

ATR World



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Today's unprecedented economic, political and technological challenges present aftermarket opportunities

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Dear readers



Welcome to this year's final issue of ATR World. Our cover story deals with the new car shortage and supply chain challenges. New car sales in Europe are at a historical low and therefore Europe relies heavily on the aftermarket, but at the same time, the growth in low- and zero-emission vehicles is increasing. The transition to low- and zero-emission vehicles has also been hampered by supply chain and accessibility issues. This temporary delay represents an opportunity for the aftermarket to plan its approach. New vehicle sales are expected to stabilise over the next two years and the aftermarket needs to make the most of commercial opportunities to ensure relevance during the transition to a zero-emission European car parc. For more information see pages [40](#) and [41](#).

You may also be curious to read about various trips ATR staff have made to visit different shareholders around the world – from the USA to Southern, Northern and Eastern Europe and to Israel and the APAC region. Furthermore, ATR hosted a booth at Automechanika again after three years. We were pleased to have the opportunity to hold constructive meetings and discussions with friends, partners and potential partners in person. Read more about these topics on pages [8 – 12](#).

As we approach the end of this year, we would like to take this opportunity to thank you all for the fruitful collaboration during the year. We wish you all a happy festive season and a prosperous new year.

Warren Espinoza
CEO, ATR International AG



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IMPRINT

Brexit and the European aftermarket

Almost three years after the UK's decision to leave the European Union, we are finally beginning to see the long-term effects of Brexit on component suppliers and the aftermarket. As OEMs and Tier suppliers grapple with the new status quo, where are the challenges and opportunities?

In March 2019, the UK voted to leave the European Union. Within less than a year, Brexit had become a reality and the automotive industry – OEMs, Tier suppliers, and the aftermarket – immediately felt the effects. Despite the implementation of an 11-month transition period to help businesses adjust, many elements of the automotive and aftermarket supply chain throughout Europe and the UK were impacted.

While there were notable OEM withdrawals and concerns, like Honda closing

its only UK production plant, there were also issues with the extensive interlinked supply chain. Many component manufacturers in the UK and Europe supplied OEMs and the aftermarket 'across the channel' and the effects on these businesses continue to be seen. In March this year, a long-time UK component supplier to Ford and Jaguar Land Rover closed its plant. Despite being in business for 60 years, the thermostat specialist's 140 employees saw their jobs shifted to Europe.¹

Administrative burden

Under the single market, both the UK and EU enjoyed the easy transfer of resources, expertise, and products. Now, aftermarket businesses and component suppliers must manage increased administration loads alongside increased supply chain management between the EU, Great Britain, Northern Ireland, and the rest of the world.

According to the UK's Society of Motor Manufacturers and Traders (SMMT), nine out of ten automotive businesses were

spending more time and resources on managing trade between the EU and UK, with more than 60% suggesting it was significantly more resource intensive to move products across the border.²

Importation and the aftermarket parc

While initial border delays were widely publicised, the situation soon stabilised to a 'new normal'. With that said, there is an asymmetry of imports and exports that is sure to play a long-term role in the aftermarket car parc of both the UK and the EU. Around 20% of Europe's vehicle imports were from the UK, but this constitutes 50% of the UK's total vehicle exports. In contrast, 85% of the UK's vehicle imports come from Europe.³ In the future, the balance of models imported and exported may shift, affecting the aftermarket requirements within each region.

Legislative divergence

Another important area of concern that will evolve over time is the legislation governing automotive production, trade



and competition. Currently, much of UK regulation is inherited, with the opportunity to change and evolve regulations now coming into effect. Over time, this may create a substantial divergence between the regulation sets.

Conformity legislation – CE and UKCA – will continue to evolve independently, complicating the design and supply of products to each market.

Another example is the Motor Vehicle Block Exemption (MVBER), which has helped to keep the aftermarket competitive. In May 2023, the UK's commitment to MVBER elapses with no concrete sign of what will replace it.⁴ There is also the chance that the UK could introduce stronger protections for the aftermarket, ensuring access to Repair & Maintenance Information (RMI) and prohibiting restrictive software and component measures, which may have knock-on effects for European legislation.

The path ahead

Despite Brexit now ageing into maturity, its implications continue to be felt as various agreements elapse, legislation evolves, and organisations hedge their bets for the future. While unrelated supply

chain issues continue to plague the global automotive market, friction across the Channel poses additional risk to the aftermarket of both regions.

It is worth noting that the lingering effects of the global pandemic, as well as the conflict in Ukraine, may have somewhat masked the consequences of Brexit thus far. Over the next few years, the

aftermarket will have a much better view and measure of Brexit's impact on the interaction between EU and UK legislation and trade from the UK.

KEY FACTS

In March 2019, the UK voted to leave the European Union. Within less than a year, Brexit had become a reality and the automotive industry – OEMs, Tier suppliers, and the aftermarket – immediately felt the effects. Around 20% of Europe's vehicle imports were from the UK, but this constitutes 50% of the UK's total vehicle exports. In contrast, 85% of the UK's vehicle imports come from Europe.



¹ <https://news.sky.com/story/140-jobs-affected-as-automotive-components-supplier-tms-axes-uk-operation-12560021>

² <https://www.smmt.co.uk/wp-content/uploads/sites/2/SMMT-Trade-report-2021.pdf>

³ https://www.bakermckenzie.com/-/media/files/insight/topics/brexit/brexit_int_2-feb.pdf?sc_lang=en

⁴ https://www.aftermarketonline.net/news/fullstory.php/aid/7333/Block_Exemption:_Time_to_speak_up...html

Successful ATR Digital Conference 2022 in Berlin

Participants from industry and wholesale believe that a common basis will help guarantee success in the future. Sharing a common structure is the only way to remain competitive in the aftermarket worldwide in the future.



On 8 November 2022, the ATR Digital Conference took place again for the first time after the Corona disruption. Participants and guest speakers from all over the world were on hand to discuss the latest developments in vehicle data as well as the services and functions derived from it that will become relevant today and in the future.

A special feature of the event was that this was purposefully structured in such a

KEY FACTS

On 8 November 2022, the ATR Digital Conference took place in Berlin for the first time since the pandemic. More than 25 representatives from 16 relevant companies from all over the world helped shape the day in five sessions.

way that interaction between the participants was required and encouraged at all times. For example, two sessions were held in the style of a trade fair, so that the participants could place and discuss their specific questions with the corresponding providers.

Experts from industry, wholesalers and aftermarket-related professionals recognised the importance and were very grateful for the event.

“We are pleased to have reached a milestone for future-proof data-based services and functionalities. There is still a long way to go, but if we do not start planning and implementing together today, the market will replace the Independent Aftermarket in the long run. Therefore, we need to adapt today to the already evolving reality and wake up from the dream before we lose out,” emphasised Henning Kaeß,

Managing Director Marketing/Digitisation, ATR International AG.

Even world market leaders in their field only see the future in partnership cooperation in this area.

More than 25 representatives from 16 relevant companies helped shape the day in five sessions - and there was even enough time to network.

— **Session 1:** At the beginning Gwenael de Calan, Head of Sales, Caruso dataplace, gave an overview of the availability of data already available from vehicles in the IAM today and of current developments. Ronan McDonagh, Technical Director, FIGIEFA then gave a legal assessment of the availability and usability of the data available today and showed what FIGIEFA is actively working on; paving the way for new business models from a legal perspective which would otherwise only be possible for manufacturers. In the subsequent panel discussion with Gwen, Ronan as well as Francois

Croc, Stellantis Group, and Taslim Arif, Mercedes Benz Connectivity Solutions, the topic of data availability and possibilities was intensively discussed.

— **Session 2:** Of course, the industry solution Repdate was also part of the event. Caruso and selected partners presented end-to-end solutions: from lead generation, to booking (according to individual requirements also via fleet management solutions), enriched with relevant data from the vehicle, up to adding in a DMS system in the workshop. The solution providers Traffilog / OBI+, TecAlliance, Bosch and Continental presented their - truly outstanding - solutions, what we were very pleased at. These solutions are available on the market and have proven in the pilot that fleets, insurance companies, breakdown services and others can now also function through holistic solutions with a modular structure. We would also like to thank Liqui Moly, who showed how lead generation via existing channels can be used profitably for the aftermarket.

“We are proud that the main suppliers of Repdate modules were represented at the conference and showed an integrated system, end-to-end. The eco-system Repdate has now reached a level that can be successfully expanded,” commented Tobias Finck, Senior Manager Digitisation, ATR International AG.

— **Session 3:** An impressive presentation by Marko Brkljačić, Chief of Staff / Head of



Panel discussion: Data and services – point of view of supplier industry



Keynote speech by a leading car manufacturer – Rimac Automobili

CEO office, Rimac Automobili, showed that already today an immense amount of live vehicle data is available (if the technology in the vehicle is already capable). In our opinion, this shows that availability is likely to experience a quantum leap in the not-too-distant future and that new data-based services and solutions will be enabled based on this development.

— **Session 4:** Representatives from TecAlliance, Topmotive (DVSE), 3D printing (druckerfachmann.de), mobisoft and nyris presented their state-of-the-art and future-oriented products and gave participants the opportunity to pass their questions and discuss new important business approaches at their exhibition stands.

— **Session 5:** After a short presentation of their starting points and why data driven

solutions are so important, representatives from Bosch, Continental, Liqui Moly and Schaeffler discussed issues around the digitalisation of the aftermarket on the podium. Of course, each company has its own internal strategy, which could not be disclosed - but one thing is clear - only through joint action will the aftermarket be able to solve digital issues in the future and maintain an attractive aftermarket.

The choice of topics seemed to fully meet the needs of the participants, as they actively participated in discussions until the end of the conference - and late into the night.

“ATR Digitisation GmbH looks forward to future events such as this and other planned formats that will keep the IAM, and therefore suppliers, wholesalers and independent workshops, globally competitive in the future,” said Henning Kaeß.



Trip of Wolfgang Menges and Vincent Tan to visit APAC shareholders

Join Wolfgang Menges and Vincent Tan on their eventful journey through Asia visiting three of ATR's APAC shareholders.

The travel restrictions and uncertainty caused by the COVID-19 pandemic lasted for two and a half years. During this time, virtual meetings were therefore particularly important for Wolfgang Menges, ATR Managing Director Purchasing/IT, and Vincent Tan, ATR General Manager – Asia Pacific, to continue to stay connected with ATR shareholders in the APAC region on their business status. When the opportunity finally arose in August to make this business trip to the APAC region, the chance was seized directly. Within ten days, the two visited Goldenlink Auto Pte Ltd from Singapore, Empire Motor Co., Ltd. (EMC) from Japan as well as Rimbunan Kuasa Sdn Bhd and Leader Autoparts Sdn Bhd from Malaysia.

opportunity to discuss in detail the impact of the lockdown and the business restrictions imposed by the pandemic. After a very difficult year in 2020 with government-imposed restrictions that resulted a drop in sales, the business recovered well to finish 2021 with a record year for Goldenlink. Despite the supply chain problems at the beginning of 2022, the situation stabilised and appears to have returned to normal in the third quarter of 2022. This should make 2022 another new record year for Goldenlink in sales. The expansion of the supplier portfolio was also on the agenda. "It was really a pleasure to see Mick Teh and Cassandra Hue again in Singapore and to have this personal exchange, which is so valuable for our cooperation," said Wolfgang Menges.

Collaboration between ATR and its shareholders is at the heart of Wolfgang Menges's work and was therefore the main theme of the visit to Rimbunan Kuasa and Leader Autoparts in Malaysia. Both companies joined ATR in 2021 but neither Wolfgang Menges nor Vincent

Wolfgang Menges and Vincent Tan met in Singapore, where Vincent Tan has been appointed General Manager – Asia Pacific at ATR Singapore Branch since the beginning of 2020. He looks after ATR shareholders and is responsible for the further development of ATR in the APAC region. With Goldenlink, they visited the first ATR shareholder in this region, who joined ATR back in 2017. The meeting with Mick Teh, Managing Director of Goldenlink and Cassandra Hue, Manager Finance & HR provided, among other things, the oppor-

Tan could visit them due to strict travel restrictions. This first face-to-face meeting was therefore highly anticipated. "Knowing your partners personally is particularly important in our industry. We have communicated virtually for the past 30 months since we first made contact, but there is no substitute for this visit. It has given us the opportunity to take our relationship to a new level and discuss a further improvement of our cooperation," said Vincent Tan. Mr. Tan Hang Chai, Managing Director of the companies gave



Wolfgang Menges and Vincent Tan enjoyed dinner with Mick Teh and Cassandra Hue from Goldenlink

to the two ATR representatives a very informative and interesting tour of the group's main warehouse on the outskirts of Kuala Lumpur. It was followed by a meeting with the companies' chief executives and sales and purchasing managers to review the first year of their membership in ATR and discuss current issues to be followed up in the coming months. "We are very pleased to have gained a better insight and understanding of Rimbunan Kuasa and Leader Autoparts' business in the Malaysian market," said Wolfgang Menges.

Wolfgang Menges and Vincent Tan's trip also took them to Japan, where they visited Empire Motor. The Tokyo-based company has been successfully combining tradition and innovation for over 100 years. The pandemic also prevented ATR from visiting EMC, an ATR member since 2018. During this visit, Wolfgang Menges and Vincent Tan were able to build their cooperation with EMC further and had the pleasure of attending the EMC Fair in Tokyo, which was held on 24 and 25 August 2022.

"The EMC fair was well organised and is a powerful statement to EMC suppliers and domestic customers across Japan, usually held two times per year before COVID-19 in February and August" said Vincent Tan. "It was very interesting and impressive. The many visitors at the vari-

ous stands are a positive and promising sign. We are very happy to have had this opportunity and to have met the executives of EMC," added Wolfgang Menges. In the following article, EMC reports in more detail about its EMC Fair.

Wolfgang Menges and Vincent Tan would like to thank Goldenlink, Rimbunan

Kuasa, Leader Autoparts and EMC for their hospitality and time. It was an excellent, very constructive and productive trip. ATR has very strong and successful shareholders in the APAC region, more shareholders in this region will also be the subject of future visits.

KEY FACTS

After having communicated virtually for the past 30 months, due to the COVID-19 pandemic, ATR representatives had the opportunity to travel to Malaysia and Japan to meet with some new ATR members in-person.

Empire Motor welcomed the visitors from ATR in August 2022

Empire Motor welcomed Wolfgang Menges, Managing Director Purchasing/IT, and Vincent Tan, General Manager – Asia Pacific in ATR's Singapore branch, on 24 and 25 August 2022. They visited EMC's Fair in Tokyo Ryutsu Centre, where about 100 suppliers cooperate and exhibit at the 4,500 m² venue.

EMC Fair

Every February and August, Empire Motor holds its EMC Fair, which is supported by many customers and participating suppliers. It's a tradition that has been around for almost 40 years. Empire Motor proposes new products at the fairs and provides information to the aftermarket, particularly in response to the needs of next-generation vehicles, which are changing every day. The company holds these fairs to enhance its relationships with regular customers and suppliers and to offer better products and proposals.

Due to COVID-19 pandemic, EMC held the fairs virtually in the last three occasions and returned to a real location this summer. The main theme was 'Adapting to the evolving motorisation' with EMC's corporate slogan 'Creation of a Safe

and Comfortable Driving Experience'.

It exhibited not only its regular maintenance parts and chemicals under EMC's private brands and national brands but also the accessories and equipment for comfortable driving experiences in regard with the changes of lifestyle after the pandemic. It also emphasised the demonstration of diagnostic and workshop equipment and services, which are recently legally required in Japan.

Enjoying the ATR membership

Today, the environment surrounding the car is undergoing remarkable changes. By making full use of the technology by 'CASE', car manufacturers are pursuing rapid development of next-generation cars. It is in the age of paradigm shift that the meaning of the car itself changes.

About 110 years ago, Ford Motor developed the first mass-produced car, and transportation changed radically from horse to car. Empire Motor has developed greatly by being able to respond quickly to market changes. It is aware, however, of the risk that it will be left out of the market unless it keeps evolving. The advantage of being a member of ATR is the ability to exchange the latest market information among the ATR family and suppliers,

encouraging the activation of the organisation. Moreover, it would like to develop the sales channel in cooperation with ATR and build a firm position on the global market.

Mr. Menges, Mr. Tan and EMC staff had a serious and fruitful meeting at EMC's head office. After the good work, together they enjoyed genuine Japanese cuisine and drinks at a traditional restaurant.



Figure 1: The EMC Fair took place in August 2022 and Wolfgang Menges and Vincent Tan were amongst the visitors; Figure 2: The EMC Fair where about 100 suppliers exhibited was a great success; Figure 3: Naoki Fujise, Vincent Tan, Wolfgang Menges, Hisashi Sakimura and Toshihiro Honda enjoyed a genuine Japanese dinner

KEY FACTS

COMPANY PROFILE

Company Name:	Empire Motor Co., Ltd.
Head Office:	2-23-1 Hatchobori, Chuo-ku, Tokyo, Japan
Established:	10 April 1913
Capital:	500 million yen about €4m
Sales:	45.8 billion yen (March 2022) about €327m
Network:	38 domestic offices, 3 overseas offices
Employees:	371 (as of April 2022)

Long-awaited reunion!

In the second half of the year, the ATR team could also visit some shareholders outside the APAC region, a very welcome opportunity after the COVID-19 travel restrictions.

A business review meeting with ATR's Swedish shareholder **MEKO** in Stockholm was on the agenda of Jonas Pfleiderer, Strategic Account Manager, and Alexander Birnstein, General Manager Coordination Purchasing, at the end of September 2022. Henrik Engberg, Head of Purchasing, and Kenneth Bengtsson, Senior Purchasing Analyst, gave interesting insights into their markets, current issues and the latest innovative projects of MEKO. Henrik Engberg took Jonas Pfleiderer and Alexander Birnstein on a tour outside Stockholm showing them different workshop concepts as well as stores of MECA and MEKONOMEN which offer end-consumers a wide range of high-quality products and services. MEKO recently acquired the Finish company Koivunen, thus strengthening its presence in Finland and expanding to the



Baltic States. ATR looks forward to a continued fruitful collaboration with MEKO.

Piotr Walaszczyk, Strategic Account Manager, travelled to Hungary in October to visit the ATR shareholder **SAG/Autonet**. Andras Süveg, Chief Purchasing Officer – CPO, and Andrea Somlay, Assistant Global Purchasing, took him on a tour through the new, impressive SAG/Autonet Group Purchasing Central Europe's logistics centre near Budapest. They also showed him the new automatic robotised warehouse AutoStore system for small spare parts that SAG/Autonet has introduced in this logistics centre.



The trip of Piotr Walaszczyk to Budapest was continued by a visit to the shareholder **UNIX Autó**. At UNIX Autó, János Nánási, Head of Purchasing, and Piotr Walaszczyk visited the Logistic Centre in Budapest, including its new extension, which will increase the warehouse ground area to 35,000 m². János Nánási also provided information about their automated storage system that was developed in-house at UNIX Autó. ATR is glad to have such innovative shareholders in Hungary.



In mid-October, Henning Kaeß, Managing Director Marketing/Digitisation, and Tobias Finck, Senior Manager Digitisation, visited Create Business in Lisbon, Portugal and Aaron Montecchio Ltd. in Tel Aviv, Israel in the framework of ATR Dig-

itisation GmbH. Sammy Konfidan, Managing Director of **Aaron Montecchio**, provided interesting insights into the company's IT, business and facilities. The three also met with Mobisoft, a service provider that develops digital products for the IAM, such as the Aaron Monetecchio App, which was presented in an ATR shareholder webinar. When they flew to **Create Business**, they were joined by Gwenael de Calan, Head of Sales of CARUSO. Together, they had fruitful discussions with Carlos Nascimento, President and CEO, Pedro Proença, Commercial & Marketing Director, Rui Damas, Technical Manager, and Create Business's IT service providers about future opportunities and developments in the context of digitisation. During both trips, they met new potential service providers for promising IAM solutions.



This year's third T1 Meetup Conference of **Tokić Group** was held in Mirna Peč, Slovenia on 6 October 2022. Following the first two successful conferences this year, the third one focused on 'sales' including a panel discussion with distinguished guests about the challenges caused by the unpredictable development of raw materials, supply chains and transport prices. Alongside other guest panellists and speakers from Exide Technologies, Valeo, Continental Adria and ATE, Wolfgang Menges, Managing Director Purchasing/IT, was invited to give an interesting review of the IPAS concept, the ATR activities and challenges ahead. It was an excellent event with a dynamic dialogue and a real exchange of information on many important current topics, such as the on-going transfor-



mation of our industry, challenges and opportunities ahead as well as the growing awareness of sustainability.

Another important trip took Warren Espinoza, CEO, and Alexander Birnstein to the State of Tennessee, USA where, in mid-October, they visited the two North American ATR shareholders **AutoZone Inc.** and **LKQ Corporation Inc.** The business review and discussions with Robert Bell, Director of Merchandising, at AutoZone's headquarters in Memphis were very informative and constructive, which has set the course for further constructive cooperation. Warren Espinoza and Alexander Birnstein then flew to the LKQ Office in Nashville. Since the first face-to-face meeting with LKQ North America had been postponed, due to the pandemic, this was an opportunity not to be missed. During the meeting with Justin Jude, CEO LKQ North America, and Kent Fyfe, Vice President, Procurement & Strategic Sourcing, the ATR participants gained a better overview of the North American business of LKQ.



ATR's presence at Automechanika 2022 in Frankfurt was a complete success!

After years of virtual meetings and events, where face-to-face happenings were a rare commodity, Automechanika 2022 confirmed one thing: business relationships are all about people!

There is no substitute for personal conversations, visits to supplier booths, walking through the halls and shaking hands with friends, partners, and potential partners. Automechanika characterised the very positive mood of the automotive industry and provided a superb platform on which to have many very good, constructive professional and efficient meetings and discussions.

It was great to be able to personally welcome ATR members and business partners to the booth in Hall 4.0 – an asset that no virtual meeting can replace.

Read on next page



Continuation of the previous page

Not only the meetings during exhibition hours, but also the evening events – whether planned or spontaneous – provided an opportunity to discover and discuss common topics and projects, and experience intensive exchanges with like-minded people in a wonderfully informal and relaxed atmosphere.

Many thanks to Automechanika and Topmotive for their support, and to all ATR shareholders, business partners, suppliers and visitors who made the presence at the exhibition such a success.

In times of a shortage of skilled workers, it was very important for ATR International AG to become a member of the Talents4AA association. Having joined the association as an active member in June, Warren Espinoza and Wolfgang Menges demonstrated their commitment to the cause by supporting the Talents4AA booth to further promote and share information with the team, members, and potential members. ATR actively supports this association, whose work is of great importance for the future of the automotive industry by making it more visible and attractive to young talents who want to pursue a career in the automotive aftermarket.



The ATR team was pleased to meet with partners again in person during Automechanika

internet economy, he discussed how workshops can become visible to customers on the internet and which digital channels they can best use to reach customers. The discussion clearly confirmed how important a digital approach is today. Customers are becoming more and more demanding and require 'digital touchpoints' in the workshop sector as well. Henning Kaeß made no secret on the podium that there is still a lot to do here, with everyone cooking their own soup, and everyone tinkering with their own solutions. With the Repdate scheduling system, ATR is part of a cross-sector initiative from industry and trade that aims to digitalise workshop selection and scheduling.

On Monday, prior to the exhibition, Warren Espinoza and Henning Kaeß took the opportunity to participate in the Forum for Automotive Aftermarket Sustainability (FAAS) organised jointly by CLEPA (European Association of Automotive Suppliers) and FIGIEFA (Automotive Aftermarket Distributors). The launch of FAAS was an opportunity to identify important projects and issues and to discuss sustainability in the automotive aftermarket. Sustainability is in the DNA of the automotive sector. Through maintenance, repair and replacement, the aftermarket industry can make sure that the environmental performance

of vehicles remains optimal from their first day on the road.

Henning Kaeß and Tobias Finck took the opportunity to leverage the exhibition to host the 4th ATR Digital Steering Committee meeting with ATR shareholders Autonet, Create Business, Inter Cars, KGK, LKQ, Matthies and Tokić. It was a great opportunity to discuss and listen to exciting inputs from guest speakers, and to pick up on new technologies and developments from Automechanika that can be further reviewed in the expert panel.

Conclusion: As always, Automechanika provided us with an optimal forum to take the pulse of the industry, meet and strengthen bonds with existing shareholders and suppliers, as well as connect with potential shareholders and suppliers from different cultures, and learn about new developments in the industry.

ATR will definitely be back!

KEY FACTS

- 2,804 exhibitors from 70 countries
- 78,000 visitors from 175 countries
- Focus areas: increasing digitalisation, remanufacturing, alternative drive systems and electromobility
- More than 350 events on offer, such as presentations and free workshops



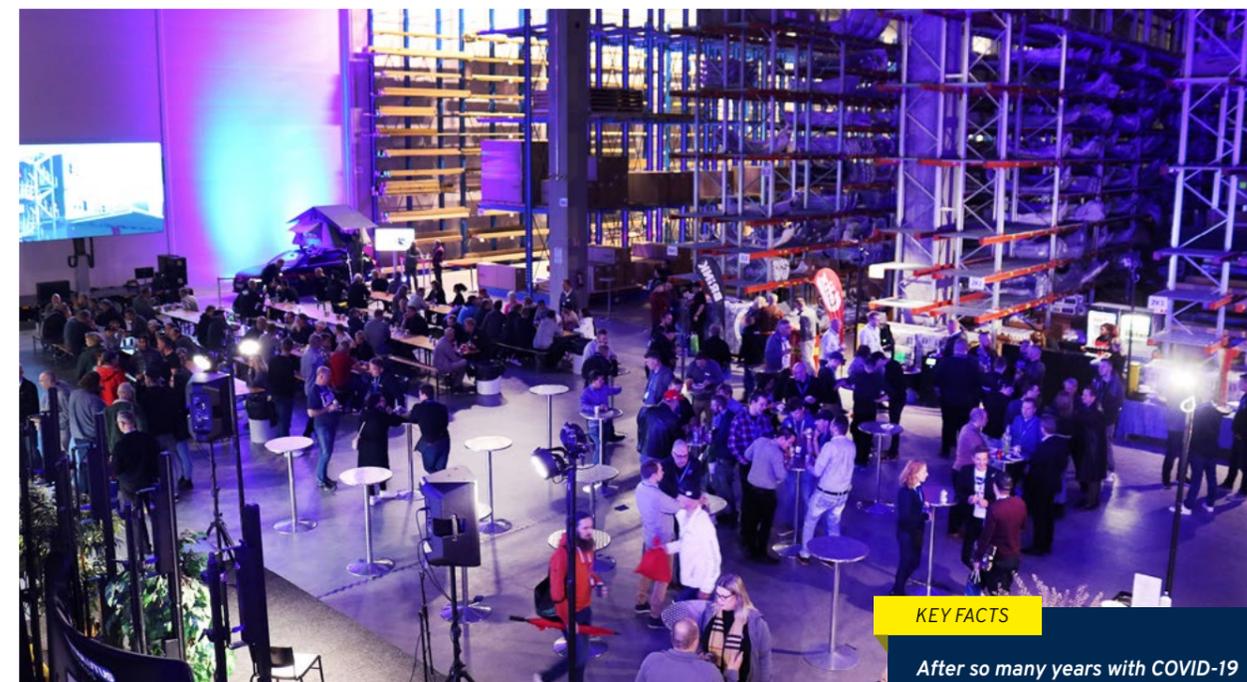
Picture at booth of Talents4AA, Warren Espinoza and Wolfgang Menges (f.l.t.r.)

As part of the 'Automechanika Academy', where the focus was on digital touchpoints for car workshops, a panel discussion was organised by asp AUTO SERVICE PRAXIS. Henning Kaeß, ATR Managing Director Marketing/Digitisation, was invited as a podium guest, to the discussion 'Don't be afraid of digital touchpoints'. Together with other experts from wholesale, the workshop industry, and the

Kaha Expo 2022 focused on the future of the automotive industry

KAHA EXPO

Kaha (KGK Finland) opened brand-new warehouse premises with style on Saturday 24 September as Kaha Expo 2022 was held in the latest warehouse extension in Ansatie 4, Vantaa.



Kaha Expo attracted more than 600 Finnish automotive professionals

KEY FACTS

After so many years with COVID-19 restrictions, Kaha (KGK Finland) opened a brand-new warehouse and hosted its international Kaha Expo 2022, which focused on the 'Future of the automotive industry and the aftermarket'. There was a broad selection of electric cars for guests to test drive, specialist work demonstrations and of course an opportunity to network with other automotive professionals.

Kaha Expo 2022 was a grand in-house exhibition for Kaha's resellers, workshops and suppliers. The event turned out to be a great success – it attracted over 600 Finnish automotive professionals who visited the Expo and saw the new warehouse. Kaha's suppliers, who came from all over Europe, brought an international atmosphere and networked at their exhibition stands with each other, Kaha's employees and customers.

Kaha Expo 2022 – Glimpses of the future and a laid-back gathering

This time the theme of Kaha Expo was the 'Future of the automotive industry and the aftermarket', which was showcased in many ways at the event. There were a broad selection of electric cars for

test driving, specialist work demonstrations of different calibration and diagnostic tools and several guest speakers, who were interviewed on the main stage. Especially, the stage interviews provided various perspectives on the future of the automotive industry and aftermarket, since there were experts from all over the automotive industry from OEM, OES and IAM side. And last, but not least, very popular guided tours through Kaha's complete warehouse premises with the facts and figures were also arranged throughout the day.

All of these several activities guaranteed that the guests had always a lot to see, experience, ask and enjoy. And on top of everything, Kaha Expo 2022

offered delicious food, refreshing drinks and a chill, laid-back atmosphere to socialise with other guests, suppliers' representatives and Kaha's employees all day long. Kaha Expo was all in all an exquisite gathering and get-together with automotive professionals after so many years with COVID-19 restrictions. Thank you and see you again!

Martaş Automotive crowns its strong position in the sector with new achievements!



Martaş Automotive, a sales, marketing and distribution company operating in independent renewal market for automotive spare parts, continues to rise.

Having operated in the automotive aftersales sector for nearly half a century, and having carried out the sales, marketing and distribution operations of more than 150 domestic and foreign brands in different product groups, Martaş Automotive is strengthening its position in the sector further. In this context, the company with its finan-

among the top 500 companies of Turkey to the top ranks. In addition to the supply chain, our investments in human resources, informatics and logistics have led us to reach this success." Additionally, we continue to grow with our investments of original spare parts supply, Exide Battery and heavy vehicle that started with Ford Otosan. We will be ranked at higher places of the list in the future."

"We expect 100% growth in turnover"

Çarıkcı expressed that they continue on their way with the investments they have made as the leading company of the sector and touched upon their targets for this year. Çarıkcı said that, "We expect 100% growth in turnover with the investments we have made and we will make in the OES product group, heavy vehicle and battery groups this year."

"We introduced our business units at Automechanika Istanbul 2022 this year as well"

Emphasizing that Martaş has crowned its achievements with its works navigating the sector, Çarıkcı said that they received great attention both at the Aftermarket Conference and Automechanika Istanbul 2022 in this respect. "Automechanika Istanbul 2022, the world's leading brand for trade fair in the automotive aftersales sector and the largest international organization of its sector in the region covering Eastern Europe, Balkans, Middle East and North Africa, brought the sector together this year as well. As Martaş, we hosted more than 3,000 visitors in total from Turkey and abroad at our stand, which had approximately 400 m² area, during the four-day fair held at Istanbul TUYAP Fair and Congress Center".

"We will be ranked higher on the list"

Underlining the extreme importance of their rise in the Fortune 500 Turkey list for themselves, Martaş Automotive General Manager Erdem Çarıkcı said, "We showed once again how assertive we are in this field by moving our position



The Aftermarket Conference hosted a meeting on a global scale!

On the other hand, Turkey automotive industry came together at the 12th Aftermarket Conference. At the event held in May, the risks and opportunities arising with the transformation in the automotive industry, such as problems in the supply chain and critical issues such as cyber security, were put under the scope. The event organized in cooperation with Automotive Suppliers Association of Turkey (TAYSAD), OSS Association, Automotive Industry Exporters' Association (OIB) paved the way for a meeting this year on a global scale and by keeping with tradition, hosted surprise names from abroad as well as Turkey. The surprise names of the event, held as a video conference, were Thorsten Muschal, President of CLEPA, the umbrella organization of the auto-



Martaş Automotive participated in Automechanika Istanbul 2022 and hosted more than 3,000 visitors

accompanied by cargo cost and delivery problems, problems in the customs, and the difficulties in cash flow. We can overcome these problems by acting together as stakeholders of the sector, following the trends and producing self-renewing business models."

The date for Turkey automotive aftersales market: 2035!

Claiming that the aftersales sector in Europe is consistently continuing its preparations for electric vehicles, Özalp further stated that, "New diesel and gasoline vehicles have still a very significant market dominance compared to electric ones. We anticipate that this structural change planned to be completed in the next 10 years will have more perceivable effects on the Turkish automotive aftersales market after 2035, considering the average age of the Turkish car park." Numerous panels were organized within the scope of the conference.



Ziya Özalp, Chairman of the Executive Board of OSS Association, and Board Member of Martaş Automotive, participated in Turkey's 12th aftermarket conference

motive supply industry in Europe, and Cor Baltus, CEO of FIGIEFA, the umbrella federation of automotive aftersales associations in Europe.

"We can take up the whole challenges by acting together"

Speaking at the opening of the conference, Ziya Özalp, Chairman of the Executive Board of OSS Association stat-

ed that the sales and export figures in the automotive aftersales market increased in 2021, and this trend continued in 2022 by expressing the positive progress in employment as a promising development. Referring to the problems of the sector, Özalp said, "The supply problem, the exchange rate and the increase in costs are the most important problems of our sector... These are

KEY FACTS

COMPANY PROFILE

- Founded in 1980
- 72,000 m² modern distribution center
- Over 150,000 references, product groups and projects
- More than 150 domestic and foreign brands
- More than 800 qualified personnel
- More than 6500 Business Partner
- Sustainable growth principle 'Unconditional Customer Satisfaction'

M MARTAŞ
AUTOMOTIVE AFTERSALES

WE CONTINUE TO RISE ON THE FORTUNE 500 LIST!

FORTUNE

500

Martaş Automotive makes the Fortune 500 Turkey list for the second year in a row



KGK and Webasto celebrate golden anniversary

On Friday 9 September, KGK and Webasto celebrated the 50th year of their partnership. A successful partnership that will likely last another 50 years.

The atmosphere was jubilant during the celebrations. Hundreds of invited guests gathered at KGK in Sollentuna to socialize, exchange experiences, participate in workshops, and listen to speakers. It all ended with a boat trip from Strandvägen to an archipelago restaurant where the company enjoyed dinner and entertainment.

The theme of the day was 'Change and Development in the Industry', and the participants were given insight into the latest technologies. Webasto presented its innovations and upcoming product launches, Håkan Knutsson and Werner Baier, the owners of KGK and Webasto respectively, spoke about the fruitful partnership, and Joachim Due-Boje from the Swedish Association for Motor Retail Trades and Repairs (MRF) held an appreciated talk on customer care and customer relations. Stories, laughter and discussions about the future could be heard in the conversations between the attendees.

“These are such complex products and it wouldn't have been possible to develop them without the partnership.”

One of the participants was Bengt Johansson, who has been running Mälardalens Bilel & Motor for many years. He says that as a customer he has been very pleased with the partnership, which creates favourable conditions for the development of products on the front line of the market.

“These are such complex products and it wouldn't have been possible to develop them without the partnership. Things move fast in the market. Customer contact and the network are crucial for ensuring that development keeps up with changes and meets customer needs,” he said.

Håkan Knutsson and Werner Baier both spoke about how agreeable and rewarding their partnership has been – and will continue to be. Their partnership was described as a true friendship, where the companies jointly focused on successful solutions and taking on evolving challenges. It was clear that their relationship is permeated by a genuine close-

KEY FACTS

KGK and Webasto celebrated 50 years of fruitful partnership in Sweden, where participants were given insight into the latest technologies.

ness and humility.

Jonas Carlsson, who works at the Swedish Sea Rescue Society, described how the partnership has also resulted in great opportunities for maritime development:

“We have received help on a broad front for many years, such as with the development of heating systems, flows, and calculations. It's an extremely valuable partnership, which has enabled comprehensive solutions we could not have done without.”

Together, KGK and Webasto want to devote the next 50 years – at least – to delivering market-leading products and much-appreciated complete solutions to customers. The exciting plans revealed for the future were received with applause and curiosity.



The exciting future plans that were revealed were met with shouts of joy and curiosity

Autoexperthen evaluates use of electric delivery vehicles

Autoexperthen Detaljist AB has almost 90 vehicles carrying out deliveries to workshops from the company's stores. The majority of these are currently diesel powered, but this may be set to change in the future thanks to a project evaluating whether courier rounds can be covered by electric vehicles.

The project evaluating courier rounds originates from an earlier initiative launched in 2018, which used a logbook service to look at the possibility of streamlining courier routes. One of the discoveries made was that in some cases two different stores were sometimes delivering to the exact same location. As a result of this knowledge, any such areas could be removed from one of the courier's routes, thus saving fuel. And in Nyköping, for example, alternative routes were found that reduced the time vans were out on the road, again cutting down on fuel consumption. This project gave Autoexperthen Detaljist an insight into what could be accomplished by collecting and analysing data from courier vans.

“The big challenge for electric vehicles comes when they have to cover longer distances.”

The next project commenced in 2021, which was launched to evaluate whether the existing diesel vehicles can be replaced with electric vehicles. Collection of data from 6 courier vans began using hardware and software from company Geotab. Geotab supplies a tracking device that plugs into the vehicles' OBD port. It records how the vehicles are driven and uses software to evaluate which routes may be suited to use of electric vehicles.

“The project began with us speculating whether it was possible to reduce costs for deliveries. Fuel represents a large portion of our costs and so it was natural for us to start there and investigate if electric vans might be a sustainable alternative. However, before we can make a decision, we need to have relevant data to back it up,” says Andreas Rosell, CEO of



Delivery vehicle drivers were positive about the project and found it interesting with new technology

Autoexperthen Detaljist.

This current project is not the chain's first attempt to introduce electric vehicles into the business. They already run electric vehicles in Bromma. In urban areas they know that an electric vehicle will be able to cope, as it rarely drives further than 200 km and there are plenty of charging points. Andreas continues:

“The big challenge for electric vehicles comes when they have to cover longer distances. Our vans are out driving from 8:00 in the morning until 3:00 in the afternoon. The advantage of this schedule is that they can always charge overnight. The disadvantage is that certain rounds are longer, covering up to 200 km in one day in a cold

KEY FACTS

Autoexperthen Detaljist AB has been carrying out projects evaluating whether courier rounds can be feasibly covered by electric vehicles instead of diesel powered vehicles.

climate. The data collection project will show how factors like this play out.”

The vehicle driven furthest during the test drove 55,559 km over nine months and consumed 1,806 litres of diesel. Over a full year of similar usage it would discharge 13 tonnes of CO₂.

Planning for the future. The only way is outside-in



Automotive supply chains are driven by immense and diverse data sets, including weather patterns, geolocation and telematics data, fuel prices, pallet and truck sensor data, and information from various smart devices. On top of that, risk from the outside world is only increasing.

To be ready for the future in the after-market industry one needs to sense and adapt to the increasing market volatility. LKQ Europe is accelerating its move towards a value-driven and sustainable supply chain, marking the next step to being the leader in the transformation of the automotive aftermarket.

“We were overcoming the supply chain obstacles created by the pandemic, and then Europe once again faced a war. And this has only extended and accelerated availability issues and inflation. We were all preparing for the technical changes. But I think this acceleration on inflation and availability was almost unpredictable

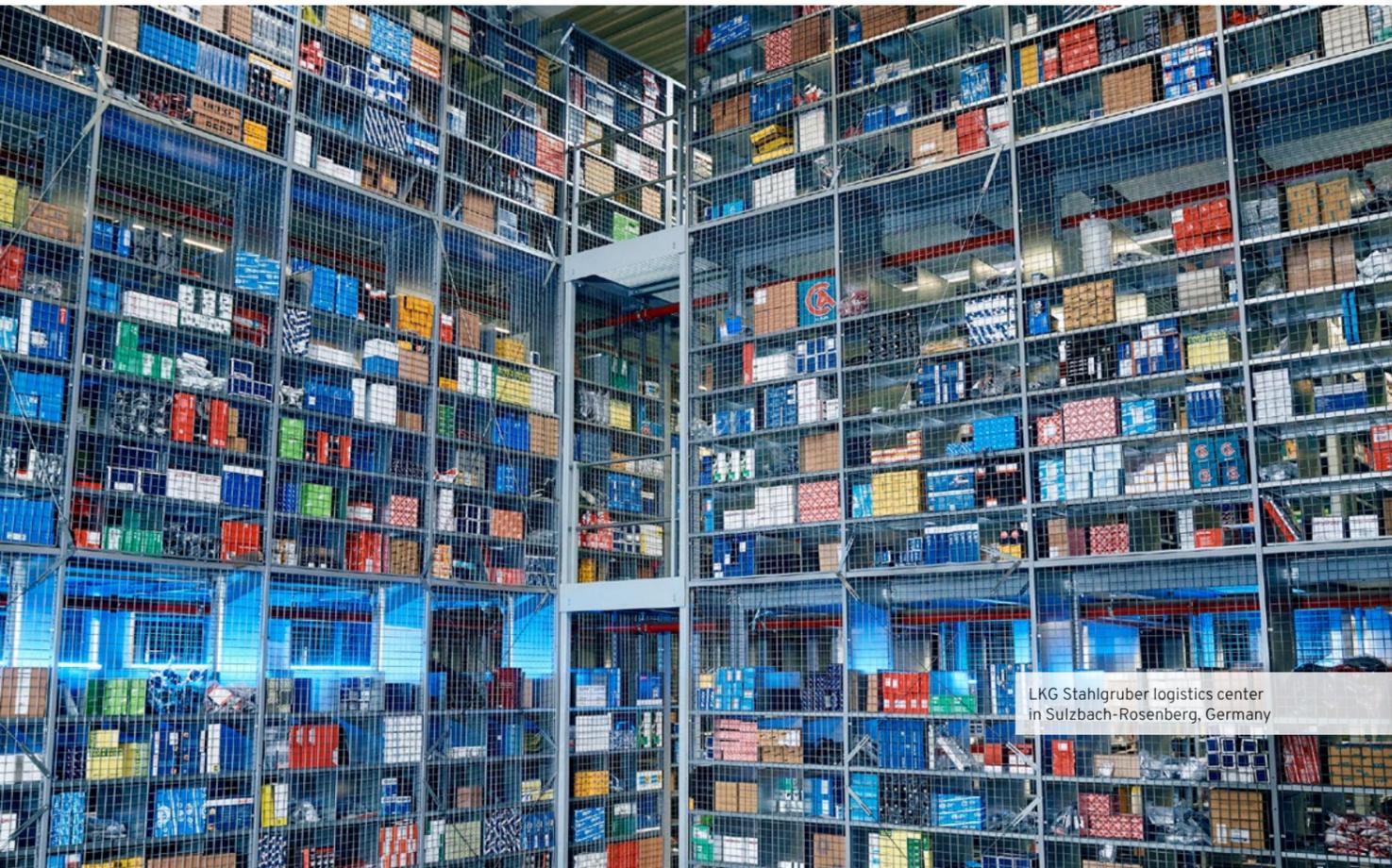
and unpredictable, and this was the shock of 2022.” – says Ferdinando Imhof, Chief Procurement Officer at LKQ Europe.

While demand and supply volatility is increasing, organisations are struggling to respond to ever-changing and unpredictable market conditions. The dilemma? The number and capabilities of sensors and analytics are growing, but there is no way to adapt existing processes to sense and quickly respond. As a result, business leaders are not satisfied with the status quo. Planning has to drive customer satisfaction, supplier reliability, and business

We were all preparing for the technical changes.

value with current market uncertainty as well as manage the most pressing issues facing the independent aftermarket.

“Our main value proposition is parts availability,” explains Claudia Martins, Vice President of Logistics and Supply Chain at LKQ Europe, “And because we do not design and we do not produce, it can only be done if we look at parts distribution in the supply chain that manages parts availability. With over two years of unprecedented disruption, it is an absolute must – today’s customers will not have the willingness to pay for inefficiencies due to



LKQ Stahlgruber logistics center in Sulzbach-Rosenberg, Germany



LKQ Fource employees scanning and sorting products at the Central Distribution Centre in Berkel, the Netherlands



LKQ PV Automotive employee loading products onto the LKQ delivery van at Krefeld, Germany

KEY FACTS

LKQ Europe was selected to participate in Project Zebra, an interdisciplinary group of business leaders, academics, and technologists, working together to drive supply chain improvement by applying outside-in management processes.

company’s inability to adapt to the new normal”.

LKQ Europe is responding to these challenges by leveraging various data sets to improve its planning processes. Earlier this year, the company was selected to participate in Project Zebra, an interdisciplinary group of business leaders, academics, and technologists, working together to drive supply chain improvement by applying outside-in management processes. LKQ Europe set up a cross-functional team composed of supply chain leaders and data analytics experts to implement the pilot into its business processes.

“Using this new, outside-in approach will enable us to sense customers and suppliers’ behaviour to changing market conditions and see the impact on our business early on,” says Nicole Miara Zebra Transformation Lead at LKQ Europe.

Today’s planning processes are inside-out and wholly focused on internal transactional data. In practice, this means that there is no ideal way to use market data and modify the optimisation models based on the current design. LKQ Europe’s initial research started with analysing a representative product group and finding patterns and correlations between a branch

and central warehouse forecasting. The results showed that they could only be in sync by applying outside market signals for supply forecasting. This mindset shift goes against a ‘set it and forget it’ attitude.

The research showed the crucial part is the response time to the outside signals, which leads to proactive decisions on what to stock in a branch and, eventually, be able to improve replenishment as fast as possible. It also showed that LKQ Europe could simulate its plans on an operational horizon.

In practice, it means to evaluate not only availability in its procurement plans but also other parameters which are not so apparent. “We believe that if we improve planning accuracy, we ultimately improve the supply forecast. Then we can share reliable forecasts with our partners and ultimately improve our reliability towards customers,” explains Nicole Miara.

The project takes bi-directional orchestration as a foundation. It is based on channel, supply, and risk sense, noting that, for the automotive aftermarket, the variability for the supply side is very high and the ranges are very broad. In LKQ Europe’s case, 26 variables and signals were initially chosen as potentially crucial in the whole process. The three most significant ones were mobility indices, car registration, and

employment. Still, the project allows the company to define them even on the SKU level to sense and select what drives demand individually. This information will help it build a master data layer to manage supply variability based on market shifts.

The improvement from being sensitive toward outside signals is visible on multiple levels. With Project Zebra, LKQ Europe can sense all the data surrounding its supply chain to create and improve AI-assisted demand sensing. The translation of LKQ Europe’s findings into tangible results is even more significant. With this simulation, the company has the opportunity to reduce inventory holding costs and improve its gross margin simultaneously. The improvements hover around 15% and are easily translatable into execution plans.

With these promising project results, LKQ Europe will continue to lead the independent aftermarket across the continent, ensuring better quality products for drivers delivered faster.

“We have no choice. We take our responsibilities very seriously, investing in people, technologies, and sustainability, with full transparency at every step. We are fully aware that this is the only way to make and sustain improvements in the current market environment,” summarises Claudia Martins.

It also showed that LKQ Europe could simulate its plans on an operational horizon.



More than just a truck expert

Cutting-edge manufacturing from initial testing to serial production

The bilstein group has been in the mobility business for a long time - longer than the automotive sector has existed - and has always adapted quickly to new situations to provide what the market requires and create business opportunities. This is no different today!

The bilstein group offers more than 62,000 different replacement parts for professional vehicle repairs. There are numerous proprietary articles in febi products - made in Ennepetal.

The bilstein group has been active in the metal processing industry since 1844 and therefore has a significant level of experience. In their in-house production facility - bilstein group Engineering - truck replacement parts, such as vehicle brakes, king pins and trailer couplings, are produced - as well as engine components like water and oil pumps.

The production area covers almost the

entire production chain of over 10,000 square metres: from toolmaking and machining to hardening, up to quality assurance with bilstein group's own metrology room.

Quality at every step

Compliance with the highest quality standards at every step is self-evident to bilstein group as a manufacturer. The modern production site near their German headquarters has been built with a focus on sustainability.

The bilstein group has one of the largest photovoltaic systems in this region and use around 80% of it for their production. The surplus 'green' electricity is fed into the general power grid. Together with the latest and most efficient machines, they are optimally prepared for future developments in the independent aftermarket. This of course includes alternative-drive technologies.

"As a comprehensive all-rounder in the truck, bus, trailer and off-highway industry, we pursue a strategy of coordinated growth. In addition to the constant expansion of the product range for vehicles with combustion engines, the focus is on future-oriented repair solutions for vehicles with alternative drives. Our team meets this daily challenge through market presence and dialogue with suppliers, ITGs, manufacturers and strategic customers."

André Müller
Group Category & Brand Development Director
Commercial Vehicles and Off-Highway

bilsteingroup[®]



KEY FACTS

With the bilstein group's strategy of matching or exceeding the OE specification of articles, the future of mobility is all about having exact-fitting parts for all present and future truck models.



Two centennials at Bosch: 100 years of glow plugs and 100 years of batteries

Pioneering Bosch developments from the infancy of the automobile

For Bosch, this year marks not just one, but two anniversaries of products that have a long and successful history. Robert Bosch was quick to realise that diesel engines' excellent efficiency made them well suitable for use in motor vehicles. The problem was that these engines had great difficulty with cold starts. The Bosch glow plug, which went into production in 1922, provided the solution by moving the pre-warming of the engine to the inside of the combustion chamber. It was also one hundred years ago that Bosch started producing starter batteries in the Stuttgart suburb of Feuerbach - initially for motorcycles and then, from 1927, for passenger cars.

Decades of expertise and continuous improvement

For 100 years now, glow plugs and starter batteries have belonged to those products that Bosch continuously improves and - generally in collaboration with automakers - modifies. Bosch's first single-pole glow plug still featured a mica insulator with an open wire filament. Today, Duraterm technology and ceramic heating

technology with short pre-heating and long post-heating phases ensure fuel efficiency and a long service life. With the Bosch DuraSpeed glow plug, featuring a ceramic heating element, a cold start now takes less than two seconds. Giving the diesel engine time to warm up is now definitely a thing of the past. In addition, modern glow plugs play a role in cleaning the particle filter. The heat from the plugs helps with particulate filter regeneration. Diesel particle filters collect any soot contained in the exhaust. To prevent the filter clogging up, the soot that has been collected needs to be periodically burned.

Broad portfolio of starter batteries for vehicles of all kinds

When it comes to starter batteries as well, Bosch has 100 years of experience and expertise, as these historical milestones show: In the 1960s, Bosch marketed batteries with plastic housing and a charge indicator. Maintenance free batteries for passenger cars followed in the 1980s. Starting in the 1990s, silver-alloy grids in Bosch starter batteries ensured a long service life and high starting power. Since



Powerful Bosch starter batteries are nowadays available for passenger cars, commercial vehicles, motorized two-wheelers and recreational vehicles



Wholesalers and workshops can turn to Bosch for a comprehensive portfolio of glow plugs for nearly any diesel vehicle - including older models



KEY FACTS

Bosch is celebrating 100 years of both glow plugs and batteries. In 1922, Bosch began producing the Bosch glow plug, which provided the solution by moving the pre-warming of the engine to the inside of the combustion chamber, and starter batteries in the Stuttgart suburb of Feuerbach.

2000, the Bosch portfolio has been supplemented by high-performance AGM starter batteries for modern passenger cars featuring start-stop systems and many electrical consumers. The battery range is also being continuously improved. Apart from passenger-car batteries, it also includes starter batteries for commercial vehicles, motorised two-wheelers, and recreational vehicles, such as motor homes and camper vans.

For classic cars, Bosch Classic has reissued 1950s-style 6-volt and 12-volt batteries as part of a reengineering project. Bosch Classic produces the battery in a historical design. On the inside, however, it is equipped with modern technology, such as backfire protection integrated in the cover and calcium-technology plates. Furthermore, it is manufactured in accordance with the latest environmental and quality standards. This means that these batteries offer nearly the same safety standards and long service life as modern starter batteries.

In 2016, Bosch garnered Automechanika Frankfurt's Innovation Award for its lithium-ion two-wheeler battery. 2019 saw the debut of the Bosch TA AGM, a commercial-vehicle battery for high energy requirements in the demanding long-distance haulage market. For original equipment service, moreover, Bosch has been developing and manufacturing 48-volt batteries for mild-hybrid vehicles since the end of 2019. The 48-volt battery stores braking energy and supports the combustion engine during acceleration. This reduces fuel consumption and CO₂ emissions.

Clarios AGM batteries ensure that even the most modern buses and coaches always run reliably



KEY FACTS

VARTA ProMotive AGM is absolutely future-proof and still has plenty of free capacity for additional consumers.



Connexion's vehicles are equipped with modern electronics. Free WiFi is available here for passengers, and ticket purchases run cashless.

Connexion – the name says it all. The Dutch public transport company connects cities all over the country and transports people from A to B – seven days a week. Jan Snijders has been with the company for more than 30 years and is now deputy head of mechanics at the Hooksche Waard site near Rotterdam. He and his team of ten are responsible for the maintenance of around 70 buses, a task with growing challenges. “The equipment has developed enormously in recent years,” Snijders tells us. “Both drivers and passengers enjoy significantly more comfort and safety thanks to the latest electronics. Battery technology had initially not been able to keep up with this, which resulted in downtime, additional maintenance and early battery replacements with corresponding costs. Since we started using VARTA ProMotive AGM, these problems are a thing of the past,” says workshop expert Snijders.

What's more, “VARTA ProMotive AGM is absolutely future-proof and still has plenty of free capacity for additional con-

sumers,” emphasises Thorsten Werle, Engineering Design Lead Heavy Duty at Clarios, the company behind the VARTA automotive brand. This applies not least to the increased use of electric or hybrid buses, which minimise pollution and noise emissions in city centres. In these vehicles, 24-volt systems remain essential for the functional safety of the vehicles.

More electronics push batteries to their limits

Connexion's buses are between three and five years old and are equipped with modern electronics: air conditioning, heated seats, height-adjustable drivers' seats, info screens, surveillance cameras and electric doors. Free Wi-Fi is available to passengers in the newest vehicles, and an electronic payment system was introduced three years ago. Safety functions such as braking, turning and lane-keeping assistants as well as mirror cameras also have to work constantly and require a lot of energy.

The buses are on the road from 5:30 in the morning until 1:30 at night and in the

course of a day cover hundreds of kilometres. The additional comfort for the passengers requires significantly more energy. “The battery is extremely stressed in the process,” explains Jan Snijders. One example: “After a route, drivers stop at the endpoint for about 20 to 30 minutes before continuing. The engine is off, the electronics keep running. Conventional batteries then quickly discharge completely, especially in winter. The engine then no longer starts”, the lead mechanic reports.

Now, even the information from the electronic payment system is retrieved at night in the depot. That runs entirely on battery power. “The battery is now being used seven days a week, 24 hours a day. The charging performance of conventional batteries is reaching its limits,” says Snijders. Time and again, he and his mechanics had to deal with battery-related failures leading to downtimes, delays, additional maintenance as well as early and unexpected battery replacements. A no-go for a company responsible for local public transport. “We have a general public mission and our passengers need to count on us,” says Snijders. “That's where we have to be able to rely on our technology – and especially our battery.” The fleet testing of the VARTA ProMotive AGM confirmed: “It has a six times longer service life than conventional batteries. Whereas before we had to change the battery at least once a year, we now have peace of mind,” Snijders concludes. “And in addition, the longer battery life and lower maintenance also reduce the total cost of ownership of our fleet.”



Brake Service for electrified cars

As the importance of electric vehicles increases, it becomes necessary to have the right spare parts and services. ATE is the well-known premium brand by Continental that offers brake technology and products in car manufacturer quality

Which service tasks are (still) necessary for the braking systems of e-cars, hybrid vehicles, and battery-powered electric vehicles?

Overall brake wear is lower in an e-car than in a combustion engine due to recuperative braking. However, part of the increase in service life is offset by the increase in service life is offset by the vehicle's mass – the reason for this is the battery – and the associated higher weight. This effect is even more pronounced in hybrid vehicles, which must cope with two drives simultaneously. For the workshop business, service work on brakes will also be carried out on e-vehicles, including changing the brake fluid. Other work must also be carried out due to the changing damage pattern, such as replacing corroded brake discs, which are used much less frequently due to recuperative braking, and the removal of wear debris from drum brakes. Drum brakes are increasingly being used again in e-vehicles. However, the exact maintenance and repair intervals are not yet foreseen

able since this technology is constantly and rapidly developing.

What is the situation regarding brake pad replacement?

In the case of disc brakes, pad replacement is still on the agenda, but nowadays, the pads are replaced for different reasons than in the past – not due to wear, but to increased corrosion. ‘Film rust’ occurs because the brake is used much less frequently in electric vehicles thanks to recuperative braking, and this is why more and more manufacturers are installing drum brakes. Encapsulated systems make these brakes less susceptible to rust, usually resulting in significantly longer maintenance intervals – because the mechanisms and the braking surfaces are well protected from corrosive agents, such as rain and salt.

Is there anything special that must be done when changing the brake fluid?

Yes – workshops must note some special

KEY FACTS

Workshops must note some special points regarding brake fluid changes on e-vehicles. These include purchasing brake fluid suitable for e-vehicles, such as the Continental ATE Super DOT 5.1.

points regarding brake fluid changes on e-vehicles. These include purchasing brake fluid suitable for e-vehicles, such as the Continental ATE Super DOT 5.1. It's a unique liquid with low viscosity and a high wet boiling point.

How do e-car friction linings differ from conventional ones?

Various brake disc coatings are being developed and tested with appropriate friction materials to prevent corrosion. Hard metal coatings are among those being tested. ‘Low steel’ friction linings are also used frequently nowadays. Drum brakes are also suitable for solving the corrosion issue, and they are already being tested on front axles.



Completely with Omega tensioner:
The V-belt kit from Continental for hybrid vehicles

KEY FACTS

Belt-driven starter-generators (BSG) from Continental are achieving fuel savings while cutting CO₂ emissions.

Some tough newcomers:

Multi V-belt kits for mild hybrids

Now available: Continental's new multi V-belt kits for mild-hybrid models

Belt-driven starter-generators (BSG), such as the 48V Eco Drive system from Continental, achieve fuel savings of up to 15% in many modern hybrid drive systems, resulting in a corresponding cut in CO₂ emissions. To ensure this continues to be the case following replacement of the belt, special belts are required that are capable of withstanding the spe-

cific operating demands of hybrid drive systems.

Continental is therefore expanding their product range in this segment, meaning that they now cover virtually all relevant vehicle applications on the European market. New additions include Continental multi V-belt kits for mild-hybrid models, identified by the label "EXTRA" in the product

name. These kits contain both the multi V-belt itself and the Omega tensioner pulleys that are customary on such drive systems, providing mechanics with everything required for carrying out repairs to hybrid vehicles with BSG systems safely and efficiently. The full range together with useful additional information can be found in the Product Information Center (PIC).

Masters of Motion

Delphi Technologies supports technicians and workshops across Europe

Delphi Technologies

by **BorgWarner**

Delphi Technologies, a brand of BorgWarner Inc., is launching a sustained concept across Europe aimed at supporting technicians and workshops directly. The concept named Masters of Motion pro-actively engages with the changing automotive landscape and those who work on the front lines of service and the workshop.

Partnership and support have been important from the very beginning and is why the Delphi Technologies team went directly into workshop settings to undertake an impressive amount of research for the concept. Surveys were conducted in 3,925 workshops as well as four in-depth consultations groups to ensure that technician's real-world experience was captured. The research has spanned across 10 countries in Europe, and as a result Masters of Motion is committed to a cross-cultural focus throughout its content and execution.

Transformative connection with workshops

The resources that Masters of Motion offers is in direct response to the findings from its consultation stage. The suite of content will kick-off with a new digital portal and will become a familiar hub for users as more videos, graphics, and guides get added to it over time. The content is especially aimed at technicians and will continue to be developed in partnership with workshops. Masters of Motion will span multiple online and offline touchpoints with the technicians to support them where, when, and how they work.

Continuing commitment to workshops

Delphi Technologies has always prided itself on a parts portfolio centred around 'Workshop Solutions'; a host of other tools and resources needed by workshops for an end-to-end solution. Masters of Motion represents a sustained commitment to prioritising the workshop and technician in Delphi Technologies' drive to lead the automotive

aftermarket. The campaign will help by supporting and upskilling technicians in today's technology and set the foundations for future developments including connectivity and electrification.

Masters of Motion tools are also going to help the workshop's distributor partners, who are themselves key supporters of the technician's work and instrumental in ensuring that fast-moving workshops have the best resources at their fingertips. "At Delphi Technologies, we are striving to support the technician who is ultimately the backbone of the aftermarket. We want them to feel heard and understood as the experts that they are, and so Masters of Motion was born" remarks Jean-Francois Bouveyron, VP and General Manager Aftermarket EMEA BorgWarner.

He continues, "What became clear from our time with workshops is that they want assistance for new unfamiliar technology that's coming, but they need that support to start with what is in their vehicle bay today. We don't need to be afraid of the future, we just need to be prepared! We are delighted to launch Masters of Motion across Europe and move closer to a sustainable aftermarket."

KEY FACTS

Delphi Technologies is striving to support the technician who is ultimately the backbone of the aftermarket. Delphi Technologies want them to feel heard and understood as the experts that they are.





Prepared for an electric future

Tenneco's DRiV Motorparts business committed to helping customers capture EV service opportunities

Conversations about electric vehicles used to begin with "If." Now they are centered around "how fast." While the shift to EVs has immediate implications for consumers and vehicle dealers, it will also soon affect the way in which the aftermarket serves its customers.

"Every major change in automotive technology was initially viewed as a threat to the aftermarket, only to become a new source of growth," said Audrey Harling, Group Vice President and General Manager, EMEA Aftermarket Motorparts for Tenneco's DRiV Motorparts group. "There is a similar opportunity in the shift to EVs."

What we know

Although electrification dominates the headlines, ICE vehicles continue to dominate European roads. These vehicles are also longer lasting than any earlier generation passenger vehicles, so parts and service opportunities tied to the ICE car parc will remain strong for years to come.

One interesting fact about EVs is that the weight and positioning of their EV battery packs can exert added stress on many components. DRiV already offers more

than 2,000 steering and suspension parts engineered specifically for hybrid and battery-electric vehicles.

These include better-than-OE MOOG track control arms manufactured from high-strength aluminium materials and featuring specialised surface treatments that further enhance strength and durability.

Many MOOG parts also now feature an advanced, "hybrid core" bearing technology that increases socket durability while providing smoother, quieter, more precise articulation.

DRiV's Monroe brand illustrates the importance of a manufacturer's OE portfolio to success in the future EV aftermarket. Monroe OE Solutions passive dampers – used by leading EV manufacturers – and Monroe Intelligent Suspension electronic suspension technologies will ultimately redefine the aftermarket shock absorber service experience.

Braking remains strong

EVs place severe demands on brake system components. Additionally, brake squeal and other noises can be more apparent on EVs. DRiV is one of the world's largest manufacturers of brake pads for passenger vehicles. This unique OE insight ultimately benefits workshops that rely on Ferodo replacement pads.

Also key to servicing EVs is using the proper brake fluid. Ferodo has already introduced a first-to-market DOT 5.1 fluid – Ferodo FBE050 – for EVs and HEVs to help workshops provide top-quality repairs.



KEY FACTS

Every major change in automotive technology was initially viewed as a threat to the aftermarket, only to become a new source of growth.

Bringing it all home

No matter how big or small the EV service opportunity might soon become, it represents a fundamental change for every workshop owner and mechanic. This makes technical training more important than ever.



Garage Gurus has already developed training modules covering best practices for servicing alternative fuel vehicles and the team continues to monitor emerging service requirements and other issues specific to these vehicles.

"We are well aware of the challenges and emerging technologies in the automotive aftermarket and it is our mission to help workshops succeed in this new future," said Marijn Staal, Senior Manager, Training and Technical Services, EMEA, Tenneco, and head of the Garage Gurus team.

Additional features, modern design

New Elring website goes live

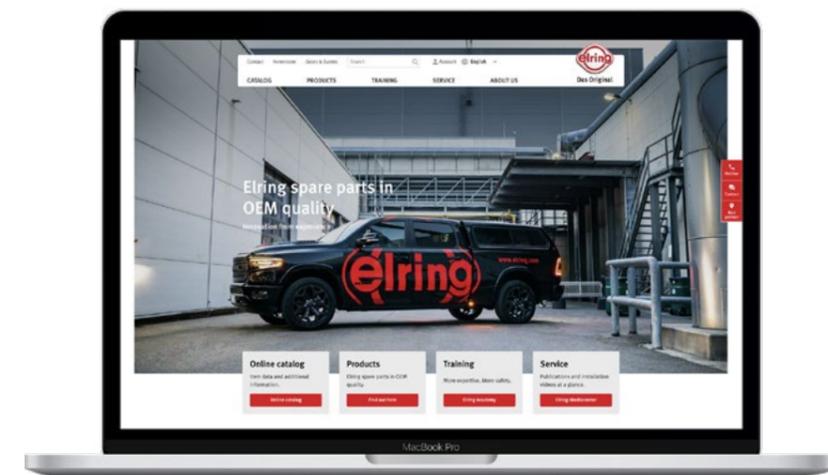
Six years after the last relaunch, the new Elring website is set to go live. Alongside a more contemporary, revamped design, the website will offer users a number of improved functions as well as many new features. Additional extensions are already in the pipeline



Das Original

The redesigned website forms an integral part of Elring's digitalisation and communication strategy, providing visitors to the site with an entirely new user experience when it comes to exploring Elring's product portfolio and wide range of services. "Our customers' need for information has grown considerably since the coronavirus pandemic, and these requirements are being met to an increasing extent in the form of digital content. Therefore, it was necessary to respond to changing patterns of demand. Our new website is even more current and informative, which offers a new or improved range of services tailored to specific requirements," says Joel Maier, Director Product Management.

For example, the new Elring website offers more informative product pages as well as a clearly arranged calendar with details of upcoming trade shows and events. The site's search functionality has been further improved to deliver much better results, thus reducing the time needed to find a specific product. The distributor search function has also been revised and now provides reliable results that are displayed on a Google map that is familiar from other websites. In addition, the suc-



cessful Elring Academy has been integrated into the website with its own dashboard, displaying exams that have been passed and listing certificates available for downloading.

New media center

The new Elring website embraces the "mobile-first approach" and is of course optimised for smartphones and tablets. One of the brand new features is an all-encompassing media center that includes the full range of media and information (TSI and VSI), as well as a practical filter search. The online catalogue, which is continuously updated, remains an essential part of the site. Those interested not only in Elring prod-

ucts and services but also in career opportunities within the ElringKlinger Group will welcome the newly created careers section.

Further innovations are currently being planned and will be added to the website over the coming months to enhance the overall user experience.

KEY FACTS

Elring has redesigned its website that embraces the "mobile-first approach," which is optimised for smartphones and tablets. Its all-encompassing media center includes a full range of media and information (TSI and VSI), as well as a practical filter search. Also, the online catalogue is continuously updated and remains an essential part of the site.





KEY FACTS

Exide was the first manufacturer to launch an AGM battery on the European Aftermarket in 2004.

EXIDE
TECHNOLOGIES

AGM batteries are not all made equal

If you are not choosing the original, how confident are you of fitting the right AGM battery in your customer's Start-Stop car?

Cheaper, less well-known brands are often based on:

- Out-of-date designs
- Less precise manufacturing processes
- Lower grade components

An AGM battery has to withstand the very high demand of the Start-Stop func-

tion, otherwise it will degrade rapidly within a few weeks and fail to deliver the expected fuel saving.

Your customer will pay at the pump!

Exide is one of only a small number of battery manufacturers that has perfected AGM technology to meet today's complex OE specifications.

Exide on the label is your assurance

It is the only sign that you and your customers need to have the best performance, and most importantly, lower fuel costs for the road ahead.



Free app makes Gates catalogue even more accessible



To meet (and exceed) the demands of the market, we not only go the extra mile to make sure our parts are as innovative as they can be, we also continually work on our digital service offering. The Gates Automotive Catalogue App has been created to make Internet access to one of the aftermarket's most comprehensive product ranges even simpler and faster.

Handy tool for smartphone and tablet

Our free app for smartphones and tablets will make our catalogue even more accessible. Its mobile friendliness is apparent from, among other features, its convenient search function. The app guides you through our entire product offer with the help of a few well-chosen parameters, until you find the part(s) you need. There is hardly any typing involved: just select the right application parameters from a list – and that's that.

Four features unique to the app

The Gates Automotive Catalogue App is not an exact copy of our digital catalogue, though. No fewer than four helpful functions are completely unique to the former. We'll walk you through them in what follows.

1. Barcode reader

First of all, the app features a very useful barcode reader. When scanning the barcode on a Gates product with your mobile device, you immediately get all the infor-

mation you need: from images of the parts inside the box to application data, Tech Tips and Technical Bulletins. No matter whether you are an installer or a distributor, the barcode reader is bound to save you precious time.

2. Additional search functionality

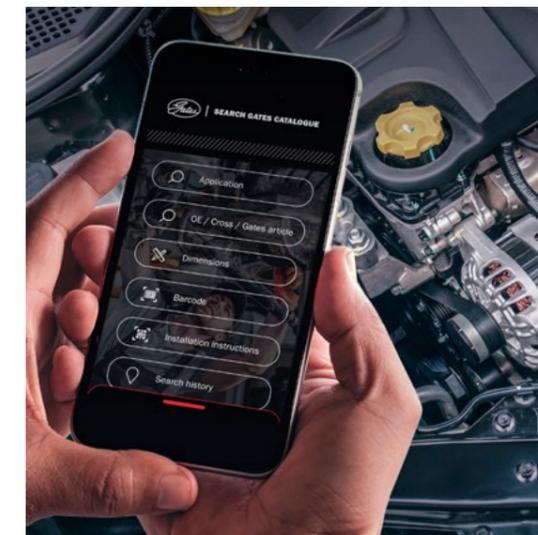
Secondly, users can search belts, pulleys and hoses by sizes and characteristics, no matter the application. If, for instance, you need a belt that is six ribs wide and about 1010 mm long, the Gates Automotive Catalogue App provides you with a list of belts that are an exact match, or approaches the dimensions that you need. Even though we always advise to search by application or OE number, this function is helpful when you are not sure of the specific belt size required for a particular application and you look by the size of the previously installed belt. Of course, this feature comes in handy when looking for our universal air, cooling and fuel hoses or pulleys as well.

3. Select and compare tool

If you are browsing the catalogue and come across two products that are different, but you don't quite know why, you can put them side by side to compare them. That way, you immediately see that, for instance, belt A is made from HNBR rubber and belt B from EPDM rubber (to name just one possible feature that might be different for two belts that look very similar). Also, when comparing different types of belt kits, the option to list products and compare attributes from various products comes in handy.

4. Automatic search log history

Finally, because search histories are automatically retained in the app, you will have access to quick and easy reminders about data for the more popular models. Moreover, DIY-installers, who tend to work on just one vehicle, are exempt from having to type in the make, model, motor, manu-



facturing date and other application parameters each time they want to search for a part. They can just visit their recent searches to find what they need in no time.

Gates automotive catalogue app: yet another level of service

The Gates Automotive Catalogue App adds another level of service for our customers. The features and tools it contains deliver significant benefits that make it likely to become a firm favourite of yours – whether you work as a distributor, as a retailer or as a mechanic on the workshop floor. Download the app in the iOS App Store or Google Play Store for free or scan this QR code for easy access to the download.

gates.com/gatesautocat.com

KEY FACTS

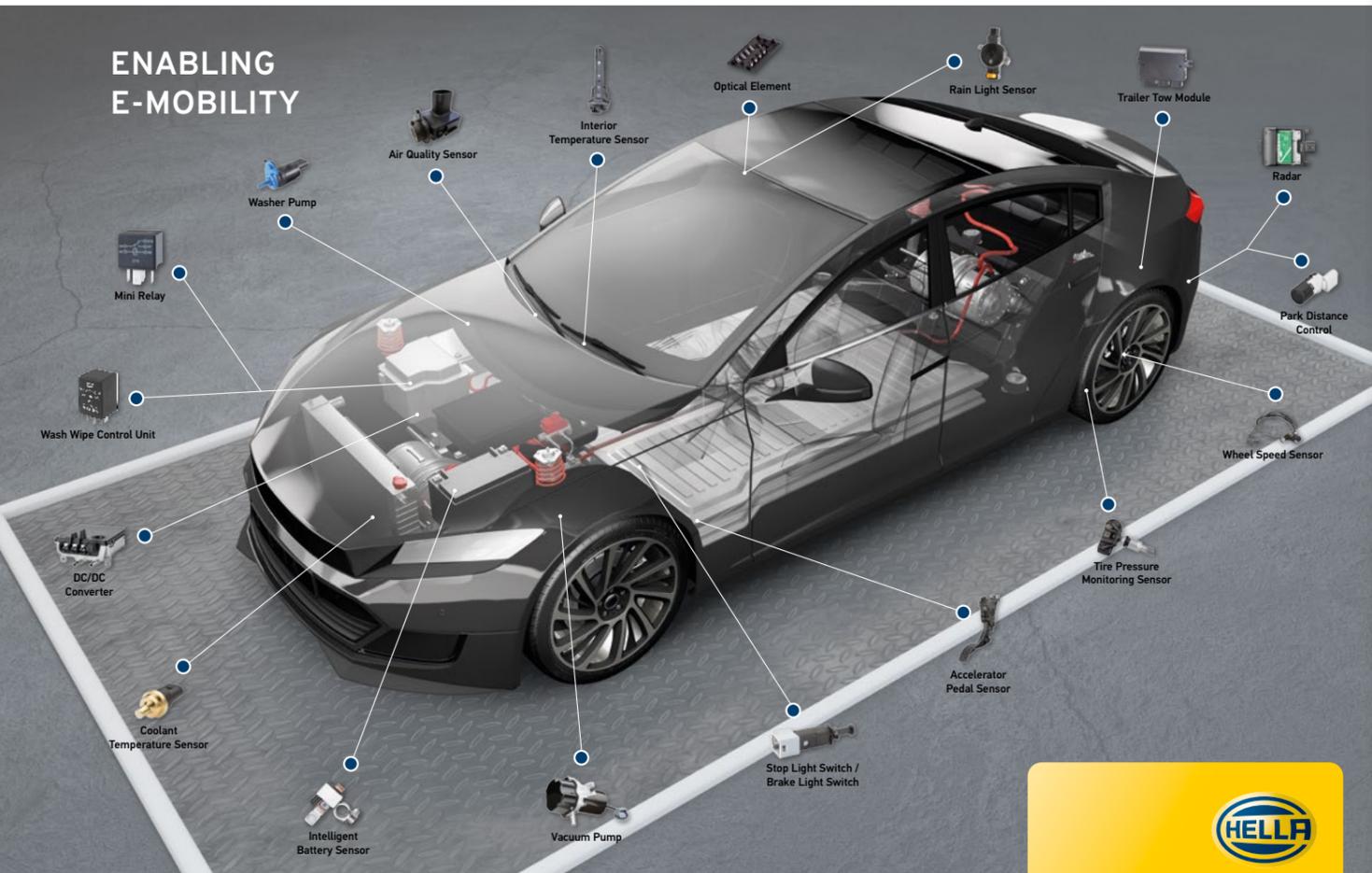
The Gates Automotive Catalogue App makes Internet access to one of the aftermarket's most comprehensive product ranges even simpler and faster. Its new easily accessible features and tools benefit distributors, retailers and mechanics.

DOWNLOAD THE GATES
AUTOMOTIVE CATALOGUE APP



AVAILABLE FOR
Google Play

AVAILABLE IN THE
App Store



A new global leader uniquely positioned to grow and accelerate innovation creating the 7th largest automotive supplier

The know-how of HELLA, Faurecia and Hella Gutmann forms a continuous chain

HELLA and Faurecia operate under the umbrella brand "FORVIA"; as an actual group, they form the world's seventh largest automotive supplier and are one of the global market leaders in high-growth technology fields.



FORVIA comprises the complementary technology and industrial strengths of Faurecia and HELLA. With over 300 industrial sites and 77 R&D centres, 150,000 personnel, including more than

35,000 engineers across more than 40 countries, FORVIA provides a unique and comprehensive approach to the automotive challenges of today and tomorrow.

Growing range of parts for electric vehicles

HELLA is responding to the growing share of electric and hybrid vehicles in the fleet with an equally growing spare parts portfolio. The range currently includes around 100 items for electric drive and

energy management. New additions are user-friendly Mode 3' charging cables for single-phase and three-phase charging in the private and public sector. In the coming months, the product portfolio for high-voltage vehicles will be expanded by more than 250 items.

KEY FACTS

HELLA and Faurecia operate under the umbrella brand "FORVIA," which is one of the global market leaders in high-growth technology fields.

Performance testing: KYB takes to the test track



In a recent video series produced by KYB Americas, KYB takes to the test track, revealing the stark differences between new and worn shocks

The vehicles

To ensure fair testing, KYB enlisted a pair of independent, third party, professional test drivers from the tyre industry to drive two matching 2015 Chevrolet Equinoxes, each having driven over 150,000km. To guarantee consistent and reliable results, each vehicle was fitted with new brake pads, discs, and stabiliser links prior to testing, alongside a full four-wheel alignment. Before every individual test, each car was also fitted with four brand new tyres and a full tank of fuel was added. The only difference between the vehicles? The shock absorbers.

The competitors

Over the course of two days, KYB compared and tested four different manufacturers. These included: the OEM shock absorbers; a low-cost competitor; a premium competitor and KYB's Excel-G range.

The track

Designed to allow the test drivers to experience each of the products in real-life driving situations, the test included:

- Wet track: A sprinkler system evenly soaked the road to emulate wet driving conditions, so traction, handling and braking could be tested.
- Slalom: To evaluate control and body roll.
- Braking: Measuring stopping distances from 80-0kph in both wet and dry conditions.
- Real Roads: 11km loop on real roads to evaluate performance in the real world.

The results

Using data gathered from electronic data acquisition equipment installed within both vehicles, results showed that KYB outperformed all alternatives; both in the real world and on the test track.

Braking Test

To understand the impact shock absorbers have upon stopping distances, KYB conducted braking tests in both wet and dry conditions. When comparing worn shock absorbers with a low-cost competitor, KYB found that low-cost shock absorbers fared worse when it came to stopping safely in both conditions. In contrast, stopping distances were drastically improved when testing both KYB and its

KEY FACTS

KYB Americas tested its shock absorbers in real-life driving situations against alternatives that revealed stark differences.

premium competitor in dry conditions. However, in wet conditions where traction was reduced, the vehicle equipped with the KYB product stopped six feet shorter than the premium competitor – the width of an entire car.

ABS Activity

ABS activity was also monitored to demonstrate the direct impact shock absorbers have on the performance of crash avoidance systems. The ABS system was activated multiple times when monitoring worn shock absorbers – every time this happens, the ABS releases the brakes, adding time and distance to the stopping process. KYB, by contrast, showed far less activation – allowing the car to stop quickly and smoothly. These tests clearly indicate the importance of replacing worn shock absorbers, as undermaintained vehicles and worn parts affect a crash avoidance systems ability to perform as originally intended.

Road Test

Both drivers concluded that whilst driving, there was a noticeable difference between KYB shock absorbers and worn OEM shock absorbers. Admitting that they did not initially believe there would be discernible difference between the two, they concluded that difference between the two was "night and day" and that the KYB product makes the vehicle feel more "locked down", "following the movements of the road" more effectively.

Find the full video [here](#)



How are you doing, cell?

MAHLE

Thanks to the E-scan function in the TechPRO® equipment range, independent workshops can now run battery diagnostics on electric vehicles for the first time. With just one click, the device provides all the information about the battery system's condition in a standardised report



to new and future-proof lines of business beyond the combustion engine.

The E-Scan function is initially available at no charge and is being installed on TechPRO® diagnostic tools during regular updates. Expanded diagnostic functions will be offered in the future within the framework of suitable licensing models.

Battery diagnostics from the charger

MAHLE is cooperating with software developer volytica diagnostics to obtain data on the battery condition from the charging plug as well. A special combination of charger and diagnostic tool is used to run the diagnostic check. MAHLE is thus able to get an initial assessment of the health of the vehicle battery via the vehicle's charging socket within ten minutes.

This reading isn't linked to the data provided by the vehicle manufacturer via the OBD diagnostics port, so it's completely neutral and independent. The battery data is then comprehensively evaluated and interpreted in the volytica cloud and the result is provided to the user. This innovation is another way in which MAHLE is opening up new, future-proof lines of business beyond the combustion engine for independent workshops.

For more information and to contact MAHLE directly, please visit [this page](https://this.page.mahle-aftermarket.com) mulse.mahle.com

KEY FACTS

The E-Scan function in TechPRO® diagnostic tools quickly shows you all the parameters relating to the condition of the high-voltage battery and gives you information on the "health" of key electrical components.

There are more and more plug-in hybrids and electric vehicles on the market. What this means for you is that battery diagnostics are becoming increasingly important for the maintenance and repair of these vehicles, especially for determining their residual value. But how can you access battery system data without an original tester from the vehicle manufacturer? With other diagnostic testers, you have to read out the values individually from the control units. And that's a lot of figures. What's more, the

vehicle manufacturers' battery parameters are neither uniformly named nor centrally stored, leaving you searching for the proverbial needle in a haystack.

Fast, comprehensive, consistent

The E-Scan function in TechPRO® diagnostic tools quickly shows you all the parameters relating to the condition of the high-voltage battery and gives you information on the "health" of key electrical components. By using an algorithm to scan all the modules installed in the vehicle, the process takes an average of just 30 seconds. Best of all, MAHLE harmonises the

What e-scan reports*

- Total state of charge
- Total voltage
- Overall temperature
- Min/max voltages
- Sector temperature
- Cell/block voltages
- Cell/block resistances
- Cell/block average voltage
- Battery condition

* Depending on the vehicle brand and model

parameter descriptions used by the various automobile manufacturers and displays them via a standardised interface.

By analysing the reports, you can learn more about the latest generation of electric motors and give your customers comprehensive information about the condition of the battery system. "With the E-Scan function, I'm convinced that we've made an important first step toward an innovative diagnostics solution for the repair and maintenance of the latest generation of vehicles," says Peter Riolo, Vehicle Diagnostics Product Manager at MAHLE Aftermarket Italy S.p.A.

All data protocols are stored locally so that you can always retrieve them without having to reconnect to the vehicle. With this function, MAHLE is giving you access



Comprehensive MANN-FILTER product range for light commercial vehicles

Wide range for a variety of van brands and models. MANN-FILTER has been providing innovative products in original equipment quality for the independent aftermarket for over 70 years

Whether for commercial goods deliveries or trades, for police and rescue operations, or for passenger transport – light commercial vehicles (LCV) are playing an increasingly important role. More than 36.5 million of these light commercial vehicles, also known as vans, are in use in Europe. Filters used in vans must be able to handle everything. From long distances on highways to irregular city traffic, hardly any other situation demands so much flexibility from filtration systems. For over 70 years, MANN-FILTER products in original equipment quality have been synonymous with optimal engine protection, long and efficient operating times, and consistently high filtration performance.

The premium filtration brand has further expanded its product portfolio for

this segment and now offers almost 95% market coverage for the European vehicle fleet. Over 670 filters in original equipment quality for more than 36.5 million vans is broken down here below as follows:

- 209 air filters
- 156 oil filters
- 171 fuel filters
- 24 cabin air filters
- 17 other filters

New Light Commercial Vehicles Guide with interactive PDF

A new, user-friendly MANN-FILTER Light Commercial Vehicles Guide with interactive PDF lists the most common manufacturers and models and helps users quickly find the right filter in original equipment quality for the respective van.

KEY FACTS

For over 70 years, MANN-FILTER products in original equipment quality have been synonymous with optimal engine protection, long and efficient operating times, and consistently high filtration performance.

The new guide is available for download from the MANN-FILTER website in the service section: [here](#)

Find the right filter in the MANN-FILTER online catalogue

Workshops and dealers can also use the MANN-FILTER online catalogue, where they can easily find the right filter for their application in just a few clicks – including technical information and installation instructions: [MANN-FILTER Online Catalog Europe](#).

IGNITION
PARTSVEHICLE
ELECTRONICS
NGK **NTK**
 SPARK PLUGS TECHNICAL CERAMICS

NGK SPARK PLUG CO., LTD.

EMEA // EUROPE-MIDDLE EAST-AFRICA

Fun meets function

Vehicles and engines are much more than just nuts, bolts and spark plugs. It's a feeling, a lifestyle. That's why, back in April 2020, NGK SPARK PLUG launched a fanshop, with high-quality, NGK & NTK branded lifestyle products. That site has just been updated and is now better than ever.

We all know that feeling you get when listening to the purring of a well-tuned engine. That feeling, that excitement, is something that bonds many people. And it is a bond that they want to show. NGK SPARK PLUG set out to address this need when the company launched its online fanshop.

The shop has been a great success, and the reason for that success is clear. The iconic red and green NGK Ignition Parts and NTK Vehicle Electronics brand logos are recognised around the world as a sign of top-quality automotive parts. When people see those logos on clothing and other accessories, they know right away that they are seeing the mark of a true automotive enthusiast.

Easy access from any device

Now the company has revamped the site, giving it a newer, cleaner look and updating the site's intuitive functionalities to include things such as the ability to pre-select articles, a full range of easy pay-

ment methods and the option to sign up for a product newsletter. More importantly, to meet consumers' changing expectations, the website now uses a 'mobile first' design concept that ensures perfect responsiveness and easy customer access from any digital device.

Made for the motor enthusiast

T-shirts, jackets and baseball caps to dartboards and a whole host of other must-have and fun accessories like key rings and bottle openers that look like spark plugs. The most recent product range also includes a beautifully designed Fossil watch. Created exclusively for the ignition and sensor specialist, this watch is a real collector's item.

The shop is easily accessible through the company's EMEA website (ngkntk.com), as well as through the company's social media channels such as LinkedIn, Instagram and Facebook. The fanshop is available in English and in German, and it delivers to all EU countries, Switzerland

KEY FACTS

NGK SPARK PLUG has launched its new touchpoint for NGK & NTK lifestyle articles. The fanshop's regularly updated product categories - Accessories, Clothing and Sports - cover a wide range of products, from casual yet stylish clothing in a variety of sizes, and a whole host of other must-have and fun accessories.

and the UK. Deliveries within Germany are free of charge.

The new fanshop is guaranteed to provide fans and customers with an even better shopping experience and easy access to an inspiring range of high-quality, lifestyle products.


www.ngkntk.com

High-voltage electrical AC Compressors from Nissens

 DELIVERING THE DIFFERENCE

Danish automotive system parts manufacturer takes the next step in preparing for the new shape of the aftermarket

As part of its longterm parts electrification plan, the company has launched a new electrically driven component to the range. A high-voltage electrical AC compressor is the latest line extension in Nissens' Climate Comfort offering and is a component being widely applied in all types of new energy vehicles.

Electrified heart of the modern thermal systems

As in any other AC design, the compressor is the system's heart and plays a crucial role in its operation. Since the modern vehicles' heat pump-based systems are capable of heating and cooling, the compressor's function is even more significant. In the new energy vehicles, the HVAC system operates as the vehicle's thermal management system. First, the system must secure the proper climate comfort in the cabin. Along this task, without support from the combustion engine's energy, sets some high demands

on the system function, especially in colder seasons. But another aspect of the system function is even more critical:

Jonas Evald Kristensen, AC Product Category Manager, elaborates:

"The compressor driven by electricity offers many advantages, including high efficiency, high speed, high torque, and placement independence in the vehicle design. However, in battery-driven vehicles, the compressor's role is more critical for the car operation; hence its reliability also becomes more important. The compressor is part of the system which protects the car's fundamental functions like drivability. It governs the thermal state of the vehicle's power drive, battery pack, and power electronics, thus helping conserve battery life and influence the vehicle's total range."

Nissens' electrical compressors are electrical motor-driven units based on scroll technology. To secure optimal working performance and a long life span in the vehicle's thermal management sys-

tem, they are pre-filled with a specific, vehicle model-dedicated lubricant.

The initial range of Nissens electrical compressors consists of +5 items for the most popular models of fully electric or hybrid cars, including, among others, Tesla Model 3, Kia Niro, and Hyundai Ioniq. The range is continuously developing.

Along with the product, Nissens also shares valuable technical expertise, which can be very helpful when working with advanced, high-voltage systems. Specific installation guides, technical tips, and troubleshooting are made available as part of the company services provided to the automotive aftermarket. To learn more, visit nissens.com/showroom.

KEY FACTS

The initial range of Nissens electrical compressors consists of +5 items for the most popular models of fully electric or hybrid cars, including, among others, Tesla Model 3, Kia Niro, and Hyundai Ioniq.



Bigger, brighter and better for business – meet OSRAM's premium light range

OSRAM

For over 110 years, automotive workshops have trusted OSRAM to bring light to their customers' lives – empowering motorists to prioritise safety and helping businesses deliver high-quality service

Today, OSRAM continues to use their vast experience to create a more innovative and illuminated future. There's no better example of innovation in action than the ever-evolving NIGHT BREAKER® range.

Focused, alert and comfortable on the road

The NIGHT BREAKER® range delivers premium performance in every light category. Whether it's halogen (NIGHT BREAKER® 200, NIGHT BREAKER® LASER, NIGHT BREAKER® SILVER), xenon (XENARC® NIGHT BREAKER® LASER), or LED, every lamp represents the cutting edge of its particular technology.

NIGHT BREAKER® LED¹

If upgrading halogen and xenon technology wasn't enough, OSRAM have now made it possible to upgrade your customers' headlights to LED. Since launching OSRAM's first-ever street-legal LED replacement lamp, the NIGHT BREAKER® H7-LED—OSRAM has added an H4 version,

expanded the list of compatible car models, and gained legal approval in more European countries (See the full list here: osram.com/nb-led). This pioneering innovation earned OSRAM the German Innovation Award, ABC Award, and Auto Zeitung "Highly Recommended" award in 2021.

With up to 220% (H7-LED) and 230% (H4-LED) more brightness², 6000 K colour temperature, optimised light distribution, and glare reduction technology, you're promised day-like brightness for up to five times longer than standard halogen bulbs.³

While various accessories are required for certain car models, the fact that you can now legally upgrade headlights without having to replace the entire fixture is a big win for your customers.

What does this mean for automotive professionals and their customers?

- Drivers can spot signs and obstacles earlier, so they can react quicker.

KEY FACTS

OSRAM has used its 110-years experience to create a more innovative and illuminated future, for example, its NIGHT BREAKER® range delivers premium performance in every kind of lamp technology: halogen (NIGHT BREAKER® 200, NIGHT BREAKER® LASER, NIGHT BREAKER® SILVER), xenon (XENARC® NIGHT BREAKER® LASER), or LED.

- Drivers enjoy more confidence and control on the road.
- Drivers are more visible to other motorists, cyclists and pedestrians.
- Workshops earn a reputation for quality workmanship.
- High-quality original spare-parts are backed by a manufacturer guarantee.⁴
- Potential to increase revenue with high-performance upgrades.

Here's how to help drivers take back the night

You can't go wrong by stocking and recommending the NIGHT BREAKER® range. Doing so not only makes quality and reliability synonymous with your business, it also helps your customers drive safer at night.⁵ Whether your customer drives the latest model or an old classic, you can always be assured that they are driving with the best – thanks to an array of options in the NIGHT BREAKER® range.

Just remember, replacement lamps should always be installed in pairs.

¹ Approved LED headlight. Applies only to the respective countries in which there is an approval and the vehicle models and light functions currently listed in the compatibility list.
² Compared to minimum ECE R112 requirements. Additionally 50% less glare.
³ Compared to halogen lamps.
⁴ Visit osram.com/am-guarantee for precise conditions.
⁵ Improved visibility resulting from NIGHT BREAKER® lamps supports safe driving habits. OSRAM headlights do not guarantee road safety.



SCHAEFFLER

Setting the standard

NEW: Innovative wheel bearing design for electric vehicles



TriFinity® three-row wheel bearing

KEY FACTS

Schaeffler is launching a new ball bearing technology that has specifically been created for electric vehicles and is once again setting the industry standard: the TriFinity® wheel bearing.

The constant development in vehicle manufacturing, particularly electromobility, is leading to the further evolution of various automotive components. As a long-standing partner to the automotive industry, Schaeffler and its FAG brand have been driving innovations for more than 135 years - especially in the field of wheel bearings.

Schaeffler TriFinity®: Latest technology for electric vehicles

In general, electric vehicles have a higher weight than comparable combustion models. In addition, e-cars transmit significantly higher torque than conventional drive variants. Wheel bearings, in particular, have to meet these increased requirements and withstand those higher loads.

Schaeffler is therefore launching a new ball bearing technology that has been created for these applications and is once again setting the industry standard: the TriFinity® wheel bearing.

Three rows of balls for best performance

Compared to conventional wheel bearings with two rows of balls, the TriFinity® wheel bearing allows more axle load to be transmitted with a significantly higher service life and rigidity –

while keeping the exact outer dimensions. The TriFinity® wheel bearing can be used for both driven and non-driven wheels. The high friction reduction of up to -34% reduces power consumption and thus enables a gain in range.

High-tech technologies offer a wide range of benefits

The Schaeffler TriFinity® wheel bearing also combines a number of other Schaeffler innovations that have a beneficial effect on driving dynamics, steering behaviour and service life:

- Backlash-free face spline for increased torque transmission and weight reduction.
- Improved sealing lip design for friction reduction and protection against external influences.
- Optimised raceway design for minimum friction.
- Innovative cage design to guide the balls for improved movement.
- Weight-optimised flange for reduced consumption.
- Fully synthetic bearing grease with protection against false brinelling (special type of standstill marking).

<https://aftermarket.schaeffler.com/wheelbearing>

FAG WheelSet

Innovative bearing solutions play a central role in sustainable mobility, which is why Schaeffler engineers are working tirelessly on new technologies of the future, both in series production and in the aftermarket. The TriFinity® wheel bearing will thus also find its use in the independent aftermarket in due course - including necessary accessories, as part of the complete FAG WheelSet repair solution.





VALEO wiper blades: a tradition of innovation

Technology to the service of safety

Wiper blades are one of the most important safety features on a car. It is estimated that windshield wipers are used around 2 billion times a year and yet most people do not think about them until they stop being efficient. First invented in 1903 by Mary Anderson, the first wiper blades were made of cloth, and it was not until windshields became more common during the 1920s that wiper blades became a necessary safety feature.

Since then, the technology of wiper blades has made great strides. Inventors improved on older designs, and by the 1930s, they were being made of natural rubber. Today, almost a hundred years later, the Valeo wiper blade range, tailored-made for workshops, sits at the vanguard of the modern marketplace, ensuring first-rate safety in an innovative, technological way.

First comes Valeo First™

Valeo First™ is a collection of wipers that aims to provide the greatest value possible for Independent Aftermarket customers. Valeo First™ unique use of three-dimensional airflow control and distinct spoiler PYRAMID – ensuring thorough windshield cleaning – set it apart from main competitors. The wiper blades are also made with a special mix of machined

rubber and coating that makes them highly durable.

Silencio™ the Valeo Original wiper blade

Valeo Silencio™ is the original Valeo wiper blade and is perfect for customers searching for the exact same technology as the one from Original Equipment (O.E.). Valeo Silencio™ includes the following technologies:

- Conventional wiper blades, with their metal or composite frame that equip most of the vehicles dated 15 years ago or more.
- Hybrid wiper blades, that equip mainly Asian vehicle applications and that are compatible with more than 9 million cars in Europe.
- Flat wiper blades, that are now the market standard and the biggest part of the car park in Europe. On this segment, Valeo proposes its O.E. standard with Valeo VisioRubber™, for which Valeo has the exclusive ownership of several patent families.

Inside this category, Valeo is the proud developer and leader on AquaBlade™, the next-generation wiper blade that distributes washer fluid all along the rubber through laser-cut holes. As a result, clean-

ing performance is taken to the next level, increasing visibility then safety on the road. This level of efficiency saves a massive 4 meters braking distance when traveling at 50 km/h (according to Fraunhofer IOSB study). Rewarded by the prestigious PACE Award trophy for this breakthrough innovation, Valeo is widely implementing AquaBlade™ on O.E. side, for which one could say it is becoming the new market standard.

For more information please click [here](#)

Valeo's First™ Hybrid Packaging wiper blade and Silencio™ Flat Blade



KEY FACTS

Though most people don't think about them until they stop being efficient, wiper blades have been a necessary safety feature of driving since the 1920s. Today, the Valeo wiper blade range, tailored-made for workshops, sits at the vanguard of the modern marketplace.

ZF Aftermarket presents solutions with added value for combustion, hybrid and electric vehicles



With “Together in Motion” as the guiding principle, ZF Aftermarket recently showed a wide range of innovations including new products for the car chassis

The chassis has a decisive influence on the safety, comfort and efficiency of cars. And ZF Aftermarket can supply a complete product portfolio,” explains Markus Wittig, Head of the Business Line Passenger Car Aftermarket. “This includes steering, brakes, dampers, suspension and wheel control - regardless of whether the vehicle is powered purely electrically or conventionally. We are also the first aftermarket supplier with a full range of axle components for electric vehicles.”

Modern car models are increasingly electrified and defined by software and digital networking. At the same time, classic vehicle technology is constantly evolving and poses new challenges for workshops - for example when it comes to chassis repairs. More and more car models are being equipped with air suspension. Especially in heavy vehicles such as electric cars. However, high-quality spare parts in OE quality have so far been in short supply in the independent aftermarket.

ZF Aftermarket therefore presented its own series of air springs in original equipment quality, now available under its Sachs brand. This means that even after a repair, the safe driving behavior and original driving comfort desired by the car manufacturer are given. Sachs air springs that are made from high-quality, corrosion-resistant material have a long service life and are highly resistant to external influences. In addition, they can be easily removed and installed thanks to their tailor-made and precise geometry.

ZF Aftermarket also recently presented a broad range of air suspension compressors under the Wabco brand. This is being supplemented by a constantly growing proportion of remanufactured parts.

With all of its products and services, ZF Aftermarket aims to support workshops to remain successful in a changing repair market, which could be clearly seen in



Under the claim 'Together in motion', ZF presented new products and innovative service concepts to support workshops, distributors, and fleets in this transformation journey.

another world premiere: namely, the e-mobility module for the workshop concept ZF [pro]Tech.

Dr. Holger Hättich, Head of Customers & Strategy at ZF Aftermarket, adds: “As a one-stop shop for e-mobility, we are also significantly expanding the product portfolio for electric and hybrid vehicles and are now offering e-fluids for electric and hybrid vehicles for the first time. But ZF [pro]Tech partners can also rely on other services available - our famous trainings, which are an important part of our large-scale know-how transfer to the workshop.” In addition to the well-known high-voltage trainings from ZF for technicians (qualification levels 2S and 3S), among other things, there is also online training for workshop owners or managers, in which they can familiarise themselves with the operator requirements in regards to e-mobility.

Users of the ZF [pro]Tech e-Power Expert module also have the option of ordering charging technology (wall boxes) and booking the installation service via ZF Aftermarket. ZF is planning to work with specialised providers that workshops can access on major customer terms.

KEY FACTS

While vehicle technology is constantly evolving and creating new challenges for workshops, ZF Aftermarket supports workshops and its industrial partners to adapt, develop and remain successful in a changing repair market.

New car shortage: Supply chain challenges present aftermarket opportunity

Europeans are seeing empty showrooms and vacant lots as new car sales grind to historic lows. With an inflated secondary market and ageing vehicle parc, Europe is relying on the aftermarket like never before.

The European Union's new car registrations contracted 14% year-on-year in the first six months of 2022, with 2021 already representing a historic low.¹ In Europe's largest vehicle market, Germany, August orders were down a staggering 37% and Volkswagen is even considering shifting some production out of Germany.^{2,3} Even when prospective buyers have the means to purchase a new vehicle, the wait times are often more than six months.⁴

Fears around gas supply, the ongoing semiconductor shortage and the lingering effects of the global pandemic have affected automotive supply chain, meaning consumer confidence is low. With inflation soaring, many families are rethinking large purchases like vehicles. It is resulting in car sales across the continent falling to their lowest point since 1996.⁵ Further still, the automotive semi-conductor shortage is unlikely to be resolved until 2023 or 2024, indicating that the suppression of new car production is set to continue.⁶

While the impact has been severe for the automotive industry and OEMs, it also represents a valuable opportunity for the aftermarket. From technicians and garages through to distributors and Tier suppliers, the lack of new cars is leading to increased demand as Europe turns to the aftermarket to keep it 'on the road'.

Older and further

With fewer new cars available, motorists are turning to the secondary market or keeping their older models on the road for longer. This is pushing the average age and mileage of the European car parc higher. At the same time, many of the vehicles sold before the pandemic are now falling out of warranty and transitioning to aftermarket care.

Keeping these higher mileage, older cars means that aftermarket expertise, service, and

parts are in unprecedented demand. Requiring increased maintenance, in terms of both quantity and cost, these vehicles present a vital opportunity to the aftermarket following the commercial challenges of 2020 and 2021.

Secondary market prices

As OEM supply is currently the limiting factor in new vehicle sales, many prospective buyers have turned toward the secondary market. This has seen the prices of used cars and light commercial vehicles

increase significantly throughout Europe. Additionally, recent increases in inflation have further exacerbated the issue, with higher new car prices placing even greater pressure on the secondary market.

For many motorists, the idea of paying a premium for used vehicles is particularly unappealing. This is exacerbating the trend of many vehicle owners to stick with their older cars and commercial vehicles, instead redi-

For many motorists, the idea of paying a premium for used vehicles is particularly unappealing.

recting the money to keeping older vehicles functional and reliable. This is particularly true for internal combustion engine vehicles falling outside warranty, around 3-5 years old, and those in the aftermarket 'sweet spot' of 5-10 years old.

The electric transition

While the growth in electric and hybrid vehicle sales is one of the automotive industry's recent success stories, the transition to low- and zero-emission vehicles has also been hampered by supply chain and accessibility issues. With a

higher purchase price than conventional equivalents and equally poor availability, the number of these vehicles remains a relatively small percentage of the European parc.

However, aggressive legislation and growing consumer sentiment for action on climate change are undoubtedly driving rapid growth of the segment. The temporary delay of this transition caused by supply chain challenges is, therefore, an important opportunity for the aftermarket to plan its approach.

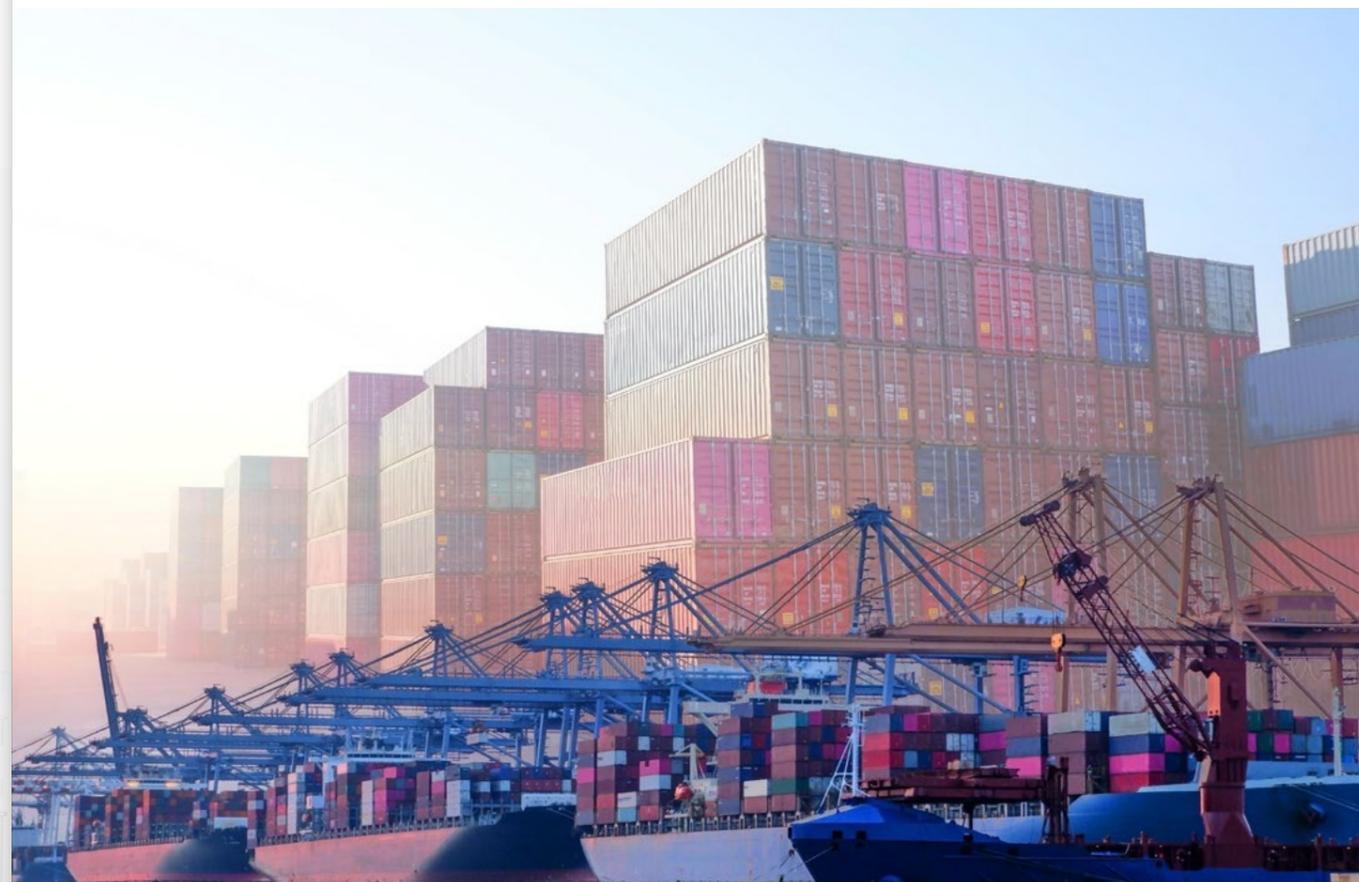
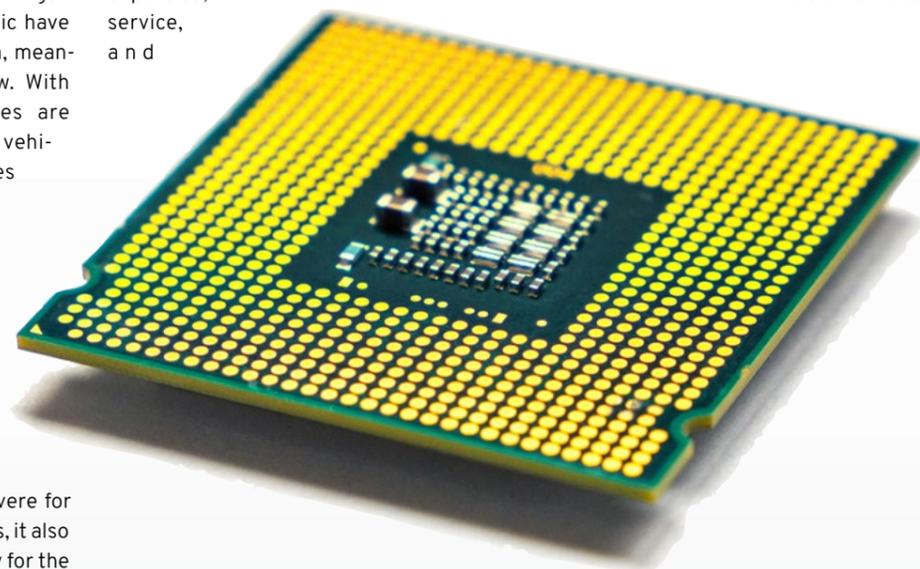
For garages, this can mean training technicians in servicing the various hybrid and EV technologies, while distributors and Tier suppliers can prepare for new products and inventory. Given the impending 2035 ban on fossil-fuel vehicles, these recent supply challenges may have provided the aftermarket with the breathing space to better prepare for the inevitable transition over the decade ahead.

While the situation with new vehicles is

KEY FACTS

With fewer new cars available, motorists are turning to the secondary market or keeping their older models on the road for longer. This is pushing the average age and mileage of the European car parc higher. At the same time, the growth in electric and hybrid vehicle sales is one of the automotive industry's recent success stories, yet the number of these vehicles remains a relatively small percentage of the European parc.

expected to stabilise over the next year or two, knock-on effects will continue for some time. Throughout this period, the aftermarket must make the most of the commercial opportunities available, leveraging these resources to ensure relevancy throughout the transition to a zero-emission European car parc.



¹ <https://www.globalfleet.com/en/new-energies/others/analysis/europes-new-car-sales-unlikely-recover-until-2030s?a=JMA06&t%5B0%5D=Electrification&curl=1>
² <https://europe.autonews.com/automakers/europe-auto-production-likely-drop-2022-sp-says>
³ <https://europe.autonews.com/automakers/vw-may-shift-output-germany-over-gas-shortage>
⁴ https://www.euractiv.com/section/politics/short_news/spanish-wait-six-months-for-a-new-car/
⁵ <https://fortune.com/2022/07/15/european-car-sales-lowest-since-1996/>
⁶ <https://www.forbes.com/sites/neilwinton/2022/07/25/europe-auto-makers-fight-off-crises-but-inflation-recession-energy-shock-undermine-prospects/>

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