

PROFESSIONAL DISTRIBUTOR

DECEMBER 2022
VOL. 30 NO. 10

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ENDEAVOR
BUSINESS MEDIA

HOW TO SELL EV TOOLS & EQUIPMENT

Are your customers prepared to service EVs?

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Most Wanted Page 12

Show Me Your Truck Page 30

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ALL JACKS AND STANDS ARE COVERED BY A LIMITED LIFETIME WARRANTY



WHY OTC?

- Lifetime warranty
- Jack design tested to comply with safety standards as defined by ASME PASE-2019
- Stand designs tested to comply with safety standards as defined by ASME PASE-2019
- Light-duty 2-ton to heavy-duty 22-ton capacities
- Padded handle to protect bumpers and rocker panels (LDJ Models Only)
- Product capacities durably marked for proper application

Proven to safely perform in all working environments

OTC jacks and stands are proven to meet the safety standard for Portable Automotive Service Equipment (PASE-2019). What does PASE mean to OTC? Every jack and stand design is tested to meet every PASE-2019* test, not just one.

Service jacks undergo a series of 5 tests:

Load Sustaining Test: Jack will not inadvertently drop under load. REMEMBER: Use OTC Stands to support a load – not a jack.

Load Limiting Test: Jack will not lift a load beyond its rated capacity

Release Test: Jack can be lowered gently

Periphery Test: Jack avoids tipping when load is not centered on saddle.

Proof Load Test: Jack structure supports 150% of rated capacity

Jack stands are subject to 2 tests:

Off Center Load Test: Limits allowable deformation when stand is placed off center.

Proof Load Test: Stand structurally limits allowable deformation at 200% of rated capacity.

*Bosch testing to ASME PASE-2019 standards, conducted in Owatonna, Minnesota January – October 2019



Mac Tools Dealer Glen Black stocks a few hybrid/electric tools on his truck.

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14 Electric vehicles – coming to a shop near you

Help your customers identify what tools and equipment are best for them to buy as the number of electric vehicles on the road continues to increase.

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VIDEO:

Looking for new products to stock? Watch this video of the top ten most popular products from October.

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GUEST BLOG:

Check out these five strategies to help you maximize your sales revenue this holiday season.

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PHOTO GALLERY:

In case you missed it – take a look at these scenes from the AAPEX Show.

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The technician shortage is getting real

Everyone needs to pitch in to fix this problem.

Even before the pandemic, there was a technician shortage. Some estimates say the industry, which includes every segment from automotive to aviation, will need more technicians in the next four years than we have available in the pipeline.

What does that mean?

According to the TechForce Foundation, a non-profit group helping replenish the supply of technicians to shops, the industry will require almost one million new technicians by 2026.

TechForce recently released its 2022 Transportation Technician Supply & Demand Report that shows tech program graduations slipped 2.6 percent and 0.4 percent in the diesel and collision repair segments but have fallen by a combined 17 percent over the past five years.

Even with a solid rebound for automotive (+4.2 percent) and diesel (+6.5 percent) repair segments, the overall picture shows a drop in combined completions, going from 48,208 in 2020 to 44,052 in 2021. Collision repair techs have also dropped 0.7 percent, continuing a six-year decline.

TechForce estimates demand for new automotive, diesel, and collision repair technicians (new and replacements from prior years) will reach 232,000 in 2022 and balloon to 900,000 through 2026. That's not a typo, either.

An article in *WIRED* highlighted the issue of fewer shops

to repair high-tech cars and fewer shops capable of working on them. The article states that U.S. repair shops fixed 246 vehicles per bay in 2020, compared to 225 in 2016.

The problem growing under our noses is that in many cases, independent shops can't get the repair information to do the job correctly. Without expert techs who know how to use high-tech tools and think like engineers, some shops are reluctant to work on a vehicle if they know they can't do it right. So they send the job to the dealership. But even dealerships need help hiring techs.

The state of the repair industry should matter to tool distributors as much as it does to shops. How far will you have to drive to service the same number of accounts? What about the number of customers (i.e., techs) purchasing tools from you week after week?

"The solution to this crisis lies in industry, non-profit, education, and government partners working together to build awareness, curiosity, and interest in these careers among our youth," said TechForce Foundation CEO Jennifer Maher. "This year's report underscores the challenges we face in attracting, training, and retaining technicians and the boundless opportunities for talented young people to build successful, rewarding careers in one of the world's most dynamic and technology-intensive industries." **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.



OFFERS TWO AIRFLOW SETTINGS

The **Makita 18V LXT Variable Temperature Heat Gun**, No. XGH02ZK, includes a temperature dial for up to 1,022 degrees F and two airflow settings (4.2 and 7.1 cfm). The heat gun has a continuous run-time of 21 minutes and weighs 2.9 lbs. It features a trigger switch with lock-on and lock-off functions, an LED to illuminate the work area, a rubberized soft grip to increase user comfort, and a compact and ergonomic design at only 6-5/8" long. Compatible with various nozzle accessories for increased versatility. ■

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FEATURES SIX 1/4" OUTLETS

The **Ascot Supply 6-in-1 Air Line Manifold Kit** features six 1/4" outlets and comes with three 1/4" aluminum plugs. The aluminum plugs can be inserted into the manifold when the additional outlets are not in use. The kit is made from lightweight aluminum and acts as a manifold for 1/4" hoses to split the line. ■

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MADE OF HEAT-TREATED S2 STEEL

The **OEMTOOLS 13-pc Star Bit Socket Set**, No. 22977, comes with many sizes, including (1/4" drive) T8, T10, T15, T20, T25, T27, T30, (3/8" drive) T40, T45, T47, T50, T55, and (1/2" drive) T60. The long-lasting bits are made of heat-treated S2 steel while the reinforced chrome vanadium steel sockets are designed to give extra turning power. The bits are made with fully refined hard chrome plated finish and zinc phosphate to prevent rust and corrosion. The precision-made set exceeds ANSI standards and comes in a sturdy blow molded case for convenient and organized storage. ■

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GENERATES DIAGNOSTIC REPORTS IN LITTLE TIME

The **TOPDON Phoenix Lite 2** generates diagnostic reports in a short amount of time to assist shops in completing jobs faster and more efficiently. This diagnostic tool is best utilized for basic functions, including ECU lookup, reading and clearing fault codes, and reading data streams. The product offers OE-level full system diagnostics for 200+ vehicle makes and comes equipped with upgraded hardware, a larger screen with higher resolution, and an improved battery life, as well as a wireless Bluetooth diagnosis connector. The scanner offers 28 different maintenance services for major vehicle brands, including oil resets, EBP resets, suspension resets, and more. ■

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THREE KITS TO CHOOSE FROM

The **Off-Highway Automotive Kits** from **Pico Technology** are designed for fault diagnosis on trucks, tractors, forklifts, boats, combine harvesters, excavators, and more. The kits contain a modified PS4425A PicoScope having additional protection to withstand off-highway conditions. The included accessories help users quickly connect and easily carry out non-intrusive and non-invasive measurements on a wide variety of systems and components found in these vehicles. There are three kits to choose from: Entry (No. PQ324), Expert (No. PQ331), and Elite (No. PQ332). ■

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ALLOWS FOR LEFT OR RIGHT-HANDED USE

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

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INCLUDES DIES FOR FOUR REAR BUMPER SENSOR SIZES

The **Killer Tools Bumper Perfect Hole Punch Extension Kit**, No. ART251EX, is for use with Killer Tools’ Bumper Perfect Hole Punch, No. ART251. The extension kit includes dies for four new rear bumper sensor sizes: 27mm, 28.1mm, 29.3mm, and 38.9mm for VW, Subaru, and more. The extension kit gives technicians the capability to punch the correct sized hole with a finished edge. ■

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MEASURES CURRENT AND PULSE WIDTH MODULATION

The **Power Probe PPTAMP and PPTPWM Adapters** are designed to cut diagnostic times and increase diagnostic accuracy. The PPTAMP allows any Power Probe circuit tester to read current. When a component powers up, users can monitor its current to determine the health of that component up to 20A and as low as one milliamp. The PPTPWM allows any Power Probe circuit tester to use pulse width modulation, a feature used to control new vehicle components with an adjustable duty cycle. ■

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NOW HAVE SPECIFIC COLOR CASES

The updated **Tool Aid Body Hammer Repair Kits**, Nos. 89450 and 89470, now have specific color cases for less chance of cross contamination. The hammers and dollies are the same, but it's now easier to categorize with the colored storage cases. Additionally, the hammers and dollies within the 9-pc Aluminum Body Repair Kit, No.89450, were red but are now metallic. Red bands have been added to the hammer and spoon handles, and red stickers have been applied to the dollies. The hammers and dollies within the 9-pc Body Repair Kit, No. 89470, were blue but are now black. Blue bands and stickers have been added as well, similar to 89450. ■

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OVERALL LENGTH OF 5”

The **Lang Tools 2-pc Mini Pocket Pry Bar Set**, No. 853-06-2ST, is designed for prying/separating small items apart. The blades are made from 3/16" diameter hardened alloy steel, and the angled blade gives greater access to tight areas. Featuring an acetate handle with a pocket clip, the overall length of the pry bars are 5". Each pry bar is also available separately. ■

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Watch this product in action here:
VehicleServicePros.com/21284213



FOR FORD 3.5L AND 3.7L ECOBOOST ENGINES

The **ProMAXX Intake Manifold Repair (IMR) ProKit** allows technicians to easily remove broken fasteners on Ford 3.5L and 3.7L EcoBoost engines. The kit includes signature machine-shop tooling and precision components to make an on-the-truck repair. The EcoBoost IMR ProKit quickly bolts right onto the cylinder head and uses the company’s trademarked Extractorless repair application to speed up repair times and eliminate broken extractors. All accessories to complete an on-the-truck repair are included. ■

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



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INCLUDES A HIGH-POWER WHITE LED

The **Streamlight Dualie 3AA Color-Rite** provides the option of bright, white light or high CRI light with Streamlight's Color-Rite Technology. The dual beam light offers three output modes: a spot beam for distance illumination; a soft, wide flood beam to illuminate work areas and to aid in true color recognition; and a combined spot and flood beam. The compact, rugged light measures 7" in length and is IP67-rated dust-tight and waterproof operation. The spot beam emits 225 lm while the flood beam emits 175 lm. When combined, the light offers 320 lm. It's powered by three AA size alkaline or lithium batteries, and includes an integrated, snag-free clip. ■

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Watch this product in action here: VehicleServicePros.com/21281839



FOG AND UV PROTECTED

The **Brass Knuckle Slingshot Safety Glasses**, No. BKFLEX-4050AFP, features BK-Anti-Fog+ technology for fog protection as well as eliminates 99.99 percent of damaging UV rays. The safety glasses have shatterproof lenses, extra-chunky molded nosepieces for added comfort, earpieces that fit snugly at the ears without putting the squeeze on temples, and are lightweight to prevent nose divots and keeps glasses in place. ■

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HAS THE POWER TO PERFORM IN HEAVY APPLICATIONS

The **Milwaukee Tool M12 FUEL 16 Gauge Variable Speed Nibbler**, No. 2476-20, is a compact, lightweight tool that is designed to deliver fast clean cuts in 16-gauge mild steel and is also rated for 18-gauge stainless steel and 12-gauge aluminum. The cordless tool has a variable speed dial, tool-free die holder orientation change, and an LED worklight. It also features M12 Redlithium battery technology and includes a chip collection bag for easy clean up. ■

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FOR USE WITH AN AIR HAMMER

The **Lisle Corporation 10-pc Pneumatic Fan Clutch Wrench Set**, No. 43350, is designed to quickly remove and install the fan clutch when repairing the water pump or fan clutch. The set includes nine driving wrenches that fit Ford, GM, VW, BMW, Chrysler, and International. Driving wrench sizes include: 7/8", 32mm, 36mm, 40mm thin, 47mm, 1-7/8", 2", 52mm for 2019 and newer Duramax, and 2-1/8" for newer International. Use with an air hammer. ■

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STEEL DENT REPAIR AND GLUE PULLING STATION

The **Dent Fix Equipment MAXI Extended**, No. DF-505/DXE, is a steel repair station designed to have every tool a technician needs in one station and is able to be rolled to different bays in the shop. A lockable cabinet with foam-fitted inserts keeps the tools organized and accounted for. The MAXI Extended is ideal for multiple weld-on pulling, no-heat glue pulling, and metal shaping options to repair damage in automotive steel panels and rockers. It's able to perform heavy duty pulls without any welding or removing of parts, paint, or protective coatings. The five-drawer cart includes metal shaping tools, including six hammers, seven dollies, body file, fender puller. Made in the U.S.A. ■

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FEATURES A REVERSIBLE HEAD

The **Titan Professional Tools 1/4" Drive Aluminum Swivel Head Micro Ratchet**, No. 11320,

features a 90-tooth, reversible head, a 4-degree sweep, knurled grip, and an anodized aluminum handle.

The detent ball holds sockets securely in place. The ratchet has an overall length of 4". ■

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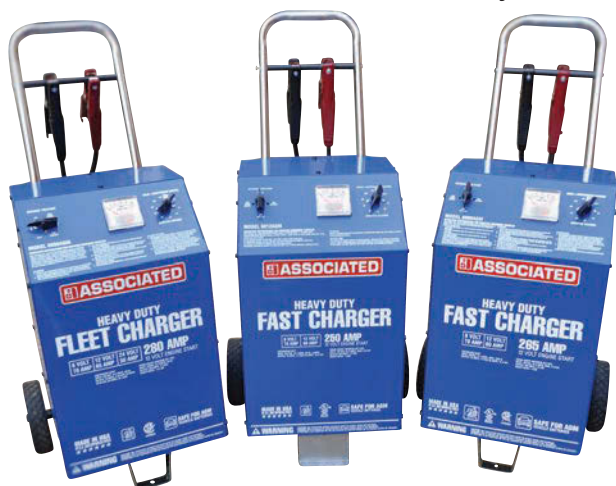
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ENABLES MORE NATURAL COLOR TONES

Miller Electric's Digital Performance, Digital Elite, Digital Infinity, and T94 Series Welding Helmets have been updated and now use ClearLight 2.0 lens technology. ClearLight 2.0 creates a clearer, brighter, and more realistic view from its previous version. ClearLight 2.0 also enables more natural, accurate color tones to come through the lens for a high-definition view of the workpiece. Additionally, with a 1/1 1/2 optical clarity rating, the update allows welders to keep their hoods down between welds and non-welding tasks within arm's reach of the workpiece, improving safety and productivity. ■

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HAS A DUTY CYCLE OF 175 AT 30 PERCENT

The Lincoln Electric POWER MIG 211i MIG welder is a 200A machine ideal for MIG, flux-cored, and spool gun welding. The unit weighs 41 lbs and is portable thanks to its sleek design with multiple lift points and inverter technology. With its seven-segment display and basic knob controls, users can weld quickly in a simple three-step process: Select welding process, select wire diameter, and select material thickness. The machine then takes it from there, automatically providing the optimal voltage and wire feed speed settings. The POWER MIG 211i has a duty cycle of 175 at 30 percent and can operate on 120V or 230V input voltage. Various accessories included. ■

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INCLUDES SIX ADAPTERS

The OTC Tools Honda Control Arm Connected Adapter Set, No. CA6636-HCB, is designed for simpler Honda and Acura control arm bushing removal and installation. The set contains the CA29503 connected adaptor, along with five different sizes of the Honda Control Arm Bushing Adapter, allowing technicians to service nine different models of Honda and Acura vehicles. The CA6636-HCB is compatible with other OTC kits, including the CA7149, CA6630, and the CA6636. ■

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DESIGNED FOR R-1234YF VEHICLES

The TEXA Konfort 760 2-Gas Touch A/C Recovery Machine is designed for R-1234yf vehicles. The unit comes stocked with airtight oil bottles and features fully automatic service management, a scale locking/unlocking device, and a refrigerant weight accuracy check. The Konfort 760 also sports a 10" color multi-touchscreen display, Wi-Fi connectivity, and a Bluetooth module that allows users to connect the station with several accessories such as an A/C efficiency kit. The Konfort 760 2-Gas Touch also comes with a built-in thermal printer and a dedicated app, so operators can follow the service and charging procedures remotely from a smartphone. ■

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ABLE TO SELECT LEVEL OF COVERAGE

The Matco Tools Maximus Flex Pro Diagnostic Scan Tool is an Android-based tablet with a 10.1" high-resolution touchscreen that is designed to be flexible to meet the needs and budget of any automotive technician. Users can choose the level of coverage that works for them, from fully-loaded coverage,

monthly subscriptions, or a basic version with enhanced code reader. The MaxFlex Pro offers a rugged case to increase durability and is IP65 rated to withstand dust, debris, and water. Additionally, the tablet fully supports the security gateway module with special access to select 2018 and newer FCA US vehicles with Auto Auth subscription (purchased separately). ■

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CUSTOMER REVIEW:
 "This is a great start up scan tool for anyone starting to get into serious diagnostics and who works on multiple manufacturers."



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REMOVES A WIDE VARIETY OF HOSE CLAMPS

The **CTA Manufacturing Locking Hose Clamp Pliers With Offset**, No. 1224, is designed for removing a wide variety of hose clamps. The head of the pliers has a dimension of 32mm by 19mm and features a multi-directional slotted pattern for wide application range, including tank ventilation line clamps, radiator hose clamps, and transmission cooler lines. The spring-loaded locking mechanism can open up to 65mm. The pliers have an extra-long reach of 10-1/2" and have cushion grips for comfort. ■

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



DURABLE STAINLESS-STEEL WORKSPACE

The **Homak Manufacturing 44" RS Pro 9-Drawer Power Service Cart** features an electric-powered tool drawer with slotted slides to efficiently store, organize, and charge power tools in one place. Top till includes a lockable security compartment with an additional electrical outlet to store laptops, phones, or other electronics. Durable stainless-steel workspace. Heavy-duty rubber-coated steel push handle allows the cart to maneuver easily around the shop. Lift-latch drawer pulls prevent drawers from accidentally opening. Each drawer is fully extendable, can hold up to 100 lbs, and is lined with PVC foam. High-gloss UV protective powder coat finish prevents rusting. ■

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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!



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- Mitsubishi ECU Reset function to properly perform DPF Regeneration
- ECU Data and ECU Resets to Clear Emission Codes
- DPF / SCR / ASH level and Soot level resets
- DEF Coverage
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- EGR Test and Reset
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Do YOU stock it?

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

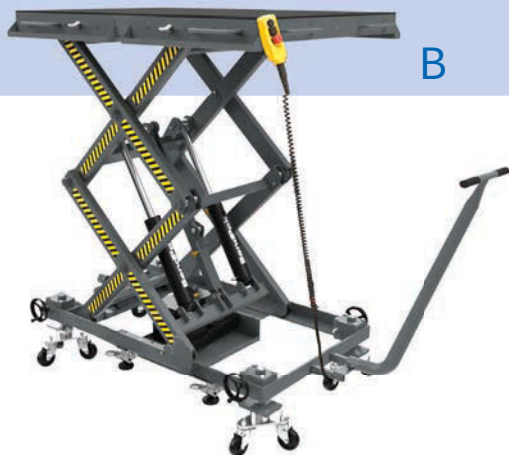
A Comes in a pop-up case

The **Vessel Tool IMPACT BALL Torsion Bit 10+1-pc Set**, No. IB11P02U, comes in a pop-up case and 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



A



B

B Securely supports 2,400 lbs

The **Bendpak EV2400SL** is an EV battery pack and powertrain lifting system. The compact and portable unit rides on proprietary zero-throw casters on all four corners that provide low rolling resistance and easy maneuverability around the shop. The EV2400SL elevates to more than 6' in less than 20 seconds. It supports 2,400 lbs on its oversized 40" by 60" cushioned rubber platform. Adjustable screw jacks on each corner provide effortless pitch and roll adjustments for more precise alignment of high-voltage batteries, engine and drivetrain assemblies, fuel tanks, and more.

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

C 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



C

D Features a 2- and 3-pin side

The **Lisle Corporation Adjustable Brake Caliper Tool**, No. 25200, features a 2- and 3-pin side. The adapter is easily adjustable and used to rewind brake pistons back into the caliper. The product's slim design and fully adjustable rotating body align the pin location for engaging into the brake caliper piston face on most domestic and import vehicles. The adapter will work on right or left-hand rewind calipers. The 2-pin range is from 1/2" (12.7mm) to 1-1/2" (38mm), and the 3-pin range is from 1" (25.4mm) to 1-11/16" (43mm). Use with a 3/8" square drive.

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

E Also serves as a Rite-Sensor programmer

The **Bartec TechRITEPro** is a TPMS tool designed to offer technicians of all levels, high-powered functionality at an entry level price. The TechRITEPro also serves as a Rite-Sensor programmer and includes Bartec's Rite-Sync technology as well as OBD-II relearns and VINDicate. Like the Tech600Pro, the TechRITEPro has an easy-to-learn graphical user interface and menu flow. In addition, it offers a rechargeable battery, heavy duty OBD-II cable/connector, improved LF signal and UHF detection, and an 8" high resolution color display.

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



E

F Delivers 600 ft-lbs of maximum fastening torque

The **DeWalt 20V Max XR 1/2" Mid-Range Impact Wrench with Hog Ring Anvil**, No. DCF891B, delivers 600 ft-lbs of maximum fastening torque and 800 ft-lbs of maximum breakaway torque. Designed to help prevent overtightening in forward, and run-off in reverse, the wrench integrates a precision wrench setting to help optimize user control. Users can utilize the updated four-mode push button switch to easily transition speeds when needed. The impact wrench weighs less than 4 lbs (tool only), making it ideal for applications where high torque is needed in compact spaces. Also offers an on-tool LED worklight.

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



F



G



H



I



J

G Feature an integrated LED

The **Lincoln Electric Viking 2450 ADV Series Welding Helmets** are auto-darkening and feature an integrated LED. Operators can easily activate or deactivate the light using a low-profile external control. When activated, the light illuminates the work area for increased workspace visibility during arc-off time. To save power and increase battery life when welding, the LED light automatically turns off when the operator strikes an arc and turns back on when the arc is extinguished. The helmets also feature digital controls for intuitive shade, sensitivity, delay, and mode control, as well as 4C lens technology, 1/1/1/1 optical clarity, and a 9.3 sq. in viewing area.

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

H For use with Hunter tire changers

The **Ascot Supply Wing Mount/Demount Head** is intended for use with Hunter tire changers. The molded wing guides the tire bead into the drop center. Its design prevents the tire from moving above the knuckle. The Wing Mount/Demount Head allows for a fast and easy mounting process. The tool is the head only and doesn't include mounting hardware.

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

I Tests all 12V lead-acid batteries

The **ATD Tools Battery Charging and Starting System Diagnostic Tester**, No. ATD-5494, is designed to test all 12V lead-acid batteries, including AGM and gel. It detects and alerts bad cells and surface charge, and has a 100-1,700 CCA range. The tester also has a 5V to 33V operating range, 12V starter test with cranking voltage, 12V charging test with load and ripple test, and 24V starting and charging test in voltmeter mode. Additionally, the tool displays the battery capacity percent and a color-coded bar graph.

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

J Compatible with all popular refrigerants

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. 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.

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.



Glen Black, a Mac Tools distributor, understands the ever-changing industry and is ready to cater to whatever his customers need.

ELECTRIC VEHICLES - Coming to a shop near you

Help your customers identify what tools and equipment are best for them to buy as the number of electric vehicles on the road continues to increase.

By **Emily Markham**, *Associate Editor*

Electric and hybrid vehicles may not be the most common on the road right now, but, with more and more vehicle manufacturers making pledges for fully electric line-ups, that will soon change. As these vehicles become more commonplace, automotive technicians will need the proper tooling and equipment to diagnose and repair them.

Mac Tools Distributor, Glen Black, is already starting to see a slight rise in the sale of electric vehicles at the dealerships he visits along his route in Huntsville, Alabama. Though he does admit, that along his variety of stops – dealerships, independent shops, body shops, heavy equipment, and tractor dealerships – there isn't much demand for hybrid/electric vehicle tools and equipment.

However, after 26 and a half years in the tool-distributing business, Black understands the automotive industry is constantly changing and one must always be prepared for those changes. Black notes that he's the oldest tool man in this area by a long shot as far as the years he's been in business, so in his customers' eyes, they see him as reliable, dependable, someone who will show up every week.

When Black had a customer in the market for an advanced digital multimeter – the kind a tech needs for work on electric vehicles – the customer chose to buy from Black as opposed to the other companies he was looking at.

Though many of his stops don't work on hybrid/electric vehicles, Black keeps a small stock of hybrid/electric tools and equipment on his truck. He is prepared to cater to whatever his customers need.

HELP YOUR CUSTOMERS PREPARE

A report from Zutobi, a driving education website, states that it is expected that by 2030 half of all vehicles sold will be electric. Though other reports vary stating this number could be anywhere between 30–60 percent. Regardless, this

will be a significant increase in only eight years from now. The report also notes that since 2021, the number of EVs in the U.S. has gone from around 543,610 to over a million. That's an increase of 87.5 percent, and that number will only keep growing.

In order to prepare for the onslaught of EVs coming shops will need to start purchasing the tools and equipment necessary for diagnosing and repairing these vehicles, meaning they'll likely be turning to their local mobile tool distributors for help.

Now, you may not be getting questions about hybrid/electric vehicle tools and equipment today or tomorrow or even next month, but they will come eventually, and you'll want to be able to discuss all the fine details surrounding these investments with your customers.

RETURN ON INVESTMENT

As with any purchase a shop makes, they're going to want to consider ➔



Upon noticing an upward shift in electric and hybrid vehicles along his route, Black keeps a small stock of hybrid/electric tools on his truck.

the return on investment (ROI) and what that looks like before finalizing their purchase. In the case of tools and equipment for hybrid/electric vehicles, shops will want to consider how much of their business comes from working on these vehicles. Is it worthwhile for them to buy this equipment or does it make more sense to send the vehicle over to a dealership? Either scenario could result in the shop losing money.

However, Frank Casale, director of sales and marketing for Flo-Dynamics, points out that, overall, this investment will have to be made eventually. For some shops, it may not make sense for them to buy the equipment now, but for other shops located in areas with high gas prices or with a greater number of hybrid/electric vehicles on the road, this investment may need to be more immediate.

Casale compares this shift away from internal combustion engines (ICE) to the

switch to 1234yf refrigerant. When the refrigerant first came out, it was primarily used by body shops and dealerships, but now you see it throughout the industry at full-service shops, tire places that do A/C work, and so on. Repair work on EVs will likely spread throughout the industry in a similar way.

Another factor to think about when considering ROI is the multipurpose functionality of the tools and equipment.

"Finding tools and equipment that can be used in either ICE or EV/hybrid repairs add the greatest immediate value as the industry transitions to full-electric cars," notes Justin Fisette, senior product manager at Bosch Automotive Service Solutions.

With tools and equipment such as this, shops won't have to worry so much about the number of hybrid/electric vehicles they see and may even be able to make a greater profit by having these

tools available, so less work needs to be sent off the dealerships.

TRAINING

Training is also an important factor to consider before making any tool or equipment purchases. If a shop's technicians aren't trained to work on electric/hybrid vehicles, it doesn't make much sense to be purchasing any equipment specifically for those vehicles.

To get this training, shops should look into the ASE Light Duty Hybrid/Electric Vehicle Specialist Test (L3) as well as follow all OEM recommended service procedures, Fisette advises. Though EVs and ICE vehicles align in many ways, it's crucial to understand their differences – especially when it comes to EV batteries. Many EVs run on lithium-ion batteries, and technicians should be aware of how to properly lift an EV battery, charge it,

how a shop should operate when one is present, and how to safely work on high-voltage systems.

Without this training, Casale warns that the technicians could not only harm themselves or their coworkers but also potentially damage the building they are working in. Shops must be sure their technicians are fully prepared to handle hybrid/electric vehicle tools and equipment before making these purchases.

TOOLS TO STOCK

In Black's opinion, one of the best things a tool distributor can do to make the sale on electric/hybrid vehicle tools is to have them on the truck.

"You can't sell them if you don't have them on the truck," he says.

So, what should you be stocking?

LEAK TESTERS

A leak tester specialized for use on EVs is a tool many shops may not realize they need. Leak testers used on ICE vehicles use smoke or vapor to show technicians where the leak is located, but when using a leak tester on an EV, especially in an EV's battery compartment, OEs want to ensure the compartment does not get compromised, so a regular leak tester just won't do, Casale notes.

"[The OEs] don't want any contaminants in there at all, so they just want clean, fresh air to test it," Casale says.

Also, Casale advises that the tester should be low pressure, not high, as high pressure could potentially damage the compartment. To meet these requirements, Flo-Dynamics has come out with an EV Battery Pack Leak Tester



Black says the best thing for a tool dealer to do is to stock electrical/hybrid tools on their truck.

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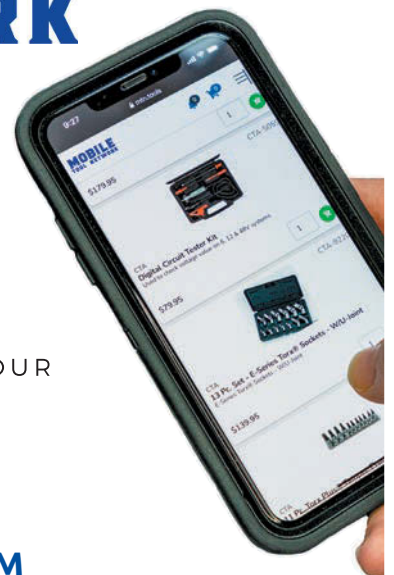
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that is low-pressure, smokeless, and vaporless to provide contamination-free air for testing.

PPE

Gloves are a major part of the necessary personal protective equipment (PPE) technicians should be wearing while working on hybrid/electric vehicles. The gloves should be fully insulated with no cuts or holes. Any damage to the gloves means their protective capabilities are at risk.

In order to check the gloves, many technicians will use a pump to inflate the glove and then dip the glove in water and look for bubbles. The issue with this method, Casale says, is that “now you have a wet glove that has to be dried off... or if you don’t wipe it off at all, the last thing you want to do is have a wet glove working on an electric vehicle.”

Additionally, if the rag used to dry off the glove isn’t clean, then the glove could be contaminated, which could lead to compromising the EV’s battery, so Flo-Dynamics has created another method for checking gloves. Apart from acting as a leak tester, the Flo-Dynamics EV Battery Pack Leak Tester also includes a high-voltage glove adapter for technicians to test their gloves.

LIFTS

With the additional weight an EV’s battery brings, shops will want to look into vehicle lifts with higher weight capacities, notes Fisette. This same weight consideration should be applied to other equipment as well, such as lift tables, floor jacks, and stands.

OTHER TOOLS AND EQUIPMENT

Though many of the same tools and equipment can be used on both ICE vehicles and EVs, Fisette lists a few specifically geared toward EVs that shop owners will need for repair work.

- **Insulated hand tools** are a must when working with high-voltage systems.



The Flo-Dynamics EV Battery Pack Leak Tester includes a high-voltage glove adapter for technicians to test their gloves.
Photo courtesy of Flo-Dynamics

PRODUCTS TO STOCK



**MaxiSYS MSUltra EV
and MS909 EV**
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CAT IV Digital Multimeter, No. 13811
Lang Tools

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What are the top five tools you sell?

1. Any kind of cordless tool
2. Rechargeable flashlights/worklights
3. Ratchet wrenches
4. Smaller scanners
5. Code readers



- **Multimeters** with CAT III ratings up to 1,000V and an insulation resistance test feature.
- **Larger C-frames** for a ball joint press due to the heavier-duty suspension components in EVs meant to handle the extra weight from the battery.
- An **EV charging station**, so EVs that come in with little to no charge can be juiced up. Having this could also increase customer satisfaction as they will be getting their vehicle returned fully charged.

HOW TO MAKE THE SALE

Black's biggest tip for selling hybrid/electric vehicle tools and equipment is getting to know the right people at the stops you visit. Not every technician is going to be working on EVs or hybrids.

"When you find out who's certified, you just talk to them and learn what they need, tell them what you've got, and go from there," Black says.

Additionally, both Casale and Fisette stress the importance of giving your customers as much information as possible.

"Highlight the accuracy, longevity, and overall benefits of each product," Fisette says. "Make sure to explain how each tool adds value by allowing shop owners the ability to better serve their customers."

Your customers may not be getting much hybrid or EV work right now, but in a few years that could be very different, so start preparing for their questions now and get your truck stocked up. **PD**

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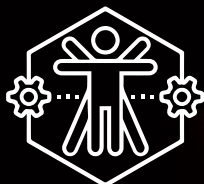
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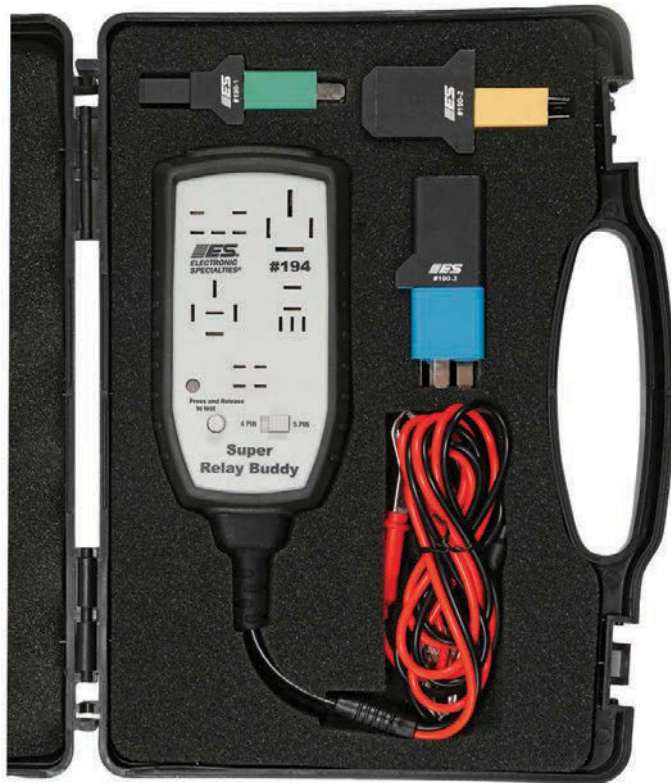
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ELECTRONIC SPECIALTIES

Super Relay Buddy & Super Relay Buddy Pro Kit

The Super Relay Buddy utilizes a quick 10-second test that confirms or condemns a relay, freeing up the technician's time for further troubleshooting.



SELLING POINTS

- Relays can be tested manually, but it takes time. This is a 10-second test.
- Super Relay Buddy simplifies the test process.
- The full 7A load is very effective. If the relay is bad, Super Relay Buddy will see it and fail it.
- Super Relay Buddy checks seven different relays, versus three on the original version.
- The Pro Kit checks 10 different relays with the included adapters.

FEATURES AND BENEFITS

- There are two options to go with: Super Relay Buddy, No. 194 and Pro Kit, No. 195 with adapters for extended test coverage.
- Super Relay Buddy applies a full 7A load on the relay. During the test, the voltage drop is monitored. If there is excessive voltage drop or the relay has other issues, it is failed.
- Test results are displayed as green (pass), red (fail), and yellow (caution). The yellow test result is a new feature. It is displayed when the voltage drop on the relay is excessive, but the relay is still functioning.
- **Super Relay Buddy eliminates the need for that drawer full of “known good” relays.**
- The tester simulates actual operating conditions by applying a full 7A load. This helps to identify and flag intermittently failing relays.

APPLICATION

The Electronic Specialties Super Relay Buddy is deployed when a vehicle is displaying electrical problems and various parts of the electrical circuit are suspect. A quick 10-second test confirms or condemns the relay, freeing up time for further troubleshooting.

ORIGIN

Testing the relay “off the car” was the goal. After seeing the traditional methods of testing relays, the company felt there has to be a better way. Traditional methods consume too much time, so they wanted a faster way to test relays.

MANUFACTURING SPECS

- Super Relay Buddy tests 12V relays.
- The tester uses the vehicle battery as its power source. No internal batteries.
- Super Relay Buddy, No. 194 tests seven different relays.
- Super Relay Buddy Pro Kit, No. 195 tests 10 different relays.
- Housing is plastic with a soft rubber perimeter to protect the surface of any vehicle it comes into contact with it.
- The unit is lightweight, around 1 lb.

STORAGE AND DISPLAY

The tester comes in a 12" by 9" blow molded case with adapters.

\$ SUGGESTED RETAIL PRICE

Super Relay Buddy - \$149.95
Super Relay Buddy Pro Kit - \$240.00

i FOR MORE INFORMATION

Contact Electronic Specialties
at info@esitest.com or call
800-227-1603.



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

CTA MANUFACTURING

Pro Series Brake Bleeder Adapters and Tank

The Pro Series Brake Bleeder Adapters and Tank allow any technician to easily identify, connect, pressurize, and perform proper routine brake bleeding services.

APPLICATION

The CTA Tools Pro Series Brake Bleeder Adapters and Tank, No. 1275, allow any technician to easily identify, connect, pressurize, and perform proper routine brake bleeding services.

FEATURES AND BENEFITS

- The screw design pressure mechanism on many adapters ensures the best possible seal when connected to the master cylinder reservoir.
- **The unique “Nitto” quick fitting features a wider pass-through for a smoother flow of brake fluid.**
- It requires less overall pressure to bleed the system, which reduces damage to the adapters, hoses, and tank.

ORIGIN

Pressure brake bleeding kits are not new to our industry, so CTA has refined this kit from knowledge gained over earlier renditions. For example, the company learned which adapters could benefit from adjustable collars, offset connectors, and hose extensions for harder-to-reach reservoirs. The most noticeable improvement is the metal construction for extra durability.

MANUFACTURING SPECS

The kit and all of its components are manufactured in Taiwan with an all-metal construction to withstand the increasing brake fluid pressure required by new vehicles. In total, both the kit and adapter set weigh approximately 9 lbs.



SELLING POINTS

- Includes the newest available brake bleeder adapters, servicing the majority of vehicles on the road, including new Tesla and other EV applications.
- Ability to sell either the kit or open stock adapters from the kit.
- Includes Brake Bleeder Tank, No. 7015.

STORAGE AND DISPLAY

The adapters are packaged in a black blow molded case with an EVA (ethylene-vinyl acetate) cutout for adapters. The pressure bleeding tank stands alone, but both are packed in 18" by 12" by 12" cardboard boxes for shipping.

\$ SUGGESTED RETAIL PRICE
\$739.00

i FOR MORE INFORMATION

Contact CTA Tools Technical
Director Alberto R. at
aroldan@ctatools.com.

OEMTOOLS

Pneumatic/Manual Fluid Extractor 1.5 Gallon (6L), No. 24937

The OEMTOOLS Pneumatic/Manual Fluid Extractor allows users to manual pump or use shop air to extract low viscosity fluids through dipstick tubes or other openings.

APPLICATION

The OEMTOOLS Pneumatic/Manual Fluid Extractor allows users to manually pump or use shop air to extract low viscosity fluids through dipstick tubes or other openings with minimal clean-up. Services cars, light trucks, SUVs, and small watercraft.

FEATURES AND BENEFITS

- The oil pump extractor's 5' hose and dipstick adapter extracts automotive fluid directly from the dipstick tube, saving users time.
- Using either the manual or pneumatic method, the extractor can remove many automotive fluid types, including engine oil, transmission fluid, gear oil, coolant, and power steering fluid.
- **Automatic shut-off valve prevents fluid from overflowing.**

SELLING POINTS

- Allows both pneumatic and manual extraction methods.
- Has a one-piece leak-proof reservoir.
- Includes a 5' main suction flexible hose and two dipstick adapters.
- Updated 41" extended dipstick hose adapters for a longer reach and broader application, and a 17" suction tube adapter.



ORIGIN

This product was developed in response to technicians needing to pull oil out through the dipstick on some newer cars that don't have oil drains. Additionally, with this tool, users can change the oil without having to put the car on a lift.

MANUFACTURING SPECS

The 24937 fluid extractor is constructed of heavy duty, see-through plastic. Each unit weighs 6.95 lbs and has a fluid capacity of 1.5 gallons (6L). It has a working pressure of 85 psi with a maximum pressure 120 psi. Made in Taiwan.

STORAGE AND DISPLAY

The product is packaged in a corrugated box. Quantity of four to a master case.

\$ SUGGESTED RETAIL PRICE
MSRP - \$126.99

i FOR MORE INFORMATION

Contact Pam Crosno,
Sr. Marketing Administrator at
pcrosno@greatnecksaw.com



To watch a video demonstration
of this product, visit:
VehicleServicePros.com/21281351

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XTOOLUSA

Nitrous Key Making System

The XToolUSA Nitrous Key Making System contains everything a shop needs to immediately begin making car keys.



FEATURES AND BENEFITS

- Includes 172 keys and remotes for the most common vehicle types, including Ford, Chrysler, Toyota, Lexus, Honda, Acura, Nissan, Hyundai, Kia, Mazda, and Mitsubishi.
- **Also includes a build-a-key set to allow shops to create their own keys when needed.**
- Optional jaws are available for the Triton PLUS to expand product offerings to cut residential and commercial keys.

MANUFACTURING SPECS

Triton PLUS Key Cutting Machine

- Voltage: DC24V/5A
- Power: 120W
- Dimensions: 12" by 11.75" by 14.5"
- Weight: 35.3 lbs
- Screen: 7" touchscreen
- Spindle Speed: 12,000 rpm

AutoProPAD G2 Key Programmer

- Screen: 8" touchscreen
- Resolution: 1024 x 768 dpi
- Storage: 64GB SSD/4GB RAM
- Battery: 10,000 mAh Lithium-Polymer

APPLICATION

The XToolUSA Nitrous Key Making System contains everything a shop needs to immediately begin making car keys. The system not only includes the hardware necessary to cut and program car keys, but also contains keys and remotes for the most common vehicle types that shops are likely to encounter.

ORIGIN

The Nitrous Key Making system derived from the idea that most vehicle owners only have one key and the high demand for replacements. With this complete package, shops, mobile trucks, and dealerships can provide an additional service that will boost revenue.

SELLING POINTS

- System includes Triton PLUS Automotive Edition key cutting machine, AutoProPAD G2 key programmer, the Nitrous Key Bundle, and the MFK Build-A-Key kit.
- Two-year warranty and U.S.-based technical support.
- Offers both key duplication and programming, providing high profit margins for shops.
- The system does not require a lot of space and can be run by anyone, with minimal training.

STORAGE AND DISPLAY

Product can be drop shipped directly to the customer. It ships in four boxes and weighs 93 lbs.

\$ SUGGESTED RETAIL PRICE
\$9,200

i FOR MORE INFORMATION
Visit xtoolusa.com or call
888-988-6865.

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

Using digital tools to reduce the friction of running a shop

A shop management system is an eclectic mix of tools, processes, and procedures used to help a service business realize success.

By Scott Brown, PTEN Technical Editor

A Shop Management System is more than just a software application used to manage your daily operations, it's a system consisting of an eclectic mix of tools, processes, and procedures used to help a service business realize success.

Success for an automotive service dealer is not always easy to achieve, but, with the right tools, equipment, drive, and mindset, one can more easily manage challenges standing in the way. In my opinion, success means more than just the financial bottom line, as it resonates back to the core values as to why we are in business.

We are an important factor in the transportation segment where we help people maintain their mobility and independence. And with the automobile being one of the most complex devices a human will interact with during their lifetime, it is our duty to always stay competently proficient and professional. That means managing staff so that they are maintaining the assets required to bring forward success. Managing workflow indeed is extremely challenging, and there may be several tangents encountered during a repair process.

For instance, a vehicle arrives with a complaint of X. The vehicle is one that fits well with one of your technicians however they may be away at training or may be off because of sick leave or etc. Wouldn't it be great if you could leverage some of the knowledge that your out of commission technician has and have him or her share that knowledge with another technician in the shop remotely?

We've had situations where some preliminary analysis was performed on a vehicle before it even reached our facility. Some of that research may include technical service bulletins, industry knowledge, etc. When we find something relevant to the vehicle in question, we can easily attach it to the invoice (digital in this case) where it can be used as a reference for any technicians interacting with this vehicle and complaint.

Now, keep in mind that these documents can also serve a purpose later down the road. There may be conditions where you're unable to duplicate a specific complaint on a vehicle resulting in the shop placing the vehicle back into service. If the vehicle returns a new work order can be generated

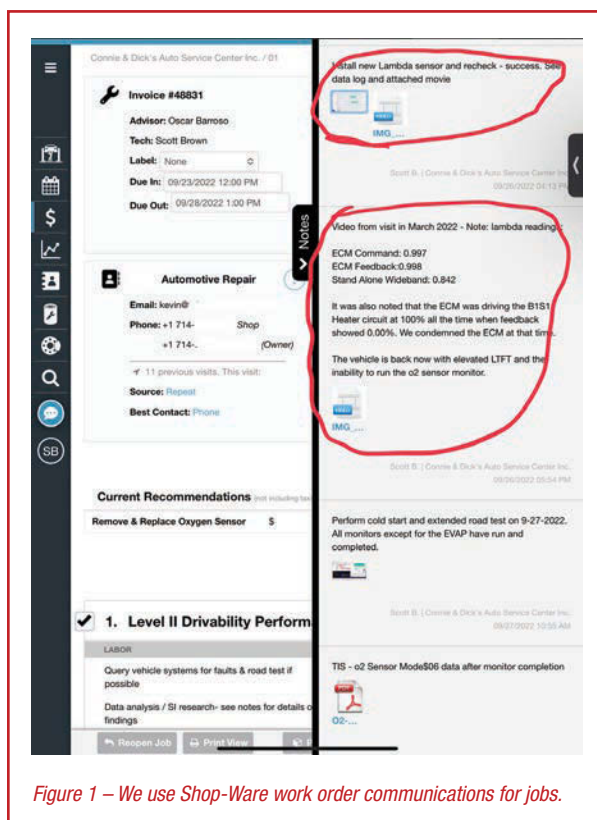


Figure 1 – We use Shop-Ware work order communications for jobs.

with a link back to that original ticket containing all the research assets that were used previously. This is a huge time saver, especially if relevant diagnostic and research data was attached. What I'm referring to here is things like a full vehicle diagnostic scan, relevant wiring diagrams and other complementary items such as photos and or video.

We had a situation recently where we were tasked with performing an analysis on a vehicle for another shop. The vehicle arrived with documentation showing the issues they faced and what had been performed thus far. This vehicle had some strange issues that we were able to research and reach a conclusion. The wide band fuel control vehicle was reporting Lambda 1 where an independent measurement reported

0.84. Further, we determined that the ECU was commanding the B1S1 wide-band sensor's heater at 100 percent all the time, regardless of what the ECM data stream command was. We advised the shop of our findings (replace ECM and front lambda sensor) and returned the vehicle to them. A few months later, the vehicle returned to us after the repair stating that the O2 sensor monitor will not complete.

We began our analysis by verifying that our previous recommendations were performed. A new ECM had been installed and properly commissioned, and it appeared to have a new B1S1, but that had also been replaced before the vehicle visited us on the first trip. We began analysis and immediately noticed that LTFT was running at about +24 percent but there were no codes. We then proceeded to connect our MoTeC LSU4 to the vehicle to sample the exhaust. What we found was that although the ECM was indicating Lambda 1, we were measuring 0.94.

We found that the B1S1 sensor was defective. We were able to pull the video showing the previous results from the

first visit and share them with the shop (**Figure 1**). We found that they had not replaced the B1S1 along with the ECU as recommended which led to this problem.

Having the hard evidence backed up our findings and went a long way toward smoothing out our relationship. In our shop, we use *shop-ware.com*.

TRAINING

We subscribe to many services out there that provide us with training opportunities and the ability to keep staff up to date. We use Google Calendar which has a tie-in to Slack (an internal messaging application all our staff members subscribe to, and I'll cover more on this subject next) that brings these notifications to the forefront for all to see. For example, if we sign up for a webinar, we add it to the training and education calendar in Google. As soon as this hits, the Slack API pulls in the notice and lets everyone subscribed to that channel know. Then on training day, the system delivers another reminder ping so everyone has easy access to log in



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- AVAILABLE IN FIVE COLORS



The new reinforced ABS worktop is designed with 8 holes for screwdrivers and accommodates a wood worktop or matching top box. Accessories are sold separately.

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and view. Another training solution we're subscribed to is called Today's Class Technician (todaysclasstechnician.com). Primarily, it's a smartphone app that feeds a few questions a day to subscribed staff members. To explain how it works in the simplest terms, the app is focused on reinforcing current knowledge and eliminating knowledge deficiencies. The company calls it micro-learning, and I really like that.

CUT US SOME SLACK

Slack (slack.com) is a versatile application that allows us to manage back-shop operations (**Figure 2**). For example, we have the "Front Office" channel to discuss office issues. Another example is our "Special Tools" channel, where technicians can post requests for tools that may be needed to perform a certain task or any other topics that are appropriate. A final example is our "Social" channel, which we use for any social media posts that tag our company name. Another use case is how we use our "Uniform Channel." Employees report any deficiencies with their uniforms in this channel

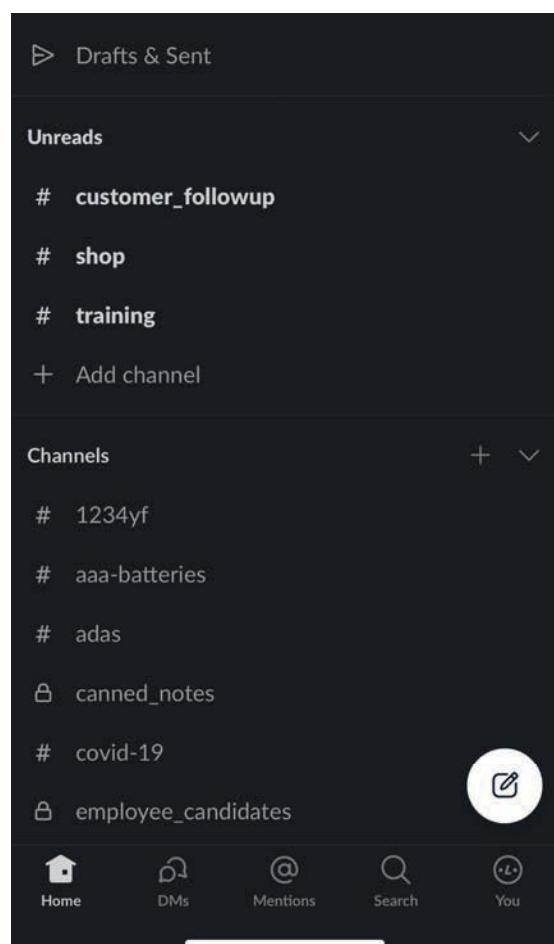


Figure 2 – Slack is a back office communications tool we use.

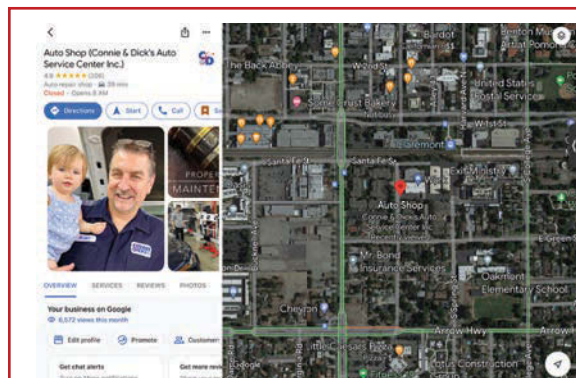


Figure 3 – We use Google My Business to see comments.

by snapping an image and a short description of the issue right into the channel.

CUSTOMER RELATIONS

Our shop uses a program called Broadly to manage reviews, send appointment reminders, and operate a chatbot right on our website to capture leads. Since 2017, this program has returned to us a wealth of value. Looking through our Google reviews helps to reinforce this fact. We also use a program called Full Slate for appointment scheduling, which also allows us to embed a self-serve scheduler on our website. Then, we use a program called MechanicNet to send our marketing materials, find lost customers, encourage scheduling deferred maintenance, and more. Lastly, we use Google My Business, which is now part of Google Maps (**Figure 3**). If you're not leveraging this free service, I highly encourage you to do so immediately.

FINAL THOUGHT

Managing a shop can be a daunting task, but there are many options out there in the way of SaaS (Software as a Service) that helps reduce the everyday friction we all experience. Check out some of the related SMS links listed above when you can. ❌

Related Links

alldata.com/en
mitchell1.com
motoshop.com
napatracs.com
protractorssoftware.com
shopmonkey.io
shopboss.net
tekmetric.com
winworks.com



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.

sbrown@vehicleservicepros.com

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'Look at that Bad Larry!'

Justin McCarthy, owner of Bad Larry Tools not only customized his truck to his exact specifications but also sells some custom products his customers just eat up.

By Emily Markham, Associate Editor

Independent mobile tool dealer Justin McCarthy takes customizing a truck to a whole new level. After purchasing his 2000 International with a 22' box, he gutted it. Not to worry though, he may spend his days selling tools, but he spends his nights turning wrenches, and his experience as a technician meant he could fix whatever needed fixing.

"I redid a lot of stuff on the inside," McCarthy says. "I took everything apart and put it back together... I carpeted everything so it looks nicer. I put a new TV in it so I can play videos of tools."

And this isn't the first time McCarthy has done this. When we last spoke with him in 2019, he told us about the renovations he did on his 2001 Freightliner MT55. Unfortunately, a bad storm last October caused a tree to crash on top of his truck, so McCarthy purchased his new truck from Mile High Paint Supply in Colorado and got it delivered to his home in Boston.

THE STORY BEHIND BAD LARRY

Bad Larry Tools is the name of McCarthy's mobile tool business in Boston where he visits "all sorts of shops" such as fleet shops, body shops, auto shops, bus garages, and construction companies. However, if you're not from the area, you may not understand what it means to be a "Bad Larry".

"It's like a saying on the south shore of Massachusetts. Like 'Look at that Bad Larry' would be like if you see a nice car go by," McCarthy notes. "It's old school."

About 11 years ago when McCarthy was looking to enter the tool-selling world, he had a friend who was going to go into business with him. Unfortunately, his friend passed away after getting in a bad car accident. Before that though, when the two were working on McCarthy's house, his friend had a pair of pliers he nicknamed the "Bad Larrys" because he was always looking for them. The name stuck, and the rest is history.

THE CUSTOMIZATIONS

Starting with when you first step onto the truck, McCarthy replaced the peg board that used to be on the wall with gray carpet. He notes that it makes it look "nice and clean" and with the carpet up, he's able to Velcro products over every inch of the truck.

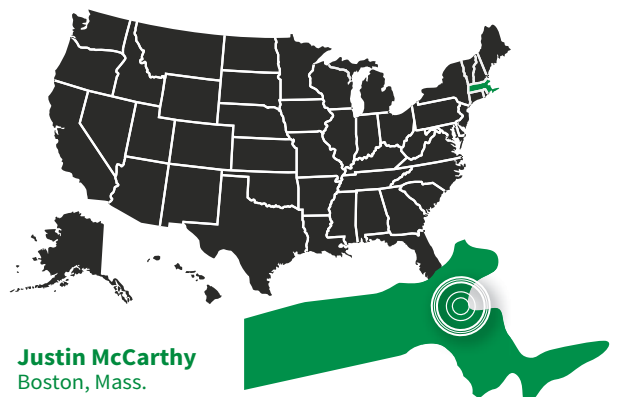
The truck also has two knife displays, a sunglasses display, a refrigerator, and a handmade hammer display. He says he's also considering putting the handmade angle iron pullout shelving unit with four panels from his old truck onto his new one.

However, McCarthy's renovations and handmade displays aren't the only custom parts of the truck. He also has a few custom products - beef jerky, hot sauce, old-school soda, and bottled water, as well as a grill seasoning that he's still working on.

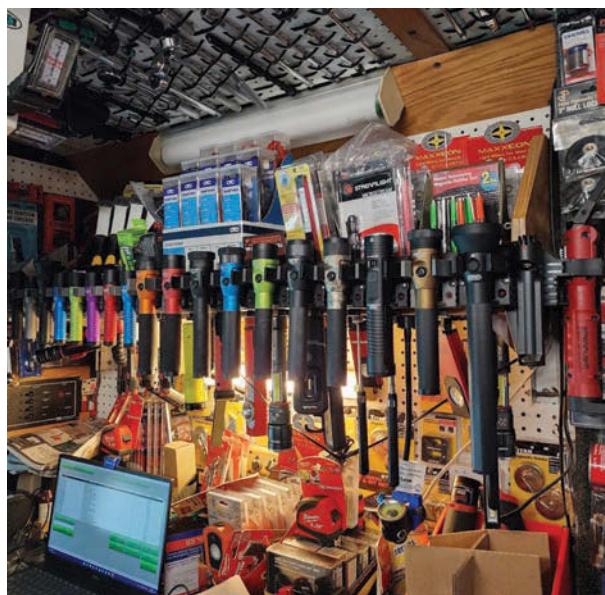
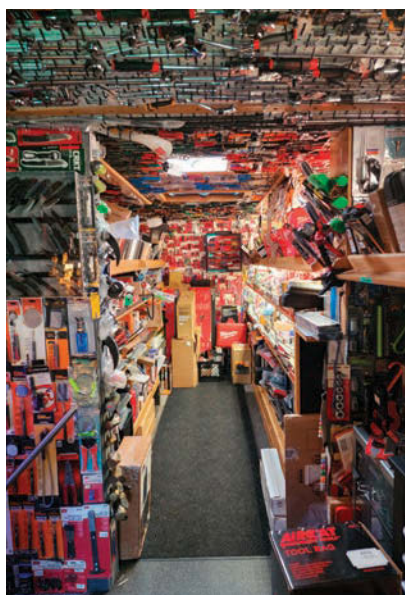
McCarthy says these private label products help his business stand out, and they work well as a small freebie to thank a customer for paying their bill on time or making a large purchase. Some of his best sellers for the jerky are the straight whiskey, crack black pepper, and ghost pepper flavors.

OFF TO THE TOOL SHOW

Every fall McCarthy likes to put together a tool show. "I'll put together tools I have a lot of and then run deals," he says. He also runs raffles and has a buffet, so even if they don't end up buying anything, they can still have a good time. He starts the raffles a few months before the show. PD



To view more photos of Bad Larry's truck, scan here



Top- Justin McCarthy, owner of Bad Larry Tools had renovated his previous truck only to have a tree fall on it last year. He recently purchased a new truck (2000 International) and did all of the renovations himself. He is a former technician, so working on the truck was right up his alley. The new truck also got a new wrap, with the bright green and his logo front-and-center. The Bad Larry truck is outfitted with a TV that shows videos of tools and McCarthy carries name brands such as Milwaukee Tool on the truck, where he services all sorts of shops from automotive to bus garages and fleets. **Middle-** Having all the tools neatly organized in handmade displays within eyesight of customers helps make sales easier. **Bottom-** McCarthy also carries some private label snacks like old school sodas and premium beef jerky to keep his customers coming in.

Show us your truck

Recently upgraded your truck? Have a product display or demonstration area for customers? Share it with us!

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Writing a sales pitch

Know your presentation, but don't memorize it!

By Alan Sipe, *Contributing Editor*

I'm sure that at one time or another you have encountered an unsolicited knock on your door or an annoying phone call where the person starts out with a memorized sales pitch: "Hello, my name is Joe or Josephine Smith, and I would like to tell you about my company's super new (water treatment products, extended car warranty solution, magazine deals) and so on.

You can tell by their monotone voice and lack of enthusiasm that they have memorized the pitch or are reading it from a script on computer monitor in front of them. Some of you are probably polite and interrupt with a "no thank you" and hang up while others will utter an expletive and hang up or close the door.

If you have been reading the "Go Sell Something" columns in *Professional Distributor* magazine since my first in 2019, you will be surprised to hear I am totally sold on the idea of a written sales pitch. Not that I would ever want you to memorize it and recite it word for word to a customer.

Here's what I'm talking about.

You're about to introduce a new, expensive, and probably pretty technical product to your customers. You personally don't totally understand the product yourself. This means that unless you really work on your presentation, your customers won't have a chance of understanding it either, and they probably won't buy it.

Here's what I want you to do.

Get out all the literature, specifications, and, hopefully, your sample of the product. Start an outline of all the features you can come up with.



Robin Olimb | Getty Images

Remember that features are what the point is, not what it does. For example, an on/off switch is a feature. The benefits are that it turns the machine on and off and saves electricity.

List the features in a logical explanation order and not particularly from the most to least important. If you do this on a computer spreadsheet, you will be able to easily cut, paste, and rearrange the features to get them in the exact order you want.

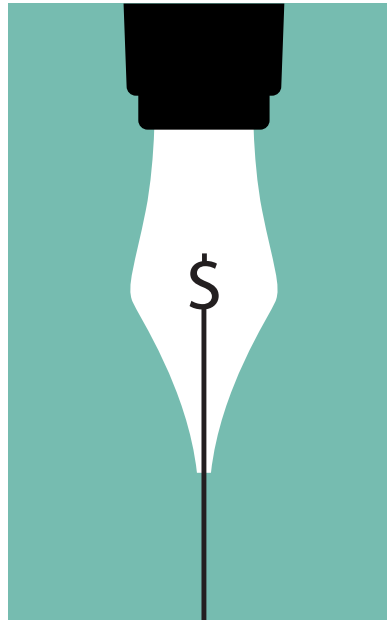
The reason you want to arrange this list in a logical order is threefold:

1. As you know when giving a presentation, there are always interruptions, questions, and other disruptions. If you have your presentation in a logical order, you will find it easier to get back on track when you get back to selling, and you probably won't miss some important features.
2. If you present the highlights first, the other features might make your presentation boring.
3. Once you do this, you will be in a position to become a real expert on the product.

Now that you have every possible feature you can find on your spreadsheet, add another column or two for the benefits of each of your listed features.

Most importantly, when you list the benefits besides the features, write them, highlighting what those features mean to the user. For example, let's say this new gizmo you're selling comes with eight adapters to fit most major scopes on the market. Yes, this is important if you present it with, "This gizmo comes with eight adapters to fit most major scopes on the market. This is important to you (Mr./Ms. Prospect), so you will not need to buy any additional adapters and won't need to look all over for the right adapter since all eight are stored right in the unit."

Even though you will not be writing them on your spreadsheet, remember to trial close with these more important features and benefits.



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"Unless you really work on your presentation, your customers won't have a chance of understanding it either, and probably won't buy it."

"Do you like the convenience of all the adapters being stored in the unit?"

Now, complete the task of listing all the benefits you can think of besides the features on your spreadsheet. This may take a while to do it right and may even involve a call to the company product manager or even the manufacturer, but in the end, you will truly be a product expert.

Hopefully, after this exercise, you will not have what I call the "rule of number 26." The rule of 26 states that if you prepare yourself with knowledge of the top 25 features and benefits of a product, the very next prospect will ask you about number 26.



3604

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(5) test lead assemblies and (8) test connectors in a hard case



18 AWG PVC wire is used for the test leads; lengths are 18 in, 48 in, 144 in



Leads can pair with the kits' connectors for all testing environments



All parts utilize standard (4 mm) banana sockets and plugs



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GO SELL SOMETHING

Now, you practice (not memorize) your presentation a few times, going through the features and benefits one by one and throwing in some trial closes as you go along.

At this point, if you are convinced you're ready to make a customer presentation, it's time to get out and give it a try.

A huge mistake that many people will make is to get all excited and make their first presentations to major prospects. This can easily spell disaster. Just like a Broadway play, they start out off-Broadway to get everything right.

Start out with a few of your smaller or less likely-to-buy prospects so that you can work the bugs of your presentation out. Small prospects will

probably have most of the same questions and objections as big prospects, and you will now have the opportunity to smooth out your presentation before you hit the big-one.

At this point, you have a decision to make. If this new gizmo is really complex, you may or may not want to make yourself a cheat-sheet of the features to have with you for your presentations.

I know you're thinking this will look unprofessional. What is unprofessional is forgetting a few of the major features and blowing the sales opportunity.

If I were still working for a tool manufacturer, I'm sure my marketing people would be providing you with a valuable sales tool like this. Unfortunately, most don't, so you're on your own to put this together. Additionally,

I'm sure your district manager would be happy to distribute your feature/benefit sheet to the others in the district or region.

It's simple: The more you know, the better you'll do.

Now, go sell something. **PD**



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.

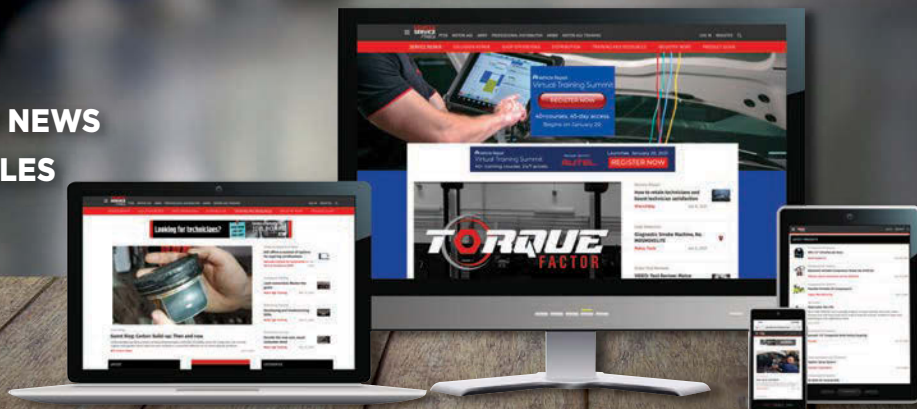
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Battery & Electrical
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Battery & Electrical Service Tools

In addition to its usual duties such as starting the vehicle, running its headlights, and keeping passengers warm, the battery of a vehicle is now taking on more energy demand - GPS navigation, LCD screens, and DVD players to name a few. Plus, with all the changes to batteries over the years, it's essential for technicians to keep up to date on their tools. Here's a compilation of recently introduced tooling we think your customers may be interested in.



FEATURES A FULLY AUTOMATIC OPERATION

The **Clore Automotive Updated Pro-Logix 12V 1.5A Underhood Battery Charger/Maintainer**, No. 1002, from Solar combines a fully automatic operation, a permanent mount design, and the ability to properly charge virtually any lead acid battery type, including conventional, AGM, gel cell, spiral wound, deep cycle, and marine batteries. The updated 1002 utilizes advanced microprocessor-controlled logic to deliver a fully automatic, precisely controlled charging routine to optimally charge and maintain each battery serviced. Additionally, it features over-voltage protection, reverse polarity protection, and battery fault detection as well as includes three output options: clamps, rings, or 12V male adapter. ■

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



PROTECTS SENSITIVE VEHICLE SETTINGS

The **CTEK CS FREE** is a portable battery charger and maintainer with adaptive boost technology. This technology analyzes a battery to give it the correct power it needs to safely and quickly charge a battery while protecting sensitive vehicle settings. The multi-functional CS FREE is four products in one portable unit: adaptive boost safe start - that can start a dead battery in just 15 minutes, battery charger, smart maintainer, and hi-tech power bank. With CS FREE, users have portable charging and power to go wherever it's needed. ■

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Watch this product in action here:
VehicleServicePros.com/21284210



DELIVERS 15A PORTABLE POWER

The **Milwaukee Tool M18 Carry-On 3600W/1800W Power Supply**, No. 2845-20, features a lightweight and compact design for portability. The push button delivers an instantaneous start, reaching 3,600 starting watts/1800 running watts to power items from 15A tools to sensitive electronics. By using four M18 batteries, the power supply provides emissions-free power to the jobsite. Quiet operation and a compact form allow users to carry the unit in confined spaces and utility carts. It also has USB-C PD and USB-A ports to charge electronic devices. ■

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OF THESE PRODUCTS, CLICK ON
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at VehicleServicePros.com.



TESTED TO 10,000 VAC

The **Cementex Automotive Electric Service Tool Kit**, No. ITS-12B-AES, is an ideal base of insulated tools for use with hybrid and electric vehicles (EVs) as well as troubleshooting and repair to EV charging stations. Stored in a standard toolbox, this tool kit includes double-insulated diagonal cut, needle nose, slip joint, crimping, and water pump pliers, as well as a variety of double-insulated cushion grip screwdrivers. Cementex double-insulated tools are made in the U.S.A., tested to 10,000 VAC, rated for 1,000 VAC/1,500 VDC when working on energized parts, and marked with the (double-triangle) international safety symbol. These tool combinations can be customized to fit a customer's needs. ■

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DRIVING SALES

Battery & Electrical
Service Tools



FOR MOST COMMON BATTERIES

The **OEMTOOLS 6-pc Battery Service Kit**, No. 25110, features the tools needed for service and maintenance for most common batteries. The kit includes a battery terminal puller, four-way post cleaner, 5/16" and 10mm battery terminal wrench, battery nut pliers, extended 5/16" battery terminal wrench, and a side terminal brush. All tool are packed into a heavy duty, roll-up sleeve for easy storage, organization, and transport. ■
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DETECTS HIGH-LEVEL FAULTS ON VARIOUS ELECTRICAL COMPONENTS

The **Launch Tech O2-1 Scopebox** is an automotive oscilloscope that detects high-level faults on various electrical components such as sensors, actuators and various circuits. The O2-1 is able to deliver accurate and conclusive diagnostic findings through waveform analysis, leading to efficient and precise repairs for the shop and technician. By integrating with a X-431 series diagnostic scan tool, the O2-1 aids in troubleshooting high-level electrical faults by depicting on screen electro-waveform activity. The O2-1 features an ergonomic design and upgraded hardware. ■
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ABLE TO JUMP START 10-CYLINDER GAS OR DIESEL ENGINES

The **Schumacher Electric ProSeries 4000 Peak Amps 12V Lithium Portable Jump Starter**, No. DSR164, features a heavy duty design and dual internal lithium batteries that deliver 4,000 peak amps of power, enabling the device to jump start 10-cylinder gas or diesel engines in the shop or on the road. It incorporates pre-heating technology for jump starting in cold climates and pre-boost technology for deeply discharged batteries. It also offers a front-facing work-light with three lighting modes, and is able to charge USB devices. The copper cables are 4-gauge and measure 30" in length. Includes 4-gauge, 30" copper cables, AC wall charger, 12V DC car charger, and a user manual. ■
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TESTS ALL 12V LEAD-ACID BATTERIES

The **ATD Tools Battery Charging and Starting System Diagnostic Tester**, No. ATD-5494, is designed to test all 12V lead-acid batteries, including AGM and gel. It detects and alerts bad cells and surface charge, and has a 100-1,700 CCA range. The tester also has a 5V to 33V operating range, 12V starter test with cranking voltage, 12V charging test with load and ripple test, and 24V starting and charging test in voltmeter mode. Additionally, the tool displays the battery capacity percentage and has a color-coded bar graph. ■
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OFFERS A SMART CHARGING MODE

The **TOPDON TB6000PRO Battery Tester and Charger** combines two battery tools in one. It features a nine-step smart charging mode, which can display a pre- and post-report showing accurate data comparison. The expert mode function gives users the ability to adjust more values within its nine steps, including current, voltage, pulse current, duration, and customize different modes to their desired settings. With Bluetooth compatibility, users can monitor the status of a charge using an app. The TB6000PRO is compatible with all types of 6V and 12V lead-acid batteries and 12V lithium batteries, including LI, wet, gel, MF, CAL, EFB, and AGM. ■
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Watch this product in action here:
VehicleServicePros.com/21284196

CAN MEASURE AND INDICATE THE EXACT VOLTAGE

The **Power Probe Volt Tester**, No. VT750LCD, is a compact automatic voltage tester up to 750V. It can measure and indicate the exact voltage (AC/DC), phase indication, and phase rotation, continuity, RCD, and resistance via an LCD. Features 2,000 count digital display, 2,000 ohms resistance range, a 1,000 Hz frequency counter, an integrated single pole test for phase detection, and is IP65 rated for outdoor use. The operation time is 30 seconds, and the recovery time is 240 seconds. ■
For more information, click on "PD e-inquiry" on VehicleServicePros.com





INCLUDES THREE ADAPTERS

The **Electronic Specialties Super Relay Buddy Pro Kit**, No. 195, includes the Super Relay Buddy tester, plus three different adapters, which increases the test coverage to ten different 12V relays. The Super Relay Buddy incorporates a full 7A load into the automated test sequence, making it capable of finding more heat/load caused by failing relays. It also has a third test result (green for good, red for fail, and yellow for caution) and can test seven different 12V relays.

To test, simply remove the relay from the vehicle, plug it into

the relay buddy, and then press the "test" button until the test cycle is completed. ■

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DELIVERS 1,200 CRANKING AMPS

The **Weego 120 Jump Starter** delivers 1,200 cranking amps and features a bypass button that allows users to jump a completely dead battery. It's rated for all gas engines and diesel engines up to 15L. With the included 30" detachable clamps, users can access remote batteries and posts more easily. The Weego 120 can also detect low voltage and provide support to raise and maintain the voltage of a vehicle's 12V battery to a level safe for jump starting. It also doubles as a portable power source for recharging USB devices and 12V tools. The reinforced case is IP65 rated for water, dust and dirt resistance. ■

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COMBINES A PULLER AND AN INSERTION HEAD

The **Lisle Corporation 2-pc Fuse Puller and Terminal Cleaner**, No. 55040, are double-ended tools designed to remove corrosion in blade fuse applications on mini and ATO sizes. Combines a puller for removing the blade fuse from the fuse box, and an insertion head to clean the female contact points of the circuit without damage. Made from nylon plastic for strength and durability. ■

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EASES STRAIN ON HANDS

The **Olsa Tools Ratcheting Wire Crimper** eases strain on hands thanks to large, non-slip handles that are designed to ensure a strong and comfortable grip. The ratcheting action allows the user to pause mid-crimp to get a better grip and will release automatically once the crimp is complete. It also conveniently enables users to secure a wire connector in the jaw before inserting the stripped wire into the barrel. Works with color-coded red, blue, and yellow terminals for 22 - 10 AWG wires. ■

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QUICKLY ASSESSES BATTERY'S HEALTH WIRELESSLY

The **OTOFIX BT1 Lite Battery Tester** is a wireless battery and electrical systems tester that, when paired with the battery tester app, enables users to assess the health and condition of the battery quickly and easily. It also features OTOFIX's cloud services for accessing the latest support issues and solutions. ■

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An entrepreneurial spirit

This Cornwell Tools dealer out of Milwaukee, Wis., told us about how he got into the business and used his knack for thinking outside the box to grow his territory.

By **Brendan Baker**, Editor



We met Kevin Richardt at an event in Las Vegas a few weeks ago. He is a Cornwell Tools dealer out of Milwaukee, Wis., and he was telling us about how he got into the business and used his entrepreneurial spirit to grow his territory.

“My background is quite diverse,” says Richardt. “My parents owned a marine repair business when I was growing up, so I was used to working around boats and working on things from an early age. I was always a mechanical kid.”

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Kevin Richardt enjoys finding things that other tool dealers don't have to serve his customers.
Photo: Kevin Richardt

Richardt says he remembers his dad buying tools from a Snap-on dealer, which sparked his interest. “I always thought it was fascinating that he ran this business out of his house. I was intrigued by the [mobile tool] model because I’ve had this entrepreneurial spirit since I was young. So, later, when I was working for dealerships and buying tools – just like the young guys buy from me now – I was introduced to the Cornwell dealer.”

Richardt says meeting the Cornwell Tools dealer started him thinking about being a tool dealer. “Gordy Gill, who was a dealer for eons, I talked to him about becoming a dealer. It wasn’t realistic at the time, but I was curious. Cornwell gave me all the

information, so it was always in the back of my mind.”

After a career change to building maintenance, Richardt spent years working in this field, far from the mobile tool business, and planned to start a home inspection company. “I spent three years preparing to launch a home inspection company. The thing that always struck me was that the home inspector doesn’t make a big cut of the real estate transaction but has a heavy liability.”

After going back to work for a previous employer for a few years, Richardt still had plans to launch his inspection business. But he got cold feet and began to doubt his plan.

In 2020, he applied for a Cornwell Tools franchise and discovered that



Richardt and his 16-month old daughter and dog help him on the truck.
Photo: Kevin Richardt

Milwaukee and Northern Illinois markets were available. "The irony was, where I was working at FedEx, my main office was dead center in the middle of this territory. I figured I'm already driving up here daily and am familiar with the area; this might be a good opportunity. Everything kind of fell into place from there."

Most of his territory had been covered by the previous Cornwell dealer, so there was business on the table already, according to Richardt. "I chased the previous dealer down and got to know him a little bit, felt pretty confident that he was a good dealer. He wasn't out there doing shady things. I didn't want to have to do damage control. And so I thought I would roll the dice and give it a try."

Richardt rolled into his new business in August 2020. "It was pretty successful right out of the gate," he recalls. "The performance of my business from day one has exceeded what I thought was realistic."

While Richardt had to handle warranties and so forth at first, customer interest was always there. "Cornwell says the goal is to get to 150 customers as fast

as possible. I went from zero to 150 customers in about six weeks. My district manager commented on how I was the fastest to 150 that he had at that point. It felt natural like it just happened."

Richardt says he only really understood what listening to the customer meant once he started paying attention. "It's just being alert and aware of what customers say, how they're acting, what they're looking at, and keeping those mental notes. It's funny how often I'll listen to their conversations or something they saw on Tik Tok and then bring something similar to their attention. They eat it up."

Richardt notes that his selling style is slightly different than others, but it works for him.

"I start the day later than most, and I run full throttle until I'm done. I've realized that I can't promote to every guy in every shop. I have more of a blitz-style approach. I fly through as many people as possible, as quickly as possible, and show the ones I think will be receptive to certain products. Often I sell stuff by not even showing them anything. I sell a certain line of heated gear, I wear it and talk about it, and people are interested, or it plants a seed. So, when it's 10 degrees outside three weeks from now, suddenly, they're like, 'Hey, I need one.'" PD

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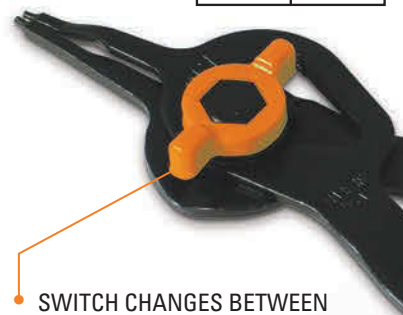
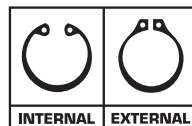
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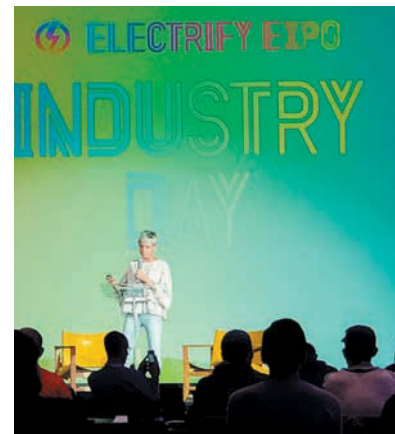
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Getting our tradeshow legs

For the editors of *Professional Distributor*, we finally got our tradeshow legs back after attending three shows in two cities.

By **Brendan Baker**, Editor



Top- We spoke at the Electrify Expo in Austin, Texas, on what shops will need for servicing EVs. **Left-** Nice signage at AAPEX. We now serve over 1.1 million auto service pros. **Bottom-** Body shop tools on the SEMA floor.

For many people, the end of the year represents family get-togethers, the holidays, and New Year's, all rolled into one. You may indulge in too many sweets or adult beverages during this time, and think about joining your local gym to work those extra pounds off afterward.

For the editors of *Professional Distributor*, we finally got our tradeshow legs back after attending three shows in two cities. After a couple of years of light attendance for in-person events, 2022 marked a turning point of returning to normal (at least a new normal).

SEMA and AAPEX got the lion's share of attention in early November, with "Automotive Industry Week"

running from Nov. 1 – 4. While attendance was not quite up to pre-pandemic levels, organizers estimated that it was more than 90 percent back to what it was before 2020.

SEMA is the biggest draw as it's the grandfather of automotive trade-shows, but AAPEX was also solid, with attendance being much better than the previous year. The addition of a garage atmosphere on the first floor was an improvement to the overall experience for showgoers who were there to see tool/equipment demos and learn from industry experts.

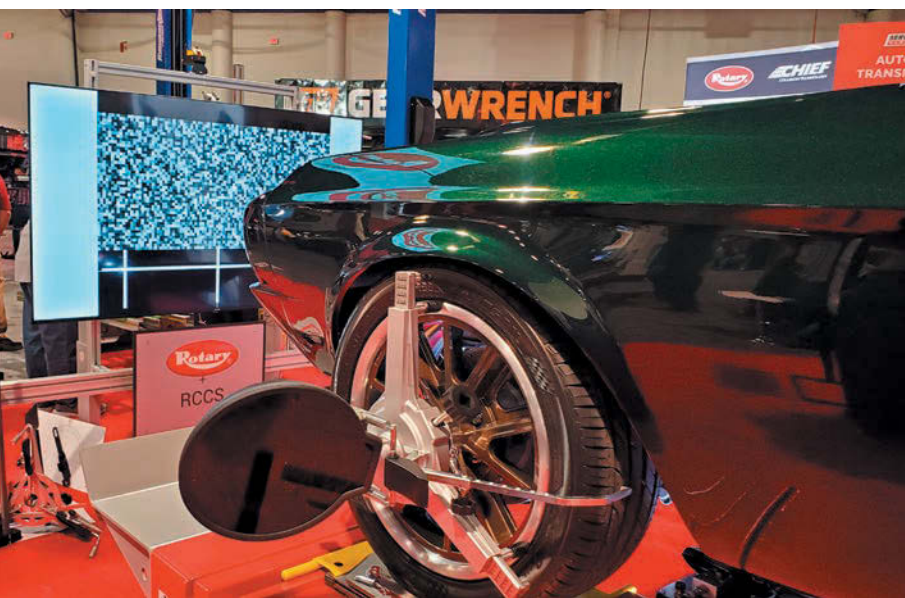
The prevailing theme of both shows was new technology, with ADAS getting a lot of attention and a dedicated area at SEMA, and plenty of demonstration and

explanation in the garage at AAPEX. EVs were also a hot topic at both shows. SEMA expanded the EV area, and AAPEX also had highly-visible EV displays and products.

Tools and new products were abundant and highlighted in special sections for showgoers to explore. Notably, tools for new technology vehicles were front and center in the displays.

The final show we attended was a new one for us. The Electrify Expo in Austin, Texas, held an Industry Day where we spoke about the challenges and opportunities for shops gearing up for servicing EVs.

It certainly seemed like the industry was back to normal this year. And our legs and feet confirmed it. **PD**



Top Left- At the opening reception at AAPEX, political strategists Karl Rove and James Carville got the audience revved up about the election and how it might affect business. **Top Right-** The automatic transmission remanufacturers association (ATRA) held demos every day on the show floor down in the garage area. They tore down and rebuilt this transmission multiple times over the course of three days. **Middle -** We spotted many PTEN Innovation Awards hardware on the show floor at AAPEX. **Lower right -** PTEN/PD Tech Editor Scott Brown stands next to his likeness pasted all over the show. He didn't mind that people walked all over him this time.



Top Left- We were invited to play Top Golf with the folks at the Mobile Tool Network, where KNIPEX won a major award for Vendor of the Year (bottom left).

Top Right- Hunter Engineering introduced a new tire machine at SEMA called the Maverick. It has many of the same features as the Revolution, but it is completely manual for shops who like to have full control.

Bottom Right- Austin Matney accepted his Best Young Tech award and uniform patch.

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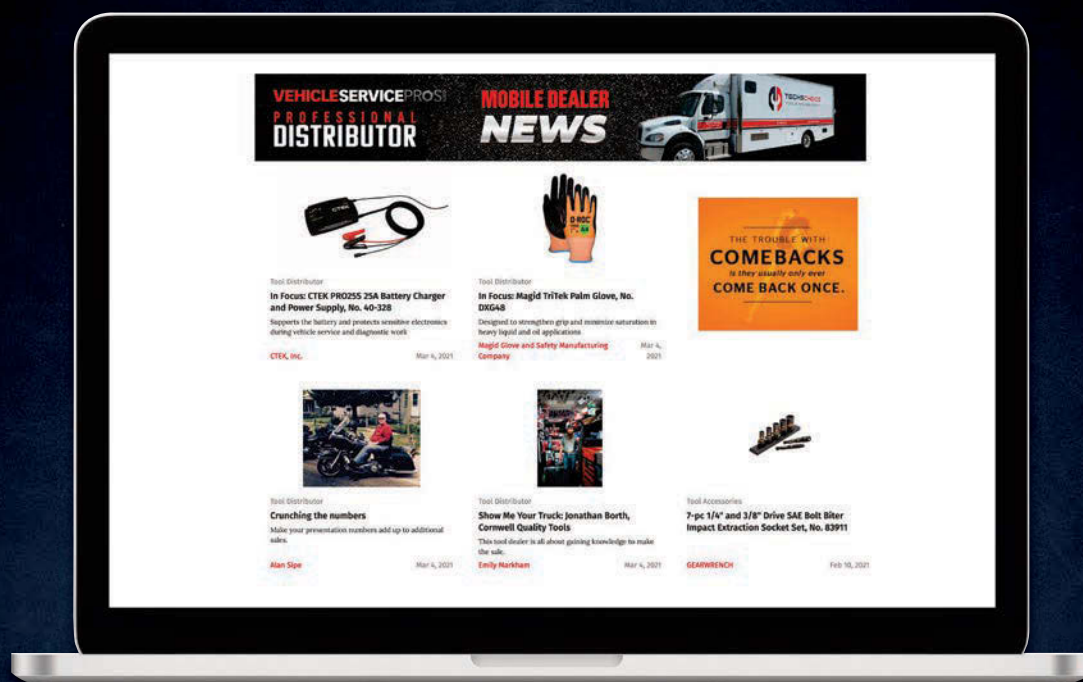


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