

incorporating MOT Professional

Issue 262 **July 2017** 

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#### **INSIDE**



#### The big electric car debate?

The Garage Editor Dave **Gregory** reports on the recent news that the Government has announced that petrol and diesel cars will be banned from UK roads from 2040

#### The mechanic's favourite boot?

Thinking of a new pair of comfortable workboots? The answer should be a pair of Dr Martens' Ridge ST, as features editor Richard Barnett finds out.







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## Hello

Welcome to this issue of The Garage.

elcome to this issue of The We've certainly been busy over the last few weeks, looking at three highly important aftermarket segments AND testing a pair of recently-introduced Doc Martens' boots.

Under the spotlight in this issue are batteries, friction and rotating electrics.

There used to be a time when almost all battery sales occurred during the coldest part of the winter. It was a sudden, sharp sales spike that brought some useful income, but it created serious headches regarding what batteries to keep in stock, and just how many too. Now, thanks to an increasing number of electrical demands on a battery, it can fail at any time, even during the summer. So, are you prepared?

Friction components, that is braking and clutches, are, of course, a workshop mainstay: it provides a good regular income stream and while there's a belief clutches do

last longer than they used to (and of course there's an element of truth in that) they can still fail. Blame it on traffic conditions or poor mechanical sympathy among today's drivers...

And then there are our old friends, alternators and starter motors. Complicated their technical make-up may be, but they still fail, alternators in particular having a harder life as they power all manner of safety and convenience features found in a modern car.

And we have a first in The Garage - a 'road' test. Only it's not a car, it's a pair of Doctor Martens' boots. Long-term DM wearer Richard Barnett - still wearing a pair he bought more than 20 years ago - gives us the

Enjoy the issue.



**Dave Gregory** 

PS. If you agree, disagree or have anything to add to my comments please email me at: dave.gregory@ppmedia.co.uk



#### **Editorial**

Editor **Dave Gregory** dave.gregory@ppmedia.co.uk

**Specialist Writers** 

Richard Barnett

**Contact us** 

Design & Layout

Production

**Advertising** 

Stuart Woolley stuart.woolley@ppmedia.co.uk

#### Our Address:

Partnership Publishing Limited Bridge Road, Wellington Telford, Shropshire TF1 1RY

#### Telephone:

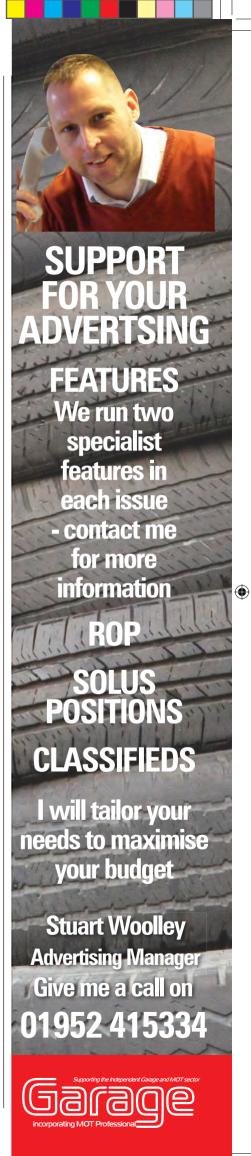
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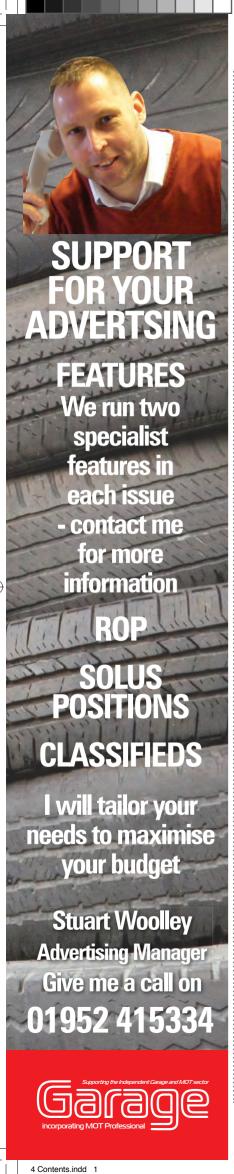
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# THE END OF DIESEL AND PETROL CARS IN 2040

The Government has announced that petrol and diesel cars will be banned from UK roads from 2040 in a bid to tackle air pollution. They have put aside £255m to help councils introduce clean air compliance. The full clean air strategy is due to be published.

HE Government has been forced into this decision after a ptrotracted legal battle to reduce the threat of illegal levels of the harmful pollutant nitrogen dioxide which cuts short the lives of 40,000 people a year in the UK's cities.

The Government set out their strategy in May and the final measures are due by the end of July.

Environment Secretary Michael Gove said the government would give more than £200m to local authorities to draw up plans to tackle particular roads with high pollution.

"What we're saying to local authorities is come up with an imaginative solution to these proposals," he told the Today programme.

Asked if there could be charges for drivers of certain vehicles he said: "I don't believe that it is necessary to bring in charging, but we will work with local authorities in order to determine what the best approach is."

It is thought ministers will consult on a scrappage scheme later this year, but there is no firm commitment.

The industry trade body, the Society of Motor Manufacturers and Traders, said it was important to avoid outright bans on diesels, which would hurt the sector.

SMMT chief executive Mike Hawes

said: "Currently demand for alternatively fuelled vehicles is growing but still at a very low level

"The industry instead wants a positive approach which gives consumers incentives to purchase these cars. We could undermine the UK's successful automotive sector if we don't allow enough time for the industry to adjust."

Nevertheless there is a movement towards electric cars which is accelerating both in the UK and abroad. The French parliament have announce a similar 2040 deadline for the abolition of diesel and petrol cars, BMW announced last week its plans to build a fully electric version of the Mini at their Cowley plant from 2019 and Swedish carmaker Volvo announced last month it will only construct electric motors from 2019.

The Garage Editor

Dave Gregory

reports on the
recent news that
the Government has
announced that petrol
and diesel cars will be
banned from UK roads
from 2040.

What does this mean for the independent garage and workshop industry? 





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## BMW commits to electric Mini production in Cowley

ERMAN carmaker BMW who now manufacturer the Mini have announced a ground-breaking deal to manufacturer the new all-electric Mini at the Oxfordshire base at Cowley.

The electric motor will be constructed in Germany and shipped over to the UK and BMW say they have 'neither sought nor received' any assurances from the UK on post-Brexit trading agreements.

The Government issued warnings of post-Brexit chaos in the lead up to the Referendum and it is thought that Nissan received 'support and assurances' before announcing that their new Qashiqui and X-Trail would be manufactured in Britain. There are also suspicions that Toyota received similar assurances over post-Brexit arrangements.

BMW have an alternative base in the Netherlands but they remain flexible about the UK's ability to forge an acceptable post-Brexit deal. The Cowley plant produce 60% of the Mini output.

The 3-door hatchback will still be built from the same external design so keeping production at Cowley is a compelling argument. But this is a further indication that despite the rhetoric coming from European



politicians, manufacturing countries like Germany still see the UK as a viable and exciting place to do business.

Tariffs post-Brexit are still a concern but this announcement is encouraging and it is made with a degree of confidence that a post-Brexit trade deal will be in place.



## **Generating the electricity** for the new generation

Electric vehicles could create an additional peak electricity demand of up to 18 GW by 2050, equivalent to an additional 30 per cent on top of today's peak demand of 60 GW. according to one scenario in National Grid's recently published 'Future Energy Scenarios' (FES).

N ALL the scenarios bar one, the report predicts a dramatic rise in electric vehicles (EVs), with sales being more than 90 per cent of all cars by 2050.

Electric Nation, one of Western Power Distribution's (WPD) innovation projects, is trialling a smart charging solution to the potential challenge of EVs charging at home at peak times on local electricity networks. WPD Future Networks Manager, Roger Hey, said "Smarter charging solutions will complement more conventional network upgrades, and allow customers to benefit from a network that is safe, secure,

reliable and economical." WPD's own regional energy scenarios predict that as many as two million electric cars will be on the road in the Midlands, South West England and South Wales by

WPD's collaboration partners in Electric Nation are EA Technology, DriveElectric, Lucy Electric GridKey and TRL. The project is the world's largest trial of its kind, offering a free smart charger to 500-700 electric vehicle drivers

One such EV driver is Keith McLean, a former Mavor of Milton Keynes. Keith has had his free home smart charger installed since the end of March 2017, and is delighted about being involved in the project. Keith explains: "I signed up to the Electric Nation project be-

> cause I believed this was an important piece of

research to enable the growth in the number of electric vehicles in the UK. The smart charger, which was provided free through the project, has charged my BMW i3 quickly and effectively. There have been a few requirements such as the

The Electric Nation project

from suppliers Alfen and eVolt. Alex Earl, UK Country Manager, Alfen, comments: "Alfen-ICU has been involved in a number of smart charging projects in the Netherlands over the past few years, with the broad objectives of minimising charging at peak times in the grid and maximising the use of renewable energy. Projects include reducing charge speeds at peak times, enabling end users to opt to charge based on the availability of locallyproduced renewable energy. and having EV charging infrastructure in combination with battery storage and solar PV. We have proven that achieving these objectives is perfectly possible with our tried and tested technology and are very happy to be doing so as part of the Electric Nation project. The increased adoption of EVs doesn't have to create any issues with our electricity grid infrastructure; smart EV charging infrastructure can support remote demand-response technology."

The UK Government has ambitious targets for the uptake of EVs, and sales are currently increasing at a rapid rate. An electric vehicle can more than double the demand on the local electricity network from a home when charging at peak times. If many homes in a local area adopt EVs, and they all charge at peak times, then the local electricity network will need greater capacity and intelligence.

The costs to reinforce such local networks - e.g. through replacing cables, overhead lines or substation equipment - has been estimated to be at least £2.2 billion by 2050. However it is expected that such costs could be reduced by the widespread adoption of smart chargers by customers willing to be flexible about when, or how quickly, their cars are charged.





In order to trial how smart chargers can help address the challenge of increasing number of EVs on local electricity networks, the Electric Nation project is recruiting new EV owners and providing a free smart charger, so it can learn from the data – and the feedback – from trial participants.

The Electric Nation trial is taking place in the WPD network areas in the Midlands, South West and South Wales. It is seeking to recruit 500-700 people buying or leasing new electric vehicles (of all makes and models, pure electric and plug-in hybrids) to take part in the largest trial of its kind.

Places on the trial are filling up fast: the project recently achieved the half-way milestone of 250 smart charger installations, and over 2,000 people have expressed interest in joining the project. Therefore any new EV owners who want one of the latest smart chargers installed free of charge are advised to apply as soon as possible.

For more information and to check eligibility visit www. electricnation.org.uk



#### **EDITOR'S COMMENT**

The Government has acted in accord with the French parliament and made a statement about its intent regarding petrol and diesel engine vehicles.

Sadly there is very little substance behind the statement; that is to follow by the end of July of this year. We hope there are immediate plans for scrappage schemes and other initiatives to encourage motorists to think electric.

At the present time there is around one percent of vehicles in this country that are fully electric but sadly the great majority of those are not privately owned vehicles. Prices are a deterrent at the moment and the lack of adequate charging points. Clearly if you are thinking of buying an electric car, you would like your own source of electricity.

It costs around £4-5 to fully charge a car but if home owners are happy to go down the solar power route that can drastically reduce.

The average car life cycle of a vehicle is around seven years so if the Government is to execute its plans this accounts for three generations of cars, so motorists will be giving great thought to this issue and buying trends are already changing.

Clearly manufacturers need a timetable to implement plans that conform to the Government's targets and twenty three years (even though it seems in the distant future) is about right. Clearly Jaguar Land Rover has made a massive investment in their Wolverhampton engine manufacturing plant and many other diesel engines are made in this country.

The Government is right to make this announcement but it will have little impact on the health of the nation in the short term. The Government has been flouting international rules for many years now.

One other point not covered is the amount of tax the government at present takes from fuel. It is quite clear that by 2040 there will be a £20m hole, big enough to drive a fleet of Tesla's through in the Government's balance sheet, so look out for some alternative stealth taxes further down the line.





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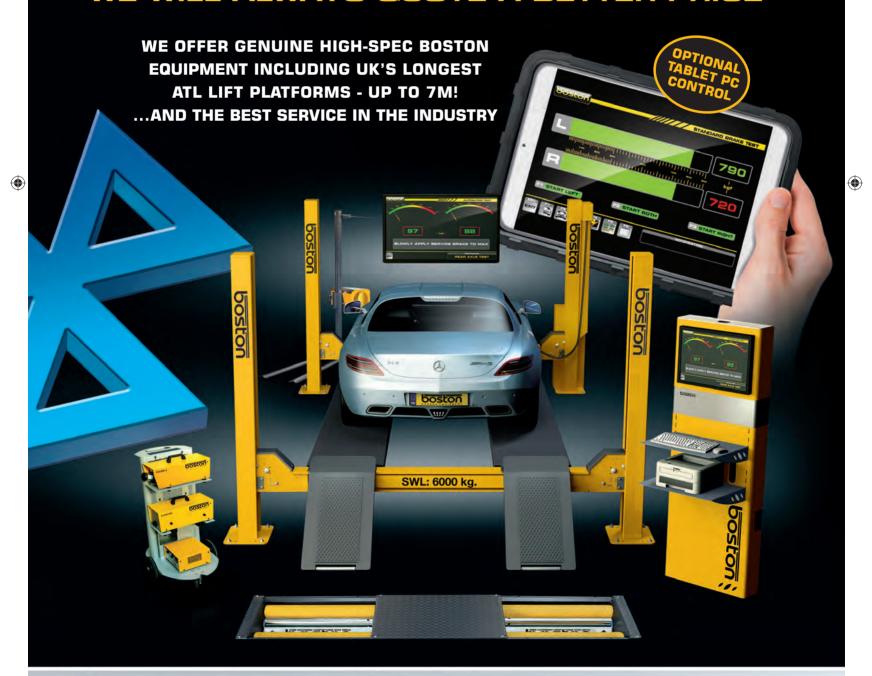
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## GE-Tec mobile tablet proving a popular solution

SF Car Parts says the GE-Tec diagnostic tablet launched late last year has already proved incredibly popular with the national motor factor's independent garage customer base.

"We've just taken in more stock," said John Wright, Head of Garage Equipment and Customer Development at GSF Car Parts. "At the moment, the GE-Tec unit is out-selling other diagnostic solutions by 10 to 1."

The secret of this success seems to be the combination of advanced functionality with a price point way below what garages are used to investing to gain the GE-Tec's level of diagnostic performance.

"Selling at £895 + VAT just makes it a purchase decision that garages don't need to weigh up for too long," said John. "We don't demo or install it, which means we can be very price competitive.

"Technicians are getting all this powerful 'plug and play' capability for the cost of a new TV so it's proving to have wide appeal."

The GE-Tec runs the Android 5 operating system on a 10.1 inch touchscreen tablet for ease of use. It can read and reset a wide range of DTCs, read live data and complete component actuation tests.

GE-Tec works on a wide range of cars manufactured in Europe, America and Asia, and features both wireless and bluetooth connectivity.

In general John believes the diagnostic market is continuing to perform strongly thanks to accelerating technology developments. This is driving both the need to invest, as cars continue to evolve fast, whilst also reducing the cost barriers as the tools themselves become better and more affordable.

John said: "There's still a few garages waiting for the 'magic bullet' in terms of that one tool that does everything but in the vast majority of cases people moved past that way of thinking a long time ago.

"That one doesn't exist, so it's instead about looking for the best two or three tools to cover the vehicles or type of work where you'll benefit from the depth of support most often."

John also believes garages can sometimes fall into the trap of underestimating the capabilities of the latest generation of diagnostic units simply because the prices are so much lower than they were 5 or 10 years ago.

"The technology has developed incredibly quickly towards using generic tablet hardware, offering great computing power for very little money," he said.

The GE-Tec tablet includes both a 2 megapixel front and 5 megapixel rear camera, perfectly illustrating the advantage of quality hardware. Technicians can quickly capture vital visual information to help with parts ordering and customer communication for work authorisation.

Of course, there's more to any reliable diagnostic platform than hardware. The software and data GE- Tec runs is developed by an established team of specialists. Constant updates ensure the capabilities of the GE-Tec are being extended all the time too.

Where users do find gaps there's UK phone support available to help. Development requests are also pooled from across the user community to ensure the most relevant improvements are made first.

The GE-Tec tablet is featured in the current summer edition of Garage Essentials and is therefore available to buy from all branches of the The Parts Alliance members CES, GMF, Allparts, Car Parts & Accessories, SC Motor Factors, SAS Autoparts, Waterloo and BMF.

GE-Tec even links directly to the industry-leading AlliCat parts catalogue to help promote simple 'right first time' ordering.

For more information please contact your local branch of The Parts Alliance or call the Garage Essentials team on 0121 7498801.



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### **TEXTAR LAUNCHES** PREMIUM BRAKE PADS

LOBAL leader in OE brake technology, TMD Friction, has developed Textar Q+, an innovative dampening shim to provide the ultimate noise reduction, which is now available on a wide range of its premium Textar brake pads.

As an OE supplier, TMD Friction has an established reputation for excellent braking performance and as modern vehicles become quieter, the company is continuously developing new technology to reduce brake noises.

An established but also complex possibility to prevent the transmission of brake noise from the brake pad to the brake system is the use of dampening shims on the backing plate. They prevent direct contact between brake pistons and backing plates. Thus vibration transfer will be effectively dampened.

Textar has extensively developed these dampening shims with the innovative textile-like texture, which dampens and decouples the brake pad effectively from other braking components. The texture is complemented with a unique adhesive to further enhance the dampening function, as it help improve the driving



also dampens high frequent vibrations. These unique components are called Q+, meaning 'quiet', while the '+' symbolises the improved dampening characteristics. Textar Q+ dampening shims can be easily identified through the textile surface structure as well as the imprinted Q+ Logo.

Scott Irwin, technical manager at TMD Friction, said: "Being at the forefront of technology is one of TMD Friction's objectives and the Textar Q+ is the latest in a long line of innovations to experience for customers worldwide.'

Comprehensive tests, including a dynamometer test and on the road test, showed significant comfort improvements with Q+. The best results will be achieved when new Q+ brake pads are combined with Textar brake discs as these components complement each other.

#### **SHORTS**

## Volvo safest

THE Volvo V40 with optional Driver Support Package has been named 'Safe Used Car' by Co-op Insurance for the second year in a row.

The award was created in partnership with vehicle safety experts Thatcham Research, to demonstrate its commitment to campaigning for safer communities throughout the UK. The Volvo V40 with Driver Support Pack was the first car to be presented with the accolade, based on analysis of used family cars, all of which must have a five-star Euro NCAP safety score, CO2 emissions of 120g/km or lower and be freely available on the used car market for £15,000 or less.

#### VW sales up again

UP to the end of June, the Volkswagen Group handed almost 5.2 million vehicles over to its customers. This corresponds to a rise of 0.8 per cent compared with the previous year. In the month of June, new vehicle deliveries rose by 4.2 per cent to 920,700. "June was a very strong month for the Group and all brands improved deliveries compared with the previous year," said Fred Kappler, Head of Group Sales of Volkswagen Aktiengesellschaft. "Stable growth in core regions gives us reason to look forward with confidence to the second half of the year," Kappler added.

### Severn Tolls end

LAST week's Government announcement that toll charges on the Severn crossings will be scrapped at the end of next year has been hailed a victory for the Freight Transport Association (FTA). The UK's biggest transport trade organisation has spent 10 years lobbying for charges to be removed to boost business in Wales and the south west.

Secretary of State for Wales the Rt Hon Alun Cairns MP. attended the Severn Bridge to announce that crossings will be free to all vehicles from the end of 2018.

Ian Gallagher, FTA Head of Policy for Wales and the South West, said: "We have fought long and hard on behalf of FTA members to get these charges removed. They represent a huge financial burden for logistics companies in the area - money that would be better spent on upskilling, recruitment and purchasing greener vehicles.'

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### **NEWS**

#### **PAGID CELEBRATES 1,000th PROUD** TO FIT GARAGE IN THE UK AGID has given its

seal of approval to the 1,000th garage in its Proud to Fit concept, which celebrates brake installers and mechanics across the United Kingdom.

Merityre Andover was the millennial member to join the scheme, and will now benefit from the branding, kudos and superior training that comes with the title and being part of Pagid Proud to

Once strict quality criteria are met, and the extensive Pagid and IMI Accredited training is complete - to ensure all mechanics within the workshop are fully-compliant when fitting OE-quality Pagid brake parts, in the recommended fashion - a Proud to Fit garage will graduate to become a Pagid Professional garage.

With both Proud to Fit and Pagid Professional, garages benefit from customer confidence, branding and continued training.

Sylvie Layec, Sales Director, IAM at TMD Friction, commented:

"Pagid Proud to Fit has proven to be a hugely successful concept, with the UK's best garages gaining the badge of honour, and Merityre Andover is precisely the type of workshop we created the programme for.

"With 24 locations under the brand, Andover may be the 1,000th garage to become a Proud to Fit, but 23 other Merityre locations have also joined the concept. The benefits to their customers are vast; with far higher-calibre brake installation taking place.'

Dene Arnold, Director at Merityre, commented: "We've been using Pagid for a few years now, with 90% of our brake work using Pagid parts. We're focused on giving our customers a quality service with quality products, so Pagid has always been the obvious choice. After speaking to Pagid about our training needs, we decided to sign up to Proud to Fit.

"One person from each of our 24 garages is taking part in the training, and the re-



sults have been superb: not just for our mechanics, but for our company-wide expertise and ability to expand into more brake work and increase vehicle servicing scope as a company.

"We look forward to completing the training to earn the Pagid Professional sta-

Pagid will continue to collaborate with Merityre's 24 locations, and the 976 other workshops nationwide in the Proud to Fit concept; to keep training and servicing as high quality as the OE parts themselves, and to help more garages graduate to Pagid Professional status.

Independent garage owners in the UK can find out more about Pagid Proud to Fit and Pagid Professional, and apply to join, by visiting pagid.com/ pagid-pro/proud-to-fit.

### Research in to battery technology takes hold

THE Advanced Propulsion Centre (APC) has launched a competition to facilitate funding of the UK's first automotive battery manufacturing development centre, in conjunction with Innovate UK. The funding opportunity is a major step forward in ensuring the UK becomes a global leader in the development and production of electric vehicles (EVs).

The new facility, which will be funded through the £246 million Faraday Challenge, will allow pioneering battery technology to be scaled up suitable for high-volume production. This will enable the British EV battery supply chain to increase its capabilities, and attract global OEMs and suppliers to develop new technology in the UK.

The project is expected to create a number of automotive supply chain jobs, in addition to the 19,000 already protected and created by APC projects since 2013, as the UK gears up for an electric

Garry Wilson, Business Development Director, APC, said "The UK automotive industry is extremely innovative and this facility will enable future battery technologies to be scaled up for high-volume production.

"The new National Battery Manufacturing Development facility will be a national asset and the first of its kind being open to all UK-located organisations to develop manufacturing processes for their concept-ready battery technologies at production rates appropriate to 'giga' factories. The objective is that these processes can transfer to UK high-volume battery manufacturing facilities helping to establish the UK as a centre for Battery research, development and manufacture.'

The Faraday Challenge is a governmentfunded initiative to develop a number of capabilities in the UK EV battery supply chain.





SOLUTIONS

HELLA GUTMANN

#### Back to the future

With more than 30 years of knowledge in the field of vehicle diagnostics, Hella Gutmann Solutions is the market leader in advanced driver assistance systems (ADAS) recalibration. The company offers the only multi-brand aftermarket solution to this challenge, covering more than 92% of the ADAS equipped UK car parc and providing the independent workshop with the repair solution to virtually every diagnostic-related problem with its renowned mega macs range and CSC tool combination.

With the advanced technology now incorporated in the modern vehicle dictating the simplest of service and repair work, the independent needs a capable diagnostic solution to compete with the main dealer. Service functions, such as oil depletion, electronic handbrake, condition based service, DPF regeneration and adaptive top-up, are just a few functions that were once considered dealer-only operations. Add to this, basic settings, adaptions and coding, which are required after replacing components, and the complexity of a modern vehicle is soon realised.

In addition, today's vehicles rely on radar sensors and cameras connecting to ADAS functions, which naturally require recalibration following an accident repair or windscreen replacement, but also for many mechanical repairs. For example, recalibration is required after steering and suspension replacement, and even something as comparatively trivial as an adjustment of the vehicle's tracking.

Most workshops and repair specialists consider such technology to be a thing of the future, but Mercedes, BMW and Volkswagen have been building cars with camera/radar technology for more than three years and it also now features on other brands such as Mazda, Honda, Hyundai, Kia, Renault, Nissan, Mitsubishi, Toyota and Lexus. Insurance companies will be looking to specialists to affect a quick, cost effective and safe repair, backed up with documented evidence of a successful calibration and if independent workshops and bodyshops can't deliver this service because they are out of touch with new technology, the work will no doubt go to main dealers.

For more information about the products available from Hella Gutmann Solutions, please call the sales team on: **01295 662402** 



## **TOTAL** launches new trade range under the ELF brand

ELF is celebrating its 50th year anniversary, having been a winning brand since 1967. ELF bolstered its position in 2000 by becoming a TOTAL brand and coinciding with the anniversary milestone; the lubricants manufacturer TOTAL has launched a new automotive trade range consisting of six new lubricants under the brand ELF SPORTI.

The ELF SPORTI range will be introduced to complement TOTAL's existing premium range of QUARTZ lubricants to offer core 'meet the requirements' statements for key independent aftermarket needs at competitive price points.

The expertise accumulated over the 50 years in motors-port means that ELF is trusted by leading international manufacturers, and has created long-lasting partnerships with brands including Renault, Dacia, Nissan and Kawasaki.

In launching the new ELF

SPORTI range, customers now have access to six new lubricants, which offer a guarantee of quality that customers expect from a reliable global brand for more price-conscious customers.

Using high-quality base oils and raw materials, the products will keep engines clean and maintain its performance without the need for the cutting-edge Age Resistance Technology used in TOTAL's QUARTZ range.

To meet the market needs, the range will offer products for a variety of OEM specifications. The full range includes:

- · SPORTI 9 C3 5W-30
- · SPORTI 9 A5/B5 5W-30
- · SPORTI 9 Long Life 5W-30
- · SPORTI 9 5W-40
- · SPORTI 7 A3/B4 10W-40

ELF SPORTI is available now from TOTAL in July 2017 for bulk, 208-litre barrels and 20-litre packs. The 1-litre and 5-litre packs will be available from August 2017.

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To satisfy demand, the Melksham-based company presents three frequently-asked questions (FAQs) and are answered by Sales and Marketing Manager, Andy Amor.

'How does Revive Turbo Cleaner and Power Restorer work?'

Andy Amor (Andy): "Revive is a non-caustic, non-flammable and non-combustible surfactant, which, when applied at velocity through the combustion process, the active ingredients lock onto the surface layers of soot and carbon deposits, remov-

## FAQ's

Andy Amor of Revive answers commonly asked questions exclusively for Garage readers



ing them in tiny particles.

"These particles are no larger than the soot particles the engine generates naturally."

'Can the treatment block a diesel particulate filter DPF)?

Andy: "Simply, no! However, whilst there is a Diagnostic Trouble Code (DTC) in the Engine Control Unit (ECU) – other than DPF-related codes – the ECU will

stop any attempt to naturally regenerate the DPF until the cause has been rectified, such as 'turbo over/underboost' conditions.

"If ignored during this period, the pressure differential sensor will detect an increase in soot, and, as this continues to rise when the vehicle is driven, it will trigger a DTC relating to DPF blockage.

"When treating a vehicle, Revive will remove soot and



carbon deposits from internal components, so the removed particles will certainly add to the soot levels in the DPF. Once the DTCs have been removed, though,







the ECU will restart the regeneration process and will lower the soot levels."

'Is injecting Revive into the engine safe and reliable?'

Andy: "Absolutely! The fluid is not a propellent, nor is it combustible, so it will not cause the engine to 'run away' or cause any violent engine knock. Due to

the fluid being applied over 60 seconds for each of the three doses of 250ml, there is no chance of 'hydro-lock' either! Revive is a variant of fluid trusted in the cleaning and maintenance of aviation jet engines and is also used in the gas turbines that drive many of the world's largest power stations – the liquid is manufactured to the highest standards."

More FAQs and equally thorough responses can be found on Revive's comprehensive website - reviveturbocleaner.com/ - as well as information on where to buy the product and a step-bystep guide on how to use the product effectively.

New questions can also be sent to Revive's team of experts, via Facebook - www. facebook.com/ReviveTurboCleaner/ - or by calling directly on +44 (0)1225 701920.





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## SIMPLE FIXES FOR ROTATING ELECTRICS



epairing rotating electrics often relies on specific knowledge or experience of how to address the problem. Below are examples of problems encountered on six different marques. Each contains a diagram and a simple explanation, speeding up the repair the next time you are faced with this problem on the lift.

#### Ford Smart charge alternators



#### Alternator charge warning lamp is lit

If the lamp is lit after fitting the new alternator and the engine is started, the plug or wires connecting the alternator may be faulty. Often, one of the three wires is broken and has been disconnected due to vibrations and engine movements.

#### Alternator output voltage is too high or unstable

In the event of excessive, or unstable, voltage, please check the sensor connection. This is best done as follows:

- 1. Unplug the 3-pin plug from the alternator
- 2. Locate the "S" terminal in the plug
- 3. Connect a 10-watt test lamp between "S" and ground. The lamp should light up.
- 4. Measure the voltage on the "S" terminal while the lamp is connected. It must be exactly the same as the battery voltage. If the voltage is lower than the battery voltage, there is a voltage drop in the circuit. Very often, the fuse which supplies "S" is corroded.

#### Land Rover 2.7TD alternators 2004

There are two types of alternator fitted to these vehicles. The difference being those vehicles fitted with Active Cornering Enhancement (ACE) and those applications without.



#### **Starter Motor Mercedes A Class**

For the Mercedes A-Class 1996-2003, there are two types of starter motors fitted. It is vital to ensure the correct starter motor is identified before replacement, due to the time it takes to replace the unit.

One version of starter motor has a lock-out relay that is situated under the bonnet in a black box, secured to the bulkhead on the near side. If there is not a relay inside this box, the starter motor has an in-built immobiliser and is

The best method for ensuring that you have the correct replacement part is to cross reference the part number from the original unit.

activated by a code from the ECU.



#### Replacement alternators on Toyota applications not charging

This is caused by the vehicle losing the feed to either the "IG" or the "S" terminal. Confirm that the 12-volt ignition feed to "IG" terminal and the permanent 12-volt feed to "S" terminal are present.







#### Importance of OE numbers

Various vehicles are fitted with similar alternators but the functions of the terminals within the plug connector are different. Fitting the incorrect type can result in:

- · Incorrect operation of the warning light
- No output
- · Fault codes on the ECU

Cross referencing the OE part number from the original units will ensure the correct unit is supplied. For example:

#### Jaguar S-Type





A = Not computer controlled

B = Computer controlled

#### Volvo XC90, XC70, V70 & S60





A = Not computer controlled B = Computer controlled

#### **Euro Academy**

This information has been provided by Euro Academy, a unique and innovative technical resource designed specifically to support the independent garage. Boasting IMI-certified training, the membership initiative also encompasses a dedicated technical phone helpline and an online diagnostics database that includes a reference library of previous faults. To learn more, visit: www.trade.eurocarparts.com/euro-academy

22 Euro Parts.indd 1 28/07/2017 15:33





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# TRICO UPPING IT'S GAME!

T'S WELL known among workshop owners and technicians that motorists don't bother changing their cars' wiper blades as often as they should: Safety-critical they might be, but as long as they leave a partially-clear view that's seemingly enough for most drivers.

Compared with drivers in mainland Europe, wiper blade replacement simply isn't a regular occurrence. So could now be the right time for a long-term player – a company that celebrates its centenary this year - to be upping its game and take on the major, established brands?

The Trico team seem to think so, but accept that the brand has lost a sense of direction as it passed through the hands of different parent companies.

Now, under new ownership and with a strong marketing campaign Trico is set to become highly active in the aftermarket, and with the confidence gained Trico celebrate their centenary this year as Richard Barnett reports

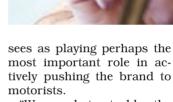


from being an OE supplier to not only Maserati but PSA (Citroen Berlingo and Peugeot 208 and 308 models) plus Mercedes-Benz C- and E-Class models and BMWs from 2019, there's a VM connection that should help the Pontypool-based business regain a sure footing with independent garages.

Unsurprisingly brand manager Sam Robinson says there is a need to educate motorists about the importance of changing wiper blades, but at the same time workshops should realise selling new wiper blades is a highly lucrative revenue stream.

Helping to get the message across – and particularly to Trico's target young driver audience – is sponsorship of a Ginetta running in the Britcar series, where drivers not old enough to legally drive on the road race in a highly-competitive series. Trico is also sponsoring football club Redditch United, which will put the company name in front of an entirely different, but equally important, audience.

While the racing Ginetta will play a big part in the marketing campaign, Trico hasn't taken its eye off its workshop customers, who it



"We need to tackle the problem of wiper blades being sold in pound shops and make motorists realise wiper blades are a safety item, and not something checked only when a car goes in for its MoT test: They should be changed when winter tyres are fitted," Robinson says.

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But what about the cost of Trico blades when compared with the rivals? The aftermarket is very touchy about pricing, and always willing to switch to a cheaper alternative: Is Trico going to play that game?

"We aren't going to get involved in the pricing game and we're not talking to the buying groups, preferring to deal with the independents instead. We do, however, need to employ people here who will get behind the brand."

If Trico can develop a sufficiently strong sales force to push the brand into a sometimes sceptical aftermarket, and workshops are prepared to heed the alreadyfamiliar safety message, the century-old brand shouldn't have trouble, over time, regaining a strong position in the market.

#### Wiper market under the spotlight

Trico's survey of 76 garages and accessory shops reveals a market contested by several brands, but among stockists just two thirds (67 percent) said selling blades was worthwhile, while just under a quarter (23 percent) said they weren't.

But when it comes to maximising sales garages are missing out, with just 16 percent checking blades

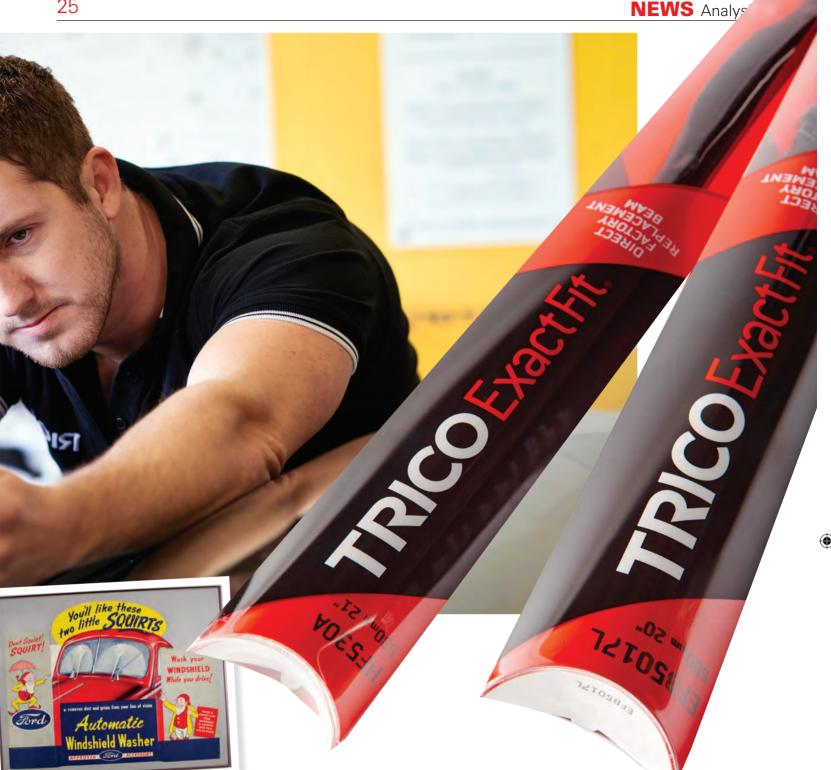
when a car comes in for any job: Just under half (47 percent) will check wiper blades during a service and 32 percent when an MoT test is being carried out and four percent only when asked by the motorist.

Most businesses will fit blades for free (76 percent), 16 percent will not and while two percent that was not applicable, six percent refuse to. Eighty two percent advertise their free fitting service, but the remaining 18 percent do not.









#### Updating the range and saving workshop space

Trico's Exact Fit programme now includes four blade lengths featuring the 19mm FZ connection system. The FZ connector is used on the 2014-on Lexus NX, 2016-on Toyota Prius and 2017-on Land Rover Discovery, Range Rover and Range Rover Sport.

They join Trico's six Exact Fit rear blades, that cover 20 recent models, and the first 300mm length hybrid blade for the aftermarket.

"The new 19mm Push Button FZ connection system is a very exciting development for TRICO, as it is a completely new connection style, unique to

these vehicles and therefore provides a great opportunity for the independent sector to service the most recent models in the market," says Trico product and brand manager, Sam Robinson.

"We expect this connection system to be rolled out across even more vehicle models in the coming months, and by stocking early, retailers can be assured they'll have the right products on the shelf as they are required."

And mindful of reducing space take-up, Trico has introduced a Flex carton merchandiser which, measuring 60cm X 40cm and 1.6m tall,

contains 64 blades, header cards and catalogue. From 14 part numbers the range offers 97 percent car parc coverage and, at the same time, upgrade from a conventional blade to beam blade technology.

"This range is the perfect 'first step' for any garage owner or manager; it's an additional profit opportunity with minimal stock investment. Motor factors, too, should be attracted to the competitive price point, considering the premium quality and performance upgrade from conventional wiper blades," Sam Robinson says.



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## BATTERIES

Richard Barnett on batteries and how they must be seen as an all-year-round product



Luckily sales have flattened out: there's still a sudden demand increase come the first cold snap but batteries can now fail at any time in the year, a result of so many more features of a car requiring electrical power to function.

The UK battery market has also seen marked differences in quality, with high-quality units squaring up against batteries sold on price and very little else. The rise of start/stop technology has changed the market's make-up, and low-quality batteries are a non-go in cars so equipped, but cheap batteries can, much to the frustration of other brands, still find a place in workshops.

Banner Batteries, how-

continued on page 28 >



## - NOTJUST FOR THE COLD SNAP!

> continued from page 27

ever, is fighting back, saying power and quality are kings, and that fitting a high-quality battery is the way to keep motorists happy. But it's not just motorists workshops should be thinking about, because motorcycles, boats and caravans require batteries, and those opportunities offer greater income. At the same time, the highest-quality, largest-capacity batteries should be offered when a customer is after a replacement.

"Quality, not surprisingly, is pivotal. Most workshops will seek to fit batteries from an OEM supplier, thereby guaranteeing true OE quality, reliable performance and a longer life. Offering budget batteries is a definite no-go as they invariably have a much shorter working life," Banner says.

Helping stimulate sales of high-quality batteries is the National Caravan Council's Product Approval Scheme, which ranks batteries in one of three groups: A, B or C, the ethos being buyers know if a battery is fit for a particular purpose.

The message appears to be getting across, with Banner reporting strong progress across the European market in its 2016/17 financial year.

Start-stop sales now account for a third of new batteries, as commercial CEO and Banner joint owner Andreas Bawart explains: "Banner is making an important contribution to CO2 and fuel consumption reduction in modern vehicles through its start-stop battery programme. Indeed it is a decisive contribution that helps save some 66 million litres of fuel and 164,000t of CO2 annually."

"In addition, Banner's batteries are entirely recycled, which clearly demonstrates the company actively practices sustainability from product development to reprocessing."

The arrival of stop-start technology was thought to be bringing the greatest changes to the aftermarket, and while many suppliers have talked about the importance of using the correct replacement batteries, the market



has not, says one key player, taken off as it should have.

Ecobat points the finger at motorists, who often use the over-ride system that deactivates the stop-start function and, as a result, battery life is extended. "This means the battery is under used and in effect, over engineered, as it is only making the number of starts an SLI battery is designed to make," Ecobat says.

"Therefore, despite the fact that start-stop systems have been around for well over a decade and fitted to an increasing majority of new vehicles produced annually since 2012, the aftermarket has not witnessed significant sales of AGM batteries, as they are not failing and therefore not having to be replaced."

However, changes could be afoot as over-ride systems are no longer fitted and the market could soon be experiencing growth. "Things are finally about to change and technicians in particular need to be prepared, because they will be at the frontline as these AGM and EFB (enhanced flooded battery) batteries come into play and fitting a traditional SLI battery is not an option as they are simply not fit for purpose and will cause problems.

"Although a combination of circumstances delayed their aftermarket impact, so another combination will hasten the growth. First, legislation has intervened and VMs can no longer allow drivers to override the system and switch off the start-stop function and second, the batteries in the first generation systems are finally coming to the end of their falsely extended life!

"Taking this intelligence into account, the latest projection reveals that by the end of the year, 12 percent of battery replacements with be AGM/EFB, which will grow steadily year-on-year so that by 2020, a fifth, or one million of those replaced, will be AGM/EFB."

Ecobat has signed a supply deal with Hella which sees its batteries being distributed through Ecobat's 12-strong network, as well as Hella's Oxfordshire distri-





bution centre.

The Hella range comprises Classic (for older cars with lower power demands), Premium (for cars with medium- to high-energy demands) and Supreme types, this being targetted at high demand applications found in the latest cars.

Winter was always the traditional season for most battery sales, but nowadays sales are spread more evenly across the year. Yuasa's battery testing trial, carried out over three summer months, has shown that around a quarter (27 percent) of vehicles had a battery issue, and more than one in 10 (11 percent) needed a battery replacement – demands that could bring extra income to a workshop.

Three workshops, based in Kent, Lancashire and

But as well as potentially increasing income, the battery testing programme improves customer service, preventing the dead-battery-on-awinter-morning scenario.

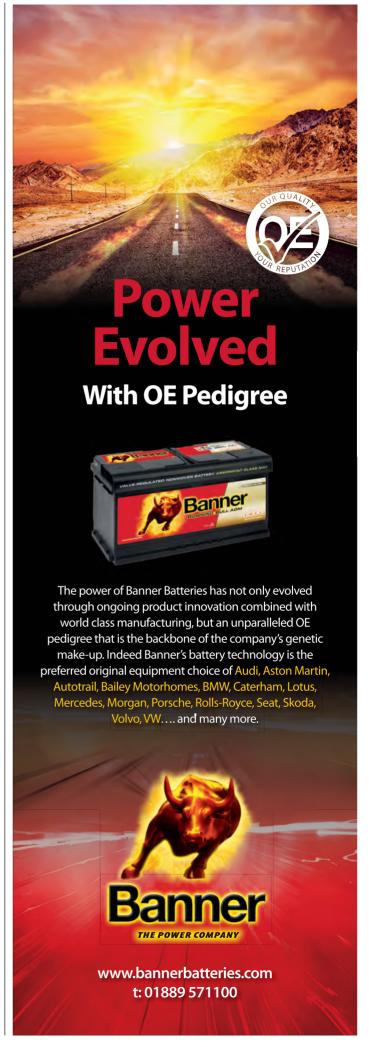
"Our trial has been a huge success and demonstrated that the average garage could increase battery revenue alongside driving customer satisfaction and long term loyalty simply be testing the battery of every vehicle they service or repair," say Yuasa training manager Ian Newham.

"Most customers expect their workshop to check and maintain all elements of their vehicle. If the battery fails shortly after a service or repair work, customers may question the quality of the work carried out and the reliability of the workshop.



Leicestershire took part in the trial, which was held between May and July last year – they were given a Yuasa battery analyser and point-ofsale material publicising the scheme to motorists. Garages should be implementing the simple minute long test into their everyday routine. A battery may look and perform fine but the test will identify its state of health and if it is likely to fail soon."







## WHEN POWER IS IN DEMAND

Despite becoming more sophisticated over the years, starter motors and alternators still need replacing and that means revenue opportunity for independent workshops as Richard Barnett reports



HEIR internal make
-up might have changed and they're become more sophisticated over the years, but starter motors and alternators still need replacing, the latter especially as a car gets older and the laternator still has to meet a multitude of power demands.

And as their design has become more complicated, so too has the part numbers proliferation, with more units needed to meet the demands of an increasingly diverse car parc.

The conflict between buying new or remanufactured is a debate that shows no signs of settling down, but the rise in cheap new units – with a consequently madedown-to-a-price quality – has made previously skeptical installers give remanufactured units a reappraisal.

Too many buyers, i.e., factors and workshops, confused remanufactured units with re-conditioned types, the upshot being that for too long properly re-manufactured

units were being tarred with the re-conditioning brush.

Now, thanks to the likes of Autoelectro, which has steadfastly stuck to its re-manufactured guns, workshops and motorists have a viable choice.

The Bradford-based remanufacturer points out that demand for replacement Stop-start Alternator reversible System (StARS) is on the rise. The unit, which replaces the alternator and the starter motor means electrical energy can be converted into mechanical energy. The unit will act as a starter motor when the key is turned and once underway act as an alternator and charge the battery.

"Autoelectro is marketleader for rotating electrics in the UK having the best range and availability. Being based in the UK and owning our own remanufacturing facilities allows us to supply a full range for the UK market," says Autoelectro sales manager Nick Hood. "This gives us an edge over competitors, who rely on overseas supply or copy units, where the low volumes of tail-end product does not make it worth their while stocking those parts."

Below a certain speed (usually around 5mph) and with the car in neutral, the StARS ECU will stop the engine, telling the engine to re-start when the clutch is pressed and first gear selected.

Just how diverse the rotating electrics market is revealed by Hella's rage of remanufactured units. It says demand for replacements is increasing and, to meet the needs of a diverse car parc, covers more than 2200 references in its premium range.

Based on OE core, the Premium range has in-depth testing (to OE specifications, Hella says) featuring more than 40 check points on critical components.

Rotating electrics remains one segment where the opposing forces of low prices and high quality clash dramatically, but the UK aftermarket's tolerance of cheap units appears to be slowing down at last.

WAI has launched a campaign tackling the issue headon, saying the choice of high quality is a no-brainer. "Poor quality starters and alternators can result in serious consequences for a vehicle's engine, leading to expensive repair bills and therefore it is recommended garages opt for a proven product first time round to avoid bigger costs in the long run," WAI, whose range covers 5000 references, says.

"All products in WAI's rotating electrics range undergo stringent validation processes and are triple-tested. These tests involve salt and temperature testing to enhance corrosion resistance, as well as validation testing, including endurance, humidity, power thermal cycling, vibration and thermal shock."









## Tony Bhogal on the markets ups and downs

"There's nothing exciting to write about, it's static," says Autoelectro's Tony Bhogal. "Price is still the main driver, more than quality."

Unsurprisingly the market has changed much recently the new versus remanufactured debate helping retain an element of lively debate, but with the demise of many brands and the rise of buying group influence, price is the driving factor, with the result quality is no longer top priority and technical support takes a back seat.

"Some garages are complaining about quality of units they receive – they might do the job, rather like supermarket own brands do, but they aren't really up to scratch – and the tide will turn eventually. It's not the installers' fault, but that of factors, where they have consolidated and compete solely on price," Bhogal says.

While other brands have pulled out of the rotating electrics arena Autoelectro continues to offer its traditionally wide range, which, as Bhogal points out, can respond to local demands far more quickly than any Far Eastern all-new product supplier ever could. "But it's not comparing apples with apples: We have all the associated costs of remanufacturing, especially when the pound slips back, and also the costs of testing equipment, but even though they might be saving a few quid suppliers don't know what kind of product they are getting."

Bhogal is concerned about factor consolidation and believes the Autoelectro range with its local knowledge, understands what the aftermarket demands. "I feel the consolidation will dictate what is being supplied, so it's all down to education: You get what you pay for," he says.

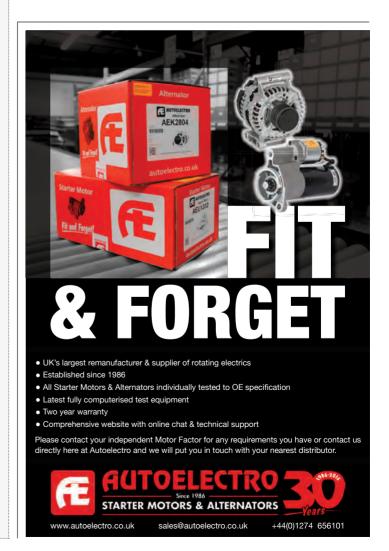
#### **PRODUCT NEWS**

### WAI expands range



WAI has boosted its offering with a starter motor for Renault Captur, Clio, Megane and Dacia Logan and Sandero models. New alternators covering Vauxhall Corsa, Insignia and Meriva + Start Stop (2009)models, and for Seat Ibiza, Skoda Octavia and Volkswagen Golf (2014 -onwards) have also been announced.

All are marked with a traffic light system, under which any marked green are fast-moving and factors are recommended to keep in stock, if amber, in a central warehouse and if red, the supplier will have in stock for next-day delivery.



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HEN it comes to reliable, comfortable and long-lasting footwear, Doctor Martens has been the choice of mechanics since the launch of the 1460 boot in 1960. And who can blame them? Buy a pair of Docs and they'll last for ages, becoming more comfortable the more they're worn. Old

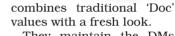
Tough, honest, unpretentious – a bit like a 'Series' Land Rover really – and again, really the best tool for the job: Now there's an updated version for today's technicians, and the Ridge ST (part of the outdoor collection), which updates the current 7B10 safety boot,

Docs don't wear out, they

just get better, it seems.

Thinking of a new pair of comfortable workboots? The answer should be a pair of Dr Martens' Ridge ST, as features editor Richard Barnett finds out.





They maintain the DMs tradition of being well made: the leather's good quality, and everything is nicely stitched together. The sole is first class too, the yellow element is a sensible addition, and the laces are good enough to last many years.

Beneath the leather uppers (which feature a steel toe cap that exceeds European Standards) an antipenetration midsole and anti-static properties protect the wearer from any onthe-floor nastiness. There's the usual anti-slip and trusted grip, and traditional anti-puncture properties, so they're going to have a long life.

What's more, for anyone familiar with wearing Docs, they feel just the same, being supremely comfortable, not too heavy and with a level of grip few – if any – other workboots can match. And for workshops who believe presentation is important, the Ridge ST looks the part, and with a regular buffing up will look smart for a long time to come.

There's no getting away from it – the Ridge ST is just the job for today's technicians.

The Garage verdict: Dependable, long-lasting, comfortable from the moment you put them on – and they look good too. What more do you want from a workboot?





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One of the long established market segments, friction is still a profitable revenue stream reports Richard Barnett RAKES and clutches – what were once known as the 'friction' segment, are among the longest-established market segments workshops deal with. And they remain healthy, profitable and reliable revenue stream generators but, like all other segments, have changed dramatically.

Big changes in braking came about with the R90 legislation, which laid down criteria for speed sensitivity and cold performance for aftermarket braking components.

Delphi says its discs for new cars launched after 1 November 2016 are released with R90 homologation and certification, and that it is gaining R90 certification for discs fitted on older cars – a move it says that will reduce the opportunities for inferior-quality products to reach the aftermarket.

"It goes without saying that each and every brake part should perform just like the OE," says Delphi's product and product solutions president, Alex Ashmore. "Both our customers and end users will now have a guarantee of quality. When they buy Delphi they do so with confidence, knowing that they

will still be getting the quality they have come to know and love, but with the added backing of an industry seal of approval."

R90 testing includes measuring disc dimensions, geometric features, chemical composition and mechanical properties. When approved the Delphi R90 number is etched onto the disc and detailed on the packaging label.

Delphi has launched an extended range of brake discs, the zinc flake anti-corrosive coating offering protection against corrosion: Delphi says the coating offers up to 240 hours' salt spray resistance, which compares favourably with the up-to 100 hours' resistance partially-painted discs enjoy.

As well as offering resistance to salt, Delphi says its coated discs can be fitted straight away as there is no oil to remove.

"Since the key to a profitable brake service is fitting fast and to OE standards, Delphi is an obvious choice. With our coated discs, technicians can simply unpack and install with ease, and because the disc is manufactured to perform just like the OE equivalent, installers can fit with confidence, safe in the knowledge that they'll have a happy customer with good-looking, high-quality brakes and no returned work," says Delphi's maintenance category director, Katrina Hales.

Further evidence of just how much braking has changed – not just in terms of longevity but in taking environmental concerns into account – Ferodo's Eco-Friction brand was launched in 2015 to meet legislation requiring a reduced use of copper in friction

continued on page 36 >







Comprehensive range covering all popular European, Japanese and Korean vehicles



Pads manufactured by Comline and offer full ECE R90 compliance



Hassle-free installation and consistent, reliable performance



Comline coated brake disc reduce installation times and ensure corrosion-free appearance throughout the life of the part







"Comline continues to establish itself as one of the fastest growing automotive brands in Europe. Braking is at the forefront of this success."

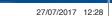
"Our commitment to delivering consistent, reliable quality and genuine value-for-money has seen technicians in over 40 countries place their trust in Comline braking. This, coupled with a string of recent awards and accolades, has seen Comline 'braking' new ground across the globe."

> Dr Keith Ellis Comline Director of Braking Development









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materials.

The legislation says that (in most of Europe and the USA) the use of copper in friction materials must be reduced to less than five percent by 2021 and 0.5 percent in 2025 – the current figure, Ferodo says, is around 20 percent.

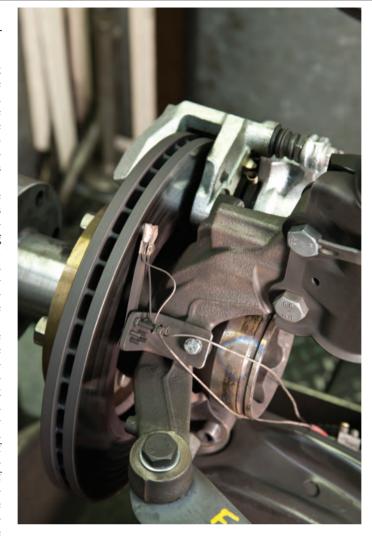
With Eco-Friction in the aftermarket and fitted as OE by Audi and Mercedes-Benz the industry is running ahead of legislation and, says Federal-Mogul regional marketing manager Jonathan Allen, long-term investment is already helping the aftermarket.

"The initial cut-off for the use of asbestos as a brake material presented the automotive industry with something of a challenge. Most of North America, Asia and Europe is turning to Non-Asbestos Organic (NAO) and Low-Steel formulations, of which copper is a main component. The eradication of copper from brake components was never going to be carried out overnight, or indeed only considered at the eleventh hour, which is why Federal-Mogul Motorparts has invested five years of research and development with more than 150 engineers in finalising its Eco-Friction formulations.'

That investment helps today's technicians and factors, as Allen continues: "By tackling the problem of removing copper from brake pads proactively, Ferodo has removed any concerns for factors; it has also made a potential problem an opportunity, not only for replacing copper as a brake friction material, but for improving brake pad performance and durability."

With components becoming more model-specific than they used to be, factors face stocking issues while workshops have to be sure they are ordering (and receiving) the correct parts. For suppliers too there's a need to meet the demands of an increasingly varied car parc.

Motaquip's braking range adequately shows jut how big the braking sector is: Its offering is made up of 3200



part numbers including coated discs, pads, shoes, drums, hoses and fitting kits. Motaquip says its fpads are made from high-quality raw materials and using the Motaquip-only R100 compund for high performance over a long life.

"At Motaquip, product quality comes first. Our primary goal is to deliver truly great products to the aftermarket; product that offers ease of fitment to the technician and a range of performance features that will benefit the motorist," says product manager Jon Haywood.

"Braking, and in particular brake pads, is a headline product category for the brand. Motaquip pads are manufactured in our own facilities meaning complete material and manufacturing consistency. The result is a range of brake pads that deliver complete reassurance in this safety critical product category."

Breck has introduced 12 new brake pads covering 35 applications, inclusing Mercedes-Benz S-Class, Porsche Cayenne and Infiniti Q50 models.

"This latest extension to Breck's product range illustrates that we are addressing the ever-increasing demands in the UK aftermarket for OE quality brake pads for passenger cars and CVs," says Colin Smit, Lumag managing director. "We have channelled, and will continue to channel, high levels of research and development investment into expanding and refining our aftermarket programme at our leading-edge factory in Budzy. Our aim is to bring our brake friction technologies to an even wider audience while giving our global aftermarket operations a significant lead."

All motorists – irrespective of how much technical nous they have – understand the importance of brakes being up to scratch and while they're checked during an MoT test workshops should also be checked when a car is serviced.

Bowmonk says its DVSA-approved portable electronic tester can be used to upsell brake work by providing before and after test results. "Before any work commences, a test is performed and printed off, showing the level of efficiency and imbalance. Another test is then performed on completion of the work, with a copy of the print outs given to the customer," Bowmonk says.

#### First Line's Land Rover brake-fitting tips

Electronic parking brake systems fitted to Range Rover Sport and Land Rover Discovery models can develop problems when the handbrake shoes are worn, corroded or if the adjustment has not been set correctly.

First Line says if new rear brake discs or parking brake shoes are fitted, brake shoe adjustment and bedding-in procedures need to be carried out fully – not doing so can cause premature failure of the electronic parking brake module. A full inspection should be carried out every two years or after the vehicle has been driven through mud for 50 miles, First

Line says.

"If the vehicle is stationary and there is a screeching noise when applying or releasing the EPB - possibly with a parking sensor flashing on the dashboard - it's likely that the EPB actuator needs replacing. In this instance, the EPB module has over travelled and become jammed, locking on the brakes and triggering the parking sensor to flash on the dashboard. This can happen as a result of the vehicle being driven with the handbrake applied, causing excessive lining wear, noise and heat build-up, ultimately damaging the rear braking system," First Line says.







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### Sam joins Comms team



Sam Kelly

**Continental Tyre Group Ltd** announces its new Communications Officer Sam Kelly, offering internal and external communications sup-

port for the UK and Ireland.

Sam recently graduated from Bournemouth University with a 2:1 in BA (Hons) Communication and Media. Throughout his four year sandwich course, Sam studied a range of communication-based subjects including PR and communications, marketing, advertising and community and digital engagement.

During his time at university, Sam also undertook a placement year, working for a premium vehicle manufacturer at its plant in Oxford, covering both internal and external communications.

Talking about the role at Continental, Sam said; "The automotive industry has always appealed to me. After my year in industry, it became apparent this would be my industry of choice after my degree. Continental is a perfect fit and I can't wait to get involved in all the role has to offer."

Communications & Automotive Partnership Manager, Mark Griffiths added; "Sam joins Continental Tyres at an exciting time as we focus on our Vision Zero initiative. Sam will be supporting all internal and external communications and I'm looking forward to working with him to support media enquiries."

## Two new appointments Issan Motor (GB) Limited has anfor Nissan (GB)

Limited has announced two new appointments designed to further strengthen its fleet sales operations and deliver market share growth.

Michael Stewart is appointed to the new position of Head of Leasing, Specialist Fleet Sales and Rental, and will be responsible for building relationships with UK leasing companies and driving Nissan performance in the sector. Michael takes on his new position from his former role as Network Sales Director at NMGB.

"Nissan is focussed on developing the quality of its market share," said Michael, "and our relationships with the UK's leasing companies will be critical to this success. I'm delighted to be taking on this new role within Nissan and driving performance in line with our fleet sales goals, in what are challenging and fast-moving



Michael Stewart

market conditions."

Joining the business as Nissan's new Network Sales Director, will be Andrew Sellars, who has recently returned to the UK from Volvo Car Group, where his latest position was of Vice President – Commercial Operations, based in Thailand for the APAC region. Prior to Volvo he held a number of senior roles with Kia Motors UK and Kia Motors Europe, but began his career in the dealer network, selling cars.



Andrew Sellars

Andrew said: "With exciting new model launches this year, including the new Qashqai and X-Trail, this is a fantastic time to be joining a very dynamic business. I'm delighted to become part of the Nissan family, and look forward to working closely with the dealers on qualitative sales and high levels of customer satisfaction all supported by the great added opportunities these new product launches represent."

### **Award for Suzuki GB**



**Suzuki GB** did very well at the recent Motor Trader Awards where it picked up the Carmaker of the Year Award for 2017. The awards were held in London with over 1,000 guests in attendance and the judging panel voted for Suzuki for its clear focus on selling a range of small cars and SUVs, a memorable marketing campaign that featured Ant and Dec in their showrooms and a consistently excellent performance in the NFDA Dealer Attitude Survey.

The judges also commented that on the product front Suzuki has developed a strong strategy for sales, with a focused car range. The new Swift launched in June 2017 completes a six-model lineup which includes Celerio, Ignis, Swift, Baleno, Vitara and S-Cross and with all proving a success in the showroom.

The network of 160 dealers comprises mostly owner-drivers with whom Dale Wyatt, Suzuki GB's Director of Automobile, maintains a direct relationship. Each year Suzuki names its dealers of the year based on RoS, target sales, finance penetration, parts and accessory sales and CSI scores.



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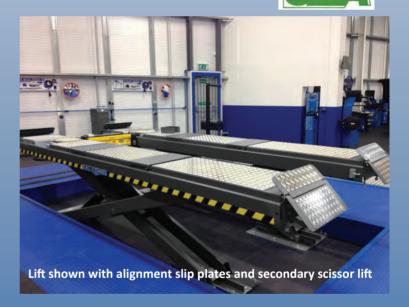


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- Headlamp Beam Tester
- Jacking Beam
- Complete MOT accessories package
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