

CAT diesel feature request – January 2015

Attributed to Iain Procter, Product Specialist Diesel, Bosch

The trends in the diesel arena over the last few years and what technological changes has the aftermarket seen and can expect to see in the future?

Currently around 53 per cent of all new car and LCV registrations are diesel, so within five years the car parc could, approximately, be split equally between diesel and petrol. At the moment, the car parc is closer to 35 per cent diesel.

There has also been an increase in diesel vehicles fitted with common rail systems as opposed to the older conventional type systems. This balance shift to common rail will continue and accelerate over the coming years as the older systems phase out.

As a result, and looking into the future, garages could miss out on up to 50 per cent of the market if they're not prepared to tackle diesel repair work.

This isn't a new message but it's only in the last couple of years that new diesel engine car sales have started to outstrip petrol car sales, which now makes this message more poignant.

Are there any additional challenges for technicians facing the diesel engines on commercial vehicles?

Working on diesel systems can seem daunting, but with the proper training and the correct tools it can be understood and embraced. Bosch offers a full range of replacement parts, diagnostic tooling (both electronic & mechanical) and training courses for the diesel arena, available all of the time.

The advance of diesel technology means a garage could find itself left behind in terms of skills and training. You can no longer repair a diesel system by merely substituting components; electronic and mechanical diagnosis is by far the safer route. Most modern diesel vehicles rely heavily on sensors, which in turn work on data from other sensors and relay information back to an ECU, so it's easy to draw the wrong conclusion. Being able to quickly and accurately find the underlying issue is essential in delivering cost effective repairs that keep customers happy.

Our Training Centre in Uxbridge offers courses for technicians of all backgrounds, from those with a basic understanding through to the level of Bosch Master technician, teaching them everything from the very basics of diesel through to common-rail diagnosis and more.

Has there been any trends or changes in the remanufacturing sector for diesel parts, and is there any special tooling or procedures garages should undertake before tackling diesel work?

Garages want to fit quality products from trusted brands, however, sometimes the price difference between an OE genuine unit and a cheaper non-genuine unit is often a deterrent. Our task is to be one of those trusted brands and educate the market as to why quality products may be more expensive but provide added value for them and the customer.

The Bosch eXchange range of factory-remanufactured diesel products provide the independent aftermarket with a route to keep costs under control and customers happy.

Bosch has the ability to factory-remanufacture genuine OE units to reduce the overall cost of new parts used in production. This means that they're identical in quality to a brand new product, but at a fraction of the cost. This is also much kinder to the environment. As part of the eXchange programme, 100 per cent of all worn parts are replaced, a figure consistent across all injectors and pumps in the Bosch BX range. All of the finished products are tested to exactly the same specification, on exactly the same machines, and are even assembled on the same production lines as brand new products. As a result, when you fit a Bosch eXchange part, you're potentially fitting a brand new product with a recycled body.

Is there any advice or additional profit opportunities for garages and factors to take advantage of in these sectors?

Diesel systems may remain an enigma for many technicians but, with the right training and the right mind-set, garages can open up this missed income stream and potentially double their customer base.

ENDS

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In 2013, the Bosch Group invested some 4.5 billion euros in research and development and applied for some 5,000 patents. This is an average of 20 patents per day. The Bosch Group's products and services are designed to fascinate, and to improve the quality of life by providing solutions which are both innovative and beneficial. In this way, the company offers technology worldwide that is "Invented for life."

The company was set up in Stuttgart in 1886 by Robert Bosch (1861-1942) as "Workshop for Precision Mechanics and Electrical Engineering." The special ownership structure of Robert Bosch GmbH guarantees the entrepreneurial freedom of the Bosch Group, making it possible for the company to plan over the long term and to undertake significant up-front investments in the safeguarding of its future. 92 percent of the share capital of Robert Bosch GmbH is held by Robert Bosch Stiftung GmbH, a charitable foundation. The majority of voting rights are held by Robert Bosch Industrietreuhand KG, an industrial trust. The entrepreneurial ownership functions are carried out by the trust. The remaining shares are held by the Bosch family and by Robert Bosch GmbH.