

PROFESSIONAL DISTRIBUTOR

AUGUST 2022
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ENDEAVOR
BUSINESS MEDIA

FARMING FOR CUSTOMERS

Agriculture is a huge industry and brings big business for many mobile tool dealers. Find out how to stretch your inventory for new market segments.

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Show Me Your Truck Page 34

AWARD WINNER
PTEN
INNOVATION
2022 AWARDS

EXCLUSIVE:
2022 PTEN INNOVATION
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More exclusive content at
VehicleServicePros.com/Distributors

POWER PROBE[®]

Diagnostic Kits for the ADVANCED TECHNICIAN



The **Power Probe[®] Professional Electrical Test Kit PPROKIT01** provides the circuit testing ability of the Power Probe[®] III combined with the diagnostic capabilities of the Power Probe[®] Digital Multimeter.



The **Power Probe[®] III w/Gold Series Lead Kit** is the ultimate in circuit testing diagnosis. The **PP3LS01** was designed to increase the usability for the Power Probe[®] III while diagnosing electrical circuits.



The **Pro-Solder 50 PPPS50W** is a rechargeable Soldering Iron Kit that is multifunctional and **reaches operating temperature in just 10 seconds**. It is perfect for quick wiring repairs either in the shop or at home. The kit includes various tip attachments, solder, copper cleaning sponge and a protective carrying case.

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

Photography by Carrie Towns



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VEHICLE SERVICE PROS
OFFICIAL WEBSITE OF PROFESSIONAL DISTRIBUTOR

VIDEO:
 Tool Review: Electronic Specialties Code Buddy Pro+, reviewed by Randy Kaiser, service manager.
[VEHICLESERVICEPROS.COM/21271300](https://www.vehicleservicepros.com/21271300)

PHOTO GALLERY:
 See the latest tools on display at the ISN Tool Dealer Expo from June 30-July 2 in Orlando, Fla.
[VEHICLESERVICEPROS.COM/21273288](https://www.vehicleservicepros.com/21273288)

ARTICLE:
 5 tactics to close more sales: get more people on your truck and more money in your pocket.
[VEHICLESERVICEPROS.COM/21272283](https://www.vehicleservicepros.com/21272283)

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Favorite tools, farms, and fundraising

Make some money and do some good at the same time.

This is one of my favorite issues of the year! On page 12, you can see the winners of our *PTEN* Innovation Awards. This list is a great way to know what hot new products you must be stocking on your truck. We get tons of product entries for the *PTEN* Innovation Awards, and our independent third-party panel of judges selects the best of the best for the winners.

Each product is judged on the following criteria:

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

I'm confident your customers would be thrilled to have any of these award-winning products in their tool box, and showing them this list is another sales tool for you as well.


This month's cover story (see page 24) takes a look at expanding your market segment beyond automotive repair shops, especially into agriculture. I know many of you already serve farms in your area, but how many of you drive right past them on a daily basis and never stop? Perhaps they could be your next new customer?

Farms need lots of tools – and big ones at that – and they often spend big bucks with their mobile tool dealers, if they have one. The next time you drive by, consider stopping in and talking with the

owner. You never know, perhaps they have been waiting for someone like you to pop by and make it so much easier to get the tools they need.

What are some of the non-automotive customers you call on? Does it bring in some consistent revenue? Shoot me an email and let me know!

Yet another great article in this month's issue is Alan Sipe's column on promotions and contests on page 36. We know for a fact that everyone loves free stuff. It's human nature, and it's an excellent selling tool, but Sipe brings a new perspective to this. He says that contests with only one winner can potentially hurt your business and advocates for fundraisers that support your local community instead. I absolutely love this idea. Not only does it do some real good in a world today where we all need a helping hand sometimes, but it also cements you as a prominent figure in your community.

Sipe gives a few examples, such as raising money for a local technician's sick child or donating new computers to a local school. Whatever the cause, you can put some signs up on your truck, promote the fundraiser on your social media channels, and talk to your customers about it. Chances are they will be happy to support a good cause and support your business too while they're at it. 

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

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.



HAS 10 ADJUSTABLE POSITIONS

The **KNIPEX 4" Pliers Wrench XS**, No. 86 04 100, features 10 adjustable positions and one-handed quick adjustments, up to 3/4" gripping capacity. Texturized handles allow for ideal gripping, holding, pressing, and bending applications. The parallel jaws evenly distribute force for a secure grip, the smooth jaws will not mar surface finish, and the pinch guard prevents operators' fingers being pinched. Additionally, it offers a box-joint design for higher stability, and the compact design and slim head allows easy access to confined areas. ■

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

DIAGNOSES HIGH VOLTAGE SYSTEMS AND BATTERY PACKS

The **Autel MaxiSYS MSUltra EV and MS909 EV** offer comprehensive vehicle coverage for U.S., European, and Asian electric, gas, diesel, and hybrid vehicles. Both tablets are equipped with the EVDiag Box to diagnose high voltage systems and battery packs comprehensively. The tablets provide direct access to fault locations within the high voltage system and clear and concise OE-compliant instructions to ensure optimal battery maintenance. ■

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



ENHANCES DURABILITY, CONTROL, AND COMFORT

The **Grease Monkey Gloves Dura-Knit Gloves** enhance durability, control, and comfort. Featuring a breathable fabric that provides 360-degree stretch, Dura-Knit is digitally optimized to mold to the hand for a second-skin fit and all-day comfort. The seamless back design eliminates failure points and uncomfortable seams while the grip-enhanced palm delivers the confidence and control to safely handle tools or small parts.

An adjustable wrist strap provides a customized fit and keeps out debris.

The gloves are touchscreen compatible and machine washable for enhanced longevity. ■

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



INTEGRATED GUIDE PINS WITH CLEANING GROOVES

The **Mueller-Kueps Sensor Tap Kit**, No. 506 021, is designed to professionally restore the NOx sensor hole thread without damaging the exhaust system. The tools are for sensors sizes M20x1.5 and M22x1.5. Coarse carbon deposits are removed by the guide pin with cleaning grooves. Measuring just 27mm in length, the extra short tools can be used in extremely tight spaces. Each tool features hard material coating, six cutting edges for ideal centering, and integrated guide pins for recutting dirty holding threads, especially for NOx and particle filter sensors on exhaust systems. Made in Germany. ■

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



FIVE-STEP ANGLE-ADJUSTABLE TEMPLES

The **Brass Knuckle Spike Safety Glasses**, No. BKADJ-5060AFP, feature BK-Anti-Fog+ technology that is fused directly to the lens and offers long-lasting fog-free protection. The safety glasses also offer abrasion, chemical, and UV resistance. Other notable features include rimless lenses, green and black zebra striping, earpieces that ratchet up and down with a five-click adjustable temple joint to create a customizable fit, an integrated soft brow guard, soft rubber at end of earpieces, and floating, reinforced-rubber nosepieces that conform to the bridge of the nose. ■

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



FEATURES A 4,500 LB PULL FORCE

The **Milwaukee Tool M18 Fuel 1/4" Lockbolt Tool With One-Key** eliminates compressors and hoses when installing lockbolts, increasing portability and maneuverability. Designed to withstand harsh shop environments, the tool features an all-metal gearcase, impact strength plastics, and a rubber overmold while the optimized ergonomic design provides maximum comfort for all-day use. Additionally, it features a 4,500 lbs pull force and 1.18" stroke length. It weighs 4.68 lbs (without the battery) and comes with a mandrel collector, a bobtail cap, and a belt clip. ■

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



COMES IN A POP-UP CASE

The **Vessel Tool IMPACT BALL Torsion Bit 10+1-pc Set**, No. IB11P02U, comes in a pop-up case. The product includes +1, +2, +3, SL6, SQ2, T10, T15, T20, T25, T30, and 1/4" hex bit holders with C-ring retainers. The set also features magnetized tips, high wear-resistance, durable bits made from VoHA material, and the highest hardness (62 HRC) created by in-house optimum heat treatment. ■

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



DESIGNED TO INSTALL CRANKSHAFT REAR OIL SEAL

The **OTC Rear Seal Installer**, No. 5853, is designed to install crankshaft rear oil seal and wear sleeve on select Navistar, MaxxForce, N9, N10, and DT engines. The kit includes a 180mm adapter ring for 2010 and later engines. The installer features a crank adapter, seal pusher, thrust bearing, installation nut, depth adapter, and two head screws. Made in the U.S.A. ■

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

HAS AN A6 CUT LEVEL

The **Magid D-ROC DX+ Technology Coreless Work Gloves**, No. DXPG62,

features a lightweight polyurethane palm coating that maintains dexterity while delivering ideal grip. DX+ Technology uses strength-enhancing micro particles which eliminate the need for heavy steel and fiberglass to achieve higher levels of cut protection. The non-irritating safety gloves resist cuts, abrasion, and puncture for optimal safety. Additionally, the gloves are cool to the touch, machine washable, and achieves an A6 cut level. ■

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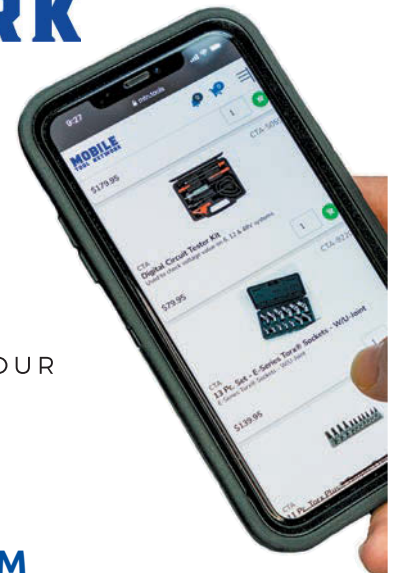
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INCLUDES FOUR POPULAR HEAVY DUTY PLIERS

The **Matco Tools 4-pc Universal Pliers Set**, No. SPU4BL, includes four popular heavy duty pliers: 7" diagonal cutters, 7-1/2" needle nose pliers, 8" slip joint pliers, and 9-1/2" groove joint pliers. The pliers slim heads and solid flush rivets allow for accessibility in tight places, the diamond pattern gripping surfaces offer ideal retention without slip, and its double-dipped ergo grip handles provide additional comfort. Features induction-hardened edges for long cutting life and a full-polish finish for protection. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com



REMOVES BROKEN EXHAUST MANIFOLD BOLTS ON FORD 3.5L ECOBOOST MOTORS

The **Lisle Corporation Manifold Drill Template for Ford 3.5L EcoBoost**, No. 72610, is designed to remove broken exhaust manifold bolts on Ford 3.5L EcoBoost motors without damaging the cylinder head. The tapered bolts center the base plate over the bolt holes and the slip fit bushing allows the user to move from hole to hole without moving the base plate. The screw extractor is used to remove the broken bolt. The template includes bushing to drill to tap size for when the extractor cannot be used. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com



DETECTS THE INFRARED RAYS AN OBJECT EMITS

The **Power Probe No Contact Infrared Thermometer**, No. IRGUN500, is designed to detect the infrared rays that an object emits. The instrument focuses the infrared energy of the object through the lens and onto a sensor. As a result, the instrument changes the surface temperature into an electrical signal, and a microcomputer calculates and displays the measured temperature on the LCD. Features a spectral response between 8-14 μm, degrees selection, one second response time, and a relative humidity between 10 and 90 percent. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com



QUICKLY CUTS, GRIPS, AND TWISTS WIRE

The **Titan Professional Tools 6" Automatic Reversible Safety Wire Twisting Pliers**, No. 60795, are designed to quickly cut, grip, and twist wire to ensure parts stay where they belong. Reversible twist mechanism provides right and left twist capability. Features a heavy duty return spring and chromed spiral mechanism that twists and tightens wire when pulled. The induction hardened cutting edges slice through stainless steel wire up to .060 gauge, and the locking grip and cross-serrated jaws hold wire securely while twisting. The pliers have precision ground and tapered jaws for easy use in tight spots. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com



FEATURES A RECOIL-REDUCING BARREL

The **Gaither Tool Company Gen2 Bead Bazooka** is designed to work with an extensive range of tire sizes and types ranging from motorcycles to light agricultural vehicles. The next generation bead seater range offers twice the power and is equipped with significantly upgraded trigger-operated rapid air release (RAR) valve technology compared to the original models. The Gen2 Bead Bazooka range features ASME, CE, and TUV approved smaller steel tanks; an anti-corrosion interior tank coating; and a recoil-reducing barrel, which narrows in shape towards the tip. Gen2 Bead Bazookas are available in 3L, 6L, and 10L. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com



MEASURES 5-1/2" IN LENGTH

The **Mayhew Tools Mini Pry Bar Set**, No. 31092, features both a curved and straight blade option. Measuring 5.5", both pry bars are ideal for working in tight spaces, providing leverage in close quarters. Each pry bar offers an ergonomic handle, designed for comfort and a secure grip. Made from high tensile strength Nylon 6 material, the handles are able to withstand abrasions and damage. A hardened and tempered alloy steel shaft runs from the prying edge straight through the handle for maximum durability and prying power. Made in the U.S.A. ■
For more information, click on "PD e-inquiry" at VehicleServicePros.com

FROM PASSENGER CARS TO HEAVY DUTY VEHICLES

All Covered



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X-431 Torque AutoHD

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- Component Calibrations
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- ★ Passenger Cars & Heavy Duty Vehicles
- ★ Comprehensive Bi-directional Functions
- ★ FCA Approved SGW Access

Specification

- SCREEN**
10.1-inch Touch Screen
- CPU**
1.8GHZ Octa-core
- OPERATING SYSTEM**
Android 9.0
- STORAGE**
32GB + 32GB (SD Card)
- MEMORY**
3GB
- DIAGNOSTIC CONNECTION**
Bluetooth
- CAMERA**
Rear 8MP + Front 5MP

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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 Includes 4-pc round shank chisel set

The **Mighty Seven Compact Air Hammer**, No. SC-211C, features an industrial-grade aluminum body, alloyed steel cylinder, and hardened piston. It delivers 3,200 bpm and has a 2-5/8" stroke length. The air hammer comes with a 4-pc round shank chisel set, designed for cutting and shearing various surface and material. It's held by a spring-type quick-change retainer and has a one-year warranty.

For more information, click on "PD e-inquiry" at [VehicleServicePros.com](#)



A



B

B Capable of handling both grease and germs

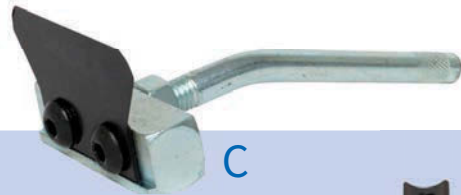
The **Permatex Fast Orange Antibacterial Pumice Hand Cleaner** includes antibacterial agents capable of killing 99 percent of germs. Formulated using premium grade surfactants and pumice, along with primary ingredients found in antibacterial hand soap, Fast Orange Antibacterial Pumice Hand Cleaner is capable of handling both grease and germs. The hand cleaner is available in 7.5 oz. and 15 oz. squeeze bottles.

For more information, click on "PD e-inquiry" at [VehicleServicePros.com](#)

C For use on gasket seals such as oil pans, transmission pans, and more

The **Lisle Corporation Gasket Separator**, No. 50210, is for use on any application with a gasket seal such as oil pans, transmission pans, and differential covers. Simply drive the tool between the gasket and then use a hammer from the side to separate the pan from the gasket. The blade is made from hardened carbon steel. Replacement blade 50200 available (sold separately).

For more information, click on "PD e-inquiry" at [VehicleServicePros.com](#)



C

D



D Provides ideal wear resistance

The **Mueller-Kueps Carbide Tip Drill Kit**, No. 562 600, is designed to drill out extremely hard materials such as bolts with high tensile strength (up to grade 12.9 metric and grade 8 imperial), burnt in studs, and more. The high-quality drill bits also offer ideal wear resistance. The kit comes in a durable wooden box, featuring four sizes: 3mm, 4mm, 6mm, and 7mm. Other sizes are available upon special request, the company says.

For more information, click on "PD e-inquiry" at [VehicleServicePros.com](#)

E For Dodge/Chrysler/Jeep Pentastar VVL 3.6L engines

The **CTA Cam Phaser Holding Set**, No. 1205, services 2016 and newer Chrysler, Dodge, and Jeep models with 3.6L Pentastar VVL engines. Applications include 2016+ Grand Cherokee, 2018+ Wrangler (JL), 2020+ Gladiator (JT), 2016+ Durango, 2016+ Pacifica, and 2020+ Voyager. The set includes Left/Front Cam Phaser Holder Tool, No. 3920; Right/Rear Cam Phaser Holder Tool, No. 3921; Locking Tool Set, No. 5005; and L-Shaped Pin, No. 5006X04.

For more information, click on "PD e-inquiry" at [VehicleServicePros.com](#)



E

F Repairs and restores all standard threads

The **Rotary Thread 8-pc Standard Thread Restoration Kit**, No. RTK3.1, is designed to repair and restore all standard threads. The patented kit fixes inch, metric, SAE, and pipe threads no matter the size, length, or diameter without having to measure thread pitch. Each piece can be attached to a drill, die grinder, or Dremel tool. It features an embedded diamond super abrasive, tuned for smooth controlled damage removal. It's lightweight and fixes most hard-to-reach threads.

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



F

G



G Heat-treated for strength and durability

The **ATD Tools 19-pc 1/2" Drive 6-Point SAE Deep Impact Socket Set**, No. ATD-44419, is made of high-quality chrome-moly steel and is heat-treated for strength and durability. Sockets include: 3/8", 7/16", 1/2", 9/16", 5/8", 11/16", 3/4", 13/16", 7/8", 15/16", 1", 1-1/16", 1-1/8", 1-3/16", 1-1/4", 1-5/16", 1-3/8", 1-7/16", and 1-1/2".

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

H Memory function records brightness setting

The **SABER 2,000 lm LED Rechargeable Underhood Light** has three brightness settings for varied runtimes up to four hours. The memory function records the brightness setting after five seconds of use, and that setting is recalled the next time the device is activated. The 360-degree rotating aluminum bar extends 46" to 77.5" for universal attachment. It includes two removable Li-ion rechargeable batteries so that one battery can be charging while the other is in use. This light features an automatic shut-off and overcharge protection for optimal battery life, and the low battery warning indicates charging is required soon. It also includes a USB-C cord and 5V AC charging adapter.

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

I Quickly locates and repairs low and high pressure leaks

The **Mastercool Dual EVAP/High Pressure Diagnostic Smoke Machine**, No. 43065, is designed to allow technicians to quickly and efficiently locate and repair a wide variety of EVAP, turbo/intake, and perform heavy duty truck testing. It features an internal compressor, enabling use without the need of shop air while also having the ability to utilize shop air and inert gases. The unit has an easy-to-read and clean flow meter, built-in safety pressure relief valve, built-in pressure regulated at .5 psi for safe EVAP testing, and an auto shut off. The kit comes complete with all the adapters for EVAP flow pressure testing and universal high pressure testing capabilities.

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



H

J



J Withstand temperatures of up to 250 degrees F

The **Mayhew Tools Heat Stabilized Cable Ties** are designed to withstand temperatures of up to 250 degrees F, accommodating fastening automotive cables and wires in high heat conditions without the worry of melting or warping. The line of heat stabilized cable ties are UV resistant, safe for indoor and outdoor use, and are a combination of nylon 66 (which provides high mechanical strength and stability under heat and/or chemical resistance) and a heat stabilizing additive. They are made in the U.S.A.

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



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

AWARD WINNER PTEN INNOVATION 2022 AWARDS



Snap-on Mini Right Angle Air Drill

The **Snap-on Mini Right Angle Air Drill**, No. PDR2005, is designed to allow technicians to access hard-to-reach areas quickly and more accurately. The variable-speed trigger provides optimal drilling speed control and smooth operation for high performance, plus an added degree of accuracy when precise drilling is critical. Weighing only 1.45 lbs, this compact air drill is small enough for technicians to tackle work in cramped compartments, while providing ideal power and durability.

CATEGORY: Air Tools

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



ESAB Welding & Cutting EMP 210

The **ESAB EMP 210 MIG/Stick/TIG Welder** is lightweight and offers dual-voltage input power flexibility, offering ideal portability for around the shop. The multi-process MIG/flux cored/stick/lift TIG welding system has a 10-200A output, a stable Lift TIG arc at low amperage for finesse welds, and the power to run Stick electrodes up to 5/32", including 7018. Additionally, it features a large easy-to-read LED display with digital controls for fast and accurate operation and can run off a generator with a 10 kVA output.

CATEGORY: Welding

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 2022, **PTEN** received 121 submitted product entries in 23 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/2022IAWinners.



Mayhew Tools

Low Profile Screwdrivers

The **Mayhew Tools Low Profile Screwdrivers**, Nos. 16990, 16991, and 16992, include a #1 Phillips, a #2 Phillips, and a slotted tip. The low-profile design provides ideal performance in hard-to-reach areas, while still affording full engagement to the screw at a 90-degree angle. The tools measure 4.25" in overall length and have a contoured handle that fits securely in the palm of the hand to provide a comfortable and reliable grip. The handles have been heat treated to enhance the tool's durability and strength.

CATEGORY: Hand Tools

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

Lawson Products

Torrent Parts Washer

The **Lawson Products Torrent Parts Washer** combines the triple-action cleaning power of heat, chemistry, and pressure. It uses a water-based, solvent-free surfactant blend, reducing employee risk while cleaning 90 percent of parts within one minute, according to the company. The aqueous cleaning solution is heated to 131 degrees F, activating the aqueous cleaners and loosening oils and greases. The cleaning chemistry produces zero VOCs and leaves behind a rust inhibitor for maximum protection of parts. Then, tough deposits are blasted away by pressure. A notable feature is that the pressure and solution can be directed by the user where needed.

CATEGORY: Shop Equipment

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





Shadow Tool Company

Shadow Tool Staging System TSS 6.5

The **Shadow Tool Staging System TSS 6.5** is designed to simplify tool selection/return, saving technicians on time and reducing physical motions while making tool inventory control simple. The TSS 6.5 openly presents tools in dedicated positions, allowing visual cues and barrier-free tool selection. The compact system measures 6'5" height by 30" depth by 36" width and sits on 8" wheels. The unit expands with large panels sliding out to 90" in width, exposing shelves, custom accessories, power (110, USB, 12V), battery charging drawer, plus laptop mounting options. It was designed to speed repair times, track tools easily, and reduce mechanic fatigue to help increase bottom line profits.

CATEGORY: Tool Storage

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



Hunter Engineering

BL Brake Lathe Tablet

The **Hunter Engineering BL Series Bench Lathe Tablet** enables operators to look up the vehicle and access the specifications immediately. The tablet then calculates the distance between the cutting bits on the lathe and compares it live to the specifications, signaling the operator if the rotor or drum is safe to resurface. With a user-friendly display and multilingual interface, the tablet provides information on the depth of cuts, speeds and settings, as well as data such as bore size, lug nut torque and stud type, onboard training videos, text, and animations. After a certain number of cuts, the BitMinder function reminds the user when it's time to rotate the bits.

CATEGORY: Brake Service

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

Autel

MaxiSYS MS909CV

The **Autel MaxiSYS MS909CV Commercial Vehicle Diagnostics Tablet** is compatible with more than 80 models of light, medium, and heavy duty vehicles. With a 9.7" wireless, Android-based touchscreen, it performs extensive diagnostics, including the ability to read/erase codes, view and graph live data, and perform active tests. The tablet includes a Bluetooth-enabled VCI/J2534 Pass-Thru programmer, MaxiBAS B200 battery starting/charging system test device, and a multimeter. The tablet also includes ADAS calibration software for Class 3 to 5 vehicles and Class 6 to 8 vehicles with dynamically calibrated systems. The MS909CV includes one year of free software updates.

CATEGORY: Heavy Duty Scan Tools

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



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

2022 WINNERS



OTC

CA7149 Ball Joint Connected Adapter Starter Kit

The **OTC CA7149 Connected Adapter Ball Joint Starter Kit** includes seven connected cups and adapters for use on more than 235 vehicle models as well as a 17-page application manual with vehicle application by year, make, model, and adapters needed for both removal and installation. The CA7149 kit also includes a patent-pending secure-click, extra-large 9" by 2-3/4" C-frame for cars, trucks and SUVs up to F-550/5500 series, making it easier to setup, remove, and install ball joints, U-joints, wheel studs, heavy duty wheel studs, and more. Additionally, the kit features an impact-rated forcing screw with proprietary coating for durability and long life, a flat-top forcing screw plug, and a connected adapter forcing screw plug.



CATEGORY: Specialty Tools

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

Snap-on

TRITON-D10

The **Snap-on TRITON-D10** scan and scope tool is ideal for shop owners and general technicians that need scope functionality, intuitive diagnostic testing, and system verification from a single source for more all-around certainty, even on complex repairs. TRITON-D10 allows users to dig deep into vehicle systems and evaluates performance with comparative data, and Snap-on's Fast-Track Intelligent Diagnostics helps to streamline the diagnostic process. In addition, the tool features rugged hardware designed specifically for the shop, fast two second boot-up, and a 10" capacitive touchscreen display.



CATEGORY: Automotive Scan Tools

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

Launch Tech

BST360 Battery Tester

The **Launch Tech BST360 Battery Tester** is a Bluetooth-enabled battery detection tester. It features depicting battery health and an overall indicator of the vehicles starting and charging system, enabling the user to identify charging system issues accurately and timely. With Bluetooth technology, the tester is portable and able to sync with smartphones and Launch Tech diagnostic scan tools.



CATEGORY: Diagnostic Equipment

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



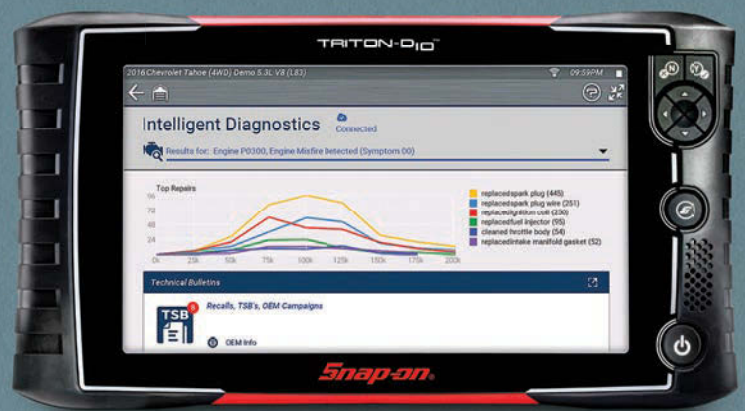
FASTER THAN ANY OTHER TOOL IN ITS CLASS.

Driven by Fast-Track® Intelligent Diagnostics from Snap-on®, the **TRITON-D10™** features the quickest path from boot-up to full system code scan of any tool in its class.

Dig deep into the systems of a vehicle and evaluate performance with comparative data, systematically eliminating the unnecessary to help you make repair decisions on *that* exact vehicle under *those* exact circumstances.

Always-on, always-reliable access to dynamic repair information. Sophisticated, intuitive diagnostic testing and component verification. All from a single source.

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SAY 'HELLO' TO THE NEW TRITON-D10.

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

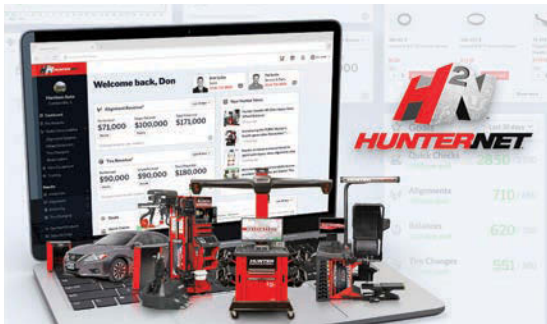


Fast-Track® Intelligent Diagnostics from Snap-on. Available on the APOLLO-D9, TRITON-D10™ and ZEUS.

Smarter. Faster. Fixed.



2022 WINNERS



Hunter Engineering

HunterNet 2 Multi-Store View

The **HunterNet 2 Multi-Store View** from **Hunter Engineering** is designed for undercar service operators with multiple rooftops. It allows operators to access actionable performance data for all their Hunter-connected equipment from across the entire organization, in one place, from anywhere, at any time. Managers can analyze trends and rank all the stores in their network by individual activities such as alignments or number of tires changed, as well as track equipment ROI in real-time. Shops can also view all Hunter assets by age, and thereby plan for capital investments across the network. Additionally, organizations may also easily compare opportunities from inspections versus actual services performed, such as alignments, tire changes, balances, and brake work.

CATEGORY: Automotive Software

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



Snap-on

Phantom Auto-Darkening Welding Helmet with Light

The **Snap-on Phantom Auto-Darkening Welding Helmet with Light**, No. WELDIGNPHNTM, features a compact design to fit into tighter workspaces and offers a 180-degree viewing area with 10 peripheral-vision enhancing side lenses. The helmet's true color technology is brightened with a multi-function, pivoting, flip-out light that can be used when the helmet is raised or lowered and fully integrates into the contour of the helmet when not in use. Extra-large, four-sensor ADF is solar-powered with a lithium battery back-up and a patented user-friendly, quick-adjust push button ensures welders have a comfortable fit.

CATEGORY: Safety & Personal Gear

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



Ingersoll Rand

1" Cordless Impact Wrench, No. W9691

The **Ingersoll Rand 1" Cordless Impact Wrench**, No. W9691, is designed to increase safety and productivity with cordless mobility eliminating hoses and tripping hazards. It features a brushless motor, 3,000 lbs of torque and an IP56 rating. The IQV20 batteries perform up to 250 bolt removals and installations in a single charge. An ergonomic D-handle with a 360-degree auxiliary rotates fully around the tool as the job demands. It also features a 6" anvil to provide additional flexibility. Full-power reverse, and three additional power modes allow for greater control, preventing over-tightening and stripping.

CATEGORY: Power Tools

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

ANSED Diagnostic Solutions

HD DIGITAL VIDEO SCOPE KIT w/ 6mm ARTICULATION PROBE

The **ANSED Diagnostic Solutions Hi-Res Digital Video Scope Kit with 6mm Articulation Probe**, No. DVSK-60ART, features a 6mm diameter articulation imaging probe that lets the user look back up to 180 degrees, making it ideal for any engine work. The videoscope is flexible, allowing users to monitor, capture, and inspect hard-to-reach spaces and cavities. The video monitor supports 13 languages, offers a 3.5" full view IPS LCD display, and has a solid rubber boot protector for shock resistance. The DVSK-60ART kit also contains an 8G SD mini card, USB cable for charging, user manual, and a hard-shell plastic carrying case.

CATEGORY: Inspection

Tools & Lab Scopes

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





ALLDATA receives 2022 PTEN Innovation Award for ADAS Quick Reference

ALLDATA's latest update added an ADAS Quick Reference tool to its flagship OEM repair information products. It gives users one-click access to vehicle-specific ADAS information in ALLDATA Repair® or ALLDATA Collision®.

How ADAS Quick Reference works

The ADAS Quick Reference tool links directly to the ADAS system or component by name, such as Backup Camera or Lane Departure System. It also provides the location of the component, identifies removal/replacement requirements that could result in extra labor for calibration or sublet costs, and displays basic calibration information, required tools, and prerequisites for servicing ADAS components.

"With a range of ADAS now standard on new vehicles, it's critical that service writers and technicians be prepared for any vehicle that comes into their shop," said Satwinder Mangat, president, ALLDATA.

"We are honored to receive the PTEN Innovation Award for our new ADAS Quick Reference tool, as well as our second PTEN Innovation Award in training for the Instructor Toolkit, a turnkey curriculum resource for CTE educators." ■




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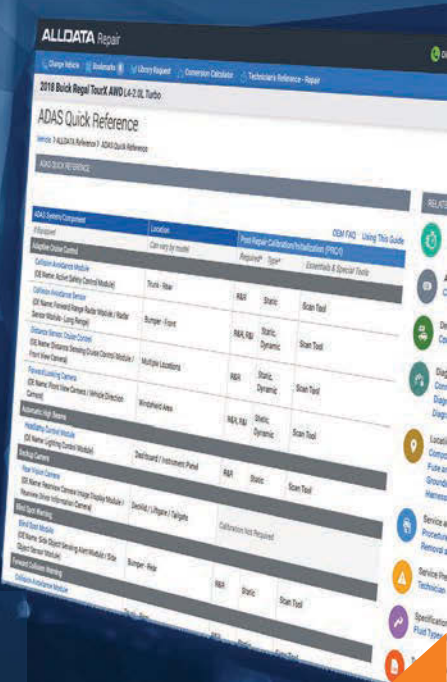
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2022 WINNERS



Hunter Engineering Collision Alignment System

The **Collision Alignment System** from **Hunter Engineering Company** features a diagnostic workflow designed specifically for collision shops. At the heart of the Collision Alignment System is Hunter's WinAlign17 software. Collision Alignment automatically guides the technician through a workflow of five essential diagnostic measurements, blueprinting the full alignment before work begins. The five measurements are toe out on turn, maximum steer, ride height, suspension body dimension audit, and steering axis inclination.

CATEGORY: Body Shop

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

ALLDATA

ALLDATA Repair and Collision Update

The latest **ALLDATA Repair and Collision Update** added the ADAS Quick Reference tool to its OEM repair information products. By clicking on ADAS Quick Reference, users are now taken to vehicle-specific ADAS information in ALLDATA Repair or ALLDATA Collision. The quick reference features links directly to the ADAS system/component by name, provides the location of the component that may have been damaged in a collision, identifies component removal/replacement that could result in extra labor for calibration or sublet costs based on procedure complexity, and includes basic calibration information, required tools, and prerequisites for servicing ADAS components.

CATEGORY: ADAS

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



E-XTEQ

BC512 Battery Charger

The **E-XTEQ BC512 Battery Charger** is an automatic 12V/50A charge, quick diagnostic, and maintaining solution for 12V lead, AGM, gel, Li-ion, and EFB batteries. It possesses a user-friendly monochrome display with LED indicators and is encapsulated within a silicone protective shell for increased durability. The software is easily upgraded via Optimus cloud based system which is linked to Argos cloud based system. It can be utilized in many different formats such as during PDI and UCI, automotive showrooms in maintaining mode as well as power supply mode for ECU reflash.

CATEGORY: Battery Starting & Charging

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





Snap-on
EEAC334B Polartek Dual AC Machine

The **Snap-on Polartek Dual AC Machine**, No. EEAC334B, is able to measure both R-134a and R-1234yf refrigerants with a simple push of a button. The unit handles both refrigerants with dedicated 30-lb tanks, removing the risk of cross-contamination and making it easy to get repeatable and accurate results without doubling work or cost. The machine's built-in Wi-Fi capabilities and graphic touchscreen enable technicians to efficiently maneuver through selections and a large status light helps monitor progress from afar while completing other tasks.

CATEGORY: Air Conditioning Service

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

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LOW PROFILE SCREWDRIVERS

Ideal for unique screwdriver applications, the innovative low-profile design allows for maximum performance, even in hard-to-reach areas. Available in a #1 Phillips®, a #2 Phillips®, and slotted tip, the 10mm alloy steel bit is compact enough to reach into areas with limited space, while still affording full engagement to the screw at a 90-degree angle.



LOW PROFILE 1/4" SLOTTED
PT.16990

LOW PROFILE NO.1 PHILLIPS®
PT.16991

LOW PROFILE NO.2 PHILLIPS®
PT.16992



Milwaukee Tool
M12 Underbody Light

The **Milwaukee Tool M12 Underbody Light**, No. 2126-20, offers a complete handsfree lighting solution, featuring a magnetic base for easy mounting and a 12" magnetic extended arm to hold loose nuts and bolts. This light adapts to the user's needs with a rotating arm and light head to provide complete undercarriage lighting coverage. Dual joints allow the light head to swivel 300 degrees horizontally and up to 180 degrees vertically for maneuverability. The M12 Underbody Light delivers 1,200 lm of TRUEVIEW high-definition output for full visibility.

CATEGORY: Lighting

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



Carlyle Tools
by NAPA
10mm Lock-A-Socket

The **Carlyle Tools 10mm Lock-A-Socket** is designed to keep 10mm sockets secure in one place. The rail holds 10 sockets, with five 1/4" posts and five 3/8" posts. The underside contains a full-length, high-powered magnet that allows the user to store their 10mm Lock-A-Socket on most metal surfaces without scratching the paint. Simply twist the socket to the right to lock the socket in place, and twist to the left to unlock the socket. The unit measures 11.5" in length, 1.5" in width, and 1.25" in height.

CATEGORY: Tool Organization

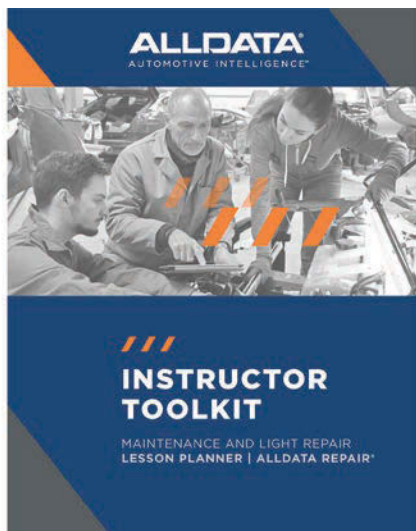
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2022 WINNERS



ALLDATA

Instructor Toolkit

The **ALLDATA Instructor Toolkit** is a resource for automotive and collision career and technical education (CTE) programs. The Instructor Toolkit was developed in partnership with the ASE Education Foundation and aligns 100 percent with ASE standards. The toolkit includes clear, step-by-step instructions, goals, and objectives; tasks for students that mirror the Task List at the end of the ASE Standards guide; and vehicle examples (specific to year/make/model/engine) and navigation path to the required information.

CATEGORY: Training

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



Hunter Engineering

Revolution Tire Changer with HunterNet 2 Connectivity

The **Hunter Engineering Revolution Tire Changer with HunterNet 2 Connectivity** allows shops to keep convenient count of the number of tires changed, measure shop activity and productivity, and note trends over any period of time. Before and after images of the wheel and tire are automatically stored, along with inflation pressure, service time and any special procedures used, such as WalkAway or bead massage. Technicians can also make notes and enter vehicle details. Managers are able to compare tire inspection opportunities with tire services actually performed to help drive rapid, maximum ROI.

CATEGORY: Tire & Wheel Service

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



Snap-on

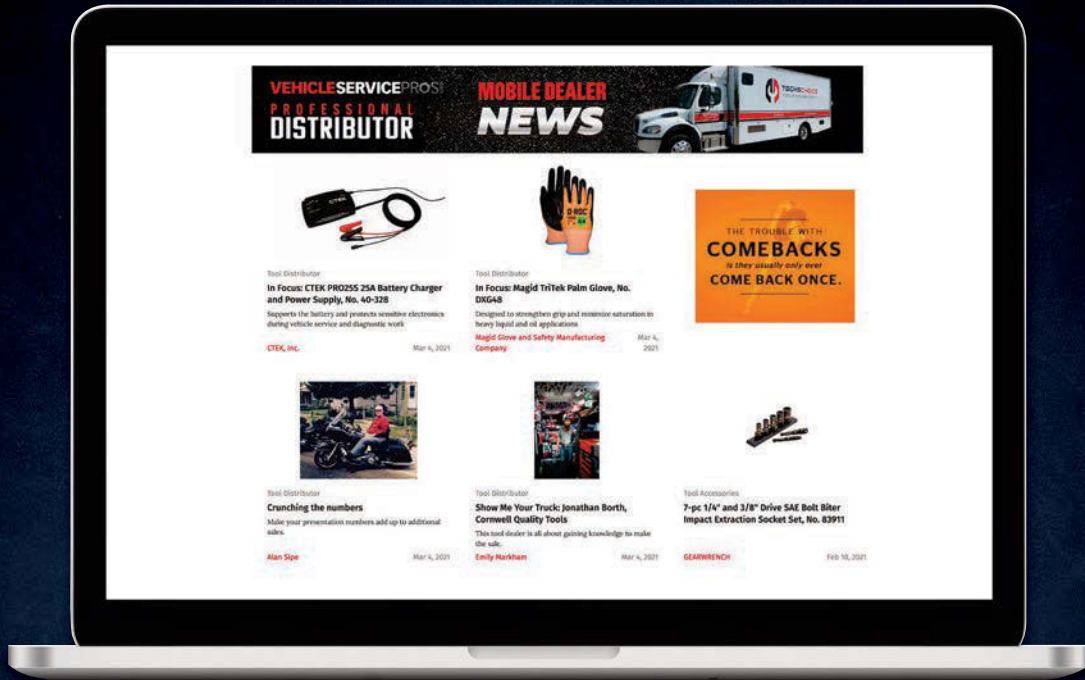
SODC1 Soldering Clamp

The **Snap-on Soldering Clamp**, No. SODC1, features a small design, allowing it to fit into tight spaces so technicians can use both hands to solder without the worry of misaligned and shaky wires. The lightweight aluminum tool won't tug on wires and two spring-loaded clamps offer a wide range wire capacity from 22 to 8 gauge, says the company. The convenient, nearby thumbwheel offers quick loading, unloading, and adjustments while precisely bringing wire ends together.

CATEGORY: Tool Accessories

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

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BENDPAK EV2400SL EV Battery Pack & Powertrain Lifting System

A mobile full-rise scissor lift table designed to help technicians safely and efficiently remove, service, and install heavy battery packs from electric vehicles.



APPLICATION

The BendPak EV2400SL EV Battery Pack & Powertrain Lifting System is a mobile full-rise scissor lift table designed to help technicians safely and efficiently remove, service, and install heavy battery packs from a wide range of electric vehicles. The EV2400SL doubles as a powertrain lift for internal combustion vehicles.

ORIGIN

As new electric vehicles are announced regularly and are gaining traction in the marketplace, BendPak recognized there was a need for professionals who will inevitably have to repair these vehicles to have the right equipment to do so safely and effectively.

SELLING POINTS

- Functions as a lift system for both EV batteries and internal combustion powertrains.
- Compact and portable with easy-to-use controls.
- Rises to just over 6' in under 20 seconds.
- Rechargeable 12V DC power system with an advanced deep cycle battery.

STORAGE AND DISPLAY

The lift table is shipped fully assembled except for minor quick-connect controls and rolling casters. It's shipped individually packaged in a durable fully enclosed and palletized wooden crate, keeping the unit safe from damage during transit. The crate measures 65" long by 47" wide by 30" high. Gross shipping weight is approximately 1,195 lbs. Free shipping to direct points within the contiguous United States.

FEATURES AND BENEFITS

- Safely supports 2,400 lbs, providing stability throughout the battery removal, service, and replacement process.
- **Equipped with proprietary zero-throw casters on all four corners, it allows the platform to move easily in any direction.**
- Sixteen recessed mounting anchors in the platform tabletop accommodate a variety of modular fixtures, adapters, and accessories that can be added, repositioned, or removed as needed to handle engines, transmissions, gas tanks, transaxle assemblies, and more.
- One lift table can do the work of many, reducing equipment investment and storage footprint.

MANUFACTURING SPECS

The EV2400SL's rigid tubular steel outrigger supports securely stabilize lifted loads providing a safer working condition for operators. The twin hydraulic cylinders feature welded construction, chrome-plated rods, and high polished bore for extended seal life. Precision steel scissor rollers are captured within the structural steel channels to provide load stability during all stages of travel. Recessed mounting anchors in the lift platform surface accommodate a variety of specialty lifting brackets for safe handling of engines and transmissions, gas tanks, transaxle assemblies, and more.

\$ SUGGESTED RETAIL PRICE
\$8,805

i FOR MORE INFORMATION
Call toll free 1-800-253-2363

VIM TOOLS 52-pc 3/8" Drive Master Socket Set

The socket set is conveniently packed in EVA foam, making it easy to place directly into a technician's toolbox.



APPLICATION

The VIM Tools 52-pc 3/8" Drive Master Socket Set, No. SMS600, is designed for general vehicle repair.

SELLING POINTS

- Master set contains both shallow and deep sockets, SAE and Metric from 1/4" to 7/8" and 8mm to 19 mm.
- All the components on this set exceed 200 percent of ANSI standards.
- Entire set is finished in satin Chrome and it carries a lifetime warranty.

ORIGIN

The company designed this set with several unique features to help mechanics to do their jobs easier and safer for their hands. These features make this set one of the most versatile sets in today's market.

FEATURES AND BENEFITS

- Allows technicians to access hard-to-reach areas on a vehicle.
- **Conveniently packed in EVA foam.**
- Backed by a lifetime warranty.
- Includes 14" 90-tooth 3/8" heavy duty ratchet.
- Includes extensions in various lengths with dual features straight/wobble, spring loaded UJ and Crow foot wrench for added versatility.

STORAGE AND DISPLAY

The socket set comes conveniently packed in EVA foam so that it can be easily displayed on a truck and can be added directly to a technician's toolbox.

MANUFACTURING SPECS

This master set was designed and engineered in the U.S. and manufactured in Taiwan.

\$ SUGGESTED RETAIL PRICE
\$329

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Contact sales@vimtools.com
or visit VIMTools.com



FARMING for customers

Many automotive tool distributors cross paths with different sectors. Here are some insights into maximizing your inventory while meeting diverse needs – and keeping an eye on the future.

By E. Lisa Moses

Photography by Carrie Towns

Customers in the 9,000-square-mile territory serviced by mobile tool distributor Heath Mannis range from mom-and-pop auto repair shops to large agricultural dealers employing more than a dozen technicians. From his home base in Goodland, Kan., Mannis drives about 750 miles a week on his heavily loaded 24' Mac Tools truck.

He finds that much of his basic stock works for both auto body shops and suppliers of heavy agricultural equipment, from tractors to combines. Among his biggest sellers for both sectors are cordless tools, which are mobile and tidy.

"It's amazing what these new-generation cordless tools can do today," he says.

Agriculture is a huge industry in the American Heartland that sees technicians doing anything from replacing wheel sets on tractors to dismantling combines. Mannis keeps considerable inventory on hand for their needs, such as 3/4" and 1" sockets, ratchets, and torque wrenches.

VIEWS FROM THE MANUFACTURING LINE

We got some hard facts and insider tips from tool manufacturers on stretching your inventory and adding new market segments without breaking the bank. We also asked about trends that will affect your business.

Most manufacturers began by specializing in one type of vehicle. Today, despite the challenges in diversifying, some are using revolutionary technology to do that.

"It takes a lot of time to develop and master new systems," says Dario Peruch, managing director, TEXA USA. "Then, you have to make sure you can assist customers after the sale is done."

He explains that TEXA, born as an automotive diagnostic company, was able to do something different by developing high-end products for marine, agriculture, construction, and powersports vehicles.

"Our licenses can be loaded and used with the same scan tool, so an automotive shop can mix and match, adding powersports software to work on bikes or side-by-sides for example," he says.

The TEXA NAVIGATOR TXB Evolution scan tool works on bikes and boats while the TEXA NAVIGATOR TXT works on all vehicles.

Peruch adds that where shops work on various types of vehicles, different businesses can coexist. In such cases, dealers could help potential customers explore new options and business opportunities.

"An automotive shop may not even know that it can easily add motorcycle software to their scan

tool and start working on powersports or add the truck software to work on diesel pickup trucks," he says.

He points out that the same thing can apply to a truck shop that might start working on construction equipment. This "mix and match" option gives dealers and garages new opportunities without taking them away from their core business.

ADDING NEW MARKET SEGMENTS

According to Victor Rivilla, marketing director for CanDo Diagnostics International, a good way to add a new segment to an existing automotive tool business is to start by providing lower-cost tools that cater to that specific market.

For example, dealers might start with a heavy-duty code scanner.

"Our HD Code II and HD Mobile are priced under \$500 retail and are well within reach of most technicians and shop owners," he says. "These tools allow dealers to slowly enter a new segment without too much financial exposure."

He has found that users of these "triage" tools grow into needing more full-featured diagnostics, so dealers will have planted seeds for sales of these higher-ticket items.

"This way, the initial investment is low and dealers can walk into any kind of shop with a great solution," Rivilla adds.

He also reminds distributors who want to differentiate themselves to build trust with established and skilled companies that offer quality tools.

According to Hareh Gobin, product development manager, Launch Tech USA, the company has recently ventured from the aftermarket automotive tools and diagnostics sector into motorcycles and heavy-duty diagnostics by developing versatile products.

One such product is the adaptable Launch X-431 Throttle III, a ↻

Mannis shares his advice on maximizing inventory and targeting specialty markets:

- 1 Carry as much as you can on board.
- 2 Don't be afraid to build your inventory if you can afford it.
- 3 Reach out to all sectors to understand their needs; that will help you focus on the right tools to maximize your profits.
- 4 Explain on your social media posts how different sectors could use the tools you have.
- 5 Be dependable and predictable.





Photography by Carrie Townes

One of Mannis' customers uses Mac Tools products purchased from the mobile tool dealer to repair this tractor. Agriculture is a big part of Mannis' business.

professional automotive diagnostic scan tool with pre-installed software that can be used to service and repair most vehicles on the road today. Its platform also enables users to centralize their workflow of emails, web browsers, playlists, and more.

“An X-431 Professional Line scan tool is the entry point for technicians and shops to upgrade and attain the hardware and tools to fully address new-age repair technologies,” Gobin says, who notes the tool can interface with other Launch specialty tools, “stretching the possibilities into an all-encompassing tool arsenal.”

He adds that distributors who sell the Launch X-431 scan tool will be establishing long-term value relationships with their clients that yield years of positive returns.

GAME-CHANGING TRENDS

CanDo's Rivilla believes that the electronic vehicle (EV) market is definitely one to watch out for.

“Having witnessed what is coming out at the HDAW and TMC events, I know that diagnostics providers have much work ahead of them to fully cover this evolution,” he says. “We will be working closely with EV component manufacturers to make sure we are in the right position once things start rolling out.”

TEXA's Peruch has seen off-highway sales grow exponentially over the past three years, with motorcycle scan tools gaining momentum as well.

“Motorcycles are extremely complex, and a diagnostic tool is needed for any repair or maintenance activity,” he says, adding that technicians realize that and are increasing their learning about these technologies.

He advises dealers to invest time in getting familiar with these technologies and notes that inventories in TEXA's case don't need to change because the company offers one tool to scan them all.

“The only difference is that when it comes to marine, motorcycles, and off-highway equipment, there are no standard diagnostic ports like the OBD ones on cars, so they would need some extra proprietary adapters,” Peruch says.

Launch Tech USA's Gobin notes that products based on open platforms that synch easily and interface with consumers' current technology have the edge in terms of desirability and usability.

“The most prevalent trend in tools is multi-function, multi-feature products that make standalone gadgets obsolete,” he says.

The bottom line: Vehicles are becoming more complex with technology that includes advanced processors, a range of electronic systems, and software-linked networks.

TOOL TRUCK SUCCESSES

Since he bought the franchise in December 2020 – in the midst of the COVID-19 pandemic – Mannis has picked up a lot of business. In 2021, his first full year of operation, he picked up recognition from Mac Tools for outstanding performance: The Diamond sales status and a President's Club membership. He credits his wife, Ashley, for helping to make that possible.

“She ensures that everything runs smoothly behind the scenes – and takes care of our two-year-old daughter, Berkley, while I take care of business on the road,” he explains.

A trained diesel technician, Mannis most recently worked as an equipment operator for the government. Today, as his own boss, he sets his own schedule, plans his routes based on customer needs, and provides them with regular, reliable service. This connectivity is ➔



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COVER STORY

especially important in the Great Plains since stores carrying supplies are few and far between, and trips back and forth could cost shop owners many billable hours.

As a mobile store, his truck also allows technicians to try products out on the spot.

With the help of Facebook, Snapchat, and Instagram, Mannis stays connected with customers that are scattered around his vast territory.

“I also sell used equipment on Snapchat,” he says. “I just add it to my story, and it’s usually spoken for within a couple of hours.”

His motto, “You can’t sell it if you don’t have it,” keeps his truck packed with tools to cover all the bases he’s identified.

When customers ask for specific

items not in inventory, he makes sure to bring them in quickly.

He also keeps up to date on developments in the tool industry, so he can advise them on the latest innovations and improvements in hardware and software.

Things will change again when EVs – and eventually self-driving ones – become prevalent.

Whatever the case, Mannis thinks the tools industry is the place to be right now.

“I encourage people to get into it,” he says.



Photography by Carrie Downs

Mannis' motto is 'You can't sell it if you don't have it,' so his truck is well-stocked at all times.

With his business bursting at the seams, Mannis hopes to buy another truck later this year and hire an operator. He might have to get a second dog, too – his traveling companion Jake is a big hit with customers. **PD**

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Programming services: How to use the tools you have

Should we program a module just because it has an available update?

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

Almost all the vehicles in the fleet today will at some point require module programming. Whether it's because of a replacement component, or a software update to correct an issue, programming operations cannot be ignored. If you're in a multi car line shop, there may be situations where it's best to leave certain car lines up to a specialist, especially when looking at higher end European vehicles.

Additionally, there are so many variables at play that one can easily dig themselves a big hole if they're not following the proper procedures and using the proper equipment. I'm not necessarily talking about the procedures written in the service manual, I'm talking about procedures that are learned through knowledge and experience gained by those handling these program operations routinely.

Therefore, it's good practice to maintain a high level of situational awareness through networking with fellow professional networks like the Diagnostic Network and trade associations. I know first-hand how shared knowledge and experience can result in a positive result when undertaking new tasks like module programming.

So, onto the why, when, and how.

Why would somebody want to consider doing programming services within the shop? Well, you may be faced with a diagnostic situation where a diagnostic trouble code leads to a technical service bulletin (TSB) outlining the symptoms that you're dealing with. Within that TSB you might end up being required to reprogram a module in order to solve for that situation. For example, we recently had a 2012 Infiniti GX70 that had his service bulletin related to a manifold absolute pressure plausibility signal issue. The technician discovered the TSB and read through it carefully to make sure the current software versions in the vehicle matched those outlined in the TSB (**Figure 1**).

Based on that information, we logged into our Nissan Tech Info account and placed an order for that calibration file. Since we perform services on many Nissan and Infiniti automobiles, we had already purchased the programming software package to perform J2534 reprogramming operations on these vehicles (**Figure 2**).

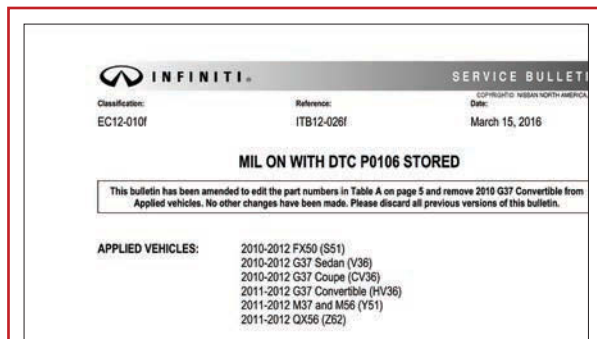


Figure 1- Nissan TSB



Figure 2- Nissan Tech Information



Figure 3- The three programming interfaces: L-R Mongoose Nissan, GM MDI2, and CarDAQ Plus 3

Using this software on a properly equipped Windows PC and a certified J2534 device (**Figure 3**), one can perform programming operations on model years 1999 to the current model year. We have multiple devices and for Nissan, we're

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Figure 4 - Programming battery support - Associated Equipment ESS6100



Figure 5- Programming confirmation

using the Mongoose Nissan interface from Drew Technologies. Today, the software application costs \$350, and the current expiration date is 2100.

Once we performed the look up for this vehicle by using the current software ID, we were presented with a file we needed to purchase for a nominal fee (less than \$50). Once we completed the purchase, we were able to download the file and perform the extraction which resulted in placing the binary file in the appropriate folder, so the J2534 reprogramming applications could easily find it.

From there, we connected our battery support system (Figure 4). We have several including the Associated Equipment ESS6100, along with the Pro-Logix PL6100 from Clore Automotive, an IOTA DLS-75, and others (which we also use for diagnostics). We then followed through with the required programming steps to get the software updated.

In my opinion, there are a couple of things you may want to do before you execute on such an operation. Collect the appropriate data stored within the vehicle, such as calibration ID numbers, and DTCs at a minimum and place them within your service ticket (Figure 5). This can come in handy if you need to refer to this sometime in the future. The software update on this vehicle took approximately 18 minutes to complete; you want to be sure to have the proper energy support system in place. ➔



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Should we program a module just because it has an available update? I reached out to my mobile diagnostic services colleague Tanner Brandt, who owns Auto Diag Clinic in Greenville, N.C. for his input. He states he will only update a module if there is a bulletin for the present vehicle and symptoms, or if the update states it covers something the vehicle operator is complaining about or whenever a replacement module is being installed.

My opinion on the matter is like Brandt's, but I'd have to quote my long-time technician colleague Jonathan Riggie: "It depends." There is a possibility of creating a new problem if you were to update the software on a module without doing the research beforehand. In some cases, drivability characteristics can drastically change.

For example, the transmission may be shifting much differently than it did before after a software update, and if you did this without addressing any complaints on the vehicle, you may be in a difficult situation explaining to your customer their vehicle now behaves differently than before, and they'll have to live with it. In that example, the software update may have been established to correct for an engineering deficiency as a result of a compromise being made to make the vehicle behave properly. In other situations, you may be dealing with a diagnostic dilemma that seems unsolvable, and it may make sense to make sure all the modules are operating at the latest levels just in case there is an undocumented bug fix that might be the key to solving the problem at hand.

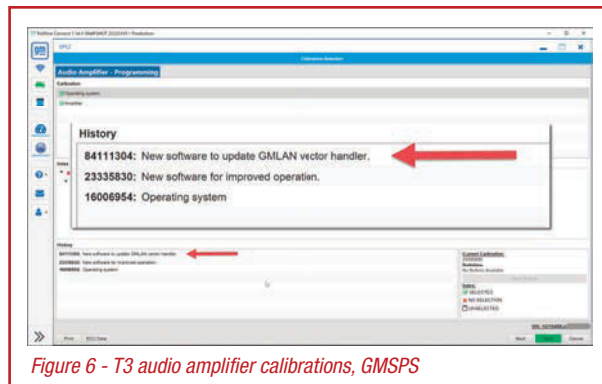


Figure 6 - T3 audio amplifier calibrations, GMSPS

For example, I recently had a 2017 Cadillac that would randomly exhibit a loss of radio control head display, along with the instrument cluster going dark, along with several low speed (SWCAN) network DTCs. What I believe was happening was there was a network communication problem during startup on this vehicle. After checking pin fitments on every module, and power supply voltage circuit integrity, I kept looking at the modules on this bus and took a deeper look at the programming version levels.

I found a software update applicable to the audio amplifier with a note stating, "New software to update GMLAN vector handler" (Figure 6). Here, I figured I was onto something, but I really had no idea what this "CAN vector handler" was going to do, but I figured I would go ahead and perform the update. When I went to proceed, the following screen revealed there were two software items that were

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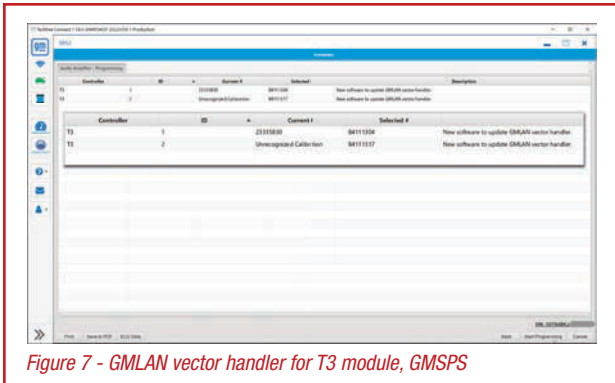


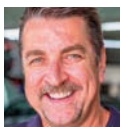
Figure 7 - GMLAN vector handler for T3 module, GMSPS

being addressed with the same statement offered above (Figure 7). Once I completed that software update, the symptoms the vehicle used to randomly exhibit never reappeared, even after two days of multiple startup and road test events.

THE ESSENTIALS

For the most part, OEMs offer their J2534 programming software for the Windows PCs. You'll need to review the software and hardware minimum requirements for each manufacturer. If you have a tablet-based scan tool that runs something other than Windows (Android), you will not be able to download and run the application on that device. If you're considering running several manufacturers on the same machine, you might want to consult with someone who's done this.

You may be advised to partition your hard drive to run separate instances of Windows because a specific manufacturer's software may conflict with others. Some manufacturers require a lengthy sign-up process that may take a week or so to get approved. The National Automotive Service Taskforce is a great place to find out more about the manufacturer you're thinking about partnering up with to perform factory-level reprogramming operations. Additionally, you may want to consider obtaining a security credential from NASTF since you'll likely find a security related challenge during programming, and this is a great way to remove some friction from your workflow down the road. Finally, if you're new to programming, don't fear it, look for training on this topic and get yourself up to speed. ❌



SCOTT BROWN is an ASE Master Certified L1 Technician and has over 37 years of professional service industry experience. He is an independent shop owner in Southern California and is engaged at various levels within the industry. He has a

deep understanding of the challenges technicians experience at the service level and is continuously striving to move the industry forward through education and networking. Brown found Diagnostic Network (diag.net) after 22 years of service at iATN, where he is retired as company president in 2018.

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Making it big in Texas

Since moving to Texas five years ago, this independent tool dealer has three fully stocked trucks.

By Kayla Oschmann, Associate Editor

Tool dealer Geoff Beveridge had done the unthinkable. He uprooted his family of four from California and moved to the big state of Texas with little in his savings, no job, and no house. He decided to go independent and joined the GEARWRENCH team, and within two years, he had two trucks on the road and was looking for a third driver.

This story may sound familiar. Beveridge's journey was featured in *Professional Distributor's* pages back in 2018. After learning about his recent expansion and success, we wanted to catch up.

MAKE THAT 3 TRUCKS

Beveridge has since added a third truck – a 2014 18' Isuzu cab over his wife is now driving (until they find a new driver). Beveridge is still driving his 2000 20' Freightliner MT55, and his son-in-law joined him about a year ago and is driving a 2006 18' Freightliner MT45.

Between the three of them, they cover the South Dallas area, stopping at many heavy duty equipment and truck repair shops, automotive shops, and agricultural shops.

IN NO PARTICULAR ORDER

Beveridge has over 300 lines of tools on his trucks, keeping them fully stocked on a daily basis. As far as tool organization is concerned, well there isn't one really.

"I'd like to say it's [sorted by type of tool], but sometimes it's just getting it all on the shelves," he notes. "There's quite a variety of things on each shelf. It's not necessarily pliers on one shelf and sockets on another. There's no particular order, just a full and appealing selection."

He likes it that way and so do his customers, he notes.

"It keeps them looking, and plus my displays change every two weeks," he says. "If you want to do well in this business, you have to change the displays regularly, so the customers see something different every time they come onto the truck. Even though it's the same stuff the week before, if you move it around, it gives them the perspective that you have different things."

Beveridge is all about his tools. So much so that his desk is merely a 2' by 2' tool cabinet – just enough to house his laptop, printer, and a credit card machine.



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

"I don't need a lot of room to write up a ticket and print a receipt," he says. "I try to save the room for the tools."

More tools mean more demonstrations, and therefore, more sales, he implies.


"Presentation without demonstration is nothing but conversation," he says without missing a beat. "You're not going to make any money just talking about it."

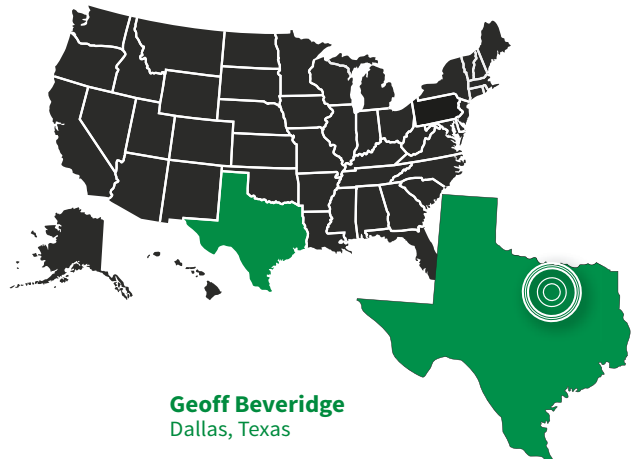
OVERCOMING SUPPLY CHAIN ISSUES

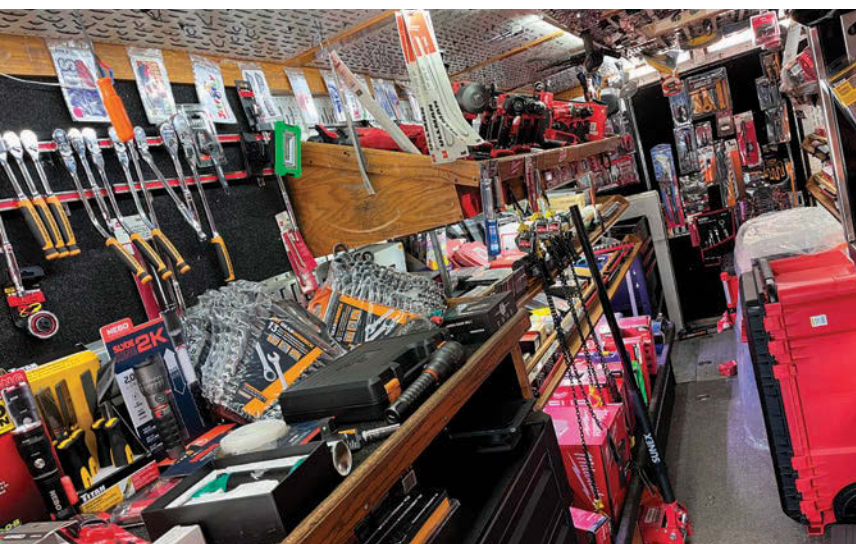
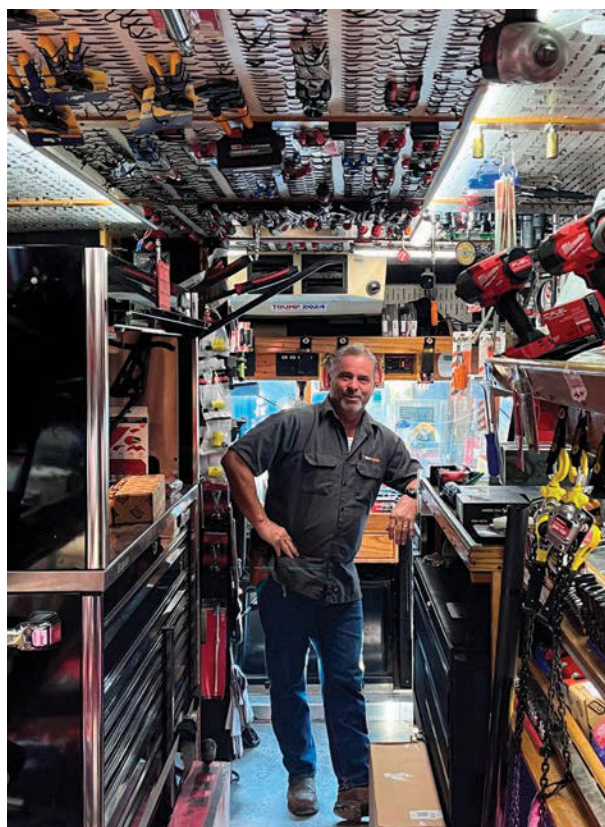
Instead of getting frustrated with what he can't order due to current supply chain issues, Beveridge focuses on what he can stock. It may be things his customers haven't seen before, but notes that's the beauty of being independent.

"I have choices," he says. "I can pick the things that I want to sell. I've had to diversify and get some other brands to fill those voids, but I'm still able to take care of my customers."

Beveridge credits God for his success in Texas.

"I'm using the gift that God gave me to support my family and by doing so, he has allowed us to be very successful in the mobile tool business," he concludes. 





Top Left - Beveridge has over 300 lines of tools on his trucks. **Top Right** - Beveridge's son-in-law, Manny, has been helping run a truck for over a year. **Middle** - The tool dealer says a fully stocked truck offers more sales. **Bottom Left** - Beveridge's brand of choice is Milwaukee Tool. **Bottom right** - After 25 years of selling tools, Beveridge says he still gets excited about the tools and showing his customers their features and benefits.



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Promotions that have **only winners**

A fund-a-need promotion will gain you good will for your company, your community, and you!

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

I live in the Chicago area where we have eight to 10 casinos within 30 miles. Those casinos advertise endlessly with “come on” contests. Come on Friday and win a Harley. Come on Saturday and win a boat. Come on Tuesday and win a trip to the moon.

Do you know anyone who ever won these prizes? No? Well, neither do I. Additionally, you never hear if anyone really did win or not! These traffic building promotions don’t motivate me to ever go to the casino. I don’t need them to motivate me to lose my money. I can do that all on my own.

The point I’m making is that promotions that I have zero chance of winning not only do not motivate me, but pretty much just aggravate me.

How about you? Do promotions where you have a small or no chance of winning motivate you? Probably not. So why do so many mobile jobbers run these promotions time and time again.

“Buy this tool set and get a chance to win a shotgun.” Or “Spend X amount and get that many tickets to maybe win a new TV.”

Each of you probably have 200 to 250 technicians on your books. So, when one of them wins the prize, the remaining 249 are less than happy. They are hopefully not so down that they will stop buying from you, but why run a contest that could make all but one of your customers unhappy? Even a little.

Additionally, I have run across mobiles who invest so much time and effort into their personal promotions that it takes away from their attention to selling tools and equipment.

I would love to hear from a jobber who can mathematically prove to me that their, “buy this and maybe win that”, promo increased their sales.

Now, I am not in any way criticizing the promos run by your wholesale

suppliers or the majors. With their promos, everyone wins. You win because you were able to stock up at a lower cost of goods. Your customers win because they get to purchase a cool new tool at a reduced price. The wholesaler wins because they move more merchandise for their manufacturers, and they earn a nice discount or rebate, and the manufacturer’s salesperson (that was me) earns a nice bonus. These promotions are a win, win, win, and win.

On the other hand, there are promotions or events you can run to create good will with your customers, good will in the community, and help you sell more stuff.

Here are some ideas.

Create a Fund-A-Need: A Fund-A-Need is a money raising program aimed to help a specific need. A local technician’s child is in the hospital and needs a helping hand. Maybe a school or orphanage you know needs some new computers. In today’s world, maybe some help for a war-torn country. Any worthy cause is fine, just nothing political.

Simply put a few signs in your truck and slip a flyer asking for donations in your monthly promotional brochures that you place on all the technicians’ workstations. Run this for a few weeks and continually post your progress. A buck or two from each of your customers will add up to a nice amount over a few weeks.

A great way to advertise your campaign and keep your clients up to date is in your weekly email blasts or on your social media channels. When your campaign is done, post the results



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with a thank you to your customers. If you have a hometown newspaper, send them a picture and a note about the results. Small newspapers are dying for content about good deeds.

Host an after-work selling event and fundraiser: This takes a bit of work to pull off but can increase your sales, entertain your customers, and do a good deed too. These events are often operated by two or even three mobiles carrying the same major logo whose territories are connected. This makes for a bigger and more profitable event.

First, find a location, preferably a sports bar with some outside seating and lots of space. Explain to the bar owner about the event, and that there will be mobile trucks selling in the parking lot, and if you work it right, there will be some manufacturers there helping you sell.

Now, decide on a date. Bars like events on Mondays since that is usually a slow night for them, and many of your customers will be available that night. About three months out is a good target.

Now, start contacting your wholesale suppliers for any specials and

giveaways you can get. Also, do not be afraid to contact your manufacturers directly. Invite them to the event and hit them up for specials, prizes, and giveaways. If you ask and don't hear back, ask again. During my KNIPEX days, we often received these requests. Be sure to invite your district and even your regional manager.

It is always a good idea to include a raffle for a grand prize or two at an event like this. Sell tickets to the raffle at the event raising money for a local good cause.

Work out the specifics with the bar on food and drinks. Hot dogs and burgers are fine. Don't over do it. A ticklish item is the serving of alcohol.

I do not suggest hosting an open bar. There is way too much chance of a liability problem if you do. A good way to handle this is to give each person two free soft drink / beer tickets, and then any additional drinks or hard stuff is on them.

Run the event from about 6–8 p.m. and have a good time. Don't forget your reason for being there is to sell tools so have some great demos going and ask for the orders.

Over the years, I have spoken to mobile jobbers who have sponsored golf outings and fishing and hunting trips for their larger customers, and all these can certainly be fun, but do they really build their business?

As an independent businessperson, you have the right to operate your business as you see fit, and running a promotion can certainly be a change of pace from your daily tasks, but always remember the primary goal of your business, which is to sell more stuff.

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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The **K-Tool International 42" Belt Drive Industrial Drum Fan**, No. KT177742, features sturdy rubber wheels and two speeds. With a high speed of 14,800 cfm and low speed of 11,250 cfm, the fan creates as much air flow as needed into any environment. A belt-driven drive and four-blade propeller, enables the working drum fan to operate quietly and efficiently. Designed with cut-off protection, the industrial drum fan offers cut-off technology to eliminate the possibility of overheating. Additionally, the industrial drum fan is lightweight and has no-slip rubber stoppers, making it easy to move without the fan sliding anywhere. ■

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DRIVING SALES

Shop Equipment & Tool Storage



DOUBLE BARREL INTERNAL LOCKING SYSTEM

The **SP Tools USA Diagnostic Cart**, No. SP44550LG, features four drawers, 27" Spectre curved monitor, and a spacious lower compartment for storage needs and cable access. It measures 34" in length, 24" in width, and 62.25" in height (when closed). It's made from 14.5 gauge steel and has a double barrel internal locking system for extra security as well as SP Kliklok drawer locking system to ensure drawers stay closed. Additionally, the cart includes a wireless Logitech keyboard and mouse, heavy-duty swivel locking castors, and SP Max BBS drawer slides. Available in black, silver, red, and blue. ■

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IDEAL FOR COMPACT SPACES

The **Portacool Evaporative Cooler**, No. 510, features a small footprint and can be easily moved around. Equipped with Kuul Control MicroTech evaporative media, oscillating louvers, a discrete manual fill door, a low-water shutoff, and sturdy casters, the Portacool 510 is designed to provide maximum cooling comfort. It measures 35" in height by 20" in width and 19" in depth, and has an 8 gallon water reservoir. It also has sturdy, rubberized wheels for quiet movement. No assembly required. ■

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REMOVEABLE INTERNAL COMPARTMENTS



The **VIM Tools Small Interlocking Storage Case with Compartment Inserts**, No. SCS, contains eight small containers and four large containers to store bits, fasteners, repair kits, and many other things that need organizing. The internal compartments seal to inside of lid, allowing everything to stay in its designated spot, even if the container is flipped upside down, the company says. With a ridged lid and bottom, multiple cases to be stored on top of each other and stay in place. Additionally, the internal compartments are removable and the case is made of heavy duty polymer, making it shock and crack resistant. ■

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MULTIPLE PIN HOLES FOR QUICK AND EASY ADJUSTMENTS

The **AFF 22-Ton Pin-Style Truck Stand Set**, No. 6422, is designed for supporting trucks, trailers, and equipment in fleet garages, agricultural, industrial, and construction environments. Sold in pairs, the truck stands are made from heavy-gauge steel to provide maximum strength and durability. They have multiple pin holes to allow for quick and easy adjustments, large v-shaped saddle cradles for axles and other components, a large base to provide a stable working platform even on rough terrain, and a carrying handle for convenience and easier positioning. ■

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



HAS A 500-LB LOAD CAPACITY

The **Renegade TMB 4100 Manual Stainless-Steel Parts Washer** is designed to be a cost-effective solution for a variety of industrial applications, including small engine repair, automotive, engineering, construction, and more. Notable features include a foot switch, adjustable fountain nozzle, 16-gauge stainless steel construction, heavy duty casters, 20 gallon holding tank, cartridge filtration system, low water alarm and shut down system, and an adjustable thermostat. The TMB 4100 Parts Washer has a 500-lb load capacity and is designed for high-heat and high-pressure production applications. Made in the U.S.A. ■

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FOR EXISTING TWO POST LIFTS, OR FOUR POST AND SCISSOR LIFTS

The **Ascot Supply 2-Ton Floor Jack** features a double pump design that allows for quick lifting and improved efficiency. The floor jack has a low profile, enabling it to fit in narrow spaces. Its heavy steel construction provides maximum durability. The 2-ton Floor Jack is also equipped with a foot pedal that allows for handsfree positioning. The floor jack has a lift range of 3-1/8" to 19-3/4" and includes a one-year limited warranty. ■

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STORES AND ORGANIZES 75 SAE AND METRIC SOCKETS

The **OEMTOOLS 6-Pack Set Metric and SAE Magnetic Socket Organizers**, No. 22488, are ideal for tool organization, as they are designed to fit snug into tool chests. All six socket organizers fit both deep and shallow sockets. The set comes with three organizers with metric markings and three with SAE markings. They are able to store and organize SAE and metric 1/4", 3/8", and 1/2" drive sockets without spills, as each one has a strong magnetic non-marring, rubberized base. The organizers are also available in red or blue. ■

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Training in the mechanics of tool distribution

Norman Hansen started his route after he realized he wanted 'more variety' in his life during the pandemic.

By E. Lisa Moses



Hansen admits to making some 'young person' mistakes when he first bought his Cornwell Quality Tools franchise during the pandemic.

Since he bought a Cornwell Quality Tools franchise at age 23, Norman Hansen has crammed what seems like a lifetime of learning into two years. Today at 25, Hansen looks back at a rocky beginning and bumpy rise to profitability, and he looks forward to smooth sailing ahead.

That's a bit like the terrain on his 1,000-square-mile route in Whatcom County, Wash. that borders on Canada and the Salish Sea. It is marked by flatlands, rolling hills, and mountains. His customers range from regular automotive and semi truck shops to logging shops and fabrication enterprises.

When the COVID-19 pandemic scared drivers into staying home, business at the car dealership where Hansen previously worked slowed to a crawl. He and several other technicians were laid off. Seeing his income dwindle while his bills piled up, Hansen tried his hand at different things, including cattle ranching.

"During that time, I realized that I wanted more variety in my life," he says.

"I love turning wrenches, but that was all I did at the dealership."

Hansen has always been a "tool nut," and has become a fan of Cornwell products over the years. When he approached Cornwell dealers about jobs, they suggested he start his own business.

"I crunched the numbers and with my family's help, I was able to buy a franchise," he says, admitting that the biggest magnet for that idea was becoming his own boss and taking control over his life.

Hansen's business took off quickly, but he confesses to making a few "young person" mistakes at the outset. These included spoiling himself and living beyond his means – a pattern that forced him to work even harder to get back on top and stop giving himself a salary. He also learned to trust his gut instinct after being stiffed by a shady customer.

The combined effect of several negative experiences was discouraging, and he turned to a longstanding Cornwell dealer and friend for advice.

"He told me the first thing to do is always pay myself because I'm the

employer now," he reports. "Like working for any employer, getting paid motivated me to do better."

Hansen now works smarter, watches his bottom line carefully, and makes sure to collect payment for goods sold.

"On the personal side, I'm careful to live below my means and plow money from my personal account back into my business when I can," he reports. "On the company side, I focus on budgeting, replenishing my inventory as I sell items, and getting a fair return on my investments."

Hansen also plays the long game of building trusted relationships with customers along his route.

He reports that his biggest sellers are diagnostic equipment and the 5' cables with Wi-Fi inspection cameras and lights that customers can use to find things in dark, cramped spaces.

With his business now healthy and growing, Hansen is confident he can attain his long-term dream of buying a five-acre property where he can settle down, raise a family, enjoy the space, and have a garage big enough to park his tool truck, pickup truck, and other toys. **PD**

FUN FACTS:



Favorite takeout spot

Haggen's in Bellingham, Wash. for the \$8 Empress Chicken lunch



Favorite driving music

'70s and '80s rock and roll



Biggest sale ever

\$15,000 — started off with just selling some hand tools



Summer fun

Road trips with fiancée Laryssa Thompson



Favorite toys

His snowmobile and 1996 K-2500 Chevy with 300,000 miles on the odometer

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FRAME

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DF-BB104 & DF-BB105

Rack time is expensive, free up your rack in minutes!

APPLICATION

Quick and safe method to transport disabled vehicles off a rack. Vehicle is secured and easily moved around the shop. Roll onto a frame machine or into a paint booth.

FEATURE & BENEFITS

- **FREE UP RACKS** - Quickly move disabled vehicles off the rack when waiting on parts, inspections, or other delays.
- **HIGHLY MOBILE** - Move the vehicle by hand over speed bumps, dips, or uneven pavement.
- **VERSATILE** - Install on the front or rear of most any vehicle with the wheel assemblies placed on either side of the mounting point.
- **MADE IN THE USA** - Design & manufactured in California for the utmost in quality.

DESCRIPTION

The patented **Body Buggy** makes the difficult task of moving a disabled vehicle simple and safe. After a simple five minute installation, the unit becomes "part of the vehicle", negating the need to employ any unstable or dangerous lift points. The included spacer kit allows for the use of original fasteners, alleviating the need for any additional fastener inventory. When installed, the vehicle is easily rolled onto a frame rack, into a paint booth or to storage, out of the way of production. The device can be installed on the front or rear of most any vehicle using the cradle or sub-frame mounting points and hardware.

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



Kit Includes:
Main Beam, Wheel Assemblies, Sliding Lock Collars, Mounting Brackets (2 Pairs of different heights), Hitch Pins & Clips, Fitment Pin Spacer, Storage Crate, and 10 pc Spacer Kit.



IN ACTION



ROLLS ANYWHERE:
Load vehicles onto the tow truck or anywhere in the shop. Easily roll the vehicle into the paint booth too!



BECOMES PART OF THE VEHICLE:
No need to employ any unstable or dangerous lift points. Mounts to the sub frame or cradle using the original mount points and hardware.

CONFIGURATIONS



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