

PROFESSIONAL DISTRIBUTOR

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 ENDEAVOR
BUSINESS MEDIA

TURNING UP THE PRESSURE

The demand for TPMS tools is on the rise. Find out what factors technicians and shop owners should consider before buying their next tool.

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2023
PTEN
INNOVATION
AWARDS

AWARD WINNER

EXCLUSIVE:
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At the Mac Tools Fair, we chatted with Ruben Meyer about why he became a tool distributor.

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BLOG:

As a tool distributor, it's important to understand what a franchise is and what it means to you.

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ARTICLE:

Your favorite Show Me Your Truck articles of 2023 so far. Which one did you like best?

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Stock up!

Give your tool truck a refresh with some new tools.

Knowing what tools and equipment to stock on your tool truck isn't easy. Between a diverse customer base, shops that specialize in different repairs, technicians who buy only their favorite brands, and new technologies hitting the market, it's tough to appease everyone. For the newer distributors still trying to figure this out, your best course of action is likely to stock up on a bit of everything, and as you get to know your customers more or new products come out, change things up where it makes sense.

For example, in this month's Tales from the Road article (page 42), Mac Tools distributor, Tina Leuschner, talks about how, when she was first starting out, she had to rely on her research skills to understand what tools her customers needed for specific repairs. With no background in the automotive industry, Leuschner has also learned to lean on her customers and let them tell her what they need to guide what she keeps on board.

As for the distributors who've been at this for a while, don't get complacent about what you're stocking. Sure, there are certain tools and equipment you'll always want to keep on hand, but that's no reason for letting your inventory get stale. Stay on top of industry trends and the new tools and equipment being released – especially those that are improving on past versions of a tool. Everyone is always on the lookout for ways to do things faster, easier, and more efficiently.

If you're not sure where to start,

we've got you covered. Try flipping to page 12 and checking out this year's Innovation Award winners. The products we're showcasing were hand-picked by a panel of judges out of over 100 submissions as 26 of the best new products to enter the industry in the past year.

Each product was judged on the following criteria:

- Time savings
- Simplifying a task
- Unique/new approach
- Improving a current tool
- Ease of use

This should give you a good place to start looking for potential new products to stock on your truck. However, if you're not currently looking for something new to add to your truck, here are a few tips on how you can make your current stock work for you.

- 1. Rotate your products** – By rotating your products to different shelves throughout the year, you'll keep your customers looking, which may result in the sale of an item that's been sitting around for a while.
- 2. Product arrangement** – Try keeping faster moving products towards the back of your truck. That way customers will have to walk past everything else to get to what they're looking for, which may cause a few impulse buys.
- 3. Switch up your display items** – If you have a lot of inventory, it can be hard to have everything on display at once, so regularly switch out which products you have on display to give your truck a bit of a refresh. **PD**

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Welcome to Sneak Peek!

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



REMOVES DAMAGED AND CORRODED LUGS

The **CTA Tools Emergency Twist Flip Socket Set**, No. 5700, comes with six sockets that cover commonly used sizes for lug nuts and lug bolts. Made from high-quality steel for durability and strength, this socket set is designed to remove damaged and corroded lug nuts. It features a twist-flip design which allows users to switch between standard hex sockets and twist sockets with just one hand. The set includes 17mm, 19mm, 21mm, 13/16", and 7/8" sockets. It also includes a matching emergency twist size on the opposite end of each socket and a 3" long 1/2" drive extension for use on all sockets. ■

For more information, click on "PD e-inquiry" on VehicleServicePros.com



REMOVES AXIAL JOINTS

The **GEDORE Excentric Wrench** is designed to remove and install axial joints and fits universally for cars and vans. The wrench offers direct mounting on the tie rod and one-handed operation. Its resistant profiling is designed to prevent tool slippage and save time. ■

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FOR EASY ORGANIZATION OR JOBS ON-THE-GO

The **Matco Tools 8-pc Pliers Set** comes with a canvas tool bag used for both organization and on-the-go jobs. Each plier has a dipped handle to help reduce hand fatigue and allow a non-slip grip while working. The pliers are made from high-alloy carbon steel, drop-forged, and heat-treated with a steel surface that has been polymer-coated for corrosion resistance and extending the life of the tool. The set includes 11" and 8" diagonal cutting pliers, 10" arc joint pliers, 9-3/4" lineman's pliers, 8" long nose pliers, 6" and 8" slip joint pliers, and 8" tongue and groove pliers. ■

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REACHES UP TO 20"

The **NextLED Flexible Shaft Magnetic LED Flashlight and Pickup Tool**, No. NT-7647-1, combines a flashlight and a pickup tool in one. The tool features a telescoping neck with an extendable reach of up to 20", making it easy to access hard-to-reach areas. The strong magnetic bottom of the tool allows users to pickup items weighing up to 1lb, while the 300 lm Cree COB LED worklight provides bright and reliable illumination. ■

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REMOVE AND INSTALL WHEEL BEARING LOCKNUTS ON SUVs AND TRUCKS

The **OEMTOOLS 7-pc Wheel Bearing Locknut Set**, No. 37385 can be used to remove and install the wheel bearing locknuts found on many Dodge, Ford, and Toyota SUVs and trucks. The removal set comes with popular metric sizes for front and rear wheels of imported trucks, and includes an SAE socket for American-made trucks with dual rear wheels. This set can be used with a 1/2" square drive ratchet, breaker bar, or torque wrench. Included in the set are standard hex and rounded hex sockets for universal appeal. ■

For more information, click on "PD e-inquiry" on VehicleServicePros.com



ERGONOMIC RUBBER GRIP

The **M7 5-in-1 Air Ratchet, Drill, and Grinder**, No. NE-0405-KIT, is designed to give users hours of comfortable use thanks to its ergonomic composite rubber grip. It comes in an oil-resistant foam tool holder inside a blow-molded case. The kit features a drive tool fitted with five tool heads which include a pneumatic die grinder, air angle grinder, air ratchet, air angle die grinder, and an air drill. Via a one-touch push sleeve, these heads have the ability to connect and disconnect from the drive. Also included are three spanner wrenches and an oiler. ■

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INCLUDES UPDATED SOFTWARE AND WIRELESS BLUETOOTH VCI

TOPDON's 2023 UltraDiag is a well-rounded diagnostic tool upgraded for the modern automotive market, according to the company. The device features OBD-II capabilities, full-system diagnostics, and eight maintenance service functions. Advanced functions include the repair data library and bidirectional control for in-depth repairs and troubleshooting. The 2023 version has many new features, including updated software, a wireless Bluetooth VCI, and key programming. The 2023 UltraDiag has comprehensive key programming capabilities, including PIN reading, key learning, remote control learning, and all keys lost. ■

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MOISTURE-WICKING LINING

The **Terra Murphy Series** combines a casual style with worksite-ready protection. The easy pull-on work boots feature a composite toe or soft toe and composite plate to keep users safe and are water resistant to keep users dry. The boots have moisture-wicking and abrasion-resistant lining, CLEANFEET odor-control, direct-injected PU midsole, full grain leather upper, dual-density PU Footbed insole, and a slip, heat, and acid-resistant TPU outsole. They are also 100 percent metal free and available in black, brown, or grey. ■

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CONVERT R-12 OR R-134A MANIFOLD GAUGE SETS

The **FJC R-1234yf Conversion Kit with Manual Couplers**, No. 6820, can be used to convert R-12 or R-134a manifold gauge sets to connect to R-1234yf mobile A/C systems. Features a brass high-side manual coupler with M12 fitting and a brass low-side manual coupler with M12 fitting. In addition there are two fittings (M12 by 1/4" SAE) to connect high- and low-side manual couplers to 1/4" R-12 hoses; and two fittings (M12 by M14) to connect the high- and low-side manual couplers to M14 R-134a hoses. ■

For more information, click on "PD e-inquiry" on VehicleServicePros.com



INTERCHANGEABLE BUSHINGS

The **Dodge/Ram 6.4L HEMI Broken Exhaust Manifold Bolt Repair Kit: Chad** from **ProMaxx Tool by Milton** is designed to easily fit behind the shock tower. Featured in this set are interchangeable bushings with fasteners and a CNC machined thread repair kit. The Chad comes in two varieties, a base kit and a pro kit. The base kit includes one ProPlate, one ProBushing, one Premium Vertical Fluted Bit, two ProFasteners, and one ProLube Cutting Fluid. The pro kit includes one ProPlate, two ProFasteners, one ProBushing, and one ProDrill pack. The repair kit allows technicians to quickly and accurately remove and repair broken exhaust manifold bolts. ■

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INCLUDES LONG-REACH THREADED PRESS RODS

The **ARES 4-in-1 Water in Fuel Filter Sensor Wrench**, No. 14023, is designed to remove and replace water in fuel filter sensors of all current OE and after-market sensor sizes. Includes wrench sizes in 40mm (12pt), 41mm (12pt), and 46mm (8pt notched). Features a glass-filled nylon injection design and precise fitment that is intended to provide maximum durability and protect sensors during maintenance, ARES says. This wrench works on 6.6L Duramax and 6.7L Cummins diesel engines. Additionally, the 40mm and 41mm end can be used for 2001 to 2011 Chevy Silverado and 2500/3500 GMC Sierra vehicles. ■

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Watch this product in action here: VehicleServicePros.com/53065567



FEATURES A SPRING-LOADED FRICTION BALL

The **Grey Pneumatic 1/4" Drive 3-pc Impact Extension Set**, No. 9703E, contains three extensions in 3", 6", and 10" lengths. These extensions feature a spring-loaded friction ball retainer for positive socket retention. ■

For more information, click on "PD e-inquiry" on VehicleServicePros.com



MARKED FOR EASY IDENTIFICATION

The **Lisle Corporation 13-pc Aluminum Spring Disconnect Set**, No. 39480, includes tools for separating oil cooler lines, fuel lines, heater lines, and air conditioning line couplings on most vehicles. The tools feature a spring-loaded construction which allows one-handed access to hard-to-reach, confined, and obstructed areas. The tools are marked for easy identification and come in a blow molded case for storage. ■

For more information, click on “PD e-inquiry” on VehicleServicePros.com



AN ALL-SYSTEMS SCAN TOOL AND SERVICE TABLET

The **Autel MaxiCheck MX900** is an 8” touch-screen all-systems scan tool and service tablet, compatible with U.S., Asian, and European vehicles, 1996 and newer. The corded tablet can read and erase codes, view freeze frame data, view and graph live data, and perform bidirectional active tests and special functions. The MX900 is also a full-featured service tablet with more than 40 service and maintenance tasks, including brake bleed, oil and service lights resets, battery registration, DPF regen, and electronic parking brake and steering angle resets. The MX900 runs on Android 11 and is powered by 1.8 GHZ processor and comes with one year of free software updates. ■

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OFFERS 4,200 BPM

The **W3131 IQV20 Cordless Compact 3/8” Impact Wrench** from **Ingersoll Rand** offers breakaway torque up to 400 ft-lbs, a maximum speed of 2,800 rpm, and 4,200 bpm for rapid removal of fasteners. The compact impact wrench weighs 2.3 lbs and measures 5.3” in length. It also features an overmolded ergonomic grip to provide comfort for extended periods of use, a patented 360-degree LED shadowless light ring to illuminate fasteners from all sides, three speed options with a variable speed trigger to cover a wide range of applications, and impact-resistant bumpers on the upper and lower housing to maximize durability. ■

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HANDSFREE MOTION DETECTION

The **Lumileds Philips Xperion 6000 Headlamp** is a headband-mounted work light that allows service professionals to shine LED illumination exactly on the task at hand. Powered by the Philips Xperion LED chips, the headlamp uses two light sources. Across the front of the headband, an LED light strip provides a broad beam of light up to 300 lm in boost mode and up to 150 lm in eco mode. On the side of the headband a spotlight provides a narrow beam of up to 120 lm. To ensure ease of use, the headlamp is equipped with a handsfree motion detection feature that allows the user to turn the light on and off without touching it. ■

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LIVE DIAGNOSTICS ASSISTANCE

The **Opus IVS CarDAQ-Pro** is an all-in-one Pass-Thru device for multiple vehicle brands. Users can either use their own OEM subscriptions to employ CarDAQ-Pro as a J2534 Pass-Thru device or they can use it like a RAP Kit and have Opus do the programming for them. The device offers access to live diagnostics assistance, including non-programming requirements through IVS 360 Support. Additional features include Dolp, Can FD, and Toolbox3 for OEM application descriptions, video tutorials, and the latest J2534 news, as well as, access to OEM key codes, PIN numbers, and immobilizer reset information to enable locksmith and vehicle security for multiple brands in-house. ■

For more information, click on “PD e-inquiry” on VehicleServicePros.com



PROTECTS A/C RECOVERY EQUIPMENT

The **AirSept Automatic Dual Recycle Guard** is designed to safely and effectively capture sealant, debris, dye, excess lubricant, and other contaminants to protect

A/C recovery equipment without adjustment or monitoring. Equipped with two internal filters to provide simultaneous high and low side protection. The Automatic Dual Recycle Guard is engineered to work with all A/C recovery machines by hooking up the guard with either 1/2” ACME or 1/4” flare fittings and a 36” R134-a hose. The product maintains continual refrigerant flow while in operation. ■

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FOR MORE INFORMATION ABOUT ANY OF THESE PRODUCTS, CLICK ON "PD E-INQUIRY" at VehicleServicePros.com.



FEATURES 72 TEETH

The **VIM Tools 12-point Ratcheting Wrenches**, No. SAR100, feature an exoskeleton design to reduce weight and give additional comfort and grip to the user. These wrenches have a 15-degree offset and 72 teeth. The wrenches come in a foam, laser-etched case for easy identification and organization. Included in this set are wrenches from 10mm to 19mm without skipped sizes. The wrenches are designed to be heavy duty in terms of strength, but feel lightweight in the user's hand. ■

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ERGONOMIC NYLON MICRO HANDLE

The **MayheW Tools 4-pc Micro Torx Set**, No. 31030, features an ergonomic micro handle design and high alloy steel blades with a black oxide finish. The set is made with a custom heat-treatment and temper process and each screwdriver's tip is precision CNC machined to industry specifications with tight tolerances for a more reliable fastener engagement. Measurements for these tools are 6" by 2", 7" by 2", 8" by 2-1/2", and 9" by 2-1/2". ■

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FOR SMOOTHING PAINT AND LIGHT WELDING

The **Solder-It Butane Blow Torch with Flame Control**, No. PT-520CR, is designed for smoothing paint, culinary brazing, and light welding. To start, it uses a water-resistant Piezo electronic ignition system. The adjustable airflow produces a soft and solid flame for use in various projects. At its mid-setting, users can get 30 minutes of continuous burn time on a full tank. ■

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C19/C20

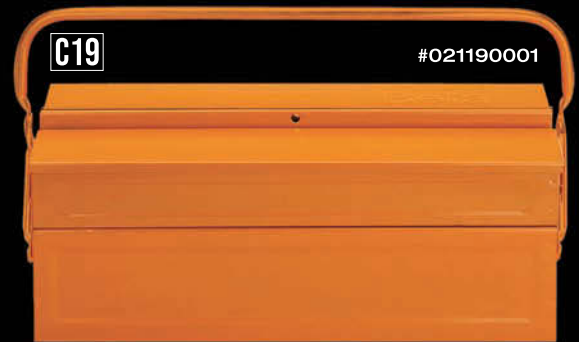
CANTILEVER TOOLBOX

The **Beta Tools C19 and C20 cantilever toolboxes** feature sturdy sheet metal construction for a lifetime of professional use. A hole through both lids accepts a padlock for security. Unlike a plastic box, the lock doesn't go through a fragile plastic hasp that can be easily broken off.

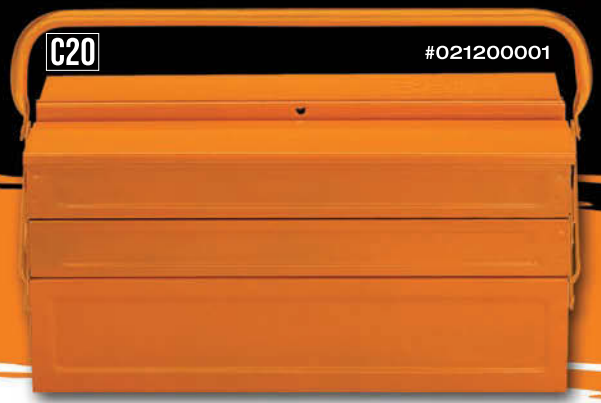
Lift the top tray to expand the box and gain access to the lower compartments. The cantilever design arranges your tools for easy access and quick tool organization.



*TOOLS NOT INCLUDED



18" long x 8" wide x 6" high (10" with handle up)



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MOST WANTED

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 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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B Offers a maximum speed of up to 7,000 rpm

The **Martins Industries Impulse 1/2" Classic Impact Wrench**, No. MX-C1, is equipped with a twin hammer design and delivers a maximum working torque of 531 ft-lbs with a maximum speed of up to 7,000 rpm. Designed with an ergonomically, grooved grip handle which maintains operator control, efficiency, reduces fatigue, and slippage during extended periods of time. The five-speed impact wrench also has a control mechanism to easily switch between clockwise and counter-clockwise rotational torque direction to suit the user's lug nut fastening needs with the accompaniment of a 1/2" drive socket.

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C Removes standard and damaged lug nuts

The **Lisle Corporation 7-pc Flip Socket Set**, No. 12950, offers two hex sizes in each socket for the removal of standard and damaged lug nuts found on many vehicles. The 6-point impact sockets are made from chrome moly steel and have a black oxide finish. The set includes a 1/2" drive extension, 17mm/17.5mm, 19mm/19.5mm, 21mm/21.5mm, 22mm/22.5mm, 27mm/27.5mm, and a deep thin-walled 19mm/21mm socket. The 19mm/21mm socket includes a plastic sleeve that prevents scratching the wheels. Set comes in blow molded case for storage.

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

D Features a spring-loaded mechanism

The **CTA Manufacturing Ford Fuel Injector Connector Disconnect Tool**, No. 6515, features a spring-loaded mechanism that allows for easy removal of the connector. The tool services 6.4L power stroke injectors for 2008+ 6.4L F250, F350, F450, and F550 applications. Its four-prong fork design maximizes surface area on the injector and connector to limit damage.

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

E Stamped socket sizes

The **Milwaukee Tool 47-pc 1/2" Drive Ratchet and Socket Set with PACKOUT Low-Profile Organizer**, No. 48-22-9487, features a 90-tooth ratchet that has 4 degrees of arc swing and a slim profile for working in tighter spaces. It also has a flush directional lever. The sockets have Four Flat sides to prevent rolling and sizes are stamped into each socket for easy-to-read visibility. The organizer offers a clear top for easy identification of contents, is IP65 rated, and is built from impact-resistant materials for durability on and off the jobsite.

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

F 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 preset 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 preset torque stages (332, 450, and 1,070 ft-lbs). Both feature a built-in LED light and battery power indicator.

For more information, click on "PD e-inquiry" on VehicleServicePros.com



F



G

G Long lasting and durable adhesive

The **Dent Fix Equipment Cold Adhesive Glue Slide Hammer Set**, No. DF-CGS71, is a lightweight kit designed to enable auto body professionals to quickly and safely move large areas of metal efficiently. The kit includes the company's 2.8 lb Slide Hammer, 50 grams of Mammoth Tar Cold Glue, and four tabs. Each tab is aluminum for strength and durability. Tab sizes include: 38mm and 52mm round tabs and 22mm by 57mm and 36mm by 80mm rectangular tabs. The Mammoth Tar Cold Glue provides almost instantaneous, strong adhesion and will not harm the finish of the vehicle, the company says.

For more information, click on "PD e-inquiry" on VehicleServicePros.com

H Large LCD screen

The **Olsa Tools Digital Caliper Measuring Tool**, No. 1589, features a large LCD screen to easily read measurements quickly and accurately. By the use of one button, users can easily switch between three measuring units: millimeters, inches, and fractional inches. Its high-resolution, internal digital sensor provides precise measurements down to +/-0.01mm. Made from hardened stainless steel, the tool offers precision-ground jaws for ideal parallelism and an all-metal construction for strength and durability. It also features a depth gauge, step gauge, zero button, thumbwheel, locking screw, and measuring jaws for inside measurements.

For more information, click on "PD e-inquiry" on VehicleServicePros.com



H

I Holds bits firmly in place

The **Bit Buddy** from **Ernst Manufacturing** measures 8" in length and fits up to 30 bits. With rare-earth magnetics, the Bit Buddy holds strong whether on the side of a toolbox or upside down. Its taper lock system keeps bits firmly in place and releases them easily when needed. The bit organizer also has a specifically designed hole that fits one 3/8" drive chuck and offers three configuration options for long and short bits. Available in black/red and hi-vis/black color combinations.

For more information, click on "PD e-inquiry" on VehicleServicePros.com



I



J



J Repairs wheel studs safely and chip-free

The **GEDORE Thread Reset Tool**, No. 3435644, is designed to repair wheel studs safely and chip free. The tool can be used universally on wheel bolts with M12 x 1.5 and M14 x 1.5. According to the company, repairs are done in just 30 seconds and will not weaken the thread. The thread becomes chipless by rolling (forming, pressing, embossing) back to its original geometry. No material is removed and the strength of the wheel bolts are fully retained. Use with a standard hex socket with reversible ratchet.

For more information, click on "PD e-inquiry" on VehicleServicePros.com



FOR MORE INFORMATION ABOUT ANY OF THESE PRODUCTS, CLICK ON "PD E-INQUIRY" at VehicleServicePros.com.

2023 PTEN INNOVATION AWARDS

AWARD WINNER



Snap-on ZEUS+

The **Snap-on ZEUS+** is an advanced information-driven scan and scope device in the industry, offering onboard storage and processing and communications capabilities. Fast-Track Intelligent Diagnostics simplifies the diagnostic process and guides technicians through the repair, avoiding unnecessary steps along the way. It includes SureTrack for verified parts replacement records and real fixes, smart data for relevant vehicle and code specific PIDs, and prefiltered functional tests and guided component tests to verify repairs. ZEUS+ also delivers the software coverage, processing power and speed, and access to the information needed for technicians to work quickly and efficiently.

CATEGORY: Automotive Scan Tools

For more information, click on
"PD e-inquiry" at VehicleServicePros.com

Every year since 1999, the **PTEN Innovation Awards** feature the newest and most innovative products introduced to the automotive aftermarket. For 2023, **PTEN** received over 100 submitted product entries in 26 categories. Throughout the next several pages, you'll find product details for the winner in each of those categories. To view a full list of winners online, visit: VehicleServicePros.com/2023IAWinners.



Autel Wheel Alignment and All Systems ADAS Machine

The **Autel IA900AST Wheel Alignment and All Systems ADAS Machine** is an all-in-one wheel alignment and ADAS calibration system that delivers a comprehensive approach to servicing today's sophisticated vehicles. The space-saving, single machine and workflow of the IA900AST guides the technician through an all-systems diagnostic scan, digital chassis and tire inspection, four-wheel alignment, and ADAS calibration. The IA900AST package includes the targets, mats, patterns, and components for LDW, ACC, lidar, radar, night vision, RCW, lane watch, AVM system calibrations, and an MSUltra diagnostics tablet. Compatible with any standard four-wheel alignment rack, the IA900AST offers alignment coverage for U.S., Asian, and European vehicles 1996 and newer.

CATEGORY: ADAS

For more information, click on
"PD e-inquiry" at VehicleServicePros.com

Mueller-Kueps

Multi-Cleaner

The **Mueller-Kueps Multi-Cleaner**, No. 460 300, is designed to easily clean brakes, exhaust, and more. With replaceable heads, the tool removes the need to buy multiple tools. The heads are easy to change out and the kit comes with two different sizes: a 40mm and a 50mm. A sturdy abrasive reduces the time spent cleaning, quickly removing rust, corrosion, and dirt without excessive material removal. The heads are in a trapezoidal shape for multiple cleaning options. Use the angled sides or the flat top. The universal cleaning tool also features a two-component handle to allow users to apply pressure without having the tool dig into their hand.

CATEGORY: Brake Service



For more information, click on
"PD e-inquiry" at VehicleServicePros.com



Flo-Dynamics

Transmission Flusher

The **Flo-Dynamics Transmission Flusher**, No. TTCF-9A, features an adjustable flow rate, which allows one machine to perform services from small vehicles to large heavy duty trucks and buses. The programmable control board easily allows the technician to set circulation time, along with short bursts of air to further agitate the cooler and remove stubborn particles. Its reversible flow direction valve eliminates the need to change hoses during service. The unit includes a heater to remove built up tarnish. Additionally, its removable screen verifies all particles are flushed out and the control panel displays service time, before and after, temperature, flow rate, and pressure. The unit is OE approved and patent pending.

CATEGORY: Shop Equipment

For more information, click on
"PD e-inquiry" at VehicleServicePros.com



KNIPEX

4" Pliers Wrench XS

The **KNIPEX 4" Pliers Wrench XS**, No. 86 04 100, is a compact tool at just 4", with a jaw capacity of 3/4". Designed with smooth jaws that will not mar surfaces, the Pliers Wrench XS is ideal for gripping, holding, pressing, and bending applications. With one-handed adjustment, users can quickly and easily slide through 10 adjustment positions to find the right fit on the workpiece. Its texturized handles and compact design and slim head allow easy access to confined areas such as for under the dashboard, under seats, and more.

CATEGORY: Hand Tools

For more information, click on
"PD e-inquiry" at VehicleServicePros.com



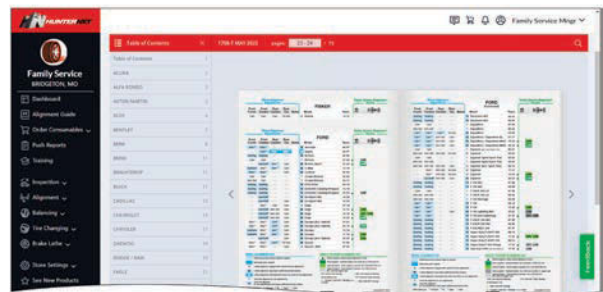
Snap-on

High-Definition Borescope

The **Snap-on High-Definition Borescope with 5.5mm Dual Imager**, No. BK7000, is an end-to-end, true high-definition borescope that provides ideal image quality and comes ready to use out of the box. A picture-in-picture makes it possible for technicians to capture forward and side images simultaneously, even video, on a large, 5" capacitive touchscreen, similar to a phone screen. Users can overlay text or audio information to the image and software/feature updates are easy through the tool's Wi-Fi connectivity. It has quick USB-C charging with the battery providing up to 1.5 hours of run-time.

CATEGORY: Inspection Tools & Lab Scopes

For more information, click on
"PD e-inquiry" at VehicleServicePros.com



Hunter Engineering

Online Alignment Guide

The **Hunter Engineering 1708-T Online Alignment Guide** is now available online via the HunterNet 2 portal. Updated twice yearly, the guide has long been a staple of point-of-sale counters, serving as the go-to source for service advisors quoting work, the company says. The comprehensive document guides shops on vehicle suspension adjustments as well as any electronic resets or ADAS calibrations required after wheel alignment, thus adding a large revenue opportunity. The online version is intuitive and easy to use, with a linked table of contents, quick search capability, and full-screen display. Shops can now always have the latest version online with no reordering of printed copies necessary.

CATEGORY: Automotive Software

For more information, click on
"PD e-inquiry" at VehicleServicePros.com

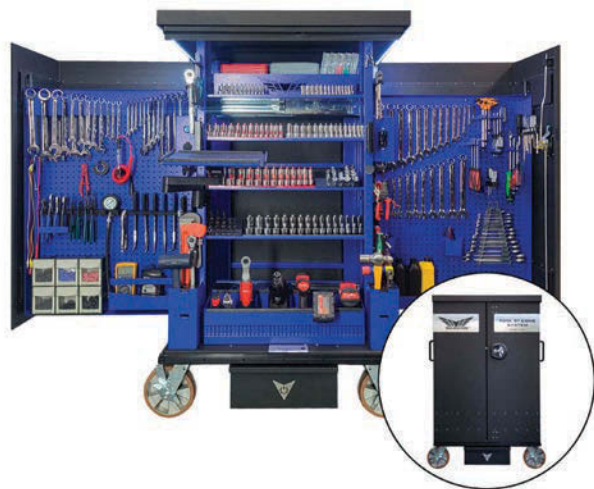


Milwaukee Tool Cordless Tire Inflator

The **Milwaukee Tool M18 18V Cordless Tire Inflator** is designed to meet the needs for transportation maintenance professionals by providing ideal performance, versatility, and the durability to survive demanding jobsites. It can top off 33" light truck tires in under a minute and is equipped with TrueFill technology to provide speed and accuracy, featuring auto pressure check and an automatic shut-off feature to ensure a tire's targeted pressure is achieved. Optimized for passenger, light truck, and other medium duty tires, the inflator has the ability to save up to four psi memory presets. As a portable cordless solution, the M18 Inflator features versatile onboard attachments, such as the inflator hose and nozzle storage, as well as an internal cooling mechanism to extend the tool's life.

CATEGORY: Tire & Wheel Service

For more information, click on
"PD e-inquiry" at VehicleServicePros.com



Shadow Tool Company Tool Staging System

The **Tool Staging System TSS 5.2** from **Shadow Tool Company** offers the same features as the TSS 6.5 model but stands just 5'2" tall, for easier use under a lift and visual maneuvering through a large facility. The closed TSS 5.2 provides tool storage capabilities and tool staging when the system is opened and expanded, creating a barrier-free tool wall. This open access reduces physical motions, allows visual cues for rapid tool selection/return, and seamless tool inventory control to help save time, providing ergonomic relief while increasing available work hours to improve bottom line profits.

CATEGORY: Tool Storage

For more information, click on
"PD e-inquiry" at VehicleServicePros.com



Snap-on Welding Helmet with Light

The **Snap-on Skull Auto-Darkening Welding Helmet with Light**, No. WELDIGNSKULL, features a built-in pivoting, flip-out light that functions when the helmet is raised or lowered and fully integrates into the contour of the helmet when not in use.

A 180-degree viewing area includes shade 10 peripheral-vision-enhancing side lenses creating a wide field of vision. Including true color technology brightened by IGNITE Series 360 LED light-balance technology, the helmet also features an extra-large, four-sensor solar-powered ADF with a lithium battery backup. The patented quick-adjust, comfort-fit headgear has push button adjustment.

CATEGORY: Welding

For more information, click on
"PD e-inquiry" at VehicleServicePros.com

Power Probe PWM Adapter

The **Power Probe PWM Adapter** allows technicians to create a pulse width modulation (PWM) signal to test components on modern vehicles. The tool connects in line with the lead probe on any Power Probe (PP3/PP3EZ/PP4/Maestro) to change the signal from a steady 12V output to a selectable PWM signal. The PWM range is 5 percent to 100 percent, in 1 percent increments. Newer vehicles use PWM control to change speeds on items like blower motors, cooling fans, fuel pumps, and A/C compressors. The Power Probe PWM adapter gives technicians a way to safely and accurately measure these components.

CATEGORY: Diagnostic Equipment

For more information, click on
"PD e-inquiry" at VehicleServicePros.com





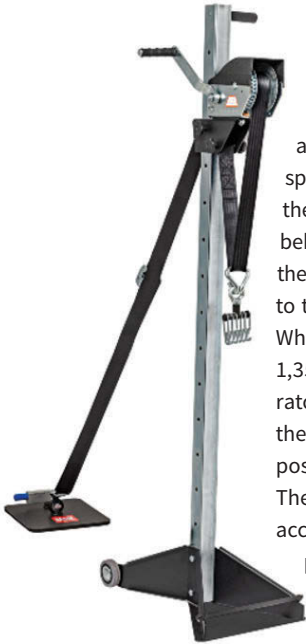
H&S Autoshot

Pull-Pro Portable Dent Pulling Tower

The **H&S Autoshot Pull-Pro Portable Dent Pulling Tower**, No. UNI-1096, is a lightweight portable setup that is space-saving in the shop. Quickly setup the tower and place the plate 15 degrees behind the tower. Plug in your airline to the receptacle and the steel plate secures to the floor by way of a rubber gasket. While the air is engaged, expect up to 1,350 lbs of pulling force. The industrial ratcheting winch allows for precision to the pull and the tower has many vertical positions to get the best pull possible. The standard tower is 66" tall. Optional accessories include the lower pull base plate (UNI-1097) and high pull extension kit (UNI-1098).

CATEGORY: Body Shop

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Tracer Products

LeakFinder A/C Leak Sealant

The **LeakFinder A/C Leak Sealant**, No. LF200CS, from **Tracer Products** is a single-use syringe injector designed to seal pinhole leaks in accumulator/receivers, evaporators, condensers, O-rings, hoses, and more. With LF200CS, users can fix hard-to-find leaks and extend the service life of the A/C system. The sealant is easy to use and is compatible with all popular refrigerants, including R-1234yf systems. The sealant formula is also compatible with electrically-driven A/C compressors used in hybrid/electric vehicles. With the included patented dual adapter, users can easily connect to either R-1234yf or R-134a systems.

CATEGORY: Air Conditioning Service

For more information, click on "PD e-inquiry" at VehicleServicePros.com



AGS Automotive Solutions

Resto Solutions Bumper and Trim Restorer

The **AGS Resto Solutions Bumper and Trim Restorer** is designed to permanently restore plastic bumpers, fenders, cladding, and trim to a factory look. No re-application is needed. Exclusive technology imbeds the coating into the plastic, making it impervious to sun, harsh weather, and car washes. Comes with a limited lifetime warranty.

CATEGORY: Chemicals

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Test-Quick™
by Flo-Dynamics

LPLT-100
EV Battery Pack Leak Tester

The new **Test-Quick LPLT-100** by **Flo-Dynamics** is the most affordable and simple to use low-pressure leak tester on the market. It is the only low-pressure leak tester that is guaranteed to be 100% free of vapor or smoke leak detection dye.

Leak test EV battery packs without contamination, using filtered and moisture-free air to ensure a correct seal after performing service. The **LPLT-100** allows for a technician to connect, test, and provide an accurate leak flow rate on the flow meter. Simply switch the control knob to Decay/Off to perform pressure decay testing.

- Uses only shop air (75 - 175 psi)
- Supply pressure: 14" WC +/- 1"
- Tests with 100% filtered and moisture free air
- Designed in collaboration with Ford Engineering to comply with EV battery pack testing procedures
- Flow meter and gauge provides two testing modes – leak flow rate or pressure decay
- **PATENT PENDING**



Also tests high voltage gloves.

For more information, please visit www.flodynamics.com

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Snap-on

3/8" Drive Cordless Impact To Go Kit

The **Snap-on 3/8" Drive Cordless Impact To Go Kit**, No. 262CTSS01FR, organizes and protects power tools for technicians on the go. Complete with a Snap-on CTR861 14.4 V 3/8" Drive Cordless Ratchet and CT861 14.4 V 3/8" Drive Cordless Impact Wrench, this 62-pc kit organizes the necessary tools for tackling mobile jobs. Included are 12 3/8" drive shallow SAE impact sockets, 12 3/8" drive deep SAE impact sockets, 14 3/8" drive shallow metric impact sockets, 14 3/8" drive deep metric impact sockets, four 3/8" drive impact extensions, and a 3/8" drive friction ball swivel ball impact universal joint. Tools are precision fitted in closed-cell cross-linked foam, providing ideal tool organization and protection.

CATEGORY: Tool Organization

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Plymovent

Internal Grabber

The **Plymovent Internal Grabber** is a universal, vehicle exhaust extraction nozzle designed to fit the shape and position of any car and pickup truck exhaust tailpipe. Due to the protruding beak and ergonomic body, the Internal Grabber nozzle is easy to attach to virtually any vehicle exhaust tailpipe. The Internal Grabber connects to standard horizontal discharges, dual tailpipes, and flush tailpipes that exit through the vehicle bumper. It's easy to attach and features an extendable nozzle skirt to dock close to body work, a 360-degree pivoting collar to accommodate a single tailpipe or dual tip tailpipe, dual exhaust capability, and a self-aligning squeeze grip for a smooth attachment to the tailpipe. It also has a built-in damper that opens/closes automatically, and is compatible with any hose brand.

CATEGORY: Safety & Personal Gear

For more information, click on "PD e-inquiry" at VehicleServicePros.com

Flo-Dynamics

EV Battery Pack Leak Tester

The Flo-Dynamics EV Battery Pack Leak Tester

The **Flo-Dynamics EV Battery Pack Leak Tester**, No. LPLT-100, is a multi-purpose, low-pressure leak tester designed to test the battery chamber/compartments in electric vehicles. It uses shop air and removes oil, particles, and moisture to ensure a safe condition when testing the vehicle's battery chamber. Its flow meter and gauge verifies if

the vessel has been compromised and the patent-pending high-voltage glove adapter allows technicians to check their gloves before each use. If the gloves have a hole, the test will quickly inform them. The LPLT-100 is OE approved.

CATEGORY: EV Tools & Equipment

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Milwaukee Tool

M12 Paint and Detailing Color Match Light

The **Milwaukee Tool M12 Paint and Detailing Color Match Light** features five color temperatures to replicate natural sunlight. The light emits 1,000 lm of output with a 98+ Color Rendering Index to illuminate metallics and imperfections in the paint. Additionally, the variations in color temperature provide professionals with a full spectrum of sunlight throughout the day. The light has three power modes that provide up to 14 hours of output and run-time on low. Built to withstand the toughest conditions, it's resistant to common chemicals found in autobody shops and is IP54 rated.

CATEGORY: Lighting

For more information, click on "PD e-inquiry" at VehicleServicePros.com



CATEGORY: HEAVY DUTY SCAN TOOLS

Triage Tool for Commercial Vehicles

If you're looking for a mid-line code scanner to diagnose light to heavy duty commercial vehicles and you don't want to break the bank, then look no further! Introducing the all-new HD Code Pro.

The HD Code Pro is slotted right in between our HD Code II and our more professional line of scan tools, such as the HD Pro III and HD Pro Tab. It is a perfect triage tool for reading & clearing codes and performing quick & easy DPF resets and regens - but even more, with the HD Code Pro, now you can also perform SCR, Ash, Soot Level Resets and DPF filter registration. It is now a full service DPF tool! The HD Code Pro covers Engines, Brakes and Transmissions, including brands such as Bendix, Wabco and Allison. The



tool is also capable of performing Service and Maintenance Resets. A built-in printer is also included. ■



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Looking for a Full Service DPF Tool for Commercial Vehicles?

If you're looking for a mid-line code scanner to diagnose medium to heavy duty commercial vehicles and you don't want to break the bank, then look no further! Introducing the all-new HD Code Pro.

The **HD Code Pro** is slotted right in between our HD Code II and our more professional line of scan tools, such as the HD Pro III and HD Pro Tab. It is the perfect triage tool for reading & clearing codes and performing quick & easy DPF resets and regens - but even more, with the HD Code Pro, now you can also perform SCR, Ash and Soot Level Resets, along with Service Maintenance Resets. It is now a full DPF service tool!



FEATURES & BENEFITS

- ▶ Commercial Vehicle Coverage with Heavy Duty and Medium Duty Truck Emissions Service Capabilities (DPF / DEF/ SCR)
- ▶ Coverage for Detroit, Cummins, International, Isuzu, Mack/Volvo, Hino/UD, Fuso, Paccar, Mercedes, Caterpillar, Perkins, John Deere and more!
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- ▶ Read & Clear Codes and View/Graph Live Data
- ▶ Fuel Trim / Fuel content Resets
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- ▶ Built-in Printer



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For more information, click on "PD e-inquiry" at VehicleServicePros.com



LTI Tools by Milton

Milton Shockkit Socket Diesel NOx and Particulate Sensor Removal Kit

The **LTI Tools by Milton Shockkit Socket Diesel NOx and Particulate Sensor Removal Kit**, No. LT996D, uses the force and vibration of an air hammer to loosen and remove rusted diesel exhaust sensors without damaging the threads. With its compact size, users can access hard-to-reach sensors. Each Shockkit Socket has three driving ears with 8mm inverted index holes for tightening and loosening, allowing for the most stubborn sensors to be worked back and forth during removal. The kit includes a non-turning offset 8mm radius tip 11" Standard Shockkit Punch, No. LT1910P, as well as 20mm, 22mm, and 27mm bottoming tap and dies for sensor and mounting hole threads.

CATEGORY: Specialty Tools

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Milwaukee Tool

M12 FUEL 3/8" Extended Reach High Speed Ratchet

The **Milwaukee Tool M12 FUEL 3/8" Extended Reach High Speed Ratchet** is able to fit into tight spaces while delivering up to 35 ft-lbs of maximum torque. Featuring a long reach and small head size, users can complete critical applications around automobiles and heavy duty equipment. The extended neck design provides more reach and its compact head profile and recessed forward-reverse shift knob reduces the width, providing access at 0.76". The high speed ratchet delivers 450 rpm, weighs just over 2 lbs, and is also available in 1/4".

CATEGORY: Power Tools

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Snap-on

Bench Top Battery Charger Plus

The **Snap-on Bench Top Battery Charger Plus**, No. EEBC30A12V, can quickly charge 6V, 8V, or 12V AGM, standard lead acid, and LiFeP04 vehicle batteries. Its rugged design features wraparound cord storage bristles to secure clamps and a retractable hook for under hood hanging. Its large LCD color, readable-in-sunlight display offers selection prompts, charge status, and diagnostic information. Performing a multi-stage charge cycle, the unit offers a charge rate of 2A, 15A, or 30A (2A or 10A for LiFeP04) and a stable power mode that maintains vehicle battery voltage during repairs and offsets battery drawdown while the engine is off. Includes field replaceable cables and an AC power cord, complete with two-year warranty.

CATEGORY: Battery Starting & Charging

For more information, click on "PD e-inquiry" at VehicleServicePros.com



CanDo

HD Code Pro

The **CanDo HD Code Pro** is a mid-line code scanner that will diagnose light to heavy duty commercial vehicles. The scanner reads and clears codes as well as performs DPF resets and regens. In addition, the scanner allows users to perform SCR, ash and soot level resets, along with service maintenance resets. The full DPF service tool also comes with manufacturer-specific engine, brakes, and transmission coverage.

CATEGORY: Heavy Duty Scan Tools

For more information, click on "PD e-inquiry" at VehicleServicePros.com

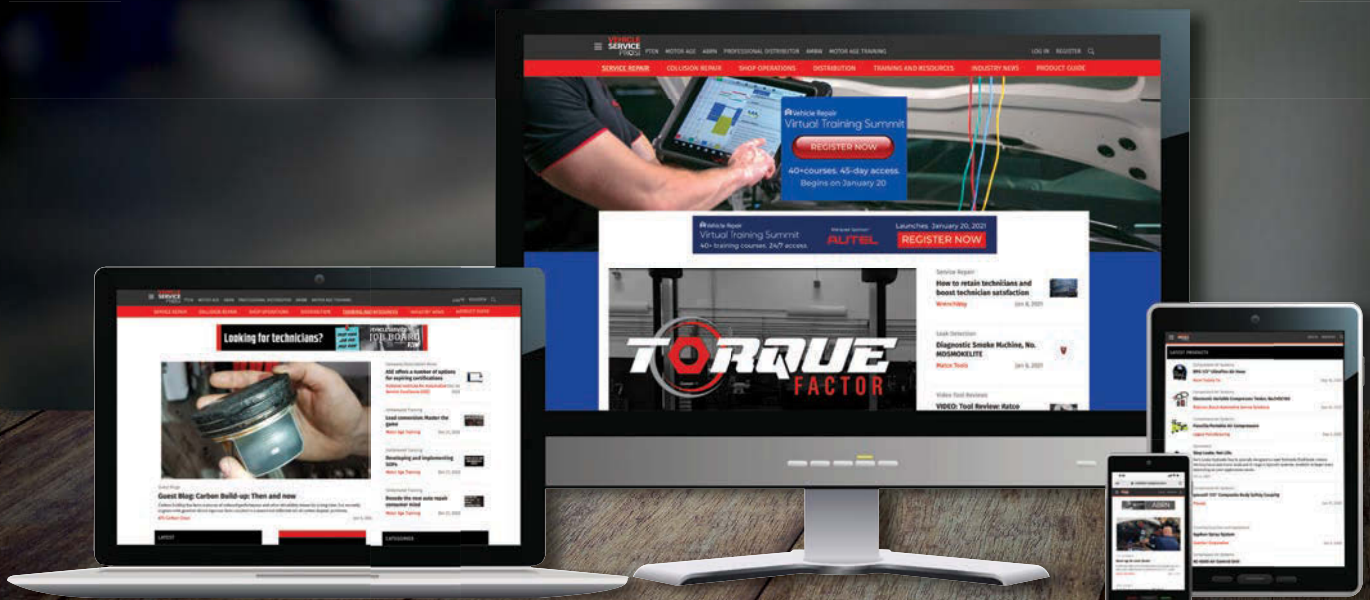


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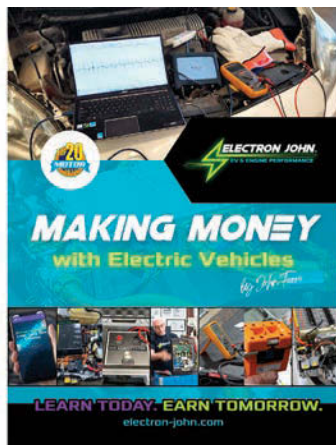
PTEN PROFESSIONAL DISTRIBUTOR **MOTOR AGE** **ABRN** **AFTERMARKET BUSINESS** **WORLD**



Electron John

Making Money with EVs

The **Electron John's Making Money with EVs** program addresses the need for technician training pertaining to electric vehicles. It covers all the technical materials needed as well as uses custom training props to simplify the explanation of various complex subjects pertaining to how EVs are designed to work. The course consists of either instructor-led or video training, breaking the course into chapters



where the attendee must pass their current section before continuing on to the next chapter. A manual accompanies both the instructor-led and video training course and features QR codes throughout to show short videos to help explain more complex sections.

CATEGORY: Training

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Ingersoll Rand

Heavy Duty Air Hammer

The **Ingersoll Rand 135MAX Heavy Duty Air Hammer** is designed for vehicle, truck, bus, and heavy machinery repair. Weighing in at 4.5 lbs, the 135MAX HD Air Hammer delivers 2,600 bpm, with a 3" piston stroke. It also has a feather-touch trigger that provides the accuracy needed for fine-tuned pin driving and steering, making it ideal for jobs that require light handling. Featuring a 3/4" (19mm) bore size, the air hammer is available in a convenient kit that includes five chisels and the air hammer in a carrying case or as an individual tool.

CATEGORY: Air Tools

For more information, click on "PD e-inquiry" at VehicleServicePros.com



Schley Products

Extension Protectors Essential Kit

The **Schley Products Extension Protectors Essential Kit**, No. 15900, consists of two 1/2" square drive male and female hammers designed to connect to any length 1/2" drive extension to protect the extension ends should it be otherwise used as a hammer drift. The extension protectors are precision machined from heat-treated alloy steel and allow the use of a normal socket extension as a drift without causing damage. The hammer set is versatile, works with ordinary 1/2" drive tools, and the hammer heads are designed for a variety of uses.

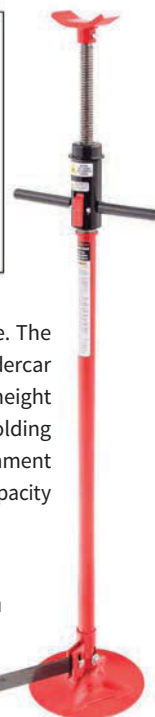
CATEGORY: Tool Accessories

For more information, click on "PD e-inquiry" at VehicleServicePros.com

Snap-on

Under Hoist Stand

The **Snap-on Under Hoist Stand**, No. UHS1500, eliminates the need for constant cranking. The stand has a release mechanism that quickly positions the saddle, saving critical shop time. The saddle is designed to adapt to various undercar components. A hand crank makes small height adjustments easy and precise, and the folding foot pedal allows for handsfree, quick alignment of components. The UHS1500 has 3/4-ton capacity and can reach a service height of 80-1/8".



CATEGORY: Lifts, Jacks, & Stands

For more information, click on "PD e-inquiry" at VehicleServicePros.com

Diesel Sensor Puller - Innovation Award Winner!

LTI Tool's SHOCKIT™ Socket Diesel NOx and Particulate Sensor Removal Kit uses the force and vibration of an air hammer to loosen rusted, stuck sensors. *SHOCKIT OFF Fast!*

Not only is the Shockit Diesel NOx & Particulate Sensor Removal Kit (LT996D) an indispensable tool for quickly removing stubborn, rusted diesel exhaust sensors, it is also the 2023 Specialty Tool PTEN Innovation Award Winner!

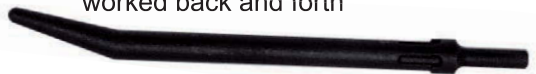
An LTI Tools by Milton design, this air-hammer-powered solution saves techs hours of time, eliminating the need to dismantle other vehicle elements to access hard-to-reach sensors. The secret is sockets with 8-millimeter indexed holes with three driving ears that work with a non-turning offset punch. Shockit's compact size provides access to hard-to-reach areas.

It is compatible with sensors on Chevy Duramax, Dodge Cummins, Ford Power Stroke, Jeep/RAM EcoDiesel, Kenworth, International, Detroit, and Volvo and other diesel engine vehicles.

SHOCKIT™ OFF

Diesel Sensor Puller Key Success Drivers

- Air hammer-powered for force and vibration to loosen the most rusted sensors
- Compact sizes for reaching sensors in restricted access areas
- Allows most sensors to be removed without damaging the threads
- Three driving ears with 8mm indexed holes for delivering maximum rotational force
 - Sockets have inverted index holes for tightening/loosening allowing for stubborn and frozen sensors to be worked back and forth



LTI Tools is a member of the Milton Specialty Tool Group

PRODUCTIVITY MADE SIMPLE

LT996D



SHOCKIT™ DIESEL NOx & PARTICULATE SENSOR

- ▶ Air hammer powered for force and vibration to loosen the most rusted sensors
- ▶ Compact sizes for reaching sensors in restricted access areas
- ▶ Allows most sensors to be removed without damaging the threads
- ▶ Removes sensors on Chevy Duramax, Dodge Cummins, Ford Power Stroke, Jeep/RAM ECO Diesel, Kenworth, International, Detroit, & Volvo
- ▶ Each socket has inverted index holes for tightening and loosening allows for stubborn and frozen sensors to be worked back and forth

Save hours of time without having to drop an exhaust system.



Scan QR Code for More Information on Solutions from LTI Tools

Remove Stubborn Bolts, Sensors, & Fasteners with the Power of an Air Hammer



For more information, click on "PD e-inquiry" at VehicleServicePros.com

MAC TOOLS

R.B.R.T SAE and Metric Combination Wrenches

Designed to be used on new and damaged fasteners.



APPLICATION

Available in various sets, R.B.R.T SAE and Metric Combination Wrenches from Mac Tools are designed to be used on new and damaged fasteners. They are capable of gripping and turning 60 percent rounded fasteners with the open end and 80 percent rounded fasteners with the box end compared to existing Mac Tools wrenches.

SELLING POINTS

- Can be used on both new and damaged fasteners.
- When used on new fasteners, the R.B.R.T. Combination Wrenches can handle more torque before rounding.
- When used on rounded fasteners, the open end can extract up to 60 percent of rounded fasteners and 80 percent of rounded fasteners with the box end without damaging the fastener further.
- All wrench sets are sold in a portable wrench rack which can be stored inside a toolbox or be taken on the road for a service call.

ORIGIN

Mac Tools strives to provide customers with products with a purpose along with products that increase productivity and user safety. As rounded and compromised bolt removal has been a growing issue in the automotive space, Mac Tools wanted to deliver a combination wrench that operated as a traditional wrench with stretched performance capabilities. This resulted in the expansion of the Rounded Bolt Removal Technology (R.B.R.T) and line to combination wrenches.

MANUFACTURING SPECS

All wrenches are produced out of the Mac Tools facility in Taiwan.

FEATURES AND BENEFITS

- Up to two times more torque (when removing 60 percent and 80 percent rounded fasteners versus existing Mac Tools wrenches).
- **Features an I-Beam design for maximum strength and comfort.**
- Double offset head for ease-of-use.
- Polished finish for easy clean up.

STORAGE AND DISPLAY

All five sets are packaged in a portable wrench rack case and can be stored and displayed on tool truck shelves.

\$ SUGGESTED RETAIL PRICE

- 14-pc R.B.R.T. Metric Combination Wrench Set – 6-pt., No. SCLM14RBRT - \$309.99
- 14-pc R.B.R.T. SAE Combination Wrench Set – 6-pt., No. SCL14RBRT- \$309.99
- 5-pc R.B.R.T. Metric Combination Wrench Set – 6-pt., No. SCLM5RBRT- \$249.99
- 5-pc R.B.R.T. SAE Combination Wrench Set – 6-pt., No. SCL5RBRT - \$349.99
- 5-pc R.B.R.T. XL Metric Combination Wrench Set – 6-pt., No. SCLM5XLRBRT- \$349.99

i FOR MORE INFORMATION

Call 800-MACTOOLS or email MTCS@sbdinc.com.



FOR MORE INFORMATION ABOUT ANY OF THESE PRODUCTS, CLICK ON "PD E-INQUIRY" at VehicleServicePros.com.

CTA TOOLS

16-pc 5-pt EPR Torx Socket Set

Allows technicians to service the new EPR, or 5-pt Torx Plus, sockets found on GM, Ford, and Tesla, as well as many other applications including industrial, E-bikes, and more.

APPLICATION

The CTA Tools 16-pc 5-pt EPR Torx Socket Set, No. 1220, includes a variety of EPR, or Pentalobe, sockets for the growing range of applications for GM, Ford, Tesla, and many other late model applications. Most of these applications utilize these fasteners for securing seat-rails, safety harnesses, airbag systems, sub-frames, body panels, and even license plate brackets for Tesla models.

ORIGIN

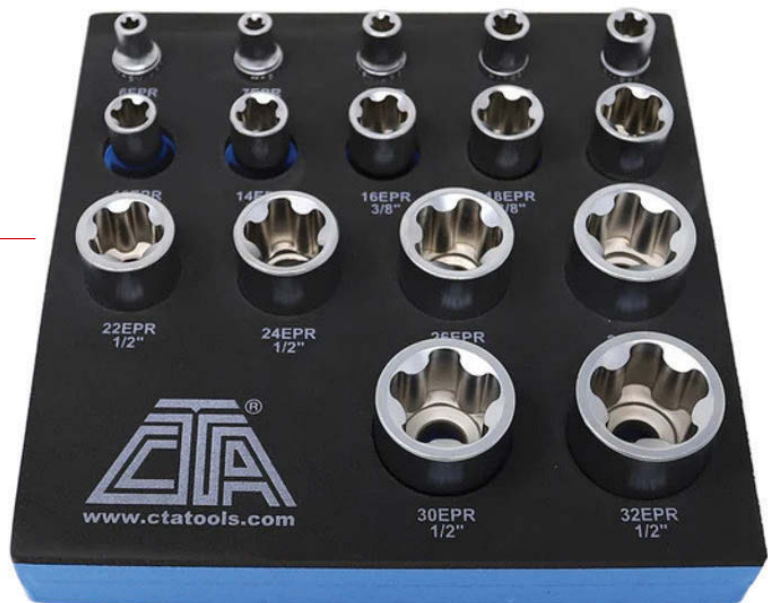
Throughout the past 50 years, Torx fasteners have been adopted by many robotic manufacturing facilities due to the improvements in strength and durability. With the increased adoption of Torx came the evolution of E, EP, and EPR Torx sockets. The E represents external, P for plus, and EPR is the newest variant, which is also known as Pentalobe. "Penta" which means five, and "lobe" for the shape.

FEATURES AND BENEFITS

- **Allows technicians to service the new EPR, or 5-pt Torx Plus, sockets when encountered on applications.**
- Made from high-quality satin finish chrome vanadium material to ensure the sockets will stand the test of time.
- Comes in an EVA foam tray for convenient storage and identification in toolbox.

STORAGE AND DISPLAY

The socket set is shipped in an EVA foam tray. It has a shipping weight of 2.5 lbs and measures 7.5" in length by 7.5" in width by 2.5" in height. The company recommends placing the set near specialty sockets and tools on the truck.



SELLING POINTS

- Includes a wide range of EPR, or 5-pt Torx Plus, sockets (also known as Pentalobe with the 5-pt design).
- EPR sizes: 6EPR, 7EPR, 8EPR, 10EPR, 11EPR, 12EPR, 14EPR, 16EPR, 18EPR, 20EPR, 22EPR, 24EPR, 26EPR, 28EPR, 30EPR, and 32EPR.
- Includes a progressive range of 1/4", 3/8", and 1/2" drive sizes.
- The fasteners these sockets are used for are found on many new applications.

MANUFACTURING SPECS

The sockets are made in Taiwan, of high-quality satin finish chrome vanadium material that has undergone high-pressure forging, heat treating, and bead blasting.

Torque load ratings range (from smallest socket to largest): 10.8 ft-lbs to 416.6 ft-lbs.

\$ SUGGESTED RETAIL PRICE
\$149.95

i FOR MORE INFORMATION
Contact Alberto, technical director at CTA Tools, at aroldan@ctatools.com.



If a mobile tool dealer is not stocking TPMS tools on their truck, they're missing out on a revenue stream, Orphey says.
Photo Courtesy of Frank Orphey

Turning up the pressure

The demand for TPMS tools is on the rise. Find out what factors technicians and shop owners should consider before buying their next tool.

By **Kayla Nadler**, *Associate Editor*

Since the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act passed in 2000, requiring all vehicles manufactured on or after September 1, 2007 to be equipped with a tire pressure monitoring system (TPMS), automotive shops across the country have seen an uptick in tire and wheel services over the years.

“There’s a demand for TPMS tools,” Cornwell Quality Tools dealer Frank Orphey states. “Shops are finding it’s best to invest in TPMS tools because the first time they have a vehicle leave their shop and there’s a liability issue or concern, it’s going to cost them way more than the tool ever would have.”

Orphey has been a tool dealer for over 11 years, covering the Arizona white mountains, the Gallup area in New Mexico, and the southern part of Navajo Nation. His stops range from truck shops and body shops to tire shops, dealerships, and ma and pop shops.

For Orphey, TPMS sales come weekly.

“I’m selling something once a week, whether it’s a full on bidirectional \$3,000+ scanner or a \$200 handheld – or somewhere in between.”

When selling TPMS tools, one might think tire shops would be their biggest customer. For Orphey, it’s his body shops that have the highest demand for TPMS tools.

“I bet half of the TPMS tools that I sell go to either body shops or guys that do bodywork in some form or fashion,” he says.

Mainly for two reasons, he notes. One, insurance companies now require pre- and post-inspection reports and having a TPMS tool to provide adequate readings covers them. And secondly, a lot of times tires and wheels come in bent, cracked, or trashed and must be replaced. Therefore, body shops need to put in new TPMS sensors.

Although body shops may buy more TPMS tools, that’s not to say his other shops are not interested.

“There’s a market for them,” he says. “No good shop only has one TPMS scanner. Even if a shop already has one, I’m finding more and more shops like having two different ones.”

WHEN THE LIGHT GOES ON

When a tire’s air pressure drops below 25 percent of the recommended pressure of a TPMS system, the TPMS

malfunction light on the vehicle’s dash will illuminate.

On some vehicles, not only will the light turn on, but it may turn another system off.

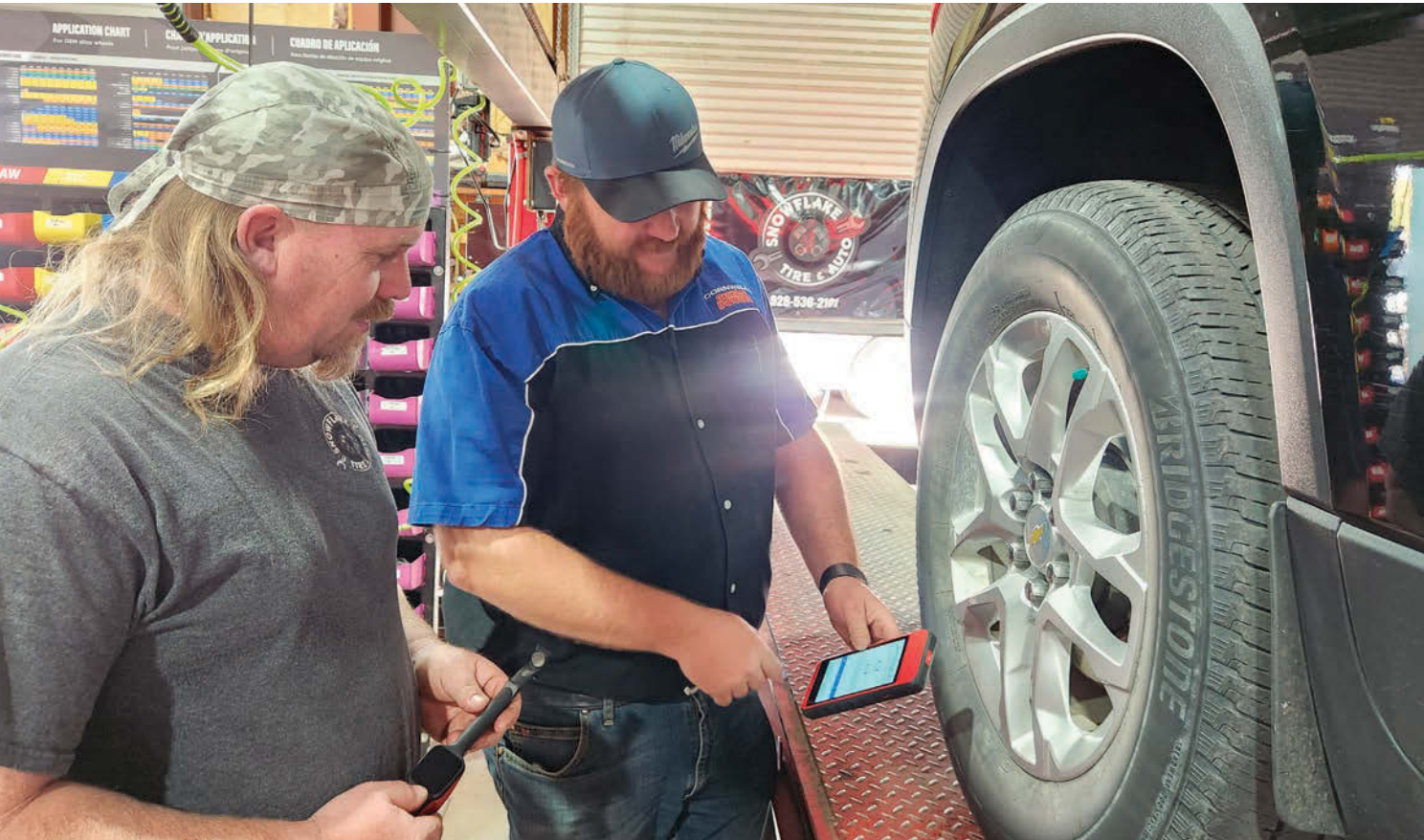
“What we’re starting to see in the last five years is that some vehicles – mostly higher-end vehicles – will have some sort of a restrictive security system that will be enabled when their TPMS light comes on,” says Yanick Leduc, global technical training manager at Schrader TPMS Solutions.

“To give an example, when the TPMS light goes on, some vehicles might deactivate traction control,” he says. “It’s not just tires anymore. TPMS is part of the whole vehicle diagnostics.”

Offering TPMS service may no longer be an option for shops.

“If a shop services passenger cars and/or trucks, they will, no doubt, at some point have to reset or recalibrate the TPMS,” says Scot Holloway, CEO of Bartec USA.

Even for shops that handle basic tire operations such as tire rotations, having TPMS capabilities is necessary and not only adds another potential revenue stream but aids in the customer’s safety and ensures the car is functioning properly.



When selling TPMS tools, it generally comes down to ease of use, coverage and flexibility, and productivity.
Photo Courtesy of Frank Orphey

DIFFERENCE IN TPMS TOOLS

The only way to check whether the malfunction light turned on because of the sensors within the tires is by using a TPMS tool.

Direct TPMS tools range from a very basic handheld to advanced, high-end scan tools.

There are really two main functions of a TPMS tool, Holloway notes. One is to test the sensors wirelessly inside the tire to see if it's functioning properly, whether the battery is good, what the tire pressure is, etc. To do this, the tool emits a low frequency signal that turns the sensor on and then the sensor transmits a signal back via radio frequency, either 315MHz or 433MHz (depending on the vehicle).

The other main function is to do a relearn. Whenever a sensor has been

replaced, whether the battery dies or a technician puts a new tire on, the last thing the technician needs to do is a relearn, or pair the new sensor to the vehicle's TPMS.

Then from there, additional features come into play.

One feature that some tools offer is the ability to reprogram the TPMS itself, not the sensor.

If you want to put bigger tires on a truck, for example P tires to LT tires, you'll need to tell the truck that the new tires have a higher recommended inflation pressure (no longer 35 psi), Holloway notes.

"You need to change that same number in the TPMS system," he says. "If you don't, the light won't come on until the tire is half deflated. If you're plus fitting, you have to recalibrate the

recommended inflation pressure."

Other features include being able to program a programmable sensor, having the ability to read and clear diagnostic trouble codes (DTC) related to TPMS, having the ability to capture tread depth, sensors IDs, and images of the tires, as well as the ability to generate a report to show the customer, adds Dennis Flanery, sales manager of Americas at ATEQ TPMS Tools.

The ST-1 TPMS Tool from Schrader TPMS Solutions offers ID-Sync, a proprietary feature that compares IDs on the wheels and the sensor IDs that were saved in the vehicle's computer.

"You see the charts next to each other and you'll see right away if there's one that doesn't match," Leduc says.

The ST-1 also displays sensor data such as pressure, battery, ↻

PROGRAMMING IN MOTION

ALL-NEW TPMS SOLUTIONS

TSAP-3

The TSAP-3 is the ideal TPMS tool for DIYers, technicians, and front counter workers. The tool is designed to activate, read, and service major OEM and aftermarket sensors. It is capable of updating wirelessly via Wi-Fi allowing for the newest TPMS sensors to be added to the tool.



LTR-01 RF-SENSOR

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ATEQ's VT67 is certified by Chrysler and is authorized to utilize AutoAuthority to handle Chrysler's secure gateway.
Photo Courtesy of ATEQ

temperature, ID, and frequency as well as provides TPMS ECU relearn procedures and retrieves TPMS DTC information.

Bartec's Tech600Pro is wireless. By

featuring a wireless VCI, technicians are no longer tethered to the car, making the process quicker. Pair that with the company's VINDicate function and

Rite-Sync process, technicians can also automatically determine the vehicle's make, model, and year as well as combine sensor programming and vehicle relearning in one step.

"Getting the make, model, and year right is critical," Holloway says. "[With VINDicate] you just connect the tool and connect to the control module. [Then with Rite-Sync], you program the sensor and do the relearn on the same operation. It's one time around the car, one time at the sensor, and the information is based on VINDicate. It makes it almost impossible to get it wrong."

ATEQ's latest TPMS tool, the VT67, is an Android-based tablet that offers over 30 features and functions, including generating and sending customer reports via email and has a built-in camera to document any wheel issues. The tool is certified by Chrysler and is authorized to utilize

PRODUCTS TO STOCK



BendPak

Ranger TruSensor TS58R
Universal TPMS Kit

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Hamaton H56 TPMS Service Tool

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Autel

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Launch Tech X-431 TSGUN

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Thinkcar

ThinkTPMS T109

For more information, click on "PD e-inquiry" at VehicleServicePros.com

CanDo HD TPMS

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Bartec's Tech600Pro offers a wireless VCI so technicians are no longer tethered to the car, making the process quicker.
Photo Courtesy of Bartec USA

AutoAuthority to handle Chrysler's secure gateway.

The VT67 is also able to connect to ATEQ's new TPMS Cloud platform which shops can access securely and remotely from anywhere if there is an internet connection. The platform is ideal for multiple location shops and was originally developed for General Motors, Flanery notes.

SELLING TPMS TOOLS

Generally, tire shops and dealerships have a good idea on what they need to buy, Cornwell dealer Orphey says.

Oftentimes, TPMS tools are supplied by companies who visit tire shops on a regular basis such as for wheel weights, tire balancers, and so on. So, when they visit Orphey's truck, it's usually to buy a backup.

Dealerships tend to be forced to buy into a specific brand, so they'll also come to Orphey to buy a backup, when needed, or one to read a random vehicle that comes through their bay, Orphey notes.

But for body shops, fleets, and mom-and-pop shops, these shops rely

more on Orphey for guidance since it's not their main service.

When selling TPMS tools, here are a few important factors for technicians and shop owners to consider.

Ease of use

"The biggest thing that I'm asked about is how hard is the tool to use," Orphey says. "Not how easy is it to use. A lot of times, these guys don't have the time to figure out a new tool, so they want it to be easy."

For this reason, Orphey finds TPMS tools with "nice big intuitive screens" sell better over smaller handhelds.

"It takes a lot of the guesswork out for the techs; the instructions are right on the screen," he notes.

Bartec's Holloway agrees that TPMS tools need to be easy and that's why their Tech600Pro is graphical now and offers more instructions on the screen.

"If you're following the screen, you can't go wrong," he says.

Many other manufacturers are also taking this into consideration, including Autel's MaxiSYS MS906 Pro-TS, a favorite with Orphey's customers, and ATEQ's VT67.

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Orphey always keeps three to four TPMS tools on his truck, usually a handheld and a couple of TPMS scan tools.
Photo Courtesy of Frank Orphey

Coverage and flexibility

When selling a TPMS tool to a customer it's important to know the type of vehicles (Domestic, European, and/or Asian) they work on to understand what coverage is required – not only for the tool itself but for sensors as well.

“Make sure [the tool] offers them the coverage they need for the type of vehicles they work on, and not to get locked in with one tool that only has limited sensors,” Schrader’s Leduc says.

“What we’re seeing in the last year or so are people looking for flexibility. Manufacturers are starting to sell unlocked TPMS tools. For example, our S57 tool is unlocked, so if a tech is working on a vehicle that is part of the 1 percent that the sensor doesn’t cover, the tool will open a different database to show the different sensors that it can

program. They don’t need to go out and buy another tool or sensor package.”

Productivity

Depending on the size of the shop, having one TPMS tool may not be enough. To keep jobs moving, multiple tools may be necessary.

“My rule of thumb is for every four to five technicians you need a tool,” ATEQ’s Flanery says. “So, if you have 10 technicians you need two tools.”

If you have any less, you’ll end up having somebody stand around waiting for the tool, slowing down productivity, he notes.

If a shop has multiple tire machines, Bartec’s Holloway recommends having one TPMS tool for every machine, so technicians are not always looking for the tool and holding up jobs.

KEEPING UP WITH THE DEMAND

If a mobile tool dealer is not stocking TPMS tools on their truck, they’re missing out on a revenue stream, Orphey says.

“Every vehicle has this system now, so every one of them is in the market,” he says. “It’s a wide-open market; every technician has to take a tire off a car at some point and will need a TPMS tool whether it’s the shops or their own.”

If a mobile dealer can afford to keep the basics on their truck (hand/specialty tools, power/air tools, etc.) they can afford to keep TPMS tools as well; it pays for itself, he adds.

Orphey, himself, likes to always keep three to four on his truck, usually a handheld and a couple of TPMS scan tools. **PD**

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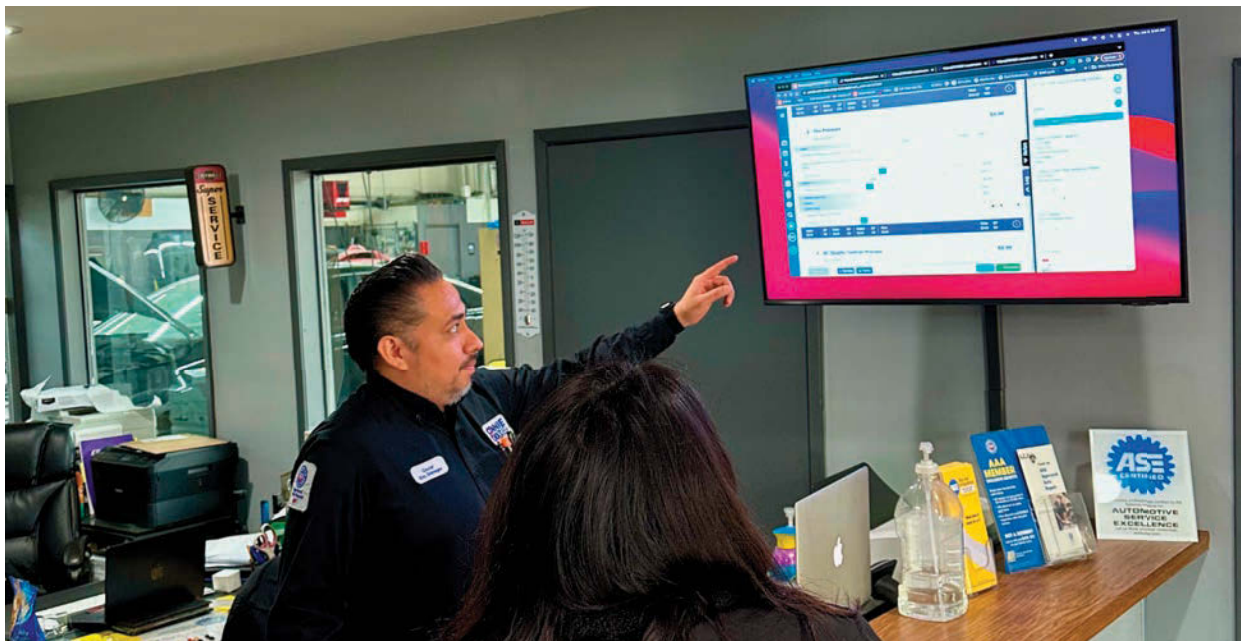
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Find out what
shop owners are
reading about in this
month's pages of
PTEN

Leveraging shop management and service information systems

Harnessing the power of integrated shop management and service information systems in automotive service and repair.

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



Shops now have powerful tools at their disposal to enhance customer communication and provide detailed consumer education.
Photo Courtesy of Scott Brown

Given the complexity of automotive service and repair, effective customer communication and consumer education are vital components for building trust and satisfaction. Oftentimes traditional methods of explaining repairs and maintenance to customers make it difficult to convey many of the complex scenarios we currently see. However, with many of the modern automotive shop management systems, shop owners and technicians now have powerful tools at their disposal to enhance customer communication and provide detailed consumer education. Furthermore, access to service and repair information is essential in producing successful, long-lasting repairs and maintaining consumer trust. In this article, we will explore several ways shops are leveraging modern shop management and service information systems and discuss some real-world challenges.

THE EVOLUTION OF AUTOMOTIVE SHOP MANAGEMENT SYSTEMS

Automotive shop management systems have come a long way from the days of manual record-keeping and fragmented communication channels. Modern management systems have revolutionized the way automotive repair shops operate, providing comprehensive solutions that streamline workflows, track inventory, manage scheduling, and facilitate communication with customers. These systems integrate various components like customer databases, repair order management, parts ordering, vehicle history tracking, quick specs, recalls, and more, all within a centralized platform. Today, many systems are cloud based and run in a web browser removing many of the potential challenges experienced with running a locally managed client-server system.

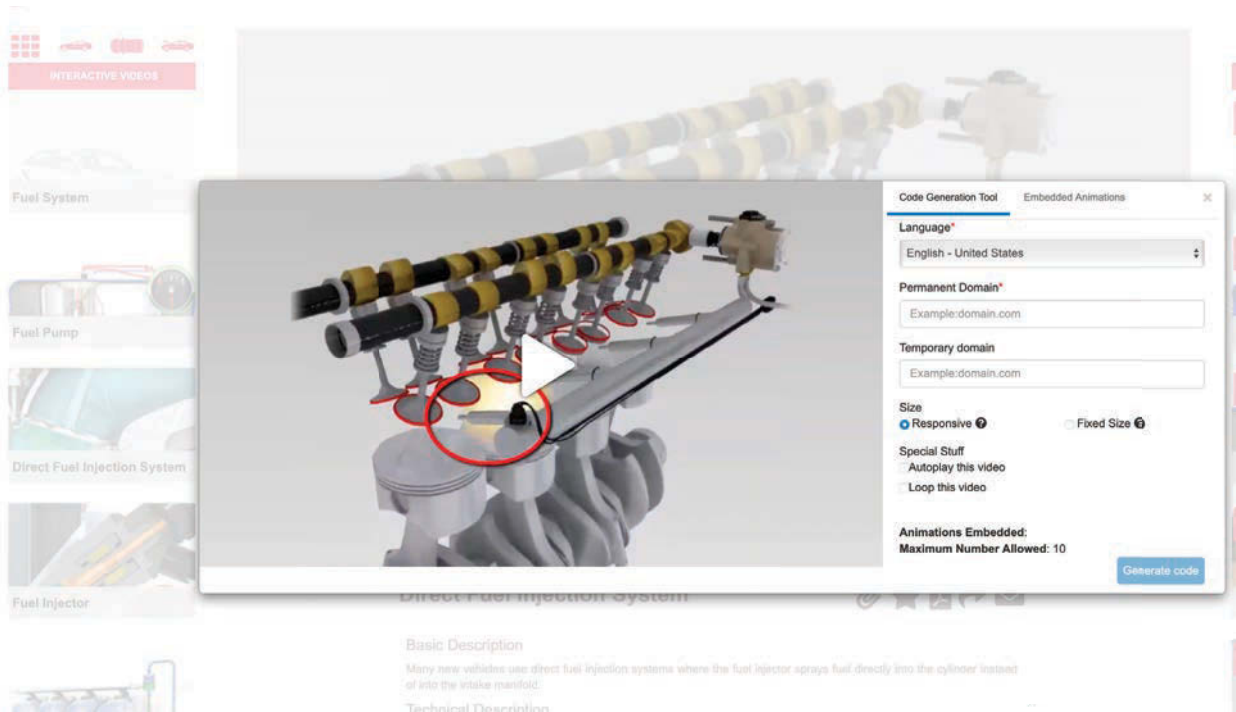


Figure 1 - MotoVisuals graphics - embedding content

IMPROVING CUSTOMER COMMUNICATION

One of the most significant advantages of modern shop management systems is the ability to capture and share visual documentation of repairs right within an inspection/diagnostic process. By integrating images and videos into repair orders, technicians can showcase the problems and their solutions, allowing customers to better understand the issues their vehicles are facing. During complex diagnostic scenarios, technicians can better track the work being performed on the vehicle with transparency which in my opinion adds value to the service. These consumer touch points help to build trust by providing solid evidence of the repairs carried out. Additionally, in

the case where the vehicle arrived with multiple faults, the documentation can provide clarity on what's up next for service and repair.

UPDATES AND NOTIFICATIONS

Effective communication requires timely updates. With modern management systems, customers can receive real-time updates and notifications about the progress of their repairs. And in some cases, can be provided a link to secure view of either recommended services or their invoice where they can take the appropriate action of approving or paying for repairs. Automated messages can be sent at various stages, such as when the vehicle is checked in, when the repairs begin, and when the work is completed. Proactive communication keeps customers informed and minimizes any uncertainties or frustrations they may have about the repair process.

EXPLAINING COMPLEX REPAIRS

Automotive repairs can often involve complex technical concepts that are difficult for customers to grasp without proper visualization. By utilizing pictures, videos, technical drawings and more, shop management systems can help bridge this gap. Technicians can record videos, capture images from their test equipment, and gather technical information to help explain the repair process step-by-step, breaking down intricate procedures into

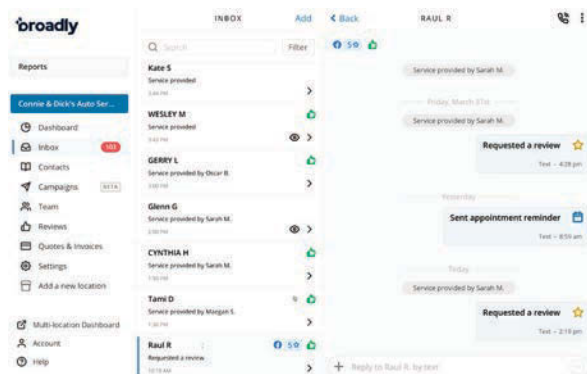


Figure 2 - Broadly service - client communications

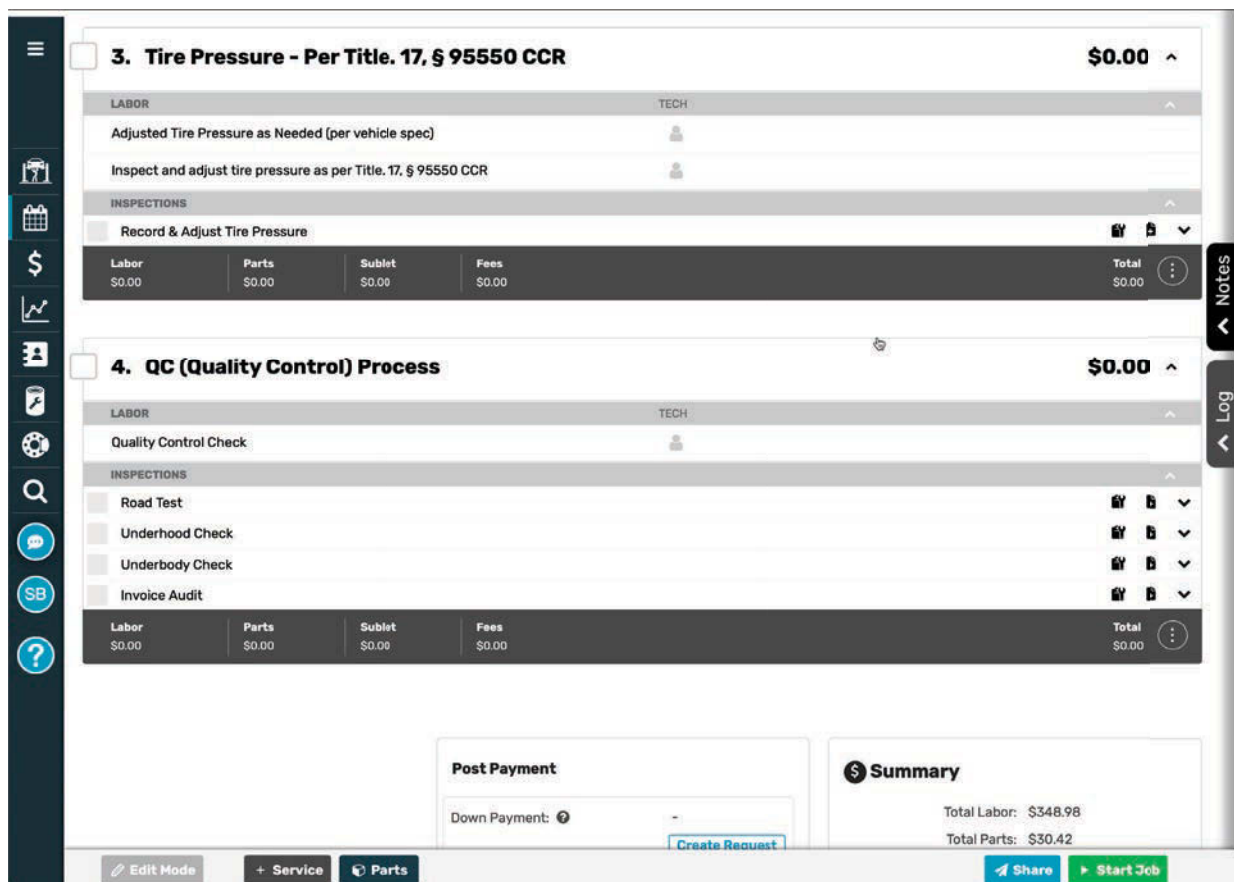


Figure 3 - Shop-Ware tire pressure and quality control process

easily understandable segments. This empowers customers to make informed decisions about their vehicle service and repair and goes a long way towards developing a clear understanding of the work being done. The sheer act of performing these steps demonstrates technical competencies and goes a long way towards generating credibility for the business.

MAINTENANCE TIPS AND EDUCATIONAL RESOURCES

Automotive shop management systems can serve as a platform to provide customers with valuable educational resources. Integrated knowledge libraries can be utilized to create informative articles, videos, and guides on assorted topics, including routine maintenance, common issues, and best practices for car care. By sharing these resources with customers, shops can contribute to their automotive literacy, enabling them to better understand their vehicles' needs and proactively address potential problems. There are services such as MotoVisuals that can provide animated explanations covering just about anything on today's vehicles. Through our relationship at my service

facility with Carquest TechNet, we have access to the entire MotoVisuals library. Through this service we can educate clients on site, remotely, or through a share link, PDF, etc., to help convey the issue at hand. Additionally, their service will also produce assets that you can embed on your own website which of course can continue delivering information for prospective clients. See Figure 1.

MARKETING

In our shop we come across interesting things that get added to a work order and get repurposed by posting to social media or through other consumer-facing channels. Using these practices has been beneficial for us in generating interest and awareness, which of course works as a lead generator. Many of the marketing companies have application programming interfaces (API) that can allow a modern shop management system to continue marketing to your existing clients. For my shop we use a couple of services that help us gain public reviews that can be found on the web and even have them be repopulated right into your website automatically. Other services can work to send out reminders and special communications such as



Figure 4 - Ability to link to Mitchell 1 from within a Shop-Ware work order.

promotions as well. **Figure 2** shows how Broadly works with our shop management system by queuing a request for review following the closing of an invoice, sending out appointment reminders and more.

SERVICE INFORMATION (SI)

Service information today comes in many forms and can be sourced through several channels. From the vehicle owner’s manual to factory service information, we have a plethora of data available to us 24/7. Many of the after-market service information resources such as ALLDATA, Mitchell 1, Motor, MotoLogic, and others, provide access to service information resources both through conventional access and with the advancements in digital communications, some of that service information can be delivered right within your service management system. For example, some of the quick specifications needed to carry out specific tasks can be contextually embedded right within the repair order. Given the decades of behind-the-scenes work by groups such as the Auto Care Association and others in linking up relational parts and vehicle component information with vehicle (DNA) build data, modern systems possess the power to work more intelligently providing a path to reduced friction for all of us front-line service providers.

NONTRADITIONAL SI CHANNELS

An internet search can turn up a ton of info but not all of it can be trusted. However, there are professional service sites such as Diagnostic Network (diag.net), iATN, and others that can also serve as a trusted resource for uncommon situations. Furthermore, adding one or more

of these resources to your toolchest can help you stay up to date with emerging trends and technologies. In fact, the Diagnostic Network offers a support channel that can empower shops to find solutions to many of the challenges they face and offers up the opportunity to participate in discourse aimed at raising the automotive service professional’s situational awareness to the highest levels.

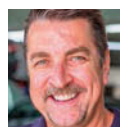
EFFICIENT WORKFLOW MANAGEMENT

Automotive shop management systems not only facilitate customer communication but also optimize the internal operations of repair shops. Custom jobs can be engineered with inspection routines that will help support company processes and procedures. This can serve as a quality assurance step that will go a long way in supporting quality control over each job. Additionally, if your state or jurisdiction has any mandates around service, shop management systems can be leveraged by adding the items needed to solve for mandates. For example, in California we are required to check and adjust the air pressure on every vehicle passing through our facility. So, on any new repair order the tire pressure “job” is automatically added to each work order. In addition, we also have a quality control job process added to the work order as well (**Figure 3**).

Some shop management systems also allow one to tie in direct access with their service information providers allowing a technician to link to their SI source carrying over the vehicle details which oftentimes eliminates a step in the information look up. See **Figure 4** which shows a direct link to Mitchell 1 from within a Shop-Ware work order.

CONCLUSION

The modern information and shop management systems we have access to today are helping service professionals conduct business with a little less friction and can go a long way in supporting profitable business operations well into the future. ❌



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 retired as company president in 2018.

sbrown@vehicleservicepros.com

Fresh off the show floor

The workspace in this Mac Tools truck comes with a television for showing off new products, a fridge, a microwave, and a custom-wrapped desk featuring the Canadian flag.

By **Emily Markham**, *Editor*

It's common to see tool trucks on display at mobile tool distributor shows throughout the year, and the Mac Tools Fair back in February was no different. Of the trucks on display, one of them belonged to the Mac Tools team, FMT Sales.

The FMT Sales group is headed by Shaun Arcand – a mobile tool distributor of six years. To create the team's new addition, he worked with Tim Herr at Herr Display Vans to build the perfect truck to fit their needs. When the Mac MD6 truck joined their fleet, it brought them up to four tool trucks total, not to mention their storefront location.

CUSTOM CONFIGURATIONS

Since the truck was being displayed at the show, Arcand notes that Herr pulled out all the stops. Keeping their diverse customer base of heavy duty, small engine, mining, agriculture, automotive, body, and truck and trailer shops in mind, the truck is loaded with shelves to hold an abundance of tools. Additionally, in a nod to this sales team's location in Fort McMurray, Alberta, the sales counter is wrapped in the Canadian flag.

Pat Burns, the truck's driver, also notes the pocket doors in the walls.

"It gives me much more visible space to show off new items and have things kind of tucked away but be easily able to pull out and display," Burns says. "There's a bunch of nice little features like that in this truck that I didn't have in my old truck."

A few upgrades in this truck include a television connected to the desk where Burns can run ads and display flyers from the comfort of his service station as well as a fridge and microwave tucked away underneath the desk.

That's just the inside of the truck – outside, Arcand notes there's an under-glow lighting that comes down from the roof to light up the side panels.

"If you pull into a shop at nighttime," Arcand explains, "you can click on the LEDs to light up the whole panel. It looks nice for advertisement."

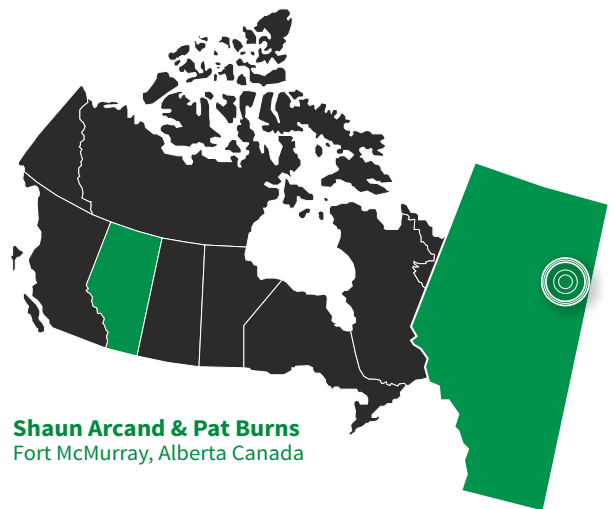
SMOOTH OPERATIONS

When it comes to organizing and displaying all the tools and equipment, Burns not only groups them by category but also tries to keep the stock separated by shop – heavy duty, automotive, collision, etc. He notes that this way the customer can see everything in one area, and he's able to easily find the products too.

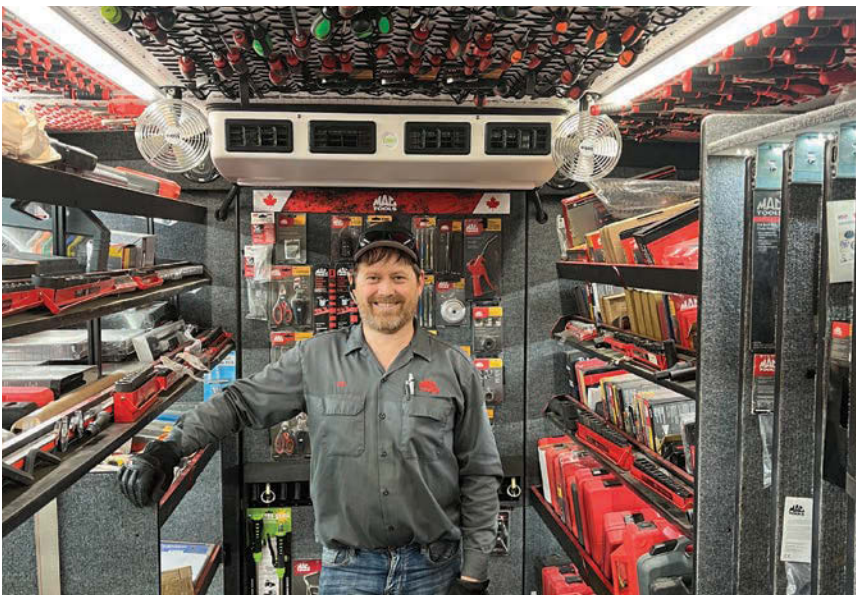
The truck's wide body also helps with organization, granting Burns some extra space to configure his stock as well as creating a more comfortable space all around for anyone who climbs aboard.

However, what really keeps operations running smoothly, not just for Burns, but the whole FMT Sales team is having a home base. Arcand explains that the whole team meets up every morning to check-in. With overlapping customer bases and customers who move from shop to shop, the morning meet-up allows all the sales reps to keep each other updated and swap products if someone needs inventory that isn't on their truck.

"[This] really works for us as a team," Arcand says. PD



Shaun Arcand & Pat Burns
Fort McMurray, Alberta Canada



Top Left- Layout and plenty of shelving were both important factors while designing this truck. Arcand wanted to be sure there was plenty of space for all the tools they keep on their trucks. **Top Right-** Burns' custom-wrapped desk features the Canadian flag. **Middle Left-** Burns has been in the mobile tool distributing business for three years now. **Bottom Left-** Arcand spends his time at the storefront or on one of the four tool trucks helping out his team. **Bottom Right-** Outside the truck, there's an under-glow lighting that comes down from the roof to light the side panels.

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The dangers of prequalifying

If you go into a sale smiling, prepared, and expecting positive results, more often than not you will get what you've planned for. Unfortunately, the opposite is also true.

By **Alan Sipe**, *Contributing Editor*

There is an old story about a lonely traveler who comes to the crest of a hill overlooking a small village. The traveler asks an old man sitting by the side of the road "What are the people like in this village?" The old man says that this is a wonderful town, and the people are great. So, the traveler put on his happy face and headed into town. A week later the not-so-lonely traveler, sees the old man and says, "You were right. The people are great, and I will settle down here."

The next day another traveler sees a different old man outside the same village and asks what the people are like in this town. This old man says this place is terrible, so be careful. They are mean and will rob you blind. This traveler puts his head down, gets a gruff look on his face, and slinks into town. Two days later the second traveler is seen running from the village yelling that, "Yes, this village is awful."

Same town, same people, same opportunity for friendship – except traveler number one went in smiling, looking for happiness and friendship and traveler number two went in expecting the exact opposite.

Sales calls are no different.

KEEPING AN OPEN MIND

Have you heard about the brand-new mobile jobber who was visiting their

assigned customer accounts for the first time? The new mobile jobber was all fired-up and excited to get selling. They had the perfect positive mental attitude.

They were making these calls with their district manager (DM) who was well aware of and had an opinion about all the customers in this particular area.

As they made their sales calls on that first field day the DM would help the new mobile jobber prepare for each call with samples, literature, an opinion of each facility, and sometimes a comment or two about the individuals in that shop.

The opinions ranged from, "This is a great shop with lots of good customers," or unfortunately, "This shop has a negative vibe going on, and we've never done well here." And some pre-call opinions were really negative like "This shop has nothing but deadbeats and payment skippers, so let's be careful who we sell to here."

In reality, this DM has set pre-call expectations in the new mobile's mind before they even walked in the door. This is beyond terrible sales training and hopefully, this DM will not be in their position long. The DM effectively killed off the new mobile's positive mental attitude little by little with every negative customer review.

Prequalifying a sales call whether positively or negatively is setting yourself up for failure in so many ways.

POSITIVE PREQUALIFICATION

If you walk in the door overconfidently you risk making mistakes that can cost you this sale and maybe even the customer to the competition.

For example, you're heading to see a customer who you like, and they have always supported you. You're going to be presenting something big and walking in the door, you are sure you have a lock on this order. In fact, you are so sure of yourself that you have not totally thought through the demonstration. You're not up to snuff with the features and benefits of the product, you're not set with the pricing scenarios, and you haven't really thought through the closing technique that will fit this situation and this customer the best.

So, you walk in, less than perfectly prepared, thinking this is going to be a successful slam-dunk sale and the event goes downhill quickly. The prospect is expecting a first-class presentation and is disappointed with your casualness from the start. They are asking you questions that would have been easy to answer had you prepared correctly but instead you fumble around looking for the answers. These questions and objections could have been answered in a professional feature, advantage, benefit presentation, but now you have dropped the ball. This customer was looking forward to making this big purchase and they had planned to buy



it from you. You have now disappointed and aggravated your good customer. You go outside and get back in your truck wondering what happened.

It's simple. You prequalified this call as an easy sale. You didn't prepare properly and now you lost the sale to the competition and have no one to blame except the person you see in your rearview mirror.

NEGATIVE PREQUALIFICATION

The other side of prequalifying a call is just as deadly.

It's no different than high school. You wanted to ask someone out that you had your eye on but were sure they would turn you down. There were lots of potential negative reasons: I'm not a sports star, I'm too tall, I'm too short, I don't have a cool car, my family is not well off, and on and on.

So you finally get up the courage,

fumble through your date request and you are crushed when you get the negative answer you expected.

With the negative thoughts the DM planted in the new mobile's head during the initial field training, they have pretty well set this newbie up for failure from the start.

If you walk in the door of a business smiling, prepared, and expecting positive results, more often than not you will get what you've planned for.

There are lots of stories about salespeople negatively prequalifying sales encounters. Some are true and some are made up. Like the one about the store salesperson who treated an old man driving a beat-up F-150 pickup poorly by assuming he had no money to buy anything nice. Who then turned out to be Sam Walton, the founder of Walmart, and one of the world's richest individuals. He just liked driving his old F-150.

Approach every call with the seriousness it deserves and every customer with a smile and a positive mental attitude. Whether the customer is smiling or frowning it shouldn't really matter. Sales are contingent upon the attitude of the salesperson and not the attitude of the prospect.

Now, go sell something! 



ALAN W. SIPE has spent the last 42 years in the basic hand tool industry including positions as president of KNIPEX Tools

North America, senior vice president of sales and marketing at Klein Tools, manager of special markets at Stanley Tools, and sales manager at toolbox manufacturer Waterloo Industries. Currently, Sipe is the owner of Toolbox Sales and Consulting, a company specializing in sales strategy, structure, development, and training.

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Milwaukee Tool's PACKOUT Storage Cabinet, No. 48-22-844, features secure hang and stack functionality with modularity on the top, bottom, and on back of the toolbox. This allows the storage cabinet to hang on any wall-mounted PACKOUT Plate and stack with any other PACKOUT solutions. The cabinet features a quick-access door that lets techs grab tools and other work site needs. It's constructed with impact-resistant polymers to withstand the harsh demands of a work site or shop. The cabinet measures 14.5" long by 14.7" tall, weighs 16 lbs empty, and has a 50 lb weight capacity. ■

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AMS Industrial Fans from **Lanair** provide cooling comfort for any space. Measuring 59" in diameter with an output of 43,000 cfm, the fans are ideal for automotive and service shops. The AirMobile is a portable fan with industrial-grade caster wheels, allowing users to move throughout the facility, wherever it is needed. AirFocus is an overhead fan with a simple, lightweight design. With four straps, it can blow air downwards or at an angle. Both fans operate via variable frequency drives. ■

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1-1/2" GROUND CLEARANCE

The **Heavy Duty Creeper with Adjustable Headrest, Tool Tray, and Magnetic Light**, No. 1010931, from **LDS Industries** is designed for rugged shop and service center low-working height applications. With an envelope welded 1" tubular steel frame, the creeper has a capacity of 500 lbs. It features a 20" extra-wide bed with a contoured and three-position adjustable headrest, as well as a parts tray that can be positioned on either side of the creeper. It has 1-1/2" ground clearance, an LED with a magnetic holder, and six 3" industrial non-marking, oil-resistant casters. The creeper measures 44" in length, 20" in width, and 5" in height. It weighs 30 lbs. Also available without light and tool tray (No. 1010903) and with just the tool tray (No. 1010930). ■

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AVAILABLE IN THREE MODELS

The **Coats Maxx Tire Changer Series** features a shop-friendly footprint and includes three models: Maxx 70, 80, and 90. The series can accommodate wheel assemblies from 6" to 30". Each model comes standard with two nozzles pointing directly at the bead and rim to deliver more air and to direct a concentrated blast of increased air flow to seal tough beads efficiently. Additionally, each model features a 220V 2hp motor, hand control bead loosener (Maxx 80 and 90 have hand and foot control), and the company's patented tool heads (Leverless Bead Lifter, Robo Roller, and Robo Arm). Designed and built in the U.S.A. ■

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HAS A RATCHET LOCK MECHANISM

The **COExhaust Econo-Reel** is made of rugged components and feature a heavy duty spring pack with a ratchet lock mechanism. A fan can easily be mounted directly on the hose reel for added convenience. This reel can also be fitted with different nozzles made of steel, stainless steel, aluminum, or rubber. Additional mounting options include an optional pivoting extension boom or sliding exhaust rail. The hose reel is ideal for capturing the deadly pollutants produced during tune-ups and repairs. ■

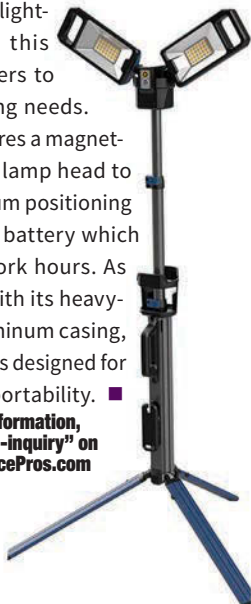
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SIX LIGHTING MODES

The **NextLED Cordless Tripod Work Light**, No. NT-6926, is a cordless tripod worklight designed for more challenging work. With its telescoping stand and six lighting modes, this worklight caters to diverse lighting needs.

This tool features a magnetic detachable lamp head to ensure optimum positioning and a built-in battery which offers long work hours. As well as this, with its heavy-duty cast aluminum casing, this worklight is designed for stability and portability. ■

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How Leuschner saved Christmas

A tumultuous Christmas jumpstarted this distributor's journey into tool distribution.

By **Elli Carder**, Assistant Editor



Tina Leuschner and the crew at Suwell Lexus Certified Collision Center.
Photo Courtesy of Tina Leuschner

Before Tina Leuschner started driving her own route as a Mac Tools distributor, she worked as a paralegal for about 10 years and successfully resisted her husband's attempts to get her behind the wheel of a tool truck.

Her husband, a Mac Tools distributor of 27 years, had always wanted Leuschner to take up a route of her own. Leuschner, feeling that a job on the road wasn't in the cards for her, helped out instead with the ordering, inventory, and payroll side of her husband's business. After about 10 years of asking, all it took was one tumultuous Christmas to jumpstart Leuschner's own journey into tool distribution.

With an employee quitting the week of Christmas, Leuschner told her husband they couldn't leave the customers waiting. The route was still new, and Leuschner understood that when starting a new route, consistency is key. Establishing consistency with her clients has been a priority for her.

"I kicked myself in the butt for not doing it five years ago," Leuschner says when discussing her first route. Despite her resistance she fell in love with the very thing she had resisted for so long.

OVERCOMING CHALLENGES

In her early days as a tool distributor, Leuschner struggled with tool knowledge. Without a background in the tool industry, she relied on her research skills to pinpoint the proper tool for whatever job her clients were shopping for.

"It's been my biggest challenge from not coming from any kind of mechanical background," Leuschner says.

Not only do her customers depend on her, but Leuschner has come to learn from them every day. When they come in with a particularly unique request, she isn't afraid to admit that she doesn't have all of the answers.

"My customers, they're wonderful," she says. "They help me. They teach me every day."

FOLLOWING THROUGH

When trying to strengthen her ties to her customers, Leuschner has one solid piece of advice: follow through.

Making a promise only means so much if that promise isn't being fulfilled. Leuschner suggests that distributors should aim to be at each stop along their route every week. If extenuating circumstances do arise, make sure you're there the next week, Leuschner advises.

"Once you fall out of habit," Leuschner says. "They fall out of habit, too. They're going to want somebody that's going to be there."

A LOOK TO THE FUTURE

From putting together truck rides for prospective Mac Tools distributors to offering her customers energy drinks to get them out on her truck – not that they need much enticing – Leuschner has finetuned her customer service and people skills.

"I got in the truck, and I really just never got out of it," Leuschner says, and she doesn't plan to for the foreseeable future. **PD**

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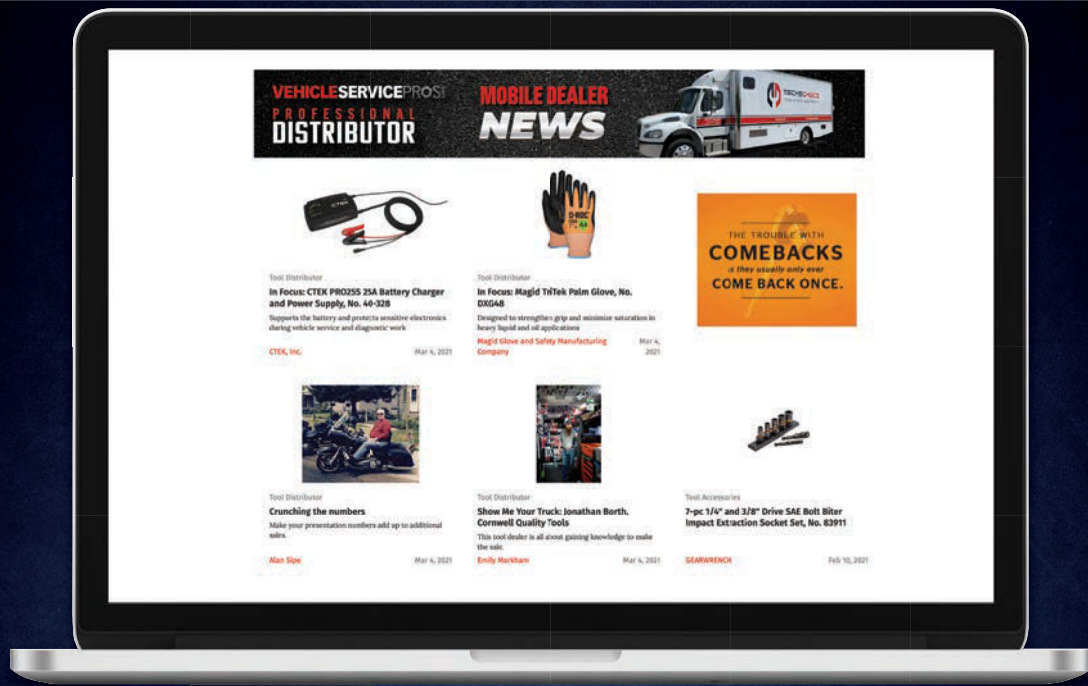


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