

A large, white, stylized letter 'W' is centered in the upper half of the image. It is enclosed within a white square frame that has a slight 3D effect with a dark green shadow. The background is a solid green color.

# WIRED

*Issue 9 - JUNE 12*

***EURO CAR PARTS PRODUCT NEWS***



# WIRED

“Knowledge is the wing  
wherewith we fly”



Instant Price Match



Collision Corner



Brake Clinic



Did You Know?



AirCon Station



Profiling Point



Workshop Solutions



Klarius VOR Ordering

# Instant Price Match

IPM has been 8 months in the making, endless hours of development and testing! Last Thursday we completed the rollout across the branch network.

IPM is unique to ECP – no other competitor in our market can capture the detail and handle a price match as fast as we can! Gone are the days of sending an email and waiting ...

Follow the below guidance to avoid any delays – it's important these points are followed to ensure smooth running of IPM across the company.

- Free Stock MUST be showing at the time the WIP is CREATED – Created is the key... (Not booked in after)
- Orders need to be SAVED (not as quotations)
- Do not suspend orders! – these cause us a huge delay.

*"We must have used it about 10 times today."*

**Simon Carey – Sales Manager – Orpington Hub.**

*"IPM is fast! – instant response! Far quicker than emails."*

**Kevin Blackwell – Sales Manager – Isleworth**

*"Excellent response time"*

**Stuart Hayes – Sales Manager – Paisley**

*"Over the last two days the process has been faultless, and speedy, without exception."*

**Nigel Stones – Branch Manager – Doncaster**

- No EQ Terms expiry popups – these cause delay which effects everyone
- Credit limits must be OK etc.
- Order cannot be locked – they need to be out the order when we update
- Do not mark as "Under Review" – this reserves it just for the person whom reviewed it – i.e., HO can no longer see it on the pending screen.

For anything not in stock – email in the old way with customer/part number/price/competitor – state in the email "no branch stock"

If you have any questions (or praise) please contact the Pricing Team or Andy Hodge:

[pricing@eurocarparts.com](mailto:pricing@eurocarparts.com)

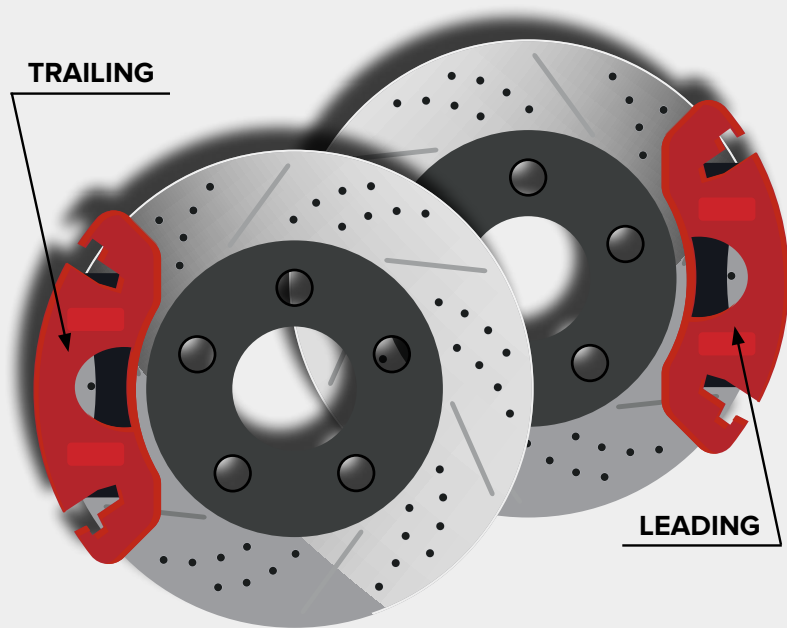
[andy.hodge@eurocarparts.com](mailto:andy.hodge@eurocarparts.com)

# Brake Clinic

## Brake Caliper – Leading & Trailing guide

**B**rake Calipers can be mounted on either the front or at the rear of the axle depending on the brake system design and individual model.

We have been getting an ever increasing amount of enquiries regarding vehicles and whether the caliper is “leading” or “trailing” – you don’t have to go on a wild goose chase, a few simple questions to your customer and a quick search through Top Cat and you’ll have the answer.



MAKE	MODEL	POS	SYSTEM	LD / TR	LH	RH
FORD	MONDEO 93-00	F	ATE	LEADING	133 59 0211	133 59 0221
FORD	SCORPIO 95-98	F	ATE	TRAILING	133 59 0221	133 59 0211
LDV	CONVOY	F	ATE	TRAILING	133 75 1171	133 75 1181
LDV	CONVOY	F	ATE	LEADING	133 75 1181	133 75 1171



There are applications on TopCat which denotes whether leading or trailing calipers are on the vehicle.

a column header and drop it here to group by that column

Part Number	Component	Fitting Position	Brake System	Caliper Type	Number of Inlets / Outlets	Piston Diameter (mm)	Other Information
13367015	Caliper	Front Left	Lockheed	4 Piston	1	46	Solid Discs, 1 Inlet, <b>Trailing</b> 46mm
13375117	Caliper	Front Left	Lockheed	4 Piston	1	41	Solid Discs, 1 Inlet, <b>Trailing</b> 41mm
13375119	Caliper	Front Left	Lockheed	4 Piston	2	41	Solid Discs, 2 Inlet, <b>Leading</b>

In this instance, there are numerous options for the front left caliper on an LDV Convoy. Every bit of information is vital, the customer needs to clarify to ensure the correct caliper is supplied.

If you receive a complaint from

the network about a caliper being incorrectly boxed, just check on TopCat and the customer to see which position that the caliper is in.

If you are unsure which caliper to supply where leading or

trailing is an issue, then please contact the Braking team:

Aaron Spencer:  
[aaron.spencer@eurocarparts.com](mailto:aaron.spencer@eurocarparts.com)

Ehsan Arabalizadeh:  
[ehsan@eurocarparts.com](mailto:ehsan@eurocarparts.com)

# AirCon Station

## AC Couplers: I'm sticking with you

**T**here is an ongoing problem on AC systems of some later vehicles, high side service ports have been put in places that a standard coupler cannot lock on to (248 77 040), for instance the Volvo S80 where the high side service port has been critically sunken in the radiator shroud. In day-to-day operations, depending on which service coupler you use, the service coupler may, or may not fit over the service port, due to the recess depth.

In the case of some Ford & BMW's this problem is even more pronounced, the high side service adapter is deeply recessed into the shroud and cannot be serviced by common service couplers. Furthermore, many current European Ford models are subject to similar designs.

Even more recently Jaguar has also come up with a design

whereby both the high and the low side ports are difficult to get to without extender.

To overcome these situations, we have added both high and low side "service port extenders" to our range 248 77 0650, 248 77 0670, 248 77 3090. This is an obvious upsell for anyone buying

a machine or gas. Use this information and convert it into sales!

For further information regarding air con couplers or anything AirCon related, please speak to Aaron McFarlane:

[aaron.macfarlane@eurocarparts.com](mailto:aaron.macfarlane@eurocarparts.com)  
Cisco: 7001 - 595



# Workshop Solutions

## The Giuliano Range

**T**he exclusive new range of Giuliano wheel & tyre equipment is Available now! Giuliano is a well-established leading global manufacturer with a very strong reputation for its innovative designs and the build quality of its machines.

The Giuliano range boasts a number of international patents including:

**Run Flat Bead Breaker -** Traditional bead breakers the blade angle can be manually adjusted to the size of rim/tyre only. Once the bead is broken you have to return the blade back to its home position to start again. Giuliano tyre changers have a patented system which allows the operator to turn a lever and automatically set the blade to traditional tyre setting (more angled) or run-flat setting (more direct), and when the bead has

been broken the blade returns back to its home position. This removes the practice of the operator having to 'wriggle' the blade back out from between the bead and the rim saving time and is less likely to cause damage.

**Auto Demount Head Setting –** With traditional machines the tilting post is brought forward and the operator must place his hand on top of the vertical bar and push down to the rim manually before pressing the to lock button. The Giuliano only requires the press of a button to bring the head automatically down to the rim and lock into place ensuring accurate fitting every time.

Driving new technology forward, and backing this up with industry-leading build standards are the reasons why we've introduced to the Giuliano range. Further



supported by committed sales support, and Operator Training to make the most of equipment is included as standard during installation.

Giuliano wheel and tyre machines carry a 2 year On-site parts and labour warranty. Extended Service contracts are available.

For more information please contact the Workshop Solutions team or Fred Muraya:

0208 782 2592  
[fred.muraya@eurocarparts.com](mailto:fred.muraya@eurocarparts.com)

# Collision Corner

## New To Range OES lighting & Platinum Plus Bumpers!



**W**e have some great new to range products that have been added. All these items are perfect for Collision market, specifically for vehicles within 0-3 and 4-8 years from registration, anyone working on insurance claims will love these!

Previously not available, we now have stock of the VW Beetle 2011 halogen headlamps, these have been awaited for the ECP range and finally Hella have released them!

471 44 5110 NS – Halogen Headlamp  
471 44 5120 OS – Halogen Headlamp

Also new to range from ULO/ Farba are OEM headlamps/tail lamps for the Toyota Verso 2013 onward, part numbers for both are below:

471 82 1130 – NS Halogen Headlamp  
471 82 1140 – OS Halogen Headlamp  
478 82 3630 – NS Rear Tail Lamp  
478 82 3640 – OS Rear Tail Lamp

Keeping Britain Moving, it's a motif that we are pushing at the moment, the LCV sector is one of the biggest collision channels for our company and we have just added Platinum Plus Mercedes Sprinter (2013>) Bumpers to our portfolio. Target LCV and German LCV specialists and reap the rewards. Platinum Plus stands for first time fitment, save time, save money, buy Platinum Plus.

822 22 2805 – Front Bumper No Fog Light Holes  
822 22 2815 – Front Bumper Fog Light Holes

If you have any questions the team is on hand to help:

Chris Graham – Collision  
[christopher.graham@eurocarparts.com](mailto:christopher.graham@eurocarparts.com)

Damian Oakden – Lighting  
[damian.oakden@eurocarparts.com](mailto:damian.oakden@eurocarparts.com)





# Did You Know?

## Fuel Filter Problems

**O**ver the last few months we have encountered many warranty claims for fuel filter 503 44 092. These warranties are for all brands like Mann, Crosland, and Bosch.

The problem is always the same and usually happens after a new filter has been installed. Fuel leaks from the housing and the effect can often be devastating to the engine components and the cost of repairs can be massive.

### WHAT'S THE PROBLEM?

When the fuel filter is replaced there is a correct procedure in tightening the filter housing which is often overlooked by the mechanic and as a result fuel escapes between the seal and the filter housing, the fuel filter is not the problem. Filter manufacturers guarantee their products and not their installation and any warranty

as a result of this issue will obviously be rejected.

### WHAT CAN WE DO TO HELP OUR CUSTOMERS?

Below is a snap shot of how to correctly install the fuel filter and is available for you through Topcat to either print or email to your customers. We have also added a notice on every sales invoice listing this filter asking you to send the below installation procedure to our customer.

All filter manufacturers are aware of this issue and are trying to take steps to inform fitters on how to install the filter but until everybody is aware then please print the procedure off for them when selling this filter in all brands.

Doing this will only help our customers and help to your professional care to them:



1. Remove all screws & the housing cover
2. Remove the filter element from the housing and then remove the gasket
3. Remove all fuel, dust and water residue from the housing using a suction tool
4. Install the new filter element, wet the new gasket with fuel and mount it in the cover
5. Offer the cover square to the housing and push down evenly sealed centrally
6. Fix all screws to the cover, screwing by hand. Tighten to the specified torque.

For more information please contact John McCulloch:  
[john.mcculloch@eurocarparts.com](mailto:john.mcculloch@eurocarparts.com)

# Profiling Point

## Euro Car Parts Profiling News

**E**veryone has been extremely busy profiling branches, find out below who's been where!

Colin Downie has been in Wales this week to visit the Newport and Cardiff branches to offer product and profiling support. Colin spoke to several members of staff to understand the branch and customer requirements.

After a warehouse tour there is plenty of space for additional stock to be profiled. Newport has been profiled on a range extension of additional products covering, ignition coils, EMS sensors and switches, Lambda sensors, Air flow meters, electric fuel pumps, EGR valves and various ignition parts

It was then on to Cardiff where an additional lambda sensors and EGR valves have been added to their stock profile,

considerably increasing their 1st time pick rate in the process. 21 part numbers have also had their minimum stock holding increased to meet branch demand.

The Braking team have been having a hectic week, they have profiled the Northampton branch for 128 additional SKUs on Pads & Discs covering both Pagid and Eicher, and at the Morecambe branch profiling 405 additional SKUs on Pads & Discs covering both Pagid and Eicher.

This week Alex has been in Will Gooding's region, this is what he has to say – 11 branches, we discussed with Branch Managers and Sales Managers about our campaign and main objectives to improve branch performance level.

In this area, brand popularity is the same with slight different figures: most popular brand

is Sachs (70%) followed by Anschler (26.67%) and KYB (3.33%). There is huge potential to get incremental sale on both Sachs & Anschler brands. Based on Branch Manager Feedback and our branch analysis we manage to improve the profile model by the following:

- Increased Anschler coil spring range, giving 80% of business share coverage
- Increased Anschler shock absorber range, giving 80% of





- business share coverage
- Increased Sachs coil spring range , giving 60% of business share coverage
  - Increased Sachs shock absorber range, giving 60% of business share coverage

One of our objective is to map competitor brand proposition and align with our program on specific product segment. Based on feedback from different branches, training & brand awareness was the

main area emphasised by our colleagues and we are working internally & with our key suppliers to arrange special session for respective product. We will monitor branch performance and we are looking to see some positive impact in the future.

### REMEMBER!

If you have a profiling request, the request should come from the Branch Manager or Operations Manager. They need to inform the team approximately how many additional SKUs of each product group and / or brand the branch can accommodate.

- If a part number doesn't sell, the profiling of that part number will be removed.
- Lost sales help branches with their profiling – please try to log ALL lost sales where possible. VOR is only classed as demand

when it is either sold, or a lost sales is logged.

- You need 3 demands (a combination of a sale or a lost sale) within 12 months for the part number to automatically profile into the branch.
- There are parameters in place which will find false demand!

If you have any profiling requests, get your Branch Manager or Operations Manager to contact Colin Downie (Engine Management) Aaron Spencer (Braking) Alex Fagaras (Suspension):

[colin.downie@eurocarparts.com](mailto:colin.downie@eurocarparts.com)  
Cisco: 7005 – 011

[aaron.spencer@eurocarparts.com](mailto:aaron.spencer@eurocarparts.com)

[alex.fagaras@eurocarparts.com](mailto:alex.fagaras@eurocarparts.com)  
Cisco: 7001 – 130



**Klarius**<sup>TM</sup>

# Klarius VOR Ordering

In April we rolled Klarius VOR Ordering out to all branches, as a refresh, please absorb the below.

Klarius Exhaust VOR orders have moved away from the NDC to Klarius direct.

There are two main reasons for this:

1. The volume of exhaust VOR's received by the NDC are at such a massive level that the NDC is struggling to cope
2. The NDC is extremely short of space.

As Klarius already deliver stock

orders to the branch network on a daily basis, it makes sense for them to deliver your VOR's direct as well.

This means that you will have to place VOR orders directly with Klarius through the SOP screen.

The process is simple but it does require a little effort to begin with. Start by checking stock on ECPedia. Then, once you have confirmed that the stock is available, go to the SOP screen on K8 to place the order.

Details for both steps are available in the Operations area of ECPedia.