

# PROFESSIONAL DISTRIBUTOR

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BUSINESS MEDIA



## A NEW LEASE ON LIFE

This Cornwell Tools dealer  
nearly died, now he's back  
bigger and better

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Hand and Specialty Tool Sales Page 16  
Go Sell Something Page 34

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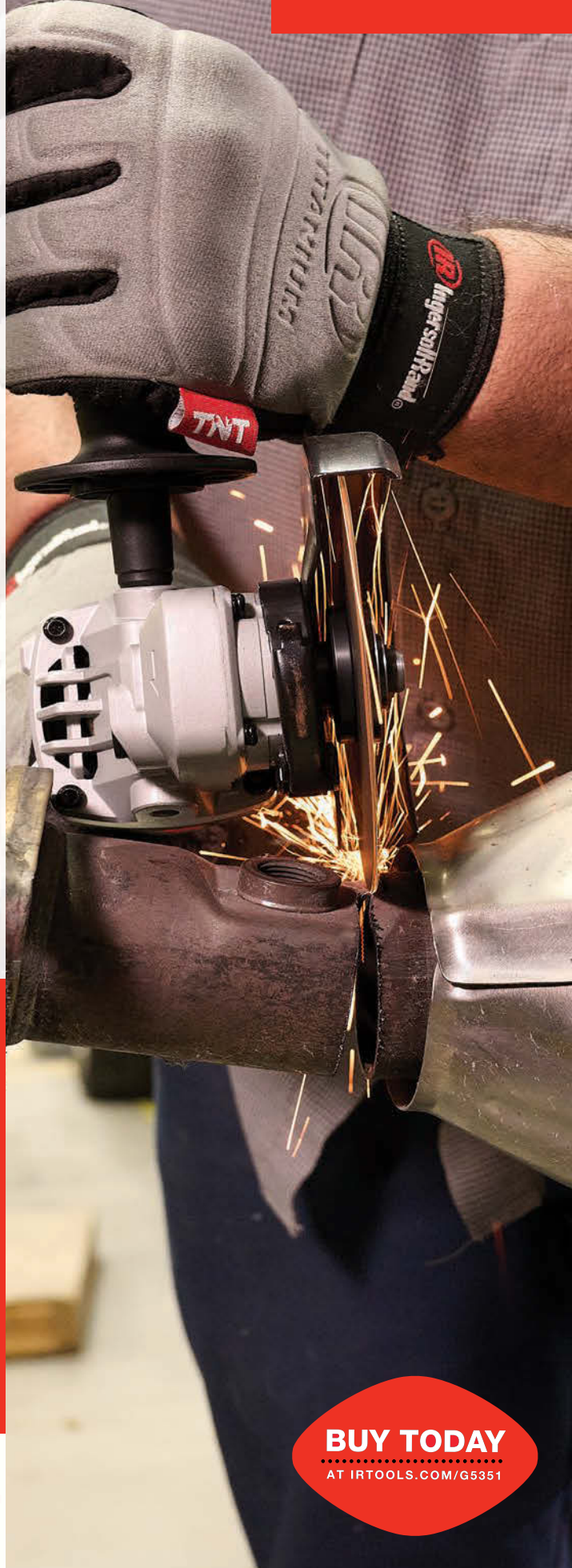


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When selling specialty tools, this independent dealer says his customers look for anything to make the job easier and quicker. (Photo: James Stinson).

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### VIDEO:

In this video, Eric Moore, fleet manager, reviews the Clore Automotive 12V Heavy Duty Power Supply and Battery Charger.

[VEHICLESERVICEPROS.COM/21293805](http://VEHICLESERVICEPROS.COM/21293805)



### GUEST BLOG:

12 tips on how to raise prices without losing customers.

[VEHICLESERVICEPROS.COM/21291942](http://VEHICLESERVICEPROS.COM/21291942)



### ARTICLE:

Identifying your target market is key in any business. Here are four ways to get started on marketing for the right target audience.

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**BRENDAN BAKER**  
EDITOR  
[bbaker@endeavorb2b.com](mailto:bbaker@endeavorb2b.com)

## Attitude of Gratitude

Do you need an attitude adjustment?

Sometimes you just need a reset like the ECU or the module your customer is working on when everything starts to go haywire. What you need is an attitude reset. It's all about perspective and mindset.

My grandfather, who was a tire salesman in Chicago in the first part of his life, always told me not to say, "I hate this..." but instead say, "I dislike this or that's not my favorite." Using strong words with negative connotations gets embedded in our brains and multiplies like a virus.

Working toward gratitude in our daily lives will bring much more happiness and inner peace. But it's not easy to remember to stay positive. Growing up in an automotive-oriented family, I learned I had mechanical ability early on. I also discovered that working on cars could be the most frustrating thing in the world if you have a bad attitude.

While I found cursing helped me vent my frustration, it never fixed a single vehicle, as far as I know. The underlying frustration was still there. Maybe I didn't have the right tool for the job (which was often the case). Or I didn't have the knowledge I needed to follow the correct procedures. I'm more of take it apart and figure out how to put it back together after kind of guy.

I'm trying to make the point that everyday life and working on cars (or with shops that work on cars) can be frustrating. You can get caught up in the little irritating things like bad customers

and vehicles that are a complete disaster, but you still have to work through it to the end. However, you can get your inner peace back in check with an attitude reset.

Heather Faulkner, a clinical programs supervisor at Diversus Health, suggests that to develop this "attitude of gratitude," you should begin by doing the following:

1. Ask yourself, what are you grateful for?
2. Write down three things that you are grateful for each morning.
3. Tell someone three things that happened which made you grateful.
4. Start a gratitude journal.
5. Give yourself credit for the big and small wins.
6. Acknowledge other people and thank them for what they do for you.
7. Meditate on gratitude.
8. Surround yourself with people who share a mindset of gratitude.
9. Give thanks for what you have and where you are in your life right now.
10. Commit to practicing gratitude.

Working on cars and trucks, and sometimes motorcycles for a living (or assisting those who do), can be a challenge if I'm being polite. The reality is that it is often tricky, with days filled with never-ending problems and issues to solve. By practicing gratitude daily, you will be rewarded by one of the most influential people in your life – you.

Give it a try.

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EXECUTIVE VICE PRESIDENT – TRANSPORTATION

Kylie Hirko 630-253-4034 [Kylie@VehicleServicePros.com](mailto:Kylie@VehicleServicePros.com)

VP/GROUP PUBLISHER, ENDEAVOR VEHICLE REPAIR GROUP

Chris Messer 651-206-3168 [CMesser@EndeavorB2B.com](mailto:CMesser@EndeavorB2B.com)

EDITOR Brendan Baker

[BBaker@EndeavorB2B.com](mailto:BBaker@EndeavorB2B.com)

ASSOCIATE EDITOR Emily Markham

920-234-6359 [Emily@VehicleServicePros.com](mailto:Emily@VehicleServicePros.com)

ASSOCIATE EDITOR Kayla Nadler

920-563-1764 [Kayla@VehicleServicePros.com](mailto:Kayla@VehicleServicePros.com)

ASSOCIATE SALES DIRECTOR Mattie Gorman-Greuel

920-563-1636 [MGorman@EndeavorB2B.com](mailto:MGorman@EndeavorB2B.com)

DIRECTOR OF BUSINESS DEVELOPMENT Cortni Jones

920-568-8391 [CJones@EndeavorB2B.com](mailto:CJones@EndeavorB2B.com)

MULTIMEDIA ACCOUNT EXECUTIVE Diane Braden

920-568-8364 [DBraden@EndeavorB2B.com](mailto:DBraden@EndeavorB2B.com)

MULTIMEDIA ACCOUNT EXECUTIVE Lisa Mend

949-259-5654 [LMend@EndeavorB2B.com](mailto:LMend@EndeavorB2B.com)

MULTIMEDIA ACCOUNT EXECUTIVE Michael Parra

925-307-8779 [MParra@EndeavorB2B.com](mailto:MParra@EndeavorB2B.com)

MULTIMEDIA ACCOUNT EXECUTIVE Paul Ropski

815-255-4118 [PRopski@EndeavorB2B.com](mailto:PRopski@EndeavorB2B.com)

INSIDE SALES Mackenzie Verschoor

651-846-9472 [MVerschoor@EndeavorB2B.com](mailto:MVerschoor@EndeavorB2B.com)

PRODUCTION MANAGER Jane Pothlanski

224-324-8507 [JPothlanski@EndeavorB2B.com](mailto:JPothlanski@EndeavorB2B.com)

AD SERVICES MANAGER Carmen Seeber

920-568-8373 [CSeeber@EndeavorB2B.com](mailto:CSeeber@EndeavorB2B.com)

ART DIRECTOR Tim Schafer

LIST RENTAL REP Michael Costantino

402-836-6266 [Michael.Costantino@infogroup.com](mailto:Michael.Costantino@infogroup.com)

LIST RENTAL REP Kevin Collopy

402-836-6265 [Kevin.Collopy@infogroup.com](mailto:Kevin.Collopy@infogroup.com)

AUDIENCE DEVELOPMENT MANAGER Debbie Dumke

ENDEAVOR BUSINESS MEDIA, LLC

CEO – Chris Ferrell

President – June Griffin

CFO – Mark Zadel

COO – Patrick Rains

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Subscription Customer Service

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## Welcome to Sneak Peek!

This section features recently introduced automotive tools and equipment. See new products even before technicians read about them in *PTEN* magazine.



### HAS A 3X ZOOM LENS

The **Mueller-Kueps LED Penlight**, No. 904 980, features a 3x zoom lens for wide or narrow beams. With a 40m beam spread and ability to emit up to 260 lm, the penlight is ideal for under the hood or under the vehicle applications. It's also rechargeable via USB, has a red/green charge indicator, and is made of aircraft aluminum. ■

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### LARGE BACKLIT LCD DISPLAY

The **Mastercool Black Series Compact 2-Way Digital Manifold Gauge Set** performs pressure and temperature calculations for up to 91 different refrigerants, including R-134a and R-1234yf refrigerants. The compact manifold provides an automatic shut-off, offers units conversions, and displays alarm indications (over range, Celsius or Fahrenheit designation, and low battery warnings) directly on its large backlit LCD screen. It also features easy-to-grip knobs, a large sight glass for quick visual refrigerant checks, an accuracy of +/- 0.5 percent FS, and a resolution of 0.5 psi. ■

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### GIVES USERS FREEDOM FROM POWER OUTLETS

The **CTEK CS FREE Solar Panel Charge Kit** works with the CS FREE 4-in-1 portable charger without connecting to a power outlet, so users can charge and maintain their vehicle battery wherever they are. Made from super-tough fiberglass, simply unfold and connect it to a CS FREE in seconds, giving the ultimate freedom from power outlets. Waterproof, weather-resistant, and durable, the Solar Panel Charge Kit includes a convenient carry case with an adjustable kickstand for flexible 180-degree positioning. ■

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### PREVENTS DAMAGE TO THE BELT

The **Lisle Corporation Stretch Belt Installer for Double Pulleys**, No. 59350, is designed to install the main stretch belt on extra-deep double pulleys. Works on 2011 and newer Ford 3.5L EcoBoost and 3.7L engines, as well as 2019 and newer GM 5.3L and 6.2L engines. Inside of the tool is engineered to fit securely on the front side of pulley. The tool holds the belt on the pulley as the engine is rotated clockwise to install the belt. It helps prevent damage to the belt or pulley during installation. ■

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### 4-DEGREE ARC SWING

The **Milwaukee Tool 3/8" Drive 9" Flex Head Ratchet** has a 4-degree arc swing that provides technicians the adaptability to work in spaces with different angles. The ratchet head can be locked into nine unique positions or left unlocked for free movement during use. The slim profile head and flush directional and locking levers offer accessibility in tight spaces. The all-chrome finish makes cleaning the flex head ratchet easy. Also available in 12". ■

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### OFFERS FULL-SYSTEM VEHICLE DIAGNOSTICS

The **Launch Tech X-431 Torque 5** is a tri-function device that serves as the VCI for OBD diagnostics in addition to a digital multimeter and a two-channel oscilloscope. The bidirectional Torque 5 also includes extensive coverage of European, Asian, and Domestic vehicles, with pre-installed software modules for ADAS, battery testing, immobilizer diagnostics, CodeAssist by Identifix, and more. The Android 10-based scan tool features a 10.1" color display, 4GB ram and 128GB ROM large storage, and is equipped with a high-endurance battery. It also supports CANFDIOIP diagnostic protocol and full-system fault diagnosis, with functions such as read DTCs, clear DTCs, read data stream, special function, actuation test, coding, matching, and more. ■

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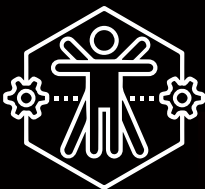
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## IDEAL FOR SMALL SERVICE BAYS

The **XA12 Alignment Scissor Lift** from **Rotary Lift** is ideal for service bays with a minimum bay size footprint of 12' by 23'. With a 78" to 164" four-wheel alignment wheel-base range and 12,000-lb lifting capacity, the XA12 was engineered with space and flexibility in mind. Its open front and rear design provide technicians with greater access to vehicle adjustment points, making wheel alignments and other repairs easier to perform. Additionally, the XA12 features adjustable radius gauges and comes standard with two 6,000-lbs capacity air-operated rolling jacks, longer rear slip plates, and its hinged ramps automatically self-chock and drop down when the lift is raised. ■

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## REMOVES EGR VALVE ON SELECT MAXXFORCE, N9 AND N10 ENGINES

The **OTC EGR Valve Puller**, No. 5865, is designed to remove the EGR valve on 2010 MaxxForce 10, 9, and DT engines as well as 2013 N9 and N10 engines with SCR. The tool is similar to Navistar OE tool, No. ZTSE4941. Made in U.S.A. with global materials. ■

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## EQUIPPED WITH BOTH COLD AND HOT GLUE PULLING OPTIONS

The **Dent Fix Equipment GLUEMAX Glue Repair Station**, No. DF-GM/DXE, is a pulling station equipped with both cold and hot glue pulling options to repair damage in automotive steel and aluminum panels while preserving OEM coatings and interior integrity. The station can be used for application from heavy duty glue GPR pulls to cosmetic PDR corrections. With an enclosed and lock-able cart, the GLUEMAX Glue Repair Station protects its tools from the shop environment. ■

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## FEATURES A 19.25" CARBON FIBER HANDLE

The **H&S Autoshot PDR Blending Hammer**, No. UNI-7804, features a 19.25" carbon fiber handle that has ideal weight/balance for knocking down high spots or blending panels. The anodized aluminum head keeps the hammer light but also ensuring durability in the shop. Includes two nylon tips and two stainless steel interchangeable tips with a storage case. ■

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## FEATURES A MAXIMUM GLOVE OPENING OF 4.5"

The **Oni Tools Sheppard M110 Gear Box Pitman Arm Puller**, No. ONI349T, is designed to easily remove pitman arms on Sheppard M110 steering boxes with its high-strength steel casting design made for high capacity pulling. Featuring a maximum glove opening of 4.5", the pitman arm remover eliminates dangerous hammering or cutting torch methods, and can be used with up to a 3/4" air impact wrench, hand ratchet, or breaker bar. Engineered to fit for Volvo, Mack, Kenworth, Peterbilt, Freightliner, Mack, and other Class 6 to 8 transportation trucks and equipment. ■

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## USES 90 CRI LED FOR LOW LIGHT CONDITIONS

The **Streamlight Stinger Color-Rite** is a rechargeable LED flashlight that uses a high color rendering index (90 CRI) LED for enhanced visualization under low light conditions, allowing users to see the color spectrum as they would in natural light such as to match and identify colors in auto applications. The compact light offers three variable lighting modes plus a strobe: high (500 lm, 17,500 candela, 265m beam distance); medium (275 lm, 9,000 candela, 190m beam distance), and low (140 lm, 4,500 candela, 134m beam distance). Run times range from five hours on the low setting to 1.5 hours on high. The light is anodized against corrosion and is IPX4 water-resistant. ■

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## FEATURES A 2" JAW OPENING

The **Channellock 10" WIDEAZZ Adjustable Wrench, No. 10WCB**, features a 2" jaw opening, providing 72 percent wider jaw capacity than standard wrenches of the same size—all in a lightweight, compact 10" adjustable wrench supporting larger nuts and bolt sizes, says the company. The combination of a smart and comfortable tapered handle design with Code Blue grips, a 4-thread knurl, and minimal head width improves performance in confined spaces. The Channellock adjustable wrenches are made in Spain and forged from rugged chrome vanadium steel. ■

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## ELIMINATES HARMFUL PROPELLANTS

The **Titan Professional Tools Non-Aerosol Sprayer** is designed to help eliminate dangerous or harmful propellants. It features an operating pressure of 80 to 150 psi and is refillable. The eco-friendly sprayer is not recommended for use with paint products and is not to be used with flammable propellants. Available in orange, green, and black. ■

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## OFFERS 225A ENGINE START ASSISTANCE

The **PRO-LOGIX 12V 40/15/5/225A Wheel Charger with PS Mode and Engine Start, No. PL3740**, from **Clore Automotive** is designed to deliver versatile service to today's busy shops, from battery charging and engine starting to power supply support for a variety of applications. With charge rates to 40A, the unit makes quick work of charging and it has a charge setting for flooded and AGM/spiral wound batteries. The PL3740 features a knob control for easy operation, 225A engine start assistance, temperature compensation, a multi-phase charging process, and a PS mode for diagnosis, repair, maintenance, and ADAS support. It also offers both an auto charge mode and traditional timed (manual-style) charge settings, including 20,40,60,90, and 120 minutes. ■

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## ADDITIONAL FOOT OF LEAD WIRE

The **Thexton Extended Back Probe Spoons, No. 914X**, are designed to access electrical circuits from the rear of the connector to prevent piercing wires and possibly damaging the circuit. The 914X is ideal when space is limited for back probing. The additional foot of lead wire offers flexibility and assures a good connection with voltmeter. Made in the U.S.A. ■

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## INCLUDES OVER 100 SKUS

**Mayhew Tools' Made in the USA Screwdriver Product Line** includes over 100 SKUs and are available both individually and in sets. Notable features include ergonomic acetate tri-lobular handles for maximum strength and torque transfer, ribbed necks for fingertip control and a non-slip grip, and a durable black oxide finish for corrosion resistance. All blades are manufactured using tempered high alloy steel for strength and durability. Each tip is precision CNC machined to industry specifications with tight tolerances for secure and reliable fastener engagement. All screwdrivers are made in the U.S.A. and exceed ANSI, ASME, and government standards (GGG, ISO). ■

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## HAS AN OIL-FREE PUMP

The **Forney Industries Fornair 4.5 CRM Air Compressor, No. 555**, is built to last with its 4-gallon steel tank for durability and lower rpm output for longer motor and pump life. The air compressor features a built-in moisture separator and an oil-free pump for maintenance free operation. It provides optimal psi (120 maximum psi) to operate pneumatic tools and has large gauges for easy monitoring of tank and line pressure. It also offers an auto on/off option, two built-in 1/4" air outlet quick connects, and includes a wheel kit and luggage handle. ■

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### DRAWERS LINED WITH NON-SLIP PVC FOAM

The **Homak Manufacturing 43" Big Dawg 3-Drawer Service Cart** features a 25" deep design with three drawers and a bottom tray. Tray-to-drawer distance of 12.5" maximizes storage options. Lockable top till includes a power strip for storing electronics or valuables. Lift latch drawer pulls prevent drawers from opening. Each drawer is fully extendable, can hold up to 100 lbs, and is lined with non-slip PVC foam. UV protective high-gloss finish and chrome casters provide a sleek look to the overall design. Caster capacity of 520 lbs keeps all tools convenient and portable. ■

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### PALM COATING ADAPTS TO MOST ENVIRONMENTS

**Magid VersaTek Work Gloves** feature a palm coating engineered to read the environment and adapt to amplify the worker's grip when working in wet, dry, slick, abrasive, or oily conditions. Along with the intelligent coating technology, VersaTek gloves are also designed for maximum comfort and flexibility so workers



can maintain natural hand movements and precision when handling small parts. VersaTek is available on select Magid AeroDex and DX+ Technology styles. ■

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### FOR TIMING SERVICE AND REPAIR

The **CTA Manufacturing BMW/MINI Timing Chain Tool Kit - N12, N14, and N16**, No. 3770, features specialty tools required to perform timing service and repair, including camshaft locking blocks, flywheel locking pin, timing chain tension block, and upper chain tension locks. With the kit, users are able to accurately locate TDC for servicing and repairing head gasket and timing chain. The tools service R55-R61 models 2007 to 2016 (Cooper, Paceman, and Countryman). ■

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### BACKED BY AN AUTO-ENGAGE CLUTCH

The **JET Tools JLA Compact Lever Hoist Series** includes three models: 0.75-ton, 1.5-ton, and 3-ton. All feature a compact design, allowing users to get into tight areas. With safety at the forefront, the hoists are backed by an auto-engage clutch that allows for easy load chain adjustment while protecting against accidental freewheeling under load. Each model also offers a fused brake for low maintenance safety, Zinc-plated Grade 100 load chain, cast steel latches, a western-style double pawl system for added safety, and a short handle to get into tight areas. ■

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## SOFT RUBBER COATED HANDLES

The **SP Tools USA 6-pc Premium Plier/Cutter Set with EVA Foam**, No. SP32916, contains six commonly-used pliers, including 10" quick-snap, 8" combination, 6" and 7" HD diagonal cutters, 8" HD long nose, and 8" bent nose precision pliers. The set features soft rubber coated handles for limited slippage, multi-positioned channels for more gripping power, and is made from chrome vanadium electric steel that has been forged and multi-stage oil-hardened. The quick-snap pliers also offer "self-gripping" teeth to prevent slippage. The set comes in a custom-cut foam insert carrying case for easy organization and mobility. ■  
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## CAPABLE OF LIFTING UP TO 4,000 LBS

The **BendPak Mobi-EVS EV4000SL EV Battery and Powertrain Lift Table** is a push-around full-rise scissor lift table that is ideal for EV service and battery pack replacement. The 40" by 60" platform is capable of lifting up to 4,000 lbs. With a press of the button on the pendant control, the space-saving lift platform elevates to more than 6' in less than 20 seconds, the company says. Other notable features include full-length utility trays on both sides, a stowable tow bar, a heavy duty 12V DC power unit with deep cycle battery, an onboard battery charger, manual floor locks, and zero-throw casters. The lift also meets or exceeds the standards prescribed by ASME PASE 2019. ■

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Watch this product in action here: [VehicleServicePros.com/21294309](https://VehicleServicePros.com/21294309)



## ENHANCED 23MY COVERAGE

The **AutoEnginuity Giotto Version 21.0** for the Windows platform offers enhanced '23MY coverage and improved general support. Other highlights include new enhanced domestic support for Chrysler, GM, and VAG coverage. Examples include added Global-B support for MY22.5 GMC Sierra and Chevrolet Silverado trucks, added module address detection specific for Jeep Wagoneer and Grand Cherokee L models, and added basic settings and output tests for Audi e-Tron vehicles. ■

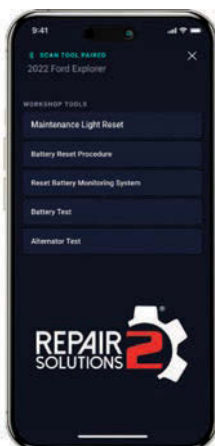
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## IDEAL FOR DIESEL REPAIR SHOPS

The **ProMAXX DEF Doser Decomposition Reactor Repair ProKit** allows diesel technicians to quickly complete an on-the-truck repair on Cummins ISX, ISB, ISC, ISL, Navistar N9, N10, N13, and PACCAR MX-11/M-13 engines. The kit's ProPlate fits over the dosing valve mounting plate correctly aligning to its bolt holes. The included machine-shop-grade drill bit and tap tooling removes broken bolts and chases the threads, restoring them to factory new. The kit is ideal for diesel repair shops that work on vehicles such as Cummins-powered tractors, buses, fire trucks, excavators, garbage trucks and even the light duty Dodge Ram 6.7L pickup truck engine. ■

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## INCLUDES EXPANDED MODEL YEAR COVERAGE

The **Innova Electronics OBD2 Scanner Tools and Dongles Software Update** includes coverage and support for vehicles through model year 2022, added functionality, and enhanced RepairSolutions2 app features. Expanded tool functions include more active test and special function capabilities, such as battery reset, battery initialization, battery and alternator test and maintenance light reset supporting popular vehicle makes, including GM, Chrysler, Ford, Honda, Hyundai, and Nissan. The update also brings several enhancements and new features for compatible dongle tools, including maintenance and oil light reset, battery reset procedures, battery initialization for compatible BMW, Ford, and Volvo vehicles, as well as the ability to perform battery and alternator tests. ■

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## Do YOU stock it?

The following products are among the most requested tools and equipment from recent issues of *PD's* sister publication, *PTEN*. Perhaps you've already received requests about some of these items. Take a closer look at stocking them.

### A Assures proper piston installation

The **OTC Piston Ring Compressor**, No. 5852, is designed to assure proper piston installation while reducing the possibility of broken rings. The ring compressor has a diameter of 4.589" and works on select Navistar MaxxForce, N9, N10, and 9000 engines. The product dimensions are 13.4" width by 10.6" depth by 7.5" height, and it weighs 8.9lbs. The ring compressor is made in the U.S.A.

For more information, click on "PD e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



A



B

### B Takes the guesswork out of making car keys

The **XToolUSA Nitrous Key Making System** contains everything a shop needs to immediately begin making car keys. The system is powered by the Triton PLUS key cutting machine and the AutoProPAD G2 car key programmer, both ensuring dependability and reliability. In addition to the hardware, the system includes all of the keys and remotes for the most common vehicle types shops are likely to encounter on the road, in a compact and convenient package. With free online trainings, year/make/model lookup at [nitrouskeys.com](http://nitrouskeys.com), and U.S.-based technical and warranty support, the Nitrous Key Making System will quickly introduce a brand new and highly-profitable revenue stream to a shop's bottom line.

For more information, click on "PD e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### C Breaks loose stubborn crank bolts

The **OEMTOOLS Heavy Duty 9mm Crank Bolt Socket**, No. 25290, is designed to easily break loose stubborn crank bolts. Constructed with heat-treated, durable chrome molybdenum steel, the heavy duty impact sockets have more mass for high-torque applications. The socket has a 1/2" drive.

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C



E



D

### D Torque accuracy of $\pm 4$ percent

The **CTA Manufacturing Torque Limiting Ratchet Wrench**, No. 8930, has a 25.81 ft-lb pre-set to allow technicians to easily torque down the cartridge-style oil filter housing caps, found in many Asian and domestic vehicles. The 8930 features a blue comfort grip handle to easily identify over the previous version, the 8940, which has a red handle. The 8930 measures 11-1/2" in length, has a 3/8" drive, and an accuracy of  $\pm 4$  percent.

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### E Updated four-mode speed settings

The **DeWalt 20V MAX XR 1/2" High Torque Impact Wrench with Hog Ring Anvil**, No. DCF900GP2, delivers up to 1,030 ft-lbs of maximum fastening torque and 1,400 ft-lbs of maximum breakaway torque. Its Precision Wrench mode helps prevent overtightening in forward and run-off in reverse for additional user control. Additionally, the impact wrench features updated four-mode speed settings, a variable speed trigger, and an on-tool LED. It measures 8.8" in length and 9.1" in height, and weighs 6.4 lbs.

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## F Reactionless ratchet eliminates kick back

The **1211MAX Series High Speed Ratchet** from **Ingersoll Rand** features 80 lb-ft of nut-busting torque and produces 625 rpm of free speed—speeds three times faster than its previous generation. The twin hammer reactionless impact mechanism protects the operator's knuckles and fingers from kick back while completing the job. Once it has reached its torque limit, the operator can add a last touch of torque manually using the tool's true ratcheting mechanism. It weighs just over 3 lbs. An ergonomic design with a compact, straight-line composite handle and contoured trigger maximizes comfort, control, and accessibility. Available in 3/8" or 1/2" drive models.

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## G Available in three configurations

The **Ernst Manufacturing Bit Bar** is designed to provide an ideal solution for bit sets and will mount magnetically on the sides of toolboxes, top of chest lids, or in drawers. It can also be used for stationary or portable storage. With three configurations available, the Bit Bar is able to hold a combination of short and long bits in one easy place. Options include 60, 78, or 96 tool capacities. Bits are held firmly with taper lock holes and will easily release when pulled out. Available in red/black or black/Hi-Vis. Made in the U.S.A. and comes with a lifetime guarantee.

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## H For prying car interior panels

The **Lisle Corporation Double-Ended Trim Remover**, No. 35470, is ideal for prying car interior panels. The heat-treated, alloy steel tool features hardened tips to provide strength and access to panels in tight areas. Double-ended tool with radius on one end and narrow square tip on the other end.

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## I Built for lightweight durability

The **M12 Heated AXIS Jackets and Vests** from **Milwaukee Tool** are designed to deliver heat built for lightweight durability. Redesigned to reach three times faster heat, these heated products utilize lightweight and durable carbon fiber heating elements to bring comfort and warmth to the jobsite. A hidden battery pass-thru pocket construction allows for front or back battery placement, increasing comfort and flexibility depending on the task. With re-engineered AXIS Ripstop polyester fabric and reinforced high-wear zones, the heated AXIS program protects wearers from abrasion and prevents tears from spreading in harsh jobsite conditions.

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## J Removes quick connect with snap/side lock couplers

The **Cal-Van Tools Adjustable Jaw Fuel Line Pliers**, No. 68800, are designed to disconnect fuel, EVAP and breather, push-style quick connect fittings. Can also be used on some electrical connectors. Features a spring-loaded handle with a 2-3/8" maximum jaw spread in the straight position and a 1" maximum spread in the 90-degree position. The 2" long, tapered jaws rotate 180 degrees and have 1/8" contact points. The pliers are suitable to use on multiple vehicles.

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*Having been around the tool selling business his whole life, James Stinson understands the importance of helping his customers, taking care of their needs, and what technicians look for.*

Photo credit: James Stinson



# GETTING A GRIP on hand and specialty tool sales

While some technicians want the “latest and greatest” hand and specialty tools, others look at how they will save them on time. Keeping up with the latest advancements will prove to be valuable - in both situations.

**By Kayla Nadler, Associate Editor**

**A**lthough hand and specialty tools may not be as glamorous or exciting as diagnostic and power tools, they are just as important to any automotive technician. As with other tools, hand tools and specialty tools are constantly evolving. Keeping your customers up to date with the latest advancements will help them work faster, therefore putting more money in their pockets as well as yours.

For independent tool distributor James Stinson, hand and specialty tools make up the majority of his sales. Located in central Georgia, Stinson visits shops ranging from dealerships, small repair shops, truck shops to even some mining shops.

Even while busy on the road, Stinson makes it a point to always keep a working relationship with his own community. It's important to him and, by doing so, helps his

business. In fact, his latest big-ticket hand tool sale stemmed from a call from a local foundation asking for his help.

As part of a grant, the foundation was looking to provide select graduating automotive and diesel students from the nearby vocational technical college with various hand tools to help jumpstart their careers.

“They gave me a list of items that the students might like to have, and I

fulfilled it as much as I could with the amount they gave me,” Stinson says.

While giving the foundation a good discount, he was able to provide the students with pry bars, torque wrenches, wrenches, ratchets, sockets, and screwdrivers, to name a few.

“I try to keep a good relationship with the instructors,” Stinson says. “They call on me from time to time with different things, so it worked out pretty well.”

Having been around the tool selling business his whole life – his father retired as a mobile tool dealer in 2015 – Stinson understands the importance of helping his customers, taking care of their needs, and what technicians look for.



*Technicians buy hand tools on a biweekly, if not weekly basis, Stinson notes, adding “and if they’re not buying, then they’re warranting.”*

Photo credit: James Stinson

## KEY TRENDS

As vehicle components continue to progress, the evolution of hand and specialty tools closely follows. In addition to tools being created, or redesigned, to assist technicians' work more efficiently, there has also been a continual shift across the spectrum, regardless of new parts, and that is to help technicians work efficiently.

This includes manufacturers taking a closer look at improving ergonomics as well as decreasing pain points when having to work in not-so-comfortable, awkward tight spaces.

### A better grip

Having a good grip on a tool is essential for obvious safety concerns. But just as importantly, a good grip benefits the user in more ways, especially if it's a tool used frequently.

“Ergonomics now play a great

role in today's hand tools,” says Gray Hendricks, executive vice president of sales, marketing, and product development at Titan Tools.

One example now common in the market, he notes, are tools with handles that provide a better grip to decrease user fatigue while still providing the ability to do the task at hand, such as screwdrivers removing fasteners that may have once been damaged or required an impact driver to remove.

With the trend now focused on the grip and ergonomics, tool manufacturers are spending more time thinking through the ergonomics of their tools, says Chris Sanford, vice president of sales for SK Tools.

“What it comes down to is you want as much torque as you can with as little strain on your wrist and arm,” he says.

Andre van Lagen, sales manager for North America at Mueller-Kueps

also agrees, adding that the material used in the handles has been a focus when it comes to technician comfort.

Last year, Mueller Kueps launched its Heavy Duty Duo Handle Pry Bar, No. 276 343V2, which features not one, but two ergonomic, soft-touch, and hammer-resistant handles. By having two handles, the pry bar allows for two-handed use for not only safety, but also comfort.

Whether it's the size and shape of the handle, the material used to construct the handle, or the coating covering the handle, these are just a few ergonomic features worth bringing up with your customers.

### Too close for comfort

Working in tight spaces is inevitable for technicians, especially as vehicle components continue to advance. To help ease pain points, hand and



specialty tools manufacturers are always looking for ways to address this issue.

To reach extremely tight spaces, SK Tools developed X-Frame ratcheting wrenches which feature an arc swing as low as 1.7 degrees. The ratcheting wrenches use six pawls, two of which engage at any given time, resulting in 216 positions. Additionally, with its I-beam handle, force is distributed evenly for strength and durability.

Titan Tools recently reengineered their traditional style high tooth count ratchets to allow technicians to generate more torque by making the tools longer. By already having a high tooth count – thus, minimizing the sweep – technicians will not have to sacrifice the overall torque that the ratchet can now handle.

### Stinson's top 5 selling hand and specialty tools

- 3/8" ratchets
- 3/8" deep and shallow sockets
- Screwdrivers
- Hex and Torx bit socket sets
- Impact sockets

Another example is Cal-Van's 45-degree Universal Hose Clamp Pliers, No. 58. The pliers are designed to provide better access to hose clamps than standard pliers in difficult-to-reach areas, such as coolant tank ventilation line clamps, radiator hose clamps, and transmission cooler lines. The pliers

feature a special tip to grip almost any hose clamp from any direction. Additionally, with its angled head and extra-long reach, the pliers can access some of the most obstructed clamps.

### GEARING UP YOUNGER TECHS

For mobile tool dealer Stinson, it's more of the younger techs who are purchasing hand tools on his truck. Not only are they buying to build their inventory, but they buy to have the "latest and greatest," he notes.

What hand tools are best for young technicians starting out?

Although it really depends on their role within the shop, new/young technicians should have a good set of ratchets, sockets, wrenches, screwdrivers, magnetic pick-up tools, mirrors, and oil filter

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**KNIPEX Tools**  
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wrenches, Cal-Van Tools' Vice President of Sales and Marketing, Matt Kenny says.

SK Tools' Sanford would also add extensions, various pliers (such as solid joint, tongue and groove, and retaining ring pliers), pry bars, scrapers, a torque wrench, punches and chisels, and hex keys.

"For a new technician, there are a lot of good starter sets out there," Sanford says.

However, with many to choose from, Sanford advises when looking to buy a starter set, they should build their practice strategically. For example, a 143-pc set may be more effective than an 850-pc set.

The 850-pc set may sound exciting and all-encompassing but might not make financial sense for a young technician to take on right away.

"That 143-pc set is just as effective for a beginning technician," Sanford says. "They then can add as they are

financially able. But if they are not careful, they can rack up thousands of dollars in debt and be paying on that for years."

### UPGRADING SEASONED TECHS

When it comes to his more seasoned customers, Stinson notes that many of them often warranty out what they already have, but that's not to say that upgrading their hand and specialty tools from time to time is uncommon.

"A lot of them already have what they need, but that's when the new stuff comes into play," he notes. "They're always looking for new and improved ways of doing things. So, if you can provide them with a new and quicker way, they're going to buy."

Since tools are constantly evolving, it makes sense for a professional technician to always be aware of tools that will enable them to be more effective, Cal-Van Tools' Kenny says.

"If something allows a technician to turn a 30 minute job into a 15 minute job, and they do that job often, then it's obviously a good investment on their part to be able to complete jobs faster."

### SELLING TIPS

When it comes to making the sale, price will obviously play a factor. However, it's important to note that when it comes to hand tools, quality should be at the forefront.

"For technicians who use their tools ten to 12 hours a day, they want a tool that's not going to break, chip, or fail," SK Tools Sanford says. "To me, it's all about a quality tool."

"It's not worth buying things twice," Cal-Van's Kenny adds. "Quality is important, especially if they want this to be their profession."

The same holds true for specialty tools, even if technicians only use the tool on a few occasions.

"Where people stray is if it's for one use," Sanford says. "It's easier to become more price driven, [however] quality still holds. Quality is still the number one consideration. You still want it to do the right job."

Keeping your truck well stocked with hand and specialty tools and putting the tools in your customers' hands are key to making the sale.

"People like to touch and feel before they buy and if you have it readily available now, you're more likely to close the sale," Titan Tools' Hendricks says.

"Mobile tool distributors have a key role," SK Tools' Sanford adds. By visiting shops on a regular basis, they can put the tools in the technician's hand to get a feel for how it works, he notes. "I think that's the key when selling hand tools."

Our experts also recommend that dealers demo the tools.

"Demo, demo, demo," Cal-Van's Kenny stresses. "Show people what the tool does."





Stinson works with his son and plans to pass down his knowledge of the tool selling business.

Photo credit: James Stinson

Whether that's showing them in person or taking your own video in a shop or at home, Kenny suggests. If selling tubing cutters, for example, take a piece of brake tubing into a shop and

show the technicians how it works and why it makes jobs easier.

For tool dealer Stinson, when making the sale, you must also "sell yourself."

"That's going to be the biggest thing because technicians can get their tools anywhere, so they are actually buying you and not the tool," Stinson says. "They are buying you and what you do for them."

Especially when it comes to hand tools. These tools can sell themselves in most cases, Stinson notes. "If you don't provide a good service for your technician as far as after the sale, such as how the warranty goes, then the tools are just tools."

A key piece of advice passed down from his father and what Stinson is hoping to drill into his son, who has recently joined him and is running his own route, is that "if you don't service what you sell then what you sell is no good."

His motto is, "You have to be able to backup what you sell." **PD**

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# PROMAXX TOOL

## PowerTech Set - Charlie

The PowerTech Set – Charlie, which includes three different guide plates, allows technicians to repair broken exhaust manifold bolts on 20 different engines.

### APPLICATION

The ProMAXX Tool PowerTech Set – Charlie, which includes three different guide plates, allows technicians to repair broken exhaust manifold bolts on 20 different engines including Ford 4.2L V6, 4.6/5.4L V8, and 6.8L V10 as well as 6.0L and 6.4L Power Stroke; Dodge HEMI 5.7L and 6.1L; GM 1999-2013: LS 4.8L, 5.3L, 6.0L, 6.2L, GM 2014-2020: 3.5L, 6.0L, and 6.2L.

### SELLING POINTS

- One compact PowerTech Set – Charlie ProKit repairs broken exhaust manifold bolts on 20 different engines including GM, Ford, and Dodge.
- **By combining three of ProMAXX Tool's exhaust manifold bolt repair guide plates into one kit, customers will save up to \$300 compared to purchasing the kits separately.**
- The PowerTech Set - Charlie includes the new generation IV 200 series, which are the smallest and thinnest exhaust manifold broken bolt guide plates available. They fit behind the shock tower, firewall, and just about anywhere else, making the repair easy to complete.
- The kit comes equipped with ProMAXX Tool's extractorless capability, eliminating broken extractors that elongate repair times.
- The kit includes the PowerDrive 1/4" Adapter, which converts ratchets to high-power and high-torque drills. It attaches to any 1/4" drive and accepts threaded drill bits.

### ORIGIN

More than 10 years ago, ProMAXX Tool introduced a first-to-market exhaust manifold repair kit for on-the-truck repairs.



### FEATURES AND BENEFITS

- Makes an on-the-vehicle fix, reducing repair times to approximately 15 minutes per broken bolt.
- Precision guide plates eliminate the risk of drilling into coolant jackets.
- If used correctly, the kit works 100 percent of the time, while welding out broken bolts and attempts to remove broken studs with extractors can be time-consuming and may or may not work at all.

### STORAGE AND DISPLAY

The kit is shipped in a 14" by 10" by 5" box. It is best to display the kit opened on an eye-level shelf.

### MANUFACTURING SPECS

ProMAXX Tool guide plates are crafted from hard-coated, anodized aluminum for durability. The CNC machined, individual guide holes are engineered with .001" accuracy, .0001" dead flat. The entire kit weighs less than 4 lbs.

**\$ SUGGESTED RETAIL PRICE**  
\$799.95

### **i** FOR MORE INFORMATION

Contact ProMAXX Tool  
Productivity Solutions at  
724-941-0941 or email them  
at [info@promaxxtool.com](mailto:info@promaxxtool.com).





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at [VehicleServicePros.com](https://VehicleServicePros.com).

# CHANNELLOCK

## SpeedGrip Tongue & Groove Pliers

The SpeedGrip Tongue & Groove Pliers are built for stabilizing, tightening, and loosening nuts and bolts across a variety of trades.



### APPLICATION

Channellock SpeedGrip Tongue & Groove Pliers are built for stabilizing, tightening, and loosening nuts and bolts across a variety of trades, including plumbing, automotive, electrical, welding, and HVAC.

### SELLING POINTS

- The pliers feature a push-button design that makes adjustments twice as fast as standard tongue and groove pliers, saving trades pros time when making repeat adjustments.
- **Offer more adjustments than standard tongue & groove pliers, reducing the amount of tools pros need for a job.**
- Designed to stay in place until the adjustment button is engaged, preventing the need for constant re-adjustments.
- Have precise, laser heat-treated crosshatch teeth that have more points of contact for excellent job performance.

### FEATURES AND BENEFITS

Designed to meet the ever-changing demands of America's trade pros, the SpeedGrip Tongue & Groove Pliers combine the dependability of Channellock's legendary Tongue & Groove Pliers with a push button for fast and easy adjustments that lock into place. Forged from high-carbon U.S. steel and featuring laser heat-treated crosshatch teeth, the pliers are built for maximum strength and grip 2.5 times better than traditional tongue and groove-style pliers.

### STORAGE AND DISPLAY

- The pliers are available in three sizes: 8", 10", and 12".
- SpeedGrip Pliers can also be purchased in a set of two or three: The GS-1X 2-pc contains the two most popular sizes (8" and 10"), while the GS-3X 3-pc contains all three sizes. Sold to distributors in packs of five and 20 pliers.

### MANUFACTURING SPECS

The pliers are 100 percent made in Meadville, Pennsylvania using high-carbon U.S. steel.

### ORIGIN

SpeedGrip Tongue & Groove Pliers were created to give tradespeople the fast-acting, push-button style of pliers they were asking for.

### \$ SUGGESTED RETAIL PRICE

- 8" pliers: \$23.95
- 10" pliers: \$26.95
- 12" pliers: \$27.02

### i FOR MORE INFORMATION

Contact Channellock customer service for more information at 800-724-3018. Available Monday-Friday, 8 a.m.-5 p.m. EST.



To watch a video demonstration of this product, visit:  
[VehicleServicePros.com/21292219](https://VehicleServicePros.com/21292219)

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# ELECTRONIC SPECIALTIES

## High Accuracy Low Current Clamp Meter, No. 683

The High Accuracy Low Current Clamp Meter is designed for electrical troubleshooting where DC amps are the targeted measurement.

### APPLICATION

The Electronic Specialties High Accuracy Low Current Clamp Meter, No. 683, is designed for electrical troubleshooting where DC amps are the targeted measurement. It can be used to test and diagnose parasitic battery drains, as well as lower charging system currents as high as 60A.

### ORIGIN

Since parasitic drains are one of the most common electrical problems, Electronic Specialties' goal was to develop an improved low DC current probe to offer highly accurate low-amp measurements. The company also wanted to focus on a more stable zero drift. Zero drift is a fact of life with low current DC amp probes. All of them drift, therefore all DC current probes have a zeroing button or knob. This low current DC probe is ideal with low zero drift.

### FEATURES AND BENEFITS

- Provides accurate, repeatable, and precise low current measurements.
- Can measure down to 1mA low reading resolution and up to 60A DC/AC.
- **Clamp opening is large enough to clamp over most battery cables.**
- Its zeroing circuit is very stable.
- Automatically powers off after 15 minutes, saving batteries.
- Ninety-nine records can be stored and recalled later by user.

### STORAGE AND DISPLAY

Unit is packed in full-color packaging that can be displayed in the carton or taken out.

### SELLING POINTS

- Diagnosing battery drains is one of the most common electrical problems. This product is used to begin the testing process and identify the circuit with the amp draw.
- All DC probes have a zeroing function, the lower the drift the happier the customer. This probe has very little drift.
- Helps complete the job faster, giving customers confidence with dependable and repeatable readings.

### MANUFACTURING SPECS

The clamp meter is made from impact-resistant ABS plastic and is lightweight, weighing around 1 lb. It's powered by a 9V battery and has a clamp size of 16mm by 18mm. It also offers a backlit display for better visibility.



**\$ SUGGESTED RETAIL PRICE**  
\$275

**i FOR MORE INFORMATION**  
Contact Electronic Specialties at [info@esitest.com](mailto:info@esitest.com) or call 800-227-1603.





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# MAYHEW TOOLS

## Hammerless 3-pc Set, No. 89021

The set contains a prick punch/center punch tool, a 3/16" pin punch/hammer tool, and a cold chisel/hammer tool.



### SELLING POINTS

- Set offers three double-sided hammerless tools for use in a wide array of applications.
- The set contains a prick punch/center punch tool, a 3/16" pin punch/hammer tool, and a cold chisel/hammer tool.
- Available in a convenient hanging pouch for easy storage and quick accessibility.
- **Each spring-powered tool can deliver up to 3,500 lb of striking force.**
- Made in the U.S.A.

### FEATURES AND BENEFITS

- Allows for precision and accuracy by simply placing the tool on the work surface, pulling back on the spring, and releasing.
- A safe alternative to using a hammer, avoiding the chance of miss-hits and glancing blows.
- Prick punch: Scribes lines in metal before cutting or riveting.
- Pin punch: Drives out and removes already loosened pins and keys.
- Cold chisel: Cuts rivet heads, mild steel screws, and copper wire.
- Hammer: A solid steel head used for pounding nails and other fasteners into place.
- Center punch: Marks, indents, and punches most materials, including mild steel.

### MANUFACTURING SPECS

The tips are precision CNC machined to the specifications of each tooltip. They're then roll-knurled and custom heat treated in-house. They all feature a black oxide finish and are assembled by hand. Each set weighs 0.5 lbs.

### STORAGE AND DISPLAY

The 3-pc Hammerless Set comes in a convenient pouch that can easily hang for display. Sold in multiples of one with no minimum. If a case is ordered, it ships in a box of 10.

### APPLICATION

Mayhew Tools Hammerless 3-pc Set, No. 89021, provides multiple tools designed for wood and metal applications, used to mark, cut, start, and set, all without the use of a hammer.

### ORIGIN

The idea for this product came about because Mayhew wanted to provide a solution in places/ applications where it would be difficult or impossible to use a hammer when the user does not have enough space to swing it to achieve the desired amount of force to complete the job.

**\$ SUGGESTED RETAIL PRICE**  
\$43

### **i** FOR MORE INFORMATION

Contact Mayhew's Customer Service Department at [customerservice@mayhew.com](mailto:customerservice@mayhew.com), or call 800-872-0037.

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**PTEN**

# Tesla service and repair

Experience the cutting-edge technology of Tesla vehicles and prepare to deliver proper service and support.

By **Scott Brown**, *Technical Editor*

**T**esla vehicles have been in the market for several years now and you may have already had one or more visit your service facility. Nevertheless, there are about 1.7 million EVs on the road in the U.S. and according to Electrek.com, over two-thirds of those are Teslas. I strongly believe that these vehicles are revolutionizing the way cars are built and serviced, but it's all not positive. As an owner of one of these machines, I've seen some interesting trends and feature changes with these vehicles. So, let's dive in and take a closer look.

As far as service goes, Tesla vehicles are generally considered to be relatively easy to work on. They are designed with long-term reliability and minimal maintenance in mind, and many of the maintenance tasks that are required can be done by using a few basic tools.

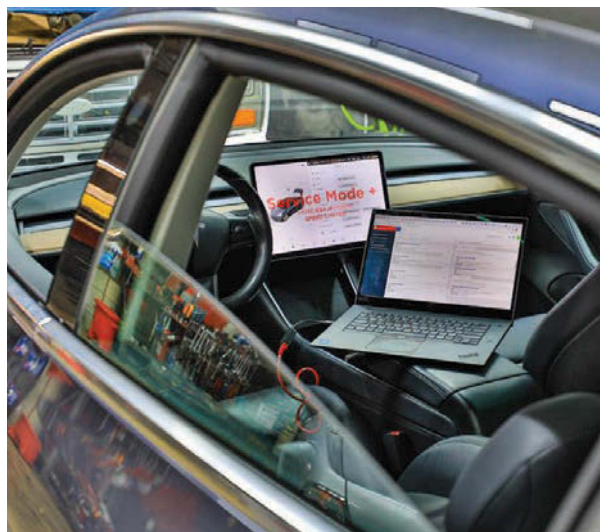
There are also more complex maintenance tasks that may be required, such as diagnosing and repairing issues with the electrical system. These tasks may require specialized tools and knowledge, which is where the service professional comes in. On a side note, most Tesla owners are more connected and aware of how their vehicles operate. Anyone considering stepping in to provide service on these vehicles will greatly benefit from possessing a higher level of knowledge of Tesla vehicles. Hopefully, this article will provide a jump start and encourage you to learn more about these cool cars.

Overall, the level of difficulty in servicing a Tesla vehicle depends on the specific task that needs to be performed, as well as the skills and experience of the technician doing the work.

Before you dive in, note that Tesla's new car warranty it currently offers for its vehicles covers the following areas:

- The battery pack and electric drive components are covered for eight years or 100,000 miles (160,000 km), whichever comes first.
- The remaining vehicle components are covered for four years or 50,000 miles (80,000 km), whichever comes first.
- The paint and finish are covered for four years with no mileage limit.
- Corrosion perforation (rust-through) is covered for six years with no mileage limit.

Keep in mind that these warranties may vary depending on the specific model and location and are subject to change.



*Tesla 'Service Mode'*

It is always a good idea to consult Tesla's website for the most up-to-date information on warranty coverage.

## SERVICE MODE - HOW TO ACCESS THE DATA WITHOUT ANY SPECIAL TOOLS

Tesla recently opened access to the basic service mode within their vehicles to anyone via a hidden activation feature. Prior to this, access was geo-fenced, meaning that it could only be activated when the vehicle was within a specific geographic area such as a Tesla service center. This is good news for independent shops because this was a significant barrier for anyone attempting to properly perform a task such as a wheel alignment.

One thing to remember is that although one has access to these options, special care should be taken in order to avoid something going wrong. I recommend that if you're going to carry out actions, you do so with advanced knowledge acquired through study and attending technical training.

Additionally, activating 'Service Mode' does not provide access to all service modes. You will need to have a subscription to the Tesla Toolbox Software that will allow you to activate 'Service Mode Plus,' which will provide access to additional resources. Access to service information, however, is now ➡



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## I WANT THE BLUE ONE

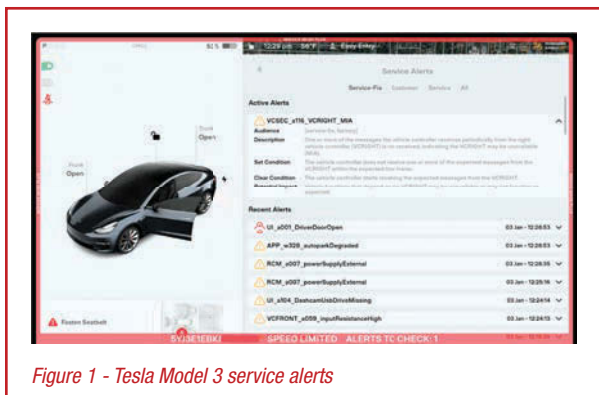


Figure 1 - Tesla Model 3 service alerts

available at no charge, all you need to do is sign up on Tesla's website at [service.tesla.com](https://service.tesla.com).

To enter service mode from the software page, "long-press" on the vehicle model name for about five seconds. Once you release, you'll be presented with a login screen. Enter 'service' and then you'll be presented with a warning screen you'll need to acknowledge in order to activate. Once you're in you'll see a red border added to the display screen with various options.

If there are issues to address, you'll see a message at the bottom of the screen with the number of active service alerts you should be aware of. Touching the 'Service Alerts' button will present you with a list and their visibility levels (Figure 1).

## WHEEL ALIGNMENT

Did you know that a Tesla vehicle can alert the owner or service technician if it requires a wheel alignment? The Tesla vehicle's onboard computer continuously monitors the performance of various systems, including the suspension and steering, to detect any issues that may need attention. If the vehicle's wheels are out of alignment, the computer may detect unusual tire wear or handling characteristics and alert the owner or service technician through the vehicle's onboard diagnostics system or via the Tesla mobile app.

However, when you are in service mode you can pull up the chassis tab and have a look at the overall applied offset, which is what the system has arrived at after monitoring certain data parameters to detect a vehicle tracking issue. You will not receive a notification until there is a very large offset. I've inspected several vehicles and have found many them in the 2-3 degree range as shown in Figure 2. I've personally aligned many of these cars and have taken the learned offset inside of 0.4 degrees.

Performing a proper alignment should be done as recommended by the service manual, which is with 300 lbs of ballast added to the vehicle and adjusted to achieve the ride height specifications (Figure 3).

As with most vehicles today, not all angles are adjustable through conventional means however the service manual states the following:

*"The Model 3 and Model Y vehicles do not have dedicated adjustment points for camber and caster. Instead, camber and caster are adjusted by manipulating the suspension lash and slop. The real-world accuracy of these adjustments is achieved by installing ballast bags to simulate the presence of a driver and front passenger. Performing this service procedure without ballast bags compromises the real-world accuracy of the adjustments."*

There are options as some aftermarket companies are now offering solutions for achieving proper alignment angles. We have begun installing components offered by a company called Unplugged Performance located in Los Angeles. We've seen a few Model 3's and Y's requiring rear camber adjustment and their replacement control links work well (Figure 4).

## DIAGNOSTICS

From what I've observed thus far, Tesla's service information doesn't really have any diagnostic flow charts. However, when you're chasing down a service alert and running actions, you may be presented with connector numbers (Figure 5) where you would then look at service information, wiring diagrams, and connector locations (Figure 6).

Tesla's wiring diagrams may take a little getting used to. I recommend taking some time to study the initial pages on any

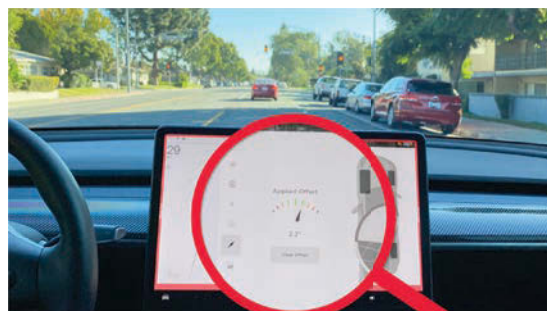


Figure 2 - Tesla wheel alignment offset



Figure 3 - Properly prepping a Tesla for wheel alignment



of their current diagrams to learn more about the legend. A lot of information is shared there that can help you navigate the wiring diagrams with more efficiency.

When you're within the Toolbox application running on your PC or laptop, oftentimes you'll find contextual links taking you right into the service information. However, there are features within service information that (as of the writing of this article) are not available to the aftermarket, such as the 'Interactive Schematic Tool.'

### CASE STUDY

I own a 2018 Model 3, and I recently had a service issue related to the thermal management system. I was never alerted to the issue via the publicly visible notifications. When I entered 'Service Mode,' I was presented with the following error shown in Figure 7.

I proceeded to look in 'Service Information' for any testing info and there was none. The only support provided was in the description shown on the screen, "Check coolant valve harness and/or replace actuator."



Figure 4 - Aftermarket camber adjustment link

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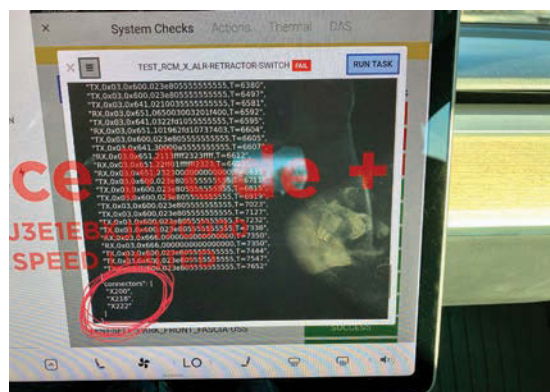


Figure 5 - Connectors of interest



Figure 6 - Tesla SI – Connector location guide

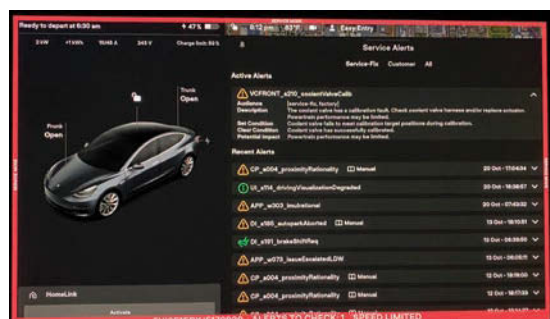


Figure 7 - Five-way coolant valve calibration failure

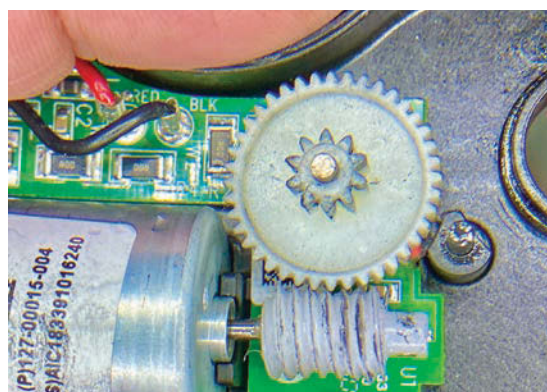


Figure 8 - Five-way coolant valve stripped gear

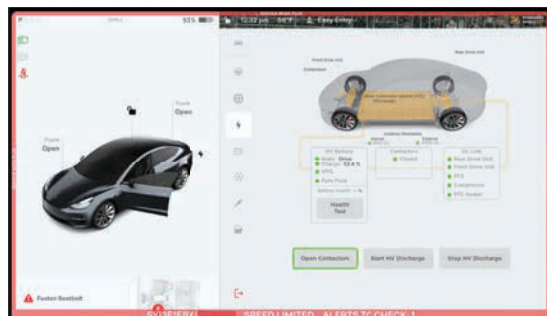


Figure 9 - High voltage information

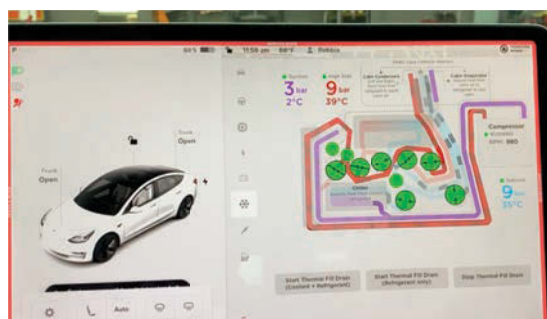


Figure 10 - Model 3 with heat pump

I checked the harness connector, and all looked fine, so I ordered a new actuator and replaced it. After replacement, I performed a cooling system bleed procedure where the five-way valve went through a calibration routine resulting in the error message disappearing. I decided to do a post-mortem on the five-way valve and found the failure (Figure 8).

## HIGH VOLTAGE SYSTEMS

Hybrids have been around for about two decades and high voltage (HV) training has been available for quite some time, so I will suggest that if you haven't had proper HV training you do so ASAP if you're going to be servicing any of these systems. The HV tab in 'Service Mode' offers quite a bit of information

about the HV system (Figure 9). Always refer to the latest service information when performing service on Tesla vehicles.

## COMFORT SYSTEMS

Tesla vehicles use either R-134a or R-1234yf for their refrigeration systems with newer vehicles utilizing a heat-pump system which brings a new level of complexity to the refrigeration loop. Performing system service on these systems will require the technician to enter 'Service Mode' and prepare the system for service. As mentioned earlier, reference the latest service information before service. Regarding the heat-pump system, a recent software update to the 'Service Mode' menu provides a highly verbose view





Figure 11 - TEXA AIR2 SAN Ozone Sanitizer

of the overall system where the technician can operate various modes and observe the refrigerant flow, temperatures, and pressures (Figure 10).

Cabin air filters are a service item we perform regularly not only on Teslas but all vehicles. In addition to that, we

also recommend performing an ozone sanitization treatment service using the TEXA AIR2 SAN unit (Figure 11). This is a service we sell a lot of and is highly effective. All my employees also perform this service on their own vehicles as well.

### GET TRAINED

Although we've touched on several areas, there's still a lot more to be aware of on these vehicles. However, service training and knowledge will go a long way in developing a higher level of awareness of Tesla vehicles. ❌



**SCOTT BROWN** is an ASE Master Certified L1 Technician and has over 37 years of professional service industry experience. He is an independent shop owner in Southern California and is engaged at various levels within the industry. He has a deep understanding of the challenges technicians experience at the service level and is continuously striving to move the industry forward through education and networking. Brown found Diagnostic Network (diag.net) after 22 years of service at iATN, where he is retired as company president in 2018.

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# A new lease on life

After about a year on his tool route, this Cornwell Tool dealer got COVID-19 and was not given much chance to survive. Fortunately, he pulled through.

By **Brendan Baker**, *Editor*

**C**ornwell Quality Tool distributor Jon Bachand spent many years as an RV technician and fabricator. But upon advice from his tool dealer then, he decided to try the mobile tool business.

After about a year into his journey as a tool dealer in the Lakes Region of New Hampshire, Bachand got COVID-19. While many cases of the virus are reportedly mild, Bachand got a severe case that sent him to the emergency room, where he was admitted to the hospital immediately.

"I got COVID and went into the hospital in October 2021," he recounts. "I basically died four times and was in an induced coma. My wife continued to run the business and kept things going while I was in the ICU."

Bachand says he was laid up in the hospital for 12 weeks and was not given much chance to survive, but fortunately, he pulled through.

### FAMILY TIES

Bachand's son Jonathan, who is also a Cornwell dealer, and his wife Laura were covering his tool route. In total, Bachand was out of work for about nine months, and doctors feared he might not be able to return to work for a long time, if at all.

"Cornwell stood behind me and helped me as much as they could," he says. "My wife actually ran the business while I was in the hospital. She'd go on the road and visit shops, and she took care of the warranty stuff."

Bachand's son also helped his father by delivering tools to people on his days off, and he and his mother collected money, too. "[My family] wasn't sure I was going to make it, so they signed over the lease on my first truck to another dealer," he reflects, saying that his family was starting to help the other dealer because they weren't sure if he was going to be able to come back to work.

### GOING BIG

Bachand was released from the hospital on Jan. 1, 2022, and by the end of the month, he had already ordered a new truck. "I ordered a Freightliner M2 through Tim Herr, and he thought it'd be done by the beginning of May. And May came, and I still had no truck. So, Herr sent me a loaner truck, an MT45, to get me back to work because it would be another two to three months for the M2 to be finished."

Having survived such a rough bout with COVID-19, Bachand figured that he would go big this time.

"I figured if I survived COVID, I wanted to come back and come back big. I had a loaner truck for four or five weeks and got a call that they had a Kenworth that had financial issues and was available. I could have it in three weeks with the same wrap I was going to do on the M2 and almost the same design [as the Freightliner]."

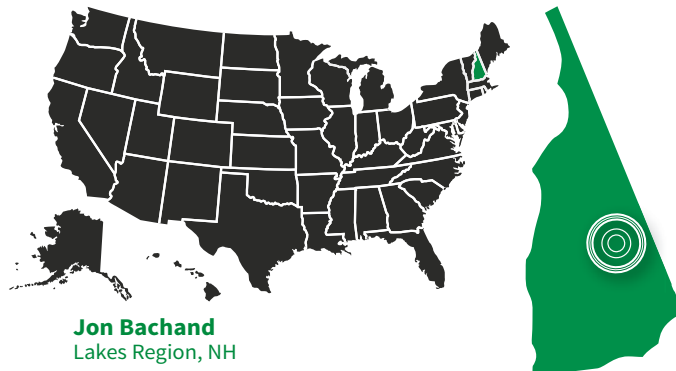
Bachand says he is very grateful for everyone who helped him while he was out with COVID-19.

"Tim Herr went out of his way to send me a loaner to use for free," he says. "Everyone's been great. My district manager, they all really helped out through the whole ordeal."

Even though he is back to working full days, Bachand still has some effects from the virus.

"I'm still winded and stuff," he admits. "[And] I still have a lot of side effects that will take years to overcome."

While the virus may have taken its toll, it didn't win. Bachand says that he expects his tool route to be back up to 250 customers by this summer. **PD**



To view more photos of Bachand's truck, scan here





**Top Left-** Jon Bachand bought a new truck upon becoming a Cornwell dealer, but signed it over to another dealer when he got sick. His new truck is a Kenworth 24'-box truck. He said he wanted to go big after he recovered from COVID-19. **Top Right-** Bachand and his wife Laura work together as a team on most days, and when he was in the hospital, she ran his route. **Middle Left-** Bachand's dog Holley rides with him two to three days a week to keep him company. **Middle/bottom -** Even though Bachand didn't get the Freightliner he wanted originally, his current truck was outfitted with everything he wanted, including sliding panels, blue trim on the displays, and top storage for hand tools. He says he sells a lot of specialty tools, and always orders extra for the truck. His sales style is described as "not pushy."

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# Selling Against Number One

Somebody is number one, and it is not always you. It's how you deal with it that sets you apart.

By Alan Sipe, Contributing Editor



*Ford's F-150 is the top-selling truck in the U.S., with 787,422 units sold in 2022.*

Know you have a truck full of great products, but alas, each of those products is not the best in each product class. In each category or subcategory, there is some manufacturer with a better product or one that is at least perceived as the best. Whether it is an impact wrench, screwdriver, pliers, storage, or hard-toe shoes, somebody is No. 1, and it is not always you!

When this happens, do you just fold up your tent and not try to sell your version? No way! You still need to make a living. Look at the chart on the next page from *Kelley Blue Book* highlighting estimated pickup truck sales in 2022.

Not surprisingly, the Ford F-150 continues to be the No. 1 truck at an estimated 787,422 units. In fact, the F-150 Lightning was just announced as the 2023 Truck-of-the-Year by *Motor Trend*. Yet, when you look deeper, at the second through eighth-ranked trucks, these manufacturers sell 2,237,197 units.

Even though the F-150 is No. 1 in units, it is only 26 percent of the total truck market, leaving 4 percent for everybody else. Even Cadillac has a pickup priced over \$100,000!

Let's talk about how to successfully approach this situation and sell what you've got when your product is not No. 1.

First and most importantly, learn everything you can about your main competitor's product. Primarily because the more you know about their product, the better you can compete, and secondarily when a prospect makes some outlandish claim about No. 1, you can graciously help them with the correct information.

"I think if you look at the towing capacity on a base F-150, the rating is 14,000 lbs, not 24,000 lbs."

"It might sound nice that the XYZ angle grinder has 16,000 rpms, but actually, most grinding wheels are only designed for under 13,000 rpms."

## FEATURES AND BENEFITS

List the features of the competitive product and compare your product to theirs. List them all since knowing even the smallest detail about the competition can help you close a sale.

Next, decide and write down what the benefit is of each of these features from a user's point of view. Include in your list both your benefits and theirs. Remember that a benefit is what each feature means to the user. Not what is important to you, but to the person using the product.

Often at the end of this exercise, you will discover that feature-for-feature, your product is equal to or even better than *numero uno*. Perhaps they are No. 1 because they have three times as many jobbers on the road than your brand or they just do more advertising.

Since you are now an expert on both your product and theirs, you can put together a superior presentation and close more sales.

## PUTTING IT ALL TOGETHER

Put your demonstration together in logical order presenting your product features and benefits in order of usage. Build up to the big points as you go. This way, you will get your prospect thinking positively about your product on the less important points. This helps when the points where you may not be the product leader come up, so you at least have a good feeling started.

Where your product isn't the leader, be prepared to disarm it. Let's say the leading cordless impact wrench has 1,400 ft-lbs or torque, and yours has 1,000 ft-lbs. Theirs is \$295, and yours is \$250.

The presentation might go like this: "The 500 ft-lb units are mostly for DIY users. As a professional, your selection should be made based on the work you do. Don't you think?"

"Since you work primarily on passenger vehicles and light trucks, your



## 8 Best-Selling Trucks in America in 2022



1. Ford F-150 .....	(787,422 units sold)
2. Chevrolet Silverado .....	(594,094 units sold)
3. RAM 1500 .....	(563,676 units sold)
4. Ford F-350 .....	(264,388 units sold)
5. Toyota Tacoma .....	(245,659 units sold)
6. Jeep Grand Cherokee .....	(209,786 units sold)
7. Jeep Wrangler .....	(201,310 units sold)
8. GMC Sierra .....	(158,284 units sold)

needs should probably be in the middle somewhere. You probably don't need the most powerful unit that has the highest price. Do you?"

You walked the prospect through the facts on ft-lbs and what the market offered. You also explained why

the product you offered would satisfy the prospect's needs, and they agreed. Why buy an F-350 when you are only hauling bags of mulch for the garden on dry roads? Much of your success in selling against No. 1 is your attitude and how you approach the situation.

If you go at it with your tail between your legs, your prospect will see through you in a heartbeat. Yes, your product may not be the market leader, but it is also not a piece of crapola either. Present your product with the same enthusiastic system as you would any of your products using the tried and true: Feature, advantage, benefit, trial close method followed by the feature, advantage, benefit, close.

Now, go sell something! **PD**



**ALAN W. SIPE** has spent the last 43 years in the basic hand tool industry. Currently, Sipe is the owner of Toolbox Sales and

Consulting, specializing in sales strategy, structure, development, and training.

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## Power and Air Tools

While every technician may already have a plethora of power and/or air tools in their shop, there is always a continued need to get new tools in your customers' hands. Whether it offers more power, has a better power-to-weight ratio, or can handle a specific application more easily, power and air tools are constantly improving to help the end user succeed in their job. So, keep these tools powered up on your truck to make the sale easy.



### FEATURES ONE-HAND REVERSE SYSTEM

The **Chicago Pneumatic 1/2" Cordless Impact Wrench**, No. CP8854, is light-weight and compact, weighing 5.51 lbs with a length of 7.44". The CP8854 is ideal for tire changing and quick service wheel applications on light vehicles including cars and vans. Technicians can easily use the wrench to remove wheels quickly for access to brakes, suspension, and shock absorbers, and thanks to a built-in shut off feature, can then pre-tighten wheel nuts with no risk of overtightening. In addition, the tool features Chicago Pneumatic's one-hand reverse system (CP Side2Side) for ease of use and a bi-material handle that gives a comfortable grip. ■

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Watch this product in action here:  
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### AVAILABLE IN 1/2" OR 3/4" ANVIL SIZE OPTIONS

The **Durofix 60V Cordless Brushless Jumbo Impact Wrenches**, Nos. RI60164 and RI60164-6, have two anvil size options: 1/2" (No. RI60164) and 3/4" (No. RI60164-6). The 1/2" impact wrench delivers up to 1,500 ft-lbs of maximum reverse torque and offers three pre-set torque stages (332, 450, and 1,000 ft-lbs). The 3/4" impact wrench has a maximum reverse torque of 1,605 ft-lbs and offers three pre-set torque stages (332, 450, and 1,070 ft-lbs). Both feature a built-in LED light and battery power indicator. ■

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### PULLING FORCE OF 3,579 LBS

The **Marson BT-8 Battery-Powered Rivet Nut Installation Tool** from **Howmet Fastening Systems** is designed to deliver reliable pull-force for high-volume assembly applications. Engineered for versatility and extensive use, the tool is light-weight, has an ergonomic grip and built-in LED, offers ideal balance, and has a recharge time of approximately 45 minutes. The tool has a stroke length of 0.25" and a pulling force of 3,579 lbs. The BT-8 kit includes one tool with battery, battery charger, and carrying case. ■

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### ALLOWS FOR LEFT OR RIGHT-HANDED USE

The **Dynabrade 1-1/4" Diameter Mini-Dynorbital Extreme**, No. X125TR, is a random orbital sander ideal for small-scale sanding applications. Its integrated speed control allows for fine adjustment of rpm for artistic results, sensitive workpieces, or when sanding/repairing a coated surface. Weighing just over 1-lb, the X125TR reduces fatigue and the likelihood of repetitive motion injuries during extended use. The tool is also compact, and has an ambidextrous design to fit naturally in most hands and allows for left or right-handed use. Includes tool hanger bracket for easy storage and a vinyl-face, locking-type pad (No. 54037) for quick and easy pad changes. ■

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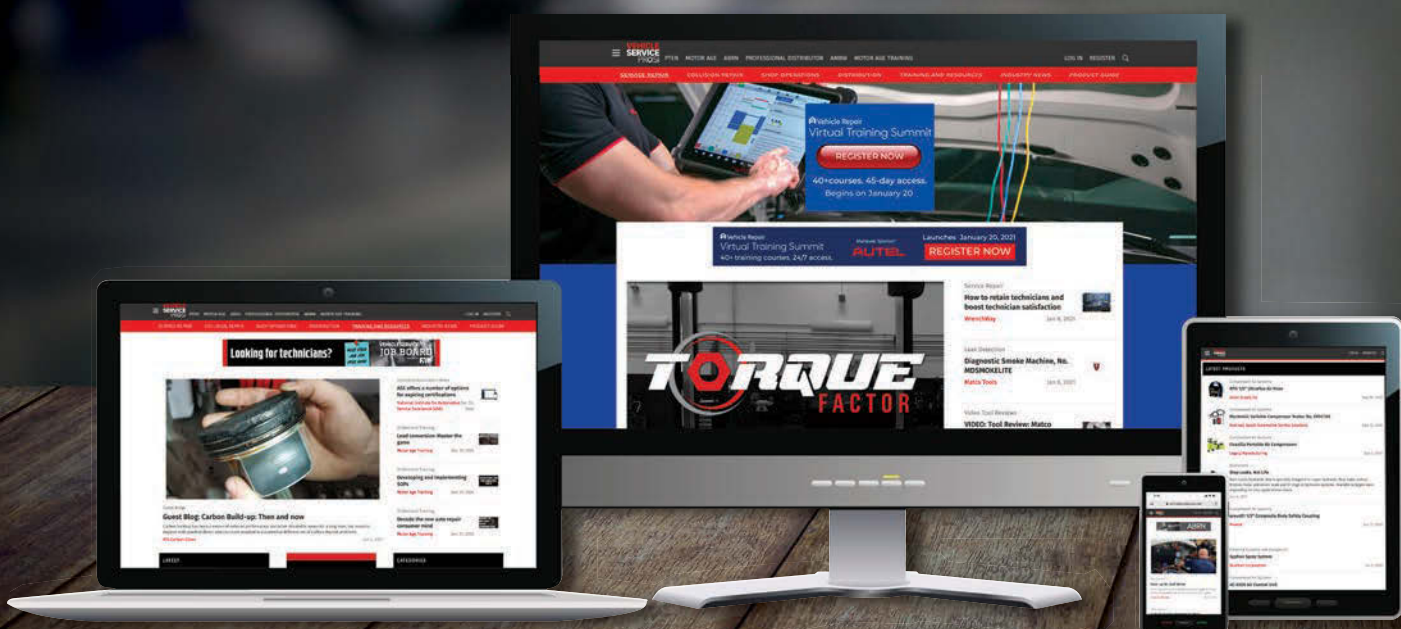


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# DRIVING SALES

Power and Air Tools



## DESIGNED WITH 3/8" AIR INTAKE THREAD

The **Titan Professional Tools High Flow Air Blow Gun**, No. 19393, is designed with 3/8" air intake thread. When used with thread sealant tape, this high-volume air gun allows for greater air flow and higher psi, with adjustable pressure between 25 to 230 psi. The air blow gun has a non-slip-aluminum ergonomic handle, and the tapered high-flow tip can be directed towards hard-to-reach areas. The product includes 1/4" series plug with 3/8" NPT male thread with pre-applied thread sealant, and it meets OSHA standards. ■  
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## ADJUSTABLE IN TWO WAYS

The **Matco Tools 3/8" Drive Dual Flex Angle Pneumatic Impact Wrench**, No. MT268, is adjustable in two ways, up to 180 degree flex-head, and 360 degrees of handle rotation for fitting both the impact head and the user's hand to get the job done comfortably. With an ultra-slim 3-5/16" adjustable head, the impact wrench provides ideal torque in confined working areas. The patented air motor design delivers the power, despite its size for 400 ft.-lbs. of breakaway torque, the company says. ■

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## BATTERY OR MANUAL DRIVEN

The **Vessel Rechargeable Ball Grip Screwdriver with 25-pc Bit Set**, No. 220USB-25U, is ideal for working in tight areas. The cordless screwdriver can be used manually for higher torque or electric powered for quick tightening. The screwdriver charges in one hour and includes a USB cable for recharging. Also included is an extension for the bits. The kit comes in a solid plastic case. ■

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## AVAILABLE IN MULTIPLE DIFFERENT FLOW RATES

The **Exair TurboBlast Safety Air Gun** is capable of producing up to 23 lbs of force with a simple press of a button trigger, and is the ideal solution for blowoff applications. The TurboBlast features a cast aluminum handle with a rugged elastomer grip that's UV resistant, chemical resistant, and insulated from heat or cold. All models include an integrated nozzle guard for safety. Models are available with an adjustable gate valve to control blowing force on the fly, or without the gate valve.



The TurboBlast is CE compliant, meets OSHA standards, and is available in multiple different flow rates and extensions up to 6' long. ■

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## FOR PRECISE GRINDING AND MILLING

The **Mueller-Kueps Micro Die Grinder**, No. 297 001, is a mini composite tool ideal for precise grinding and milling with a variable speed twist throttle giving users superior speed control. The tool features maximum concentricity through its precision collet, minimal vibration, and less kick back. It also has a low noise level and is easy to handle due to its BIONIGRIP surface. Air exhaust goes through the hose to the rear. ■

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## OFFERS 1,250 FT-LBS OF LOOSENING TORQUE

The **AIRCAT 1/2" Composite Impact Wrench**, No. 1125, weighs 3.8 lbs and offers 1,250 ft-lbs of loosening torque and 1,000 ft-lbs of maximum torque. Other features include a twin hammer mechanism, a patented ergonomic handle, a patented quiet-tuned exhaust that reduces noise to 87 dBA, an easy-to-use forward/reverse power management lever, and a low-weight, durable housing with a magnesium hammer case. ■

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## DRIVING SALES

*Power and Air Tools*



### UP TO 1,300 SCREWS PER CHARGE

The **Mac Tools 52-pc 4V Cordless Screwdriver Set** has a compact design that mirrors that of a traditional multi-bit screwdriver, with a 300 rpm motor, maximizing speed while minimizing strain. The IP54 rating and durable handle material protects against water, dust, and various solvents, while an internal locking mechanism stabilizes gearing when manual torqueing is required. The five-bulb LED illumination enhances work surface visibility, while the three-stage charge indicator updates the battery status. Simple push-button functionality makes driving/reversing screws easy, with a quick-change collet for no-hassle bit swap-out and secure hold. The tool delivers a full recharge in 70 minutes and up to 1,300 screws per charge. ■

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### COMPACT IN SIZE

The **GEDORE GDA Solution Cordless Bolting Tool** is ideal for smaller bolting needs. Compact in size, the bolting tool features a sunlight-readable color display, brushless technology, consistent peak power until battery is completely discharged, accident prevention, and an automatic switch-off when torque is achieved. With a repeatability of +/- 3 percent in first gear, torque selection is stepless. The second gear can be used as a non-torque accurate high-speed gear. Additionally, the tool offers 54 rpm, 1/2" drive, a torque range from 51.5 ft-lbs to 185 ft-lbs, 78.7 dBA, and can be calibrated to higher torque upon request. Straight and angled versions are also available. ■

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### HAS A VARIABLE SPEED CONTROL TRIGGER AND DIAL

The **Makita 40V Max XGT Brushless Cordless 7" Polisher** is designed to provide a cordless solution for a variety of polishing applications. It features a brushless motor with a variable speed control trigger and dial offering zero to 2,200 rpm, enabling the user to match the speed to the application. The polisher includes a rubberized soft grip that provides increased comfort on the job, a top handle above the pad that allows the user to apply varying amounts of pressure depending on the application, and a rubberized over molding on the tool and battery position to help protect delicate surfaces. ■

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## DELIVERS UP TO 740 FT-LBS FASTENING TORQUE

The **Bosch PROFACTOR 18V Connected-Ready 1/2" Impact Wrench with Friction Ring**, No. GDS18V-740C, is designed for breaking free and driving large bolts, nuts, and anchors quickly. The tool delivers up to 740 ft-lbs fastening torque and 1,180 ft-lbs breakaway torque. It features a rubber head casing, has an LED system, and offers three speed/torque settings. Additionally, it has special modes to prevent workpiece and fastener damage as well as other modes and customizations that can be set and saved to the tool via the Bosch Toolbox App (connectivity module sold separately). Battery and charger are sold separately. ■

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**CUSTOMER REVIEW:**  
"The power is incredible for all the applications I work with on a daily basis."



## MAXIMUM TORQUE OF 35 FT-LBS

The **Milwaukee Tool M12 FUEL 3/8" and 1/4" Extended Reach High Speed Ratchets** deliver up to 35 ft-lbs of maximum torque and 450 rpm. Featuring a long reach and small head size, users can complete critical applications around automobile and heavy duty equipment. The compact head profile and recessed forward-reverse shift knob reduces the width to 0.76". Both ratchets weigh just over two lbs and have a five-year warranty. ■

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**CUSTOMER REVIEW:**  
"Definitely the best investment for automotive mechanics. Those who work on modern cars know what it's like working in tight spaces and if you're trying to flag hours, this ratchet will pay for itself within the first few jobs."

## REMOVES SPOT WELDS, RUST, AND MORE

The **Ingersoll Rand 360 Series Pneumatic Belt Sanders**, Nos. 360-313 and 360-418, are designed to make quick work of material removal and deliver smooth finishes. Featuring a 0.6hp motor, the tools are ideal for removing spot welds, rust, deposits, and burrs, as well as fine-tuning a finished surface. The tools offer tool-free belt changes (the 360-313 uses 3/8" by 13" while the 360-418 uses 1/2" by 18") that make switching from one abrasive to the next quick and convenient, as well as a tool-free articulating arm that ensures every nook and cranny is easily reached. ■

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# Taking care of business

This Cornwell dealer doesn't procrastinate when it comes to his customers' needs.

By Emily Markham, Associate Editor



Edwards has been a Cornwell Quality Tools dealer for a little over two years now.

Though Cornwell Quality Tools distributor Dave Edwards has only recently reached his two-year anniversary of selling tools, he knows the keys to continued growth for his business — time management, interacting with customers, and consistency.

### SEEING SUCCESS

Before starting up his own truck, Edwards had plenty of experience with tools, technicians, and even Cornwell dealers. After going to school for automotive and diesel technology, Edwards began work as a fleet technician for construction companies. He spent 25 years maintaining their equipment, and the last 15 years working as both a technician and fleet manager.

Edwards decided to become a tool distributor from watching the

Cornwell dealers he observed while working as a technician.

"As a customer, I saw [the Cornwell dealers'] success and growth and with COVID and all that stuff happening, my position with my construction company was unknown. I wanted my own business somehow and the tool business was still a viable option."

Starting his business during COVID-19 was a bit of a challenge. Edwards notes that the issues with the supply chain made it difficult to get certain products, but things have only gotten better over the last two years.

### A LEARNING PROCESS

While still fresh to the tool-selling game, Edwards has learned a lot about how to make his business a success.

"It's time management," Edwards says.

To get through the day and stay on top of what needs to be done, time management has to be a priority, Edwards notes. Whenever a customer asks him a question or needs something, he tries to get the task handled as soon as possible. He says, "Take care of the business.

Don't put anything off."

Learning how to interact with each customer has also been crucial for the Cornwell dealer. Previously, he was interacting with the same people every day. Now driving throughout his Northeast Illinois route and visiting his variety of customers (car dealerships, independents, trucking companies, etc.), Edwards has had to figure out the best way to interact with each individual.

Along with that comes remembering all their names. The first few weeks on the truck, Edwards recalls he could remember the faces, but not necessarily the names.

"I would look up the purchase history, put a face with a product, and put it all together to remember their name," Edwards says.

Most important, though, has been his consistency. He notes that it's consistency that helps him stand out compared to other dealers in the area. He shows up every week, talks to his customers, and manages any wants, needs, or concerns.

### LOOKING AHEAD

Edwards hopes to expand some of the product lines he carries on his truck — mainly toolboxes and scanners — and just grow his sales. One way he's trying to obtain growth is through social media. He posts to his Facebook and Instagram accounts daily to drum up more business.

"I just want to give the best service in my area," Edwards adds, "and get the most business I can get out of my territory." **PD**

### What's your story?

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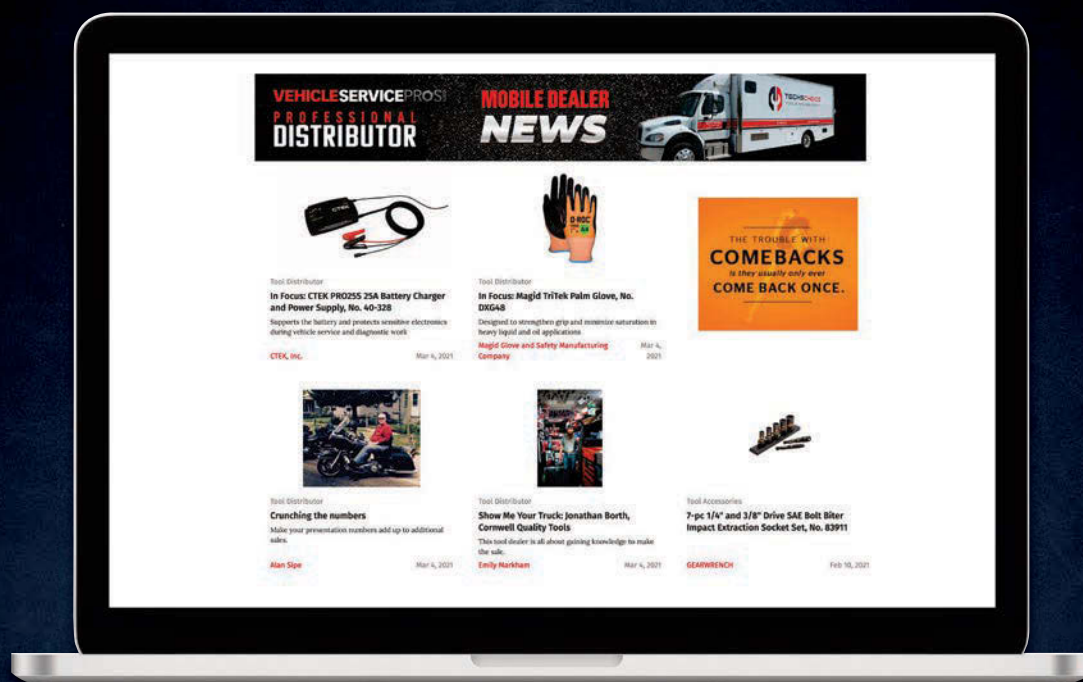
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