



# INSIGHT

HELLA'S MAGAZINE FOR THE INDEPENDENT AFTERMARKET

ISSUE 13

## WE'VE GOT WINTER ALL WRAPPED UP



### Winter service pack:

**Bulbs ■ Batteries ■ Wiper Blades ■ Rotating Electrics**

### ALSO IN THIS ISSUE

- Intelligent Battery Sensors
- PassThru with Mega Macs

- New from Behr Hella Service
- Bodyshop Awards





# THE BEST INSURANCE FOR YOUR BUSINESS

**Safeguard your business by equipping your workshop for ADAS.**

Advanced Driver Assist Systems are already standard features on new models from Ford, Mercedes-Benz, Volkswagen and Volvo, and increasingly popular options on many more.

With ADAS-equipped vehicles, the workshop has a duty of care to calibrate the sensitive camera and radar heads before returning the vehicle back to the customer, even after relatively minor repairs and procedures such as wheel alignment, axle geometry or windscreen replacement.

Thankfully, the CSC-Tool from HELLA GUTMANN SOLUTIONS now enables technicians to calibrate both camera and radar-based ADAS. It's cost-effective and easy to use, compatible with a wide range of vehicle models and integrates with mega macs diagnostic devices, so results to be saved and printed as a permanent record that ADAS calibration has taken place.

So protect your customers and safeguard your business with the CSC-Tool.

To find out more call 01295 662402 or email [hgs.support@hella.com](mailto:hgs.support@hella.com)

[www.hella-gutmann.co.uk](http://www.hella-gutmann.co.uk)



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**DEAR READER,**

Welcome to issue 13 of HELLA's INSIGHT Magazine – our Autumn edition.

We had many positive messages regarding the layout and content of the new look INSIGHT. Be assured we will continue to focus on technical content and bringing you the latest news from the HELLA world.

It's been almost fifteen months since I joined HELLA. During this time the market has faced many new challenges. We see further consolidation, changes in exchange rates and the momentous decision to vote "leave". We have worked hard to ensure that our Business is well placed to be a reliable and consistent partner to the Aftermarket. The investments made over the past year have allowed us to add key staff to our team, enlarge our warehouse and offices, and invest into our brand. We hope that our customers feel the benefit of our investments and have benefited from our stability throughout this turbulent period.

As we head into Winter, I watch the Weather forecast with interest. In the last week alone, I have read "Siberian Blizzards for three months" and "Mild and dry". My guess is as good as yours. Regardless of the severity of Winter, we will have a complete range of Winter products in stock to meet your needs and grow your business.

As always, we welcome your feedback regarding HELLA products and your experience of our business. Please feel free to contact me or any of my team.

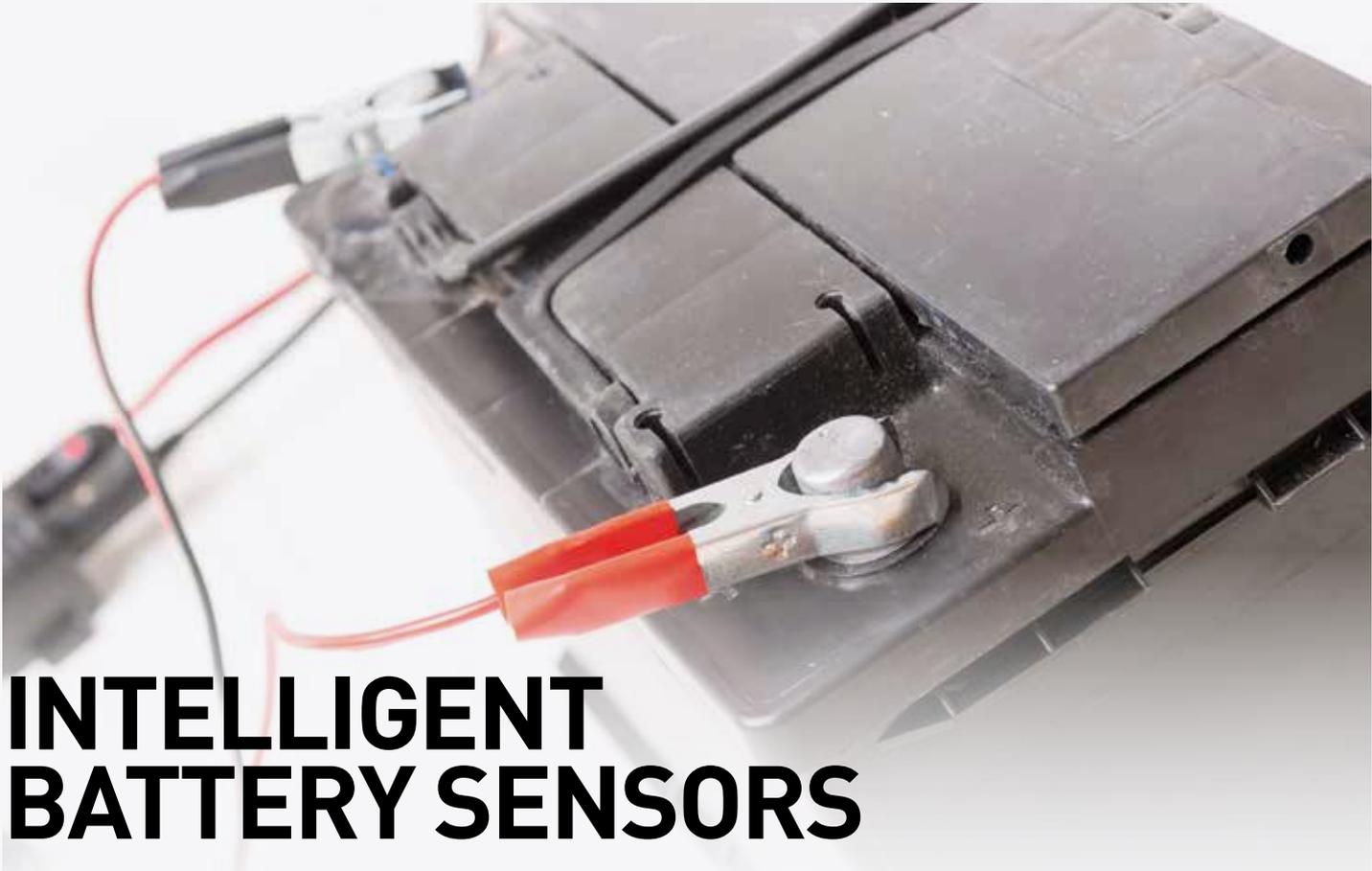
**Matthew Say**  
Managing Director  
HELLA Limited

**WE WOULD LIKE TO HEAR FROM YOU...**

To comment on any INSIGHT article or to let us know if there are topics you'd like us to cover in future issues contact us at: [insight@hella.com](mailto:insight@hella.com)

For more information on HELLA products or anything featured in this magazine, please contact our customer service team on **01295 662400** or email: [hella.sales@hella.com](mailto:hella.sales@hella.com)





# INTELLIGENT BATTERY SENSORS

In a first for the independent aftermarket, HELLA will be introducing Intelligent Battery Sensors (IBS) – starting with BMW models.

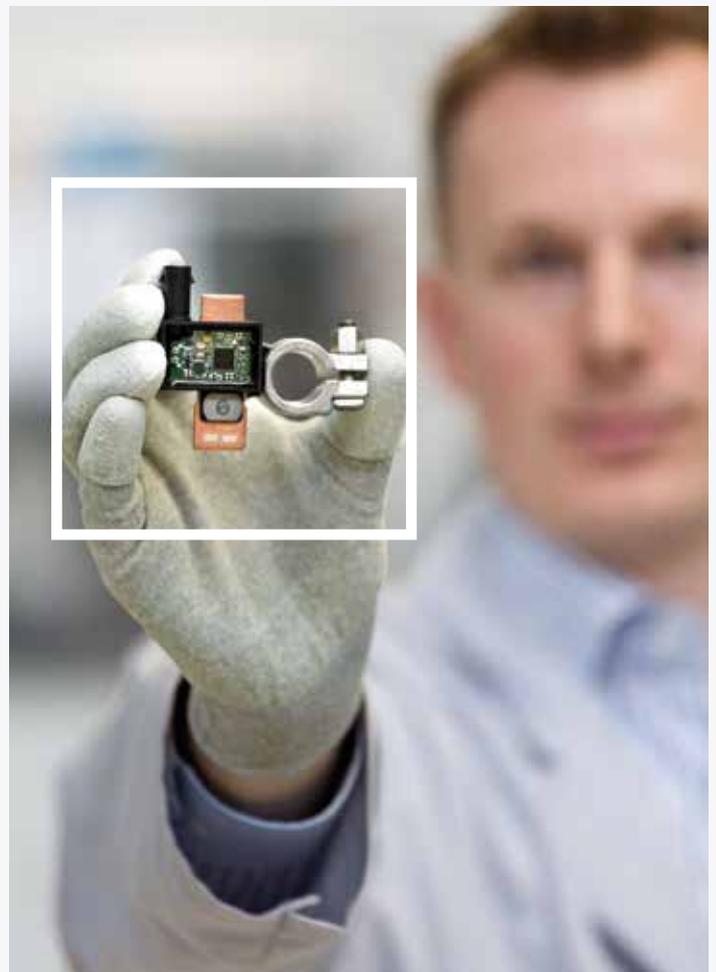
A defective battery sensor can make for considerable confusion in vehicle systems and lengthy troubleshooting in the garage. For example, if the Start/Stop system fails because the control unit receives incorrect information.

That is why HELLA has now, for the first time, incorporated IBS into our replacement parts product range. Currently supplied for Start/Stop batteries, the IBS measures the health of the battery and performs a key role in energy management reducing the risk of breakdown and helping to reduce CO<sub>2</sub> emissions.

***“The electronics are located in a cast housing with a plug connector as the interface to the energy management system.”***

The IBS will be attached directly to the negative terminal of the battery via the pole terminal. The so-called shunt, which is attached to the vehicle’s load path, is used as a measuring resistor to measure the current indirectly. The existing ground cable can be comfortably fixed on the grounding bolt. The electronics are located in a cast housing with a plug connector as the interface to the energy management system. The communication interface to the higher-level control unit is the LIN protocol. The supply voltage for the IBS is provided by the connection to the positive pole of the battery. This is simultaneously used as the reference voltage for voltage measurement.

It’s important to note that the sensor needs to be changed at the same time as the battery otherwise it will be reading the last message from the old battery and will continue to push voltage to the new battery. As a first step, replacement IBS will be available for BMW models from December 2016. The range offering will expand rapidly throughout 2017. **For more information, contact our customer service team on 01295 662400.**



HELLA intelligent battery sensors (IBS)

# WE'VE GOT WINTER ALL WRAPPED UP



*To quote a well-known fantasy TV show "Winter is coming"...*



**With the advent of the cold weather HELLA takes a look at those common parts you're most likely to find yourself replacing in the coming months.**

To quote a well-known fantasy TV show "Winter is coming" and this puts considerable strain on all parts of your customers' cars or commercial vehicles, especially a seriously cold Winter. So spare a thought for starter motors and alternators. A sudden overnight temperature plunge will have thickened up engine oil considerably and even the latest types could have their work cut out to get a vehicle started. It's likely you'll be replacing more starter motors and alternators and, with the rise of stop-start technology, demand is changing to a more high technology product.

And once the vehicle's started, its battery has to power an increasing number of things – lights, heater, heated rear window, in-car

entertainment systems, sometimes the power steering as well – and that all means added work and potential power failure.

Bulbs are more likely to fail and inevitably wiper blades will need to be replaced, a vital part of the safety of any vehicle that's all too often overlooked.

Yet while the product can meet increasingly higher standards, it's important to get the high quality message across to drivers who might select a product simply on price.

If a customer's vehicle should suffer a failure, HELLA offers a range of quality replacement parts including starter motors and alternators, bulbs, batteries and wipers. We offer both excellent quality and competitive pricing and, thanks to our comprehensive parc coverage, you can get your customers back on the road quickly.



***“Their multivolt design allows for problem-free connection to both 12V and 24V vehicle wiring systems.”***

## Auxiliary headlamps

### LED LIGHT BAR 350 AND 470

HELLA is now supplementing the successful LED classic for universal mounting on offroad vehicles and trucks with two luminous intensity variants: Light Bar 350 with 35 watts and reference number 25, and Light Bar 470 with 35 watts and reference number 37.5.

The LED headlamps in the form of a compact light curtain impress with their slim design, low profile (57mm), and low weight. The multivolt design allows for problem-free connection to both 12V and 24V vehicle wiring systems. A standard submersion ability according to IP6K7 (up to 2 hours at a max. 10m water depth) also future proofs all versions of the LED Light Bar for use in the offroad sector.

When it comes to mounting the smaller LED Light Bar 350 (25 W), at a 350mm length, slim plastic and universal brackets are also available. The LED Light Bar 470, larger by 120mm, is mounted with variable universal brackets. These are fully adjustable and enable upright and hanging assembly on surfaces of every inclination. Alternatively, there is a new bracket assembly group for all product variants that allows for double mounting (two light bars on top of each other): 1FJ 985 040-001/-051



## Work lights

### Q90 COMPACT LED

The almost die-shaped Q90 compact LED is a universal work light in the “Thermo Pro” series by HELLA, which will be supplemented with more headlamps in the near future. The Q90 compact LED has a robust plastic housing with cooling fins and a light outlet area of 90mm x 90mm.

The light output of the four high-power LEDs amounts to an intense 1,000 lumens, with an energy consumption of only 15 watts. The specially developed multifaceted reflector ensures homogenous light distribution. That way, the Q90 compact LED is perfect for close-range illumination. With a colour temperature of 6,500° Kelvin, the light emitted is very similar to daylight. The human eye can therefore better distinguish colours in the dark.

***“With a colour temperature of 6,500° Kelvin, the light emitted is very similar to daylight. The human eye can therefore better distinguish colours in the dark.”***



## EXPERT VIEW FROM NEIL HILTON

HEAD OF BUSINESS DEVELOPMENT, GARAGE EQUIPMENT



European legislation regarding PassThru on Euro 5 specification vehicles which came into force on 1st January 2011 has opened up further potential for aftermarket workshops, previous only main dealer functions can now be accessed by the independent workshop using a certified J2534 interface.

All Original Equipment Manufacturer's (OEM's) are required to comply but offer various levels of access, including ECU firmware updates, electronic service records and even in some cases diagnostic capabilities. An area that is exempt from this legislation is security, so no access to key programming or immobiliser programming will be possible.

Each OEM has their own access conditions and an aftermarket workshop will need to setup an individual account with each one, costs for access also vary considerably.

Once registered you will have access (subject to a charge) to technical information, downloads for ECU updates and in some cases basic diagnostic functions at your disposal.

You should also consider a Battery Support Unit if performing ECU updates as battery voltage can be critical to a successful update, some of these can also take several hours to complete.

All the new range of HGS Diagnostic tools are PassThru capable.

For more information on PassThru and the advantage of using Mega Macs read the article below.

# PASSTHRU WITH MEGA MACS



## HEADING OFF INTO THE FUTURE: HELLA GUTMANN SOLUTIONS USERS ALREADY HAVE THE UNIVERSAL KEY TO COMMUNICATE WITH MANUFACTURER PORTALS\*.

It is no secret: Regardless of the brand, there are areas and functions in newer vehicles that are protected against unauthorised access – a clear handicap for independent garages. That is because more and more frequently, they require the ability to code a replaced component, enable an additional vehicle system, or to flash (re-program) a control unit.

Here, and in other particularly intricate situations, only the corresponding data and unlock codes from the manufacturer itself will help. According to EU legislation, access to these must also be given to independent garages in a standardised procedure for vehicles starting at Euro 5. Manufacturers are complying with this – for a fee and often pending a confidence test by the person who made the request.

For independent garages, the opportunity to use OEM (original equipment manufacturer) data means freedom from the dealer – and significant time saving.

PassThru means nothing more than the “passing” or “looping

through” of the original data from the OEM portal via Internet and router (PassThru interface) directly into the vehicle. That sounds ingenious, but it is nevertheless absolutely uncharted territory. What garage already knows today if and how frequently (fee-based) access to what manufacturer ports will be required in the future? Ultimately, the cost-benefit ratio depends on it.

### MEGA MACS USERS CAN SEARCH FOR WHAT THEY NEED

At no additional cost for hardware, mega macs users can easily search for what they need. That's because they already have the electronic “universal key,” which enables access to all manufacturers' portals (according to work clearance), at hand: the black and blue

*“At no additional cost for hardware, mega macs users can easily search for what they need. That’s because they already have the electronic “universal key,” which enables access to all manufacturers’ portals at hand.”*



VCI. In mega macs 66, it is the DT module fitted to the device. Free additional software that can be easily downloaded to the garage PC from the Hella Gutmann Solutions portal makes the VCI/mega macs 66 into a PassThru interface. Installation is easy and doesn’t require any IT skills.

After registering in the OEM portal via the garage PC, the available hardware is plugged into the vehicle’s on board diagnostics (OBD) interface and acts as a router via a data cable linked to the PC. Special security software checks the data link between PC and vehicle. A stable Internet connection is required, and fast Internet is an advantage.

#### **OPTIONAL STAND-ALONE SOLUTION MEGA MACS PC X-CHANGE**

Nevertheless, practice shows that a PassThru process – regardless of the necessary measures and thus the data volume – can take several hours. For garages that want to keep their mega macs free for ongoing diagnostic work, Hella Gutmann Solutions optionally offers a stand-alone solution with mega macs PC x-Change: mega macs PC x-Change can be operated in conjunction with a PC/notebook/tablet and, like the devices of the mega macs series, has its own VCI. In addition to the PassThru software, the product includes the specially configured mega macs diagnostic software that enables the reading/deleting of error codes and saving in the car history.

Another advantage of the additional PassThru solution comes from its modularity. That is because access to multiple manufacturer portals via one and the same PC is considered the potential cause of IT problems. Those who want to be sure will find an especially economical solution in the combination of one mega macs PC x-Change and multiple notebooks/tablets reserved for individual OEM portals.

\* The use of portals is subject to highly differing manufacturer conditions, and takes place at own cost and risk.



## **FAQS – FREQUENTLY ASKED QUESTIONS AND ANSWERS REGARDING PASSTHRU**

**Q: What is PassThru?**

**A:** PassThru stands for the passing through of original data from the OEM portal via the Internet and a special router directly into the vehicle.

**Q: What OEM data/scopes can independent garages access?**

**A:** According to Euro 5 standards, automobile manufacturers are obligated to make maintenance and repair information available and to enable the reprogramming of control units. That applies for both technical and administrative tasks, such as the unambiguous identification of the vehicle, obtaining service manuals and technical instructions, electronic schematics, diagnostic system error codes, information on special tools and devices, and saving bidirectional control and test data.

**Q: What does PassThru cost at Hella Gutmann?**

**A:** Nothing! For owners of a mega macs 42 SE, mega macs PC, mega macs 56, and mega macs 66 with software version 49 or higher, the only fees will be from the OEM. These can vary greatly, and are usually listed in the portals.

**Q: What manufacturer portals does PassThru work on?**

**A:** Theoretically, PassThru works with all passenger cars starting at Euro 5 certified on the European market. With Hella Gutmann Solutions, the following portals have been successfully tested: Audi, BMW, Chevrolet, Ford, Lexus, Mercedes, Mini, Renault, Seat, Skoda, Smart, Toyota, Vauxhall and Volkswagen.

**Q: What are the risks of flashing a control unit?**

**A:** At the worst, a control unit can become useless. This differs according to manufacturer. In general, interruptions to the reprogramming should be ruled out (e.g. through an external power supply to the vehicle and a secure Internet connection). Neither the PC nor the diagnostic unit should be otherwise used during the flash process. The Hella Gutmann Solutions PassThru includes its own security software for checking the data connection between the PC and the vehicle. Hella Gutmann Solutions does not assume any liability for the data flow between the OEM portal and PC.

**To find out more contact our technical team on 01295 662402 or email [hgs.support@hella.com](mailto:hgs.support@hella.com)**



# LED DAYTIME RUNNING LIGHTS

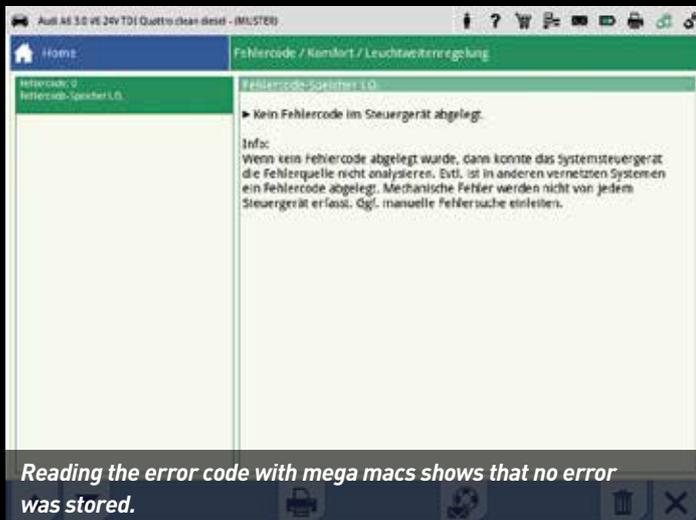
How do you get to the bottom of a partial failure of an LED headlamp on the Audi A6, and how can you restore its proper function? HELLA sets out the procedure.

LED headlamps are considered relatively unproblematic, and with good thermal management their service life can be longer than that of the vehicle. Nevertheless, even these complex systems aren't invulnerable to damage or effects from certain environmental influences. This can be seen, for example, in an Audi A6 equipped with LED front headlamps from the "pre-Matrix LED generation." This type of headlamp houses a total of 54 LEDs, with the associated heat sinks and an integrated fan that prevents the electronic components from overheating, while at the same time contributing to keeping the cover disc ice-free in the winter. Four service modules controlled by the vehicle electric system control unit supply all light functions.

These include daytime running lights, indicators, low beam, high beam and parking lights. Depending on the light function, reflectors (cornering light and high beam) or projection modules (low beam) will be used. A thick-wall look in front of the LEDs for the parking/daytime running light and the direction indicator also ensures a homogenous appearance of these functions. An actuating drive assumes regulation of the headlamp levelling.

***"Despite the complexity of the LED headlamp, a functional disruption does not necessarily mean a complete replacement..."***

Despite the complexity of the LED headlamp, a functional disruption does not necessarily mean the complete replacement of the headlamp; for instance, if the cause lies in the activation via the comfort CAN bus, a defective service module, the actuating drive for the headlamp levelling, or the fan. Therefore, an Audi A6, 3.0 TDI, model year 2015 with the defect "left- side failure of the daytime running light function" should firstly be subjected to extensive troubleshooting.



*Reading the error code with mega macs shows that no error was stored.*

Depending on the programming of the control units, mechanical error causes may not be identified. Where this is the case a good tip is to check the function of the service module for the daytime running light by swapping to the headlamp on the other side of the vehicle. Service module 2 is located on the back side of the daytime running light module's heat sink, directed towards the centre of the vehicle. To do so the wheel well covering must be loosened in the front and pressed to the side, then the service module attached with three screws to the headlamp housing can be loosened. If the error continues to move along onto the other side of the vehicle, the service module is defective and must be replaced. If the error does not move along, the headlamp must be replaced.

**CARRY OUT BASIC SETTINGS AND SAVE**

After replacing the headlamp, basic settings must be carried out. There are various options for basic settings, for example, in the mega macs Diagnostic menu through function > Basic settings > Headlamp settings to set the menu point Basic settings > Headlamps in mega macs. The conditions that need to be fulfilled in order to shift this vehicle into the basic settings mode are as follows:

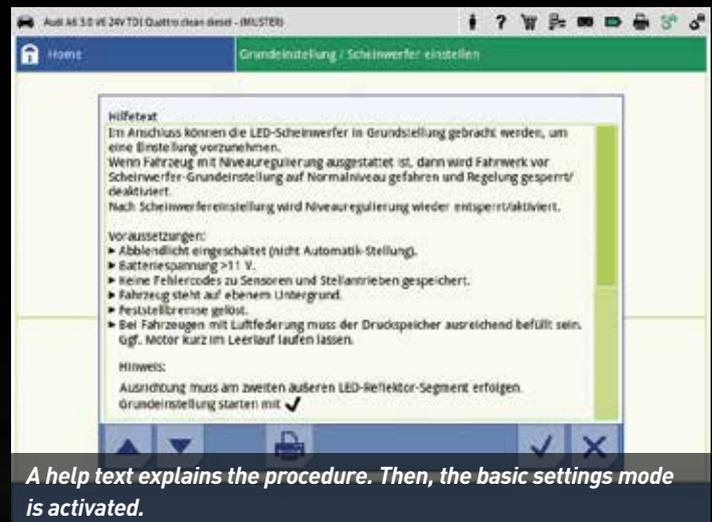
- For vehicles with level control, the setting must be at the normal level
- The low beam must be switched on (not in automatic setting)
- The battery voltage must be more than 11 V
- No error codes may be saved to system sensors and actuator drives
- The vehicle must be on level ground
- The parking brake may not be activated

When equipping with air suspension, it's recommended to let the engine run for a short time so that the pressure accumulator is sufficiently filled.



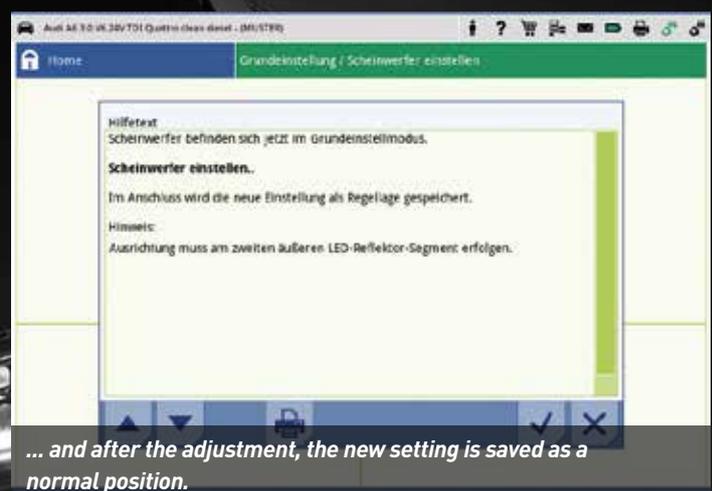
*In the mega macs Diagnostics menu, you go to the function Basic settings > Headlamp settings, and select the LED headlamp.*

Furthermore, mega macs will provide elementary information for the headlamp settings: the model-specific, predefined alignment of the beamsetter toward the headlamp. With the Audi A6, the beamsetter must be aligned to the second external LED reflector segment.



*A help text explains the procedure. Then, the basic settings mode is activated.*

Follow the specifications and activate the basic settings mode, via confirmation on the mega macs screen. When aligning SEG IV to the vehicle body, use the integrated laser sight and half a laser point in setting the height of the optical housing on the lighting height. Then set the given tilt angle on the headlamp housing using the graduation ring on the back side of the beamsetter. The distance can be gauged due to the prism determined by its design, the same for all vehicles with the beamsetter by Hella Gutmann: 30 to 70 cm to the headlamp. After that, calibrate the headlamp as usual via the carrier screws until the cut-off line is at the zero line on the beamsetter scale, then end the "Basic settings" mode via mega macs. With this last important step, the new adjustment is transmitted to the system control as a normal position. The removal of all error codes concludes the repair.



*... and after the adjustment, the new setting is saved as a normal position.*

## EXPERT VIEW FROM STEVE HUDSON

HEAD OF BUSINESS DEVELOPMENT, BEHR HELLA SERVICE



As part of the F-Gas European Directive 2006/40/EC, on the 1st of January 2017, Car Manufacturers will be entering phase III:

"From the 1st of January 2017, the use of fluorinated greenhouse gasses with a GWP (Global Warming Potential) higher than 150 in all new vehicles put on to the EU market will be totally banned. New vehicles with MAC (Mobile Air Conditioning) systems using these gasses (R134a for example) will not be registered, sold or able to enter in to service within the EU."

After many years of speculation, Mercedes Benz, have timed the news that they will be offering CO<sub>2</sub> air conditioning within their E-Class and S-Class models for the European markets in 2017.

The use of CO<sub>2</sub> as a refrigerant, will fundamentally change the air conditioning market for both the Vehicle Manufacturers and the Independent Aftermarket alike.

Will Mercedes Benz be the only Vehicle Manufacturer to go down the CO<sub>2</sub> route? Watch this space....

To find out more contact our customer service team on 01295 662400 or email [hella.sales@hella.com](mailto:hella.sales@hella.com)

# NEW AT BEHR HELLA SERVICE



**ELECTRIC ACTUATORS FOR THE BLENDING  
FLAPS IN AIR-CONDITIONING SYSTEMS**

**WATER PUMPS FOR COMMERCIAL VEHICLES**

**MANY ADDITIONAL VISCO® FAN AND COUPLING  
PRODUCTS**

Malfunctions in vehicle air-conditioning systems are not always the result of defective components of the actual air conditioning circuit, or an insufficient filling quantity for the refrigerant circuit. Other causes can also be the electrically driven actuators that are primarily used in air-conditioning systems for controlling air blending flaps. Even a single defective actuator can mean significant limitations to the driver's comfort, for instance, from uncomfortable climate or draughts. And when the consequence is a fogging or icy windscreen, that small component can even become a serious safety risk.



*“When a single defective actuator can mean a fogging or icy windscreen that small component can even become a serious safety risk.”*

In cases of customer complaints, like incorrect climate control, it's recommended to review the actuators. With a bit of luck, even connecting the diagnostic unit will give some explanation, since actuators can be diagnosed via the A/C control unit from some vehicle manufacturers. If necessary, replaced elements will have to be re-taught.

In total, the product range comprises over 7,500 spare parts for vehicles of all types.

**For more information about any Behr Hella Service product contact the customer services team via email: [hella.sales@hella.com](mailto:hella.sales@hella.com) or telephone 01295 662400**

Thermal management specialist Behr Hella Service has incorporated nearly 25 electrical actuators for the brands Audi, BMW, Citroën, Mercedes, Nissan, Peugeot, Renault, Saab, Seat, Skoda, Vauxhall, Volvo, and VW into its program as a first step. Behr Hella Service has also heavily expanded its product range in the product groups of Visco® blowers and clutch products for all vehicle elements, water pumps for commercial vehicles, and replacement air conditioning and cooling parts for agricultural and construction machines.



# TOP-FLIGHT SYSTEM, TOP-FLIGHT PERFORMANCE

## VISCO® FAN AND CLUTCH PRODUCTS FOR CARS AND COMMERCIAL VEHICLES

Engines have to be cooled. Otherwise sooner or later they will simply shut down. This vital function is assumed by the coolant radiator and coolant in combination with the engine fan, which channels the ambient air through the coolant radiator. The important aspect during this entire process is that a sufficient air flow is created, for only then can the correct coolant temperature be reached.

### PRODUCT RANGE SIGNIFICANTLY EXPANDED

Since mid-2015 Behr Hella Service has expanded its range of Visco fan and clutch products designed for European and Asian passenger cars, and commercial vehicles to more than 250 part numbers - currently the widest OE product portfolio selection in the market.

Together with our proven premium quality and exclusive Visco product range, Behr Hella Service is today one of the leading suppliers of Visco fan and clutch products to the independent aftermarket.

**Visco The brand for traditionally high-performance fans and clutches.** For around half a century, the Behr company with its rich heritage has been manufacturing under the Visco brand name high-performance fans and fan drives for the engine cooling systems of commercial vehicles, and passenger cars with high-output engines. These are important components of an efficient, light and space-saving engine cooling system. They offer high levels of performance, run extremely quietly and have proven particularly reliable. Visco products from Behr are sold exclusively through Behr Hella Service to the independent aftermarket.

**Located in front of the Radiator.** Visco fans consist of a fan wheel and a Visco clutch. They are used for longitudinally installed engines, fitted between the engine and coolant radiator and powered directly by the engine.

### Temperature as the Pulse Generator.

The Visco clutch establishes the frictional connection to the fan wheel and ensures that its speed is adjusted to suit the actual amount of cooling air required. The Visco clutch is triggered by a bimetallic strip which is exposed to the ambient temperature. A pressure pin then clears a bore hole, which allows silicone oil to flow from the supply tank to the working chamber.

There, a wear-free fluid friction is used to transfer the drive torque to the fan wheel. The speed of this wheel then adjusts in continuously variable fashion to the prevailing operating conditions. If no cooling air is required, the Visco clutch switches off and rotates at low speed.

### Quiet, Efficient and Environmentally Friendly.

An electronic control unit takes over the speed regulation of the Visco clutch, which is itself electronically controlled. The values of various

sensors generate a pulse-width modulated signal, which assists in the controlling of the clutch. Control of the internal oil flow is brought about by a defined, guided magnetic field via an armature. An additional sensor for fan speed completes the closed-loop control circuit. This increases the dynamics of the switching-on and switching-off of the fan. The result is positive in several ways: The cooling air flows are regulated as required, noise development and power consumption are minimised and fuel consumption is reduced. This, in turn, ultimately reduces the environmental load even more.



Technical videos, such as "Installation of the Visco Clutch", and also lots more information including tips and helpful ideas for your daily work in the garage can be found in HELLA TECH WORLD. Simply visit: [www.hella.com/techworld](http://www.hella.com/techworld)

# ONLINE PORTAL HELLA TECH WORLD



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## SUCCESSFUL WITH EXPERTISE

We can make your workshop future-proof.

At HELLA TECH WORLD you will find all our expert technical knowledge from the fields of lighting, electrics, electronics, thermal management and vehicle diagnostics – interactively presented and always up to date.

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Register today and start acquiring the knowledge that will give you a genuine advantage – greater competence and greater success!

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Website: [www.hella.co.uk](http://www.hella.co.uk)



[www.hella.com/techworld](http://www.hella.com/techworld)



## EXPERT VIEW FROM PAUL TREDGOLD

HEAD OF PAINT DIVISION



During my many conversations with potential distributors the subject of compliance keeps coming up. The sale of non-compliant products in vehicle accident repairs is still prevalent but the belief in the market is that it is only a matter of time before the first prosecution happens.

Volatile Organic Compounds (VOCs) are materials which evaporate readily and are found in the atmosphere from a number of sources. In the Refinish sector, there are various materials containing these compounds that play an important role in controlling the application properties, the flow of the coating and the drying rates. The levels are expressed in g/l and have strict parameters for compliance.

VOCs, when emitted into the atmosphere, have been found to indirectly cause low level ozone. In 2007, phase I of the EU directive 2004/42/EC limiting the amounts of VOCs in products was brought in, with phase II in 2010 reducing the acceptable levels even further.

The British Coatings Federation is working hard to ensure these products are eradicated for good and that the Refinish market does its best to help with environmental challenges.

HELLA Sonne is fully VOC compliant and supports any environmental legislation. With our range of rapid curing products and excellent colour availability and consistency we can give all bodyshops a competitive advantage while assisting in reducing harmful emissions.

If you are interested in finding out more, register your details at [www.sonnepaint.com](http://www.sonnepaint.com) or call our customer service team on 01295 662400.

# BODYSHOP AWARDS



Hundreds of delegates from across the crash repair industry came together at Twickenham Stadium in September to celebrate the 20th annual Bodyshop Awards. As a proud sponsor of the event HELLA Sonne was pitch side to cheer on the winners.



Former England captain Will Carling was guest speaker at the fantastic evening which celebrated some of the sector's outstanding achievers of the past year.

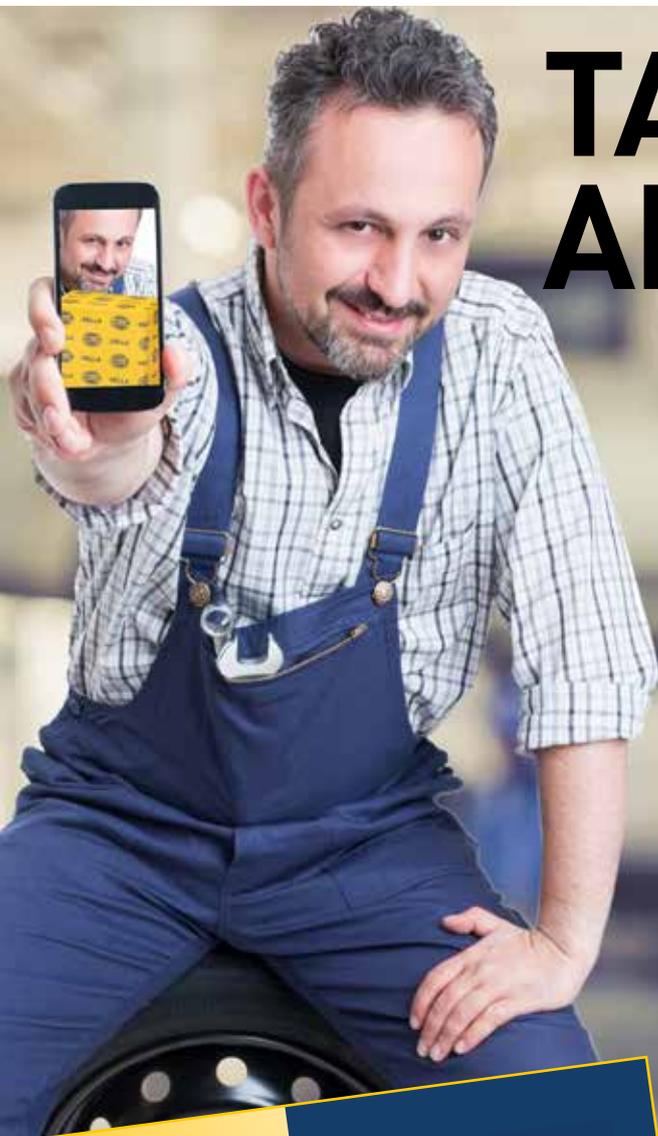
The industry's best and brightest were there to raise a glass to the finalists (with categories ranging from Bodyshop of the Year, to Vehicle Manufacturer and Insurance Company of the Year), thanks to the HELLA Sonne sponsored table wine.

The evening was a great success with everyone involved and HELLA Sonne send our congratulations to all the winners on their outstanding achievements – we can't wait to see what the next 12 months have in store.

*"It is at the bodyshop Awards that decisions are made and the industry is shaped..."*



# TAKE A SELFIE AND WIN!



Take a photo with you featuring one of the HELLA family logos - HELLA, Hella Gutmann Solutions, Behr Hella Service and now Sonne - either on a product, product box, in an advert, wherever and post to the HELLA UK facebook page ([www.facebook.com/hella.uk/](http://www.facebook.com/hella.uk/)) with #HellaSelfie.

The top 3 entries with the most likes at the end of the competition will win a CTEK Battery charger and CTEK battery analyser worth £300!

The closing date when the most popular selfies will be chosen is Friday 23rd December 2016.

It's that easy.

We look forward to seeing some great photos of you.



## THE GOLDEN SENSOR

To celebrate HELLA's extended range of OE sensors we have hidden 10 gold or silver-plated replica sensors within our electronics range.

**Simply order any HELLA product from our electronics range, check inside the box and see if you're a winner!**

There are 3 prizes of £2,000 for the lucky finders of the golden sensor and 7 runner up prizes for finders of the silver sensor – so start ordering now for your chance to win a prize!

The promotion is open until 31 March 2017.

See [www.hella.co.uk/goldensensor](http://www.hella.co.uk/goldensensor) for more information.

FIND THE GOLDEN SENSOR  
**WIN £2000**

To celebrate our extended range of OE sensors, we have hidden 10 gold or silver-plated replica sensors in various products in our electronics range.  
**Simply order any HELLA product from our electronics range, check inside the box and see if you're a winner!**

There are 3 prizes of £2,000 for the golden sensor and 7 runner up prizes for the silver sensor.  
The competition runs from 3 October 2016 until 31 March 2017 (inclusive), so start ordering now for your chance to win a prize!

See [www.hella.co.uk/goldensensor](http://www.hella.co.uk/goldensensor) for how to claim and Terms & Conditions. This promotion is open to independent workshops in Great Britain.

01275 662400  
[hella.sales@hella.com](mailto:hella.sales@hella.com)





## “SERVICE AND MOBILITY OF THE FUTURE”

Those who wanted to learn about new trends, vehicle systems, parts, accessories and innovative garage equipment firsthand were definitely in the right place at Automechanika, Frankfurt in September! As usual HELLA was at the heart of it all.

At the main HELLA trade stand, in hall 3, the group presented its expertise in the aftermarket. Visitors were given a comprehensive overview of the entire product range – from spare parts in original equipment quality (Parts), to professional garage equipment (Tools), all the way up to supplementary services.

Not only does HELLA offer its customers a comprehensive product range of 45,000 parts but it supports workshops through the entire repair process maximising time and profitability. This is especially challenging against increases in vehicle electronics technology making a car not only safer and more comfortable, but also more complex for maintenance and repairs.

At HELLA's stand visitors could take a look at the challenges and solutions of the future using an interactive touchscreen. Live demos and videos gave an insight into the world of diagnostic tools and training from Hella Gutmann Solutions.

Behr Hella Service also presented new products and product extensions at Automechanika.

Behr Hella Service exhibited a cross-section of its air conditioning and cooling ranges demonstrating its system expertise with an interactive climatic cycle circuit. As a further highlight the thermal management expert presented water pumps for commercial vehicles as well as electric controls for mixing valves in cars.

HELLA presented new lighting technologies with the Matrix HD84 light system plus the camera-based headlight setting, the SEG V, now going into production. The company also showed its electronics expertise with new product lines, including intelligent battery sensors (IBS), vacuum pumps, pedal sensors and oil-level sensors.



“The garage of tomorrow is at the centre of our thinking”, that was the concept behind Hella Gutmann's stand at Automechanika, Frankfurt in September.

Visitors from automotive garages as well as glass, paint, body, and motorcycle specialists found a broad spectrum of garage equipment and well-engineered solutions for the challenges of tomorrow.

## HELLA GUTMANN GAVE US A GLIMPSE OF THE FUTURE WITH “THE GARAGE OF TOMORROW” – TODAY

Including innovative PassThru solutions with significant added value, exclusively for Hella Gutmann customers, as well as the CSC tool for camera and radar calibrations, enhanced for the Surround solution.

Videos and live demos gave insights into the world of data, diagnostics, tools, spare parts and training courses.

## MEET THE TEAM...



**Gabor Kakuk**

### Gabor Kakuk, Assembly Production Supervisor

**1. What do you enjoy most about your role?**

Making the department I'm responsible for a successful part of the company.

**2. What would be your specialist subject on mastermind?**

I really like history, so I would say World War II.

**3. Describe your ideal day away from the office in three words.**

Family, Friends, Fun

**4. Weirdest place you've ever visited?**

House of Terror is a museum in Budapest, Hungary. It contains exhibits related to the fascist and communist regimes in 20th-century Hungary and is also a memorial to the victims of these regimes, including those detained, interrogated, tortured or killed in the building.

**5. Given the chance, who would you like to be for the day and why?**

Bill Gates or Mark Zuckerberg. Because they created something that changed our entire future and also they do a lot to make our planet a better world.



**Jason Greenough**

### Jason Greenough, Warehouse & Facilities Manager

**1. What does a typical day look like for you?**

A typical day for me would be speaking to most departments within HELLA to ensure that any issues that may have been raised have been dealt with, and I have a lot of communication between the Warehouse team and Customer Services to ensure all goods are despatched out to the customer on time.

**2. Describe your ideal day away from the office in three words.**

Time with Family.

**3. Have you ever met anyone famous? If so, who?**

I once met Jeremy Clarkson whilst serving in Abingdon, Oxford when they used to film some of the Top Gear show there, he gave me a bit of hassle because I owned a Vauxhall Vectra at the time and he stated it's one of the worst vehicles to own and drive (Some words he mentioned cannot be repeated in public)

**4. What do you enjoy most about your role?**

The challenge - one day is never the same as the next, and being in the position to change processes to improve what we do is what I enjoy the most

**5. Given the chance, who would you like to be for the day and why?**

I don't think I would like to be anyone else, I think we have to be grateful of who we are and what we may or may not have, we only get one chance at life, so make the most of it.



**Jamie Deboo**

## WELCOMING NEW MEMBERS...

Meet the new recruits to the HELLA family. We have 3 new faces joining the company...

**JAMIE DEBOO, Business Development Manager for the South East region.** Starting in July, Jamie joins us with a strong background in the Automotive Aftermarket having worked in similar roles with Sogefi Group (Filtration Aftermarket) and Automotive Distributors/Ferdinand Bilstein UK Ltd.

**SEAN KENNY, Technical Support/Office Manager for the Garage Equipment team.** Sean joined us in July. He has worked in the motor trade for a number of years and joins the Company from his previous position as Group Sales Manager with Autostores Sureparts.

**SIMON ALLAN, Technical Paint Manager for Sonne Paint Division.** Joining us in October, Simon will significantly strengthen the team as he arrives with a wealth of knowledge and experience in the refinish industry, working in both the bodyshop environment and for European paint manufacturers.



Technology with Vision



## THE INTERNATIONAL SYMBOL FOR OE QUALITY

HELLA's long standing commitment to quality is just one of the reasons that many of the world's leading vehicle manufacturers choose HELLA as an OE partner.

Quality is also an intrinsic feature of each and every one of the 45,000 replacement parts within HELLA's diverse aftermarket product portfolio, which is why leading wholesalers and garages choose HELLA too.

**To find out more about our range of products please contact our customer service team on 01295 662400 or email [hella.sales@hella.com](mailto:hella.sales@hella.com)**

[hella.sales@hella.com](mailto:hella.sales@hella.com)

