



“The successful warrior is the average man, with laser-like focus”



The Warrant Officers



New to Range



Cartar



Autologic



Brand Awareness



Foliatec



All New Publications



200th ECP Branch



AirCon Station



Wordfind

The Warrant Officers

Brake Clinic

We currently experience absolutely minimal warranties on our pads and discs program, but there are even fewer instances where a labour claim is raised. When it comes to pads & discs, there is a slightly different procedure that must be adhered to for these product groups.

Our very own “Warrant Officers” are out touring the country and are more commonly known as the Braking Field Based Training Team. All labour claims must be placed through the correct warranty channels, but do not send the goods to the warranty department. Contact the Field Based Training (FBT) team to inspect the parts before sending them anywhere. This will save time and aggravation if this is adhered to.

Once inspected, the FBT will make the decision whether to

send the parts back to the supplier or reject them.

If they reject the claim, they will compile a report as to the reason why it was rejected and visit the customer if possible. The FBT team are more than capable of identifying fitment faults – each one of them is a certified IMI trainer. The vast majority of the labour claims are rejected by the FBT team due to fitment faults or other component issues.

For more information about labour claims, please contact one of the Product Managers; either Aaron Spencer on aaron.spencer@eurocarparts.com or Ehsan Arabalizadeh on ehsan@eurocarparts.com

Alternatively, you can contact the Field Based Trainers:

South West:
Charles Woodfield – 07929 330 588
charles.woodfield@eurocarparts.com

South East:
Ben Penfold – 07817 815 627
benjamin.penfold@eurocarparts.com

Northern England / Northern Ireland / Scotland:
Dean Woods – 07896 085 114
dean.woods@eurocarparts.com

Midlands:
Mike Elks – 07976 472 833
mike.elks@eurocarparts.com



Cartar

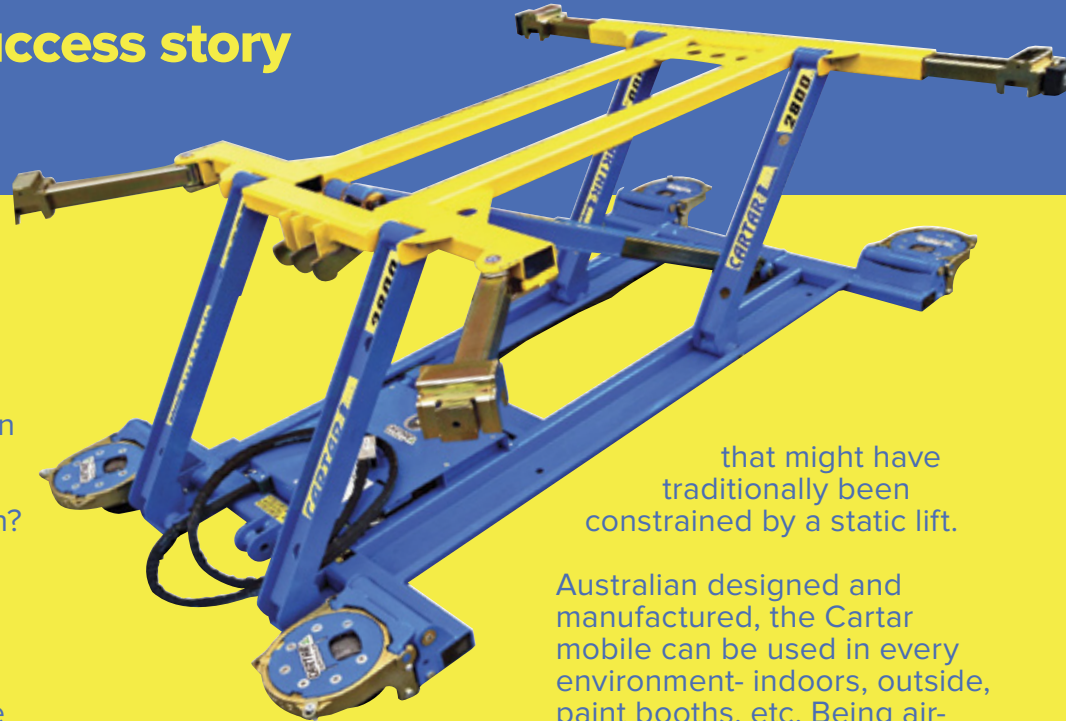


An Australian success story

Ever seen technician's manoeuvring a non-runner using trolley jacks? Or noticed someone working on a vehicle in an awkward position because they can't easily or safely get the non-runner to the appropriate workstation?

Easily roll the Cartar lift to the vehicle and elevate it in situ for a safe and comfortable work height, or roll the lift and the car to the appropriate workstation.

A permanently fixed lift takes up the space whether it is contributing to productive work or not. If it isn't needed for a particular job, the space can't be used in a different way. If it does have a vehicle on it, a job once started and then paused whilst waiting for the parts or a technician ties up the space and prevents it being used for another job to start.



that might have traditionally been constrained by a static lift.

Simply wheel the Cartar lift out of the way either with a vehicle on it or not, and free up the space for another job.

Whichever way you look at it, the Cartar mobile lift is one of the most innovative products around. It uniquely addresses these issues, moving vehicles around safely and easily, providing a stable work platform, and freeing up the workshop space

Australian designed and manufactured, the Cartar mobile can be used in every environment- indoors, outside, paint booths, etc. Being air-operated, it simply needs a compressor to inflate. Click the QR code to see a video of the lift in action or click the link: <https://www.youtube.com/watch?v=e-pYhr1r97g> and imagine how this lift can transform your customer's workspace, and profitability.

If you have any more queries about the Cartar please contact the Workshop solutions team on ge-orders@eurocarparts.com

Brand Awareness

EFI Automotive

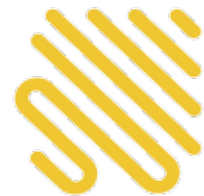
The EFI Automotive group is a historical player in the automotive sector for over 70 years. EFI Automotive is the group name which incorporates the Electrifi and Bougicord brands.

Bougicord started out as an ignition lead suppressor manufacturer and then expanded their range to include ignition coils and various sensors. As a recognised tier-one automotive supplier, EFI Automotive delivers electronic and electromagnetic systems to major carmakers worldwide. They produce products such as Ignition coils, camshaft sensors and crankshaft sensors.

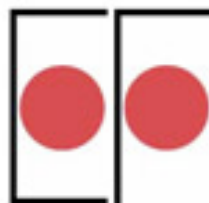
EFI Automotive makes every effort to design and manufacture highly technical products and services offering optimum quality to fully satisfy customers and ensure financial

results that provide for the future and the independence of the company EFI Automotive is already working to meet challenges, developing smart modules to help car manufacturers keep pace with driver expectations and the stringent emission control regulations.

For further information please don't hesitate to contact Colin Downie on colin.downie@eurocarparts.com



BOUGICORD



electricfil[®]
automotive

All New Publications

Presence & Winter Essentials

The all new Winter Essentials and Presences magazines have now landed. These great publications are full of great products that your customers will need through the winter.

The new 24 page Winter Essentials is jam packed full of great offers which will be valid until the end of January, giving you the opportunity to generate great results.

As you'd expect, there's a whole host of products that our customers typically need in through winter, and we have a great selection winter essentials from winter emergency products including tough chemicals, consumables, tools and work wear, spanning all the way to bulbs.

We know that trying to find the perfect gift at Christmas is always tricky and our retail

customers can struggle with it. Back again for 2015 we have put together another gift-guide - Presence - which makes Christmas shopping a breeze, gives our retail customers some great inspirations and provides ample options that are easy on the wallet.

We present over 200 great offers – plenty of winter related must-have products that will satisfy every car enthusiast, such as antifreeze, bulbs, tools, clothes, winter essentials and emergency products, alongside with some online exclusive promos. Also we've got a huge selection of extraordinary technical gadgets that make life easier and more exciting such as tablets, speakers, headphones and various cameras.





www.eurocarparts.com

Gift ideas and must-haves for all drivers
Presence



EURO
CAR PARTS

Winter 2015

The brochure and all included offers are already being promoted online, so now it's your turn to display the brochure in your retail shop and ensure that all retail customers have easy access to them.

Check both contents thoroughly to give the best information to your customers. Every Sales Advisor needs to have a copy and be familiar with all Winter Essentials and Presence deals. Every Customer also needs to have their own copy, so don't keep any spare copy at your warehouse, distribute the brochure and follow it up with your call. Prices are already live, and all offers will be valid until 31st of January for Winter Essentials and 29th February for Presence.

All branches should have both the new Presence and Winter Essentials, now you can now view both Presence magazine and Winter Essentials via Flipping book too. You can view Winter Essentials by clicking this link: <http://bit.ly/1RTp8RW> and you can view Presence by clicking this link: <http://bit.ly/1O1MpAL>. You can also share the links with your customers to let them know the great winter deals we have available at ECP.

AirCon Station

Ford's getting cooler

Workshops Solutions were recently in attendance at the Ford Impact Accident Repair Network Conference held at Castle Donnington race track on Friday 23rd November. On show at the event was both the new Robinair AC690yf and the already popular AC1234-7 air conditioning machines displayed on a dedicated Robinair stand. The machines are both capable of handling the new HFO-1234yf and the new refrigerant was a hot topic with the 800 attendees at the event. On a whole the event was a great success with Workshop Solutions warmly received and those who discussions were held with, thankful for our attendance in offering expert industry leading advice.

Previously it had only been the Ford Transit Custom which had

contained the HFO-1234yf refrigerant but with the new Mustang recently released and more volume sellers (KA, Fiesta and Mondeo) scheduled for the early part of 2016 there has slowly become the need for specific equipment to handle the job within these workshops.

The plans within Ford are from June 2016 all vehicles they manufacture will contain HFO-1234yf refrigerant and the event not only was a great networking event for Workshop Solutions but also saw sales recorded on the day with 7 air con machines sold which surpassed anything that we had hoped for – a nice little bonus.

As a tip we would recommend you stay in touch with all your local Ford dealers as they will be in the market for a new unit in the next 9 months so we need



to be in a prime position to capture these sales! Workshop Solutions will keep you updated in the coming months as more information becomes available.

If you have any further queries please do not hesitate to contact Aaron Macfarlane on aaron.macfarlane@eurocarparts.com or Autoclimate 0345 5050 900

New to Range!

Exclusive Mirrors: Vauxhall Vivaro and Renault Trafic 2015>

New to range, in stock and catalogued! Exclusive to Euro Car Parts so the Dealer is your only competition!

Main Dealer sells these mirrors as individual parts (Housing / Cover / Upper Mirror Glass), because these ECP mirrors are sold complete with upper & lower mirror glasses and mirror cover we are able to offer sales prices at well over 50% discount from the combined RRP's.

Please contact your National Accounts and Fleet customers, Northgate Motors and other Vehicle Hire companies.

MIRROR VERSIONS:
Basic manual with black cover, electric & heated with black cover, electric & heated with primed cover.



If you have any more queries please do not hesitate to contact Gareth Rhodes on GRhodes@autoclimate.com

Autologic

With or Without

Every year it becomes more difficult to service and repair cars. Finding out the root of the problem can take hours, even days. It's estimated that 25% of cars are not diagnosed correctly, this creates unhappy customers and dramatically impacts unnecessary come backs and profitability.

A customer brings in his 2013 Audi Q3 after his dash keeps flagging up stating the oil was low. After he added the recommend 1 Litre by Audi the message still appeared every time the vehicle was started.

Scenario 1 (Without Autologic)

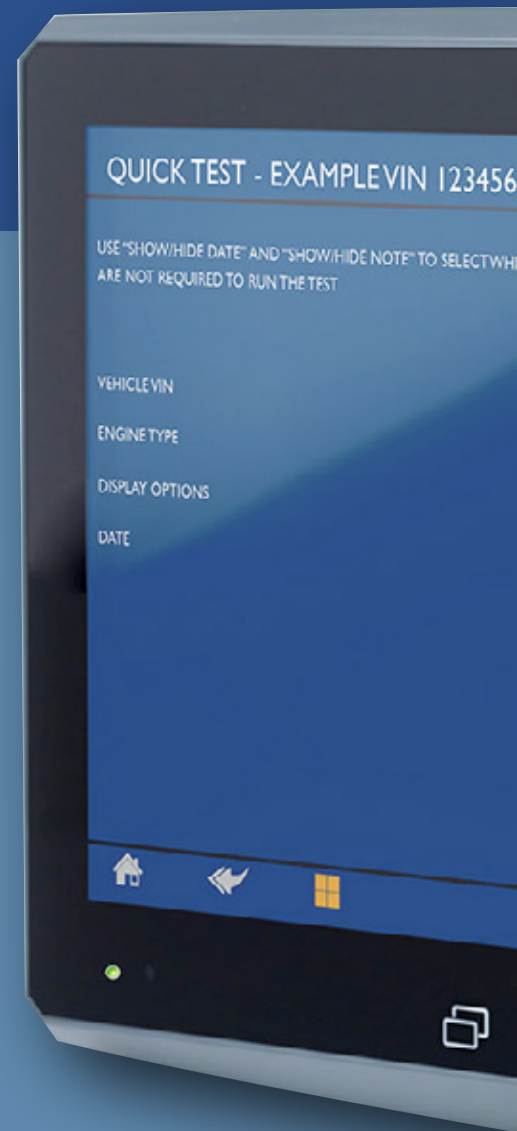
– the customer brings in his Audi Q3, and the garage adds another 0.5 Litres of oil. Still the message appears. Now the garage has to completely drain all the oil from the vehicle and has to refill the correct amount according to Autodata. After

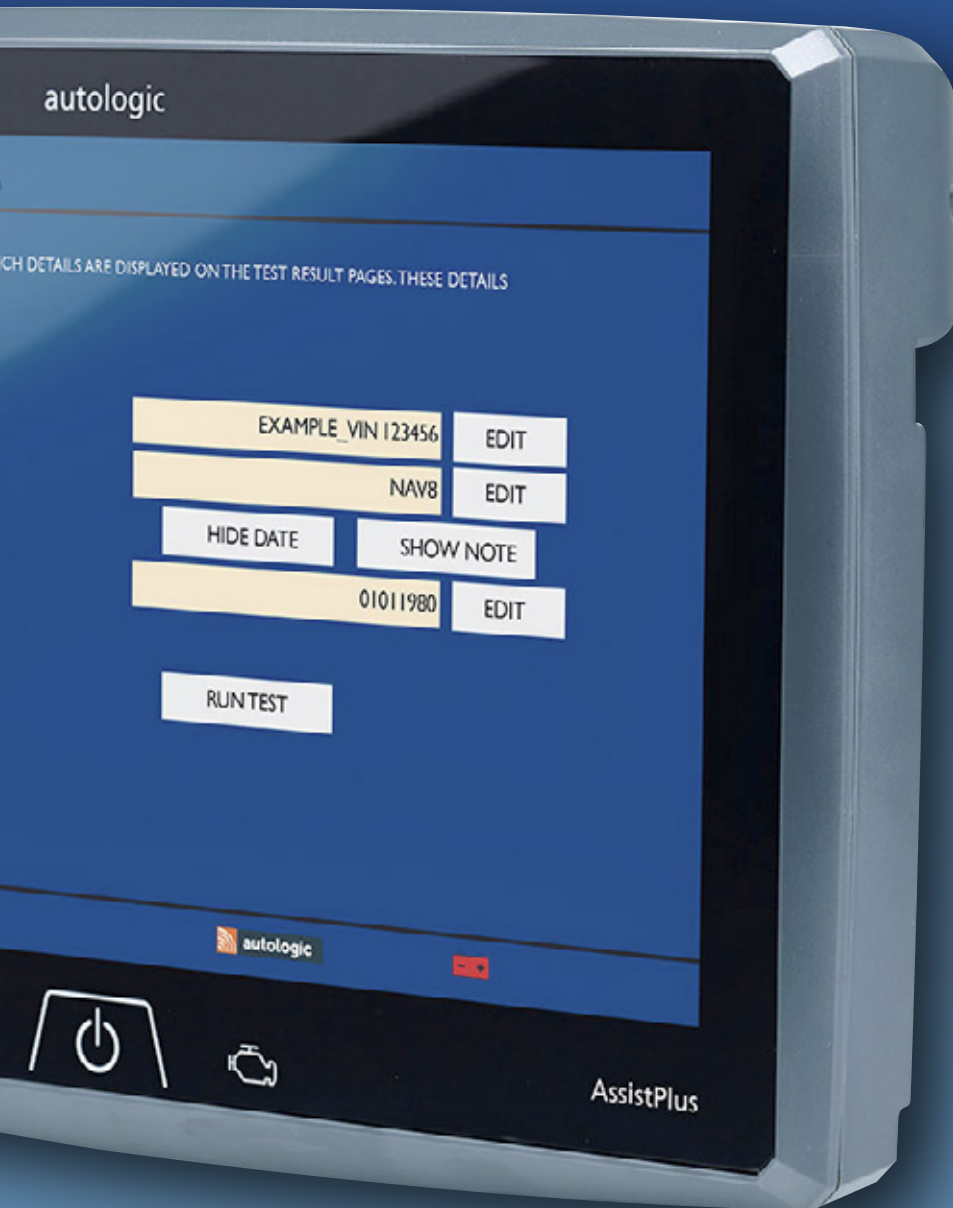
hours of draining and refilling oil, the message still appears. The garage is left frustrated after wasting hours doing a job that was not needed, no fault codes were stored in any module. Live data viewed on scan tool with no comparable data it was agreed that it was down to a faulty oil level sensor.

Scenario 2 (With Autologic)

- the customer brings his Audi Q3 in to the garage, and the garage does a full system scan. The garage sees that no fault codes stored in any modules, and the garage noticed that the live data did not match with what was showing on the dash.

The garage rings Autologic to use the **'Assist Support'** and explains the situation. Autologic asked the garage to open the bonnet and see if the dash displayed the bonnet was open. It did not and Autologic advised that for the message / warning





lamp to be reset on the dash it needed to see the bonnet had been opened, due to a faulty bonnet switch the on-board computer couldn't recognise the error.

In scenario one the garage wasted 2-3 hours changing the oil and filter and gave the customer's car an incorrect diagnostic result. The customer in scenario one would have still had the same problem and not trusted the garage and as a result never return to that garage again.

In scenario two the whole process took 15-20 minutes including the phone call to Autologic, it also flagged up undetectable issues that could have caused the bonnet to open whilst driving causing danger to the occupants and other road users. A correct diagnosis and a satisfied customer which will lead to future work.

Foliatec

Be Different

Foliatec offers styling and protection accessories and film for cars, at ECP we have a range of Caliper paint kits and a range of removable wheel colour spray film. Both ranges feature the latest innovations in unique premium quality.

FOLIATEC CALIPER PAINT KITS

Foliatec Caliper paint kits are one of the only kits on the market that comes with everything your customer will need. It comes with a wire brush to prepare the caliper and a cleaner. The kit also comes with paint/hardener/brush and even a pair of gloves to keep your hands clean. Once the caliper is prepped your customer just paint on colour and the brush lines disappear. They can even paint with the caliper still on the car.

The range of colours are all in Topcat and easy to find in the caliper section. With 16 colours, your customer will be spoilt for choice. It is a great way to freshen up the look of a car.

REMOVABLE WHEEL COLOUR SPRAY FILM

The removable wheel colour spray film is like magic in a can, when sprayed it comes out like paint on a wheel but it can be peeled off whenever your customer fancies a change.

You do not even need to prep the wheel, just clean it and mask the tyre with the handy cards in the pack! Even if you curb rash a wheel you can part spray to cover the damage.

We have stock on colours such as Matt Black (993 99 8271), glossy white (993 99 83010), glossy toxic green (993 99 8161) and we can order in other colours in the range. Each order is a box of 2x 400ml cans. Enough to do 4x wheels or spray anything else your customer desires.

If you have any queries please do not hesitate to contact David Kracke on david.kracke@eurocarparts.com or Miles Corrick on miles.corrick@eurocarparts.com



200th Branch Euro Car Parts

We are the UK's leading distributor of parts for all makes of cars and light commercial vehicles. And we still want to keep growing, we want to be accessible to as many customers as possible. We have exciting news, Euro Car Parts will open its 200th branch next Monday 23rd November in Manchester. Dominic Swallow will support to lead the branch as the Branch Manager. The new Manchester branch will be a Super Hub, and support 10-12 branches in the area. The 200th branch is a size of a stock hold in and will hold training. The Manchester branch includes a merge with LKQ Coatings.





Here is Jon-Paul Poundsbery one of the winners of Wired 18, well done.

And the winners from Wired 19 are: Carl Shipman, Stephanie Hayes & Vandana Rao

For a chance to win a limited edition Star Wars Monopoly board game, find the 6 words in the word search (the words are related to all the articles

in this issue of Wired) AND answer the bonus question too. And 3 winners will be picked at random.

Bonus Question: How many colours are in the do we have of Foliotec Caliper paint kits?

Email your answers to wired@eurocarparts.com



F E G E E I C Q S X L M M E D
M O K Q Y A C E W E D P C C S
H U L O L S M S A Q Z V V D J
H S S I O D A Z R X N W C J B
V S P K A U R B R Q E B W W Z
U E O J O T K F A T B Y M H V
R Q D X K R E A N A S F U Y I
K C W X O J R C T A E U Y N R
I A E G W R M K O U D I M A R
J R H Z E U P C F T E V I D S
T T P S F V Y W F O C O E J T
F A K S Z K J C I L R H D L E
O R S U T C F V C O E H C H L
E O M L U U F V E G M H X A L
S U K A H K R W R I E U U A R
M N C X I T Y X S C J O S U R