubber layer and spiral spring. Its key function is to prevent engine oil leakage. Only if the seal is correctly designed and produced to the OE specifications, will it maintain long life performance.

A correctly designed seal must have these characteristics:

- Good sealing effect
- Reliable operation
- Long service life
- Simple and trouble free installation
- Designed for specific applications

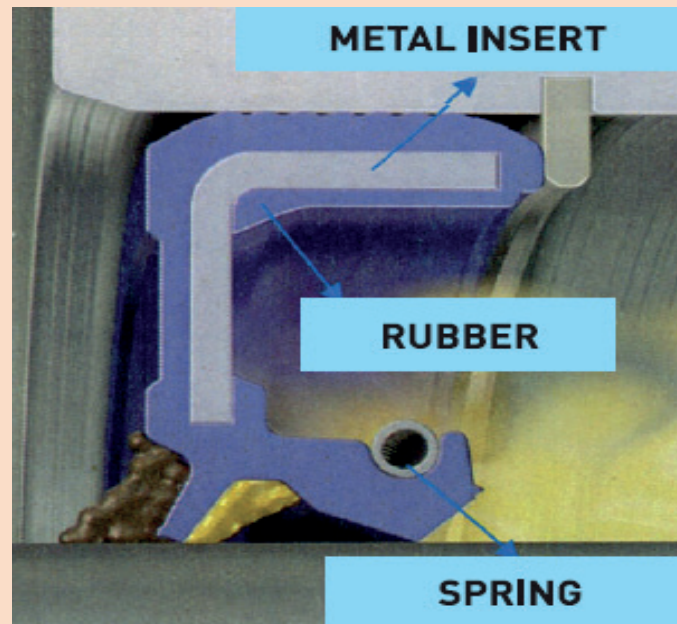
These characteristics are all influenced by:

- Type of housing
- Rotational speed
- Operating temperature
- Fluid pressure
- External and internal contaminants.

Significant benefits include:

- Better fuel economy
- Reduced oil consumption
- More efficient dynamic sealing
- Lower working temperatures
- Improved power retention

All wheel hub oil seals are under product group '631', over 450 ECP numbers covering over 90% of the UK vehicle car parc. Catalogued on DVSE and Topcat, stock in Corteco or Elring brands offering a 12 month, 12,000 mile warranty.



If you have any queries please do not hesitate to contact Sunil Patel on sunil.patel@eurocarparts.com who will be happy to assist.

Optima

A bright idea





Say goodbye to faded, dull or discoloured headlights and say hello to the new Headlight Wipe Restoration Kit from optima.

By following a simple 2 stage process, the optima Headlight Wipes will restore headlights to their former state within minutes to give a clear and sparkly surface – that is guaranteed to pass inspections!

Optima is our exclusive premium own brand range – covering all aspects of the repair process from start to finish. The recent Optima re-launch is part of our ongoing commitment in providing customers with high quality consumables and easy to use processes to meet the increasing demands of today's repair needs.



Other benefits include:

-  Easy to use, no training is required
-  No damage to headlight or surrounding paintwork
-  Can be used on indicators, fog and rear lights
-  Reduce MOT failures for your customers

So, with headlamp related failures equating to approx. 19% of MOT failures, there really is endless opportunities for you to sell these to your customers as a fantastic add on revenue stream service.

OPT.HLW-10 Headlight Wipe Restoration Kit (Trade) contains 10 packs plus instructions - £89.99

One pack = one set of headlamps. Also available in an individual pack size in our retail stores - £12.99

If you have any queries, please do not hesitate to contact Jodie Mullard on jodie.mullard@eurocarparts.com who will be happy to assist.

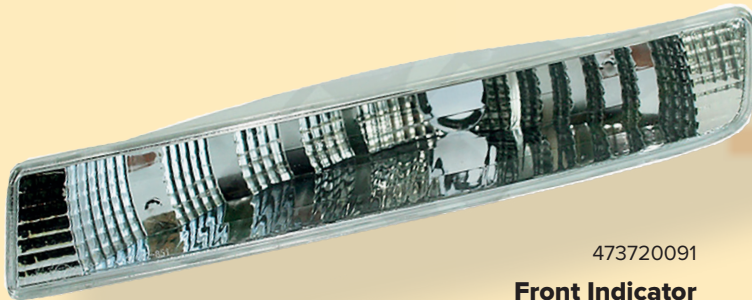
Introducing LORO

“Small lamps – BIG potential”

ECP has a new lighting supplier. This special supply arrangement is with the independent quality aftermarket manufacturer “Loro”, whose name you may have noticed via DVSE part searches. Loro are committed to quality in all respects and hold ISO9001 accreditation together with the necessary E-mark capability. The company is largely self-sufficient with injection moulding, thermal welding, ultrasonic testing and packaging all in-house.

Loro’s products are mostly small lamps – indicator repeaters, number plate lamps, fog lamps, reverse lamps and similar.

Production materials – plastics, metals, and electronic - are matching the OEM quality. In particular Loro’s LED lamps are produced using the best available electronic elements sourced from major brand European OEMs.



473720091

Front Indicator

Vauxhall Vivaro
Renault Traffic
Nissan Primastar.



478223011

Reflector

Mercedes Sprinter.
VW Crafter

Using this new supplier we have expanded our range and its competitiveness in the market. All Loro’s vehicle lamps which are valid for our UK market are in stock and available on Top Cat!

Loro’s range (currently 300 part numbers) develops continually, with introduction of several new releases every month. Those which are appropriate for our UK market are quickly integrated into ECP’s ever-growing lighting range. Customer feedback has been excellent and Loro’s products well received.

Loro

FACTORY

482443011

No. Plate Lamp

Audi multiple application



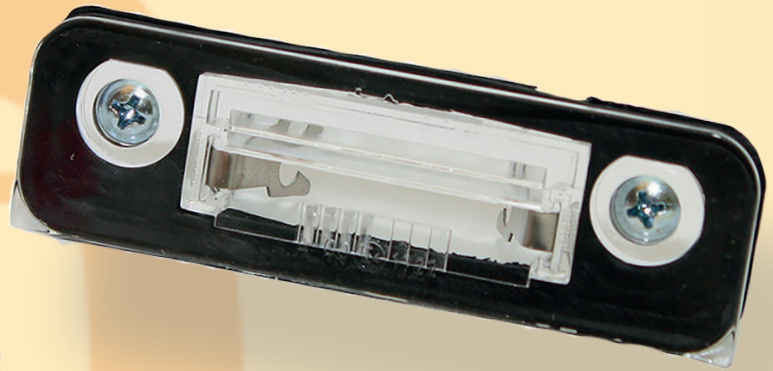
482590051

No. Plate Lamp

Fiesta.

Fusion.

Mondeo



At ECP request Loro are developing some interesting new products at this time, to give us a further competitive edge on our competitors. These are small passenger car lamps with excellent sales potential and we hope to introduce these soon.

Loro maintain stocks of all their products for rapid delivery within Europe. ECP receives regular shipments from Loro and supplies are reliable.



These are all easy-install parts, so our markets are IMT/SMR/Garages and Bodyshops! Demand volumes are higher than you think and margins are good – please make sure you pick up the sales!

If you have any queries please do not hesitate to contact Chris Curtis on CCurtis@autoclimate.com who will be happy to assist.

Workshop Solutions

MVP Pro

Key Programming is an opportunity for a workshop to increase their profits by becoming a local specialist in a basic but niche area. MVP Pro takes the anxiety out of Key programming, it makes it a much simpler process for your customers with its simple functions. The use of transponders in vehicle keys means that whenever additional/replacement keys or remotes are required, they must be programmed into the vehicle.




-  2nd hand car with only one key fob - many 2nd hand car dealers or new owners will want to equip their cars with two key fobs and routinely need to get second key fobs programmed.
-  Lost or Broken key fob? Programming a replacement key fob is often the result of basic necessity after losing or damaging the original key.

Originally, if a customer needed a new key or remote, they would have no option but to go to the dealer, which could be expensive and





inconvenient. However, nowadays, there are well established universal key programming products of which MVP Pro is said to be the best because:

-  It's easy to use Comes with full support
-  Online updates are free for life
-  The widest manufacturing coverage of any key programming tool.

MVP Pro can program ALL types of key transponders. Designed with simplicity in mind, MVP Pro guides you through the various steps for key & remote programming for each particular vehicle. For anyone not sure on anything, there is also a technical support helpline available during normal office hours. MVP Pro comes packed with all software for most makes & models worldwide absolutely free - and you never have to buy software in the future. Currently, Software for over 60 worldwide manufacturers is

included. Any new software modules released can be added to the MVP Pro free of charge and downloaded easily onto the programming tool 24hrs a day.

In short, MVP Pro is a key programming solution that bypasses the franchised dealer networks. As key programming is still a niche service, garages who get into it will also have the advantage of becoming a local specialist. MVP Pro puts key programming within the reach of any garage looking to increase their profits.

For more information on the MVP Pro, or if you have any questions, please contact Fred Muraya on fred.muraya@eurocarparts.com who will be happy to assist.

Turbocharger price reduction

Turbochargers in the automotive aftermarket?

Over the next 3 months we are running a promotion that will see prices slashed across our range of both NEW OE Turbos as well as our Turbojetzt Remanufactured range. There has never been a better time to advise your customers that if it's Turbos they are thinking...it's Euro Car Parts that they should be calling. We are confident that our promotional prices will not be beaten in the market place. Don't forget that nothing lasts forever and this promotion has a limited lifespan, if you have specific Turbo centric customers, now is the time for them to cash in and purchase their fast moving units in 3's 4's and 5's.

In most instances, there are 2 options that we can offer on a turbocharger.

OE QUALITY: Brand new genuine OE unit. Manufactured by Garrett, Borg Warner, IHI and Mitsubishi Turbochargers. Inside the box, are exactly the same units that you will be offered by a main dealer.

TURBOJETZT: Our completely remanufactured version of the OE unit. A Turbocharger core, which is stripped, has had all components excluding casing replaced with genuine components, and thereafter balanced and tested. This is completed by our specialist partner TurboJetzt.

PRICE

WE CHARGE

Euro Car Parts have an extensive range of Turbochargers both **Brand NEW** and complete

NEW – OE QUALITY:

Brand NEW genuine OE unit. Manufactured by Garrett, Borg Warner, IHI and Mitsubishi Turbochargers. Inside the box, are exactly the same units that you will be offered by a main dealer.

ANY PART FOR ANY CAR
OVER 200 BRANCHES NATIONWIDE



DROP YOU LESS

ve range of turbochargers,
ely **REMANUFACTURED:**

REMAN – TURBOJETZT:

Our completely remanufactured version of the OE unit. A Turbocharger core, which is stripped, has had all components excluding casing replaced with genuine components, and thereafter balanced and tested. IS



EURO
CAR PARTS

We have gathered intelligence from the largest Turbo distributor in the UK, on the range ECP should be keeping to service the UK car park. Where possible, we have matched the OE quality range with TurboJetzt remanufactured counterparts, and are proud to offer 70% of all OE quality, if using a TurboJetzt version.

ECP have recently introduced 90+ part numbers into TurboJetzt range and this number will only continue rise throughout 2016

ECP can offer dedicated technical support lines to customers on both the OE range and TurboJetzt reman range. The majority of our Turbos come with fitting kits and we can also stock a wide range of Oil feed pipes and Turbos hoses.

If you have any queries please do not hesitate to contact Vinny Patel on V.patel@eurocarparts.com who will be happy to assist.

Collision Corner

Corrosion Repair

Corrosion, Corrosion, Corrosion, is the hot topic at the moment, why you ask? Its summer!

Many of our customers will be taking advantage of the hot weather to bring out their classic motors and project cars, a lot of these will have been attacked by the ferocious beast we call rust. We stock thousands of lines of replacement parts for these vehicles, ready to be welded into place!

A lot of you know that we have been driving the awareness of corrosion for some time now, that's because this is one of the most lucrative areas in the collision industry. Our parts can save your customer valuable time measuring, cutting and sourcing new metal.

All our parts are all expertly handled from our Swadlincote Distribution Centre, and that means they are checked for defects, meticulously cared in transit, and can be with you in a day if needs be.

So get underneath the old Mini, Beetle, or MK2 Golf and get that sill or the rusty door bottom sorted! And, don't forget, we have all the bits for your restoration projects, lights, mirrors, and body panels – the lot!

Corrosion Repair Parts are used as an alternative to fillers on older cars. This allows you to cut out rust and repair it using actual metal instead of a compound.

Rust can be a difficult problem to address; most people will leave it until it is far too late and where the rust has corroded through. Rust should be treated at the first sign, if the paint is flaking off or it has bubbled up then there is normally a larger problem underneath. The only way to treat rust is to remove it completely; once rust has started it is difficult to eradicate.



Corrosion Repair Parts can be very useful to the professional Bodyshop, garage or car owner attempting to restore a vehicle to its original condition.

Corrosion Repair Parts are made using a very expensive and elaborate multi-die process generally known as precision die stamping. Some dies for stamping rust repair panels can be as long as fifteen foot and weigh thirty tons with tolerances as low as one thousandth of an inch. The repair process is going to be a lot easier using a rust repair panel.

Why Buy Corrosion Repair Parts From Euro Car Parts?

- Fast Order Processing & all parts listed available from stock for next day delivery
- Experienced & Knowledgeable Staff
- Tried and Tested Fit to Vehicle
- Related Consumables and Tools also available
- Improved power retention

You can view the new guide by clicking the following link:
<http://bit.ly/corrosionrepairguide2016>

If you have any queries please do not hesitate to contact Chris Graham on chris.graham@eurocarparts.com who will be happy to assist.

D4 ATF



Transmission oils from Redline

Introducing a performance range of Transmission oils from Redline, to offer the specialist market in the UK. ECP now stock some of their popular range in NDC and Wembley.

D4 ATF is a fully-synthetic product designed with superior low-temperature properties compared to a Dexron III® fluid, and the improved shear-stability requirements which is part of the Mercon V® specifications.

D4 ATF also provides a GL-4 level of gear protection, making it a superior product for transmissions and transaxles. The balanced frictional characteristics provides smooth and consistent shifts for extended drain intervals. The superior stability compared to petroleum ATFs allows high-temperature operation without varnishing valves and clutches which leads to transmission failure.

Red Line offers the widest selection of fully-synthetic ATF on the market today. Each offer improved thermal stability, maintain viscosity levels, and feature lower volatility while providing the required frictional characteristics of each fluid's OEM-style replacement. Reduced oxidation and lower volatility at high temperature and allows high-temp operation without varnishing valves and clutches. The D4 ATF extended drain intervals.



Redlines' most versatile ATF, use where Dexron III®, Dexron II®, Mercon® and Mercon V® fluids are recommended, provides a GL-4 level of gear protection

Popular applications: Toyota Type T-III and T-IV, Honda ATF-Z1, NissanMatic D, J & K, Diamond SP-II, SP-III, Mazda ATF M-V, most BMW, Audi, VW automatic transmissions

Also used with manual transmissions and transaxles like T-5, T-45, T-56 and late-model BMW

Excellent cold weather operation

If you have any queries, please do not hesitate to contact Pankaj Babbar on pankaj.babbar@eurocarparts.com who will be happy to assist.

Returned machines

What's the procedure?

We again we have had problems in A/C machines in need of repair just being sent back to Swadlincote – this must stop immediately.

There are currently in excess of 130 A/C machines awaiting repair, that have been returned from branches and this is not acceptable, why are we replacing a £2.00 pound hose with a £2000 AC machine. Some examples: customer returns the machine because no commission or training was given.

A customer's machine should only be replaced as a last resort, and only with the approval of Adrian Lamb/Jamie Chancellor/Aaron Macfarlane, who in turn will notify Swadlincote to expect the machine. Any machines returned without approval, will be flagged to Autoclimate/myself who will want to know why you have not followed the simple procedure.



“DO NOT RETURN MACHINES TO SWADLINCOTE UNLESS THE FOLLOWING CRITERIA IS MEET”

The procedure for a machine that requires a repair is as follows:-

1. If the customer calls you to say their machine is not working, please forward their details including date of purchase (for warranty) to sales@autoclimate.com
2. Autoclimate will then contact the customer to either fix over the phone, or arrange for a Service Engineer to visit.
3. If you customer has dealt with Autoclimate previously they have option to contact them direct on 0345 5050900

We must have traceability on these machines when they have been sold, please do not deviate from the above. Please also note the manufactories warranty must be triggered by the registration of the customers details.

If you have any queries please do not hesitate to contact Aaron Macfarlane on aaron.macfarlane@eurocarparts.com or Autoclimate on **0345 5050900** who will be happy to assist.

Products Process

Special Orders

Performance

Speed, style and passion

The P&S team are always working on increasing our stock holding for core products so you can fulfil your customer's orders in a timely manner. However our product range still relies heavily on special orders, as you can imagine the size of our range is big so there are so many parts needing to be sourced on demand. We are having increasing issues where branches are allowing trade companies to return special order items. This has a huge impact on leftover stock known as 'Excess and obsolete'. Help us reduce the problems this black hole creates. There is over £200k of P&S stock we do not need. The majority has been created by cancelled special orders.

Remember – a special order is just that, a product brought in specifically for that customer. They need to be reminded that once ordered, it is theirs. Where possible take a deposit No matter what changes. Please help us reduce this wasted stock.

Warranty and Returns:

We source the best brands and products in the market to make sure you can sell quality performance parts to your customer. There is a very low failure rate on parts, however occasionally a product may fail. If you find yourself with a faulty product or a customer that is not happy please contact the product team before the item is removed or returned. Often we are crediting product when there is no need.

For example a customer may have purchased a coilover kit and 6 months later a shock is leaking. Before anything gets removed contact one of the team, there are many factors and questions we may need to ask before relaying the



information to our suppliers. Often a branch will allow the removal and return of a full kit when all it may have needed is a new shock sending out from the supplier.

An important note – As per our terms and conditions we do not cover labour claims on any parts in the Performance and Styling range. Any claims put forward will be rejected.

We are here to help, please make sure you use us!

Parts Lookup:

Please remember as previously communicated. If you are unsure on parts lookup and have exhausted all the usual lookup options (including supplier websites) make sure all contact is made through Web Chat with the word Performance in the subject field. There will be one of our team to handle your query online. Please use this method rather than phone or email!

If you have any queries, please contact the Performance Team on performance@eurocarparts.com



ECP visits Slovenia

John McCulloch recently flew to Slovenia to visit one of Hidria's production lines. The purpose of the trip was to introduce a handful of trade press editors to Hidria and show them the faultless production line for the high quality glow plugs that ECP stock.

The editor of CAT magazine captured the true essence of the trip. Check out his article below

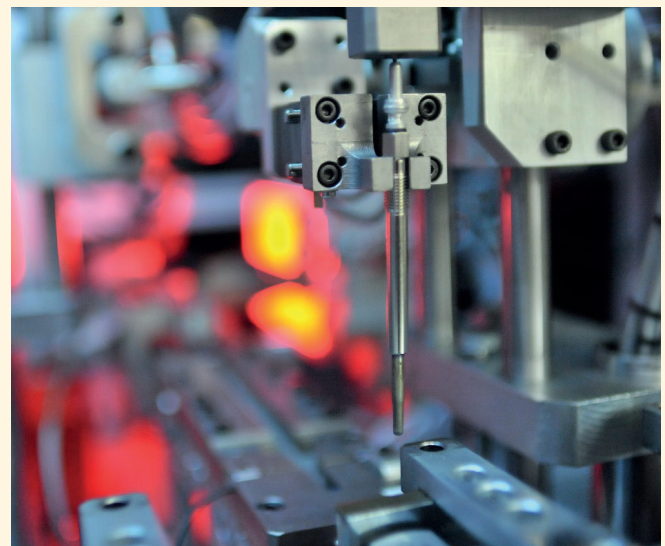
There are worse places to have a factory than the lush green Soca Valley. Crystal clear steams trickle down from the misty mountains, while vineyard's stretch out towards the Italian border, punctuated only by medieval walled citadels.

However, we're not here on a sightseeing trip. The purpose of our trip is to visit Hidria, a company you might be forgiven for not having heard of. Hidria is a major OE component producer, notably of glow plugs. While it has had an aftermarket range in Europe for some time it is about to launch in the UK having just signed a major distribution agreement with ECP – and we were keen to find out more. The firm's range of glow plugs will be stocked by ECP and will cover a wide range of references, including a few that are not in anybody else's catalogue.

Hidria's history dates back to the 1950's when it started producing parts for central heating systems. However, it wasn't until the 1970's that the firm relocated to its current site and started producing car parts (apart from the glow plugs, the company produces mechatronics units and die castings). In 2015 the company announced

that it was disposing of its subsidiary called Gif and that it had agreed a finance arrangement with its banking partners to allow 'profitable growth and develop breakthrough innovations'. It plans to increase revenue from £260m to £350m by 2018.

One of the first things to understand about glow plugs is that there is no cheap 'price fighting' brand in the market. There are only half a dozen or so companies producing glow plugs and all which have OE contracts. There are several reasons for this, most significant is that diesel components need to be precisely engineered and if a glow plug was even fractionally too long it is liable to touch the piston crown, resulting in significant damage to the engine.



This is one of the reasons according to Aftermarket Sales Manager Jernej Kusterle, why the VM's are particularly discerning regarding the development and spec of the glow plugs. He took us to the development centre in the Tolmin HQ where he was delighted to show us around on the provision that we put on clean-room compliant clothing.

Kusterle is under no illusions that the firm's product for the aftermarket is only likely to sell in scale at various points of the year. "Many more are needed on the market when the first cold mornings of the year happen from September onwards" he said.

DEVELOPMENT

Developing glow plugs is a pretty torturous business as it turned out. On our visit a machine was heating plugs up to an ambient temperature above 40 degrees C, before plunging them back to a freezing -40 degrees in the matter of moments. There were also machines that simulated extreme vibration as well as microscopes, spectrometers and an X-ray machine. In another room, complete engines were running in test cells, which we'd love to tell you more about, but we are sworn to secrecy. Going down to the production area, we were surprised at the comparative lack of people.

"We design the production machines ourselves – and obviously we don't disclose what we build to the outside" said Kusterle. Like the 1980's kid's TV programme Bertha, raw materials go in at one end and the finished product comes out of the other on most lines, although curiously, packing is still done manually.



PYRO LINE

Inside the line, each plug is coded for traceability and tested using a device called a pyrometer. Robots weld the tiny heater cold together with astonishing speed and accuracy. "We make the wiring for the inside of the plug in house" Kusterle explained. "It's an advantage for us, because we can develop new applications faster and more easily" he said, adding that it was common practice among competitors to buy this wiring from external suppliers.

There was much more to the plant that we don't have time to describe, sic as the pressure-sensitive assembly, but we're sure we'll see a lot more of the Hidria brand in the UK soon.

