



ATR World

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“Speed-Dating” for business at its best

During the traditional ATR IPAS FORUM in November approximately 230 participants from ATR shareholders and IPAS suppliers conducted around 700 meetings

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Dear readers



Welcome to this year’s last issue of ATR World. In the last quarter of 2023, ATR organised two important events, the ATR Digital Conference and ATR Symposium, and the IPAS Forum that we summarize in the chapter INSIDE ATR on pages 08-11. Furthermore, you can read about different events that our shareholders hsy and Maghreb Accessoires organised for their 60th and 75th anniversaries as well as about the 25 years success story of Motorex.

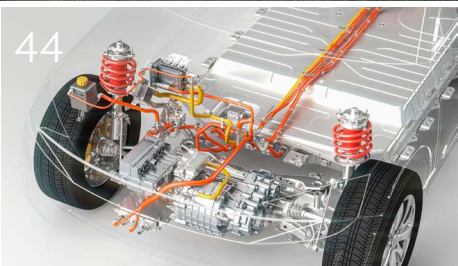
The European automotive aftermarket is facing a barrage of challenges: a critical shortage of skilled technicians, a deficit of Heavy Goods Vehicle drivers and a fraught global supply chain resulting in serious delays. Please browse through pages 4 and 5 to read how workshops can prepare for this new scenario.

We conclude this issue with an interesting contribution about what you need to know about the service, maintenance and repairs for EVs. Please see pages 44 and 45 for more information.

As we approach the end of this year, we would like to thank you all for the fruitful collaboration during the year. We wish you all a happy festive season and a good start to 2024.

Enjoy reading!

Warren Espinoza
CEO, ATR International AG



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Critical shortages:

Why a lack of mechanics and HGVs is causing chaos

A three-pronged assault on the automotive aftermarket is causing severe delays, impacting both customers and businesses across Europe. So, how might workshops adapt to this new landscape?

The European automotive aftermarket is grappling with the ‘perfect storm’ of challenges: a critical shortage of skilled technicians, a deficit in Heavy Goods Vehicle (HGV) drivers, and a fraught global supply chain. This scenario has led to unprecedented delays in repairs and a general sense of frustration among consumers, technicians, distributors and suppliers alike.

Multi-factor impact

The skills gap in the European automotive sector continues to widen, with qualified technicians in short supply. Currently, 33% of European countries report a “severe” shortage of motor vehicle mechanics and repairers, and the situation

is expected to worsen as older generations begin to retire.¹

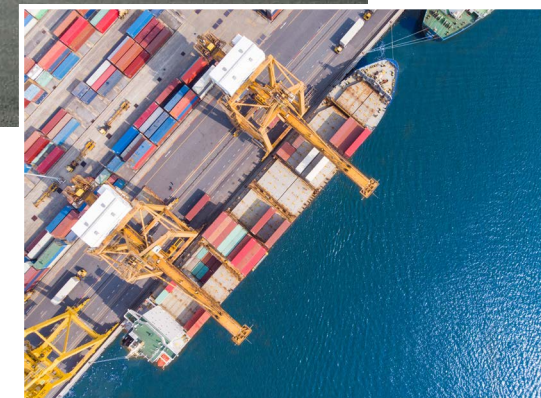
More alarmingly, 73% of European countries surveyed described a “severe” shortage of HGV drivers.¹ This is a key factor hampering logistics throughout the EU and certainly exacerbating delivery timelines for the supply of parts for repair work. Indeed, this shortage impacts not only the transport of new parts but also the efficiency of the entire automotive industry, including new vehicles.

Although both professions have consistently ranked within the top ten of the

survey since 2017, their recent impact has been magnified by supply chain disruptions due to the pandemic and geopolitical issues. Together, these three factors are greatly impacting upon the automotive aftermarket’s ability to service consumers and operate effectively, further straining an already limited workforce.

Delays and write-offs

The consequences of these ongoing shortages are reverberating across the aftermarket sector. One surprising change, however, has occurred in insurance com-



pany practices; they are increasingly opting for write-offs to circumvent repair delays.² In turn, this has increased insurance premiums, further hurting motorists already suffering under the cost of living crisis. A major factor in this change from insurers is due to repair wait times, which in some regions have increased by up to five weeks compared to pre-pandemic.

For newer vehicles, there are additional issues stemming from the supply chain. An investigation by The Guardian uncovered alleged prioritisation of new vehicle production at the expense of meeting repair demands, even within authorised dealer workshops.² Such a focus has added another layer of complexity and stress for consumers awaiting repairs.

Control what you can

Global supply chain issues and HGV driver shortages are beyond the control of technicians and workshops; these are challenges that require attention from the broader industry and governments.

Instead, aftermarket businesses should focus on what they can control. For distributors, this may mean investing in better software and inventory systems, for workshops, it means building upon internal skills and expertise, including new apprenticeships.

Training, training, training

EV sales have risen dramatically, but the number of qualified technicians to work on them remains limited. As a result, countries around the world are facing a shortage of skilled EV mechanics, with nations like the UK stating that 20 % of technicians have received some EV training but only around 1 % are qualified to do more than routine maintenance.³ In that sense, understanding any skills gaps within a business can better steer it towards

the right training options. This can mean investing in electric and hybrid vehicle maintenance courses or advanced training in ADAS installation and calibration.

Looking to the future, the industry may encounter the opposite problem, with a severe shortage of mechanics qualified to work on complex ICE vehicles. Automotive mechanics trained in 2030, for example, will almost cer-

tainly shift focus towards electric vehicles. At the same time, the average vehicle lifespan continues to rise and currently sits at 12.2 years.⁴ With many skilled techni-

cians leaving the workforce over the coming decade, the skills gap for conventional ICE vehicles could increase dramatically.

These fundamental industry shifts should see training over the next decade focus on all powertrain types throughout the aftermarket car parc – ensuring sufficient expertise and knowledge can be passed on while also building the skills needed for the electric transition. Given the cost of equipment and training in new technologies, government incentives and subsidies could make an important impact.

The benefit of time

While these issues are complex and multi-faceted, they are not insurmountable. Workshops and distributors should look inward, focusing on what they can control, to adapt to this evolving landscape. Given that such shortages have a broader impact on the economy, substantial changes may be required at a government and industry level. Until then, time will facilitate a gradual recovery of the supply chain and promote the development of stronger incentives for individuals considering careers in the transport and aftermarket sectors.

KEY FACTS

Aftermarket businesses should focus on what they can control: distributors may invest in better software and inventory systems, for workshops, it means building upon internal skills and expertise.



¹ <https://www.ela.europa.eu/sites/default/files/2023-03/eures-labour-shortages-report-2022.pdf>

² <https://www.theguardian.com/money/2023/jul/24/car-parts-shortage-leaves-drivers-in-limbo-as-makers-put-sales-first>

³ <https://www.reuters.com/business/autos-transportation/ev-broken-finding-technician-fix-it-may-take-while-2023-09-06/>

⁴ <https://www.spglobal.com/mobility/en/research-analysis/fuel-for-thought-top-5-global-automotive-aftermarket-trends.html>

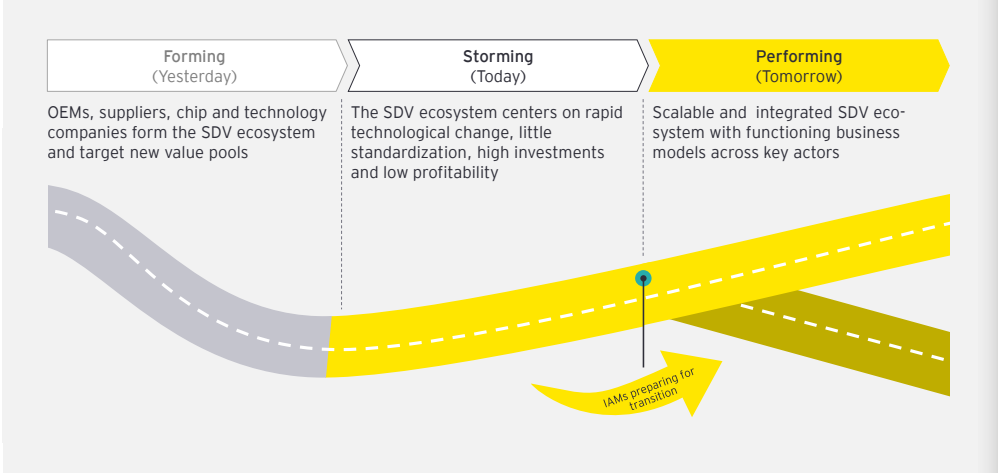
At the crossroads of software-defined vehicles

How to take the right path in a hyper-accelerated ecosystem?
An Independent Aftermarket Perspective (IAM)



The vision of a smartphone on wheels has been around for more than a decade. The idea of a software-defined vehicle (SDV) promises new digital business models for OEMs and suppliers, but also for the entire IAM ecosystem. IAM players can expand to new services such as predictive maintenance, connected fleet management, or software-heavy maintenance tasks. However, unlocking this new opportunity is not straightforward, as automakers and suppliers are also eager to capitalize on software-enabled business opportunities in the aftermarket. There are two realistic paths in the determining crossroads: Either IAM players will play a substantial role in the software-defined ecosystem and contribute truly value-adding aftermarket services to their customers, or they will underestimate the transformation and limit their service portfolios to less software- and data-driven offerings.

To get on the right track is imperative for the IAM ecosystem to understand where the key challenges lie in capitalizing on the opportunities ahead and what actions are required to successfully transition to an IAM data and software business.



The evolving SDV ecosystem

Challenges for IAM to seize the new data and software business

Due to today's rapidly changing SDV ecosystem, it can be difficult to prioritize investments and stick to long-term transformation plans. Ongoing SDV transformations are jeopardized by short-term side battles. Within these turbulences, we identified 3 core challenges for IAM players that need to be identified and addressed in time for a successful transformation.

Unclear USP of new experimental service offering

The SDV enables new service offerings for the independent aftermarket. While this encourages experimentation, we see the need to stay focused on customer value and not get lost in the technological exploration of software and data. With the increasing availability of vehicle data through platform solutions, the number of use cases that can potentially be built is growing fast. This is where the industry



needs to get early customer validation and filter for cases that truly deliver customer value and offer high-margin monetization opportunities.

Lack of skills and expertise needed to deliver new data and software services

To deliver aftermarket services for SDVs, IAM players need to master a variety of emerging technologies such as vehicle operating systems (OS), updates, advanced core technologies, and cloud computing. Recruiting talent in these areas with the necessary software skills is difficult, as the market is highly competitive. In addition, many of today's IAM skills are mechanical, leaving a gap between the current capabilities available and what is needed for SDVs. Systematic measures such as new training structures with a stronger focus on vehicle software and a refined talent acquisition strategy are essential to meet the new service demands of SDVs.

Limited access to vehicle data and software

Today it is difficult for workshops to gain access to vehicle software, creating a black box environment for software-heavy vehicles that naturally stops potential value creation. There is a strong push from OEMs not to share in-vehicle data with third parties but to build their own high value aftermarket services. However, legislation is evolving and may require the

OEM to let the user decide with whom vehicle data are shared (as in the smartphone space). Under all circumstances, access to data and software, and a strategy for turning them into digital services, is paramount for IAMs. Otherwise, there is a real risk that they will be 'locked out' of the opportunities that lie ahead.

The way forward to leverage the upcoming opportunities

So how can IAM players focus on the challenges ahead and navigate the transformation efficiently? We have identified 3 steps to set the right course and move towards the new aftermarket software and data business.

1 - Know your value pools and capability gaps

Primarily, IAM players need to develop a clear sense of which services to focus on in the future, based on concrete assumptions and hypotheses about monetization potentials. Today, we see some compelling use cases, such as fleet management with €13.4 billion in 2030, which can be enlarged by a broad service network, like predictive maintenance, smart routing, or usage-based insurance. However, the perspective of value pools needs to be complemented by the actual capability to exploit them, i.e. identifying gaps in organization, technology or market access preventing a successful realization of these value pools. Our SW Capability Fit framework breaks down key capabilities into actionable dimensions, providing clarity on challenges, opportunities, imperatives, and economic implications.

2 - Prepare for the transformation

Based on a clear understanding of what capabilities are missing to successfully exploit a new software- and data-driven aftermarket service, actions need to be taken to build them. Particularly in the IAM space, we see common capability gaps in the areas of skills, market access and technology. Training people on vehicle software becomes paramount, while at the same time building the IT backbone to support clients with software

heavy vehicles. Integrating these capabilities into a shared target operating model (who does what and how is it organized) ensures a pragmatic implementation of the new services.

3 - Experiment and continuously monitor progress

The SDV transformation is not a one-time event, but an ongoing journey that requires various business model trials around the core business, ongoing adjustments, and careful consideration to pave the way for a successful transition. It is easy to get lost and see progress where there may be none, or to overlook concrete proof points of success. For this reason, it's essential to implement checkpoints that provide objective guidance on whether the new aftermarket service is on track. These checkpoints can be aligned with the maturity of the service, they may be soft in the beginning (e. g. informal customer feedback, letters of intent) and become more rigorous as the service matures (e. g. revenue or profitability targets). Tracking these checkpoints allows to let go of non-working services while focusing on the driving ones.

Get in touch:

Jan F. Sieper
Partner Automotive Strategy
jan.f.sieper@de.ey.com
+49 160 939 27236



Daniel Hodapp
Manager Automotive Strategy
daniel.hodapp@de.ey.com
+49 160 939 22953



KEY FACTS

With the increasing availability of vehicle data the number of potential use cases is also growing. It is important to filter out the cases that offer real customer benefits and monetization opportunities with high margins.



ATR provides a platform for positive change in Lisbon!

On 19 and 20 September, ATR brought together shareholders and suppliers to discuss how best to prepare independent garages for the future. Digitalisation and sustainability were the main topics of debate.



ATR Digital Conference

are also affecting the aftermarket. Like the Digital Conference, the Symposium brought together industry experts to share ideas and opinions on the sector's most relevant challenges and discuss the role these major issues will play in the future development of the industry and independent garages.

Wide range of activities

The two-day event encompassed a wide range of activities, including: Keynote speeches with renowned guest speakers presenting their expertise and interesting



The two events, the ATR Digital Conference and the ATR Symposium, were attended by more than 100 participants. The two days provided very interesting debates on the industry's most topical issues, which allowed all participants to reflect on the major challenges facing the aftermarket, particularly in the areas of digitalisation, sustainability, changes in regulations and in consumer preferences, as well as training and talent acquisition in the global automotive aftermarket.

Following the success of the format and content of the 2022 ATR Digital Conference, this year's Conference once again allowed for an in-depth discussion on the state and challenges of digitalisation in the IAM. The Conference brought together industry experts and opinion leaders to explore the challenges and opportunities facing the distribution and repair sector and discuss the role that

technology will play in shaping its future. During the day, various innovation-focused solutions were presented to help garages improve their competitive position in the market, and it became clear how important the digitalisation of workshop processes is becoming for repair companies. In fact, the more digitised workshops are, the more efficient and profitable they can become, attracting more customers and improving retention.

In addition to the ATR Digital Conference, ATR held its first ATR Symposium. This event focussed on how to address future issues such as sustainability, training and talent acquisition, which

insights; presentations of new services and innovative solutions by suppliers; supplier theme islands, with immersive sessions that allowed participants to delve deeper into specific topics, exchange ideas and network with like-minded professionals; as well as several panel discussions with industry experts who shared their perspectives not only on how to lead workshops to prepare for the future, but also on sustainable practices, challenges and opportunities, training and talent acquisitions.

The ATR Digital Conference and the ATR 2023 Symposium, which aimed to facilitate constructive dialogue and collabora-

tion to promote positive change, were an enriching experience for all participants, promoting innovation, collaboration and a shared commitment to a successful future.

ATR Digital Conference – Digitalisation is a must for workshops

In times of digitalisation, markets and market participants change very quickly. The increasing degree of digitalisation in all industries also affects the IAM. Attendance numbers at the Digital Conference showed how important the topic of digitalisation in IAM is for the industry. Henning Kaeß, Managing Director Marketing/Digitisation at ATR, gave a very positive assessment of the conference. "In times of digitalisation, markets and market participants change very quickly and the increasing degree of digitalisation in the sector also affects IAM. That's why it's so important to protect the entire value chain of the IAM (suppliers, wholesalers, retailers and workshops) from the strong activities of competitors outside the IAM," he said.

The ATR Digitisation GmbH focuses on the identification, development, and implementation of IAM solutions. Partner companies receive preferential treatment by being granted early access to information on digital developments. They are the first to receive the knowledge acquired, as well as access to the international market and digital topics through established structures. To this end, the Repdate platform was created, a digital industry solution for the IAM, which offers a number of advantages for partners, including preferential support for questions/support for interface solutions.

The conference also analysed the current situation regarding access to information and the new Data Law, which requires specific rules for access to vehicle data. FIGIEFA considers that "The Data Act is an important step that has been taken, and once finalised and in force, it will establish a basis of important general principles. But it won't be enough on its own to create a rich choice of vehicle-generated and data-driven connected services in Europe. Given the specificities of the automotive

aftermarket and the mobility services ecosystem, FIGIEFA firmly believes that sector-specific rules are needed to be fully effective for our industry."

ATR Symposium – Sustainability is shaping the future of the sector

Sustainability is increasingly important for all companies, regardless of their size or the sector in which they operate. Sustainability is the order of the day and one of the most pressing issues for after-



Panel discussion at ATR Symposium



Welcome from ATR and Create Business as event host

market companies. Sustainability is shaping the way the automotive sector is changing, and will continue to do so in the future. To fully understand its significance, the ATR Symposium, featured many topical interventions and new ideas to help aftermarket companies play a greater role in promoting a fairer and more sustainable society.

In the case of aftermarket companies, sustainability can bring numerous benefits, such as reducing operating costs, strengthening the company's image, attracting talent and accessing new markets and business opportunities. Customers increasingly see sustainability as a key purchasing criterion. In simple terms, they are willing to pay the true cost of products and services.

The Symposium was attended by several brands, which presented their latest projects in the area of sustainability. The Symposium also discussed the role of training in the automotive after-sales sector and the impact that new technologies are having on the workshop business. In this context, even the most experienced technician must worry about the relevance of their skills in a few years' time. With the situation varying dramatically across Europe, there is very little unique advice that all workshops and distributors can follow. But there is one thing that applies uni-

versally: The best investment workshops can make is in their technicians and their skill set.

The phrase "nothing is more relevant and consistent than change" emphasizes the idea that change is an ever-present and constant aspect of our industry. Adaptability and an openness to change are essential qualities in dealing with the evolving nature of circumstances and the world.

With this in mind, ATR will continue the dialog in 2024! Our next ATR Digital Conference and ATR Symposium events are planned for 22 – 23 October 2024. Save the date now!

KEY FACTS

The 2023 ATR Digital Conference and the ATR Symposium were attended by more than 100 participants. The two-day event, on 19 and 20 September, brought together shareholders and suppliers to discuss the challenges of digitalisation and sustainability, as well as the importance of training and talent acquisition in the global automotive aftermarket.



IPAS FORUM: Another traditional ATR IPAS FORUM successfully ends!

Approximately 230 participants from ATR shareholders and IPAS suppliers conducted around 700 meetings during the ATR IPAS FORUM. “Speed-dating” for business at its best!

The venue for the event was once again held in Berlin, at the hotel ESTREL, where ATR provided a platform for ATR’s shareholders and IPAS suppliers to hold strategic face-to-face meetings, to strengthen existing relationships, to identify further business potential and to establish new business partnerships. The main action centred around the 43 meeting cubicles, for 35-minute meetings between the ATR shareholders and Inter-

national Preferred ATR Suppliers (IPAS suppliers).

The large attendance is proof of the successful format of the event – a recurring forum established in 2006, where the focus is on personal interaction between ATR shareholders and IPAS suppliers. Indeed, as Warren Espinoza, CEO of ATR International AG said: “Face-to-face meetings have always been the cornerstone of effective communication and collaboration. They create trust, foster creativity, and strengthen relationships in ways that virtual interactions simply can’t replicate. These meetings offer a level of connection that transcends digital boundaries and builds trust that is often challenging to establish virtually.”

While the formal meetings again provided the perfect opportunity for structured discussions and exploiting existing business potential, the breaks and popular evening program allowed for informal networking and the ability to foster new and existing friendships.

Through collaboration with its IPAS suppliers, ATR and its partners have over the years built relationships based on trust and which provide the necessary foundation from which to build future success together.

This year, new on the program was the IPAS Awards. It was a momentous occasion where ATR had the privilege of recognising and honoring their best-performing IPAS suppliers of 2023 in three distinguished

categories: “Excellence in Logistics”, “Excellence in Marketing” and “Excellence in Innovation”. In addition, ATR took great pride in presenting the “Supplier of the Year” Award.

ATR would like to congratulate the winners:

Excellence in Logistics – Bosch. Bosch has attained excellence in logistics representing an amazing accomplishment in this difficult and very sophisticated field with its many obstacles.

Excellence in Marketing – Schaeffler. Schaeffler emerged as the leading contender having been assessed on various facets, including product branding, year-round marketing initiatives, active support for ATR shareholders in events like trade shows, and a demonstrated proficiency and dedication to ATR’s workshop concepts in terms of training competence.

Excellence in Innovation – Bosch. Bosch were recognised as an innovation leader who guides us daily into the future through their development of new technologies and solutions for the challenges of tomorrow.

Supplier of the Year – Elring Klinger. Elring Klinger demonstrated excellence across all categories while also fostering robust partnerships with ATR shareholders and the ATR headquarters. This recognition served as a testament to their outstanding performance in the past year.



Volker Wegerhoff, Thyssenkrupp Automotive

Events like this hold immense significance for us. As a leading shock absorber manufacturer serving OE clients in Germany as well as USA and Asia, this forum provides a unique opportunity to convene with all our customers,



including the most influential ones across various regions. It serves as a pivotal platform for strengthening relationships and engaging with key stakeholders crucial to our business. This concentrated interaction significantly aids in our strategic planning and decision-making processes. Face-to-face meetings allow us to truly connect with our customers. There’s something compelling about sitting together, sharing information, and delving into what lies ahead. We can’t get fresher, more accurate information than through meetings like this!



Nicole Puschmann, Divisional Director Business Development, Ferdinand Bilstein GmbH & Co. KG

This was the first time that we’ve participated in the IPAS FORUM face-to-face. It’s been really beneficial.

We’ve had a lot of meetings packed into the three days and there are a lot of chances out there to further develop the business not only in Europe but also in LatAm and APAC. The biggest benefit of conferences like this is the ability to meet in person, greet people personally, be able to read their body language and socialize during the coffee breaks and evening program. For me, the ATR IPAS Forum was a very professionally organized event with great networking opportunities! It will definitely serve us as an accelerator for our business development with the ATR community.

Patrick Wiglinghaus, Global Head of AM AFM ITG, Osram Adam Wu, General Manager Automotive, Osram

It was really good to see everyone again and meet with lots of partners and other suppliers. It’s such a unique opportunity to meet so many people in a forum like this. The set-up provided a great platform to present our new team and new technologies like the LEDriving® HL Vintage family for classic cars as well as our strategy for sustainability. We’ve created a lot of momentum during our discussions that we will follow up on in the next weeks. Whenever you talk to customers face-to-face, you learn something new and we have a much better understanding of their interests,



concerns, issues and needs, which give us the opportunity to organize ourselves in a much more efficient manner to address their needs. So overall, very beneficial for us! Thanks ATR!



Claudio Frascolla, Director of Products, LKQ Europe

Online events can be efficient because you don’t need to travel, but if you only have meetings virtually, you definitely miss something. That’s why being here,

with the chance to meet personally is so important for me. The evening event was also a great opportunity to talk not only business but also to get to know people and build relationships. We are human beings, and communication is part of our genetics. I think the award ceremony in the evening was also very good. We expect a lot from suppliers, and it is important to recognize their hard work and show them that we appreciate what they are doing. The presentations were very good. It was a way for all of us to feel part of this big family – not only us as members, but also the suppliers.

Derick Barrios Klie, Category & Strategy Manager, GRUPO MASTER

Coming from the LatAm region, meeting in person presents an invaluable opportunity for us. Direct conversations offer immense value, especially when engaging with top industry players – a privilege that’s challenging to



attain given the distance from Europe. It’s very unique for us to be able to be face-to-face with the people who make the important decisions that impact our daily business. Through meetings like this, we can take advantage of the whole ATR group. Engaging openly with

suppliers, even if they might not have the same market perspective, allows us to share valuable insights. This collaboration empowers us to make informed decisions collectively, uncover optimal opportunities, and collaboratively develop region-specific products.

Barb Denny, Head of Purchasing, HSY

As we only became an ATR Shareholder at the beginning of last year, this has been our first face-to-face confer-



ence and first opportunity to meet everyone in person. Our greatest value has been the opportunity to meet not only with people we see on a regular basis – i.e. those who have local offices in APAC, but to be able to meet with suppliers we wouldn’t normally be able

to meet with due to the long distance. Not everyone is able to “quickly” fly over to Australia. Being able to form new relationships with new people in one space brings an immense benefit for us. The award ceremony was also great. It was nice to see the suppliers being rewarded for their engagement and hope that the program will continue.

Celebrating our future...

“People are our most important part”, and as the year of 2023 begins to draw to a close, hsy has proudly extolled this very virtue.

With our first introduction to the ATR group in 2022, our story was written and shared with the ATR family. From humble beginnings in 1963, a vision was created by our three founding partners. Two businesses, Hanvic and South Yarra Auto Parts became one, and hsy was born. Ownership changed hands in 2006, however the family remained the same. Our two directors Sidney Tworowsky and Mark Micic took the helm to steer the next generation. Our future! To simply write a story is one part, to live and breathe the ethos that story tells is another.

In 2023 our business celebrates 60 years of operations. As we reached this milestone both Sidney and Mark adamantly said, “Let’s celebrate our future”. Our past is a story that’s already been told, we

have always focused on writing our future. Proudly, our hsy team live and breathe building our future. Our people, that is, our team, our customers and our supply partners... are our most important part.

And what better way to celebrate the future than to bring the industry together and hold a festival. On the 27th of May 2023, hsy staged the first EVOLVEauto festival in Melbourne, with customers, peers, industry associates and partners from the education sector. And what an event it was. Partners included Bosch Australia, ZF Group, Hella Gutmann, LIQUI MOLY, MAHLE and Schaeffler. Support was also provided by our industry partners, Capricorn, the Australian Automotive Aftermarket Association (AAAA), WorldSkills Australia and technical training associations.

As car manufacturers continue to dream into the future, providing each new model release with ever-advancing technology, hsy realises the importance of bridging the technology gap between our suppliers and our customers, whether they be master technicians, apprentices or students. Business owners must also navigate this everchanging landscape, ensuring training, tooling and servicing keeps abreast of those changes.

hsy understands it really is “business as a partnership”, and by providing avenues like the EVOLVEauto Festival, it allows for the Industry to share knowledge, whilst empowering our customers to meet the challenges of our market.

The festival offered an opportunity for our customers to learn from our OEM suppliers. Education sessions were held by

each partner, providing training and advice on equipment, tools and solutions to help our partners navigate our industry’s increasing pace of change.

Industry associations like Capricorn and the AAAA were also on hand to provide business advice, as we recognise, it is not only the tools, equipment and parts that make a European specialist service centre, it is also business aptitude and an understanding of business practise and principles.

The festival was a family affair, offering an opportunity to build both commercial, professional and personal relationships with all who attended, and was the perfect avenue for hsy to celebrate our 60th birthday, whilst looking towards a bright and vibrant future – the next 60 years.



KEY FACTS

On 27 May 2023, hsy staged the first EVOLVEauto festival in Melbourne, with its customers, peers, industry associates and partners from the education sector, to celebrate 60 years of operations.





The premises where the Autoplus Expo show was held on 3 and 4 June

Maghreb Accessoires celebrates its 75th anniversary!



Maghreb Accessoires's history is a history of determination, innovation, and continuous growth.

The automotive aftermarket sector in Morocco has undergone a profound transformation over the decades, thanks to key players who have been able to adapt to the ever-changing needs of motorists. Among these players, Maghreb Accessoires stands out as the undisputed leader in the distribution of automotive spare parts in Morocco. This year, the company proudly celebrated its 75th anniversary at AUTOPLUS EXPO, an event that marked a significant milestone in its rich and prosperous history.

A 75-year success story

Since its inception in 1948, Maghreb Accessoires has evolved to become a key pillar of the automotive aftermarket. With an unwavering commitment to quality, product availability, and customer service, the company has earned the trust of

maintenance professionals and automotive repair experts across the country. Indeed, the group has gained national renown by supplying unmatched quality spare parts and bodywork components to thousands of customers through its platforms located in major cities and regions. Whether it's a retailer or a garage owner, Maghreb Accessoires stands by its customers to meet all their needs, provide expert advice and give them access to reliable and durable parts, ensuring vehicles performance and an exceptional driving experience.

Maghreb Accessoires's history is a story of determination, innovation, and continuous growth. Over the years, the company has diversified its offering to meet the varied needs of its customers. From distributing essential spare parts to introducing innovative products, Maghreb

Accessoires has always been at the forefront of the industry.

The DNA of our success

At the heart of our business, we are guided by four fundamental pillars: service, innovation, respect, and excellence. These values are not mere words on paper, they are the foundation of our corporate culture. They shape our decisions, actions, and vision for the future, and also embody our dedication to our customers, partners, and team.

Service: At Maghreb Accessoires, service is not just a word, it's our daily commitment to our customers. We firmly believe that customer satisfaction drives our success. That's why we continually strive to understand their needs, anticipate their expectations, and provide exceptional solutions.

Innovation: We encourage our employees to be creative, sparking the desire to tackle challenges and discover innovative approaches to constantly satisfy our customers and address the complex challenges they face.

Respect: Respect is the basis of all our interactions, whether with colleagues, customers, partners, or communities. We believe in diversity, inclusion, and tolerance. We treat everyone with dignity and fairness, recognising the unique value each person brings to our business. We are committed to acting ethically and responsibly in everything we do.

Excellence: Excellence is our standard. We aspire to achieve the highest levels of quality, performance, and success. Every day, we strive to exceed expectations, face challenges with determination, and deliver outstanding results. We believe that excellence is an ongoing journey, and we are committed to achieving it in everything we undertake.

A memorable anniversary at AUTOPLUS EXPO

The highlight of this marvellous year was the celebration of Maghreb Accessoires's 75th anniversary at AUTOPLUS EXPO in the presence of about 750 customers and 21 suppliers. Held meticulously on 3 and 4 June, in a total area of 1500 m², this event was an opportunity for the company to bring together all its partners and customers in a friendly yet professional environment.

Visitors had the opportunity to engage with Maghreb Accessoires's representatives, exchange ideas, and explore new collaboration opportunities. It was a special moment to strengthen existing relationships and forge new ones.

Moreover, the exhibitors, key players in the automotive aftermarket industry, shared their knowledge, expertise, and vision of the ever-changing market, creating an environment conducive to learning and inspiration.

In other words, the AUTOPLUS EXPO was designed to be much more than a mere trade event. It was a place for sharing experiences, networking, and mutual learning. Participants had the chance to discover the latest innovations, witness product demonstrations, and participate in interactive workshops.

Conviviality, inspiring encounters, and incredible discoveries

During this memorable anniversary, Maghreb Accessoires created a warm and welcoming atmosphere. Not only did guests have the opportunity to share friendly moments, discuss sector challenges and build lasting bonds during AUTOPLUS EXPO, but about 370 people were invited to a lively GALA evening during which a huge Tombola was organised.

KEY FACTS

Since its inception in 1948, Maghreb Accessoires has become the undisputed leader in the distribution of automotive spare parts in Morocco. Maghreb Accessoires's 75th anniversary was celebrated on 3 and 4 June, 2023 at AUTOPLUS EXPO in the presence of about 750 customers and 21 suppliers.

Maghreb Accessoires is an iconic company that continues to play a crucial role in the Moroccan automotive industry by offering high-quality products, a customer service that matches its reputation, and an ongoing commitment to innovation.

Maghreb Accessoires Group remains firmly focused on the future, ready to tackle challenges and seize opportunities in an ever-evolving market.



Partners on stage during the GALA evening



General Manager Omar El Idrissi and Sales Manager Youssef Ait Omar with partners WOLF LUBRICANTS and LUBATEX Group at the GALA evening



Visitors at the Autoplus Expo show

A Global challenge in the automotive aftermarket industry: shortage of qualified professionals

Constant technological evolution of the automotive sector is creating hindrances for finding qualified professionals

The global automotive aftermarket industry is facing a growing and urgent challenge: a shortage of qualified professionals. As automotive technology advances rapidly and vehicles become increasingly complex, the need for well-trained and experienced aftermarket experts is more critical than ever. To stay relevant and competitive, companies and service providers must acquire new knowledge and constantly enhance their skills to meet the ever-changing demands of today's world.

The automotive aftermarket encompasses all activities related to the maintenance,



Leandro Vanni,
Manager of Maxxi Training Academy

repair, and customisation of vehicles after they leave the production line. This includes automotive repair shops, service centres, spare parts stores, and other related establishments in the market. To keep vehicles running and meet consumers' growing demands for cutting-edge technology, the industry relies on highly qualified and skilled professionals. The sector is highly complex and technologically advanced, requiring professionals to have top-notch qualifications and training

to meet market demands. Qualified professionals have up-to-date knowledge about the latest trends, automotive systems, and components, enabling them to understand and address the technical challenges of the industry.

In the automotive market, the ability to diagnose and efficiently resolve problems is essential, and proper qualifications enable professionals to accurately identify mechanical and electronic vehicle issues, saving time and resources while ensuring customer satisfaction. Automotive safety is a top concern, and as such, qualified professionals understand safety standards and relevant regulations, ensuring that vehicles comply with established norms. However, there is a significant gap between the demand for and the supply of qualified professionals in the automotive aftermarket. Some of the main challenges the industry is facing include:

1. Technological evolution:

Modern vehicles are packed with advanced technology, such as driver assistance systems, complex electronics, and highly efficient engines. Aftermarket professionals need to stay up-to-date with these constantly evolving technologies, requiring continuous training and education.

2. Retirements:

Many experienced aftermarket professionals are retiring, creating a gap in experience and knowledge that is difficult to fill.

3. Shortage of training programmes:

In some places, the availability of specific training and education programmes for the automotive aftermarket is limited, making it challenging for interested individuals to access quality training.

4. Lack of awareness:

The automotive industry is often not considered an attractive career choice for young talent due to a lack of awareness about the opportunities and the importance of the aftermarket.

The automotive aftermarket industry needs to take immediate actions to address this shortage of qualified professionals. This includes investing in training and education programmes, promoting awareness about career opportunities in the aftermarket, and encouraging collaboration among automobile manufacturers, auto parts suppliers, dealerships, repair shops, and educational institutions.

It's also worth noting that in an increasingly customer-centric environment, service excellence cannot be overlooked. Companies across all sectors must prioritise building an organisational culture focused on exceptional customer service by investing in training and developing their teams, attentively listening to customer feedback, and continually seeking ways to improve. This excellence in service delivery goes beyond merely meeting customer expectations; it means exceeding them, delighting and surprising customers with every interaction.

According to Leandro Mateus Vanni, Training Manager at Maxxi Training Academy, the job market is becoming increasingly competitive, and in the automotive sector, this scenario is no different. "With the advancement of technology, new skills and competencies have emerged as essential requirements in many areas. To stand out in the job market, it is important to invest in education and continuous development. Update courses, certifications, participation in workshops, and industry events can help acquire the necessary skills. The combination of technical skills, interpersonal competencies, and the



Maxxi Training Academy Team and the student Saturnino in Campinas/SP

ability for continuous learning is crucial for professionals who wish to excel and thrive in an ever-changing job market. It is within this context that Maxxi Training operates: providing up-to-date content in partnership with the industry's leading suppliers. We have already trained thousands of individuals, and we will continue to do so," says Vanni.



Maxxi Automotive Education Certificate

Maxxi Training Academy, a platform from Cia DPaschoal, offers technical and management training for professionals in the automotive sector. For 11 years, it has been assisting the market in building and distributing technical, commercial, and management knowledge, with thousands of professionals trained in various areas of the automotive sector. They offer professionals in the field the Maxxi Automotive

Education Seal, a certification that recognizes their dedication and commitment to becoming qualified professionals in the sector.

"Our Maxxi Automotive Education Seal certifies professionals who seek continuous updates. The initiative began by recognizing industry partners, and in 2022, we understood the need to extend certification to automotive repair professionals. We believe that, just like a doctor proudly displays their certificates on the clinic's wall, a mechanic also takes pride in displaying their professional certificates in the workshop. This certification is the only one in the automotive sector with a focus on updating and professional development, and it can be obtained by any professional in the sector free of charge, thanks to our partnerships with the leading companies in the automotive industry," adds the Manager.

The shortage of qualified professionals in the automotive aftermarket is a global challenge that affects all aspects of mobility. The industry is committed to overcoming these challenges and ensuring that vehicle owners continue to have access to reliable and high-quality services.

About Maxxi Training Academy

Maxxi Training Academy was established in August 2011 in response to the need for training and technical updates for

KEY FACTS

In response to the global shortage of qualified professionals in the automotive sector, Maxxi Training Academy, a platform from Cia DPaschoal, has been offering technical and management training for professionals in the Brazilian automotive sector since 2011.

professionals in the Brazilian automotive sector. "Our proposal is a response to the technical complexity of the automotive industry, which is increasing daily due to new technologies and consumer market demands. With Maxxi Training, the sector will have access to information that is currently restricted to a minority," explains Luis Norberto Pascoal, President of Companhia DPaschoal de Participações.

So far, more than 690 editions of in-person training sessions (Technical Knowledge Fair) have been conducted, all providing free training to mechanics. Over these 11 years, more than 130,000 certifications have been awarded. This is one of the largest movements in "professional education" in the Brazilian automotive segment.

"A properly trained mechanic will perform more efficient installations, identify more technical faults, provide appropriate advice to customers, and pay greater attention to environmental responsibility issues, such as the proper disposal of unusable parts and the replacement of components only when there is a genuine need, says Leandro Mateus Vanni, Manager of Maxxi Training.

Learn more: <https://www.maxxitraining.com.br/>



Exide held its first Distributor Meeting



The motto of the meeting, organized by Martaş Automotive was “We are ready for the future”, targeting a 10% market share in 2027!

Following the distributorship agreement signed between Martaş Automotive and Exide in 2022, Martaş Automotive intensified its sales and marketing activities for the Exide brand and held its first Exide Distributor Meeting in Istanbul with the motto “We are ready for the future”. At the meeting, Exide and Martaş cooperation, the brand's future goals and vision were discussed, on the other hand, the development of the Start-Stop battery market and future battery technologies, as well as the leadership of the Exide brand in these changing trends and the new technologies developed in this field, were discussed.

The most important issue emphasized at the meeting was the target of reaching 10% market share in Turkey by 2027 with the Exide brand and the road map regarding the product range, services and strategies to achieve this target.

Exide and Martaş cooperation is growing

21 distributors and approximately 60 people participated in the 2-day pro-



gram. The first day of the meeting, at Sheraton Ataşehir, started with the presentations of Martaş General Manager Erdem Çarıkçı, who emphasized the following in his presentations, “Exide and Martaş cooperation is very strong, we are taking firm steps towards our future

plans and goals. Martaş is Turkey's most powerful and well-established spare parts distribution company, but we handle the battery business in a very different and professional manner, in accordance with the requirements of this business. The breakthroughs and invest-

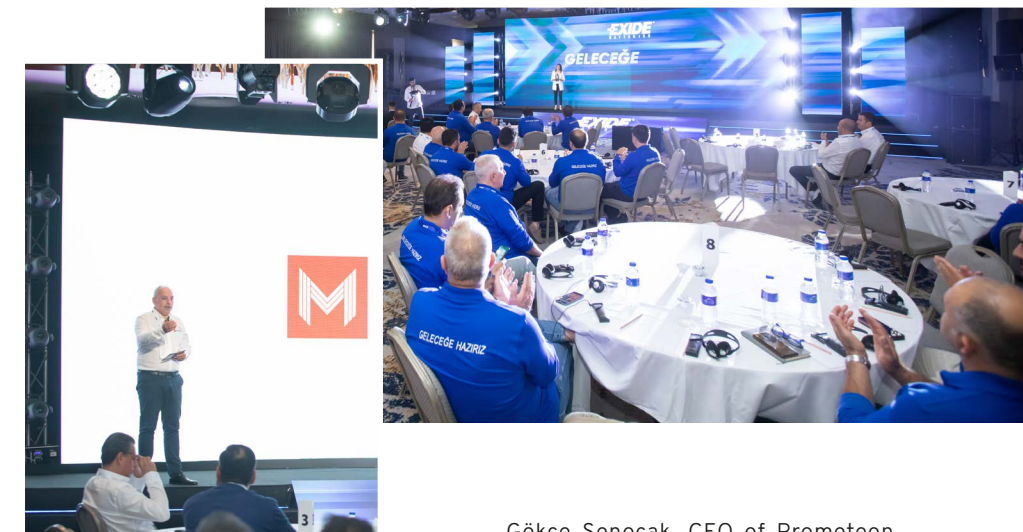
ments we will make in this field with the Battery Business Unit we established will continue in line with our common future goals with the Exide brand.”

Start-Stop and AGM supply batteries will dominate the market

In their presentations, Exide officials placed special emphasis on the growing Start-Stop market. It was emphasized that one in every three batteries sold in the European market in 2025 will be Start-Stop, and with the increasing number of electric vehicles, this market and the conventional battery market will turn into auxiliary batteries produced as AGM type. Exide brand, which already has products in this field, is preparing to introduce AGM auxiliary batteries to the market in box types such as L1, L2, L3 as of 2025. On the other hand, Exide officials provided very valuable information about the strong cooperation with Martaş and future investment plans. In the later parts of the meeting, Business Unit Manager-Battery Ceyhan Kahrıman made a presentation.

Exide wide product range and Original Equipment Power will be the focus

In his speech, Ceyhan Kahrıman said, “As Martaş, we are taking firm steps forward with faith towards our future goals in the journey we started in 2021. The most important factors we will focus on



by this path will be the changing market trends and the Exide product range that offers the best solutions, as well as the deep-rooted history of the Exide brand and its power in original equipment.”

Kahrıman said, “With the changing vehicle park in Turkey, the Start-Stop battery market is growing rapidly on the passenger and heavy vehicle side, this share will reach 36% by 2025, and we expect this rate to reach 50% by 2027. Therefore, together with our distributors, we aim to reach our targeted 10% market share in 2027 by growing our Exide branded product sales on both passenger and heavy vehicle sides in accordance with these rates. We will continue to make brand investments in line with our premium brand image on this path.”

Gökçe Şenocak, CEO of Prometeon Turkey, AFME, Russia and CIS, attended the last part of the meeting as a guest speaker and shared his journey and achievements globally and in Turkey.

On the second day of the meeting, all distributors had a fun and motivational day with safe driving training and rally driving activity.

KEY FACTS

Following the distributorship agreement signed between Martaş Automotive and Exide in 2022, Martaş Automotive held its first Exide Distributor Meeting at the Sheraton Ataşehir, in Istanbul, where approximately 60 people participated in a 2-day program to discuss their future goals.



KGK enables electrification of PostNord's transports

KGK

KGK and one of Sweden's largest postal service companies PostNord have entered into an agreement for the establishment of charging points.

PostNord Sweden's goal is to build approximately 4,300 charging points by 2027. KGK will provide project management, installation, and charging stations for both light and heavy vehicles. The agreement is part of PostNord's long-term sustainability efforts, where one of the transportation goals is to reach emissions-free last-mile deliveries with vehicles weighing up to 3.5 tons to be by 2027.

Through a newly signed agreement with PostNord Sweden AB, KGK will provide services and charging stations for the construction of charging infrastructure. KGK delivers project management, installation, and charging stations in collaboration with a nationwide network of electricians. Charging stations will come from ABB, among others, and will include solutions for charging both light and heavy vehicles.

"KGK has an existing relationship with PostNord Sweden AB, which we are now deepening by also providing charging solutions so that they can continue their journey towards emission-free transportation. We are happy that our nationwide network of installers, range of charging stations, and the ELLSY administration service meets the requirements of PostNord Sweden AB," says David Boström, Business Area Manager at KGK.

Emission-free last-mile transports

The term "last-mile transports" refers to the final transport of letters and packages from the terminal to the recipient, which can be a home or a pickup point. These transports are mostly carried out by vehicles weighing a maximum of 3.5 tons.

"When the transition is complete, we will have about 3,500 charging points for delivery vehicles and over 800 for vans. One of our group-wide climate goals is to be emissions-free in the last mile, and electric vehicles are what we will use," says Hans Ankergård Karolin, Vehicle Business Development Manager at PostNord Sweden AB.

Installing charging for both light and heavy vehicles

"The charging infrastructure we are investing in is largely intended to charge our light vehicles overnight. However, there are places where fast charging is justified, and in those locations, we will establish charging points for our heavy electric trucks," concludes Hans Ankergård Karolin.



KGK launched Autopartner for Swedish workshops

A new blue and yellow logo is visible on workshop facades across Sweden as KGK has launched Autopartner.

With Autopartner, workshops that wish to operate their business entirely independently have the opportunity to belong to a common name and brand without being part of a full-fledged workshop concept. Instead, the partnership is based on collaboration between the workshop and the local Autoexperten store, aiming to strengthen the joint business with a focus on spare parts and workshop equipment.

With Autopartner, the workshop operates entirely independently and takes responsibility for interacting with customers but has the opportunity to access selected central services to simplify day-to-day operations. They can, for

example, access business systems, technical support systems, and ready-made marketing materials.

"Through this partnership, we want to provide workshops with an alternative affiliation, offering quality spare parts, support, and service. We can tailor a delivery setup that fits the specific workshop and complement it with services that facilitate their daily routine," says Anders Nilsson, Sales Director at KGK.

The launch of Autopartner took place on 2 October and has rolled out to the Swedish market in the weeks thereafter throughout Autoexperten's 54 stores across the country.

"Autopartner is an established brand in Europe which we through our membership in ATR can establish here in Sweden. The partnership will provide workshops and stores the opportunity to develop their operations, build strong relationships, and offer high-quality services to car owners throughout Sweden," Anders concludes.

KEY FACTS

KGK and one of Sweden's largest postal service companies PostNord have entered into an agreement for establishing charging and service stations across the country in order to meet PostNord's long-term sustainability and transportation goals by 2027.

"Through this partnership, we want to provide workshops with an alternative affiliation..."



Motorex, happy 25th birthday!

This year Motorex is celebrating its BIG 25th BIRTHDAY!



The trust of our customers has always been our commitment and we will continue with even greater enthusiasm to always meet and even exceed their expectations. Because Cars Trust Motorex and we are very proud."

Let's remember... Motorex is the largest and most successful sales chain of car parts in Bosnia and Herzegovina. Established in 1998, Motorex has grown from its humble beginnings to a trusted and preferred importer and distributor of spare car parts of more than 90 worldwide recognized manufacturers of car parts and additional equipment. At this moment, Motorex offers more than 80,000 different items. It also expanded its warehouse, from 3,500 m² to the current 9,000 m². All brands represented by Motorex meet the

At this moment, Motorex offers more than 80,000 different items.

highest international standards of quality and safety (ISO 9000, ISO 14000, ISO/TS/16949, etc.), and most of them produce original installation equipment. From a little store in Gracanica, Motorex has grown into a household name for spare car parts that today counts 39 stores around Bosnia and Herzegovina, and a few others that are in the process of opening up, working with around 4,000 satisfied car mechanics and an even bigger number of loyal and satisfied customers.

On this occasion, Motorex would like to emphasize that it is also very proud of its MTEC (Motorex Technical and Educational Center).

MTEC is the first and only centre for training and improvement of people from the automotive industry in Bosnia and Herzegovina.



Motorex in numbers

- 500 employees
- Warehouse: 9,000 m²
- 39 retail outlets in BiH
- more than 80,000 different items sold
- more than 1,000,000 units per annum
- more than 90 brand names in the portfolio

monitoring developments in the car industry to ensure the adoption of new technology and methods when it comes to car diagnostics and through theoretical and practical examples, to work on professional approach to customers and service.

Car service technicians and car mechanics have recognized the value and importance of MTEC and regularly attend trainings which they leave satisfied and ready for new experiences that the modern car industry brings.

Motorex's Vision

To become a leading importer and distributor of the world's famous manufacturers of all kinds of passenger cars and light-duty vehicles, which will be recognized by the quality and satisfied customers and thereby contribute to traffic safety.

Motorex's Mission

To provide its customers with the highest quality of auto parts at affordable prices through continuous monitoring of the market and direct connections with

world-renowned manufacturers of first-installation car parts of proven quality.

Motorex's values

- Satisfied customers
- Long-term guarantee of product quality
- A wide range of products
- The expertise of employees
- Suppliers that meet the highest international standards of quality and safety
- Developed network of branches
- Modern software and hardware equipment, quick and easy one-stop shopping and processing of orders

With the aim to continuously provide support to its customers and car mechanics, Motorex regularly organizes professional trainings, aiming to highlight the importance of modern technical training and motivating car mechanics to work together to strengthen road safety through

KEY FACTS

Established in 1998, Motorex has grown, from its humble beginnings out of a little store in Gracanica, into a household name for spare car parts that today counts 39 stores around Bosnia and Herzegovina.

quality parts and high-quality installation. It is Motorex's pleasure to point out that the car mechanics have recognized this goal, which is confirmed by the fact that the number of those who work with Motorex is increasing on a daily basis.

Motorex strives to provide its customers and partners with a complete and quality service. The constant growth of its consumers and partners and tradition over 25 years confirms Motorex's success on that path, which is why Motorex stands right behind its slogan: Cars Trust Us!



MTEC (Motorex Technical and Educational Centre) – the first and only one in BiH in the automotive sector

50 YEARS



Mission with Passion

bilstein group's Sales Director Ulrich Wiedemuth celebrates 50 years with the company

bilsteingroup®



At his age, many people would slow down and look forward to retirement. Not so for the dedicated salesman – even at 65, Wiedemuth is still initiating one project after another. “Nothing is as constant as change and I always want to try out something new if it helps my employees and us as a company.”

“Uli Wiedemuth is a caretaker who challenges and encourages as well as recognises potential. He has become an integral part of the group of companies and has contributed substantially to the global development of the bilstein group.”
Jan Siekermann, Group Managing Director

Always supporting customers

“They often need a different form of support and articulate it differently. It's all about business. As a salesperson, it is my job to listen carefully to the customer and to take care of them. We therefore see ourselves in sales first and foremost as service providers for customer satisfaction.”

However, for Wiedemuth, his focus is directed even more towards the future development of business relations and

the Independent Aftermarket in general. “Everyone who has potential, and wants to influence and participate in the future of our market with us, is invited to become a vital part of the bilstein group's continuous evolution. Our approach has always been to go wherever we can create long-standing business relationships. This not only makes us free to go wherever and with whomever we can make business, but also a truly independent group of companies.”

Ulrich Wiedemuth is still following this path today and intends to continue for at least another two and a half years – regardless of the retirement age. His mission is and remains to do everything “with passion or not at all”.

KEY FACTS

“Do it with passion or not at all.” If there is one thing that has characterised Ulrich Wiedemuth since day one with the company, it is his passionate commitment – with him, there is only 100%.

Maximizing Efficiency and Performance:

OE Quality Standards in Aftermarket Manufacturing

BOSAL aftermarket provides innovative product solutions within the emission control and chassis market

bosal : aftermarket

KEY FACTS

Bosal Research and Development department is involved in developing durable and environment-friendly products, such as a clean exhaust system that meet EURO5 & EURO6 standards.

As a family-owned global leader, with an established OE pedigree and 100-year history, BOSAL has long experience and knowledge in the manufacturing of aftermarket exhaust and chassis parts. Through state-of-the-art development competencies, strict selection and

tion engine by converting these gases into less toxic substances.

Platinum Group Metals (PGM) is the key to a high quality catalytic converter

A catalytic converter consists of a stainless steel case and fiberglass mat in order to isolate, hold and protect the internal ceramic brick which is wash-coated with PGM (Platinum Group Metals). In most cases, a heat shield is also added to prevent radiation of excessive temperatures.

The wash-coated with PGM includes:

- Platinum
- Palladium
- Rhodium (the most expensive metal in the world)

Starting from the EURO IV standard, a 3-way catalytic converter has been introduced to meet the international standards by reducing the harmful gases in 3 steps.

The conversion of the gases is achieved by a chemical process due to the PGM loading of the ceramic brick inside the catalytic converter. Hence, the level of PGM loading is important for the correct functioning of the catalytic converter and answering to the European emission levels. At Bosal, their production processes are designed to meet the international homologation standard.

Cheap and non-homologated catalytic converters – a risk for the car drivers

Because noble metals are 40% of the production cost, cheap catalytic converter suppliers therefore, are using less loading

to save their costs, resulting in low prices. However, it has many consequences for the car engine, human health, and the environment. A high-quality standard is needed for car drivers to drive safely. A cheap and non-homologated catalytic converter will:

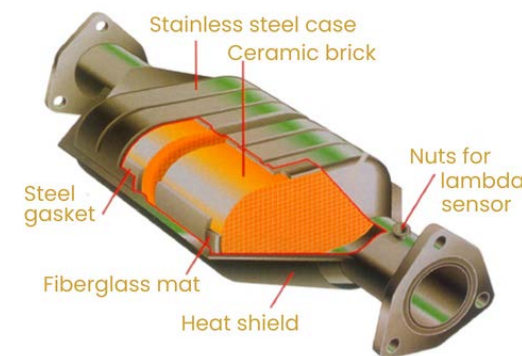
- Reduce performance
- Increase pollutant emissions
- Damage the engine
- Affect health
- Reject the MOT test
- Have more cost at the garage

Cheap in the beginning but expensive in the end!

With the Bosal catalytic converters, you drive on the safe side!

- High durability
- Long-term emission reduction
- Less harmful to health
- Environmental-friendly
- High and outstanding performance
- Good price/quality ratio
- Strong coverage and availability
- Homologated to European standards and legislation

Connect with Bosal to [LinkedIn](#) or to their [website](#)

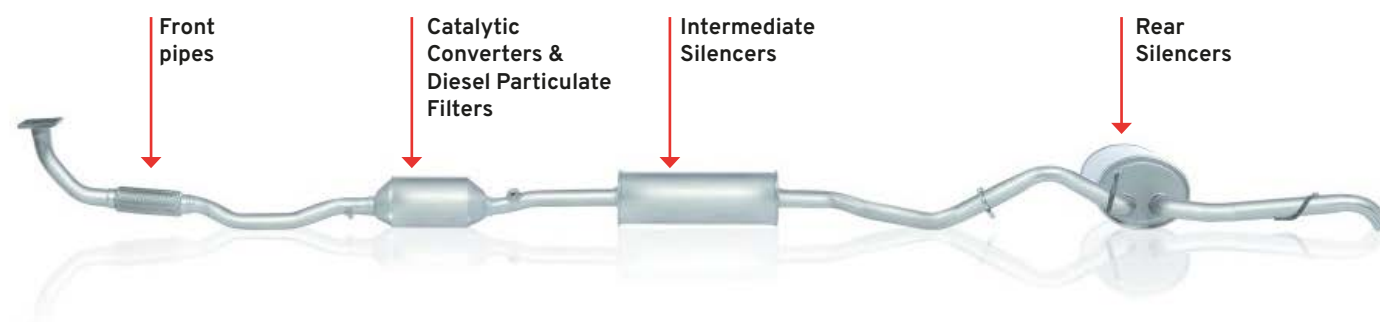


purchase of raw materials, Bosal's products are developed with the use of latest technology in manufacturing. Bosal's high-quality product range is extended with an all-round service to the customer, strong availability and fast delivery.

How important is a catalytic converter?

All cars produced or imported in the EU are obliged by law to reduce emissions of carbon monoxide, hydrocarbons and nitrogen oxides to or below the legislative levels. Because of this legislation, catalytic converters are in high demand.

Catalytic converters are devices that help reduce harmful gases and control the exhaust emissions of an internal combus-



Bosch Spark Plugs – Technology that also fits for Hybrid Vehicles



Modern spark plugs such as the Bosch EVO are already suitable for the latest hybrid applications and ready for future requirements

KEY FACTS

Bosch spark plugs work for hybrid vehicles, which are designed to cope with higher demands of frequent cold-starts.



Charging the high-voltage battery of a plug-in hybrid vehicle



Bosch EVO spark plug

engine in inner-city traffic while effectively supporting it in operations under high loads – a relief for the spark plugs. However, this also implies higher frequency of cooler operating points. This increases the sooting and causes the spark plug to cool down more frequently. Deposits can build up on the insulator nose, which can create a partially conductive, competing pathway. This can result in an inefficient spark or in the worst case in failure to ignite. However, this doesn't occur with Bosch spark plugs as they are subject to cold-start tests implying such an extreme temperature behaviour.

Future-oriented technology: Bosch EVO spark plugs

The hybrid-vehicle car park will continue to grow while engines become more powerful and more efficient. Robust Bosch EVO spark plugs are already designed to cope with these upcoming demands.



Broad range of Bosch spark plugs

Cold-start tests for Bosch spark plugs

Phase 1: deep cooling

The vehicle cooled down to -20 °C is shortly driven in first gear, parked and cooled down again.

Phase 2: ignition

After half an hour of cooling, the engine is started again, sped up and gears are switched. Afterwards, it is cooled down again.

Phase 1 and 2 are repeated 10 times.

There has been a continuous development of electric vehicles for many years already. As a technology to bridge the gap, the number of hybrid vehicles equipped with both a gasoline engine and an electric drive is increasing as well. These vehicles' combustion engines are subject to the same emission regulations as other gasoline engines. Accordingly, modern Bosch spark plugs can be used for hybrid vehicles without any restrictions.

Bosch spark plugs: fit for hybrids

Car drivers highly appreciate the silent electric motor substituting the gasoline



Superior Style and Extra Performance for Passionate Drivers

With Brembo's experience in OE comes an exclusive product 'line-up' that includes a broad portfolio of braking solutions dedicated to the Aftermarket

Brembo is pleased to present the Xtra range, its cool replacement 'line-up' of braking solutions that combines distinctive performance, with an attractive design, to enhance the pleasure of sporty braking in every driving condition. Directly derived from Brembo's extensive expertise in innovative processes and solutions for the Original Equipment market, the Xtra products perfectly suit the needs of passionate drivers - helping take their experience on the road to the next level through customising elements of their cars.

With 60% of vehicle parc coverage, the Xtra range already includes more than 300-disc part numbers, 200 brake pads and X-Style calipers, which are the most recent members of this product family. In particular, the Xtra range is made up of Brembo Xtra discs, Brembo Max discs, Brembo Xtra brake pads and Brembo X-Style calipers.

Brembo Xtra discs are developed to offer an efficient cooling system with greater air circulation and improved heat

and water dissipation capability. The sporty aesthetic is characterised by performance-enhancing holes in the braking surface which generate a scraping effect that cleans material from the surface and reduces brake disc wear.

Brembo Max discs are engineered with a unique shape that enhances the functionality of the braking system to ensure an immediate application response in the brake pedal. In fact, the slotted disc enables a higher friction coefficient to improve performance, as well as in the initial stages of braking and even at high temperatures. Moreover, Brembo Max grooves are developed to control brake disc wear conditions with a protective UV coating to help prevent corrosion.

Brembo Xtra brake pads are designed to work with Brembo Xtra discs and Brembo Max discs to power excellent performance alongside ultimate precision. The exclusive friction material is composed of 30 different components and is the perfect solution. It is derived from Brembo's OE production and designed to enhance

sports driving pleasure without compromising on comfort, safety and durability on the road.

Brembo X-Style calipers are the latest line of the Aftermarket Xtra segment. It's an ideal solution to customise premium models with the renowned elegance of the Brembo aluminium calipers and the touch of originality provided by colour - meeting the individual, unique and distinctive style of each passionate driver.

The Brembo Xtra range, which is regularly enriched by the introduction of new items, is already available on the market. Check it out [here](#).

KEY FACTS

Brembo's Xtra range replacement 'line-up' of braking solutions that combines distinctive performance, with an attractive design, to enhance the pleasure of sporty braking in every driving condition is now available.

Streamline your Brake Service



Everything your workshop needs – and it's not just a comprehensive range of spare parts in OEM quality, it's also the right tools and expert support – especially when it comes to brakes. ATE offers a complete ecosystem for professional brake service

ATE Hotline
Experienced brake specialists assist callers who have brake-related questions.

+49 (0)69 15040150
ate-brakes.com/services/helpline

ATE Spare parts
Discs, pads, fluids and many more items in OE quality.

ate-brakes.com/products

ATE TrainingsCenter
OE knowledge brought competently to the workshop.

ate-brakes.com/services/trainingscenter

ATE Brake accessories
Test and inspection equipment, bleeding equipment, disposal and a wide range of special tools for all work steps.

ate-info.de/en

To provide their customers with a professional brake service, workshops must have access to high-quality parts. However, brake replacement parts such as Original Equipment quality discs and pads are only one side of the coin – the other is know-how and the right tools. In other words, the necessities that help workshops provide perfect service to their customers. And that's exactly what Continental is committed to with its premium ATE brake brand. Tools, hotline and training courses are precisely tailored to the requirements of professional brake repair. This simplifies everyday workshop work and ensures safety during every repair step.

Excellence in parts, tools and know-how

If brake pads or brake discs are installed with the wrong tool or components aren't cleaned completely, discomforting issues

like annoying braking noises may arise. This is why Continental offers a full range of special tools for brake service: Test and inspection equipment, bleeding equipment, matching bleeding unit adapters, disposal equipment, and fully equipped workshop trolleys with special brake maintenance and repair tools.

Always up to date – thanks to a hotline and training courses

The ATE hotline is an essential point of contact if you have any technical questions about brakes. The hotline team comprises experienced brake specialists who provide competent assistance. As an Original Equipment manufacturer, Continental has first-hand information at its disposal – and this knowledge is passed on in practice-oriented and customised training courses and seminars.

In this way, independent workshops with a constantly changing fleet of vehi-

cles will always be up-to-date and fully supported with the necessary services and spare parts. Whether it's special tools such as the "E-Mobility" set of bleeding unit adapters or the relevant training courses that teach workshop staff the necessary knowledge.

With the comprehensive range of brake service products, workshops have the opportunity to develop their brake business comprehensively and in a customer-oriented manner – bringing in more business success.

Please visit the ATE website to find more information on all of the brake products and services: www.ate.de

KEY FACTS

Continental's premium brake brand ATE offers independent workshops a comprehensive ecosystem for their brake service business, including OEM-quality spare parts, workshop equipment, special tools, a hotline and a full range of training courses.



Brake services on e-vehicles will increase: The ATE "E-Mobility" set of bleeding unit adapters covers the lion's share of the current Electric and Hybrid Vehicles on the European vehicle market.

All for one: Belt Drive Components for the EA288 evo



The EA288 evo powers many vehicles from the Volkswagen Group. To ensure that everything runs smoothly during repairs, Continental offers all belt drive components in Original Equipment quality

KEY FACTS

Continental ensures that mechanics are fully equipped to carry out all repairs on the belt drive of the VW's EA288 evo (both with and without mild hybrid).

Volkswagen executives were visibly proud when they unveiled the update to VW's EA 288 engine, almost five years ago to the day, at the International Vienna Motor Symposium in Vienna's Hofburg Palace. And rightly so. It may not have been given the most spectacular of names – the new diesel engine has only the suffix "evo" to show for its development journey – but the capability and performance of the new four-cylinder unit was remarkable: significantly lower fuel consumption, more power and higher torque, at the same time, quieter running and super-rapid response.

In addition, the engine was already prepared for mild hybridisation. And in 2019 it was updated to include twin dosing technology. The combination of two SCR catalytic converters enabled the vehicles not only to meet the Euro 6d ISC-FCM AP exhaust gas standard in the lab, but also to record impressively low emissions figures in the Real Driving Emissions (RDE) test. The engine has since provided reliable service in a host of Volkswagen Group models, including the Volkswagen Golf, Tiguan, Passat and Arteon ranges.

Fast forward some five years and the vehicles are now coming into workshops for their scheduled services. Continental ensures that mechanics are as well equipped as possible to carry out all repairs on the belt drive of the EA288 evo (both with and without mild hybrid). To this end, we carried over the relevant components from our OE range into the aftermarket line-up at an early stage. Our kits ensure mechanics can access all the parts they need for the EA288 evo, as with other engines: from the special multi V-belt EXTRA and the typical tensioning elements to the electrically controllable water pump. The latter is made in

Germany to proven OE quality standards. The complete product range can be found in the Product Information Center PIC www.continental-ep.com/pic.



For even greater safety

Elring presents new product labels

Elring is once again setting standards when it comes to product safety and is now including an innovative product label with a unique individual QR code on all products to provide users with extra safety. Previously, an additional hologram was only affixed on certain product groups. A hologram with various safety features is now integrated in the product label. This means that all product groups come with an adhesive label, providing additional protection against counterfeiting.

Elring is working hard to combat counterfeiters with an innovative label, because cheap counterfeits often pose an enormous risk, especially in the automotive spare parts sector. “To offer our customers the highest possible safety, all Elring products will come with an individual label in the future,” says Harald Reinhardt, Director of Product Management & Technical Marketing IAM.

Each individually printed product label has a unique code. This unique code can be checked with a QR code on the label.

“Our customers can check the authenticity of the purchased product by scanning the printed QR code. The authentication system knows every single, globally printed product label and identifies counterfeit or copied label codes.” explains Reinhardt.

When scanning the QR code, users not only receive information on product authentication, but are also transferred directly to the respective article in the Tecdoc catalogue. “The customer has all relevant technical information, such as vehicle and engine links, with just one click,” promises Reinhardt. Information on the disposal of packaging materials is also provided in accordance with an EU regulation.

The new labels will be applied to newly produced Elring products from now on.



KEY FACTS

In its effort to combat counterfeiters, all Elring products will come with a QR code on the label. And the authentication system knows every single, globally printed product label and identifies counterfeit or copied label codes.



KEY FACTS

Exide was the first battery manufacturer to launch the AGM Start-Stop battery on the European Aftermarket in 2004.



Crank up Start-Stop Performance

Change up to the next generation of Exide AGM battery



The inside secret to the success of Exide's next generation AGM can be found in the new radial design of the positive grid. After extensive testing and refining, the new precision grid makes the best even better by maintaining greater voltage quality.

The real-world benefits of this breakthrough are summarised by:

Improved engine cranking

when the battery is operated at lower temperature, at a lower SoC (State-of-charge) or over a longer lifetime.

Lower voltage drop

during multiple engine re-starts when operating the Start-Stop function in urban traffic conditions.

Longer life

supported by more accurate measures by the latest BMS systems and most advanced battery testing devices.

Drivers of larger Start-Stop vehicles with higher equipment levels and who also demand reliable urban eco-motoring, should change up to the new higher performance Exide AGM options.

New Exide AGM Range

Code	Ah	CCA A(EN)	Box
EK620	62	680	L02
EK720	72	760	L03
EK820	82	800	L04
EK960	96	850	L05
EK1060	106	950	L06

For more information about Exide Start-Stop AGM and EFB batteries, supported with a full range of workshop tools and apps, contact your local Exide representative.

Sustainability and Efficiency at HELLA

Opportunities and Challenges of Digitalisation

Electromobility, autonomous driving, and the accompanying connectivity are rapidly transforming mobility. Workshops face the challenge of adapting to new types of propulsion, highly complex interconnected control systems, and a multitude of ADAS. Additionally, ecological and sustainable thinking is increasingly coming into focus due to climate change. A significant portion of this transformation is happening on the digital level.

HELLA is responding to these changes

Under the umbrella of FORVIA, the digitalisation of vehicles – vehicle components,

workshop everyday life. “This is achieved through the networking of electronic devices with information platforms, external data sources, and retail inventory management systems,” explains Böppler. This is done, for example, with the browser-based service assistant macsDia from Hella Gutmann Solutions. The digital tool can be used as a stand-alone tool or as a digital module integrated into an operational management system, contributing to the ‘end-to-end’ digitalisation of workshop processes.

Permanent access, always and everywhere

But digitalising the workshop involves even more aspects: Many repairs and services can no longer be carried out without access to data and external backends. “Therefore, we are proud of the cyber security management implemented in Hella Gutmann software,” says Jörg Schläpke, Chief Sales Officer at Hella Gutmann Solutions. “It allows our partner workshops to communicate with access-protected latest vehicle generations from currently 14 brands without additional effort.”

Intelligent tools and services from HELLA

Workshops without digitalised or only partially implemented structures fall behind market requirements. “However, it must also be understood that mechatronics technicians are not IT specialists, nor do they wish to become ones,” Schläpke emphasises. “And that’s where we come in: We want to support our customers with intelligent tools and services so that they can focus on the essential technical work on vehicles.” The benefits of the diagnostic

devices from HELLA Gutmann Solutions: They operate on a plug-and-play principle and are designed in their

software architecture to automatically choose the shortest paths, unlock security gateways, and establish connections to relevant data portals. The pinnacle is the “Automated Diagnosis” – an intelligent, continuously self-improving system that utilises Artificial Intelligence (AI) and Big Data technology to automatically generate a statistically validated diagnosis result. This includes the problematic component, all after just one initial click by the user. If the device is linked to a spare parts catalogue, the workshop can order the part through the digital process. This equips the workshops well for digitalisation.

“By connecting electronic devices with information platforms, external data sources, and merchandise management systems in retail, HELLA enhances the potential for sustainability and efficiency in the workshop daily routine.”



Alexander Böppler, VP Sales IAM Central / Eastern Europe & International Key Accounts at HELLA

KEY FACTS

HELLA is enhancing the potential of sustainability and efficiency in workshop everyday life.



What does the future of the workshop look like? HELLA provides a preview.



“HELLA wants to support its customers with intelligent tools and services, so that the mechatronics technicians can focus on the essential technical work on vehicles.”

Jörg Schläpke, Chief Sales Officer at Hella Gutmann Solution

through webinars, research on the workshop platform HELLA Tech World, or HELLA Partner World for wholesale partners.

Sustainability and efficiency in workshop

Furthermore, HELLA is enhancing the potential of sustainability and efficiency in

Double Hydraulic Stops Comes to the Aftermarket



At a time where active suspension is becoming a reality in passenger cars and semi-active solutions are present in more segments than ever before, a collaboration between KYB and Citroën introduced a new suspension concept based on passive shock absorbers that is capable of approaching the high performance of the semi-active systems with significantly more competitive costs. It was developed and applied as original equipment to the Citroën C5 Aircross, which originally launched in 2017. The vehicle was nominated for the 2019 Car of the Year award and won the 2019 CarWow Comfort Award. KYB was also awarded a Supplier Excellence award from PSA following this very successful development.

This KYB technology has two hydraulic stops inside the shock absorber – one for compression and one for rebound. These slow down the action of the shocks, reducing any jolt effect when a shock absorber transitions from compression to rebound. They absorb the shock and disperse it as heat, returning it to its resting position in a more progressive manner.

Until now this technology has only been fitted to brand new manufactured vehicles, however, in 2022, it became available as aftermarket parts from KYB – part numbers

3348095 & 3448033. KYB is the only company to offer these parts to the aftermarket. Currently there are over 150,000 C5 Aircross on European roads equipped with double hydraulic stops.

With this technology, the total stroke of the shock absorbers can be divided into three differentiated parts for which the shock absorber will provide different characteristics. The first part corresponds to the position around the centre of the stroke. In this working area the conventional valving in the piston and the base valve provides the damping forces. The second and third parts correspond to the positions close to the end of the rebound and the compression strokes, with the hydraulic compression and rebound stops responsible for providing additional energy absorption.

This split allows the shock absorbers main valves to focus on comfort and the two hydraulic stops take responsibility when more demanding situations are encountered, thus increasing both comfort and handling performance. To achieve this effectively, both the rebound and compression stops have to be able to provide sufficient energy absorption and to have a very flexible response. This patented technology provides an unprecedented comfort level and what PSA describes as a

“flying carpet effect”, as the car feels like it’s flying over bumps and holes in the road.

KYB was able to develop a system that combines robustness with a wide tuning range, which provides the vehicle with a soft damping when comfort is demanded and with excellent handling when control is needed. It is important to highlight that these features are met with a passive system which assures an unbeatable response time and a competitive cost.

KEY FACTS

KYB and Citroën introduced a new suspension concept based on passive shock absorbers, which was developed and applied as original equipment to the Citroën C5 Aircross, and launched in 2017, which won the 2019 CarWow Comfort Award.

Jordan Day, Marketing Manager for KYB Europe Aftermarket, explains “having this technology available to the Aftermarket is an exciting addition to our existing range and will allow motorists to continue to enjoy the award-winning comfort these shock absorbers offer. It’s another great example of how KYB is at the forefront of OE suspension research and development”.



Maximum Flexibility: The MAHLE Aftermarket Training Portal

MAHLE



MAHLE Aftermarket's extensive range of training courses is now also available bundled in a training portal – with additional offers and opportunities to further expand its own expertise. On training.mahle.com you can register for training courses, manage them, and view your own learning progress. In addition, the direct entry into the live online trainings and e-learnings takes place here.

Flexible booking, flexible learning

You don't have to come to MAHLE to take advantage of their learning opportunities. If training on site is not possible on your part or if you would like to minimise expenses and downtimes, we are happy to conduct training courses online. In order to cover all your needs, the training offer includes three areas.

The **face-to-face trainings** focus on theory or practice. In every case, you will receive pure first-hand know-how from technical experts who are available to answer questions during and after the training – whether at your site or at a MAHLE location near you.

The **interactive e-learning** offers are free of charge and can be completed at any time with free time management. The browser-based online trainings run on all PCs, tablets or smartphones and are available around the clock. Expanding your knowledge playfully is also fun.

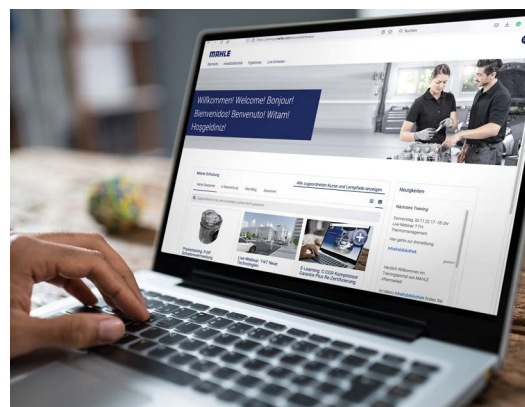
The free of charge **live online trainings** with MAHLE's experts show you how to work easier, better and more efficiently. These usually take place on a monthly basis and cover current topics.

Your way to the training portal

You can register quickly and easily at training.mahle.com/ self-signup. Only your name, e-mail address and the code MAHLEEN must be filled in. After successful confirmation of the registration link by e-mail, you can browse the training portal and register directly for suitable training.

If you have any questions about any

training topic, please contact MAHLE directly at ma.training@mahle.com. For more information and to contact MAHLE directly, please visit this page: [mahle-after-market.com](https://mahle-aftermarket.com)



KEY FACTS

The MAHLE Aftermarket training portal offers flexible booking, flexible learning and focus on theory or practice.

Filtration is Sustainability

MANN FILTER

Sustainability is more than just a “green wash”. There are three dimensions to sustainability – ecological, economic and social factors

At MANN+HUMMEL, they see themselves as pioneers and are adding a fourth dimension to these concepts. As a technology-driven company, they have now been developing innovative solutions for over eight decades. They firmly believe that technology is an essential dimension of sustainability. In the case of MANN+HUMMEL, the technology dimension is the filtration dimension.

MANN+HUMMEL filtration solutions enable their customers to produce and operate in a more environmentally friendly and sustainable manner. Filtration separates the useful from the harmful and ensures, among other things, that machines can be operated for longer, clean breathing air is available and the scarce resource of water is conserved. In this way, they contribute to clean mobility, clean air and clean water.

At the same time, MANN+HUMMEL focuses on a sustainable use of resources

in the manufacture of their products and solutions.

The improved MANN-FILTER C 24 005 air filter, for example, contributes to this with its evolved filter medium made from recycled plastic fibers. “One square meter of filter medium now contains plastic from up to six 1.5-liter PET bottles. This has enabled us to triple the proportion of recycled fibers and consequently make an important contribution to the careful use of resources,” explains Jörg Schömmel, Senior Range Manager for Air Filters at MANN-FILTER.

More air filters like the C 24 005 with this medium will be launched on the market. Their green, recycled fibers distinguishes these air filters from others. They meet the replacement intervals prescribed by vehicle manufacturers even under dusty conditions, and are characterised by their flame-retardant properties. The new MANN-FILTER air filters are also supplied in OEM quality.

Thanks to the multilayer MICROGRADE A-S medium, the separation efficiency of C 24 005 air filters is up to 99.5%, when tested with ISO-certified test dust. Thanks to its high dirt holding capacity throughout the entire service interval, the air filter requires only 30% of the filter medium area of traditional air filters based on cellulose media. The fibers of the evolved medium are certified according to Oeko-Tex Standard 100, meaning they are tested for pollutants and declared non-harmful.

Filters from MANN+HUMMEL are in continuous development. As well as meeting technical specifications, one of the most important factors for MANN+HUMMEL is sustainability.

KEY FACTS

As a technology-driven company, MANN+HUMMEL has been developing innovative solutions for over eight decades and whose filtration solutions enable their customers to produce and operate in a more environmentally friendly and sustainable manner.



MANN-FILTER air filter with increased proportion of recycled fibers

Staying in Balance

Smoother rides with increased traffic levels:
How garages can maintain steering and suspension systems at the top level

Steering and suspension systems are changing, due to the greater responsiveness and the specific demands of EVs and Hybrids. Find out how to keep up with the changes, please your customers and generate income too.

Increased part wear and shorter replacement intervals are a frequent result of modern cars getting heavier and more powerful. Garages are only able to guarantee safety and comfort in any driving situation by installing steering and suspension parts that are designed and manufactured to the highest specifications. New requirements for e-vehicles must also be taken into account, which in some cases requires completely new qualifications such as higher-voltage. Workshops need a good partner to realise their full potential in repairing and servicing EVs. MEYLE is intensifying its dialogue with workshops and the aftermarket in order to better understand requirements and provide them with the best possible support in this development.

Climate-neutral and e-vehicles

Sustainability has always been the concept behind MEYLE HD products: repairing rather than replacing the entire unit with

steering and suspension parts more durable than the original (in future climate-neutral and increasingly developed for e-vehicles). As an example, MEYLE's engineers analysed the problem of Tesla drivers from all over the world who reported annoying squeaking noises in vehicles of the series Model 3 and Model Y. After intensive product developing, with the MEYLE HD control arm, MEYLE can provide an alternative to the original part that is technically improved.

Critical need – not only in winter

What MEYLE sees in the market, to save production cost and accelerate development, OEs tend to use conventional steering and suspension components like rubber or hydraulic bushings on their first electric vehicles that are made for combustion engine vehicles. Due to the higher weight of the E-cars, these bushings – or suspension components in general – tend to fail quickly, for example, through braking and accelerating. MEYLE is now addressing this critical need for their customers around the world by analysing exactly which parts for Tesla and other EVs will be most needed in the coming years, and where MEYLE can add the most value

for independent workshops and vehicle owners. MEYLE's goal is to consistently expand their eSolutions offering, especially for new EV brands such as Tesla, Polestar and others. Not only during wintertime, but it is also important to be prepared and updated on product groups that include parts, which suffer the most from dirt, water and salt. These are the key-kill factors for steering and suspension parts. MEYLE's Tesla Model 3 Control Arm is a good example where an OE failed to make a robust product that withstands winter conditions – which is a long-term benefit, not a seasonal opportunity.

Repair market for e-vehicles will develop decisively

No matter what the engine – MEYLE's teams are constantly identifying weaknesses and areas for improvement in OEM parts. For Tesla, they have already developed more than 50 parts in the area of steering and suspension. In total, they have built up a portfolio of more than 1,500 parts for electric vehicles, which they market under the eSolutions label. eSolutions is MEYLE's growing parts portfolio for e-vehicles with its own label that sits beside the "Original, PD, HD" product lines and alongside MEYLE KITS in the MEYLE brand architecture. They expect the repair market for Tesla and other e-vehicles to develop decisively over the next two to three years.

MEYLE

KEY FACTS

MEYLE has a steadily growing range of training courses. The experts not only bring clever repair solutions but also a multitude of know-how and practical tips on topics such as electromobility, oil changes, brake systems and many more.

Detailed information on the different trainings can be found here: <https://www.meyle.com/trainings/>



With products like the Tesla HD control arm, MEYLE underlines its expertise in the field of electric mobility. (Source: MEYLE AG)



Nissens
DELIVERING THE DIFFERENCE

Premium Turbo Replacement from Nissens

Convenient solution & Competitive range

KEY FACTS

Nissens offers a line of 40+ turbos with electronic actuation dedicated to the newest Euro 5 and 6 engines, several of which are equipped with OE-manufactured electric actuator.

Nissens Automotive is a trusted provider of premium turbo replacements for all vehicle segments. The company offers a very convenient solution of factory new parts with no surcharges or return of old units and securing an easy and safe installation as parts like gaskets, prime oil, and stretch bolts are included in the box (First Fit). Nissens' Turbo range covers over 355 part numbers covering 3,500+ OE references, including 50+ truck turbo models, and is continuously growing to increase the already high, almost 60% EU car park coverage.

Genuine Nissens Quality

Nissens Turbos reflect the high Genuine Nissens Quality standard known from other Nissens parts such as thermal management components. They are designed, manufactured, and tested to secure excellent engine performance, fuel economy, emissions standards, and durability, matching the engine's lifespan. Nissens also offers a comprehensive solution that includes intercoolers, EGR solutions with valves, modules, coolers, and turbo oil feed pipes.

Covering the latest turbo technology

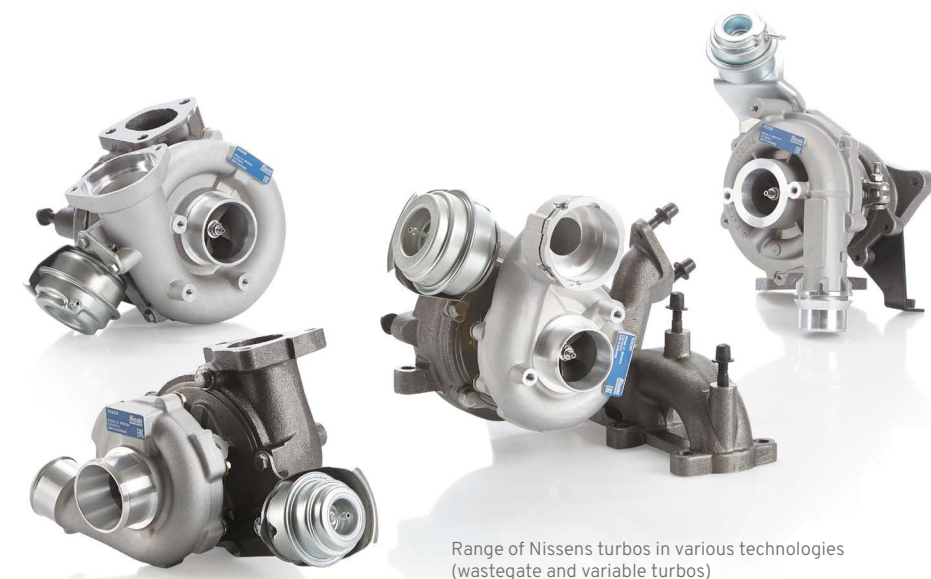
The Danish-based manufacturer is also at the forefront of the latest turbo technol-

ogy, including electrically actuated turbos. They offer a line of 40+ turbos with electronic actuation dedicated to the newest Euro 5 and 6 engines, several of which are equipped with OE-manufactured electric actuator units from HELLA.

Technical Support

Furthermore, Nissens' technical support for the product is also top-notch, with a turbo-dedicated hotline, e-learning, live learning, and technical marketing available to support aftermarket technicians with pro-

fessional turbo installation, maintenance, and troubleshooting. All technical support info available at www.nissens.com/experts. Learn more about Nissens turbo at www.nissens.com/turbos



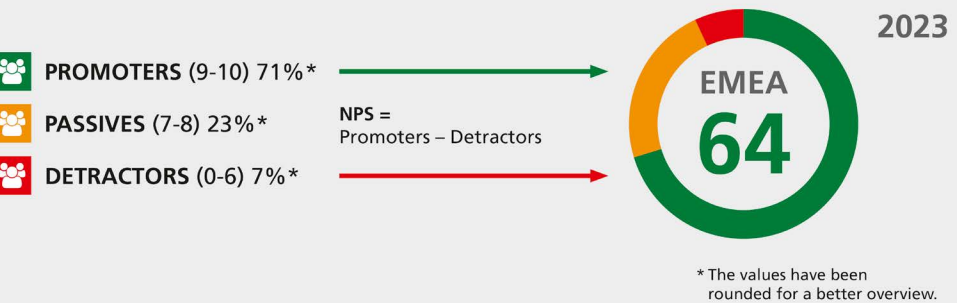
Range of Nissens turbos in various technologies (wastegate and variable turbos)

Excellent Results in Customer Satisfaction

A new survey shows that Niterra, with its iconic NGK and NTK brands, is excelling at meeting customer demands in the Aftermarket.



NET PROMOTER SCORE (NPS) IN NITERRA'S AFTERMARKET



There are two major factors that make Niterra the go-to choice for the Independent Aftermarket. The first is, of course, the company's dedication to engineering excellence. The second is the company's focus on customer service and customer satisfaction.

High customer satisfaction in survey

Customer satisfaction is central to the company's way of operating. That is shown very clearly in the results of this year's EMEA Aftermarket Customer Satisfaction Survey. This survey is actually carried out every two years with the goal of finding out where the company has the highest potential for improvement because even minor points will have great importance to the company's customers. One of the encouraging results of the survey was the very high level of customer satisfaction.

Carried out between April and May 2023, the survey was conducted in 90 countries, 11 languages and questioned 807 direct customers. This year's survey achieved the highest response rate since these surveys began in 2016.

Assessment of customer satisfaction through NPS

The survey is carried out by SKOPOS, an independent research partner with more than 25 years of market research experience. One of the many methods this company has of evaluating customer satisfaction is the Net Promoter Score (NPS). The NPS is based on the likelihood of respondents endorsing a company, product or service to a friend or colleague. This year Niterra achieved an overall Net Promoter Score (NPS) of 64, a result which far outperforms the NPS score of 41 points which SKOPOS sets as a benchmark value for B2B customer satisfaction surveys.

These results clearly show the importance that Niterra places on customer satisfaction, and in particular, reflect the company's ability to meet the varied needs of Aftermarket consumers with its market-leading ignition and vehicle electronics brands.

Customer satisfaction is extremely important to Niterra

In addition, respondents gave the company a score of 8.9 out of 10 in the EMEA region for willingness to recommend, with technical support and sales support scoring 8.7 and 8.9 respectively. Overall satisfaction with the product reached 9.3 out of a possible 10 points.

Once again, the results of this survey demonstrate Niterra's continued goal of maintaining its position as a market leader in its field, offering unparalleled customer service to match its premium product range. The satisfaction of OE and Aftermarket customers has always been a key priority at the company and these scores are proof that it is hitting one of its core business targets.



KEY FACTS

A new survey carried out by SKOPOS, an independent research partner with more than 25 years of market research experience, has demonstrated that Niterra's customers are highly satisfied.



A leading manufacturer NTN defends original quality alongside car manufacturers and Independent Aftermarket players

Driven by your requirements and the commitment of NTN's teams, their know-how is also expressed through a quality of service that enhances your activity. Currently, NTN is producing more than 100 million wheel bearings per year worldwide. NTN, as a world leader in wheel bearings, is today your legitimate partner.

Why choose an SNR brand wheel bearing?

- The NTN Group offers you the widest range of wheel bearings on the market.
- World's leading manufacturer of wheel bearings
 - Applications for nearly 60 manufacturers
 - A depth of range covering up to 98% coverage of the European fleet
 - Excellent range coverage (97%) on Asian vehicles linked to NTN's dual Franco-Japanese identity
 - Original or OE quality bearings and components in all NTN kits

Premium quality parts

NTN Europe is the leading European

manufacturer of wheel bearings; this safety part is produced on all continents.

Quality and performance are the basis of their success, but product reliability and driver safety are also part of their concerns. The bearings are designed and manufactured using the most advanced technologies in terms of steel, lubrication, heat treatment, seals, etc.

With each generation, wheel bearings provide more and more functions, to which are added technological developments.

Did you know?

- NTN's production site in Alès (in France) is exclusively dedicated to the production of automotive bearings and is equipped with the most innovative processes.
- In 2016, "Factory of the future" certification for the Croupillac factory (Alès)
- Alès obtained FORD Q1 certification in 2021, which recognises the highest level of performance of the factory
- On the Alès site, more than 80,000 wheel bearings are manufactured each month

KEY FACTS

NTN Europe is the leading European manufacturer of wheel bearings; its production site in Alès, France is equipped with the most innovative processes and manufactures more than 80,000 wheel bearings each month.

Ecological issues are at the heart of their concerns

NTN is committed to working with car manufacturers to develop parts with high energy and environmental performance with the aim of reducing the carbon footprint of vehicles. Wheel bearings, designed to meet the requirements of these vehicles, are characterised, among other things, by the fact that they can withstand higher operating temperatures and are optimised to support high rotational speeds. New materials also contribute to the technical improvement of NTN's products (ceramic material).

NTN has 93 wheel kits in the range for 100% electric applications.

Introducing OSRAM's street-legal LED replacement lamp

Pioneering innovation from the leaders in automotive lighting

After introducing OSRAM's first-ever street-legal LED replacement lamp, the NIGHT BREAKER® H7-LED¹, OSRAM is making good on its promise to bring LED vision to more motorists with the new NIGHT BREAKER® H4-LED¹.

As the first OSRAM LED replacement lamp approved for use on German roads, the NIGHT BREAKER® H7-LED¹ was a big deal for the automotive service industry. It meant that garages could finally provide their customers with a premium performance upgrade. Legal approval in many countries across Europe followed. Now, just a few months on, OSRAM has revealed

took extensive photometric measurements from real headlights to prove that their LED replacement lamps are compatible with enough existing vehicle models to justify a significant market opportunity.

According to OSRAM, installation of some models of the NIGHT BREAKER LED product family should be done by an automotive specialist, and motorists are encouraged to seek professional advice before purchasing this product, as certain



Pioneers for safety

When you strip away all the flashy design and eye-catching hues, car headlights are engineered to serve one purpose – the vision of the driver, passengers and other road users. For OSRAM, this purpose extends beyond product innovations.

OSRAM's recent campaign, called "The Facts of Light", encourages all garage owners to educate their customers on the dangers of light deficiency and the importance of proper headlight maintenance:

1. Proactively changing lights that have grown dimmer over time
2. Always replacing lights in pairs
3. Upgrading to higher performance lamps

OSRAM's history of innovation and reputation for quality has made them the preferred lighting partner for so many garage owners. The NIGHT BREAKER® LED product family is yet another prime example of OSRAM's unwavering commitment to the industry we love. Not only does it bring a vehicle's technology right up to date, but it also presents an opportunity to build customer loyalty and increase your business.

KEY FACTS

OSRAM's innovative street-legal LED replacement lamp, the NIGHT BREAKER® H7-LED¹, has now been approved for use on German roads, and in many countries across Europe, which means service garages can finally provide their customers with a premium performance upgrade.

Vehicle Specific approvals of NIGHT BREAKER® LED

International movement to legalize LED replacement lamps

NIGHT BREAKER® LED now street legal¹⁾ in:



the NIGHT BREAKER® H4-LED¹, turning their pioneering innovation into a product family.

The road to regulatory freedom

The on-road use of LED replacement lamps had long been prohibited by road authorities. Gaining approval for the NIGHT BREAKER® H7-LED¹ and NIGHT BREAKER® H4-LED¹ was a long and complicated undertaking. Working with the German regulatory body, KBA and the TÜV, OSRAM

models require an adapter, a canbus or both.

Thankfully, OSRAM has made life a little easier for garage owners by offering an exclusive trade kit that includes LED bulbs and necessary accessories.

So, how will you know if a vehicle is compatible or not? That's easy. OSRAM's super-helpful online checking tool will tell you, in a few simple steps.

www.osram.com/ledcheck

¹ Approved LED light source - only applies to the respective countries in which there is approval or to which an equivalent approval applies, and the vehicle models and light functions currently listed in the compatibility list. For more details see www.osram.com/nb-led. ² Dedicated vehicle fleet and/or individual process

Delphi's new Nitrogen Oxide Sensor Range

Covering 70 million vehicles in Europe



Delphi has announced the addition of nitrogen oxide (NO_x) sensors to its parts catalogue. These aftermarket components measure the amount of nitrogen oxide in exhaust gases. NO_x is a greenhouse gas (GHG), so the sensors help to monitor pollution levels and ensure compliance with current and future emission regulations.

The 36 new parts will be available in Europe, the Middle East, and Africa. In Europe, the sensors will fit with over 70 million vehicles. The different sensors will be available for Peugeot, Opel, Skoda, BMW, Renault, and Volkswagen. The range also includes sensors for commercial vehicles, including heavy-duty vehicle brands like DAF, MAN, and Scania.

NO_x sensor standards

Delphi notes that its NO_x sensors undergo extensive testing and meet ISO 9001 and IATF 16949 standards. The parts are developed according to Original Equipment protocols and tested both in controlled environments and in the field to verify full functionality and quality.

The NO_x products join other parts of Delphi's sensor portfolio. The company already offers an antilock braking system (ABS), diesel particulate filter (DPF), exhaust gas temperature (EGTS), mass airflow (MAF), manifold absolute pressure (MAP), cam & crank position sensors, and more. Delphi's portfolio gives it the widest range for many sensor types in Europe.

Diagnostic tools and online instructional content

Delphi aligns its parts offerings, including sensors, with its diagnostic tools and online instructional programs. For instance, the BlueTech diagnostic tool has 3,500 NO_x sensor functions, covering the most popular European brands.

Videos about NO_x sensors and exhaust systems can be found on Delphi's online training platform, Delphi Academy, which also provides a variety of training

modules, real world content and an interactive simulator. As part of Delphi's Masters of Motion program, the website also contains pages specific to NO_x sensors including information on what a NO_x sensor is, how NO_x sensors work, what causes a NO_x sensor to fail, how to test a NO_x sensor, and how to replace a NO_x sensor.

The NO_x sensor range joins Delphi's wider portfolio, which covers passenger and commercial vehicles, and helps to position Delphi as a leading solution provider to workshops supporting them in servicing the vehicles of today, and preparing for the vehicles of tomorrow.

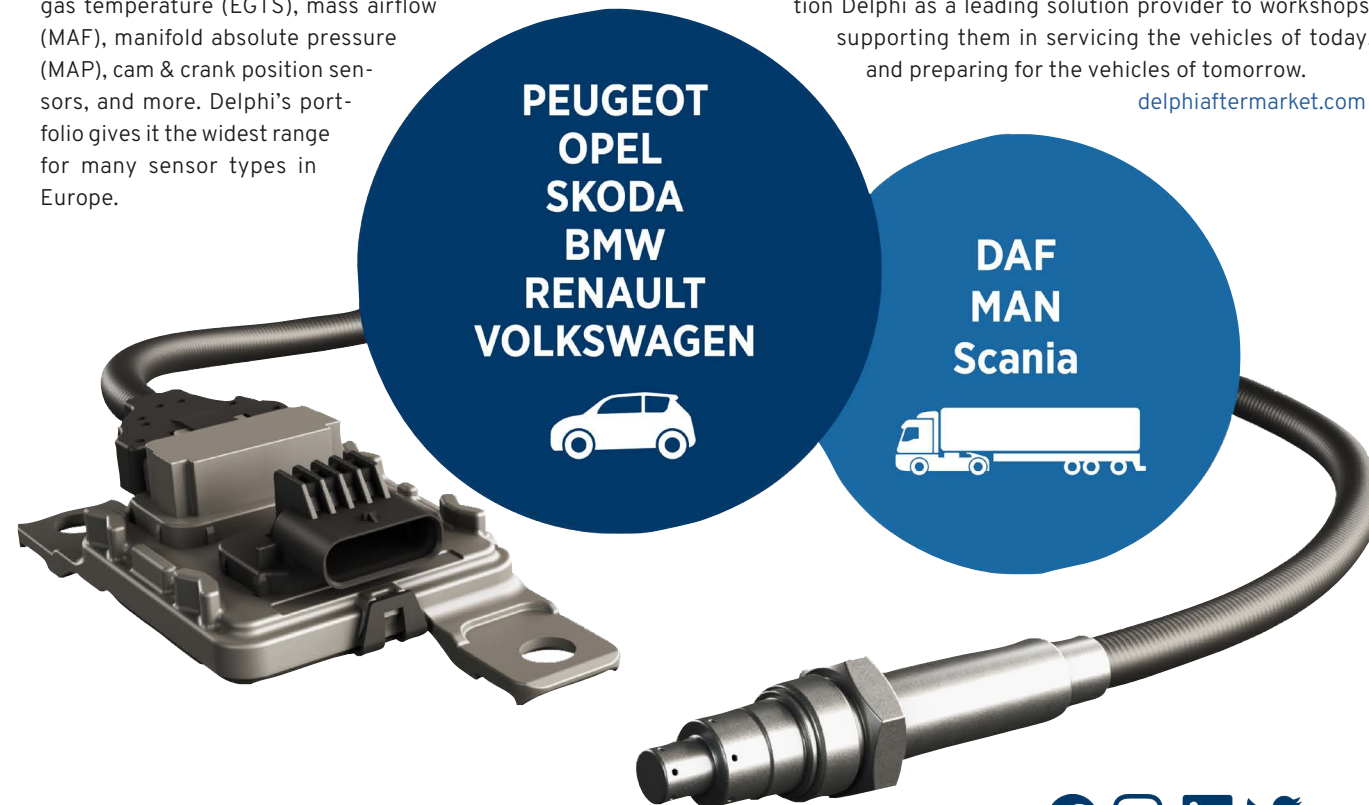
delphiaftermarket.com

KEY FACTS

Delphi's nitrogen oxide (NO_x) sensors undergo extensive testing and meet ISO 9001 and IATF 16949 standards.

PEUGEOT
OPEL
SKODA
BMW
RENAULT
VOLKSWAGEN

DAF
MAN
Scania





Valeo launches Valeo Canopy™, the first wiper blade designed to reduce CO₂ emissions



As part of Valeo's CAP 50 plan to reduce the carbon footprint of its entire value chain, Valeo Service, a Valeo entity dedicated to Aftermarket activities, is committed to gradually reducing the impact of Automotive After-sales activities on the environment and supports its professional partners in their efforts to contribute to a more sustainable Aftermarket.

These ranges come in the form of different products such as clutch kits and DMFs for dual dry and dual wet clutch transmissions, actuators for dual dry clutches and coupling rotors for hybrid applications.

Valeo is launching Valeo Canopy™, the first wiper blade designed to reduce CO₂ emissions by 61% compared to a Valeo wiper blade representative of the majority of wiper blades commercialised in the European market. A performance verified by Bureau Veritas, an independent organisation.

Valeo Canopy's™ rubber blade is made of more than 80% natural, renewable, or recycled materials such as cane sugar, vegetable oils, or carbon black from recycled tires.

An increased share of recycled material is used in other components of Valeo Canopy™ wiper blades, with up to 15% recycled steel in the metal structures and up to 50% recycled plastic in the end clips.

The Valeo Canopy™ range of wiper blades is delivered ready to use, without unnecessary adapters to be thrown away while offering great ease of assembly. It covers 95% of the vehicles in the European car parc.

Valeo Canopy™ comes in 100% cardboard packaging, fully recyclable, and printed with solvent-free water-based inks.

In addition to this action on the specific Valeo Canopy™ range, Valeo is committed to eliminating single-use plastic packaging from all of its wiper blade ranges by the end of 2024 in Europe, replacing them with more sustainable cardboard solutions.

Finally, with Valeo Canopy™, Valeo promotes both the industry and jobs in Europe, since it is manufactured in the Valeo plant in Issoire (France). The site has been particularly committed to an energy efficiency plan for more than 10 years and certified "Energy Management" by the ISO 50001 label.

Marlène Carrias-Iked, VP Strategic Marketing, Digital & Innovation - Valeo Service: "As part of its 'I Care 4 the Planet' program, Valeo is launching with Valeo Canopy™, its first aftermarket innovation designed to significantly reduce environmental impact. This offer responds to an increasing demand for sustainability among consumers. Valeo Canopy™ windshield wipers are scheduled to go on sale in Europe starting this summer in order to be ready for the rainy season."



KEY FACTS

Valeo is launching Valeo Canopy™, the first wiper blade designed to reduce CO₂ emissions by 61% - a performance verified by Bureau Veritas.

Remanufacturing – a vital element of ZF's sustainability strategy



ZF sees climate change as one of the greatest challenges of our time. Sustainability is therefore a central corporate objective for the international technology group. Serial remanufacturing of used components is an essential part of its journey to becoming a climate-neutral company.



for electric drive components and sensors for driver assistance systems. ZF is currently preparing a feasibility study to determine the extent to which electric drive motors, high-voltage batteries, inverters, and camera systems are suitable for reuse and can be upgraded for this.

Doing everything together for the circular economy

ZF not only wants to strengthen circular economy efforts within the company, but believes strongly that customers, partners and other stakeholders should also be included.

Philippe Colpron, Head of ZF Aftermarket, emphasises: "We encourage our customers and partners to join us in shaping a greener future by actively participating in the remanufacturing value chain. For many customers, sustainability is becoming increasingly important when it comes to vehicle repairs. That's why workshops should actively offer remanufactured parts and return the cores to give them a 'second life'. Because real circular economy can only succeed if we all work together."

KEY FACTS

ZF has set itself the target of becoming climate-neutral by 2040 through its respected tradition of remanufacturing.

A closed material cycle is one of the central sustainability goals for ZF, because the company has set itself the target of becoming climate-neutral by 2040. Remanufacturing is an essential part of this project and already has a long, respected history at ZF. The company is now one of the largest global providers of remanufactured automotive spare parts. In total, ZF offers more than 5,500 different products (part numbers) which are remanufactured at 20 ZF locations around the globe – ranging from brake calipers and steering systems to automatic transmissions.

Because used parts are subject to certain export and import restrictions, production capability is required in as many regions as possible. In addition, this ensures shorter transport routes and thus further CO₂ savings. Through these activities, the Group was able to avoid emitting CO₂ emissions equivalent to more than 32,000 tons, compared to the production of new parts in 2022.

Creating the conditions for a 'second life'

The building blocks for remanufacturing at ZF are already laid down during product development. In its new 'Design for Sustainability' standard, ZF outlines the associated requirements for current parts which can then be remanufactured. This serves as a guide for a resource-saving and sustainable product life cycle. The company's objective is that in the future as many ZF products as possible have the technical prerequisites for a 'second life' right from the design stage. Ways in which ZF is doing this include using more corrosion-resistant materials and using connection technologies that allow for damage-free disassembly. In this way, vehicle parts that cannot yet be economically or viably remanufactured will also flow into the material cycle. In addition, some next product generations are already being designed in such a way that they can be remanufactured.

Another project currently in development centres on remanufacturing methods

Service, maintenance and repairs for EVs: what you really need to know

Electric vehicles are taking European markets by storm. With dozens of new models and manufacturers innovating at great speed, it can be a challenge to keep pace. So, what do you really need to know?

The transition to electrification is fundamentally changing the automotive aftermarket landscape. In April 2023, 21% of new vehicles in Europe were “plug-in”, 13 % of which were battery electric vehicles (BEVs).¹ This is a staggering 50 % increase year-on-year for BEVs, spurred by greater diversity of models, government incentives and higher fuel prices. But this momentum is only set to build, with the European Union’s zero-emission target just over a decade

away.² For aftermarket professionals, both novel and seasoned, now is the time to adapt.

Technology types

Despite EVs being around in one form or another for well over 100 years, recent innovations have resulted in a myriad of terms and technologies from almost every manufacturer. Fundamentally, however, there are a handful of powertrain types that technicians should be familiar

with. The first, and perhaps most important, is BEVs. These are also called “fully electric” cars and use a battery to store energy in combination with one or more electric motors to achieve propulsion.

Hybrid electric vehicles (HEVs) and plug-in hybrid vehicles (PHEVs) utilise an internal combustion engine in combination with a battery and electric motor. Typically, the electric motor manages lower loads and speeds while the combustion engine turns on automatically for higher



loads and speeds. PHEVs are differentiated by their ability to be recharged via external sources – they can be plugged in. They may also be able to operate in fully electric mode over short distances.

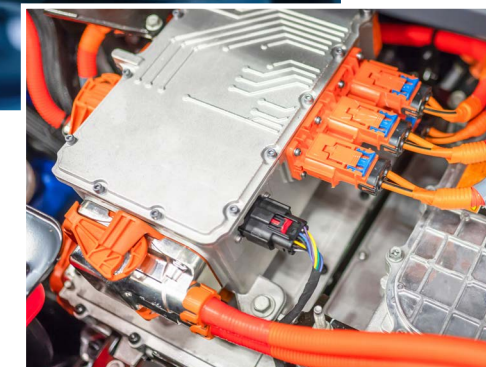
Core components

While a traditional ICE powertrain may typically contain around 2,000 moving parts, a BEV powertrain can have just 20.³ This decrease in complexity may translate to a simplification of servicing, but it also introduces unfamiliar components and systems. The electric motor, often situated near the wheels, is the driving force in any electric vehicle. Much like modern ICE vehicles, EVs also have a host of electronic control units and ADAS equipment.

Service and repair

While infrequently replaced, EV batteries must be checked often. The National Renewable Energy Laboratory of the United States predicts that today’s EV batteries will have service lives between 12 and 15 years, or in more extreme conditions, 8 to 12 years.⁴ This is important for the aftermarket, as regular battery health monitoring is essential to ensure optimum performance and longevity, with specialised tools available for this purpose.

Symptoms like power loss, unusual noises or error codes may require a deep



dive into an EV’s motors, where regular inspections should check for wear and sufficient lubrication to prevent overheating.

Braking systems in EVs often feature regenerative capabilities, converting kinetic energy back into electrical energy to recharge the battery. While this can reduce wear on traditional braking components, it does not eliminate the need for standard brake servicing.

Another point of attention is the charging system and on-board wiring. Given that charging ports are subject to regular connection and disconnection, they should be inspected for wear, damage, or any signs of arcing. If the vehicle has a fast-charging capability, additional scrutiny should be applied, as these components manage higher voltages and currents and are thus more susceptible to wear and potential failure.

Software also plays a critical role in EVs, controlling everything from battery management to steering, and even autonomous features. Software updates should be performed in accordance with manu-

facturer guidelines, and it is crucial to read and understand any software service bulletins, as they may impact vehicle performance and safety.

Safety

The most important consideration for technicians looking to start working on EVs is safety, appropriate training and qualifications. Unlike ICE vehicles, the high-voltage systems in EVs introduce a host of new hazards that can quickly lead to life-threatening situations if not afforded the appropriate respect.

Before work commences, it is imperative to disconnect the vehicle from its charging source. Failure to do so leaves high-voltage contacts closed, posing a significant electrical hazard. A pre-scan

verification to ensure that there are no faults detected in the high-voltage system is essential and pulling the battery service disconnect is often required in many repair processes.

Preparing for EVs

As the momentum behind EVs grows, the aftermarket faces a transformative yet promising era. Technicians have the opportunity to expand their expertise beyond

traditional internal combustion engines to a variety of electric and hybrid powertrains. With an overall simplified design but much greater safety considerations, they represent a technological transition that must be adapted to. For both the experienced and the novice, it is an exciting frontier for skilled and open-minded technicians.

KEY FACTS

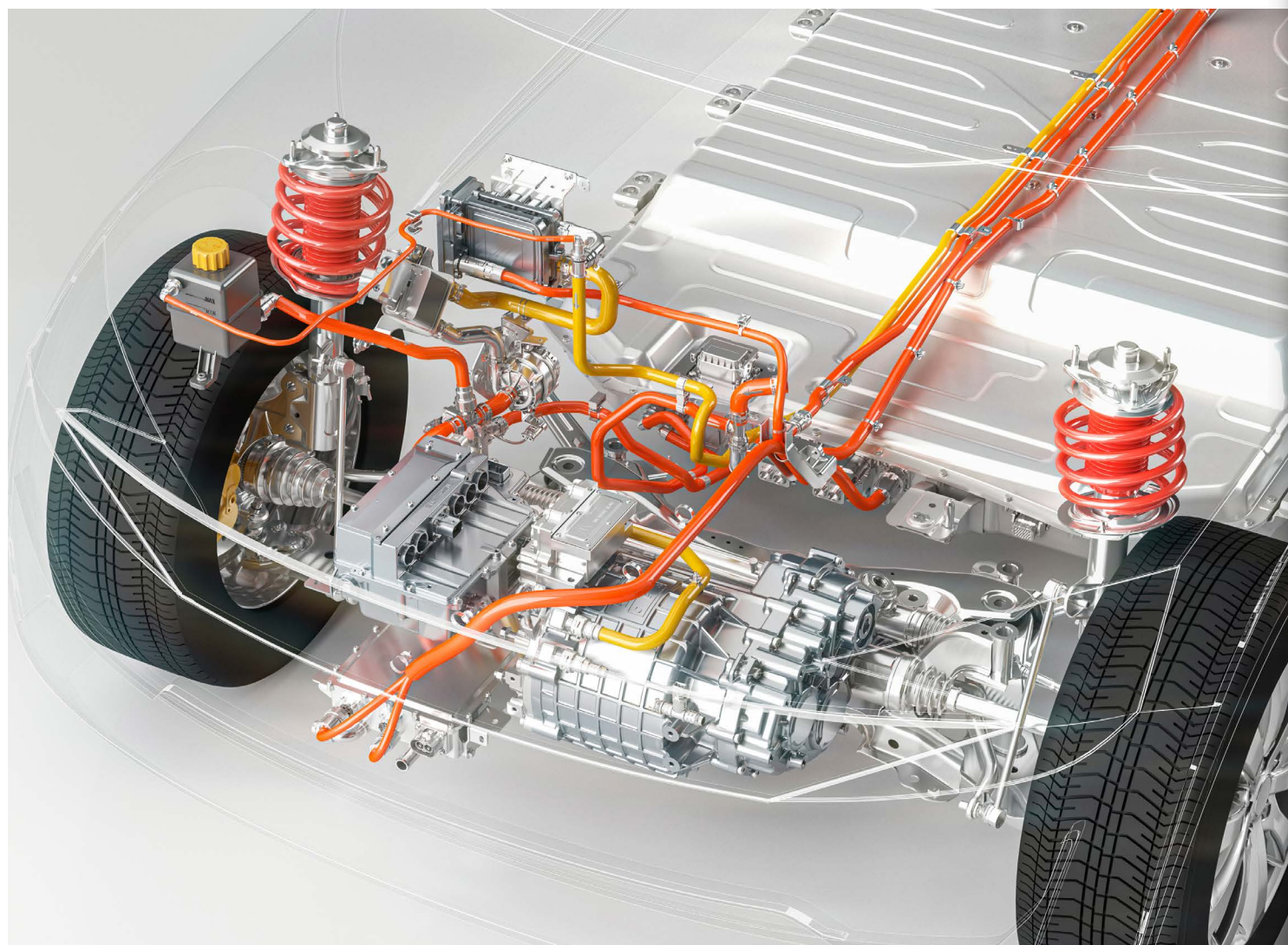
With EVs the aftermarket faces a transformative yet promising era. Technicians have the opportunity to expand their expertise beyond traditional internal combustion engines to a variety of electric and hybrid powertrains.

¹ <https://alternative-fuels-observatory.ec.europa.eu/general-information/news/european-ev-market-analysis-strong-growth-continues-plug-vehicle>

² https://climate.ec.europa.eu/eu-action/transport/road-transport-reducing-co2-emissions-vehicles/co2-emission-performance-standards-cars-and-vans_en

³ <https://www.forbes.com/sites/sap/2018/09/06/seven-reasons-why-the-internal-combustion-engine-is-a-dead-man-walking-updated/?sh=51fe9b83603f>

⁴ https://afdc.energy.gov/fuels/electricity_benefits.html



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