



TECHNICAL BULLETIN 008

Broken noses, flat batteries, left & right hand and warranties.....

Is it left or right hand?

So the customer is at your counter with his alternator in hand. You might even recognise it as a 17ACR or an A127 Lucas type alternator, however what hand is it, left or right? Here's how to tell. Firstly with the pulley pointing towards you, put the double (front and rear) bracket at 12 o'clock. The other single bracket will then be either at approximately 4 o'clock or 8 o'clock, the 4 o'clock unit being the right hand version and the 8 o'clock unit is the left hand alternator.



Right Hand

This is one of our regular phone enquires and we shall cover more in future bulletins.

Left Hand

! More warning tag information !

Please be aware we have two more warning information numbers; WI12 and WI13. Firstly the Vauxhall Astra 1.7 diesel G and H chassis ranges as the alternators look almost identical, will fit on the both vehicles, but work completely differently. Secondly are the part numbers UNS608 and UNS1158. Both these part numbers have a number of different OE units (Bosch, Valeo, Mitsubishi etc) that all look slightly different and have different size drives. Despite any uncertainty on whether these units do or do not interchange, they all do. The important part is the actual pitch of the drive NOT the size or number of teeth.

New Jaguar part number

We have discovered an issue with the Jaguar X-Type 2.0 and 2.2 Diesel alternators. Normally this vehicle shares it's alternator with the Ford Mondeo, however on certain Jaguars this has caused dash light problems. We have found it necessary to use a different regulator to solve this. Therefore if you require this alternator for a Jaguar, please specify part number **UNA198J**

Warranties.....

We do appreciate that the mere mention of the word "warranty" can bring fear and dread to a parts person, however if handled correctly it needn't be a problem. At this point we must point out that just because the customer says it's a warranty, it more often than not isn't. Well over half of all returned units are working and add to that many "faulty" units have problems caused by the vehicle, be it a starter that's been overcranked or an alternator contaminated with oil.

This is where we sometimes find an issue. It is vitally important this information is relayed down the line to the fitting garage or end user. We have experienced of late a reluctance to tell the fitter/end user that the unit isn't faulty, but has a vehicle induced fault, for fear of upsetting them. This has a number of consequences:

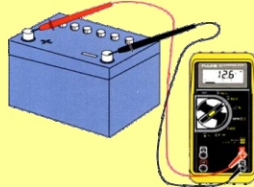
- 1) Failure to fix the issue will result in another faulty unit.**
- 2) An unnecessary negative opinion of the product.**
- 3) An unnecessary negative opinion of both the supplying Motor Factor and Universal.**

It's far better to inform the customer of a vehicle related problem once, than have repeated warranty issues.

When fitting an alternator.....

Your customer's bought a new alternator from you; great news! He can now go and fit it and forget it right? Well not exactly, no..... An alternator is designed to keep a fully charged battery charged. It is NOT designed to a) charge a flat battery and b) run all the vehicle electrics too. There is a good chance that if the new alternator is fitted to a flat battery, the rectifier will become overloaded and blow. We often hear the comment "my new alternator is getting red hot!". That's simply because it's being overloaded.

The fitter must make sure his battery is fully charged BEFORE fitting the unit.



A broken nose!

We occasionally receive "warranty" units in various



states of disrepair including broken nose cones as in the pictures above. Please note that this is **NOT** a warranty issue, but a vehicle/engine induced failure. This type of failure is caused by either the drive being engaged whilst the engine is running, or some form of "kickback" due to timing or other engine problems. Please make any relevant customers aware.