

# Professional Distributor

The Mobile Distribution Network Connection

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JUNE 2020  
VOL. 28 NO. 5

## CATERING TO COLLISION REPAIR CUSTOMERS

Help body shop  
customers take  
their business to  
the next level.

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**EXCLUSIVE:**  
2020 PTEN INNOVATION AWARDS  
NOMINEES, PART 2 **Page 20**

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## News



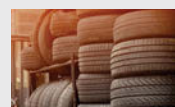
While some industries continue to decline in light of the COVID-19 pandemic, collision industry insiders are predicting that the need to get out and away will drive business back to normal by summer. **To read more, visit: [VehicleServicePros.com/21137414](https://www.vehicleservicepros.com/21137414)**

## Video



In this video, Ullman Devices provides an overview of the Camera Assisted Retrieval Tool (CART). **To view this video, visit: [VehicleServicePros.com/21137469](https://www.vehicleservicepros.com/21137469)**

## Ask the Expert



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**BY SARA SCULLIN**  
**EDITOR**

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## Recovery in terms of 'miles traveled'

How will COVID-19 affect the aftermarket in the days and weeks to come?

The last few weeks have been tough for business. One way we can gauge the impact of this COVID-19 – from an automotive lens – is to look at how vehicle travel has changed, thereby affecting every rung of the aftermarket, from the repair shop down to the mobile tool dealer. Car counts are down, and it's no mystery why that is. Fewer people are driving to jobs, recreation, and errands. Fewer people are driving. Period. It's a challenge for shops, to be sure. At the same time, automotive repair businesses may find they will rebound – and sooner – compared with other industries.

A research piece published by McKinsey & Company, a global management consulting firm that serves businesses, governments, and non-governmental organizations, examined how COVID-19 might impact the aftermarket, and the projection wasn't all bad. In 'Beyond Coronavirus: The road ahead for the automotive aftermarket' researchers tracked the sudden and steep drop in vehicle miles traveled (VMT) and went on to project when and how these miles might rev up again.

The report argues the light-vehicle aftermarket has typically been the most recession-resistant part of the automotive industry. After all, people may stop purchasing vehicles when times are tough. They may even stop traveling to work for a time, but it is

unlikely humans will stay put in one place for very long.

"When economic pressure causes drivers to delay purchasing new cars, repairs on their current (and older) vehicles become even more vital," write the article's collective authors from the *Automotive & Assembly practice*. "To appreciate the aftermarket's resilience, consider the financial crisis from 2007 to 2009. The United States saw GDP drop about 4 percent and the economic repercussions hit automotive purchases hard. Sales plunged 42 percent for new cars and 20 percent for used cars, but the aftermarket experienced only a 1 percent decline."

The collision industry echoed this hopeful outlook. In a recent webinar held by 3M, detailing the impact of COVID-19 on the collision industry, four industry experts predicted that the need to get out and away will drive business back to normal by summer.

It's worthwhile, too, to consider how the pandemic might impact other means of transportation going forward. In the days to follow, some travelers may be less inclined to use public transportation, rideshares, and air travel, instead opting for their private, enclosed cars and trucks.

If your days have been slow, they may not be slow much longer. Are your customers consistent, even through the pandemic? Have you struggled with sales?

Let us know what's happening in your neck of the woods. **PD**

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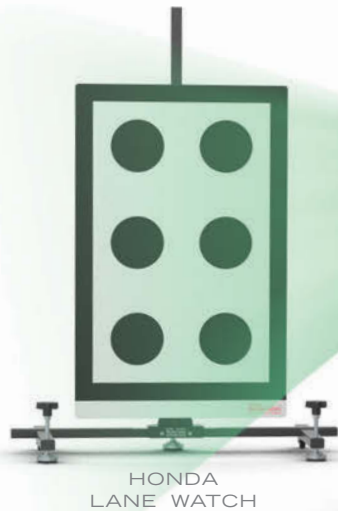
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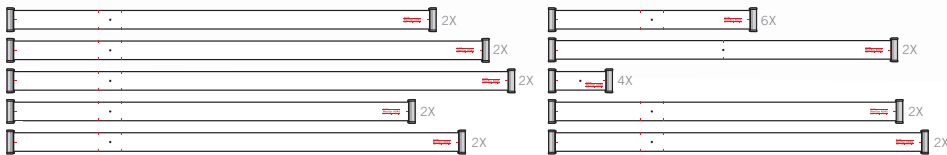
# SENSE NEW COVERAGE

CALIBRATION FOR MA600 AND STANDARD FRAME

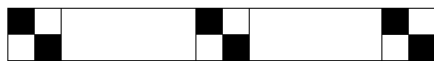


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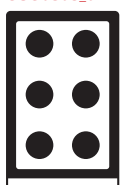
TOYOTA-AVM CSC1004\_10



NISSAN RCW CSC1006\_05



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LANE WATCH  
CSC0805\_02

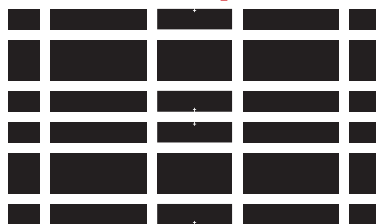


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*Steve Johnston, independent distributor and owner of SJ Enterprises, makes a point of going inside the collision repair shops along his route. Once inside, he evaluates his customers' current equipment in order to offer the solutions the shop needs.*





# CATERING TO collision repair customers

Determine and provide solutions, so body shop owners can take their business to the next level.

by Tyler Fussner, Assistant Editor

A mobile tool distributor may visit a plethora of shop types along their route – from general automotive repair shops and dealerships, to marinas, factories, or agricultural businesses. Each of these varying businesses and locations utilize different tools and equipment from one another. Collision repair facilities are one of those businesses that require a unique set of tools and equipment. While they stock the usual tools found in the mom and pop shops, they also have some unique equipment and a range of specialty tools regularly required for body work. As a distributor, understanding the nuanced differences in the tool and equipment needs of a body shop compared to other stops along your route will allow you to successfully provide your customers with the products they need to do their job.

## EVALUATE THE BODY SHOP

Steve Johnston, independent tool dealer and owner of SJ Enterprises, runs his business in rural Alabama. Although he acknowledges that body shops are not the most common shop-type that he visits, he still does a fair amount of business at such locations – particularly at a stretch of road known locally as Bondo Alley.

“[Bondo Alley] amounts to a subdivision-type setup of commercial buildings all in a row that’s about a quarter of a mile from one end to the other,” Johnston says. “Every business on that road is automotive oriented. There’s a mix of body shops, frame shops, cleanup shops, mechanic shops, and wholesalers that do minor repair and preparation of cars.”

“I’ve never seen another area like it. I came from the Metro Birmingham area, which obviously has a lot of shops, but they’re not lined next to each other like it is in this small area,” Johnston continues, speaking of Bondo Alley.

Johnston has a game plan when approaching a body shop, particularly for a first-time visit. “Initially, you’ve got to categorize the body shop,” Johnston says. “There are [varying] levels and qualities of bodywork and skill levels, just like there are with mechanic shops. You have to be able to make a judgment call and decipher that when you go in.”

Not only should a tool dealer understand the quality of work the body shop is doing, but also the tools, equipment, and materials being used for such work.

“You’ve got to judge the body shop

when you get there. You also better pay attention when you go in as to what kind of equipment they are using and what kind of materials they are using, and tailor your approach to them,” Johnston says.

After the initial assessment, a tool dealer then needs to understand what they can offer that shop. Not only can a dealer offer shop owners the tools they need to continue the work they are currently doing, but a dealer should also understand the tools and equipment that can help that shop owner take their services to the next level ... products which might enable technicians to complete body work not currently offered.

“I am not so much asking [technicians what they need, but rather] observing what is going on in the shop,” Johnston says, speaking to his approach to selling to body shop technicians. “Current vehicles have collision avoidance systems and cameras, and require scan tools to calibrate systems after, say, the shop replaces a windshield; they have to recalibrate cameras and sensors on the bumpers, too. And honestly, from what I’m seeing, very few shops are doing service at that level. Late model cars are requiring that kind of capability, so you can make a lot of decisions on a body shop through the simple observation of how current the cars are that ➔

are inside and being worked on. As a dealer, you have to be up-to-speed and knowledgeable on what the next level [can be] for that shop.”

Observing the shop environment is going to help frame your sales approach as a tool dealer. Understand what services are being completed, understand what equipment the shop does and does not have, understand what materials are being worked on. From there, take your own knowledge of what you can offer the shop to fulfil their tooling and equipment needs.

“If a body shop feels like they’re missing out on an opportunity to make money, you need to be able to sell them the equipment they need to move up to the next level, and you need to be aware of what that equipment is,” Johnston says.

## BODY SHOP TOOLS AND EQUIPMENT

All tools are not created equal. When it comes to body and collision tools and equipment, particularly welders, the equipment is only compatible with select materials. Using a welder on material it is not designed to work on can result in damage and incomplete repairs. After evaluating the shop and determining the type of vehicles frequenting the bays, and in turn the materials being worked on, you can better prepare to offer the correct, compatible equipment to that shop.

“In the past, everything was close to 100 percent steel,” says Eric Sponhaltz, national sales and marketing manager at H&S Autoshot, speaking to vehicle construction. “A steel car equals steel repair procedure. Now, in the present and the future, vehicles [are comprised of] mixed metals. [For example] aluminum, high strength steel, and plastics.”

Sponhaltz continues by saying that different tools and procedures need to be utilized when dealing with certain materials because the materials behave

differently than traditional steel does.

Developments in the tools and equipment available today have progressed with the notion of a multi-material environment for the body shop.

“When we started with our traditional steel stud gun ... the longer the trigger was depressed, the hotter the metal got or the hotter the weld got. Well, that’s fine on your old school ’69 Charger. For these higher strength steel cars and thinner metals, a traditional stud gun may not be the right answer, because as the user holds the trigger down too long, they will burn a hole through the panel,” Sponhaltz explains. Today, H&S Autoshot uses a technology called capacitive discharge. Capacitive discharge provides high power in low amounts of time, preventing users from applying too much heat to surfaces and subsequently causing damage.

H&S Autoshot furthers their ability to provide body shops the capacity to survive in a multi-material reality through their combination aluminum and steel dent pulling solutions, the Dual Spotter, No. UNI-9700, and the Dual Pro, No. UNI-9802. These tools have interchangeable noses to accommodate for the material at hand. Products like the Dual Spotter and Dual Pro provide the flexibility to work with steel and aluminum, and can be solutions to offer a body shop that may handle steel work but does not yet incorporate aluminum work. Sponhaltz suggests asking how the shop handles aluminum work, and if it is being turned away, a dealer can offer a solution with a product that can do what the shop currently does, and more.

Developments in technology have furthered the ability to repair not just various metals, but to better repair plastics as well. The dawn of the nitrogen plastic welder has disrupted the replace versus repair dilemma faced by many body shops on a daily basis.

Kurt Lammon, president of

Polyvance, explains the ability to repair the plastics on today’s vehicles through nitrogen welders, such as Polyvance’s 8000 series of nitrogen welders.

“There has been a transition to polypropylene materials for bumper covers ... airless plastic welders don’t work as well on polypropylene. The invention of our nitrogen plastic welder, back in 2006, allows the technician to make a stronger, faster repair on polypropylene,” Lammon says. “I think you could probably say that nitrogen plastic welding is the established way to repair plastic now.”

As a tool dealer, offering a body shop the equipment to complete plastic repairs can be a catalyst for that shop’s ability to offer more services, turn less work away, and ultimately make more money.

“Unfortunately for the shops, the profit margin on replacement parts is not as high as their labor profit margins,” says Lammon. “They need to look for opportunities to sell labor, and plastic is a great place to look for that because plastics almost always are not structural items. There’s a lot of opportunity for plastic repair in collision damage. The shops just need to be able to have the right equipment and training to take advantage of that, so they can increase their gross profit margin overall by doing more labor, or, billing for more labor hours.”

Although a nitrogen plastic welder may be too large to consistently stock on the truck, there are other plastic body work tools and equipment that are worth finding room for if your route entails body shops.

Polyvance recently released the Sensor Hole Cutting Kit, No. 6149. The Sensor Hole Cutting Kit is designed to cut into replacement bumpers to establish areas for proximity sensors that are equipped on many late-model vehicles today.

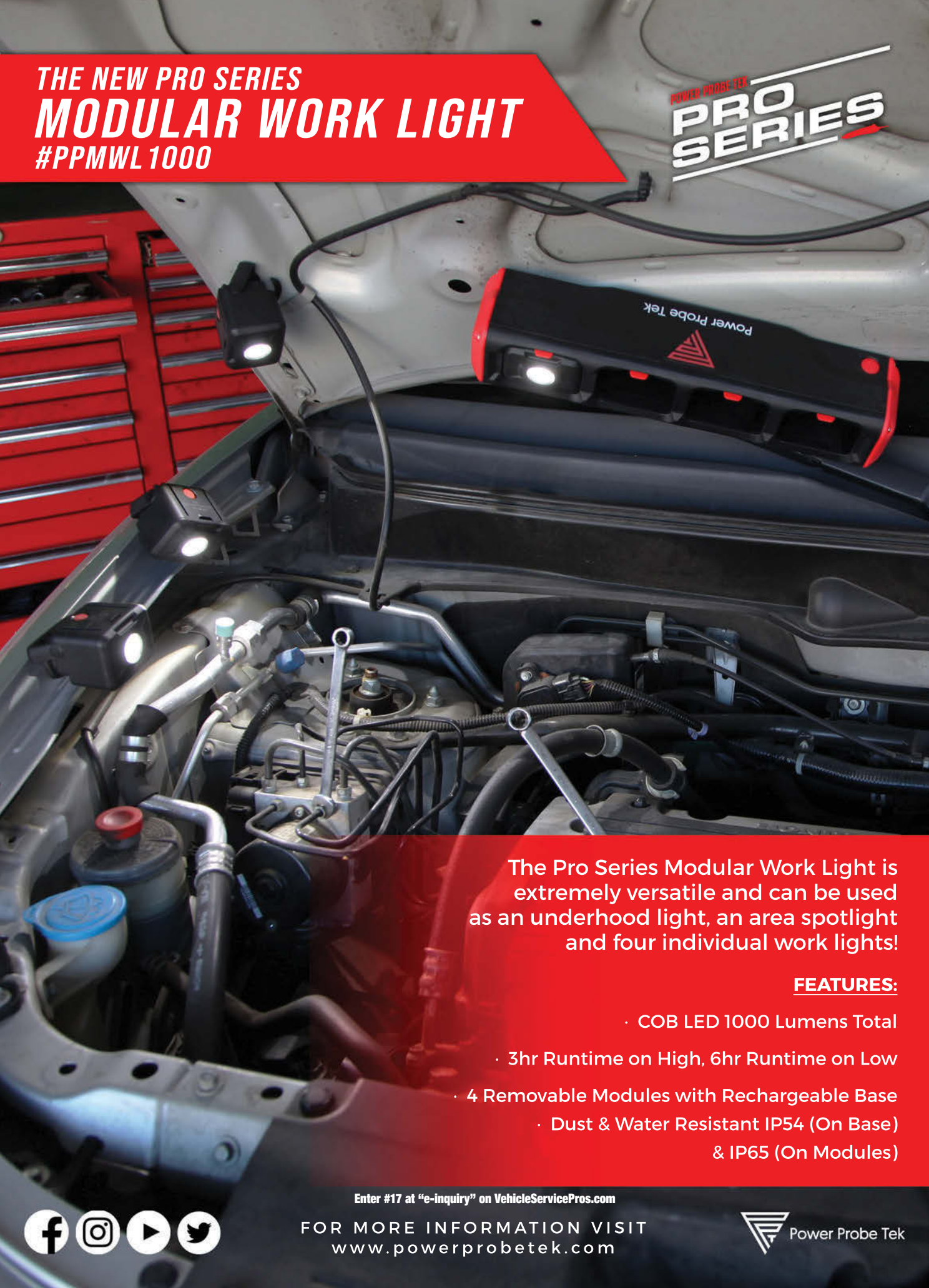
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provided without those holes cut, so the technician would have to cut the hole themselves. The Sensor Hole Cutting Kit makes that a very easy job,” Lammon says.

“The bottom line is, plastics aren’t going away and if anything, they’re going to become more prominent. The body shop that cannot repair plastics is going to miss out on some repair and gross profits,” Lammon concludes.

## PROVIDING SOLUTIONS

Johnston says that it is a delicate balance to decide which body tools to stock versus which to leave to the wholesalers. However, he continues by saying that having the tools stocked may not always be the most important aspect when it comes to body shop technicians.

“The thing I would say is most important is that you’ve got to know what your product options are and where you can acquire them, and the best way to do that is to go to a tool show,” Johnston says. “Whether it’s your flag company’s show or an independent show, focus on going to every one.”

Johnston says the knowledge you acquire at tool shows from vendors is invaluable to both you and your potential customers.

“The more armed you are with information and knowledge when you go into a shop, the more you’re going to have the ability to sell tools to the end users,” Johnston continues. “Pay attention when you go into a shop, see what they complain about not having,

and then provide them with whatever that is. Get knowledgeable about your customers and what they need. If they need something, you’ve got to know what it is that can solve that problem.”

The body shop has its own unique needs when it comes to tools and equipment. As a tool distributor, recognizing these needs for body shops in general is one thing, but analyzing each individual body shop will reveal the gaps in their tool and equipment outfitting. The dealer that is able to not only recognize this gap, but also offer the solutions to fulfill the shop’s needs, will grow their own business and the businesses of their customers, alike. **PD**

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## SNEAK PEEK

### 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.



### DELIVERS LOW NOISE AND HIGH TORQUE

The **AIRCAT Pneumatic Tools VIBROTHERM DRIVE 1" Impact Wrench**, No. 1993-VXL, is designed to deliver high torque, low vibration, low noise, low weight, shorter length, and longer working life, as well as unmatched styling design, operating comfort, and convenience, the company says. The impact wrench offers a maximum torque of 2,000 ft-lbs, weighs 20.2 lbs, and is 18.7" in length. The VIBROTHERM DRIVE 1" Impact Wrench includes a three-year warranty.

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### FEATURES PATENTED EZ GREASE ANVIL

The **Mighty Seven 3/4" Drive EZ Grease Mini Impact Wrench**, No.

NC-6255QHB, features the company's patented EZ grease system, designed to extend the life and power of the tool. The design provides technicians with a time-saving and effective method of self-maintenance. This 3/4" drive impact wrench in a 1/2" drive sized body, operates at 90 psi and can reach a maximum reverse torque of 1400 ft-lbs in five seconds, the company says. The EZ grease system is backed by a three-year warranty.

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### OFFERS 360-DEGREE ROTATABLE HEAD FOR HARD-TO-REACH AREAS

The **Capri Tools 3/8" Air Angle Impact Wrench**, No. CP33100, features 415 ft-lbs of maximum reverse torque and 1,000 rpm of speed. At 3.5" in length with a 10.5" extended handle, the tool is able to get into hard-to-reach areas. The head rotates 360 degrees and has eight locking positions, allowing the user to reach and work on hidden bolts with ease. The swivel exhaust located at the top of the handle vents the exhaust in any direction. The tool also has a large forward/reverse dial with three forward and three reverse power settings. In addition, the tool offers an air consumption of 4.2 cfm and a noise level of 97.5 dBA. It weighs 2.78 lbs.

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### FEATURES A 300-LB CAPACITY

The **Ascot Supply Tire Dolly with Casters** is ideal for moving tires around the shop or for convenient tire storage. The tire dolly features four swivel, non-marking, smooth 3" casters, including a brake on one caster. With its 300-lb capacity, the tire dolly can accommodate a heavy load and transport multiple tires with ease, preventing accidents and injuries from tire handling and transporting. It features a built-in compartment and stackable design to utilize the space and store tires efficiently. The dolly measures 25.2" length by 25.2" width by 4.33" height.

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### VIEW WITH FIVE DIFFERENT COLOR PALETTES

The **Oasis Scientific Vividia HT-A2 IR Infrared Thermal Imaging Camera** with high-quality thermal resolution (320x240 pixels) is an easy-to-use troubleshooting tool for automotive inspection. With the HT-A2 Thermal Imaging Camera, technicians can obtain details in thermal resolution for applications such as detecting parasitic draw, checking HVAC systems and exhaust components for blockages, checking engine manifolds for misfires, and inspecting cooling systems for the correct flow. Technicians can view with five different color palettes. The tool is also able to capture and store photos and measurements.

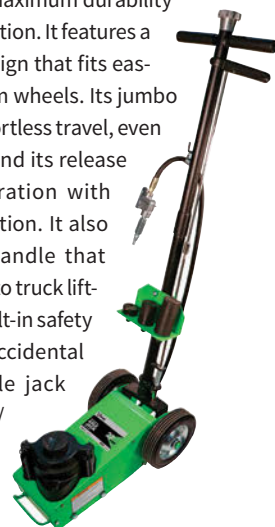
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### BUILT-IN SAFETY VALVE PREVENTS ACCIDENTAL OVERLOAD

The **AFF Viking 22-Ton Air Assist Truck Axle Jack**, No. 56220, is a fully welded hydraulic unit for maximum durability and leak-free operation. It features a narrow chassis design that fits easily between tandem wheels. Its jumbo wheels provide effortless travel, even on rough terrain, and its release valve allows operation with handle in any position. It also features a long handle that allows easy access to truck lifting points and a built-in safety valve to prevent accidental overload. The axle jack meets 2014 PASE/ASME standards, has a minimum height of 8-1/4", and a maximum height of 17-3/4".

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# Why Do Repair Shops Rely on **DrivePro ES**?

**"I would have to be working at a dealership to get this information. I work hard to have a good reputation and with your support team I get the cars repaired correctly... Support and DrivePro are a 10."**

**—Frair Motors – Atlanta, GA**

- ✓ **Live Support from  
OE Brand-Specific  
Master Technicians**
- ✓ **Licensed OE Software**
- ✓ **Remote Flash Programming  
& Calibration**



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**DREW TECHNOLOGIES**

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OpusIVS.com  
sales@OpusIVS.com  
(844) 288-6083 (opt. 3)

**Enter #26 at "e-inquiry" on VehicleServicePros.com**

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## SNEAK PEEK

### FITS IN THE PALM OF YOUR HAND

The **SP Air Corporation Short Reciprocating Air Saw**, No. SP-7620, is lightweight and features a small body style for greater access in tight work places. It is able to cut steel, sheet metal, fiberglass, FRP, rubber, resins, and bumpers. The SP-7620 has a direct drive motor that turns a gear for a powerful cut, and a graduated trigger for ease of control. It also features an ergonomic design with a cushion grip handle, 360-degree rear exhaust, safety throttle lever, and a built-in power regulator. The SP-7620 has an overall length of 6.1" and weighs 1 lb.

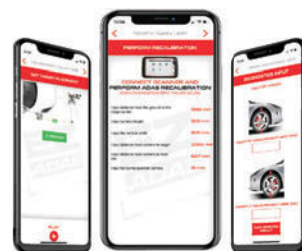
Enter #27 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### ELASTIC CUFF PREVENTS DIRT FROM GETTING IN

The **DeWalt DPG76 Tread Grip Work Glove** from **Radians** enables users to pick up small parts and keep hold of tools easily. The gloves are designed with a breathable 13-gauge polyester/spandex shell for comfort, and offer high dexterity and superior tactile sensitivity. The foam nitrile coated palm has raised tread, allowing technicians to keep a firm grip on dry, wet, or greasy tools and parts. In addition, the elastic cuff helps prevent dirt and grime from getting into the glove.

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### INCLUDES MOBILE APP FOR STEP-BY-STEP PROCEDURES

The **John Bean EZ-ADAS Recalibration System** includes an intuitive, laser-guided target placement to ensure accurate, error-free positioning, as well as a mobile app that allows the service technician to gain access to vehicle specifications quickly. It also features vehicle selection with a VIN barcode reader that can be utilized via a smartphone camera. The mobile app combines high quality, 3-D videos with step-by-step procedures and provides all the data needed for technicians to perform ADAS recalibration service. The mobile app is free to download through the Apple and Google stores.

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## THEXTON



### THX927 Relay Bypass Kit

- Bypass relays to test and activate components. Also, tests circuitry to determine faulty wiring.
- Extended 5 foot cord allows the technician to test the component visually or audibly when activated.
- Custom molded relays dissolve the need to determine which circuit is the power, ground, or signal.



### THX926 Wire Insertion Tool Kit

- Great for installing wires for audio electronics, aftermarket lighting, alarm systems, remote start and more.
- Long steel tube provides enough access to feed wires through the other side of the firewall, even in marine applications.
- The supplied special tubing allows the user to feed the tubing through the tool and is crimpable.



### THX430 Hood/Tailgate Prop

- Clamps to weak gas cylinder lifts to hold up hood or tailgate
- Brass screw will not damage cylinder rod



### THX852 Circuit Energizer

- Portability- Can be used with most all 12 Volt power sources.
- Isolates component from the rest of the circuit.
- Factory correct terminals

**SPECIALTY TOOLS, TESTERS & DIAGNOSTIC EQUIPMENT SINCE 1907**  
CONTACT US AT [THEXTON.COM](http://THEXTON.COM) OR BY PHONE (800) 328-6277

Enter #30 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## 80% of the top-10 vehicle models sold in 2019 use R-1234yf

### Getting started with R-1234yf service

#### What's required?

- › A new machine with R-1234yf high and low side couplers
- › A new leak detector for R-134a AND R-1234yf
- › A new oil injector with the R-1234yf coupler



AC1234-9



LD7



18465

#### Locating leaks

- › Tracer gas fills systems fast and is much cheaper than R-1234yf
- › SAE J2913 and J2791 certified leak detector
- › UV dye can be added to find long-term slow leaks



LD9-TGKIT



LD7



16235

#### Accessories

- › A new manifold set with R-1234yf couplers
- › A refrigerant analyzer for R-134a AND R-1234yf
- › Contaminated refrigerant recovery machine
- › Contaminated refrigerant tank
- › PAG and/or POE oil injectors



41234



16995



25700



17990



18465



18470



## CHARGES IN TWO HOURS

The **Maxxeon WorkStar DROID Rechargeable Technician's Headlamp**, No. MSN00500, features two brightness levels: 400 lm and 150 lm. The light head pivots up and down to direct light where it is needed. The headlamp has a USB rechargeable Lithium-ion polymer battery (LiPo) that charges in two hours and offers four LED battery status indicators. The headlamp is compact, weighing less than 4 oz.

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# THANK YOU

From our family to yours—  
KNIPEX Tools extends a heartfelt  
thanks to all the professional distributors  
keeping our country up and running in  
these challenging times.



©2020 KNIPEX

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## KEEPS TOOLS AND SMALL PARTS CLOSE

The **WeatherTech FlexTray** is designed to simplify cleanup and organize any project. The multi-use tray features a raised outer lip to catch and contain spills and splashes, or to keep track of tools, nuts, and bolts. Made of heavy duty silicone, FlexTray is lightweight, easy to clean, and foldable. It measures 8" by 13" and can protect almost any surface against germs, damage, or stains caused by heat, chemicals, spills, accidents, and more. It is made in the U.S.A. and comes with a zippered storage case.

Enter #33 at "e-inquiry" on  
[VehicleServicePros.com](http://VehicleServicePros.com)



## INCLUDES FOUR MINI 12-POINT FLIP SOCKETS AND TWO EXTENSIONS

The **CTA Mini Flip Socket Set**, No. 4223, features four mini 12-point flip sockets which are paired with its most common size companion to reduce work time. The set is ideal for applications such as: underbelly pans/trays, battery terminals, brake bleeder nuts, intake fasteners, body panels, and more. The set includes 8mm/10mm, 9mm/11mm, 12mm/14mm, and 13 mm / 15 mm flip sockets. Also included in the kit are two 1/4" hex to square adapter extensions (3" and 5") which can be used with many handheld electric drills.

Enter #35 at "e-inquiry" on  
[VehicleServicePros.com](http://VehicleServicePros.com)





## FEATURES UNIQUE SMART STEP-TECHNOLOGY

The **Wurth Limited Edition 31-pc ZEBRA Drill/Screwdriver Set**, No. 0624932020, includes high-performance drill bits with unique SMART STEP-technology, a magnetic 1/4" bit holder, common bits, and magnetic socket wrench blades for use in drill drivers. The set is ideal for quickly drilling precise circular holes in steel, aluminum, non-ferrous metals, plastic, hardwood, and softwood without centerpunching. The set comes in an exclusive, high-quality metal box.

Enter #36 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## FOR BOTH METRIC AND SAE SIZES

The **OEMTOOLS 6-pc 3 Post Socket Tray Set**, No. 22337, is designed to optimize time under the hood by eliminating time spent looking for the right tool. The tray sets each feature an extended base to keep sockets in place and to store deep, semi-deep, and shallow sockets for both metric and SAE sizes for 1/4", 3/8", and 1/2" drive sockets. Socket ranges include metric: 4mm to 15mm (1/4" drive); 6mm to 20mm (3/8" drive); 10mm to 27mm (1/2" drive), and SAE: 1/8" to 5/8" (1/4" drive); 1/4" to 1" (3/8" drive); 3/8" to 1-1/4" (1/2" drive).

Enter #37 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



## TITANIUM COATING FOR ADDED STRENGTH

The **Mayhew Tools 10-pc Phillips Dual Drive Set**, No. 16002, features a range of sizes allowing users to fasten or unfasten a variety of common Phillips screws. The bits are made from S2 tool steel and have a titanium coating for added strength and wear resistance. The low-profile dual-drive design allows for use with a ratchet or 11mm wrench. In addition, the set features proprietary heat treatment for added durability and is backed by a lifetime warranty. The convenient storage rail keeps the bits organized and easily accessible.

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PACJS2601A1



Large, built-in reservoirs mean a permanent water hose connection is not required



Designed to create a noticeable difference, our products can dramatically lower temperatures



Variable speed fans allow air speed to be controlled to your optimal setting



Use single products to spot cool or multiple for full-shop/facility cooling

## WHAT DOES HEAT COST YOU?



**ONE**

extra 15 minute breaks a day

With a staff of 4

Could cost your business

**\$6,000** or more  
PER SUMMER



PACJS2501A1

**PORTACOOOL  
PROTECT™**

**3**

Year warranty on Portacool Jetstream motor and electrical components

**∞**

Lifetime warranty on all molded housings

**Live, U.S.-based Customer Service**

[portacool.com](http://portacool.com)

Enter #39 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

## MOST WANTED

### A 1/2" Drive 24" Breaker Bar

The **Milwaukee Tool 1/2" Drive 24" Breaker Bar**, No. 48-22-9013, features a 180-degree swivel head for use in multiple angles and an ergonomically designed handle for comfort. The breaker bar has an alloy steel construction forged for strength. The chrome-plated finish provides durability and resistance to corrosion. The breaker bar comes with a lifetime guarantee.

**Enter #40 at "e-inquiry" on VehicleServicePros.com**

### C Lithium Ion Tactical Jump Starter

The **Schumacher Electric Corporation Lithium Ion Tactical Jump Starter Light Series** includes three units that combine two critical items every vehicle should have: rechargeable lights and a jump starter. The series offers 400, 800, and 1,000 peak amps of power. The aluminum alloy case is durable, and the smart cable with battery clamps protects the unit and the vehicle's battery. In addition, the multi-setting COB LED has up to seven hours of run-time. The series includes SL1391, SL1398, and SL1399.

**Enter #41 at "e-inquiry" on VehicleServicePros.com**



### B Battery System Tester

The **Launch Tech USA BST-860 Battery System Tester** is designed for many battery-powered vehicles ranging from 12V to 24V like cars, boats, and motorcycles. It can perform six types of battery system tests, which include ripple detection, battery test, electric current test, starter test, charging system test, and voltage test to find out the battery health status. The BST-860 will display the analysis result in a few seconds, which can be printed out with the built-in printer. If any abnormal test results occur, expect a shortened service lifespan or battery damage.

**Enter #42 at "e-inquiry" on VehicleServicePros.com**

### D Door Skin Pliers

The **Dent Fix Equipment Door Skin Pliers** are designed to hold a door skin in place while allowing full access to the rear door frame flange. The pliers are equipped with a large rubber pad on the front to prevent the risk of damaging the front of the door skin. The "T" bar on the rear side of the clamp allows the user to clamp down the door skin and hold it, while bending the skin flange around the door frame. The pliers are adjustable and lockable to customize the clamp to fit the required opening and position needed. It is recommended to use this tool in pairs.

**Enter #43 at "e-inquiry" on VehicleServicePros.com**

### E 20-pc Insulated Master TorqueControl Set

The **Wiha Tools 20-pc Insulated Master TorqueControl Set**, No. 28781, features 10,000V-tested and 1,000V-rated insulated tools. The set includes 10-15 in-lbs TorqueControl handle, torque adjustment tool, PicoFinish SlimLine handle, SoftFinish SlimLine handle, SlimLine blade holder, and 15 SlimLine blades in a heavy duty canvas pouch. All tools have been individually tested for insulation integrity. The torque handle has a +/- 6 percent accuracy, is marked with a serial number, and includes a calibration certificate. There is an audible and perceptible click when the pre-set torque has been attained.

**Enter #44 at "e-inquiry" on VehicleServicePros.com**

### 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.

## F Emergency Power/Jump Starter

The **AutoMeter E-POWER 800 Emergency Power/Jump Starter** is designed to jump start a vehicle, as well as charge personal electronics and supply an emergency LED flashlight with SOS and strobe modes. The E-POWER 800 does not require jumper cables or another vehicle. On a single charge, it can jump-start the vehicle up to 20 times. The E-POWER 800 comes in a lightweight, ergonomic handheld package. The power pack also charges any device with a USB port, such as a phone, computer, or tablet. The EP-800 jump starter is perfectly suited for auto, marine, power sports, and lawn tractor applications, among others.

Enter #45 at “e-inquiry” on [VehicleServicePros.com](http://VehicleServicePros.com)



F



G

H



## I Ultra-compact worklight

The **Streamlight Syclone** is an ultra-compact, USB-rechargeable worklight that features a swiveling 360-degree head in its U-shaped magnetic base for precise one-handed aiming. The light features both spot and flood beams, each with high, medium, and low output modes. Delivering up to 400 lm, the Syclone's spot beam includes a cool white LED for bright area illumination, while the flood mode uses a CRI LED with Streamlight's proprietary color-rite technology for automotive and industrial color matching applications. The Syclone's magnetic base attaches to metal surfaces for handsfree lighting, and a folding hook allows users to hang the light as a cordless drop light for added versatility.

Enter #46 at “e-inquiry” on [VehicleServicePros.com](http://VehicleServicePros.com)



I



J

## G 6-in-1 Fan Clutch Wrench

The **Lang Tools 6-in-1 Fan Clutch Wrench**, No. 3406, is designed to provide better hand alignment and a clearer line of sight while improving accessibility in tight fan clutch areas. The tool combines the convenience of six most commonly used wrench sizes into one double-end wrench. The sizes include: 22, 32, 36, 40, 48, and 50mm. The square drive cutouts are designed for use with a breaker bar for added torque or length.

Enter #47 at “e-inquiry” on [VehicleServicePros.com](http://VehicleServicePros.com)

## H Nitro XT Scan Tool

The **XtoolUSA Nitro XT Scan Tool** is a 10.1” professional bidirectional scan tool featuring Smart Key programming, a military grade aluminum housing, pre- and post-scan reports, automatic vehicle ID, a special functions page, weekly updates, and remote diagnostics. The scan tool uses an open Android system to download third party applications, comes with a wireless Bluetooth connector, has a four core processor, 4G of ram, and 64G of flash memory. The scan tool works on domestic, Asian, and European vehicles, including exotics. It comes in a plastic case with a full array of connectors and cables.

Enter #48 at “e-inquiry” on [VehicleServicePros.com](http://VehicleServicePros.com)

## J Battery Diagnostic Service System

The **Midtronics Heavy Duty Battery Diagnostic Service System**, No. DSS-5000 HD, offers 12V and 24V battery pack, starter, and alternator diagnostics. The DSS-5000 HD features Conductance Profiling, a patented technology designed to provide accurate and decisive battery state of health information. Other notable features include the ability to print test results on a networked printer via built-in Wi-Fi, 3m field-replaceable heavy duty test leads, as well as a durable 3-pc design that includes a detachable controller with 5” full-color touchscreen display, tester pod, and charging dock. It also includes a multimeter cable for cable drop testing. Optional amp clamp and integrated printer available.

Enter #49 at “e-inquiry” on [VehicleServicePros.com](http://VehicleServicePros.com)



# PTEN INNOVATION 2020 AWARDS

Each year, the *PTEN* Innovation Awards feature the newest and most innovative products introduced to the automotive aftermarket. This year, *PTEN* received 146 product entries! We shared the first round of nominees in May *Professional Distributor*. For the full list of 2020 nominees with full product details, visit: [VehicleServicePros.com/2020IANominees](http://VehicleServicePros.com/2020IANominees).

## NOMINEES PART 2



### Launch Tech USA

X-431 Throttle

**CATEGORY: Automotive Scan Tools**

Enter #50 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Alert Stamping

Weatherproof Outdoor Reels

**CATEGORY: Shop Equipment**

Enter #52 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Saber

500 Lumen Wireless Charging LED

Pocket Light, No. 80205

**CATEGORY: Lighting**

Enter #54 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)

### Snap-on Tools

Dual Machine Welding Cart with Storage for Two Gas Cylinders, No. MIGCARTDLA

**CATEGORY: Welding**

Enter #51 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### BOLT ON TECHNOLOGY

Pit Stop

**CATEGORY: Shop Software**

Enter #53 at "e-inquiry" on [VehicleServicePros.com](http://VehicleServicePros.com)



### Exair Corporation

Soft Grip Back

Blow Safety Air Gun

**CATEGORY: Air Tools**

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### Snap-on Tools

68" 9-Drawer Double Bank  
EPIQ Series Stainless Steel  
PowerTop with LED Light,  
No. KETP682A2PU

**CATEGORY: Tool Boxes & Carts**

Enter #56 at "e-inquiry" on  
VehicleServicePros.com



### Milwaukee Tool

M12 FUEL 1/4" Right Angle Die  
Grinder, No. 2485-22

**CATEGORY: Power Tools**

Enter #57 at "e-inquiry" on  
VehicleServicePros.com



### SP Tools/Schley Products

Cummins Common Rail  
Injector Puller, No. 17200

**CATEGORY: Specialty Tools**

Enter #58 at "e-inquiry" on  
VehicleServicePros.com



### Launch Tech USA

Millennium Master

**CATEGORY: Automotive Scan Tools**

Enter #59 at "e-inquiry" on  
VehicleServicePros.com



### GEARWRENCH

Bolt Biter

Extraction Sockets

**CATEGORY: Hand Tools**

Enter #60 at "e-inquiry" on  
VehicleServicePros.com

### Lang Tools

Small Brake Caliper  
Press, No. 277

**CATEGORY: Brake Service**

Enter #61 at "e-inquiry" on  
VehicleServicePros.com



### Lisle Corporation

7-pc Offset Filter Wrench  
Set, No. 40600

**CATEGORY: Specialty Tools**

Enter #62 at "e-inquiry" on  
VehicleServicePros.com

### Robinair

Tracer Gas Leak Detector  
Service Kit, No. LD9-TGKIT

**CATEGORY: Leak Detection**

Enter #63 at "e-inquiry" on  
VehicleServicePros.com



### BendPak

Ranger RS-500DS Stainless  
Steel Wash Cabinet

**CATEGORY: Shop Equipment**

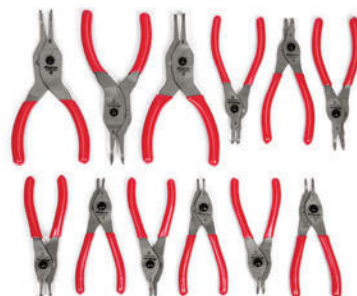
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VehicleServicePros.com

### Snap-on Tools

SRPCR Series Snap Ring Pliers

**CATEGORY: Hand Tools**

Enter #65 at "e-inquiry" on  
VehicleServicePros.com



# 2020 NOMINEES PART 2



**XToolUSA**  
Nitro GT Scan Tool  
*CATEGORY: Automotive Scan Tools*  
Enter #66 at "e-inquiry" on  
VehicleServicePros.com



**Streamlight**  
Syclore  
*CATEGORY: Lighting*  
Enter #68 at "e-inquiry" on  
VehicleServicePros.com



**Snap-on Tools**  
NOZZLEGRP Snap Grip  
Hose Nozzle with Shut Off  
*CATEGORY: Shop Equipment*  
Enter #70 at "e-inquiry" on  
VehicleServicePros.com



**Chief Collision Technology**  
Mosaic Advanced  
Diagnostic  
Technology (ADT)  
*CATEGORY: Diagnostics & ADAS*  
Enter #72 at "e-inquiry" on  
VehicleServicePros.com



**FLIR**  
Thermal Camera, No. TG275  
*CATEGORY: Inspection Tools, Lab Scopes*  
Enter #74 at "e-inquiry" on  
VehicleServicePros.com

**Milwaukee Tool**  
M12 FUEL Installation  
Drill/Driver  
*CATEGORY: Power Tools*  
Enter #67 at "e-inquiry" on  
VehicleServicePros.com



**Opus | IVS**  
DrivePro ES  
*CATEGORY: Diagnostics & ADAS*  
Enter #69 at "e-inquiry" on  
VehicleServicePros.com



**Automotive Test Solutions**  
iVA Intelligent  
Vibration Analyzer  
*CATEGORY: Tire, Wheel Service*  
Enter #71 at "e-inquiry" on  
VehicleServicePros.com



**OEMTOOLS**  
3-pc SureGrip Flexi-Tray Set,  
No. 22417  
*CATEGORY: Tool Organizers*  
Enter #73 at "e-inquiry" on  
VehicleServicePros.com



**Coast Products**  
PM300 Pro-Mount Pivot Light  
*CATEGORY: Lighting*  
Enter #75 at "e-inquiry" on  
VehicleServicePros.com







**Autel**  
MaxiVideo MV480  
*CATEGORY: Inspection Tools, Lab Scopes*  
Enter #76 at "e-inquiry" on VehicleServicePros.com



**Snap-on Diagnostics**  
Triton-D8  
*CATEGORY: Automotive Scan Tools*  
Enter #78 at "e-inquiry" on VehicleServicePros.com



**Mohawk Lifts**  
ML-220 Two-Post Heavy Duty Vehicle Lift  
*CATEGORY: Lifts, Jacks, & Stands*  
Enter #80 at "e-inquiry" on VehicleServicePros.com



**SP Tools USA**  
Next Generation Ultra-Capacitor Jump Pack, No. SP61074  
*CATEGORY: Specialty Tools*  
Enter #82 at "e-inquiry" on VehicleServicePros.com



**Mayhew Tools**  
Rechargeable LED Multi Tool, No. 17945  
*CATEGORY: Safety & Personal Gear*  
Enter #84 at "e-inquiry" on VehicleServicePros.com

**Lang Tools**  
2-pc Hose Removal/Installer Set, No. 854  
*CATEGORY: Specialty Tools*  
Enter #77 at "e-inquiry" on VehicleServicePros.com



**Autel**  
MaxiIM IM508 Key Programming Diagnostic Tool  
*CATEGORY: Automotive Scan Tools*  
Enter #79 at "e-inquiry" on VehicleServicePros.com



**Matco Tools**  
Ball Joint Press with Cup Adapters, No. BJP18100  
*CATEGORY: Specialty Tools*  
Enter #81 at "e-inquiry" on VehicleServicePros.com



**Snap-on Tools**  
18-pc Battery and Electrical Circuit Test Lead Kit, No. MTTL550-KIT  
*CATEGORY: Electrical Testing Tools*  
Enter #83 at "e-inquiry" on VehicleServicePros.com



**Bar's Leaks**  
Gear Repair  
*CATEGORY: Chemicals, Oil, & Lube*  
Enter #85 at "e-inquiry" on VehicleServicePros.com



# 2020 NOMINEES PART 2



**CTEK**  
DC/DC Onboard  
Charging Solution  
*CATEGORY: Battery Service*  
Enter #86 at "e-inquiry" on  
VehicleServicePros.com



**VIM Tools**  
Dual Swivel  
Locking Extension  
*CATEGORY: Hand Tools*  
Enter #88 at "e-inquiry" on  
VehicleServicePros.com



**Mueller-Kueps**  
Uni Puller Set XS,  
No. 650 500  
*CATEGORY: Specialty Tools*  
Enter #90 at "e-inquiry" on  
VehicleServicePros.com



**Autel**  
Trailer PLC Adapter  
*CATEGORY: Diagnostics & ADAS*  
Enter #92 at "e-inquiry" on  
VehicleServicePros.com



**SP Tools/Schley Products**  
SMD LED Wireless Charge  
Work Light and Flashlight  
Twin Pack, No. SP81499  
*CATEGORY: Lighting*  
Enter #94 at "e-inquiry" on  
VehicleServicePros.com

## Matco Tools

1/2" Composite Impact  
Wrench, No. MT2779  
*CATEGORY: Air Tools*  
Enter #87 at "e-inquiry" on  
VehicleServicePros.com



## Snap-on Diagnostics

Service Resets & Relearns  
*CATEGORY: Repair Information*  
Enter #89 at "e-inquiry" on  
VehicleServicePros.com



## Cojali

Jaltest DATA-LINK  
*CATEGORY: Heavy Duty Scan Tool*  
Enter #91 at "e-inquiry" on  
VehicleServicePros.com



## Coast Products

SX300R C.O.B Work Light  
*CATEGORY: Lighting*  
Enter #93 at "e-inquiry" on  
VehicleServicePros.com



## Snap-on Tools

Oil Filter Canister Socket for  
Toyota Vehicles, No. OFT1  
*CATEGORY: Chemicals, Oil, & Lube*  
Enter #95 at "e-inquiry" on  
VehicleServicePros.com





### Oasis Scientific

Vividia W1149 Wi-Fi Dual  
Camera Borescope

**CATEGORY: Inspection Tools,  
Lab Scopes**

Enter #96 at "e-inquiry" on  
VehicleServicePros.com

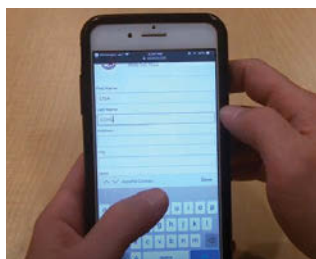


### Snap-on Tools

Heavy-Duty Reciprocating  
Air Saw, No. PTRS1000

**CATEGORY: Air Tools**

Enter #98 at "e-inquiry" on  
VehicleServicePros.com



### BOLT ON TECHNOLOGY

Text To Pay

**CATEGORY: Shop Software**

Enter #100 at "e-inquiry"  
on VehicleServicePros.com



### SP Tools/Schley Products

Sprinter Injector Puller Kit,  
No. 17600

**CATEGORY: Specialty Tools**

Enter #102 at "e-inquiry"  
on VehicleServicePros.com



### Snap-on Tools

Wireless Charging Lighting  
System, No. ECFLPRA350

**CATEGORY: Lighting**

Enter #104 at "e-inquiry" on  
VehicleServicePros.com



### Carlyle Tools

1/2" Dr. Push  
Button Impact Wrench

**CATEGORY: Power Tools**

Enter #97 at "e-inquiry" on  
VehicleServicePros.com



### Lang Tools

8" Locking Pliers with  
Combination Jaw, No. 104-08

**CATEGORY: Hand Tools**

Enter #99 at "e-inquiry" on  
VehicleServicePros.com



### Mac Tools

Macsimizer HD Modular  
Storage System

**CATEGORY: Tool Boxes & Carts**

Enter #101 at "e-inquiry" on  
VehicleServicePros.com



### Matco Tools

Maximus Thermal Imager,  
No. MDMAXTI

**CATEGORY: Inspection Tools,  
Lab Scopes**

Enter #103 at "e-inquiry" on  
VehicleServicePros.com



# 2020 NOMINEES PART 2



**Snap-on Tools**  
Cooling Refill/Retention  
Tool, No. RADKITULTRA  
*CATEGORY: Engine Service  
& Repair*  
Enter #105 at "e-inquiry"  
on VehicleServicePros.com



**Beta Tools**  
Mechanical Torque  
Wrench with Digital  
Readout, No. 665  
*CATEGORY: Hand Tools*  
Enter #107 at "e-inquiry"  
on VehicleServicePros.com



**TEXA**  
RCCS 2 Radar Camera  
Calibration System  
*CATEGORY: Diagnostics & ADAS*  
Enter #109 at "e-inquiry" on  
VehicleServicePros.com



**Mechanic's  
Time Savers**  
Friction Peg Socket Holder  
*CATEGORY: Tool Organizers*  
Enter #111 at "e-inquiry" on  
VehicleServicePros.com

## Lisle Corporation

Long Reach Hose Clamp Pliers,  
Nos. 17000 and 17370  
*CATEGORY: Hand Tools*  
Enter #106 at "e-inquiry" on  
VehicleServicePros.com



## Matco Tools

Maximus Lite Diagnostic  
Scan Tool, No. MDMAXLITE  
*CATEGORY: Automotive Scan Tools*  
Enter #108 at "e-inquiry" on  
VehicleServicePros.com



## Carlyle Tools

16" Tool Bag with Organizer  
*CATEGORY: Tool Organizers*  
Enter #110 at "e-inquiry" on  
VehicleServicePros.com



## Snap-on Tools

14.4 Volt 3/8" MicroLithium  
Cordless Ratchet Kit, No.  
CTR762K2  
*CATEGORY: Power Tools*  
Enter #112 at "e-inquiry" on  
VehicleServicePros.com





#### Matco Tools

R-134a Hybrid Certified  
Touchscreen Automatic  
RRR, No. AC442

**CATEGORY: Air Conditioning Service**

Enter #113 at "e-inquiry" on  
VehicleServicePros.com



#### TEXA

eTRUCK OFF-HIGHWAY

**CATEGORY: Heavy Duty**

**Scan Tool**

Enter #115 at "e-inquiry"  
on VehicleServicePros.com



#### KNIPEX

7 1/4" Pliers Wrench

**CATEGORY: Hand Tools**

Enter #117 at  
"e-inquiry" on  
VehicleServicePros.com



#### Hazel

Fine Tooth 1/2" Ratchet,  
No. 916HP

**CATEGORY: Hand Tools**

Enter #119 at "e-inquiry"  
on VehicleServicePros.com



#### Robinair

Connected R-134yf ACS  
Machine, No. AC1234-9

**CATEGORY:**

**Air Conditioning Service**

Enter #121 at "e-inquiry" on  
VehicleServicePros.com



#### Ascot Supply

Tire Service LED Work Light &  
Replacement Lamp Head

**CATEGORY: Lighting**

Enter #114 at "e-inquiry" on  
VehicleServicePros.com



#### AIRCAT

809 Series Sealed

Flat Head Ratchets

**CATEGORY: Air Tools**

Enter #116 at "e-inquiry" on  
VehicleServicePros.com



#### Cal-Van Tools

Wi-Fi Borescope, No. 84

**CATEGORY: Inspection Tools,  
Lab Scopes**

Enter #118 at "e-inquiry" on  
VehicleServicePros.com

#### Snap-on Diagnostics

ZEUS Workstation

**CATEGORY: Tool Boxes & Carts**

Enter #120 at "e-inquiry" on  
VehicleServicePros.com





**BY ALAN SIPE**  
**CONTRIBUTING EDITOR**

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. Sipe can be reached at [alansipe@gmail.com](mailto:alansipe@gmail.com) or 847-910-1063.

# Whaddaya mean the warranty has expired?!

An unhappy customer should not be a lost customer.

In 43 years of selling hand tools, I have been lucky enough to work with just about every skill of tradesman you can name: automotive technician, oil field roughneck, electrician, plumber, carpenter, maintenance, HVACR, etc. All of these professional tradespeople have the same unusual idiosyncrasy. They will purchase a \$40,000 pickup truck or van and treat it fairly well with regular maintenance, then trade it in three years later, get a paltry \$12-\$15,000, and be happy. Those same tradespeople will purchase a \$10 screwdriver, torture the hell out of it for ten years, and finally break it. Then they get upset when the mobile jobber says, “no free replacement.” It is certainly odd, but that’s the way the tool world is. And as we all know, no one has invented a tool that a technician can’t destroy. So how does a mobile jobber deal with a less-than-happy customer?

During my research for this month’s article, I spoke with several current, successful jobbers, and they agreed that expired product warranties create the most common friction with their customers. Basic hand tools normally are not a big issue since most have a lifetime warranty. The most frequent problems flare up with power tools, air tools, electronics, and other costly items with less than lifetime warranties.

One important thing to understand is that, in most cases, the customer is not upset with you personally. They are probably upset with the product, the manufacturer, your company, or an unusual situation. It may also be something that has absolutely nothing to do with anything you’re involved in – such as home issues, work issues, or relationship issues. They could just be having an unusually bad day. Unfortunately, it almost always feels like they’re mad at you.

If you can calmly accept that your red-faced customer is not actually upset with you personally, it will be much easier to deal positively with the situation at hand. This is hard when the veins on a customer’s forehead are sticking out directly at you.

In these situations it’s just human nature to want to defend ourselves, but don’t do it.

A less than perfect way to handle the situation would be this:

Customer: I can’t believe these impact guns only have a one-year warranty! It really ticks me off.

Jobber: You should have known that when you bought the impact gun, so don’t come to me with your complaint.

You have now picked a fight, and I guarantee things will go downhill from there, as will your sales to that technician.

A better way to handle this situation is this: As you quietly and without interrupting listen to the customer’s problem, you should first respond like you do when you correctly handle an objection in a sales presentation. Make sure you are dealing with a real problem, and not just a throw-away gripe.

For example:

Customer: I can’t believe these impact guns only have a one-year warranty! It really ticks me off.

Jobber: Yes, I sure wish the warranties were longer. Let’s try another good brand with your next one, and I’ll give you a bit of a discount on it.

This answer accepts and agrees with the customer, lets them know you have empathy with the situation, and that you are giving them a little discount for their trouble. Then, you move on to selling them another one.

The customer got the gripe off their chest and they are now ready to move on.

Once you relax a bit and understand that this isn’t a personal attack, you are then able to listen to what your customer is saying. You are also more likely to be able to develop a plan to solve this issue the best you can.

I spoke with a jobber in Canton, Ohio who said that when he knows he is going to face an unhappy customer he will develop his game plan before he enters the conversation. Since you know most of your customers’ personalities pretty well, if you use good listening skills you will be able to ascertain if





Pavel Petrow/Dreamstime.com

this is a big deal or not.

In speaking with another jobber in Chicago, he said that he works hard to make sure his customers understand the warranty when he sells them something with less than a lifetime warranty.

Another warranty issue that will cause problems is repairs. Telling a customer, "Sure the tool is under warranty and the repair will be free, but it is going to take four to five weeks," will usually be met with a less than enthusiastic response such as, "And what the #@%& am I supposed to use for the next five weeks?" This is one of those times the customer is mad at the company, but you are getting the verbal beating.

A save-the-day solution is to have a used, trade-in tool to lend the customer during the repair period.

Jobber: "Yes, four to five weeks is too long to be without that tool, and I wish repairs were faster. What I can do is lend you this used tool I have in the meantime. It will at least get you through the repair period."

Again, you have accepted their problem with empathy, agreed with them, and in this case, given them an acceptable solution. This is a win-win response and solution.

An additional major concern for you is that studies show a satisfied customer will tell two to three people about his experience with your company. A dissatisfied consumer will share their lament with eight to 10 people, and with social media it could get even worse.

In your case, a single, very unhappy customer, or a heated exchange with a customer overheard by others, can influence many or all of the technicians in that repair shop.

One of the jobbers I spoke with said that as soon as a technician brings up a warranty issue, he will immediately move the conversation to his truck.

Jobber: "Let's go out to the truck so I can look up your purchase on my computer and see what we can do for you."

Here you are showing concern for the problem and you are also showing the customer his issue is important

enough to go out to the truck and look it up. But even more importantly you are separating the customer and this potentially unhappy exchange away from his coworkers' prying ears. This also gives you the time to develop your strategy on the way to the truck.

Three things that struck me as I prepared this month's article:

1. Why don't mobile jobbers post a small sign in their mobile store stating the normal warranties of their most common types of products?

2. Why don't the major mobile brands print the warranties on the packaging of all those products with a less than lifetime warranty period?

3. Why don't manufacturers in this industry offer extended warranties for sale? You can buy warranty extensions on many products: cars, TVs, computers, appliances, etc.

Remember that more than anything, unhappy people just want to be listened to, understood, and have their issue respected ... and they sure do not want to be argued with.

Now go sell something. 

# AUTOMOTIVE TEST SOLUTIONS

## Intelligent Vibration Analyzer (iVA)

The analyzer is designed to accurately locate vibrations and noise issues quickly.

### APPLICATION

The Automotive Test Solutions iVA Intelligent Vibration Analyzer, No. IVA3000, is designed to accurately locate and identify which component(s) are creating vibration or noise issues on the vehicle quickly.

### ORIGIN

The company understands that vehicle vibration and noise problems can be difficult and time consuming for a shop to repair, noting that the shop will typically change parts until the problem is corrected. The iVA provides a method to locate the root cause of vibration and noise problems quickly and accurately.

### MANUFACTURING SPECS

The iVA is made in the U.S.A. The iVA Module houses an advanced electronic system that contains a Data Acquisition Device (DAQ) for sampling the signals from the Smart Vibration Sensors and iVA microphone. The iVA Module also contains a Vehicle Communications Interface that communicates with vehicle engine control modules from 1996 to present. Communication bus types supported: J1850 VPW, J1850 MPW, J1850 PWM with IFR, ISO 9141-2, KPW2000, KPW2000 Slow init, and CAN7. The Smart Vibration Sensor uses multiple three-axis accelerometers (X, Y, and Z) to locate vibrating components. When four vibration sensors are used, the iVA DAQ can monitor 12 accelerometer axes continuously.



### FEATURES AND BENEFITS

- Accurately locates and identifies the component(s) creating the vibrations on the vehicle.
- Installs quickly.
- Provides a diagram of the vehicle and indicates where the vibration is coming from.
- Color codes the vibration's severity automatically.
- U.S. online support can be provided on a one-on-one basis.

### SELLING POINTS

- Eliminates the need for separate hardware such as an oscilloscope or J2534 device.
- Only requires Windows PC to start testing.
- Setup takes less than five minutes in most cases, the company says.
- No hidden add-ons.
- Free software updates for one year.

The **Automotive Test Solutions iVA Intelligent Vibration Analyzer**, No. IVA3000, uses Quad Vibration Technology (QVT) to locate and identify the vibration, then rates the vibration severity with advanced color coding in yellow, orange, and red. The graphs and charts can be easily accessible at any time. The iVA can locate multiple vehicle vibrations simultaneously and connects to most vehicles in under five minutes, the company says. The kit comes with an intelligent vibration analyzer, four smart vibration sensors, one iVA microphone, four iVA microphone clamps, four iVA stereo jack cables, an iVA DLC cable, four iVA c-clamps, an iVA USB cable, an iVA USB software card, an iVA tape measure, and iVA pressure-sensitive tape.

### STORAGE AND DISPLAY

The product comes in one plastic enclosure and weighs 10.8 lbs.

**\$ SUGGESTED RETAIL PRICE**  
\$2,750

### **i** FOR MORE INFORMATION

Automotive Test Solutions  
800-572-6112  
515 Wyoming Blvd. SE Suite A  
Albuquerque, NM 87123  
**Enter #122 at "e-inquiry" on  
VehicleServicePros.com**

# H&S AUTOSHOT Nitro-Weld Plastic Welding System

The system uses hot nitrogen gas to restructure common plastic components.



The **H&S Autoshot Nitro-Weld Plastic Welder**, No. UNI-8100, is designed to be an all-in-one solution for plastic repair needs in the shop with hot staple, hot iron, and plastic welding capabilities equipped. The system features a built-in air compressor and contaminate-free nitrogen hot iron/staple capabilities when reflowing or stapling, making it ideal for professionals. The built-in compressor eliminates hoses and noisy shop bleed air while allowing the system to be completely portable. The system also offers digital control with two torches for both air welding and hot staple/reflow functions. It runs on 115V and features an easy-to-use interface panel, alarm indicator for low/no gas pressure, adjustable settings, power settings for both hot staple and hot melt/reflow, visual indicator nitrogen alert, and hot air mode for gas conservation.

## APPLICATION

The Nitro-Weld Plastic Welding System, No. UNI-8100, uses hot nitrogen gas to restructure common plastic components in automotive repair from cracked bumper cover surfaces to hinged tabs.

## ORIGIN

The idea for the product came from the concept to create a complete plastic repair solution in a portable package.

## FEATURES AND BENEFITS

- Eliminates bulky hoses or noisy shop bleed air.
- **System is completely portable.**
- Cost-efficient – the heated air runs during setup, allowing for on-demand nitrogen use.
- Features a built-in air compressor.
- Hot staple, hot iron, and nitrogen welder in one solution.

## SELLING POINTS

- Ideal for plastic bumpers or hinged tabs.
- Shop and technicians make more money repairing versus replacing components such as bumpers, the company says.
- No contamination or toxic smoke while stapling or reflowing plastic panels.
- Single system for all plastic repair needs (staple, iron, and weld plastic).

## MANUFACTURING SPECS

The product is made of global components. The system weighs 77 lbs.

**\$ SUGGESTED RETAIL PRICE**  
\$1,999

## **i** FOR MORE INFORMATION

Eric Sponhaltz  
980-500-1015

Enter #123 at “e-inquiry” on  
[VehicleServicePros.com](http://VehicleServicePros.com)

## STORAGE AND DISPLAY

The nitrogen welder comes packaged with both welding and hot staple/reflow torches, professional cart with cylinder support, starter plastic and staple consumable kit, hand seamer, hot melt blades, aluminum tape, dual gauge regulator with hose, 80 CF nitrogen cylinder, and operator manual.



# MAYHEW TOOLS

## Titanium-coated, Low Profile, Dual Drive 11-pc Torx Bit Set

The set offers a wide range of sizes, allowing users to fasten or unfasten the most common Torx screws.

The **Mayhew Tools' Titanium-coated, Low Profile, Dual Drive 11-pc Torx Bit Set**, No. 16003, offers a wide range of sizes, giving users the ability to fasten or unfasten the most common Torx screws. The set includes a convenient storage rail that keeps all bits organized and easily accessible. The set features a titanium coating that enhances the strength and durability of each piece, along with a low-profile dual-drive design to allow use with a ratchet or 11mm wrench. The popular 1/4" drive has an overall 3/4" length and is backed by a lifetime warranty. The set is assembled in the U.S.A.

### APPLICATION

The Dual Drive 11-pc Torx Bit Set is designed to fasten or unfasten most common Torx screws in the automotive, industrial, and construction markets.



### ORIGIN

The set was developed in response to a void in the market for higher quality, more durable drives, according to the company. Through a proprietary process, Mayhew Tools is able to apply a titanium nitride coating to enhance the strength and durability of the individual drives in each set.

### SELLING POINTS

- Each bit features a ridge to prevent the wrench from slipping.
- The low-profile dual-drive design allows for use with a ratchet or 11mm wrench.
- Comes in a convenient storage rail to keep the bits organized.

### STORAGE AND DISPLAY

The product is shipped in a box that includes eight units per package.

### FEATURES AND BENEFITS

- **The titanium coating extends the life of each bit, saving the technician in replacement cost and time.**
- With various size bits in the set, the user is able to fasten or unfasten the most common Torx screws.

### MANUFACTURING SPECS

This product is assembled in the U.S. It is made of S2 tool steel with a titanium nitride coating added, allowing it to generate higher torque, be tamper resistant, and alleviate cam-out effect. The set weighs 0.284 lbs.

**Comes in a convenient storage rail to keep the bits organized.**

**\$ SUGGESTED RETAIL PRICE**  
\$101.87

### **i** FOR MORE INFORMATION

Eric Mills  
Vice President of Sales and Marketing  
413.863.4860  
Eric.Mills@mayhew.com  
**Enter #124 at "e-inquiry" on  
VehicleServicePros.com**



## TESTED AND TRUSTED SAFETY FOR LIFE

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

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.

### New jacks and stands available now

- LDJA2 2-ton aluminum jack
- SA02 aluminum 2-ton capacity, pair
- LDJ3 3-ton jack
- LDJ35 3.5-ton jack
- HDJ5 5-ton jack
- HDJ5P 5-ton jack with air/hydraulic assist
- HDJ10 10-ton jack
- HDJ5P 5-ton jack with air/hydraulic assist
- S03 3-ton capacity, pair
- UA22 22-ton under axle jack with air/hydraulic assist

### Coming Q3 2020

- S04 4-ton capacity, pair
- S06 6-ton capacity, pair
- S020 20-ton capacity
- S022 22-ton capacity



## BY SCOTT BROWN

Scott Brown is an ASE Master Certified LI 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 our complex 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 founded Diagnostic Network (diag.net) after 22 years of service at iATN, where he retired as company president in 2018.

# Expand your diagnostic proficiency

Diagnostic training and education comes in many forms and can transform a technician's skill set.



Today's vehicles are extremely sophisticated. They have to be, in order to support advanced propulsion systems, convenience systems, safety and security systems, and more. When any of these systems encounter a problem, the advanced skills and knowledge applied by a seasoned diagnostic technician will usually result in a positive outcome. If the problem is addressed by a lesser skilled worker, it's likely the outcome would be the inverse. I've personally witnessed this scenario play out over the years on vehicles with fewer complexities. The evolution of a technician's advanced skills and knowledge can only be supported through dedication and continuing education on the part of the diagnostician.

## ENTRANCE MINIMUMS AND CONTINUED EDUCATION

I believe that the foundational knowledge a technician needs today easily crosses into the engineering world. Although my entry into the industry started in high school in an auto shop class, followed by

*Technicians keep a distance from each other during the COVID-19 pandemic.*

graduating from a technical school, I continue to find myself lacking certain knowledge I feel I should already have. For example, take HVAC, terms such as "sub-cooling" and "super heat" are performance terms that the commercial HVAC industry has been using for decades. Now with small volume A/C systems and new performance tools available to the technician, knowledge of these performance parameters will need to be understood in order to properly diagnose system performance issues.

## ACCESS TO TRAINING

In my early years, getting access to training was not as easy as it is today. However, back then I discovered that through one of our warehouse distributors our shop had access to ACDelco and Motorcraft OEM level training. That access truly contributed to my success as a technician.

Today's diagnosticians have many opportunities to advance their skills. Some of these pathways include:



**AUTEL MAXISYS**

# EXCEED YOUR DIAGNOSTIC NEEDS

ALL THE FEATURES YOU WANT AT THE PRICE YOU DESERVE

TOP SELLING  
— ADVANCED —  
DIAGNOSTIC SYSTEM



## ADVANCED ANALYSIS

DIAGNOSTICS + PROGRAMMING + MAINTENANCE SERVICE

### MaxiSYS ELITE

- Bi-Directional Control
- Advanced Coding & Adaptations
- ADAS Application Upgrade Ready
- 2YR FREE Software/2YR Warranty
- Docking/Charging Station / 2 VCIs



AUTEL UPDATES PROVIDE LATEST OE-LEVEL COVERAGE FOR US/ASIAN/EUROPEAN VEHICLES (1996+), INCLUDING SUPERCARS



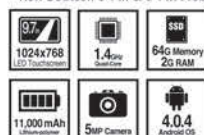
## HEAVY DUTY

BI-DIRECTIONAL DIAGNOSTICS  
+ PROGRAMMING + SERVICE



### MS908CV

- Bi-Directional Control
- Advanced Coding & Adaptations
- Heavy Duty Class 1 - Class 9
- 1YR FREE Software/1YR Warranty
- New Deutsch 6-Pin & 9-Pin Probe Set



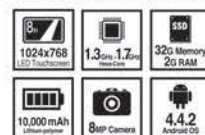
## COLLISION

AFFORDABLE DIAGNOSTICS  
+ COMPLETE TPMS + SERVICE



### MS906TS

- Bi-Directional Control
- Complete TPMS Service
- Pre/PostSCAN Report Manager
- ADAS Application Upgrade Ready
- 1YR FREE Software/1YR Warranty



## ADAS CALIBRATION

BI-DIRECTIONAL DIAGNOSTICS  
+ MAINTENANCE SERVICE



### MS908S

- Bi-Directional Control
- Advanced Coding & Adaptations
- Pre/PostSCAN Report Manager
- ADAS Application Upgrade Ready
- 1YR FREE Software/1YR Warranty



## KEY PROGRAM

IMMO + ADVANCED DIAGNOSTIC  
+ MAINTENANCE SERVICE



### IM608

- Bi-Directional Control
- Advanced Coding/ECU Coding
- MaxiFlash JVC/ECU Programmer
- 1YR FREE Software/1YR Warranty
- XP400 Key Programmer



Enter #126 at "e-inquiry" on VehicleServicePros.com



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- Instructor-led clinics – most parts suppliers offer these during evenings or weekends
- Online training – self-paced curriculum
- Online webinars – due to COVID-19 many companies have pivoted nicely and are supporting the industry in an outstanding manner. Thank you!
- Video training – online, DVD, etc.
- Diagnostic-based community platforms such as diag.net
- App-based adaptive micro-learning

Diagnostic technicians never stop learning, partly because they have an internal passion to be the best that they can be and they realize technology is ever-changing. Additionally, with new tools, equipment, and techniques available, one wants to make sure that their situational awareness is at the highest levels. For instance, about a decade or so ago I began hearing chatter about how one could remove a spark plug and insert a pressure transducer in its place. Once the sensor was connected to the scope, the engine could be started, and with the scope recording, a snap throttle could be performed followed by an idle event. After shutting the engine down, the recording stopped. With the recording now saved on the scope, the technician could analyze the data and

in turn learn a ton about the engine's state of health. At that time, I made a commitment to learn as much about this new technique (to me), and I'm still learning today.

## CASE STUDY

The first kit I acquired was from Automotive Test Solutions out of Albuquerque, New Mexico and while it's still in use today, we have acquired their newer tool called the eSCOPE ELITE4. If you haven't looked into this in-cylinder pressure testing yet, I highly recommend it, especially for times where you suspect camshaft timing issues. One of the early successes for us was on a Mazda Miata. We noticed that the engine wasn't actually running very well and since the vehicle wasn't visiting the shop for any performance issues we engaged with the customer about our observation. The customer revealed that the engine ran like that since having the timing belt replaced two years earlier at another service facility.

We received authorization for analysis. For reference, this engine is a DOHC 4-cylinder. After removing the upper timing cover, my technician noted that the timing marks appeared to be properly aligned. Normally when one is presented with this level of information, the focus goes elsewhere. I however wasn't satisfied, and although I wasn't highly experienced with using this method for diagnostics, I recommended that we collect and measure an in-cylinder running compression test.

We collected the data and made note of the exhaust valve opening (EVO) and intake valve closing (IVC) events. Now with this info we needed access to service information. Unfortunately, rarely will one find camshaft timing specifications listed in service information. So, our next step was to do a little searching. What we found

next was pretty cool; we came across a website for Mazda Miata Racing which had a rule book listing camshaft specification for the "Stock Class" racers. Armed with these specifications, we found that indeed our camshafts were not in time.

After more investigation, we discovered that the camshaft gears were on backwards. Without the ability to measure these timing events with the in-cylinder pressure tester, we would have likely burned up a ton of time trying to diagnose this issue. On V engines, you'll find making comparisons pretty straightforward for cases where you have camshaft timing failure indicators only on one bank. If one started doing these measurements regularly, they will soon learn where the exhaust valve opening angle is before bottom dead center, and where the intake valve typically closes after bottom dead center. To me, this level of testing is truly revolutionary.

## REMOTE LEARNING WITH COVID-19

I recently had a conversation with one of my great friends, and colleague, Steve Ford, A.K.A. "The car guy." Ford's knowledge and dedication to the automotive service industry is truly astonishing. He's been heavily involved with education throughout his career and possesses a very unique perspective on how our education system works. In a recent conversation, he shared some interesting observations as they relate to the COVID-19 epidemic we're currently in the middle of. Ford commented that remote learning has certain disadvantages, primarily due to the fact that you're removed from the learning "inertia" that a like-minded group of learners would be contributing to. Moreover, the community or camaraderie found at training events can help one advance their skillset. For decades, I have been part of sidebar conversations in hallways

### Six fields of training focus

Here are the foundational areas that should be of high interest to diagnostic technicians:

1. Sound electrical knowledge
2. Fluid dynamics – fuel delivery systems
3. Electronics fundamentals
4. Combustion engine dynamics
5. Oscilloscope proficiency
6. Thermography

where intimate discussions can help one grow their knowledgebase as well. Sidebar conversations with small groups can be very helpful because it lets you get your ideas off the ground, especially if you're uncomfortable bringing ideas to the surface while in a classroom in front of a larger audience.

Many companies that supply training for my shop quickly pivoted and began offering webinar-based training, which is truly awesome. The first few weeks of California's shelter-in-place mandate left our shop with a lack of work, which allowed us to take advantage of this new daytime training opportunity.

## THE OUTSIDE THE BOX

I believe every diagnostician should consider pushing their limits on new subjects. Having a deeper level of knowledge that delves into the engineering side on these subjects will make life a lot easier when you're challenged with a diagnostic dilemma.

One of the books that I've found very useful to have around is the Bosch Automotive Handbook. And although this is fifth edition, it is full of great information. Everything from steering systems, to engine management systems, Lambda sensors, and so on ... a ton of great reading material for one to draw upon. As of this writing, the current version covers many of the new safety systems such as adaptive cruise control, lane keeping, collision avoidance and more.

## REMOTE DIAGNOSTICS

A number of companies in the marketplace offer remote diagnostics, primarily because there is a huge shortage of highly skilled diagnosticians. Many of these companies employ top level talent and have the ability to remotely connect to vehicles in your shop and work towards a solution. Some of these companies can also provide other services, like programing, as well. Additionally,

a number of mobile diagnostics companies can come to your facility and provide services. It's good to know that you can include these options as a backup plan.

Here is a short list of some remote diagnostic companies in the marketplace today:

- OPUS | IVS
- AsTech
- AirPro Diagnostics

Before you reach out for assistance, be sure to always doublecheck your work. One of my colleagues shared with me a good rule he has in place for his technicians who have concluded that an expensive module or computer needs to be replaced. He asks his technician to pretend that he just installed a new unit and found that the same problem persists. I think this is a good rule to live by, and one you might consider implementing.

As you and your team explore new training opportunities, products, and solutions, you will find learning is a constant endeavor. Given the complexity of today's vehicles, and from my perspective, the value for a diagnostician will continue to grow well into the future. **PD**

## Training resources

- Carquest – Worldpac: **ctionline.com**
- AVI On Demand Video Training: **aviondemand.com**
- Automotive Seminars: **automotiveseminars.com**
- SAE: **discover.sae.org/online-courses**
- Automotive Training Group (ATG): **atgtraining.com**
- Future Tech Auto: **futuretechauto.com**
- Technician Service Training (TST): **tstseminars.org**
- Today's Class – App based adaptive learning: **todaysclasstechnician.com**
- Motor Age: **motoragetaining.com**

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## Specialty Tools

In order to repair a vehicle, the technician must first know what is wrong with the vehicle. Diagnosing a vehicle issue often requires specialized equipment to track down a specific part or component that needs to be repaired or replaced. The following pages offer some examples of tools and equipment designed to make this task easier.



### EASY TO SEE IN DARK AREAS

The **Lang Tools Dual Ford Fuel Filter Socket**, No. 524, features blue anodizing to make the socket easily visible even in dark areas. The double-sided socket includes a 24mm six-point socket and a 36mm slotted socket. It is made in U.S.A.

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### FLAT AND WIDE BLADES REDUCE THE CHANCE OF DAMAGE

The **Lisle 2-pc Radiator Hose Spoon Set**, No. 82130, is designed to remove radiator hoses from fittings. The tool's flat and wide blades reduce the chance of damage when removing the radiator hose. The long blade is used for pulling the hose off, while the short blade is designed for pushing. The handles are dual material for comfort and grip, as well as heat-treated for strength.

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## REMOVES FUEL INJECTORS FROM ENGINE

The **OTC Fuel Injector Puller**, No. 6999, is designed to remove fuel injectors from the engine. The puller legs align around the injector base and the collar is slid down to firmly grip the injector. A slide hammer attaches to the puller, which is used to pull the injector from its seat. The injector puller threads onto slide hammers with 5/8"-18 thread, including most OTC slide hammers.

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## ABLE TO ACCESS ALL STUDS

The **ProMAXX Mikey II ProKit** is capable of removing broken exhaust manifold studs in both current GM LS engines 5.3L, 6.0L, and 6.2L (2014-2020) and previous generation engines 4.8L, 5.3L, 6.0L, and 6.2L (1999 to 2013). The ProMAXX patented design facilitates machine grade tooling that utilizes hardened steel threaded bushings that can be placed anywhere to deliver consistent and repeatable results without moving the ProPlate. The stainless steel fasteners are precision turned to bring Mikey II into alignment without the error associated with less expensive slip-fit components. Manufactured in the U.S.A. For use in Chevrolet Silverado and Suburban, GMC Sierra and Yukon, and Cadillac Escalade 1999 to present.

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## LOOSENS HENN CLAMPS

The **CTA HENN Clamp Pliers**, No. 1013, are designed for the loosening or opening of HENN clamps found on coolant hoses, charge air hoses, and turbo hoses. The T-handle features a removable working end which can be adjusted for an angled (90-degrees) and straight approach when HENN clamps are difficult to access. Ideal for applications including: VW, Audi, BMW, Fiat, Ford, Kia, Lexus, Mazda, Mercedes, Nissan, Porsche, Toyota, Volvo, and more.

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## MACHINED HAMMER HEADS

The **KTI 7-pc Body and Fender Hammer Set**, No. KTI70511, is designed for pounding auto sheet metal before finishing. The set can be used on both flat and curved surfaces. The body and fender hammer set features red fiberglass handles with comfort grips and machined hammer heads. The set includes a bumping hammer, pick hammer, chisel end hammer, heel dolly, shrinking dolly, double end dolly, and a curve dolly. They come in a convenient carry and storage case.

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### COMPATIBLE WITH EITHER AN IMPACT GUN OR A TORQUE WRENCH

The **Ascot Tire Spreader** is designed for quick spreading of tire beads. It is a simple yet powerful tool that improves ease of tire repair by opening up the inner tire until there is sufficient air space available for repair. It is compatible with either an impact gun (1/2" with 1-1/4" socket) or a torque wrench. With dimensions of 19" by 3" by 11", its ideal application is for mobile service. It is made of a durable material, is operator-friendly, and is a suitable tool for most tire repair jobs.

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### TAPERED TIP FOR SECURE GRIP

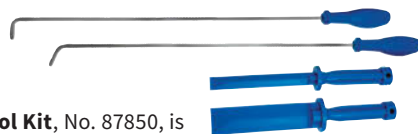
The **OEMTOOLS 6-1/2" Heavy Duty Snap Ring Pliers Set**, No. 25397, features two heavy duty pliers with a patented tapered tip design to securely grip snap rings. The set includes one internal snap ring pliers and one external snap ring pliers. The patented tapered tips have three adjustable settings: straight, 45-degrees, and 90-degrees and are constructed with durable coated steel. The tip sizes include .8mm, 1.2mm, 1.4mm, and 2mm. Handles are spring loaded for easy operation.


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### ABLE TO ACCESS HARD-TO-REACH MOLDING CLIPS

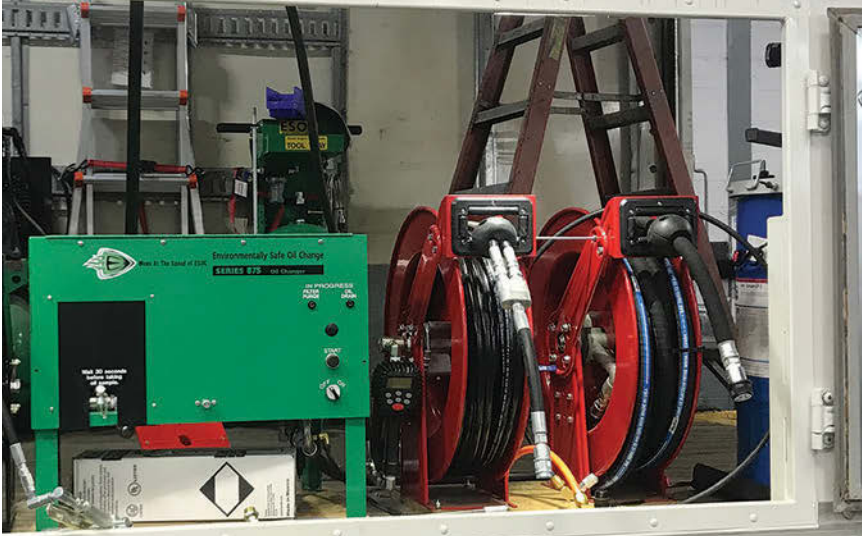
The **S & G Tool Aid Corp. 4-pc Clip Removal Tool Kit**, No. 87850, is designed to assist with the removal of plastic wheel house, rocker, and door molding clips. The tools will prevent damage to the clips and can be reused, the company says. Both the right angle and offset angle clip removal tools have an overall length of 21" to access hard-to-reach molding clips. The Clip Removal Tools are patent pending and are designed for pulling and pushing to remove the clips.

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# DRIVING SALES

Specialty Tools

## FOR USE ON OIL AND FUEL FILTER CANISTERS

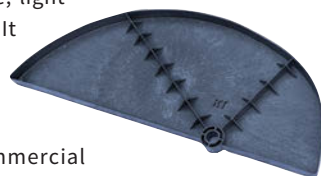
The **Lisle 7-pc Offset Filter Wrench Set**, No. 40600, is designed for use on oil and fuel filter canisters when replacing the element. The set features a low profile, 6-point wrench with an offset 3/8" square drive for clearance in hard-to-reach spaces. The sizes are laser marked on each wrench and the set comes in a blow molded case for storage. If using a torque wrench with these adapters, adjust the torque setting to compensate for any change in length between the centerline of the fastener and the centerline of the torque wrench drive. The torque setting will be the same if the offset wrench is at 90-degrees to the handle of the torque wrench.



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## PROPERLY ALIGNS MANUAL TORQUE WRENCHES

The **Ascot Supply Torque Fin** is designed to link, stabilize, and properly align manual torque wrenches to ensure accurate torque. The tool is durable, lightweight, and user-friendly. It reduces risk of injury due to wheel-off accidents, the company says. The Torque Fin works with most commercial torque wrenches and truck tires.



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## FEEDS WIRES THROUGH FIREWALL

The **Thexton Wire Insertion Tool Kit**, No. 926, is ideal for installing wires for audio electronics, aftermarket lighting, alarm systems, remote start, and more. The long steel tube provides enough access to feed wires through the other side of the firewall, even in marine applications. Having a sharp point and solid handle allows the user to easily pierce through firewalls, rubber grommets, and panels. The 3/8" tubing comes with a 35-degree bend, enabling for more direction and control of the pull-through wire. The supplied special tubing allows the user to feed the tubing through the tool and can be crimped.



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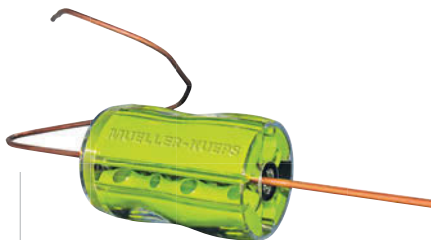
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## FOR LB7 DURAMAX DIESEL ENGINES

The **SP Tools Duramax Injector Cup Puller**, No. 16100, is designed to remove the injector cup and sleeve without causing damage to the cup on LB7 Duramax diesel engines for models of Chevrolet and GMC vehicles between 2001 and 2004. The 16100 tool is ideal for re-sealing the sleeves, which begin to leak over time. It also works efficiently, saving the technician on time.

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## REDUCES ISSUES CAUSED BY A KINKED BRAKE LINE

The **Mueller-Kueps Brake Line Straightener**, No. 462 040, is designed to allow the user to straighten a brake line with 16 ball-bearing precision rolls, after it has been rolled off a coil. It provides the user with a straight line to place onto the car and will reduce the issues caused by a kinked brake line. Easy and quick to use, simply slide the tool onto the brake line far enough to have a handhold, then move the tool away from along the line. If kinked, simply move the tool up and down the line a couple of times to remove all kinks.

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## COMES WITH FIVE DIFFERENT OFFSETS

The **Cal-Van Tools 5-pc Trim and Panel Clip Tool Set**, No. 113, is ideal for removing plastic fasteners, plastic clips, upholstery, and door panels. The set comes with five different offsets with a range of three spreads from 5mm, 7.5mm, and 11mm. The Trim and Panel Clip Tool Set features a high polished chrome finish and rubberized handles for additional gripping power, a foam organization tray for storage, and is backed by a limited lifetime warranty.

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**BY DAVID BRIERLEY,  
EDITOR**

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## Unconventional success

North Carolina-based independent distributor Chris Stone proves success can come from outside the industry.

**A**n automotive technician putting down their wrench to become a mobile tool distributor is a relatively common story in this industry — one that we have told in the pages of *PD* many times. But not all tool dealers come from a background in wrenching.

Chris Stone got his start in the mobile tool business after working for 15 years in telecommunications. When he started out under a flag, he admittedly didn't know much about automotive tools and equipment.

"Coming from the telecom industry, realistically I didn't know what this stuff was and I didn't know how to use it," Stone says. "But I made it work."

He caught on quickly, and after only a few years as a mobile distributor, Stone proved just how well he was making it work by earning a spot as a top distributor with his flag.

After six years with the flag, Stone decided to make a change and became an independent dealer selling with the GEARWRENCH Street Team.

Now eight years into running his own tool truck, Stone is helping others get their start. His brother-in-law, Mike Yarter, has his own route that he runs on Saturdays. Yarter currently works in IT for a fortune-100 company during the week, but plans to make the switch to selling tools full-time in the near future.

Since neither Stone nor Yarter had prior experience with automotive tools, they relied instead on building relationships with their customers by being dependable and honest.

"If they [customers] have a broken warranty part, regardless of where they purchased it, I honor it, because it's lifetime," Yarter says. "I listen to them, I always greet them when they come to the truck, and I'm always honest with them. If I can't do something, I'll tell them I can't."

The two mobile tool dealers are also sure to stock what their customers want and need, trying to anticipate demand.

"First and foremost, we tool up; our trucks are full whenever we roll into a shop," Stone says. "That's a big factor because if a guy comes on the truck and you don't have any inventory, it's kind of



*Mike Yarter and Chris Stone both have backgrounds outside of automotive repair.*

hard to sell anything like that, and you can't really sell [from] pictures. I told Mike in the beginning, you cannot have too much inventory."

When it comes to the competition, Stone and Yarter don't engage in pettiness and tend to keep to themselves.

"We mind our own business," Stone says. "I don't care what any other tool dealer is doing, I don't care what any other tool dealer is saying. I don't stir the pot with that."

The two also work hard to keep their trucks clean and tidy. Since a tool truck is a mobile distributor's storefront, it's important to make it a place customers want to visit time and time again.

"Our trucks are always clean, our trucks are always swept out on the inside," Stone says. "And, as strange as it sounds, I have a lot of guys get on the truck and say, 'Man, this is the best smelling tool truck I've ever been in.'"

Both coming from very different industries, Stone and Yarter enjoy working in mobile tool sales and plan to continue until their respective retirements. For now, they're content doing what they love.

"We want to go out, we want to work, we want to get paid, and we want to come home," Stone says. "We want to play whenever it's time to play. But when it's time to work, it's time to work." **PD**



To see a video of Stone's truck being wrapped in its latest GEARWRENCH Street Team livery, visit: [VehicleServicePros.com/21138676](http://VehicleServicePros.com/21138676)

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