

NEW



WIRED

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EURO CAR PARTS PRODUCT NEWS



“Well folks here we are back again by popular demand!”

Ladies and Gentlemen!
By popular demand WIRED is back!
If you don't know or have forgotten what WIRED is let us bring you up to speed.

W IRED is our “in house” one stop electronic showcase of what's new and exciting in our products and services portfolio.

Packed with information, images and suggestions as to where these new products and services are best targeted WIRED gives you the knowledge and confidence to introduce these new opportunities to your customers. We also introduce you to some of the

Team this week so you have a better understanding of their background and expertise; all for you to tap into and make your life easier.

Our product management department is continually sourcing new products to create new opportunities for you and your customers to increase sales. By putting this information together in a single place WIRED allows you to access this information quickly and continually update your product knowledge.

Take a few moments to look at the following pages and see what is new at Euro Car Parts. Wired will be published bi-weekly. If there are any particular features or products you and your teams would like to know about, please contact the Business Managers. We value your opinions. Happy reading.

The WIRED team.

What's in this issue...



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MEET THE WEBCHAT TEAM!

The Web Chat service was created to help the branch sales teams quickly identify the correct part for our customers where there were a number of options on TopCat.

The team consists of 8 highly qualified and experienced individuals, who have over 125 years' experience of the motor trade, dedicated to solving any application difficulties that you may have. Although they have strengths in particular marques or products, each team member was specifically chosen for their "all round" abilities, so no matter who you connect to on the Webchat you will get an expert who can and wants to solve your problem.

In the old days the product managers provided this service but if they were in a meeting with a supplier it could take hours to get a reply which was no good for you or your customer. Web chat is instant!

Since the team was set up at the beginning of 2014 they have handled just over 100,000 chats! That's 100,000 more satisfied customers and potentially 100,000 parts that have not had to be returned, credited and even perhaps re-boxed.

So think of the Webchat team as the ECP equivalent of the "Eggheads" Quiz Team on BBC 2, just like the TV guys our team of "Petrolheads" love a challenge.

So "If in doubt" give the Webchat team a shout, after all it could save you hours of extra work and dozens of unhappy customers!



Sandy Choda

Sandy spent ten years working for Renault. Starting as a parts trainee, where he worked his way to the top. His final role at Renault was Parts Manager, so he knows the parts business from top to bottom.

Sandy's passion is off-road driving. He modifies, maintains and races his own 4x4 vehicles. He also likes watching all types of motorsport.



Raul Boboc

Raul is the team's BMW specialist. He spent two years working as a technical sales advisor for a motor factor in his home country Romania. Prior to this he was at university, where he graduated with a degree in automotive engineering, so nothing is too technical for Raul to sort out.

Raul likes driving, kart racing, swimming and watching television.

Webchat service



Steve McDermott

Steve started his career as a mechanic. He has been working in the automotive market for the past 30 years. He spent 15 years with Mercedes Benz, 7 years as a parts manager.

Steve has been with ECP for the past five years in the purchasing department looking after shock absorbers, springs and mechanical engine components. There is no one in the business that knows Mercedes as well as he does for all products.

In his spare time, Steve enjoys kart racing. He visits Le Mans for the 24hr motor race virtually every year. He is also a keen Leeds United supporter, having held a season ticket for several years when he lived in Leeds.



Andy Barraclough

Andy worked as a mechanic for Toyota for thirteen years. Prior to this he worked for Halfords for two years.

He also spent five years working as a mechanic for a Citroen dealer, so he understands how important supplying the right part to the technician is.

In his spare time, Andy races 1/5 scale model cars, but he is just as knowledgeable on full size vehicles.



Hamzah

Hamzah previously worked for ECP as a Product Planner for clutches. Prior to this he was a member of the sales team here at ECP Wembley so he understands the problems that you can face first hand. He spent one year working for Turbo Technics. He also spent four years working for BTN turbos.

He likes taking part in trackdays, including driving a few laps of the Nurburgring. He is also a keen darts player.



Baron Crilly

Baron has spent the last twenty years working mainly as a motorcycle and car mechanic. Just like the other Stig, Baron knows that speed and accuracy are important features of the job.

His hobbies include kart racing and watching motor racing, including visiting Le Mans for the 24hr motor racing.



Mebs Badat

Mebs started his career as a mechanic. He has been working for ECP for the past 21 years. For 14 years, Mebs headed up the Warranty and Surcharge department. During this time Mebs acquired the expertise to identify the correct part for vehicles as some of the so called warranties were wrongly boxed or wrongly specified parts.

In his spare time, Mebs likes watching motor racing. He also likes hunting and fishing, so tracking down the right part is no problem to him.



Prashant Raja

Prashant has over 27 years of motor trade experience behind him. Having started his career with Jaguar, he has worked with VW and an engine specialist where he gained valuable experience.

Prashant has worked as a sales advisor for ECP both in Wembley head office and in the branch network which gives him first-hand experience of the pressures that branch staff are under to get it right first time.

Prashant's hobbies are kick boxing (he has a black belt) and working on fast cars.



Vehicle Brake Fitting course is available to Independent garages for just £1000. The price is reduced for members of the Pagid Proud to Fit scheme at £499

Location:

Customers can attend a course at a regional venue (TBC) or, if suitable, can benefit from an onsite course and examination.

Booking Process:

If a garage calls directly to the branch regarding Pagid IMI Training please take their contact details and pass them onto your Braking FBT

Your Braking FBT will visit the customer and having completed the sale:

- You will receive a signed Booking Form from your Braking FBT which confirms

that the customer has ordered the course.

- Raise an IBO for part number (117770018) for the price quoted on the booking form and any customer purchase order numbers (if applicable).
- Send the IBO number and a scanned copy of the IMI Booking Form to IMItraining@eurocarparts.com
- The training team will then allocate stock to your branch and then you simply need to invoice the customer in question for part number 117770018 for you to complete the order.
- The customer will then be registered as an IMI student.

Once the order is invoiced, your Braking FBT will then liaise with the IMI student in relation to executing the training course. If there are any issues during this period, please contact either the FBT team, Mike Curson or Krishan Ladwa directly.

Brake Clinic

There have been a lot of recent additions to the braking product portfolio. TMD the manufacturers of Pagid are constantly re-investing into research and development.

Brake Pads:

New applications include the new Ford Transit Connect 2013 onwards, Peugeot 308 2013 onwards and the Jaguar F-Type.

Brake Discs:

New applications include the Citroen DS3 onwards, Mercedes B-Class 2013 onwards and the Infiniti QX70 2012 onwards.

Handbrake Cables:

New applications include the Skoda Octavia 2013 onwards, Renault Clio 2013 onwards and the Kia Sportage 2011 onwards.

For more information on part numbers and further range

additions, please contact Aaron Spencer or Steve Moon.



Welcome Steve Moon

Steve Moon joins our braking team as Braking Product Manager based in Wembley. Steve will be working with Aaron Spencer following the promotion of Gary Green to Business Manager.

Steve has a wealth of experience in the automotive industry, including the independent motor trade, VW/Audi dealer network, garage management, Unipart and indeed both our own branch network and previously as our VW/Audi Marque product manager. He is well equipped and experienced to support our branch network, field based trainers and develop our braking programme alongside the other members of the braking team.

Steve is also an avid Swansea City supporter and regularly attends the Liberty Stadium home of the 'Jack Army' – Swansea City.

We welcome Steve to the team.



Lion Batteries

– did you know?



Alan Knight answers your most frequently asked questions.

Why are batteries different prices with different warranty periods?

A battery is made up of lead plates, each plate is then coated in lead paste, every time a battery starts a vehicle some of the paste falls off the plates, when all the paste has gone from the plates the battery will no longer function and has to be replaced.

80% of the cost to produce a battery is down to the price of the lead, so the more lead

in a battery the more expensive it will be, but the longer it will last; this is also how a warranty period is decided.

**More lead =
higher cost = longer life**

What is the warranty period for Lion batteries?

We offer a three year warranty with our Lion automotive batteries... this is the same as Exide Excel, Bosch S3 and Yuasa YBX3 series.

How long has the Lion brand been available from ECP?

We have been selling Lion batteries for over 5 years.

How do Lion batteries compare with a two year warranty budget brand?

The Lion brand will outperform and outlast a 2 year warranty budget brand battery E.g. our best-selling most popular battery Lion 063 is 40Ah.

A two year budget warranty 063 is generally between 30Ah and 35Ah... To put this into perspective we have lawnmower batteries at 33Ah.



New from Triple QX

Introducing the Triple QX copper grease spray 526770140

A Heavy Duty Anti Seize copper grease spray

- Ensures excellent protection for metal parts against heat, seizure, rust, corrosion, water and acid.
- Will help prevent disc squeal when applied to calipers and back of disc pad. Forms a protective coating that will not wash or burn off.
- For use in all industries, mining, marine, chemicals, petroleum and automotive.

Other pack sizes:

100g - 526770120
500g - 526770130
3kg - 526770150



Blocked DPF?

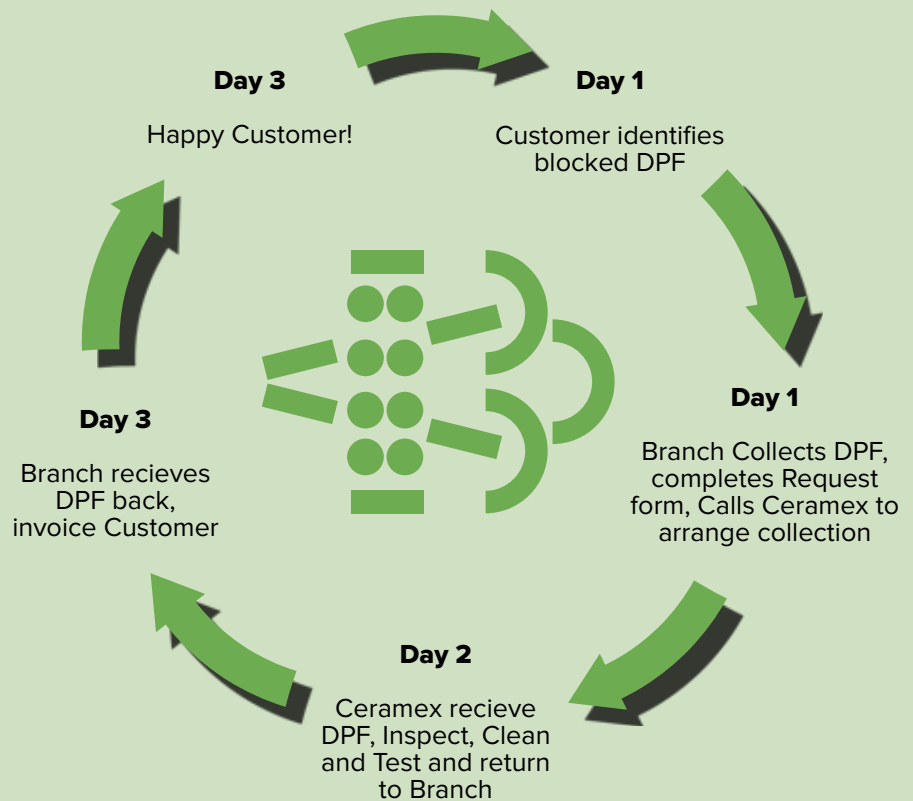
Did you know that we can now offer our customers a DPF Cleaning Service?

This service is provided by a company called Ceramex, the market leaders in this field who are based in Slough.

The benefits for the customer are:

- The customer is getting the same unit back - no fitment issues.
- It is cost effective – an alternative to Main Dealer prices.
- Patented 'XPurge' cleaning process removes 98% of Ash and Soot
- Every DPF is tested before and after the cleaning process and comes with a filter condition report that highlights the airflow and the amount Soot/Ash removed in grams.

The process normally takes 3 days and Ceramex will arrange collection and return to your branch, providing you follow the correct procedure.



The request form can be downloaded from ECPedia

STEP 1

For collection, call Ceramex on 01753 501970

STEP 2

Make sure the unit is packaged securely with no sharp edges exposed and clearly marked with Ceramex's address and your branch address and contact details in case it gets lost in transit.

STEP 3

Once the unit has been cleaned, tested and ready to be returned Ceramex will contact the branch, who will in turn place the order through special orders and SO's will place the order with Ceramex.

STEP 4

The part number is **723 77 0000**, there are 3 different

price levels, please use these as you see fit. Remember on some rarer or expensive Dealer

only applications, it may be an opportunity to increase the price and make more margin!

Diesel Particulate Filter (DPF) Refurbishing Request

Please send original document with the DPF
Please keep a copy in the branch

Date:

Euro Car Parts Branch Details & Checks

Branch Contact Name

Branch Name

Branch Number

No rattles when DPF is shaken Tick

No major damage to DPF

I have taped up the ports and inlet / outlet of the DPF Tick

DPF does not have black soot deposits at both ends

Customer has removed all sensors Tick

No oil is leaking from the DPF

Customer Information

Customer Name

ECP Account Number

Notes

Vehicle Details

Reg Number

Year

Make

Engine Size

Model

Mileage

Service Required

Passenger Car / LCV Tick

Truck / Bus / Industrial Tick

Important Information

We aim to provide our customers with an outstanding service and will make every effort to clean your filter. The success rates for cleaning DPFs using the 'Xpurge®' technology are extremely high. We can usually clean more than 98% of all filters we receive. However, we cannot guarantee that we will be able to clean your filter successfully. Passenger cars only – please remove all sensors. Ceramex / Euro Car Parts cannot be held responsible if these are lost or damaged. **Filters that should not be cleaned: Filters coated in oil, leaking fluids, filters with severe damage to the casing or pipes, filters with soot at both ends, filters that have melted or cracked during use. If in doubt please call Ceramex on 01753 501970**

Terms & Conditions – Please make Customer aware of T & C's

By using ECP for DPF Cleaning you agree with the information above and authorise the above filter(s) to be cleaned using the 'Xpurge®' system. Your filter(s) will be subject to a visual inspection prior to cleaning and should any problems with the filter(s) become apparent you will be notified and supplied with an inspection report to explain the issues. You will be charged a nominal fee for this service. Once your filter(s) have passed the visual inspection they will be cleaned using the 'Xpurge®' system. Once this process is complete your filter(s) will be tested and you will be issued with a condition report showing flow rate and weight reduction. This process may identify internal faults with your filter(s) that were not apparent when visually inspected. You will still be charged for the cleaning process. By reading the above you agree with our Terms and Conditions – your statutory rights are not affected.

For Collection call Ceramex On 01753 501970

Ceramex Date Cleaned

Ceramex Invoice Number

Ceramex Notes

Ceramex

Bosch Training Calendar 2015



Many of our customers benefited from the training packages that we offered to them in 2014.

As the vehicles of today and tomorrow become ever more complex the need for training from our existing customers will grow. In addition to this demand further demand will emerge from our new branches and the customers they serve. It is essential that all of our customers are aware of the training opportunities that we can provide for them.

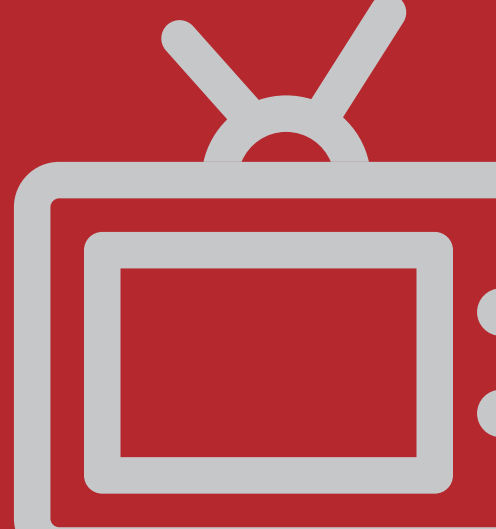
One of our major training partners is of course Bosch and their 2015 training calendar can be viewed at

<http://ecpedia/intranet/documents/10/1744/Training%20Calendar%20Master%202015.xlsx>

To place your customer booking or for more information, email training@eurocarparts.com



Exhaust Gas Temperature Sensors



Turbochargers, diesel particulate filters and 3-way catalytic converters need to be protected from excessively high exhaust gas temperatures!

Suppliers have been developing exhaust gas temperature sensors for the original equipment market for many years. These sensors are now available to the aftermarket. Each sensor is designed by engineers to fit each specific individual vehicle application and its corresponding engine control unit to ensure the best possible fitment and operation is achieved.

We now have over 390 references available from Bosch, Denso, NGK, Meat and Doria and Walker. These are catalogued on Topcat. These can be found under group 710.



Also please remember DPF pressure sensors are available under product group 725.

Mercedes-Benz Sprinter 311 CDI Exhaust Kit

**Everything
you need in one box!**

(Excluding Lambda's)

We are now able to supply a replacement exhaust system in kit form for Mercedes Sprinter 311 CDI 06-09 Euro 4 Emissions, 646 engine.

(Does not fit 651 engines, as these are Euro 5).

ECP Part Number

724 22 0000

Launch £395+VAT

Lambda's for this application are as follows:

710 22 168 lambda probe

725 22 003 CAT temp sensor

725 22 007 DPF temp sensor

725 22 002 DPF pressure sensor

Now in stock at NDC & Wembley.



Norbar Tools



Norbar's state-of-the-art factory facilities ensure they provide the very latest design, manufacturing and quality control technology to achieve the highest level of innovation and precision in the field of torque control equipment.

Globally available: Norbar is the only torque equipment manufacturer to be able to offer torque tool and instrument calibration services to the original factory standard on four continents. You can offer this service to any customer who buys or already has a Norbar torque wrench. We shall be offering a repair and calibration service to our customers which usually takes 4 days. Norbar have accredited laboratories

in Adelaide Australia, Willoughby USA, Singapore and Shanghai so you are assured that you will always receive the same high standard of service that is Norbar's hallmark. Norbar was born-from a wartime need to universal demand: Established in 1942, the "North Bar Tool Company" became the first company in Britain to commercially manufacture torque wrenches. The initial demand was driven by the need for the gasket-less cylinder head of the Rolls Royce Merlin engine to be accurately tightened. Bill Brodey and his partner Ernest Thornitt obtained a licence from Britain's wartime Government to begin manufacture of torque wrenches. Norbar is solely owned by the descendants

of the founder, Bill Brodey. The company remains every bit as passionate today about providing customers with the highest quality products and services as Bill was when manufacturing that first torque wrench.

We currently stock 9 models of Norbar torque wrenches varying in drive sizes from 3/8 inch square drive offering setting from 5-45 lbs ft. to a massive 3/4 inch drive model giving 200-750 lbs ft. suitable for heavy commercial, agricultural or plant operators/repairers.

The full technical specification for each part number can be found in the product file under the internal text field.

Contacts



Braking FBTs:

Ben Penfold (South East)
E: benjamin.penfold@eurocarparts.com
T: 07817 815627

Charles Woodifield (South West)
E: charles.woodifield@eurocarparts.com
T: 07929 330 588

Dean Woods (The North)
dean.woods@eurocarparts.com
Tel: 07896 085114

Mike Elks (Midlands)
E: mike.elks@eurocarparts.com
T: 07976 472833

Braking Team:

Aaron Spencer
Cisco: 7001038
T: 020 8956 5038
E: aaron.spencer@eurocarparts.com

Steve Moon
Cisco: 7001563
T: 020 8956 5563
E: stephen.moon@eurocarparts.com

Gary Green
Cisco: 7001132
T: 020 8956 5132
E: gary.green@eurocarparts.com

Concepts Team:

Michael Curson
michael.curson@eurocarparts.com
Tel: 07817 815400

Krishan Ladwa
krishan.ladwa@eurocarparts.com
Tel: 020 8782 2576

Bosch Training:

Fred Muraya
Cisco 7001592
T: 020 8782 2592
E: fred.muraya@eurocarparts.com

Mercedes Sprinter

Paul Reynolds
Cisco: 7044192
T: 02476 608192
E: paul.reynolds@eurocarparts.com

Lion Batteries

Alan Knight
Cisco: 7001091
T: 020 8956 5091
E: alan.knight@eurocarparts.com

Triple QX

Pankaj Babbar
Cisco: 7001588
T: 020 8782 2588
E: pankaj.babbar@eurocarparts.com

Exhaust Gas Temperature Sensors

Colin Downie
Cisco: 7005011
T: 0121 555 0111
E: colin.downie@eurocarparts.com

Norbar Tools

Rick Newman
Cisco: 7001029
T: 020 8956 5029
E: rick.newman@eurocarparts.com

WebChat Team - click on the link on ECPedia