Our heart beats for your engine.

Motorservice – your global partner for engine components.
Motorservice is responsible for the global spare parts industry within KSPG AG. Engine component sales is our core competence. We have contact with our distributors all over the world every day, who pass on our products to end customers, repair shops and engine reconditioners. As a service-orientated company, our goal is to ensure that drives work problem-free for a very long time. We aim to support customers in this respect in every way we can, and we work to achieve this every day. Only in this way can we ship engine components all over the world in the quickest way possible. We supply our customers with engine components from the premium brands KOLBENSCHMIDT, PIERBURG, BF and TRW Engine Components. We also offer our customers a full-service package. This starts with the forgery-proof package, the efficient, modern ordering systems and support provided in a wide range of languages, right through to an extensive package of technical information and trainings on-site.

Hansjörg Rölle,
Chair of the Aftermarket Division Management
“Technical competence is just one side of Motorservice. It is our colleagues that make us really strong.”
The KSPG Group is one of the 100 biggest automotive suppliers in the world and embodies the field of mobility within the Rheinmetall corporation. At around 40 production locations in Europe, North and South America, as well as Japan, India and China, around 12,000 colleagues develop components, modules and systems for drive engineering of current and future vehicles. As a development partner for car manufacturers all over the world, the company has been accompanying the development and sustainable improvement of engine technology with regard to low emissions, reduction in fuel consumption and CO₂ savings, as well as weight reduction and improvement in performance, for over a hundred years. The supplier firm present on the international automotive markets consists of the three divisions Hardparts, Mechatronics and Aftermarket.

The KSPG Hardparts division for passenger car and utility vehicle pistons, large pistons and crankcases, cylinder heads and structure parts made from aluminium are combined under the KOLBENSCHMIDT brand. Other castings, engine bearings and continuous cast products also come under this section.

Under the PIERBURG brand name, the Mechatronics division of KSPG specialises in modules and systems for emission control, solenoid valves, actuators and valve train systems, as well as oil, water and vacuum pumps for the passenger car, truck and off-road industry.

The Aftermarket division under the MOTORSERVICE brand is responsible for the global spare parts industry for the group brands and other products in more than 130 countries.

And we are growing all the time. By building the Niederrhein plant, we have gained another high-performance site which represents one of many investments in the future for KSPG.
Horst Binnig, CEO of KSPG AG, in the production centre of the new Niederrhein plant
“Without our engine components, many vehicles would not run as long.”

Under the premium brand KOLBENSCHMIDT, Motorservice supplies a comprehensive range of requirement-oriented products in and on the engine. Engine reconditioners have engine components for more than 2000 different engines at their disposal. All products in the blue KOLBENSCHMIDT box fulfil the high demands on quality, economy and environmental protection.

**Product range:**
- Kit sets
- Filters
- Engine bearings
- Pistons
- Piston ring sets
- Camshafts
- Oil pumps
- Water pumps
- Shaft protection sleeves
- Cylinder heads
- Cylinder liners
- Tools and test devices
“With our Pierburg products, we are making a significant contribution to emission control and efficient fuel consumption.”

Under the premium brand PIERBURG, Motorservice supplies genuine brand parts “for all aspects of the engine” for the areas emission control, air supply, fuel supply and vacuum generation. Motorservice offers independent repair shops and parts trade businesses a high level of quality with the Pierburg products. Independent repair shops also receive support with first-hand service-orientated know-how.

**Product range:**
- Exhaust gas flaps
- Electric valves
- Fuel supply
- Lambda sensors
- Air supply
- Oil pumps
- Emission control
- Vacuum pumps
- Water pumps
- Water circulating pumps
- Tools and test devices
“You can rely on our expertise in the field of diesel engines.”

“We are constantly expanding our portfolio. We offer more than 1000 high-tech valves for repair shops and trade.”

BF offers a wide range of spare parts for diesel engines for utility vehicles, construction machines, agricultural machines and built-in motors in original equipment quality. Tailored BF solutions are available for the short block through to the complete engine. Customer-specific engine components are delivered from CNC production in low-volume production.

Product range:
- Crankcase
- Crankshafts
- Camshafts
- Oil coolers
- Oil pumps
- Connecting rods
- Fly wheels
- Short blocks
- Water pumps
- Cylinder heads

TRW Engine Components has been producing valves and valve train components for car manufacturers around the world for over 90 years. Motorservice has been selling the aftermarket valves from the TRW Engine Components Group since 2005. High product quality, an extensive product range for passenger cars and utility vehicles and the exemplary Motorservice services help ensure a successful business with TRW valves for our customers.

Product range:
- Valves for passenger car and utility vehicles
- Valve guides
- Valve seat inserts
- Valve cotters
Motorservice in figures

At Motorservice, motivated and trained colleagues work to ensure that customers are completely satisfied. But what is the average Motorservice colleague like? We have put together some KPIs to show what our colleagues do for Motorservice – and consequently for our customers.

The average colleague has 44 customer contacts per day.

He processes 72 order items per day.

He and his colleagues have contact with customers in 130 countries in 11 languages.

He has 600 colleagues all over the world.

He can offer 18,000 products.
Agricultural machines, construction machines, materials movement vehicles, industrial plants, block-type thermal power stations and machinery for mining and raw material extraction are powered by engines that are mostly exposed to extreme stress. Due to the exacting requirements regarding minimum endurance, regular maintenance and the replacement of wear parts is a must.

Motorservice offers spare parts in OEM quality for many engines in this sector.

The extensive product range includes engine components for manufacturers such as Perkins, Kubota, John Deere, MAN, Mercedes-Benz, Deutz, Cummins, Hatz, Volvo, Iveco.

INDUSTRY
Excavators, mobile excavators, crawlers, bulldozers, dumpers, mobile cranes, rollers, gas engines, stationary engines, municipal vehicles, locomotives and railcars

MARINE
Ship and boat motors

AGRICULTURE
Tractors, combine harvesters, self-propelled pickers, shredders, shredding machines, macerators, telescopic handlers, garden maintenance, grape harvesters
SOE/OES

In the Special Original Equipment (SOE) field, we supply high-quality components in low-volume production to engine manufacturers, retrofitters, manufacturers of construction machines or equipment, non-automotive customers from industry, suppliers for agricultural equipment and suppliers for renewable energies. For optimal results, we support our customers from the product selection process through to follow-up support.

Our Original Equipment Service (OES) is the first choice of automotive OE customers for series and discontinued series replacement. In addition to supplying spare parts with genuine components from Pierburg and Kolbenschmidt, the range of services includes a wealth of services – optimally tailored to suit the specific customer requirements.

KS PERMAGLIDE®

The name KS PERMAGLIDE®, a registered trademark of KS Gleitlager, embodies the principle of permanently low-wear gliding. Using a plastic on metal base material creates a maintenance-free or low-maintenance material combination. This material combination combines the good sliding properties of plastic with the load-bearing and thermal conductivity of metals.

The choice of maintenance-free P1 or low-maintenance P2 materials is based on the relevant requirements and field of use. It is not always possible to use maintenance-free KS PERMAGLIDE® bearings; in these cases, low-maintenance KS PERMAGLIDE® bearings can be used.
Holger Roden, Senior Manager Product Management, in an interview on the forgery-proof packages from Motorservice in the fight against plagiarism.

_**WHY IS IT SO IMPORTANT TO MAKE PACKAGES AS FORGERY-PROOF AS POSSIBLE AS WELL AS PRODUCTS?**_

HR: With technical products, the key characteristics and attributes are not always clear at first glance. The package acts as transport protection, but, as a brand ambassador, is also a guarantee for quality and authenticity. The visual appearance also has recognition value for the customer.

_**SO WHAT ARE THE REASONS AGAINST BUYING AND USING COUNTERFEIT PARTS IN THE AUTOMOTIVE FIELD IN PARTICULAR?**_

HR: Regardless of the legal aspect, counterfeit products have a lower durability and malfunction in some cases. This can pose a danger to life and limb. A classic example from the automotive field are counterfeit brake discs or brake pads – it’s easy to imagine the consequences of a malfunction in this example.

_**WHERE DO COUNTERFEIT PARTS MAINLY COME FROM?**_

HR: It’s impossible to pinpoint the origin of the counterfeit parts to a specific region or country. But just like in other sectors, we do know of particular strongholds for the production of counterfeit parts. These are regions where copying a product as accurately as possible is viewed in a positive light and is not regarded as a crime.

_**WHAT SECURITY MEASURES DO THE FORGERY-PROOF PACKAGES HAVE?**_

HR: The key characteristics lie mainly in the security seal and the product label. The security seal can not be removed from the package without causing damage and is a visible sign that the package has been “opened”. If the package is intact, there is a 2D matrix code on the label with corresponding true type, the last four digits of which must match the four digits of the so-called holospot on the label.
“Product piracy has a high level of criminal energy. And we have the necessary packages to take the wind out of their sails.”

_WHAT SHOULD CUSTOMERS LOOK OUT FOR IN PARTICULAR?_

**HR:** First of all that the package is intact. Then a check should be carried out to ensure that the last four digits of the matrix code true type match the holospot. The complete true type of the matrix code can then be checked for authenticity on our homepage or via TecCom. The electronic check on the 2D matrix code, which can also be scanned, is a particularly effective means of preventing counterfeits.

_ DO YOU HAVE ANY OTHER ACTIONS FOR COMBATING PRODUCT PIRACY IN ADDITION TO FORGERY-PROOF PACKAGES?_

**HR:** Another measure is to constantly pass on information to our trading partners in internal training sessions on-site. We also train employees working in customs and authorities so that we can rely on government support when counterfeit products are imported. Subsequent raids and the destruction of counterfeit products are another deterrent. So it’s safe to say we don’t sit idly back and watch, but play an active part in the fight against counterfeit products in a variety of different ways.
Online purchase orders have a high level of acceptance among Motorservice customers:
around 50% of the turnover is achieved electronically via the Motorservice OnlineShop and TecCom. The benefits are clear:
• There are no mistakes when entering data.
• Customers can import the desired articles from their own ERP system directly into the shop as a list.
• Customers receive an order confirmation right away.
• The “My account” function shows whether the goods have been shipped and which products from which purchase orders will arrive with which delivery, list of back orders.
• Complete information available for customers at any time.

The OnlineShop is always open, all over the world, 24 hours a day, 7 days a week. Purchase orders in the Motorservice OnlineShop can only be placed by Motorservice customers by logging in with their customer number. For repair shops, the shop is a “Catalogue with cart function”: the repair shop finds the required article, places it in the cart and can then send it to the responsible/chosen Motorservice distributor in the region.

All incoming purchase orders are checked and confirmed via e-mail. The commissioning is also initiated here in agreement with the customer.

Motorservice uses state-of-the-art logistics to ensure that the process is as quick as possible. All ordered articles are commissioned using electronic readers, ABC classification, conveyor technology etc. Over 3,000 pick positions are retrieved from stock every day.
Motorservice E-Business

Online to all products:

E-business at Motorservice.

The compiled articles are packaged at different packing stations according to the customer specifications. Whether by road, water or air freight – the delivery makes its way to the customer by every conceivable method. The mode of shipping is usually saved in the customer data or agreed with the customer depending on the purchase order.

Customers also have a wide range of options after the purchase order has been shipped. They can decide how they would like to receive the invoice. Under “My account” in the OnlineShop, customers can view a wealth of information and details of the number of points and sales. The development of sales over the past two years can be called up completely online, as well as credits, charges or due dates of invoices.

A podcast explains the completely revised Motorservice OnlineShop.
“Notre équipe jeune, dynamique et multiculturelle se tient à l’entièr disposition des clients en France et au Maghreb. Nous répondons aux exigences des clients avec rapidité, proximité et une vaste gamme de plus de 20 marques.”

“Our young, dynamic and multicultural team is fully committed to serving customers in France and the Maghreb. We fulfill customer requirements quickly and with proximity to the market with an extensive product range comprising more than 20 brands.”

— Homero Arellano, Export Manager


“We place great importance on personal contact and regional proximity to our customers. We personally pass on up-to-date professional knowledge of products and technology in trainings, in-house trade fairs and specifically in the Motorservice colloquium.”

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“Nossa equipe de profissionais presta serviços de excelência e treinamentos técnicos a seus clientes com o objetivo de estabelecer parcerias sólidas e duradouras. A cooperação estreita com o centro de produção local de Kolbenschmidt é uma ajuda fundamental.”

“Our professional team provides customers with outstanding service and technical trainings, combined with the goal of a long-term partnership. This approach is supported by the close cooperation with the Kolbenschmidt production sites on-site.”

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“Premium brands, premium product quality and premium service go hand in hand at Motorservice. We use state-of-the-art tools for order processing and logistics to provide a quick and reliable service for our customers.”

Luca Evangelista,
Senior Manager
Order Processing

“Premium Marken, Premium Produktqualität und Premium Service gehören bei Motorservice zusammen. Wir nutzen moderne Instrumente in Auftragsbearbeitung und Logistik, um unsere Kunden schnell und zuverlässig zu bedienen.”

“Türkiye’nin kendine has özelliği olan yedek parça piyasasına, 20 yılı aşkın süredir Motorservice Şirketlerinden biri olarak hizmet sunmaktadır. Yüksek ürün kalitesi, ülkeye özgü geniş ürün yelpazemiz ve elbette mükemmel müşteri danışmanlığımız ile tanınmaktayız.”

Olcay Oldaç,
Product Manager

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1000 customers in 130 countries and 7 Motorservice sites guarantee a reliable goods supply.

“As a centre of excellence for the Far East region within the Motorservice group, MS Motorservice Asia Pacific guarantees a strong market presence with excellent products, a high level of technical know-how and outstanding service. This enables us to offer customers a professional, effective and efficient service.”

Guaranteed global presence
Proximity to the market.
Automechanika, the largest spare parts trade fair in the world, is the meeting place for the sector. At the large Motorservice stand, customers meet to talk with Motorservice and for the traditional caipirinha after 5 pm.

“We have an extremely customer-orientated approach to work and offer a wide range of services. We therefore need a partner who works well with us. With a large number of sites throughout the country, it is also a real logistical challenge to cover the demand for parts.”

“All customers expect us to provide reliability, a wide range of products and, of course, quality. Motorservice stands for all these things.”

“Demand for our electronic spare parts is increasing all the time, as the old cars are gradually disappearing from the roads and a large number of new vehicles are taking their place.”

“We specialize in trucks and off-highway vehicles and quality plays a big role. It is essential that the vehicles work without problems and are always ready for use.”

“The logistic aspect is a major challenge for us. In order to manage the ever larger volume of orders, we need a partner like Motorservice, who supplies us reliably with engine components.”
Motorservice customers chat at Automechanika.

“The number of modern cars is increasing and our turnover with the Pierburg products is going well.”

“We will work even more closely with Motorservice in the future, specifically in the field of industrial engines. We are very interested in the wide range of IMA parts. One major advantage of Motorservice is the technical information material we can pass on to our customers. That is a factor which should not be underestimated.”

“Price is often the deciding factor. For us, quality comes first. And that is why I rely on the products supplied by Motorservice.”

“I really like the fact that we will be able to log claims directly in the OnlineShop in the future. This will make the whole claims process much easier and more transparent.”

“We will react to the changing market with an even closer cooperation with Motorservice. Our focus in on further expansion and building on our position as market leader.”

“The quality of the products is an important factor, but it’s speed and reliability that are most important for us. We are therefore extremely satisfied with the cooperation with Motorservice.”
With our extensive sales promotion measures, we are increasing the comfort and product benefit for our customers by offering support in the form of a wide range of brochures, leaflets and short instructional films known as podcasts. This not only includes detailed information on technical specifications and the make-up of the products, but also installation instructions to make use in practice easier. These documents are available in over 30 languages.

A wide range of promotional items are available for in-house trade fairs, shops and businesses. Essential even in the digital age: print product catalogues. Motorservice offers 10 different, product-group specific catalogues for trade and repair shops.
Piston ring assembly down to the bottom skirt end. See to it that the joint ends of the spiral expander in Napier rings and oil control rings should be installed such that the oil is scraped.

KS pistons are available ready for installation. It is not necessary to assemble the method of reducing these pollutants.

Pumps catalogue  |  Item no. 50 003 865
Pierburg Parts catalogue |  Item no. 50 003 566

The honing brushes reduce cylinder diameter by between 0.001 and 0.002 mm layer thickness from the dimension found on the piston crown. Be aware that the measuring points should have at least 20% open graphite veins. Only use the honing tools of the manufacturer and assemble the components under the honing machine manufacturer’s instructions.

KOLBENSCHMIDT uses preservatives that do not require a flushing process, and the closed cylinder block, having to be pressed in (interference fit). The edge chamfer C must not exceed 0.02 mm per 100 mm. Put the measuring points at the pin bores of the piston and the conrod with fixed pin:

Ø 120–180 mm 0.018 mm nominal tolerance must not exceed 0.02 mm per 100 mm. Put the measuring points at the pin bores of the piston and the conrod with fixed pin:

Rt
R

More technical details:

• 225x83

Fault codes – often caused by the system.

Mode 3: Read out the emissions-relevant faults which caused the fault
Mode 6: Display the measured values of intermittently monitored systems

P0410 Secondary air – malfunction

Possible Fault Codes:

- EGR valve
- Secondary air system solenoid valve
- Wiring harness
- Oxygen sensor (before catalytic converter sensor)
- 26 Catalytic converter

P0120 – P0124

P0234 – P0235

P0505 – P0510

Our sales promotion measures give you useful tools at your disposal.

Support for the trade | 21
The number of newly developed components and modules for engines is increasing constantly. The design and function of systems are increasingly complex and often electronically controlled, networked and monitored. These days, without access to the latest information, targeted work on modern engines is virtually impossible. Our training programme teaches the expertise of an OE manufacturer directly to employees at repair shops and trade in an interesting and appealing way. “Live trainings are the most efficient trainings”: Each year, around 4,500 mechanics and engineers benefit from our training and seminars, which we run on-site around the world, and also in our training centres in Neuenstadt and Dormagen (Germany).
Professional knowledge for the workshop, directly from Motorservice.

Technical podcasts
Sharing knowledge by video in an illustrative way: The technical podcasts offer repair shops practice-orientated fitting instructions and system explanations.

Products in focus – online
Discover interesting facts about products and applications with interactive elements, animations and video clips.

Service hotline
Our service engineers provide quick and competent help.